



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

CERTIFIED MAIL
RETURN RECEIPT REQUESTED

SEP 30 2005

400 Seventh Street, S.W.
Washington, D.C. 20590

Mr. Frank Slaveter, Senior Manager
National Technical Compliance
Nissan North America, Inc.
P. O. BOX 191
Gardena, CA 90248-4504

NVS-213
PE05-050

Dear Mr. Slaveter:

This letter is to inform you that the Office of Defects Investigation (ODI) of the National Highway Traffic Safety Administration (NHTSA) has opened a Preliminary Evaluation (PE05-050) to investigate allegations of fuel tank punctures in model year (MY) 2004 and 2005 Nissan Murano vehicles manufactured by Nissan, and to request certain information.

ODI has received six Vehicle Owner Questionnaire (VOQ) reports of fuel tank punctures in MY 2004 and 2005 Nissan Murano vehicles. Three of the six consumers reported driving over road debris prior to discovering the fuel tank had been punctured. Additionally, two of the consumers noted hearing an audible noise under the vehicle while driving prior to discovering fuel leak. Another consumer was notified of fuel leakage by another motorist and subsequently discovered the fuel tank was punctured. A copy of each of the reports is enclosed for your information.

Unless otherwise stated in the text, the following definitions apply to these information requests:

- **Subject vehicles:** all 2004 and 2005 Nissan Muranos manufactured for sale or lease in the United States.
- **Subject component:** Fuel Tank Assembly on the subject vehicles.
- **Nissan:** Nissan North America, Inc, Nissan of North America Inc., and Nissan Motor Co., Ltd. and all of its past and present officers and employees, whether assigned to its principal offices or any of its field or other locations, including all of its divisions, subsidiaries (whether or not incorporated) and affiliated enterprises and all of their headquarters, regional, zone and other offices and their employees, and all agents, contractors, consultants, attorneys and law firms and other persons engaged directly or indirectly (e.g., employee of a consultant) by or under the control of Nissan (including all business units and persons previously referred to), who are or, in or after January 1, 2001, were involved in any way with any of the following related to the alleged defect in the



DOT AUTO SAFETY HOTLINE
888-DASH-2-DOT
888-327-4238

subject vehicles:

- a. Design, engineering, analysis, modification or production (e.g. quality control);
 - b. Testing, assessment or evaluation;
 - c. Consideration, or recognition of potential or actual defects, reporting, record-keeping and information management, (e.g., complaints, field reports, warranty information, part sales), analysis, claims, or lawsuits; or
 - d. Communication to, from or intended for zone representatives, fleets, dealers, or other field locations, including but not limited to people who have the capacity to obtain information from dealers.
- **Alleged defect:** the fuel tank may be punctured while driving.
 - **Document:** "Document(s)" is used in the broadest sense of the word and shall mean all original written, printed, typed, recorded, or graphic matter whatsoever, however produced or reproduced, of every kind, nature, and description, and all non-identical copies of both sides thereof, including, but not limited to, papers, letters, memoranda, correspondence, communications, electronic mail (e-mail) messages (existing in hard copy and/or in electronic storage), faxes, mailgrams, telegrams, cables, telex messages, notes, annotations, working papers, drafts, minutes, records, audio and video recordings, data, databases, other information bases, summaries, charts, tables, graphics, other visual displays, photographs, statements, interviews, opinions, reports, newspaper articles, studies, analyses, evaluations, interpretations, contracts, agreements, jottings, agendas, bulletins, notices, announcements, instructions, blueprints, drawings, as-builts, changes, manuals, publications, work schedules, journals, statistical data, desk, portable and computer calendars, appointment books, diaries, travel reports, lists, tabulations, computer printouts, data processing program libraries, data processing inputs and outputs, microfilms, microfiches, statements for services, resolutions, financial statements, governmental records, business records, personnel records, work orders, pleadings, discovery in any form, affidavits, motions, responses to discovery, all transcripts, administrative filings and all mechanical, magnetic, photographic and electronic records or recordings of any kind, including any storage media associated with computers, including, but not limited to, information on hard drives, floppy disks, backup tapes, and zip drives, electronic communications, including but not limited to, the Internet and shall include any drafts or revisions pertaining to any of the foregoing, all other things similar to any of the foregoing, however denominated by Nissan, any other data compilations from which information can be obtained, translated if necessary, into a usable form and any other documents. For purposes of this request, any document which contains any note, comment, addition, deletion, insertion, annotation, or otherwise comprises a non-identical copy of another document shall be treated as a separate document subject to production. In all cases where original and any non-identical copies are not available, "document(s)" also means any identical copies of the original and all non-identical copies thereof. Any document, record, graph, chart, film or photograph originally produced in color must be provided in color. Furnish all documents whether verified by Nissan or not. If a document is not in the English language, provide both the original document and an English translation of the document.

