

McHenry, Stephen (NHTSA)

From: Latta, Derek <Derek.Latta@Nissan-Usa.com>
Sent: Wednesday, January 08, 2014 5:45 PM
To: McHenry, Stephen (NHTSA)
Cc: Neff, Donald
Subject: RE: PE13-029 Nissan Pathfinder

Mr. McHenry,

Please see our answers to Questions 2 and 4 below and a status of where we are in answering questions 1, 3, and 5 below.

I apologize for any confusion regarding the submission, and for the time delay caused by the holidays on our response.

Don and I are happy to answer any questions about, or give clarification to, any items below.

Thanks,

Derek Latta
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Staff Engineer
Technical Compliance
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- 1) In reviewing the Consumer Complaints, Field Reports and Dealer Field Reports submitted by Nissan I find some for which, based on the text, one might expect to find a corresponding warranty claim. I have listed the reports in question in the attached Excel spreadsheet (128 in total). I have identified them by category, file ID, vin, make, model and included excerpts or my notes as to what text in the file leads me to believe there might be a corresponding warranty claim. Could you please check to see if there are corresponding warranty claims and if so please submit them;

We are currently researching Q1 and will answer Q3 and Q5 when this activity is complete.

I have pulled all warranty for the 103 unique VINs am reviewing all of them for relevancy.

So far, it appears that the "missing warranty" will fall loosely around 4 categories. I am still in the early stages so this is subject to change:

1. Different PFP
2. Lack of verbatim in the claim
3. Consumer Complaint or Field Report was not actually responsive – i.e. the text mentioned cooling fluid (vaguely) but the AC line was leaking not the CVT. CA did not provide enough info to exclude but review of warranty shows a different issue.
4. Database/Technical Error – We are searching alternate systems for any additional warranty to preclude any technical issues with synchronization between our standard reporting and the source systems. We are also reviewing any built in filters in our warranty reporting system to ensure no items were erroneously excluded.

- 2) In response to Request 6 of the Information Request Nissan stated that the search criteria used by Nissan to identify the warranty claims identified in response to Request 5 are set forth in attachment B: I cannot find a copy of Attachment B in the submitted response documents, could you please resubmit Attachment B;

Attachment B was only the criteria and it was listed on the cover page of the response.

ATTACHMENT B

Warranty Claims Data

Warranty claims data were gathered from Warranty database September 12, 2013.

The search criteria used by Nissan to identify the claims identified in response to Request Nos. 5 is as follows:

For the purpose of this response the warranty data was queried using the following PFP (Primary Failed Part) Numbers:

- 21631 (HOSE-AUTO TRANS)
- 21635 (HOSE-RAD TO OIL COOL)
- 21636 (HOSE-OIL CLEANER)

The customer and technician verbatim for the resulting data was further reviewed to ensure relevance to the request. Descriptions of the parts, trouble codes, and labor operation codes are included in the data attached in Attachment A responsive to Request 5.

- 3) If additional warranty claims are found related to question 1 above please determine why they were not gathered using the search criteria in Attachment B and rerun the Request 5 widening the search criteria to include all claims that relate to, or may relate to, the alleged defect and submit any additional claims not harvested in the first search;

When our review of the files is complete, we will submit any additional relevant claims through 12/17/2013. We will also provide an updated search criteria if warranted.

- 4) Request 4 asked for copies of all the documents and also for a description of the search criteria used to identify those documents: I was unable to find a description of the search criteria, could you please provide one; and

To search for documents responsive to Questions 2, 3, and 4 the following criteria was used:

Model Codes: **R52 (Pathfinder), L50 (JX/QX60)**

Model Year: **2013**

Verbatim must contain at least one word from each of the following 3 lists:

List A Keyword	List B KeyWord	List C KeyWord
TRANSMISSION	FLUID	TRANSMISSION
TRANNY	SEPARATE	TRANNY
CVT	RADIATOR	CVT
COOLER	COOLANT	COOLER
ANTI%FREEZE	HOSE	ANTI%FREEZE
	ANTI%FREEZE	FLUID
	LEAK	SEPARATE
	DETACH	RADIATOR
	CLIP	COOLANT
	POUR	HOSE
	DRIP	ANTI%FREEZE
	SEEP	LEAK
	SPRAY	DETACH
		CLIP
		POUR

DRIP
SEEP
SPRAY
LOSE POWER
STRANDED
DISABLED
LOST POWER
LINE
SMOKE
FLAME
BURN
FIRE
MELT
SMOKING

(Note: List C contains all of the words from A and B, so in this case it's only use is to further highlight the additional words if they were contained in the verbatim. This was used to assist in answering subparts for Requests 2 and 3)

Documents matching the keywords as specified above were then reviewed for relevancy to the request. Any documents that were obviously a different issue or otherwise non-responsive were removed. Any documents in which relevancy could not be determined because the verbatim was too vague were included in the submission.

- 5) As indicated in Nissan's response the cut-off date for the response records is September 12, 2013: please provide an update to Requests 2-8 using the date of this e-mail as the cut-off.

We are in the process of updating these requests.

From: Neff, Donald
Sent: Wednesday, December 18, 2013 1:05 PM
To: Latta, Derek
Subject: FW: PE13-029 Nissan Pathfinder

From: Stephen.McHenry@dot.gov [<mailto:Stephen.McHenry@dot.gov>]
Sent: Tuesday, December 17, 2013 4:18 PM
To: Neff, Donald
Cc: Jeff.Quandt@dot.gov
Subject: PE13-029 Nissan Pathfinder

Mr. Neff:

I would like to address the following items with regards to PE13-029, model year 2013 Nissan Pathfinders experiencing a sudden loss of transmission fluid.

- 1) In reviewing the Consumer Complaints, Field Reports and Dealer Field Reports submitted by Nissan I find some for which, based on the text, one might expect to find a corresponding warranty claim. I have listed the reports in question in the attached Excel spreadsheet (128 in total). I have identified them by category, file ID, vin, make, model and included excerpts or my notes as to what text in the file leads me to believe there might be a corresponding warranty claim. Could you please check to see if there are corresponding warranty claims and if so please submit them;
- 2) In response to Request 6 of the Information Request Nissan stated that the search criteria used by Nissan to identify the warranty claims identified in response to Request 5 are set forth in attachment

B: I cannot find a copy of Attachment B in the submitted response documents, could you please resubmit Attachment B;

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- 4) Request 4 asked for copies of all the documents and also for a description of the search criteria used to identify those documents: I was unable to find a description of the search criteria, could you please provide one; and
- 5) As indicated in Nissan's response the cut-off date for the response records is September 12, 2013: please provide an update to Requests 2-8 using the date of this e-mail as the cut-off.

Thank you very much for your cooperation.

Yours truly,

Stephen McHenry
Federal Investigator, U.S. DOT
National Highway Traffic Safety Administration
Office of Defects Investigation
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