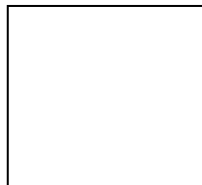


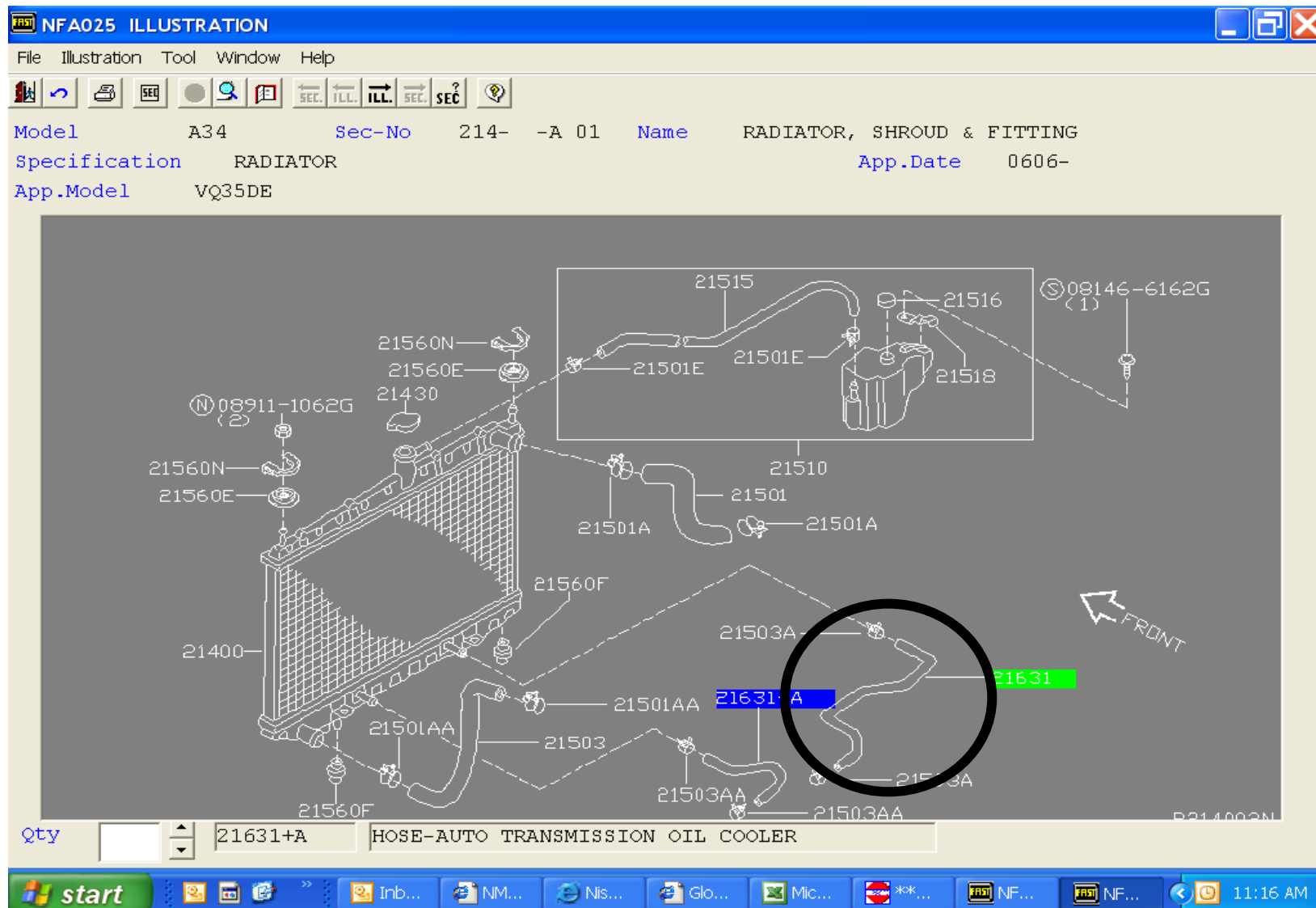
Incident parts provided in CAR.