- **Other Terms:** To the extent that they are used in these information requests, the terms "claim," "consumer complaint," "dealer field report," "field report," "fire," "fleet," "good will," "make," "model," "model year," "notice," "property damage," "property damage claim," "rollover," "type," "warranty," "warranty adjustment," and "warranty claim," whether used in singular or in plural form, have the same meaning as found in 49 CFR 579.4.

In order for my staff to evaluate the alleged defect, certain information is required. Pursuant to 49 U.S.C. § 30166, please provide numbered responses to the following information requests. Insofar as Nissan has previously provided a document to ODI, Nissan may produce it again or identify the document, the document submission to ODI in which it was included and the precise location in that submission where the document is located. When documents are produced, the documents shall be produced in an identified, organized manner that corresponds with the organization of this information request letter (including all individual requests and subparts). When documents are produced and the documents would not, standing alone, be self-explanatory, the production of documents shall be supplemented and accompanied by explanation.

Please repeat the applicable request verbatim above each response. After Nissan's response to each request, identify the source of the information and indicate the last date the information was gathered.

1. State, by model and model year, the number of subject vehicles Nissan has manufactured for sale or lease in the United States. Separately, for each subject vehicle manufactured to date by Nissan, state the following:
 - a. Vehicle identification number (VIN);
 - b. Model Year;
 - c. Date of manufacture;
 - d. Date warranty coverage commenced; and
 - e. The State in the United States where the vehicle was originally sold or leased (or delivered for sale or lease).

Provide the table in Microsoft Access 2000, or a compatible format, entitled "PRODUCTION DATA."

2. State the number of each of the following, received by Nissan, or of which Nissan is otherwise aware, which relate to, or may relate to, the alleged defect in the subject vehicles:
 - a. Consumer complaints, including those from fleet operators;
 - b. Field reports, including dealer field reports;
 - c. Reports involving a crash, injury, or fatality, based on claims against the manufacturer involving a death or injury, notices received by the manufacturer alleging or proving that a death or injury was caused by a possible defect in a subject vehicle, property damage claims, consumer complaints, or field reports;
 - d. Reports involving a fire, based on claims against the manufacturer involving a death or injury, notices received by the manufacturer alleging or proving that a death or injury was

caused by a possible defect in a subject vehicle, property damage claims, consumer complaints, or field reports;

- e. Property damage claims; and
- f. Third-party arbitration proceedings where Nissan is or was a party to the arbitration; and
- g. Lawsuits, both pending and closed, in which Nissan is or was a defendant or codefendant.

For subparts "a" through "d" state the total number of each item (e.g., consumer complaints, field reports, etc.) separately. Multiple incidents involving the same vehicle are to be counted separately. Multiple reports of the same incident are also to be counted separately (i.e., a consumer complaint and a field report involving the same incident in which a crash occurred are to be counted as a crash report, a field report and a consumer complaint).

In addition, for items "c" through "g", provide a summary description of the alleged problem and causal and contributing factors and Nissan's assessment of the problem, with a summary of the significant underlying facts and evidence. For items "f" and "g," identify the parties to the action, as well as the caption, court, docket number, and date on which the complaint or other document initiating the action was filed.

3. Separately, for each item (complaint, report, claim, notice, or matter) within the scope of your response to Request No. 2, state the following information:
 - a. Nissan's file number or other identifier used;
 - b. The category of the item, as identified in Request No. 2 (i.e., consumer complaint, field report, etc.);
 - c. Vehicle owner or fleet name (and fleet contact person), address, and telephone number;
 - d. Vehicle's VIN;
 - e. Vehicle's make, model and model year;
 - f. Vehicle's mileage at time of incident;
 - g. Incident date;
 - h. Report or claim date;
 - i. Whether a crash is alleged;
 - j. Whether a fire is alleged;
 - k. Whether property damage is alleged;
 - l. Number of alleged injuries, if any; and
 - m. Number of alleged fatalities, if any.

Provide this information in Microsoft Access 2000, or a compatible format, entitled "REQUEST NUMBER TWO DATA."

4. Produce copies of all documents related to each item within the scope of Request No. 2. Organize the documents separately by category (i.e., consumer complaints, field reports, etc.) and describe the method Nissan used for organizing the documents.
5. State, by model and model year, a total count for all of the following categories of claims, collectively, that have been paid by Nissan to date that relate to, or may relate to, the alleged defect in the subject vehicles: warranty claims; extended warranty claims; claims for good will services that were provided; field, zone, or similar adjustments and reimbursements; and

warranty claims or repairs made in accordance with a procedure specified in a technical service bulletin or customer satisfaction campaign.

