

McHenry, Stephen (NHTSA)

From: McHenry, Stephen (NHTSA)
Sent: Tuesday, December 17, 2013 5:18 PM
To: 'donald.neff@Nissan-Usa.com'
Cc: Quandt, Jeff (NHTSA)
Subject: PE13-029 Nissan Pathfinder
Attachments: Missing Dcouments.xlsx

Follow Up Flag: Follow up
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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;
- 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;
- 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
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