VIN	MILES	Date	PROD. DATE	SVC ADV comments	Tech comments	Part number
1N4BA41EX8C [REDACTED]	337	2437 (Sept 3-07)	9/18/2007	C/S transmission fluid leaking	Cooler hose leaks	21631ZK30A
1N4BA41E28C [REDACTED]	3161	2117 (Oct 18-07)	8/24/2007	CAR WILL START, BUT HAS NO PWR	LEAKING OIL COOLER HOSE	21631ZK30A
1N4BA41E88C [REDACTED]	804	2437 (Sept 3-07)	9/18/2007	Vehicle leaking coolant.	RH cooler line leaking	21631ZK30A
1N4BA41E78C [REDACTED]	1,297	2427 (Aug 24-07)	9/8/2007	C/S vehicle is leaking oil	Leaking fueld. Pin size hole in trans cooler.	21631ZK30A
1N4BA41E78C [REDACTED]	435	n/a: Ref NA-TR-2007-01663	10/25/2007	CUSTOMER STATES OIL IS LEAKING BADLY	CHECKED AND FOUND TRANSMISSION COOLER HOSE LEAKING AND TRANS MISSION FLUID WAS ALL OVER VEHICLE REPLACED TRANSMISSION COO	216317Y105

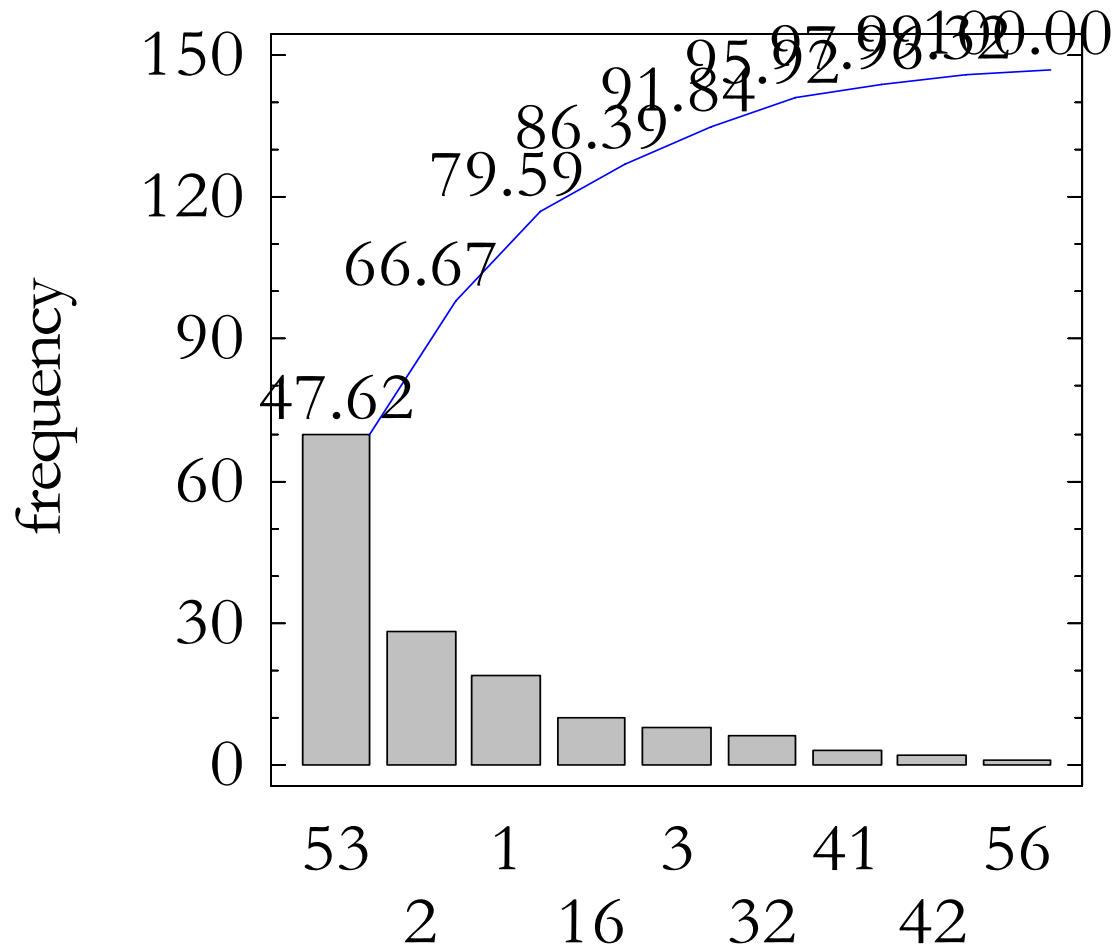
Last C/M Julian - 3536 (12-19-06)