Separately, for each such claim, state the following information:

- a. Nissan claim number;
- b. Vehicle owner or fleet name (and fleet contact person) and telephone number;
- c. VIN;
- d. Repair date;
- e. Vehicle mileage at time of repair;
- f. Repairing dealer's or facility's name, telephone number, city and state or ZIP code;
- g. Labor operation number;
- h. Problem code;
- i. Replacement part number(s) and description(s);
- j. Concern stated by customer; and
- k. Comment, if any, by dealer/technician relating to claim and/or repair.

Provide this information in Microsoft Access 2000, or a compatible format, entitled "WARRANTY DATA."

6. Describe in detail the search criteria used by Nissan to identify the claims identified in response to Request No. 5, including the labor operations, problem codes, part numbers and any other pertinent parameters used. Provide a list of all labor operations, labor operation descriptions, problem codes, and problem code descriptions applicable to the alleged defect in the subject vehicles. State, by make and model year, the terms of the new vehicle warranty coverage offered by Nissan on the subject vehicles (i.e., the number of months and mileage for which coverage is provided and the vehicle systems that are covered). Describe any extended warranty coverage option(s) that Nissan offered for the subject vehicles and state by option, model, and model year, the number of vehicles that are covered under each such extended warranty.
7. Produce copies of all service, warranty, and other documents that relate to, or may relate to, the alleged defect in the subject vehicles, that Nissan has issued to any dealers, regional or zone offices, field offices, fleet purchasers, or other entities. This includes, but is not limited to, bulletins, advisories, informational documents, training documents, or other documents or communications, with the exception of standard shop manuals. Also include the latest draft copy of any communication that Nissan is planning to issue within the next 120 days.
8. Describe all assessments, analyses, tests, test results, studies, surveys, simulations, investigations, inquiries and/or evaluations (collectively, "actions") that relate to, or may relate to, the alleged defect in the subject vehicles that have been conducted, are being conducted, are planned, or are being planned by, or for, Nissan. For each such action, provide the following information:
 - a. Action title or identifier;
 - b. The actual or planned start date;
 - c. The actual or expected end date;
 - d. Brief summary of the subject and objective of the action;

- e. Engineering group(s)/supplier(s) responsible for designing and for conducting the action; and
- f. A brief summary of the findings and/or conclusions resulting from the action.

For each action identified, provide copies of all documents related to the action, regardless of whether the documents are in interim, draft, or final form. Organize the documents chronologically by action.

9. Describe all modifications or changes made by, or on behalf of, Nissan in the design, material composition, manufacture, quality control, supply, or installation of the subject component, from the start of production to date, which relate to, or may relate to, the alleged defect in the subject vehicles. For each such modification or change, provide the following information:
 - a. The date or approximate date on which the modification or change was incorporated into vehicle production;
 - b. A detailed description of the modification or change;
 - c. The reason(s) for the modification or change;
 - d. The part numbers (service and engineering) of the original component;
 - e. The part number (service and engineering) of the modified component;
 - f. Whether the original unmodified component was withdrawn from production and/or sale, and if so, when;
 - g. When the modified component was made available as a service component; and
 - h. Whether the modified component can be interchanged with earlier production components.

Also, provide the above information for any modification or change that Nissan is aware of which may be incorporated into vehicle production within the next 120 days.

10. Provide the following information concerning the subject fuel tank assemblies:
 - a. Drawings showing the nominal and minimum (full jounce) design ground clearance of the subject fuel tank assembly and the corresponding location(s) on the tank assembly – state all assumptions (e.g., tire inflation pressure);
 - b. Identify all subject vehicle components that have lower ground clearances for each condition cited in “10.a” than the subject fuel tanks and state the location and ground clearance dimension of each;
 - c. State the minimum design ground clearance for each condition cited in “10.a” for the subject vehicles, the bases for that dimension, the associated component/structure, and the location;
 - d. Provide a bottom view drawing or picture showing the undercarriage of the vehicle in the fully built configuration with the fuel tank and the locations of all components identified in “10.b” and “10.c” clearly marked;
 - e. Copies of all engineering specifications relating to the packaging, shielding, ground clearance, and/or puncture resistance of the subject fuel tanks;
 - f. Copies of all engineering standards, design guides, or similar documents that relate in any way to the packaging, shielding, ground clearance, and/or puncture resistance of fuel tanks in passenger cars or light trucks (including vans and utility vehicles);

