

Howell, Rosa (NHTSA)

From: McHenry, Stephen (NHTSA)
Sent: Wednesday, February 12, 2014 11:26 AM
To: Howell, Rosa (NHTSA)
Subject: to file: Responses to PE13-029 Questions
Attachments: PE13029 Updated Information.zip

Rosa,

Can you please enter this entire e-mail below into both repositories for PE13-029 along with the zip file, which will need to be redacted for the public file.

Thank you very much,
Steve

From: Latta, Derek [mailto:Derek.Latta@Nissan-Usa.com]
Sent: Thursday, February 06, 2014 3:44 PM
To: McHenry, Stephen (NHTSA)
Cc: Neff, Donald
Subject: Responses to PE13-029 Questions

Mr. McHenry,

Below are our responses to your questions regarding Nissan's PE13-029 submittal.
The attachments referenced below are contained in the attached zip file in lieu of mailing a DVD.

We would like to set up a phone call to discuss these responses with you at your convenience. Please let us know when would be a good time to discuss, and feel free to contact Don or myself if you have any questions.

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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 pulled all warranty for the 103 unique VINs and reviewed each claim for relevancy.
The relevant recovered warranty claims for these VINs were classified into the following categories (VIN Count in parenthesis).

1. Different PFP (64)

2. Fleet vehicles – The original pull erroneously filtered these out **(15)**
3. Possible - Warranty verbatim too vague or incomplete so that the original pull missed. With the additional details from the other sources, these can be added **(8)**
4. Database/Technical Error – These should have been in the original data based on the search criteria used. No reason for their exclusion could be found. **(7)**
5. 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. The resulting, non-responsive warranty is not included. **(6)**
6. No Warranty Found – No relevant warranty could be found. **(2)**
7. Unlikely – Both warranty and other files are vague and the PFP used does not support relevance. Warranty is included. **(1)**

The resulting 102 warranty claims are attached in a MS Access database in a table titled “TblWarrantydata (ODI VIN)”. The table is formatted in the manner specified in the original PE Inquiry.

The four hard copy files requested in the list are also attached in the folder named “Requested Hard Copy Reports”

- 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 Attachment B 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;

Based on our review of the additional warranty claims found in question 1 above, it was determined that the PFP list used in the original search was not broad enough. Additionally, the standard warranty reporting tool used by NNA applies filters to fleet vehicles by default further limiting the submitted claims. For this supplemental update, both the criteria and method for warranty retrieval was modified as described below.

- Data pulled from the underlying data tables instead of the standard warranty reporting tool. This allowed the filters that may have led to the fleet vehicles and any other technical issues involved to be circumvented.
- Data was searched using PNC in lieu of PFP. PNC is broader and it was noted during the review of the ODI supplied VINs that a smaller number of PNC could capture more of the records.
- The PNC list used was comprised of all 12 PNCs found in the relevant warranty supplied above. Many of these PNC would not be part of a normal analysis of this issue internally and do not represent ideal coding for this issue. For these additional PNCs, cooler hose separation represented a very small fraction of the overall warranty for these codes. Nevertheless, in the interest of building a complete list all were used. This list can be found below.
- Due to the use of a broader set of PNCs, the data then had to be filtered using a similar keyword list used for the other complaint types. Additional words were included to account for the differences between the systems.

The updated criteria is as follows:

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

Model Year: **2013**

PNC:

PNC_ID	DESC
21400	RADIATOR
21631	OIL COOLER HOSE
31020	AUTOMATIC TRANS ASSY
21305	PT-OIL COOLER ASSY
21302	PT-OIL COOLER PIPE
Z38NA	TSM FIELD INVESTIGATION
31705	CONTROL VALVE ASSY
13049	PT-WATER INLET
14055	WATER BY-PASS HOSE
21380	WATER TUBE HOSE
21621	OIL COOLER TUBE
31375	OIL SEAL ASSY-ATX

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

List A	List B	List C
TRANSMISSION	FLUID	TRANSMISSION
TRANNNY	SEPARATE	TRANNNY
CVT	COOLANT	CVT
COOLER	HOSE	COOLER
ANTI%FREEZE	ANTI%FREEZE	ANTI%FREEZE
TRANS	LEAK	FLUID
RADIATOR	DETACH	SEPARATE
	CLIP	RADIATOR
	POUR	COOLANT
	DRIP	HOSE
	SEEP	ANTI%FREEZE
	SPRAY	LEAK
	BLEW OFF	DETACH
	BLOW OFF	CLIP
	COME LOOSE	POUR
	CAME LOOSE	DRIP
	CLAMP	SEEP
	CAME OFF	SPRAY
	COME OFF	LOSE POWER
	LINE OFF	STRANDED
		DISABLED
		LOST POWER

LINE
SMOKE
FLAME
BURN
FIRE
MELT
SMOKING
BLEW OFF
BLOW OFF
COME LOOSE
CAME LOOSE
CLAMP
CAME OFF
COME OFF
LINE OFF
TRANS

The resulting data was pulled through 12/17/2013 and placed in the attached MS Access database labeled “tblWarrantyData (New Criteria Additions)”. Items that are duplicative of the original submission and the ODI supplied VINs were removed from this data.

- 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.

Updating the response records to December 17, 2013 yields the following additional records for Requests 2-8:

Request 2:

Dealer Field Reports: 7 new dealer field reports
Consumer Complaints: 1 new consumer complaint

None of the cases above involved a crash, injury, fatality or fire. No other new complaints, field reports, or legal cases were found responsive to the inquiry.

Request 3:

The information for the additional reports found responsive to Request 2 is provided, when known in the attached MS Access database in a table titled "tblComplaintData". This table is formatted in the manner specified in the original request.

Request 4:

The documents related to the additional reports are enclosed. They are organized by category. The criteria used to identify the documents are laid out above in our response to Question 4.

Request 5:

The updated warranty data, as stated in our response to Question 3 above is found in the attached MS Access database labeled "tblWarrantyData (New Criteria)".

Request 6:

The updated search criteria used for collecting the warranty data is laid out in our response to Question 3 above as well.

Request 7:

There has been no new dealer communication or service bulletin communication and there is none planned within the next 120 days.

Request 8:

Additional documents that may be responsive to Request 8 are being translated. If applicable, they will be marked for confidentiality and will be sent under separate cover shortly.