:: Source WINFAST look up. 21631-ZK30A was used from 06-06 - current. Supplier Cooper Autor





Pareto Chart for CT Code



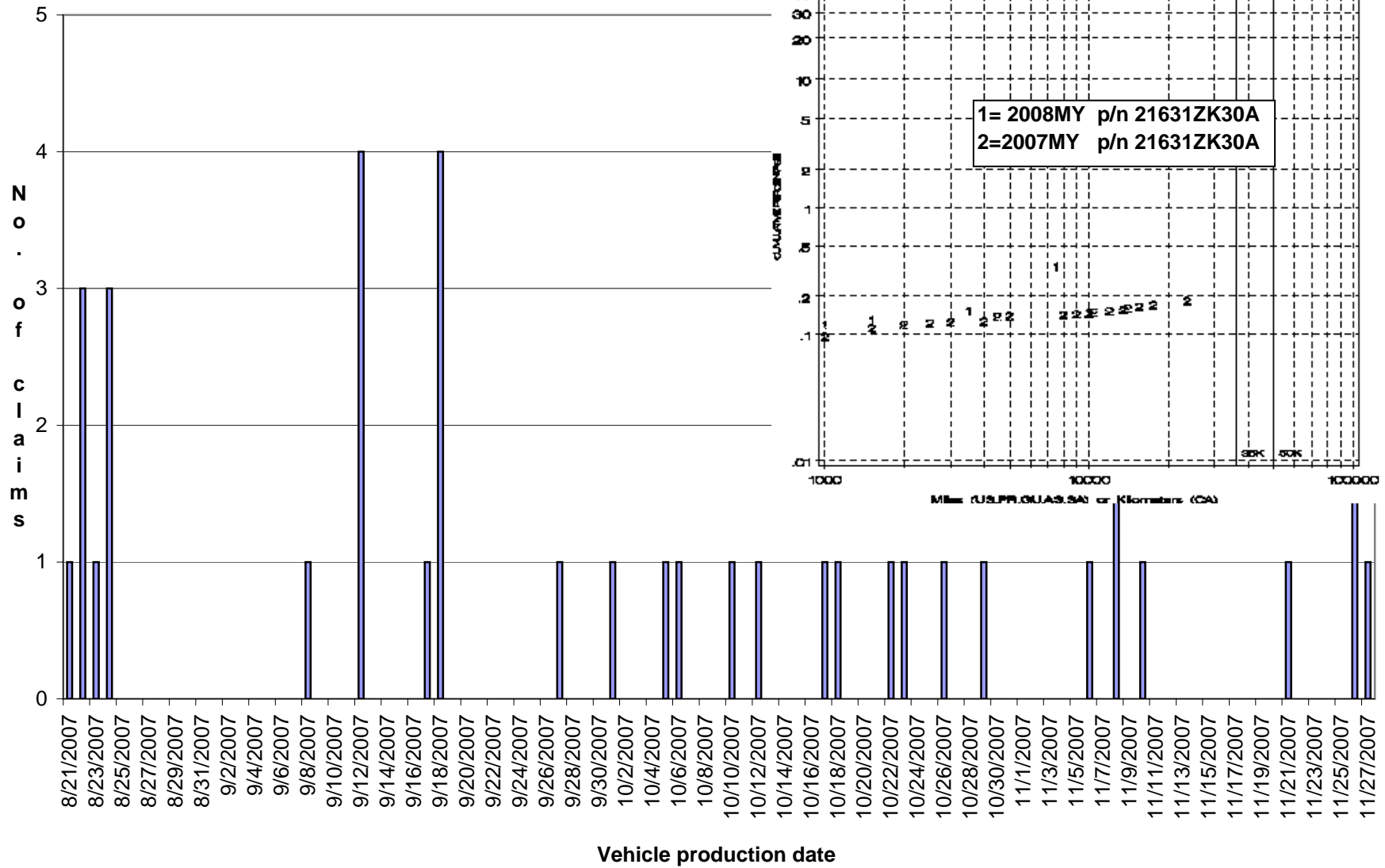
Pareto Chart with Cumulative Frequencies