- g. A detailed description of the fuel tank material composition and manufacturing process, including material type and material specifications;
 - h. Nominal, maximum and minimum design thicknesses in the forward and bottom sections of the tank;
 - i. State the purpose of the shield above the rear drive shaft and below the fuel tank (in vehicle upright position);
 - j. State the capacity of the subject fuel tank and the amounts of fuel that could leak from punctures in the each side (left and right) of the tank;
 - k. Provide a picture or diagram of the subject fuel tank indicating the locations of all punctures known to Nissan; and
 - l. Any kits that have been released, or developed, by Nissan for use in service repairs to the subject component/assembly which relate, or may relate, to the alleged defect in the subject vehicles.
11. State the number of each of the following that Nissan has sold that may be used in the subject vehicles by component name, part number (both service and engineering/production), model and model year of the vehicle in which it is used and month/year of sale (*including the cut-off date for sales, if applicable*):
- a. Subject component; and
 - b. Any kits that have been released, or developed, by Nissan for use in service repairs to the subject component/assembly.

For each component part number, provide the supplier's name, address, and appropriate point of contact (name, title, and telephone number) Also identify by make, model and model year, any other vehicles of which Nissan is aware that contain the identical component, whether installed in production or in service, and state the applicable dates of production or service usage.

12. Furnish Nissan's assessment of the alleged defect in the subject vehicle, including:
- a. The causal or contributory factor(s);
 - b. The failure mechanism(s);
 - c. The failure mode(s);
 - d. The risk to motor vehicle safety that it poses;
 - e. What warnings, if any, the operator and the other persons both inside and outside the vehicle would have that the alleged defect was occurring or subject component was malfunctioning; and
 - f. The reports included with this inquiry.

This letter is being sent to Nissan pursuant to 49 U.S.C. § 30166, which authorizes NHTSA to conduct any investigation that may be necessary to enforce Chapter 301 of Title 49 and to request reports and the production of things. It constitutes a new request for information. Nissan's failure to respond promptly and fully to this letter could subject Nissan to civil penalties pursuant to 49 U.S.C. § 30165 or lead to an action for injunctive relief pursuant to 49 U.S.C. § 30163. (Other remedies and sanctions are available as well.) Please note that maximum civil

penalties under 49 U.S.C. § 30165 have increased as a result of the recent enactment of the Transportation Recall Enhancement, Accountability, and Documentation (TREAD) Act, Public Law No. 106-414 (signed November 1, 2000). Section 5(a) of the TREAD Act, codified at 49 U.S.C. § 30165(b), provides for civil penalties of up to \$5,000 per day, with a maximum of \$15 million for a related series of violations, for failing or refusing to perform an act required under 49 U.S.C. § 30166. This includes failing to respond to ODI information requests.

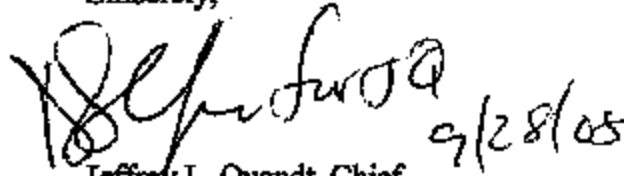
If Nissan cannot respond to any specific request or subpart(s) thereof, please state the reason why it is unable to do so. If on the basis of attorney-client, attorney work product, or other privilege, Nissan does not submit one or more requested documents or items of information in response to this information request, Nissan must provide a privilege log identifying each document or item withheld, and stating the date, subject or title, the name and position of the person(s) from, and the person(s) to whom it was sent, and the name and position of any other recipient (to include all carbon copies or blind carbon copies), the nature of that information or material, and the basis for the claim of privilege and why that privilege applies.

Nissan's response to this letter, in duplicate, together with a copy of any confidentiality request, must be submitted to this office by November 18, 2005. Please refer to PE05-050 in Nissan's response to this letter. If Nissan finds that it is unable to provide all of the information requested within the time allotted, Nissan must request an extension from me at (202) 366-5207 no later than five business days before the response due date. If Nissan is unable to provide all of the information requested by the original deadline, it must submit a partial response by the original deadline with whatever information Nissan then has available, even if an extension has been granted.

If Nissan claims that any of the information or documents provided in response to this information request constitute confidential commercial material within the meaning of 5 U.S.C. § 552(b)(4), or are protected from disclosure pursuant to 18 U.S.C. § 1905, Nissan must submit supporting information together with the materials that are the subject of the confidentiality request, in accordance with 49 CFR Part 512, as amended (68 Fed. Reg. 44209 et seq; July 28, 2003), to the Office of Chief Counsel (NCC-113), National Highway Traffic Safety Administration, Room 5219, 400 Seventh Street, S.W., Washington, D.C. 20590. Nissan is required to submit two copies of the documents containing allegedly confidential information (except only one copy of blueprints) and one copy of the documents from which information claimed to be confidential has been deleted.

If you have any technical questions concerning this matter, please call Derek Rinehardt of my staff at (202) 366- 3642.

Sincerely,

Handwritten signature of Jeffrey L. Quandt and the date 9/28/05.

Jeffrey L. Quandt, Chief
Vehicle Control Division
Office of Defects Investigation

Enclosures: Copies of VOQ Numbers: 10129600, 10132969, 10121492, 10065793, 10137060,
10137331

Complaint Information

000691 20137331
 Received Date 22-SEP-2005 Incident Date 16-AUG-2004
 Description: ON: THE CONSUMER'S VEHICLE SWERVED TO HIT DEBRIS IN THE ROADWAY. THE DEBRIS STRUCK THE GAS TANK, RESULTING IN A GAS LEAK. 18 GALLONS OF GAS SPILLED FROM THE TANK. NO FIRES OR INJURIES REPORTED. THE VEHICLE WAS TOWED TO A DEALER AND THE GAS TANK WAS REPLACED. NO PROBLEMS WITH THE GAS TANK SINCE REPLACEMENT OF GAS TANK. THE CONSUMER PAID OUT OF POCKET FOR THE REPAIRS.*AK
 National Source: NHTSA HOTLINE
 Create: N
 What: N
 Num. Injured: 0
 Num. Occurrences: 1
 Num. Deaths: 0
 Property Damages: N
 Police Reports: Y
 Confidential: Y

Consumer Information

Title: [REDACTED]
 Address: [REDACTED]
 City: DIX HILLS
 State: NEW YORK
 Zip Code: [REDACTED]
 Country: UNITED STATES
 Daytime Phone: [REDACTED]
 Evening Phone: [REDACTED]
 Fax: [REDACTED]
 Country Phone Code: [REDACTED]

Product Information

Vehicle Information:
 Product Type: VEHICLE
 Product Category: LIGHT VEHICLES
 Manufacturer: NISSAN NORTH AMERICA, INC. Make: NISSAN
 Model: XTRACAD
 Model Year: 2004
 Type: MULTIPURPOSE PASSENGER VEHICLE
 Original Owner: Y
 Engine Size: [REDACTED]
 Vehicle Usage: [REDACTED]
 Transmission Type: AUTOMATIC
 Failure Mileage: 520
 Body Style: SUV
 Fuel Type: GAS
 Purchase Date: 16-APR-2004
 Airlock Brake: Y
 Speed: 20
 Powertrains: 4 WHEEL DRIVE
 Fuel System: [REDACTED]

of Cylinders: 6
 Cruise Control: Y
 Current Mileage: 12000

Component: 071100 FUEL SYSTEM, GASOLINE STORAGE/TANK ASSEMBLY
 Dealer Name: SPLITTOWN NISSAN I
 Dealer Type: SALES DEALER
 Address: SEE EAST TRENCHO TURNPIKE
 City: SPLITTOWN
 State: NY
 Zip Code: [REDACTED]
 Country: US

Work Phone: [REDACTED]
 Home Phone: [REDACTED]
 Fax: [REDACTED]
 Country: US
 State: NY
 Zip Code: [REDACTED]
 Country: US

Complaint Information

Case# 10137000 **Incident Date** 01-JUL-2005 **Referral Source** NHTSA HOTLINE **Num. Injured** **Property Damage:** N
Received Date 28-SEP-2005 **Case#** N **File#** N **Num. Occurrences** 1 **Police Report:** N
Description: DT: THE CONSUMER STATED THAT WHILE DRIVING AT 55 MPH HIT ROAD DEBRIS AND IT PUNCTURED THE GAS TANK ON 2004 NISSAN MURANO. THE CONSUMER SAW AN ARTICLE IN THE WALL STREET JOURNAL ABOUT A SIMILAR SITUATION. THE VEHICLE WAS FIXED BY A REPAIRMAN. THE CONSUMER CONTACTED NISSAN, AND THEY SAID THAT IF THERE WAS A RECALL THEY WOULD CONTACT HIM. THE DEALER HAS NOT BEEN CONTACTED AT THIS TIME. *AK
Confidence: Y

Consumer Information

Title: **Address:** **Zip Code:** **Residing Phone:** **Emergency Phone Code:**
Name: **City:** MINNAPOLIS **Country:** UNITED STATES **Break:** **Face:**
Org.: **State:** MINNESOTA **Daytime Phone:** **Fac:**