Class Label	Rank	Count	Weight	Weighted Score	Cum. Score	Percent	Cum. Percent
53 POOR SEALING	1	70	1	70	70	47.62	47.62
2 BROKEN/CRACKED (SOFT	2	28	1	28	98	19.05	66.67
1 BROKEN/CRACKED (HARD	3	19	1	19	117	12.93	79.59
16 BUBBLE/CLOUDY/CONDEN	4	10	1	10	127	6.8	86.39
3 BENT/DEFORMED/TWISTE	5	8	1	8	135	5.44	91.84
32 INTERNAL FAILURE	6	6	1	6	141	4.08	95.92
41 IMPROPER ADJ/POOR FI	7	3	1	3	144	2.04	97.96
42 FELL OFF/LOOSE/POOR	8	2	1	2	146	1.36	99.32
56 OIL/FLUID/COOLANT-IM	9	1	1	1	147	0.68	100
Total		147		147			

The StatAdvisor

This table shows the frequency of occurrence of the 9 unique values of CT Code. The classes are sorted according to the counts, with the most frequently occurring class first. The highest class is 53 with a count of 70, which represents 47.619% of the total.

2008 A34 CVT cooler hose Warranty P/N: 21631ZK30A



Please Read

- 1 Choose either the multiple issues page or the single issue page depending on the number of problem descriptions you have.
- 2 Fill in the Problem Descriptions, the periods, and the dates in the cells with blue font and Problem 1 background.
- 3 Fill in data for each problem description and total reviewed for each period. Totals and percentages will be figured automatically.
Current data must be shown in period 4.
- 4 For the **Multiple Issues graph only**. Sort issues by highest incidents. This puts the top six issues on the Pareto chart.
To sort
 1. Highlight the rows containing data
 2. Choose DATA SORT
 3. Sort by columns AI and then I

Note: PPM = Parts Per Million Defective

A period can be a week, month, 2 months, etc.



Leaking TOC Line Summary 2/11/08



CSA TOC Hose Summary

TI INCIDENT

NNA-S PQE

Optical Microscopy Analysis of ATF Hoses from Cooper

DuPont Analytical
February, 2008

Samples

- **2 hoses, which failed in service were analyzed**
- **These hoses were designated as #2 and #14.**
- **Three areas from hose #2 were analyzed**
 - 2 had fairly long cracks
 - Other area had small crack, just starting
- **One area from hose #14 was analyzed**
 - Had large void

Sample Preparation

- The failed section of hose was cut from the bulk of the hose using a clean razor blade.
- A longitudinal section of hose, containing the failure was cut from the failed section.
- The crack was exposed by cutting the section hose beginning at the end of the cracks

Hose #2, Failure Location #1

Hose #2, Failure #2

Hose #2, Failure #3
Crack just beginning to form

Hose #14, Failure #1