Product Information

Vehicle Information:
Product: PRODUCT TYPE: VEHICLE, PRODUCT CATEGORY: LIGHT VEHICLES
 MANUFACTURER: NISSAN NORTH AMERICA, INC. MAKE: NISSAN, MODEL: MURANO, MODEL YEAR: 2004, TYPE: MULTIPURPOSE PASSENGER VEHICLE
VIN: 7N1AZ02W72Y **Original Owner:** Y
of Cylinders: 6 **Engine Size:**
Crash Control: Y **Vehicle Weight:**
Current Mileage: 16600 **Transmission Type:** AUTOMATIC
Components: 08L100 FUEL SYSTEM, DIESEL; STORAGE; TANK ASSEMBLY

Performance Mileage: 15000 **Antilock Brakes:** Y
Body Style: SUV **Speeds:** 35
Fuel Type: GAS **Powertrains:** ALL WHEEL DRIVE
Purchase Date: 21-APR-2004 **Fuel System:** FUEL INJECTION

Dealer Type: SALES DEALER **Dealer Name:** LUTHER NISSAN KIA **State:** MN
Address1: 1470 SOUTH STREET EAST **Work Phone:** 651-457-5737 **Zip Code:** **Country:** US
Address2: **Home Phone:** **City:** INNER GROVE HEIGHTS **State:** MN
City: INNER GROVE HEIGHTS **Country:** US **Break:**

Complaint Information

00005 10132969 Incident Date 01-AUG-2005 National Source MANUFACTURER Date Injured 0 Property Damage: Y
 Received Date 15-AUG-2005 Description 2005 NISSAN HURANO PURCHASED ON JULY 5, 2005 FROM COLLINS NISSAN IN INDIANAPOLIS, INDIANA, VEHICLE ID # BR4288M/05N/422165 Crashes N km Occurrences 1 Public Report: N
 Description COLLINS NISSAN IN INDIANAPOLIS, INDIANA, VEHICLE ID # BR4288M/05N/422165 Mile # Mile Dealer 0 Confidential: N

I WAS DRIVING WEST ON INTERSTATE 86 THROUGH NY STATE ON THE MORNING OF AUGUST 1, 2005. A FEW MILES WEST OF CORWING, NY I NOTICED THE SMELL OF GAS. STOPPED AT A REST AREA AND NOTICED GAS LEAKING ON THE PARKING LOT. I PROCEEDED TO JAMESTOWN, NY (50 MILES) TO TAKE THE CAR TO THE CLOSEST NISSAN DEALER. SIGNATURE NISSAN 716 664 0175 DISCOVERED THAT SOMETHING HAD GONE THROUGH THE GAS TANK AND I WOULD NEED TO REPLACE IT. HE SHOWED ME HOW THE GAS TANK DROPS DOWN AND HAS A SMOOTH UNPROTECTED SURFACE FACING FORWARD WHERE (WHAT EVER IT WAS THAT HIT THE TANK) WENT THROUGH THE PLASTIC SURFACE. I DELIVERED THE DAMAGED GAS TANK TO COLLINS NISSAN AND IT IS BEING HELD AT THERE SERVICE DEPARTMENT FOR FURTHER INSPECTION.

FOR OVER 30 YEARS OF DRIVING, I HAVE NEVER HAD ANYTHING LIKE THIS HAPPEN TO ME WHILE DRIVING MANY NAMES OF CARS. I AM CONCERNED ABOUT THE WAY THE TANK HANGS DOWN, HAS A VULNERABLE SURFACE, AND IS NOT PROTECTED FROM ROAD HAZARDS... THE LEAKING GAS COULD HAVE CAUSED MUCH BIGGER PROBLEMS. I AM CONCERNED THAT THIS COULD HAPPEN AGAIN WITH MUCH WORSE RESULTS. *NM

Consumer Information

Title: MR Address: [REDACTED] Zip Code: [REDACTED] Evening Phone: [REDACTED] Century Phone Code: [REDACTED]
 Name: [REDACTED] City: INDIANAPOLIS Country: UNITED STATES Email: [REDACTED]
 Org.: [REDACTED] State: INDIANA Daytime Phone: [REDACTED] Fax: [REDACTED]

Product Information

Vehicle Information

Product: Product Type: VEHICLE Product Category: LIGHT VEHICLES

Manufacturer: NISSAN NORTH AMERICA, INC., INDIANA
 Model: HURANO Model Year: 2005 Type: MULTIPURPOSE PASSENGER VEHICLE

VIN: BR4288M/05N/422165 Original Owner: Y Make's Mileage: 2500 Airlock Broken: N
 # of Cylinders: 4 Engine Size: Body Style: Year(s) Used: Speed: 65
 Crashes Control: N Vehicle Usage: RECREATIONAL Purchase Date: 05-31-2005 Powertrains: Fuel System:

Component: 671100 FUEL SYSTEM, GASOLINE-STORAGE/TANK ASSEMBLY
 Dealer Type: SALES DEALER Dealer Name: COLLINS NISSAN State: IN

ADDRESS TYPE: ADDRESS

Address: 4302 LAFAYETTE ROAD

Address:

CITY: INDIANAPOLIS

Country: US

ADDRESS TYPE: ADDRESS

Work Phone: 317 298 2000

Home Phone:

Fax: 317 298 2013

Cell:

ADDRESS TYPE: ZIP

Zip Code: 46204

Country: BUL

Complaint Detail

26-SEP-2005

Dealer Type: SERVICE DEALER
Address1: 254 FLYNN AVE
Address2:
City: JAMESTOWN
Country: US

Dealer Name: SIGNATURE NISSAN
Work Phone: 716 664 0275
Home Phone:
Fax: 716 664 9580
Email: JEFF@SHULTS.AUTOGROUP.COM

State: NY
Zip Code: 14701
Country: USA

Complaint Detail

28-SEP-2005

Completed Information

OZ005: 10/21/02
 Received Date: 02-MAY-2005 Incident Date: 01-APR-2005
 Description: 2005 NISSAN MURANO EXPERIENCED PROBLEMS WITH THE GAS TANK. *WR. THE CONSUMERS WERE WAS DRIVING THE VEHICLE WHEN ALL OF A SUDDEN SHE HEARD A CLUNK UNDER THE VEHICLE. WHEN SHE ARRIVED AT HER DESTINATION, SHE DISCOVERED SPILLED GAS AND SAW THAT THE GAS WAS POURING FROM THE GAS TANK FORMING A POOL UNDER AND AROUND THE VEHICLE. THE VEHICLE WAS TOWED TO THE DEALERSHIP WHERE IT WAS DISCOVERED THAT THE GAS TANK HAD A GAPING 2-3 INCH HOLE IN IT. THE CONSUMER WAS CONCERNED THAT THE MATERIAL USED IN THE MANUFACTURING OF THE GAS TANK WAS EITHER DEFECTIVE OR IMPROPER FOR THE USE IN INTENDED. *38

Consumer Information

Title: [REDACTED] Address: [REDACTED] Zip Code: [REDACTED] Evening Phone: [REDACTED] Country Phone Code: US
 Name: [REDACTED] City: [REDACTED] Country: UNITED STATES Email: [REDACTED]
 Org: [REDACTED] State: CONNECTICUT Daytime Phone: [REDACTED] Fax: [REDACTED]

Product Information

Vehicle Information

Product: Product Type: VEHICLE Product Category: LIGHT VEHICLES
 Manufacturer: NISSAN NORTH AMERICA, INC. Name: NISSAN Model: MURANO Model Year: 2005 Year: MULTIPURPOSE PASSENGER VEHICLE
 VIN: 2N4A20B75H [REDACTED] Original Owner: N
 # of Cylinders: 4 Engine Size: Fuel Type: A/C: N
 Cruise Control: N Vehicle Usage: Purchase Date: 28-MAR-2005 Speed: 55
 Current Mileage: Transaction Type: Purchase Detail: Fuel System: Powertrain: FRONT WHEEL DRIV

Comments: 02110 FUEL SYSTEM, GASOLINE:STORAGE:TANK ASSEMBLY

Dealer Type: SALES DEALER Dealer Name: DAVIDARIO NISSAN

Address: [REDACTED] Work Phone: State: Zip Code: Country: [REDACTED]

Address: [REDACTED] Home Phone: Country: US
 City: [REDACTED] Fax: State: Zip Code: Country: [REDACTED]
 Country: US Email:

Complaint Information

D0891 10063930 Incident Date: 09-APR-2004 Manufacturer: MANUFACTURER Name Injured: 0 Property Damage: Y
 Received Date: 09-APR-2004 Description: GAS TANK PLACEMENT AND DESIGN IS POORLY ENGINEERED, PROMOTING THE OPPORTUNITY FOR CATASTROPHIC INCIDENTS WHEN THE DRIVER IS NOT AT FAULT. DEATH TO INNOCENT VICTIMS CAN OCCUR WITH NO COLLISION IN NEAR IDEAL CONDITIONS. *AK SPECIFICALLY, THE DESIGN OF THE GAS TANK AND EXPOSURE TO ROAD HAZARDS IS A MAJOR SAFETY FLAW. THE GAS TANK IS PLASTIC (NOT UNUSUAL TODAY) AND OPEN TO OBJECTS THAT CAN FLY OFF THE FRONT RIGHT WHEEL. THE FRONT OF THE GAS TANK IS OPENLY EXPOSED, WITH NO PROTECTION TO PREVENT THE FRACTURE OF THE GAS TANK, UNDERWRITING TO THE DRIVER, LEADING TO POTENTIAL DEATH. MY PARTICULAR INCIDENT OCCURRED WHILE TURNING LEFT THROUGH AN INTERSECTION. I HEARD A SUDDEN NOISE, LIKE SOMETHING LARGE WAS ROLLING AROUND IN THE CARGO AREA AND BANGED AGAINST THE SIDE, BUT WE HAD NO CARGO. I STOPPED AND SLIDDED THE CAR TO FIND A PIECE OF REBAR ABOUT 2 LONG HANGING DOWN UNDER THE CAR, JUST IN FRONT OF THE RIGHT REAR TIRE. UPON CLOSER INSPECTION THE REBAR WAS STICKING OUT OF THE SIDE OF THE GAS TANK, LEAKING GAS. AFTER EVALUATING WHAT I THOUGHT TO BE A FREAK INCIDENT, ONLY 5 DAYS AFTER I BOUGHT THIS BRAND NEW CAR, IT BECAME APPARENT HOW POOR THE DESIGN WAS, SIMPLY FROM THE PLACEMENT OF THE GAS TANK, AND ITS EXPOSURE. I CONCLUDED THIS WASNT SUCH A FREAK INCIDENT, GIVEN THE OPEN TARGET THE GAS TANK IS TO ROAD DEBRIS. SOMEBODY'S GOING TO DIE SOMEDAY BECAUSE OF THE POOR DESIGN UNLESS THE MANUFACTURER FIXES THIS. ITS SIMPLY A BAD DESIGN THAT COULD EASILY BE FIXED WITH A PIECE OF SHEET METAL TO COVER THE OPEN CAVITY UNDER THE CAR THAT MAKES THE FRONT SIDE OF THE GAS TANK A PERFECT TARGET FOR ROCKS, METAL, PARKING BERRIS, ETC. I GUA BANTEE THIS WILL NOT BE THE ONLY COMPLAINT ABOUT THE OPEN EXPOSURE TO THIS GAS TANK IN THE NISSAN MURANO. IM A PRETTY SAFE DRIVER, AND IVE NEVER HAD SUCH A THING HAPPEN. THE FACT IT HAPPENED ON THE 5TH DAY OF OWNERSHIP TELLS ME SOMETHING. ITS NOT JUST BAD LUCK, ITS A BAD DESIGN FROM A SAFETY POINT OF VIEW.

Initial Source: MANUFACTURER Date: 09/01/04 Num. Occurrences: 1 Police Report: N
 Origin: M Num. Deaths: 0 Confidential: N

THIS IS THE ONLY COMPLAINT ABOUT THE OPEN EXPOSURE TO THIS GAS TANK IN THE NISSAN MURANO. IM A PRETTY SAFE DRIVER, AND IVE NEVER HAD SUCH A THING HAPPEN. THE FACT IT HAPPENED ON THE 5TH DAY OF OWNERSHIP TELLS ME SOMETHING. ITS NOT JUST BAD LUCK, ITS A BAD DESIGN FROM A SAFETY POINT OF VIEW.

Consumer Information

Title: [REDACTED] Address: [REDACTED]
 Name: [REDACTED] City: YORBA LINDA
 Org: [REDACTED] State: CALIFORNIA

Zip Code: [REDACTED] Country: UNITED STATES
 Daytime Phone: [REDACTED]

Evening Phone: [REDACTED] Country Phone Code: [REDACTED]
 Mobile Phone: [REDACTED]

Product Information

Vehicle Information:
 Product Type: VEHICLE MANUFACTURER: NISSAN NORTH AMERICA, INC. Make: NISSAN Model: MURANO Model Year: 2004

Failure Message: 500 AirBrake Brakes: Y

VIN: JH4AKJ734K



of Cylinders: 6
Cruise Control: Y
Current Mileage: 500

Original Owner: N
Engine Size: 1.8L
Vehicle Usage:
Transmission Type: AUTOMATIC

Body Style: SUV
Fuel Type: GAS
Purchase Date: 08-APR-2004
Speed: 110
Powertrain: FRONT WHEEL DRIVE
Fuel System: FUEL INJECTION

CONNECTION DRIVING SYSTEM, OTHER STORAGE/TANK ASSEMBLY PRESSURE RELIEF DEVICES

Dealer Type: SALES DEALER
Address:
Address:
City:
Country:

Dealer Name: CONNELL NISSAN
Work Phone:
Home Phone:
Fax:
Email:

State:
Zip Code:
Country Id: