

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		FI1191817			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1191817	FULL	3	7/17/2012	7/24/12	7/24/12
Text-Incd Desc TL					
P0746 P0868 NO ACCEL OVER 25MPH					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
153		Z - MICHAEL FARRELL		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
L50	2013	JX	5N1AL0MM7DC [REDACTED]	C03 50 STATE EMISSIONS F02 TECHNOLOGY PACKAGE H01 THEATER PACKAGE K01 DELUXE TOURING PACKAGE P01 PREMIUM PACKAGE S55 LITERATURE KIT Z66 ACTIVATION DISCLAIMER	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	000153	84213	WAG		
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	163959	A	EAJ		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	3/8/2012	7/17/2012	USA		
Dir Refl Last VC					
Code	Region	Name	City	State	
NP	2	NP	NP	NP	
Serv Dir TL					
Code	Region	Name	City	State	
70212	72	RAMSEY INFINITI, INC.	RAMSEY	NJ	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
CASE, FITTING, LINE & TORQUE CON		LACK OF POWER	ACCEL	NORMAL	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	81/99F=27/38C	CONSTANT	TRANSMISSION	7/17/2012	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
10	N	N	7/17/2012	L1	
Code-Reason For Call TL Desc:				Flag-Attachment TL: Y	
REASONABLE CALL FOR ASSISTANCE					
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N		N/A			
Text-Solution TL:					
REPLACED CVT COOLER					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
-CHECK ENGINE LIGHT IS ON, VEHICLE WON'T GO OVER 25MILE, CAR MAKING SPINNING NOISE WON'T GO IN REVERSE.					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN _1_:					

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-VERIFIED VEHICLE HAS LOW POWER, WHINE FROM CVT AND NO REVERSE OPERATION
-P0746 PRS CNT SOL/A FCTN
-P0868 SEC/PRESS DOWN
-C1A24 NP RANGE
-C1B01 LDW CAMERA AIMING IS NOT ADJUSTED
-U1000 CAN COMM CIRCUIT
-FOUND CVT COOLER LINE SHOWS WITNESS MARKS AND IS LEAKING CVT FLUID
AS A RESULT OF SOME TYPE OF TRAUMA.
-CVT IS ON ORDER FOR VEHICLE, CALLING TO DOCUMENT INCIDENT.

**** TSS RECOMMENDATION/RESULT:**

-ASKED TECH TO SEND PICTURES OF INCIDENT TO TECHLINE@NISSAN-USA.COM
FOR ENGINEERING REVIEW.

-TSS WILL FORWARD INFORMATION TO TASK FORCE ONCE PICTURES ARE RECEIVED.

**** UPDATE 07-17-12 TSS 237**

- CALLED DEALER BACK FOR ENGINEERING FOLLOW UP.

- U1000 DTC WAS CURRENT IN ICC/ADAS, NO MOVEMENT IN REVERSE AT ALL TIMES

- CVT COOLER JUNCTION BLOCK CRACKED, CVT FLUID COVERED BOTTOM OF VEHICLE

- CONFIRMED E-MAIL ADDRESS TO SEND PHOTOS.

**** UPDATE 07-17-12 TSS 237**

- PHOTOS RECEIVED, ADDED TO NHTSA FILE.

- SENT TO JX TASK FORCE.

**** UPDATE 7.24.12 155**

- TECH REPORTS REPLACED CVT COOLER TO RESOLVE.

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ID-Report TL		FI1214632			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1214632	FULL	4	10/17/2012	10/26/12	10/26/12
Text-Incd Desc TL					
COOLANT CONTAMINATED WHITE SUBSTNCE					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
119		Z - JEFF WYATT		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
L50	2013	JX	5N1AL0MM7DC [REDACTED]	C03 50 STATE EMISSIONS F01 DRIVER ASSISTANCE PACKAGE H01 THEATER PACKAGE P01 PREMIUM PACKAGE S55 LITERATURE KIT X01 MAPLE INTERIOR TRIM Z66 ACTIVATION DISCLAIMER	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	004926	84213	WAG		
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	197740	A	QAA		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	6/8/2012	10/17/2012	USA		
Dir Refl Last VC					
Code	Region	Name	City	State	
72253	92	INFINITI OF SPRINGFIELD	SPRINGFIELD		
Serv Dir TL					
Code	Region	Name	City	State	
72253	92	INFINITI OF SPRINGFIELD	SPRINGFIELD	MO	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
HOSE/RADIATOR/THERMOSTAT		COOLANT/WATER LEA	OFF	ALL TEMPS	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	61/80F=16/27C	CONSTANT	ENGINE	10/17/2012	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
06	N	N	10/17/2012		
Code-Reason For Call TL Desc:				Flag-Attachment TL: N	
REASONABLE CALL FOR ASSISTANCE					
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N	10/17/12	4178619883 CELL			
Text-Solution TL:					
REPLACED RADIATOR					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
-WATER LEAK.					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN 1__:					
-CUST NOTICED A WATER LEAK ON THE GARAGE FLOOR.					
-TECH REMOVED RADIATOR CAP TO CHECK COOLANT LEVEL AND FOUND THE BLUE					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		FI1217163			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1217163	FULL	4	10/27/2012	11/12/12	11/12/12
Text-Incd Desc TL					
TRANS LINE CAME OFF, NO FLUID					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
166		Z - ALEX KNEPPER		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
L50	2013	JX	5N1AL0MM6DC [REDACTED]	B10 ROOF RAILS B94 CROSS BARS C03 50 STATE EMISSIONS H01 THEATER PACKAGE K01 DELUXE TOURING PACKAGE P01 PREMIUM PACKAGE S55 LITERATURE KIT Z66 ACTIVATION DISCLAIMER	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	000031	84213	WAG		
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	249200	A	QAA		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	10/9/2012	10/27/2012	USA		
Dir Refl Last VC					
Code	Region	Name	City	State	
70540	72	COCHRAN INFINITI SO HILLS	PITTSBURGH		
Serv Dir TL					
Code	Region	Name	City	State	
70540	72	COCHRAN INFINITI SO HILLS	PITTSBURGH	PA	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
CLUTCH/GEAR/GOVERNOR/PUMP &		SLIPPING CLUTCHES	ACCEL	ALL TEMPS	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	61/80F=16/27C	CONSTANT	TRANSMISSION	10/27/2012	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
10	N	N	10/27/2012	L1	
Code-Reason For Call TL Desc:				Flag-Attachment TL: N	
LEGITIMATE TECHNICAL ASSISTANCE CALL					
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N	10/27/12	4123433200			
Text-Solution TL: UNRESOLVED, PENDING FOLLOW UP					
Code-Status TL Desc: F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
-CAR SHUT OFF TWICE WHILE DRIVING					
-CAR HAS HESITATION WHILE DRIVING					
-HAS SOMETHING LEAKING OUT OF VEHICLE					
-					
** DEALER ACTION/OBSERVATION:					

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**** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN _1_:**

-VERIFIED, TRANSMISSION IS SLIPPING SEVERELY AND MAKING A GRINDING NOISE

-FOUND THAT VEHICLE IS LEAKING CVT FLUID

-UPON INSPECTION, FOUND THAT COOLER LINE AT TRANSMISSION FELL OFF, WAS NOT SECURE

-NO CVT FLUID IN TRANSMISSION

-HAS CODES:

P0746 PRS CNT SOL/A FCTN

P0868 SEC/PRESS DOWN

**** TSS RECOMMENDATION/RESULT:**

-REPLACE TRANSMISSION, FLUSH COOLER LINES, INITIALIZE TCM

-SENT OUT HEADS UP DUE TO MILEAGE

**** UPDATE 11/05/12 TSS SR 132 FOLLOW-UP CALL TO DEALER.**

- SA REPORTED AWAITING ORDERED CVT FROM PARTS.

- CUSTOMER HAS RETURNED THE VEHICLE AND NOW IS A DEALER STOCK UNIT.

**** UPDATE 11.12.12 160**

- SM REPORTS CVT HAS ARRIVED, TECH IS OFF TODAY, BUT WILL FINISH UP

11.14.12

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ID-Report TL		F11218413			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11218413	FULL	1	11/1/2012	11/8/12	11/8/12
Text-Incd Desc TL					
NO MOVEMENT COOLER LINES SEPARATED					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
119		Z - JEFF WYATT		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
L50	2013	JX	5N1AL0MM5DC [REDACTED]	C03 50 STATE EMISSIONS S55 LITERATURE KIT Z66 ACTIVATION DISCLAIMER Z99 PRE-DELIVERY INSPECTION	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	000487	84213	WAG		
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	248253	A	NAB		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	10/8/2012	11/1/2012	USA		
Dir Refl Last VC					
Code	Region	Name	City	State	
70069	92	BOMMARITO INFINITI	ELLISVILLE		
Serv Dir TL					
Code	Region	Name	City	State	
73084	92	INFINITI OF DENVER	AURORA	CO	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
CASE, FITTING, LINE & TORQUE CON		SLIPPING CLUTCHES	ACCEL	ALL TEMPS	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	33/60F=0/15C	CONSTANT	TRANSMISSION	11/1/2012	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
10	N	N	11/1/2012		
Code-Reason For Call TL Desc:				Flag-Attachment TL: N	
REASONABLE CALL FOR ASSISTANCE					
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N	11/1/12	N/A			
Text-Solution TL:					
RECONNECTED COOLER LINES					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
-VEHICLE WON'T MOVE.					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN 1__:					
-TOW IN, VEHICLE WILL NOT MOVE WHEN PUT IN GEAR.					
-HAS TRANS FLUID ALL OVER UNDERSIDE AND BACK OF VEHICLE.					

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-BOTH COOLER LINES DETACHED AT COOLER NEAR WHEEL WELL.

-THE HOSE CLAMPS FOR THE COOLER LINES ARE IN THE OPEN POSITION AND ARE NOT HOLDING ANY PRESSURE ON THE HOSES.

**** TSS RECOMMENDATION/RESULT:**

-TECH RECONNECTING THE COOLER LINES, AND FILLING WITH FLUID TO EVALUATE OPERATION.

-TECH TO FOLLOW UP AS NEEDED.

-SENT HEADS UP EMAIL DUE TO MILEAGE.

**** UPDATE 11.8.12 155**

- SA REPORTS TECH RECONNECTED THE COOLER LINES AND FILLED WITH FLUID. OPERATES AS DESIGNED.

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ID-Report TL		FI1220840			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1220840	FULL	12	11/12/2012	12/17/12	12/17/12
Text-Incd Desc TL					
VEHICLE LEAKING FLUID WILL NOT MOVE					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
186		Z * DAVE SATTLER		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MM4DC [REDACTED]	C03 50 STATE EMISSIONS L92 FLOOR MAT CARPETED (4-PC SET) Z66 ACTIVATION DISCLAIMER Z99 PRE-DELIVERY INSPECTION	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	002857	25213			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	241524	C	K23		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	9/28/2012	11/12/2012	USA		
Dir Refl Last VC					
Code	Region	Name	City	State	
1964	24	BOMMARITO NISSAN INC	HAZELWOOD		
Serv Dir TL					
Code	Region	Name	City	State	
3810	44	NISSAN OF BAKERSFIELD	BAKERSFIELD	CA	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
CLUTCH/GEAR/GOVERNOR/PUMP &		TRANSMISSION FLUID_	IDLE	ALL TEMPS	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	61/80F=16/27C	CONSTANT	TRANSMISSION	11/12/2012	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
10	N	N	11/12/2012		
Code-Reason For Call TL Desc:				Flag-Attachment TL:	
REASONABLE CALL FOR ASSISTANCE				N	
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N	11/27/12	6615654581 TEXT			
Text-Solution TL:					
REPLACED CVT & COOLER + HOSE					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
-VEHICLE HAS A MAJOR LEAK CHECK AND ADVISE					
.					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN _1_:					
-INSPECTED VEHICLE FOR FLUID LEAKS.					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

**** UPDATE 12/17/2012 ** TSS 101 - A. W. - (CALL BACK FOR CLOSING)**

- REPLACED THE CVT TO RESOLVE.

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ID-Report TL		FI1221268			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1221268	FULL	12	11/14/2012	3/7/13	3/7/13
Text-Incd Desc TL					
CVT FLUID LEAK AT A/T COOLER LINE					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
134		Z - ED KITTS		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MM7DC [REDACTED]	C03 50 STATE EMISSIONS L92 FLOOR MAT CARPETED (4-PC SET) Z66 ACTIVATION DISCLAIMER Z99 PRE-DELIVERY INSPECTION	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000488	007179	25213			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	238575	C	RBG		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	9/25/2012	11/14/2012	USA		
Dir Refl Last VC					
Code	Region	Name	City	State	
1964	24	BOMMARITO NISSAN INC	HAZELWOOD		
Serv Dir TL					
Code	Region	Name	City	State	
40006	24	HUMMEL'S NISSAN	DES MOINES	IA	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
CASE, FITTING, LINE & TORQUE CON		OIL/FLD/GREASE LEAK	OFF	ALL TEMPS	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	61/80F=16/27C	CONSTANT	TRANSMISSION	11/14/2012	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
10	N	N	11/14/2012		
Code-Reason For Call TL Desc:				CIII REMOTE CONNECTION PERFORMED	
				Flag-Attachment TL: Y	
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
Y	3/7/13	CELL 5157834044			
Text-Solution TL:					
UNRESOLVED, PENDING PARTS ARRIVAL					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
- C-ST5 VEHICLE IS LEAKING COOLANT, CHECK AND ADVISE					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN 5__:					
- TECH FINDING THAT THE FLUID LEAK IS CVT FLUID AT RIGHT SIDE RADIATOR COOLER HOSE ON THE RADIATOR SIDE					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		FI1221640			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1221640	FULL	3	11/15/2012	11/27/12	11/27/12
Text-Incd Desc TL					
TRANS COOLER LINE SEPERATED					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
128		Z - DAVID BLUNKALL		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MM3DC [REDACTED]	C03 50 STATE EMISSIONS L92 FLOOR MAT CARPETED (4-PC SET) Z66 ACTIVATION DISCLAIMER Z99 PRE-DELIVERY INSPECTION	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	001295	25213			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	244098	C	KH3		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	10/1/2012	11/15/2012	USA		
Dir Refl Last VC					
Code	Region	Name	City	State	
1964	24	BOMMARITO NISSAN INC	HAZELWOOD		
Serv Dir TL					
Code	Region	Name	City	State	
5148	34	SOUTH CHARLOTTE NISSAN	CHARLOTTE	NC	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
CASE, FITTING, LINE & TORQUE CON		OIL/FLD/GREASE LEAK	OFF	ALL TEMPS	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	61/80F=16/27C	INTERMITTENT	TRANSMISSION	11/15/2012	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
10	N	N	11/15/2012		
Code-Reason For Call TL Desc:				Flag-Attachment TL: N	
REASONABLE CALL FOR ASSISTANCE					
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N					
Text-Solution TL:					
REPLACED HOSE CLAMPS					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
- TRANS COOLER LINE SEPERATED					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS _1DAYS DOWN _1_:					
- FOUND TRANS COOLER LINE SEPERATED FROM RAD					
- WAS TOLD VEHICLE HAD CLAMP REPLACED 400 MILES AGO FOR SAME CONCERN AT					

TECH LINE INCIDENT REPORT - CONFIDENTIAL**ANOTHER DEALER**

- NO CODES STORED CALLED FOR INFORMATION
- TECH HAS INSTALLED HOSE AND NEW CLAMP
- CALLED FOR INFORMATION BEFORE FILLING CVT

**** TSS RECOMMENDATION/RESULT:**

- SPOKE WITH ENGINEER D.G.
- TSS TO FOLLOW UP

****** UPDATE 11/15/12 TSS 128 DB**

- ENGINEER D.G. REQUESTED TO FOLLOW UP IN PERSON
- COOLER LINE CLAMP AND RADIATOR BEING COLLECTED

****** UPDATE 11/20/12 TSS 128 DB**

- CALLED DEALER BACK AT ENGINEER J.C. REQUEST
- INFORMED TECH NEW RETAINERS BEING SENT
- DISCUSSED INSTALL INSTRUCTIONS

**** UPDATE 11.27.12 155**

- TECH REPORTS REPLACED HOSE CLAMPS

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ID-Report TL		FI1224047			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1224047	FULL	9	11/27/2012	12/17/12	12/17/12
Text-Incd Desc TL					
TRANS COOLER LINE SEPERATED					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
128		Z - DAVID BLUNKALL		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MN6DC [REDACTED]	B92 SPLASH GUARDS (BLACK; SET OF 4)	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL	B93 CROSS BARS	
0000000	001094	25513		C03 50 STATE EMISSIONS	
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC	H92 DUAL DVD ENTERTAINMENT SYSTEM	
VQ35	236105	C	K50	L92 FLOOR MAT CARPETED (4-PC SET)	
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL	M92 CARGO PACKAGE: REAR CARGO PROT	
Smyrna (NMM)	9/20/2012	11/27/2012	USA	N92 ILLUMINATED KICK PLATES	
Dir Refl Last VC				P01 SL PREMIUM PACKAGE	
Code	Region	Name	City	State	Z66 ACTIVATION DISCLAIMER
2800	32	PELTIER NISSAN	TYLER		
Serv Dir TL					
Code	Region	Name	City	State	
2800	32	PELTIER NISSAN	TYLER	TX	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
CASE, FITTING, LINE & TORQUE CON		TRANSMISSION FLUID_	IDLE	ALL TEMPS	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	33/60F=0/15C	CONSTANT	TRANSMISSION	11/27/2012	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
10	N	N	11/27/2012	L2	
Code-Reason For Call TL Desc:				Flag-Attachment TL:	
REASONABLE CALL FOR ASSISTANCE				N	
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N	12/14/12	903 275 5526			
Text-Solution TL:					
REPLACE RADIATOR/COOLER LINE/CVT					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
- FLUID LEAK FROM VEHICLE					
- VEHICLE WILL NOT ACCEL					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN _2_:					
- P1715 IN PULY SPEED (M3)					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

- SUCCESSFULLY PROGRAMMED CAL DATA TO TCM AND ERASED ALL DTCS.
- TECH TO TOP OFF FLUID AND TEST DRIVE.
- TSS CLOSING REPORT.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11224076			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11224076	FULL	3	11/27/2012	12/4/12	12/4/12
Text-Incd Desc TL					
NO MOVEMENT, A/T COOLER LINE OFF					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
134		Z - ED KITTS		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MN2DC [REDACTED]	C03 50 STATE EMISSIONS D32 TEXAS STATE INSPECTION L92 FLOOR MAT CARPETED (4-PC SET) Z66 ACTIVATION DISCLAIMER Z99 PRE-DELIVERY INSPECTION	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	001460	25313			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	243728	C	NAH		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	10/1/2012	11/27/2012	USA		
Dir Refl Last VC					
Code	Region	Name	City	State	
1964	24	BOMMARITO NISSAN INC	HAZELWOOD		
Serv Dir TL					
Code	Region	Name	City	State	
998	32	ROYAL NISSAN INC	BATON ROUGE	LA	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
AUTOMATIC TRANS		SHIFT QUAL CONCERN	ACCEL	ALL TEMPS	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	61/80F=16/27C	CONSTANT	TRANSMISSION	11/27/2012	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
10	N	N	11/27/2012		
Code-Reason For Call TL Desc:				Flag-Attachment TL: N	
REASONABLE CALL FOR ASSISTANCE					
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N		CELL 2255735001			
Text-Solution TL:					
REPLACED CLAMP					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
- C-ST5 THE VEHICLE IS LEAKING TRANSMISSION FLUID					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN 1__:					
- TECH HAS FOUND THAT THE PASSENGER SIDE COOLER LINE HAS COME OFF CAUSING NO CVT MOVEMENT					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

- TECH FOUND CODE P2813 SELECT SOLENOID STORED
- THIS IS ACCORDING TO TECH THE 2ND VEHICLE HAVING THE SAME COOLER
LINE COMING OFF
- TECH WANTED TO FIND OUT HOW TO PROCEED

**** TSS RECOMMENDATION/RESULT:**

- TSS CONTACTING ENGINEER J.C. ON INCIDENT
- SENDING HEADS UP DUE TO MILEAGE
11/27/12 EK UPDATING
- TSS SPOKE WITH ENGINEER G.S. ON INCIDENT
- THE RADIATOR ASSEMBLY WITH INCIDENT COOLER LINE WITH BE REPLACED
WITH CVT ASSEMBLY
- SHIPPING INSTRUCTIONS WILL BE FAXED FOR COLLECTION FOR ENGINEER J.C.

**** UPDATE 12.4.12 155**

- DEALER REPORTS RADIATOR WAS NOT AVAILABLE AT THIS TIME AND CUSTOMER
WANTED VEHICLE. REPLACED CLAMP AND VEHICLE RELEASED BACK TO CUSTOMER.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		FI1224204			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1224204	FULL	2	11/27/2012	12/17/12	12/17/12
Text-Incd Desc TL					
AT COOLER LINE SEPERATED					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
128		Z - DAVID BLUNKALL		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MM0DC [REDACTED]	C03 50 STATE EMISSIONS L92 FLOOR MAT CARPETED (4-PC SET) Z66 ACTIVATION DISCLAIMER Z99 PRE-DELIVERY INSPECTION	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	000407	25213			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	243315	C	KH3		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	10/1/2012	11/27/2012	USA		
Dir Refl Last VC					
Code	Region	Name	City	State	
1964	24	BOMMARITO NISSAN INC	HAZELWOOD		
Serv Dir TL					
Code	Region	Name	City	State	
5161	32	MCKIE NISSAN	RAPID CITY	SD	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
CASE, FITTING, LINE & TORQUE CON		TRANSMISSION FLUID_	IDLE	ALL TEMPS	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	33/60F=0/15C	CONSTANT	TRANSMISSION	11/27/2012	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
10	N	N	11/27/2012	12	
Code-Reason For Call TL Desc:				Flag-Attachment TL: N	
REASONABLE CALL FOR ASSISTANCE					
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N					
Text-Solution TL:					
REPLACED CVT					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
- FLUID LEAK FROM VEHICLE					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN _1_:					
- FOUND COOLER LINE SEPERATED FROM RADIATOR					
- CLAMP WAS STILL ATTACHED TO HOSE					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

- REINSTALLED HOSE WITH ANOTHER CLAMP AND VEHICLE HAS NO POWER AND WHINE
/GRIND SOUND AND VEHICLE SHUDDERS
- NO CODES HAVE BEEN STORED
- NO INFORMATION PROVIDED ON USE AT TIME OF CONCERN
- CALLED FOR INFORMATION

**** TSS RECOMMENDATION/RESULT:**

- REPLACE CVT
- SENT INFORMATION TO ENGINEER C.B./C.P.
**** UPDATE 12.4.12 155**
- TECH REPORTS ORDERED CVT. WAITING FOR PART.
**** UPDATE 12.17.12 TSS 121**
-TSS CONTACTED DEALER FOR UPDATE.
-REPLACED CVT.
-INCIDENT RESOVLED.
-CLOSE REPORT.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	FI1224671				
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1224671	FULL	9	11/28/2012	12/7/12	12/7/12
Text-Incd Desc TL					
CVT COOLER LINE DISCONNECTED					
Code-TSS1 TL	Code-TSS1 TL Name			Name-Caller TL	
153	Z - MICHAEL FARRELL			[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MM2DC [REDACTED]	C03 50 STATE EMISSIONS L92 FLOOR MAT CARPETED (4-PC SET) Z66 ACTIVATION DISCLAIMER Z99 PRE-DELIVERY INSPECTION	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	000579	25213			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	243740	C	NAH		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	10/1/2012	11/28/2012	USA		
Dir Refl Last VC					
Code	Region	Name	City	State	
1964	24	BOMMARITO NISSAN INC	HAZELWOOD		
Serv Dir TL					
Code	Region	Name	City	State	
3788	44	SAN LEANDRO NISSAN	SAN LEANDRO	CA	
Code-Component TL Desc	Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc		
HOSE/RADIATOR/THERMOSTAT	TRANSMISSION FLUID_	IDLE	NORMAL		
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	61/80F=16/27C	CONSTANT	TRANSMISSION	11/28/2012	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
06	N	N	11/28/2012		
Code-Reason For Call TL Desc:	REASONABLE CALL FOR ASSISTANCE			Flag-Attachment TL: Y	
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N	11/28/12	N/A			
Text-Solution TL:	REPLACE CVT, PROGRAMMED CAL DATA				
Code-Status TL Desc:	F- CLOSED (RESOLVED)				
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
-FLUID LEAKING UNDER VEHICLE.					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN _1_:					
-FOUND RADIATOR COOLER HOSE DISCONNECTED FROM RADIATOR.					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		FI1225810			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1225810	FULL	3	12/3/2012	12/10/12	12/10/12
Text-Incd Desc TL					
A/T COOLER LINE CAME OFF RADIATOR					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
107		Z - RAYMOND RICE		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MM2DC [REDACTED]	C03 50 STATE EMISSIONS L92 FLOOR MAT CARPETED (4-PC SET) Z66 ACTIVATION DISCLAIMER Z99 PRE-DELIVERY INSPECTION	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	002586	25213			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	244056	C	NAH		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	10/1/2012	12/3/2012	USA		
Dir Refl Last VC					
Code	Region	Name	City	State	
1964	24	BOMMARITO NISSAN INC	HAZELWOOD		
Serv Dir TL					
Code	Region	Name	City	State	
3525	32	GO NISSAN 104TH	DENVER	CO	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
HOSE/RADIATOR/THERMOSTAT		TRANSMISSION FLUID_	IDLE	ALL TEMPS	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
RAIN OR SNOW	33/60F=0/15C	CONSTANT	TRANSMISSION	12/3/2012	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
06	N	N	12/3/2012		
Code-Reason For Call TL Desc:				Flag-Attachment TL:	
REASONABLE CALL FOR ASSISTANCE				N	
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N	12/3/12	N/A			
Text-Solution TL:					
PENDING DETAILS FROM DEALER					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
- FLUID LEAK UNDER VEHICLE AND IT DOES NOT MOVE					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN _1_:					
- FOUND TRANSMISSION COOLER LINE AT RIGHT SIDE OF RADIATOR HAS COME OFF					
** TSS RECOMMENDATION/RESULT:					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

- REPLACE RADIATOR, COOLER LINE AND USE 2 CLAMPS
- FAX INSTRUCTIONS TO COLLECT PARTS FOR ENG CP
- SENDING HEADS UP DUE TO MILEAGE
** UPDATE 12.10.12 155
- DEALER REPORTS WAITING FOR PARTS. RADIATOR IS ON BACK ORDER.
NO RELEASE DATE. CLOSING REPORT PENDING DETAILS FROM DEALER.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11225885			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11225885	FULL	1	12/3/2012	12/10/12	12/10/12
Text-Incd Desc TL					
FLUID LEAK FROM VEHICLE					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
128		Z - DAVID BLUNKALL		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MM6DC [REDACTED]	C03 50 STATE EMISSIONS L92 FLOOR MAT CARPETED (4-PC SET) Z66 ACTIVATION DISCLAIMER Z99 PRE-DELIVERY INSPECTION	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	000522	25213			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	244064	C	KH3		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	10/1/2012	12/3/2012	USA		
Dir Refl Last VC					
Code	Region	Name	City	State	
1964	24	BOMMARITO NISSAN INC	HAZELWOOD		
Serv Dir TL					
Code	Region	Name	City	State	
3525	32	GO NISSAN 104TH	DENVER	CO	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
CASE, FITTING, LINE & TORQUE CON		TRANSMISSION FLUID_	OFF	ALL TEMPS	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	33/60F=0/15C	CONSTANT	TRANSMISSION	12/3/2012	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
10	N	N	12/3/2012		
Code-Reason For Call TL Desc:				Flag-Attachment TL: N	
REASONABLE CALL FOR ASSISTANCE					
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
Y	12/10/12				
Text-Solution TL:					
PENDING DETAILS FROM DEALER					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
- FLUID LEAK FROM VEHICLE					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN _1_:					
- TRANS COOLER LINE SEPARATION					
- TECH STATES LINE SEPEARATED AT RADIATOR END					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

- CUST STATES CONCERN OCCURRED AFTER DRIVING
- HAS NOT CHECKED FOR CODES
- CALLED FOR INFORMATION

**** TSS RECOMMENDATION/RESULT:**

- REPLACE RADIATOR AND TRANS COOLER LINE
- REQUESTED PARTS BE RETURNED

**** UPDATE 12.10.12 155**

- DEALER REPORTS WAITING FOR PARTS. RADIATOR IS BACK ORDERED WITH NO RELEASE DATE. CLOSING REPORT PENDING DETAILS FROM DEALER.
- SENDING HEADS UP FOR PART AVAILABILITY.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11225934			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11225934	FULL	1	12/3/2012	12/10/12	12/10/12
Text-Incd Desc TL					
COOLER LINE OFF AT RADIATOR					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
186		Z * DAVE SATTLER		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MM7DC [REDACTED]	B92 SPLASH GUARDS (BLACK; SET OF 4 B93 CROSS BARS C03 50 STATE EMISSIONS L92 FLOOR MAT CARPETED (4-PC SET) M92 CARGO PACKAGE: REAR CARGO PROT N92 ILLUMINATED KICK PLATES P02 PLATINUM PREMIUM PACKAGE Z66 ACTIVATION DISCLAIMER	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	000837	25613			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	244110	C	KH3		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	10/1/2012	12/3/2012	USA		
Dir Refl Last VC					
Code	Region	Name	City	State	
2157	26	KOEPPEL NISSAN INC	JACKSON HEIGH		
Serv Dir TL					
Code	Region	Name	City	State	
2157	26	KOEPPEL NISSAN INC	JACKSON HEIGH	NY	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
HOSE/RADIATOR/THERMOSTAT		TRANSMISSION FLUID_	IDLE	ALL TEMPS	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	61/80F=16/27C	CONSTANT	TRANSMISSION	12/3/2012	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
06	N	N	12/3/2012		
Code-Reason For Call TL Desc:				Flag-Attachment TL:	
REASONABLE CALL FOR ASSISTANCE				N	
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N					
Text-Solution TL:					
INSTALLED CLAMP ON LINE					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
-VEHICLE WILL NOT MOVE LEAKING TRANS FLUID.					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1 DAYS DOWN _1_:					
-INSPECTED FOR TRANS FLUID LEAKS.					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-FOUND COOLING LINE OFF AT RADIATOR.

-DID NOT INCIDENT FOR DTC.

**** TSS RECOMMENDATION/RESULT:**

-REPLACE RADIATOR ASSY AND COOLER LINE AND LEAVE LINE ON RADIATOR.

-ADD FLUID TO CVT AND INSPECT OPERATON.

-TECH TO CAL WITH FINDIGNS AND SHIPPING INSTRUCTION FOR RAD RETURN

**** UPDATE 12.10.12 160**

- TECH REPORTS ANOTHER TECH PUT CLAMP ON THE LINE AND RELEASED VEEHICLE

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		FI1227061			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1227061	FULL	6	12/6/2012	2/18/13	2/18/13
Text-Incd Desc TL					
COOLER LINE SEPARATED AT RADIATOR					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
119		Z - JEFF WYATT		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MM6DC [REDACTED]	C03 50 STATE EMISSIONS L92 FLOOR MAT CARPETED (4-PC SET) Z66 ACTIVATION DISCLAIMER Z99 PRE-DELIVERY INSPECTION	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	001195	25213			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	239732	C	KH3		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	9/26/2012	12/6/2012	USA		
Dir Refl Last VC					
Code	Region	Name	City	State	
1964	24	BOMMARITO NISSAN INC	HAZELWOOD		
Serv Dir TL					
Code	Region	Name	City	State	
3345	24	STAR NISSAN, INC.	NILES	IL	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
HOSE/RADIATOR/THERMOSTAT		TRANSMISSION FLUID_	IDLE	ALL TEMPS	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	33/60F=0/15C	CONSTANT	TRANSMISSION	12/6/2012	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
06	N	N	12/6/2012		
Code-Reason For Call TL Desc:				Flag-Attachment TL: N	
NOT IDENTIFIED					
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N	12/6/12	N/A			
Text-Solution TL:					
REPLACED RADIATOR AND COOLER HOSE					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
-TRANS LEAK, VEHICLE WILL NOT MOVE.					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN 3__:					
-COOLER LINE OFF AT RADIATOR.					
-1 CLAMP EXISTS AND AFTER RECONNECTING LINE, IT STILL SEEMS TO TURN					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ON THE FITTING AND NOT BE REAL TIGHT.

**** TSS RECOMMENDATION/RESULT:**

-REPLACE RADIATOR ASSY AND COOLER LINE AND LEAVE LINE ON RADIATOR.

-ADD FLUID TO CVT AND INSPECT OPERATION.

-TECH TO CALL WITH FINDINGS AND SHIPPING INSTRUCTIONS FOR RAD RETURN.

-SENT HEADS UP EMAIL DUE TO YEAR/MILEAGE.

**** UPDATE 12.17.12 TSS 121**

-TSS CONTACTED DEALER FOR UPDATE.

-RECEIVED RADIATOR, COOLER LINE NOT RECEIVED.

-TECH TO FOLLOW UP.

**** UPDATE 1-2-13 TSS RP**

- TECH BUSY, TSS TO FOLLOW UP

**** UPDATE 1-7-13 TSS RP**

- WAITING ON COOLER LINE

**** UPDATE 1.14.13 155**

- TECH REPORTS WAITING FOR COOLER LINE, ON BACK ORDER. NO RELEASE DATE

CLOSING REPORT PENDING DETAILS FROM DEALER. >>>>>>>> NEXT

- SENDING HEADS UP FOR PART AVAILABILITY.

**** UPDATE TSS 176 02-18-13**

- TECHNICIAN REPLACED RADIATOR AND COOLER HOSE TO RESOLVE CONCERN

- CVT OPERATED NORMAL DURING ROAD TEST

- FAXED COLLECTION FORM TO DEALER FOR RADIATOR AND COOLER HOSE

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11227645			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11227645	FULL	3	12/10/2012	12/17/12	12/17/12
Text-Incd Desc TL					
COOLER LINE OFF RADIATOR					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
186		Z * DAVE SATTLER		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MN3DC [REDACTED]	B92 SPLASH GUARDS (BLACK; SET OF 4 C03 50 STATE EMISSIONS L92 FLOOR MAT CARPETED (4-PC SET) T01 TRAILER TOW PACKAGE Z66 ACTIVATION DISCLAIMER	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	000341	25313			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	242273	C	QAA		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	9/29/2012	12/10/2012	USA		
Dir Refl Last VC					
Code	Region	Name	City	State	
3688	32	GRAY-DANIELS NISSAN NORT	JACKSON		
Serv Dir TL					
Code	Region	Name	City	State	
3688	32	GRAY-DANIELS NISSAN NORT	JACKSON	MS	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
HOSE/RADIATOR/THERMOSTAT		TRANSMISSION FLUID_	IDLE	ALL TEMPS	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	61/80F=16/27C	CONSTANT	TRANSMISSION	12/10/2012	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
06	N	N	12/10/2012		
Code-Reason For Call TL Desc:				Flag-Attachment TL: N	
REASONABLE CALL FOR ASSISTANCE					
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N	12/10/12				
Text-Solution TL:					
REPLACED RADIATOR AND LINE					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
-JERKING WHEN DRIVING,ROARING AND WHINE AS WELL					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 2_DAYS DOWN _4_:					
-VEHICLE LEAKING CVT FLUID					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-INSPECT AND FOUND COOLING LINE OF AT RADAITOR.
-VEHICLE WAS TOWED IN 11-12-12 AT 335 MILES FOR SAME INCIDENT.
-COOLER LINE WAS REPLACED WITH NEW CLAMPS.
-INSPECTED FOR STORED DTC AND NO DTC STORED IN ANY VEHICLE SYSTEMS.

**** TSS RECOMMENDATION/RESULT:**

-REPLACED RADAITOR ASSY AND INCIDENT COOLER LINE TO RADAITOR.
-INSPECT AND ADJUST JUST CVT FLUID LEVEL AND OPERATION AFTER REAPIRS.
-TECH TO CALL WHEN COMPLETED FOR SHIPPING INSTRUCTIONS FOR PART RETURN
FOR VQI C.P. INSPECTION.

*****UPDATE 12-10-12 TSS 186**

-SENT HEADS UP TO REGION DUE TO LOW MILES.

**** UPDATE 12.17.12 160**

- TECH REPORTS REPLACED RADIATOR AND LINE TO RESOLVE

**** UPDATE 12/17/2012 ** TSS 101 - A. W. - (DEALER CALLING BACK)**

- CONTACTED DEALER AND REQUESTED PART RETURN.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11228445			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11228445	FULL	3	12/12/2012	1/8/13	1/8/13
Text-Incd Desc TL					
CVT FLUID LEAK/HOSE OFF AT COOLER					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
104		Z - DONALD PERRYMAN		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MM2DC [REDACTED]	B92 SPLASH GUARDS (BLACK; SET OF 4 B93 CROSS BARS C03 50 STATE EMISSIONS H92 DUAL DVD ENTERTAINMENT SYSTEM L92 FLOOR MAT CARPETED (4-PC SET) N92 ILLUMINATED KICK PLATES P01 SL PREMIUM PACKAGE Z66 ACTIVATION DISCLAIMER	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	000559	25413			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	243814	C	QAA		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	10/1/2012	12/12/2012	USA		
Dir Refl Last VC					
Code	Region	Name	City	State	
3089	24	GERALD NISSAN, INC.	NAPERVILLE		
Serv Dir TL					
Code	Region	Name	City	State	
3089	24	GERALD NISSAN, INC.	NAPERVILLE	IL	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
HOSE/RADIATOR/THERMOSTAT		TRANSMISSION FLUID_	IDLE	ALL TEMPS	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	33/60F=0/15C	CONSTANT	TRANSMISSION	12/12/2012	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
06	N	N	12/12/2012		
Code-Reason For Call TL Desc:				Flag-Attachment TL: N	
REASONABLE CALL FOR ASSISTANCE					
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N	12/12/12	N/A			
Text-Solution TL:					
PENDING DEALER FOLLOW UP					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
- VEHICLE WILL NOT MOVE.					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 2_DAYS DOWN 4__:					
- VEHICLE WAS TOWED TO DEALER 12/8/12.					
- VEHICLE WAS INSPECTED 12/11/12 AND CVT FLUID HOSE AT RADIATOR HAD					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

COME OFF.

- TECH STATES THAT HOSE WAS REINSTALLED, AND VEHICLE WAS RELEASED.
- VEHICLE HAS RETURNED WITH FLUID HOSE OFF AGAIN.

**** TSS RECOMMENDATION/RESULT:**

- TSS CONTACTED ENGINEER C.P.
- FITTING IS TO BE SHIPPED TO DEALER, AND INSTALLED TO RADIATOR.
- HOSE WILL BE REPLACED, AND DOUBLE CLAMPED.
- SHIPPING INSTRUCTIONS WERE SENT FOR COLLECION OF PARTS.
- TSS SENT FIRST PAGE OF REPORT TO C.P.
- SENDING HEADS UP TO REGION DUE TO MILEAGE AND NUMBER OF REPAIR ATTEMPS

****UPDATE 104 DAP 12/12/12**

- ENGINEER REQUESTED PHOTO OF RADIATOR BUILD DATE STICKER.
- TSS FOLLOWED UP WITH TECH AND SUBMITTED REQUEST.

**** UPDATE 12-18-12 TSS RP**

- FED EX TRACKING # IS 861621461192

****UPDATE 01.08.13 TSS 153**

-CLOSING REPORT PENDING DEALER FOLLOW UP.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11229040			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11229040	FULL	11	12/13/2012	4/24/13	4/24/13
Text-Incd Desc TL					
MIL P0076/P0965/P1715/P2813					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
132		Z - STEVE REHBINE		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MNXDC [REDACTED]	C03 50 STATE EMISSIONS L92 FLOOR MAT CARPETED (4-PC SET) Z66 ACTIVATION DISCLAIMER Z99 PRE-DELIVERY INSPECTION	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	000829	25313			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	242501	C	NAH		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	9/29/2012	12/14/2012	USA		
Dir Refl Last VC					
Code	Region	Name	City	State	
1964	24	BOMMARITO NISSAN INC	HAZELWOOD		
Serv Dir TL					
Code	Region	Name	City	State	
1969	32	DAVIS-MOORE NISSAN INC	WICHITA	KS	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
HOSE/RADIATOR/THERMOSTAT		TRANSMISSION FLUID_	IDLE	NORMAL	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	33/60F=0/15C	CONSTANT	TRANSMISSION	12/13/2012	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
06	N	Y	12/14/2012		
Code-Reason For Call TL Desc:				Flag-Attachment TL:	
NOT IDENTIFIED				N	
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N	4/17/13	DLR NUMBER	1/1/01	1/1/01	
Text-Solution TL:					
REPLACED CVT AND LOADED CAL DATA					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
- MIL IS ON AND VEHICLE WILL NOT MOVE.					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN 4_:					
- VERIFIED VEHICLE WOULD NOT MOVE DUE TO NO TRANSMISSION FLUID.					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

- TECH REPORTS CVT HAS ARRIVED, CUSTOMER RETURNED VEHICLE AFTER REMOVING ORIGINAL CVT, FOUND REPLACEMENT CVT WAS DAMAGED IN SHIPPING, >>>>>>>
WAITING FOR BACK ORDERED CVT, ETA 3-4 WEEKS, VEHICLE IS NOW DOWN,
**** HEADS UP DUE TO PARTS AVAILABILITY
** UPDATE 4.24.13 TSS 143
- CALLING TO RECEIVE CAL DATA FILE
- FOUND EMAIL WITH QR INFO
- SERIAL NUMBER M307793
- CALLED TECH ON CELL TO LOAD FILE
- LOADED CAL DATA TO RESOLVE

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		FI1229203			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1229203	FULL	16	12/14/2012	1/21/13	1/14/13
Text-Incd Desc TL					
CVT COOLER LINE OFF RADIATOR					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
170		Z - ADAM SACKNER		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MN5DC [REDACTED]	B92 SPLASH GUARDS (BLACK; SET OF 4)	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL	B93 CROSS BARS	
0000000	001097	25713		C03 50 STATE EMISSIONS	
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC	L92 FLOOR MAT CARPETED (4-PC SET)	
VQ35	243625	C	K50	M92 CARGO PACKAGE: REAR CARGO PROT	
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL	N92 ILLUMINATED KICK PLATES	
Smyrna (NMM)	9/28/2012	12/14/2012	USA	P02 PLATINUM PREMIUM PACKAGE	
Dir Refl Last VC				Z66 ACTIVATION DISCLAIMER	
Code	Region	Name	City	State	
2987	32	GRUBBS NISSAN	BEDFORD		
Serv Dir TL					
Code	Region	Name	City	State	
1776	32	MERCER NISSAN-MAZDA,INC	LUFKIN	TX	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
CASE, FITTING, LINE & TORQUE CON		LACK OF POWER	CRUISE	NORMAL	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	61/80F=16/27C	CONSTANT	TRANSMISSION	12/14/2012	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
10	N	N	12/14/2012		
Code-Reason For Call TL Desc:				Flag-Attachment TL: Y	
REASONABLE CALL FOR ASSISTANCE					
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N	12/21/12	9365534181			
Text-Solution TL:					
REPLACED CVT AND RADIATOR					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
- CUSTOMER WAS DRIVING ALONG HIGHWAY. RPMS STARTED TO FLUCTUATE. WHEN CAME TO STOP THERE WAS SMOKE IN CABIN AREA. FOUND A LINE OF FLUID BEHIND THE CAR					
** DEALER ACTION/OBSERVATION:					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11229222			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11229222	MINI	0	12/14/2012	12/14/12	
Text-Incd Desc TL					
ONLY ONE HOSE CLAMP ON CVT COOLER					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
170		Z - ADAM SACKNER		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MN4DC [REDACTED]	B92 SPLASH GUARDS (BLACK; SET OF 4 B93 CROSS BARS C03 50 STATE EMISSIONS L92 FLOOR MAT CARPETED (4-PC SET) N92 ILLUMINATED KICK PLATES T01 TRAILER TOW PACKAGE Z66 ACTIVATION DISCLAIMER	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	000081	25513			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	235664	C	RBG		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	9/20/2012	12/14/2012	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
NP	2	NP	NP	NP	
Serv Dir TL					
Code	Region	Name	City	State	
1776	32	MERCER NISSAN-MAZDA,INC	LUFKIN	TX	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
CASE, FITTING, LINE & TORQUE CON		MISSING	NOT IDENTIFIED	NOT IDENTIFIED	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
NOT IDENTIFIED	NOT IDENTIFIED		NOT IDENTIFIED	12/14/2012	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
10	N	N	12/14/2012		
Code-Reason For Call TL Desc:				Flag-Attachment TL: N	
REASONABLE CALL FOR ASSISTANCE					
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N					
Text-Solution TL:					
Code-Status TL Desc: A- PENDING DEALER FOLLOW-UP					
Text-Dealer Followup Comment TL:					
M					
** CUSTOMER COMMENT:					
- ONLY ONE CLAMP ON RADIATOR					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS _1 DAYS DOWN 1					
- ONLY ONE CLAMP ON COOLER LINE FROM CVT TO RADIATOR					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

- DLR THINKS IT MAY BE SUBJECT TO LINE COMING OFF

** TSS RECOMMENDATION/RESULT:

- DISCUSSED WITH FQI C.P

- ADVISED TO INSTALL ANOTHER HOSE CLAMP ON LINE AT RADIATOR

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11229603			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11229603	FULL	16	12/17/2012	4/23/13	4/23/13
Text-Incd Desc TL					
TRANSMISSION COOLER LINE SEPERATION					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
128		Z - DAVID BLUNKALL		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MM2DC [REDACTED]	B92 SPLASH GUARDS (BLACK; SET OF 4 B93 CROSS BARS C03 50 STATE EMISSIONS L92 FLOOR MAT CARPETED (4-PC SET) N92 ILLUMINATED KICK PLATES T01 TRAILER TOW PACKAGE Z66 ACTIVATION DISCLAIMER	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000271	002057	25413			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	242975	C	KH3		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	9/29/2012	12/17/2012	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
NP	2	NP	NP	NP	
Serv Dir TL					
Code	Region	Name	City	State	
3887	24	NICK ABRAHAM NISSAN	SHEFFIELD VILLA OH		
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
CASE, FITTING, LINE & TORQUE CON		TRANSMISSION FLUID_	OFF	ALL TEMPS	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	33/60F=0/15C	INTERMITTENT	TRANSMISSION	12/17/2012	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
10	N	N	12/17/2012	M3	
Code-Reason For Call TL Desc:				Flag-Attachment TL: Y	
NOT IDENTIFIED					
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N	4/3/13	440-320-6560	1/1/01	1/1/01	
Text-Solution TL:					
REPLD CVT, RADIATOR, HOSES & CLAMPS					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
- TRANSMISSION FLUID LEAK					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 2_DAYS DOWN _1_:					
- VEHICLE TRANS COOLER LINE SEPERATED AND VEHICLE WAS TOWED IN					
- RECONNECTED LINE AND TEST DROVE VEHICLE AS NO CONCERN					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-SERVICE MANAGER ROD ASKING IF THE REPLACEMENT TRANS SHOULD BE A REMAN.

-OK TO USE REMAN CVT.

** UPDATE 4.16.13 160

- SA REPORTS RECEIVED CVT YESTERDAY, WILL INSTALL AND FOLLOW UP

** UPDATE 4.23.13 160

- TECH REPORTS REPLACED CVT, RADIATOR, HOSES AND CLAMPS TO RESOLVE

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		FI1229881			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1229881	FULL	5	12/18/2012	1/16/13	1/16/13
Text-Incd Desc TL					
TRANS INOP, COOLER HOSE CAME OFF					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
165		Z - JOHN IRION		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MM4DC [REDACTED]	B93 CROSS BARS C03 50 STATE EMISSIONS L92 FLOOR MAT CARPETED (4-PC SET) N92 ILLUMINATED KICK PLATES Z66 ACTIVATION DISCLAIMER	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	000281	25613			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	242966	C	KH3		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	9/29/2012	12/18/2012	USA		
Dir Refl Last VC					
Code	Region	Name	City	State	
2764	26	MEADOWLANDS NISSAN	HASBROUCK HEI		
Serv Dir TL					
Code	Region	Name	City	State	
2764	26	MEADOWLANDS NISSAN	HASBROUCK HEI	NJ	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
CASE, FITTING, LINE & TORQUE CON		SLIPPING CLUTCHES	ACCEL	NORMAL	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	33/60F=0/15C	CONSTANT	TRANSMISSION	12/18/2012	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
10	N	N	12/18/2012		
Code-Reason For Call TL Desc:				Flag-Attachment TL:	
NOT IDENTIFIED				N	
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
Y	1/16/13	DEALER #			
Text-Solution TL:					
UNRESOLVED, PENDING PARTS ARRIVAL					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
-VEHICLE HAS NO GEARS					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN _6_:					
-FOUND COOLER HOSE COME OFF OF THE RADIATOR					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-REATTACHED THE HOSE AND REFILLED TRANS, THERE IS NO REVERSE

-FOUND DTCS P1715 IN PULY SPEED (M3)

-P0965 PRESSURE CONTROL SOLENOID B { G94 }

**** TSS RECOMMENDATION/RESULT:**

-REPLACE RADIATOR AND COOLER HOSES WITH CLAMPS

-SENT EMAIL TO CVT TASK FORCE

-HEADS UP FOR LOW MILEAGE

**** UPDATE TSS 124 1/3/12**

- CALLED DEALER TO UPDATE REPORT

- LEFT MESSAGE FOR TECH TO FOLLOW UP

**** UPDATE 1.9.13 160**

- DEALER REPORTS TECH IS OFF TODAY, LEFT MESSAGE FOR TECH TO FOLLOW UP

**** UPDATE 1/10/2013 ** TSS 101 - A. W. - (DEALER CALLING BACK)**

- STATES THE TRANSMISSION PART IS STILL ON BACK ORDER WITH NO ETA.

- UNIT IS STILL AT THE DEALER NOT REPAIRED.

- THE TRANSMISSION PART NUMBER IS 310CM-3WX0CRE.

- FORWARDED HEADS UP TO REGION DUE TO BACK ORDER PART WITH NO ETA.

**** UPDATE 1.16.13 160**

- PARTS DEPT REPORTS WAITING FOR BACK ORDERED TRANS, NO ETA,

***** HEAD UP DUE TO PARTS AVAILABILITY**

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		FI1230331			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1230331	FULL	4	12/19/2012	12/26/12	12/26/12
Text-Incd Desc TL					
TRANSMISSION COOLER LINE LEAK					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
177		Z - PHILLIP PAGE		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MN8DC [REDACTED]	B92 SPLASH GUARDS (BLACK; SET OF 4 C03 50 STATE EMISSIONS L92 FLOOR MAT CARPETED (4-PC SET) T01 TRAILER TOW PACKAGE Z66 ACTIVATION DISCLAIMER	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	001273	25313			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	242111	C	RBG		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	9/29/2012	12/19/2012	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
3638	34	POMOCO NISSAN OF HAMPT	HAMPTON		
Serv Dir TL					
Code	Region	Name	City	State	
3638	34	POMOCO NISSAN OF HAMPT	HAMPTON	VA	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
HOSE/RADIATOR/THERMOSTAT		TRANSMISSION FLUID_	IDLE	ALL TEMPS	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	33/60F=0/15C	CONSTANT	TRANSMISSION	12/19/2012	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
10	N	N	12/19/2012		
Code-Reason For Call TL Desc:				Flag-Attachment TL: N	
NOT IDENTIFIED					
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N	12/19/12				
Text-Solution TL:					
REPLACED RADIATOR AND HOSE					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
- FEELS LIKE VEHICLE IS SLIPPING					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 2_DAYS DOWN 2_:					
- TRANSMISSION COOLER HOSE HAS COME OFF THE RADIATOR					
- TECH REPLACED THE HOSE CLAMP ON PREVIOUS VISIT					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

- HOSE CLAMP WAS REPLACED WITH AFTERMARKET SCREW - TYPE CLAMP
- HOSE IS STILL LEAKING AT THE HOSE CLAMP
- TECH REPORTS THAT THE HOSE LOOKS LIKE IT IS SWELLED FROM PRESSURE
- DATA MONITOR READS LINE PRESSURE AT 1.9 MPA AT IDLE. WHEN TECH PUT VEHICLE INTO GEAR, THE PRESSURE INCREASED TO 5.6 MPA AND TOOK SEVERAL MINUTES TO RETURN TO 1.9 MPA

**** TSS RECOMMENDATION/RESULT:**

- INCIDENT IS CURRENTLY UNDER INVESTIGATION

**** UPDATE 12/18/12 TSS 177**

- CALLED TECH WITH INSTRUCTIONS TO REPLACE RADIATOR, COOLER HOSES, HOSE CLAMPS, AND CORRECT CVT FLUID LEVEL

- TECH TO VERIFY LEAK IS NO LONGER PRESENT ON TEST DRIVE

- PARTS RETURN FORM FAXED TO DEALER

**** UPDATE 12.26.12 160**

- TECH REPORTS REPLACED RADIATOR AND HOSE TO RESOLVE

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11230365			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11230365	FULL	2	12/19/2012	12/26/12	12/26/12
Text-Incd Desc TL					
LOST POWER WHILE DRIVING					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
104		Z - DONALD PERRYMAN		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MM9DC [REDACTED]	B92 SPLASH GUARDS (BLACK; SET OF 4) B93 CROSS BARS C03 50 STATE EMISSIONS L92 FLOOR MAT CARPETED (4-PC SET) N92 ILLUMINATED KICK PLATES P01 SL PREMIUM PACKAGE Z66 ACTIVATION DISCLAIMER	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	000680	25413			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	243147	C	KH3		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	9/29/2012	12/19/2012	USA		
Dir Refl Last VC					
Code	Region	Name	City	State	
3207	26	ROCKLAND NISSAN	BLAUVELT		
Serv Dir TL					
Code	Region	Name	City	State	
3403	26	BAY RIDGE NISSAN, INC.	BROOKLYN	NY	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
HOSE/RADIATOR/THERMOSTAT		TRANSMISSION FLUID_	IDLE	ALL TEMPS	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	33/60F=0/15C	CONSTANT	TRANSMISSION	12/19/2012	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
10	N	N	12/19/2012		
Code-Reason For Call TL Desc:				Flag-Attachment TL:	
REASONABLE CALL FOR ASSISTANCE				N	
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N	12/19/12	7183545960 TEXT			
Text-Solution TL:					
RPLS RADIATOR, COOLER HOSE, CLAMPS					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
- VEHICLE LOST POWER WHILE DRIVING.					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 2_DAYS DOWN _2_:					
- TECH REPORTS ON 12/12/12 VEHICLE CAME IN FOR THE SAME CONCERN AND COOLER LINE HOSE FROM RADIATOR TO CVT CAME OFF.					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

- HOSE WAS REINSTALLED, AND CLAMPS TIGHTENED, AND VEHICLE WAS RELEASED.
- NOW VEHICLE HAS RETURNED WITH THE SAME CONCERN.

**** TSS RECOMMENDATION/RESULT:**

- REPLACE RADIATOR, COOLER HOSE AND 3 NEW CLAMPS.
- DOUBLE CLAMP HOSE AT RADIATOR.
- TSS FAXED SHIPPING INSTRUCTIONS FOR COLLECTION OF PARTS.
- TSS SENT FIRST PAGE OF THE REPORT TO ENGINEER C.P.
- SENDING HEADS UP TO REGION DUE TO MILEAGE.

**** UPDATE 12.26.12 155**

- SA REPORTS REPLACED RADIATOR, COOLER HOSE AND CLAMPS.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		FI1230412			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1230412	FULL	10	12/19/2012	2/28/13	2/28/13
Text-Incd Desc TL					
TRANS COOLER LINE SEPERATED					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
121		Z - BRUCE TANKERSLEY		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MN4DC [REDACTED]	C03 50 STATE EMISSIONS D32 TEXAS STATE INSPECTION L92 FLOOR MAT CARPETED (4-PC SET) Z66 ACTIVATION DISCLAIMER Z99 PRE-DELIVERY INSPECTION	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0002369	006122	25313			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	243464	C	NAH		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	10/1/2012	12/19/2012	USA		
Dir Refl Last VC					
Code	Region	Name	City	State	
1964	24	BOMMARITO NISSAN INC	HAZELWOOD		
Serv Dir TL					
Code	Region	Name	City	State	
2869	32	BAKER NISSAN NORTH	HOUSTON	TX	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
HOSE/RADIATOR/THERMOSTAT		TRANSMISSION FLUID_	IDLE	ALL TEMPS	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	61/80F=16/27C	CONSTANT	TRANSMISSION	12/19/2012	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
06	N	N	12/19/2012		
Code-Reason For Call TL Desc:				Flag-Attachment TL: N	
NOT IDENTIFIED					
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N		713 446 3080			
Text-Solution TL:					
REPLACED CVT					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
M					
** CUSTOMER COMMENT:					
-VEHICLE LEAKING OIL FLUID.					
-VEHICLE DOES NOT MOVE IN GEAR.					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS _1 DAYS DOWN 1					
-CVT COOLER LINE SEPERATED FROM COOLER.					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-ONE CLAMP AT COOLER END.

-REINSTALLED COOLER LINE USING NEW GEAR TYPE CLAMP, ADDED 6.5QT NS3.

-TEST DROVE VEHICLE FOR 20 MILES, NO DRIVABILITY ISSUES.

**** TSS RECOMMENDATION/RESULT:**

-REPLACE RADIATOR (CVT COOLER) AND LINE FOR COLLECTION.

**** UPDATE 12.26.12 155**

- TECH REPORTS HAS RECEIVED THE RADIATOR WAITING FOR BACK ORDERED LINE.

**** UPDATE 1.2.13 155**

- DEALER REPORTS TECH IS NOT AVAILABLE UNTIL 1/3

**** UPDATE 1.8.13 155**

- SA REPORTS REPLACED RADIATOR AND HOSE TO RESOLVE. PARTS SENT BACK

****UPDATE 02.18.13 TSS 135JB**

-VEHICLE HAS RETURNED WITH SLIPPING AND CODES STORED.

-P2813 SELECT SOLENOID { J03 } P0746 PRS CNT SOL/A FCTN (L1)

P0776 PRS CNT SOL/B FCTN (L2) P0848 TFP SENSOR/SW B CIRC { DA5

P0965 PRESSURE CONTROL SOLENOID B { G94 }

-REPLACE CVT UNIT.

**** UPDATE 2.26.13 155**

- DEALER REPORTS TECH IS CURRENTLY REPLACING CVT. TECH TO FOLLOW UP.

****UPDATE 2.27.13 TSS 166****

-TECH STATES DOES NOT HAVE CD FOR CALIBRATION DATA

-SEEKING WHAT NEEDS TO BE DONE TO GET DATA

-ADVISED TO TAKE A PICTURE OF RANGE SWITCH AS DISCUSSED, SEND INTO TL

EMAIL

**** UPDATE 2.28.13 TSS 143**

- FILE ON O DRIVE, SERIAL NUMBER M112755

**** UPDATE TSS 176 02-28-13**

- PERFORMED TECHLINK

- PERFORMED IP WRITE PROCEDURE

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11230583			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11230583	FULL	6	12/19/2012	12/28/12	12/28/12
Text-Incd Desc TL					
FLUID LEAK FROM UNDER VEHICLE					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
124		Z - TIMOTHY MINZAK		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MM7DC [REDACTED]	C03 50 STATE EMISSIONS L92 FLOOR MAT CARPETED (4-PC SET) Z66 ACTIVATION DISCLAIMER Z99 PRE-DELIVERY INSPECTION	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	001050	25213			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	241426	C	KH3		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	9/28/2012	12/19/2012	USA		
Dir Refl Last VC					
Code	Region	Name	City	State	
1964	24	BOMMARITO NISSAN INC	HAZELWOOD		
Serv Dir TL					
Code	Region	Name	City	State	
3788	44	SAN LEANDRO NISSAN	SAN LEANDRO	CA	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
HOSE/RADIATOR/THERMOSTAT		TRANSMISSION FLUID_	IDLE	NORMAL	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	61/80F=16/27C	CONSTANT	TRANSMISSION	12/19/2012	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
06	N	N	12/19/2012		
Code-Reason For Call TL Desc:				Flag-Attachment TL: N	
NOT IDENTIFIED					
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N		DEALER			
Text-Solution TL:					
REPLACED CVT AND DOWNLOADED CAL DAT					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
- VEHICLE WILL NOT MOVE, FLUID LEAKING FROM UNDER CAR					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN 1__:					
- TECH CONFIRMED THE CVT COOLER LINE HAS COME OFF OF THE RADIATOR AND THE FLUID HAS EXITED THE CVT					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

- CURRENTLY THE VEHICLE WILL NOT MOVE

- CALLED FOR DOCUMENTATION

**** TSS RECOMMENDATION/RESULT:**

- ADVISED TECH TO REPLACE RADIATOR AND COOLER LINE WITH CLAMP

- VEHICLE HAD ONE CLAMP INSTALLED ON COOLER

- REFILL CVT AND EVALUATE OPERATION AFTER REFILLED

**** UPDATE 12.26.12 155**

- SA REPORTS WAITING FOR COOLER LINE

****UPDATE 104 DAP 12/28/12**

- TECH IS REQUESTING WHERE TO SEND PHOTO OF QR LABEL.

- TSS RECOMMENDED TO SEND TO TECHLINE@NISSAN-USA.COM

****UPDATE 104 DAP 12/28/12**

- TSS DOWNLOADED CVT CAL DATA TO CONSULT AND DOWNLOADED DATA TO TCM.

- CLOSING REPORT.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		FI1230653			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1230653	FULL	2	12/20/2012	1/14/13	1/14/13
Text-Incd Desc TL					
LEAK FROM CVT, HOSE OFF AT RADIATOR					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
104		Z - DONALD PERRYMAN		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MM6DC [REDACTED]	B92 SPLASH GUARDS (BLACK; SET OF 4 B93 CROSS BARS C03 50 STATE EMISSIONS H92 DUAL DVD ENTERTAINMENT SYSTEM L92 FLOOR MAT CARPETED (4-PC SET) N92 ILLUMINATED KICK PLATES T01 TRAILER TOW PACKAGE Z66 ACTIVATION DISCLAIMER	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	000728	25413			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	242132	C	QAA		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	9/29/2012	12/20/2012	USA		
Dir Refl Last VC					
Code	Region	Name	City	State	
22031	24	BEDFORD NISSAN INC	BEDFORD		
Serv Dir TL					
Code	Region	Name	City	State	
3779	24	NISSAN OF NORTH OLMSTED	NORTH OLMSTED	OH	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
HOSE/RADIATOR/THERMOSTAT		TRANSMISSION FLUID_	OFF	ALL TEMPS	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
HUMID	33/60F=0/15C	CONSTANT	TRANSMISSION	12/20/2012	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
06	N	N	12/20/2012		
Code-Reason For Call TL Desc:				Flag-Attachment TL: N	
NOT IDENTIFIED					
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N	12/20/12	2168495608 TEXT			
Text-Solution TL:					
REPLACED RADIATOR AND CLAMPS					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
- LEAK FROM TRANSMISSION, VEHICLE WILL NOT PULL.					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN 1__:					
- TECH REPORTS CVT COOLER HOSE HAS COME OFF AT RADIATOR.					
** TSS RECOMMENDATION/RESULT:					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

- REPLACE RADIATOR, HOSE, AND (3) CLAMPS.
- DOUBLE CLAMP AT RADIATOR.
- TSS FAXED SHIPPING INSTRUCTIONS FOR COLLECTION OF PARTS.
- TSS SENT FIRST PAGE OF REPORT TO ENGINEER C.P.
- SENDING HEADS UP TO REGION DUE TO MILEAGE.
- ** UPDATE 1.8.13 155
- SM REPORTS RECEIVED PARTS AND WAS IN PROCESS OF REPLACING RADIATOR AND BRAND NEW RADIATOR OUT OF BOX HAD LEAK AT SEAM. HAD TO ORDER ANOTHER RADIATOR. EXPECT TO RECEIVE TODAY. WAITING FOR PART.
- ** UPDATE 1-14-13 TSS RP
- 2ND RADIATOR HAD LOWER SEAM LEAK
- ORDERED ANOTHER (3RD) RADIATOR AND ALL SYSTEMS OPERATE AS DESIGNED
- INSTALLED 2 CLAMPS ON TO COOLER HOSE

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11231026			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11231026	FULL	10	12/21/2012	2/7/13	2/7/13
Text-Incd Desc TL					
TRANS LINE BLEW OFF					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
166		Z - ALEX KNEPPER		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MM4DC [REDACTED]	B92 SPLASH GUARDS (BLACK; SET OF 4 B93 CROSS BARS C03 50 STATE EMISSIONS H92 DUAL DVD ENTERTAINMENT SYSTEM L92 FLOOR MAT CARPETED (4-PC SET) N92 ILLUMINATED KICK PLATES Z66 ACTIVATION DISCLAIMER	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	001368	25613			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	243974	C	QAA		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	10/1/2012	12/21/2012	USA		
Dir Refl Last VC					
Code	Region	Name	City	State	
2551	24	STAR CHEV-NISSAN-VOLVO	GREENSBURG		
Serv Dir TL					
Code	Region	Name	City	State	
3948	24	COCHRAN NISSAN/SOUTH HIL	PITTSBURGH	PA	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
HOSE/RADIATOR/THERMOSTAT		TRANSMISSION FLUID_	IDLE	ALL TEMPS	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	33/60F=0/15C	CONSTANT	TRANSMISSION	12/21/2012	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
06	N	N	12/21/2012		
Code-Reason For Call TL Desc:				Flag-Attachment TL:	
NOT IDENTIFIED				N	
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N	12/31/12	7246014551 CELL			
Text-Solution TL:					
CVT, RADIATOR, HOSES & CLAMPS FIXED					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
-SES LIGHT ON, INSPECT FOR FLUID LEAK					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN _2_:					
-VERIFIED, SES LIGHT ON WITH CODES:					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

RADIATOR.

- P/M DOES NOT HAVE A COPY OF COLLECTION FORM TO SUBMIT.

- TSS RESENT COLLECTION FORM.

** UPDATE 2/7/2013 ** TSS 101 - A. W. - (DEALER CALLING BACK)

- INSTALLED CVT AND RADIATOR BUT JUST AFTER FLUID WAS FILLED THE UNIT WAS MOVED TO TEST DRIVE AND THE CVT LINE BLEW OFF THE CVT COOLER THIS TIME AND 2 QUARTS OF FLUID WERE LOST.

- THE COOLER LINES WERE ALL DOUBLE CALAMPED AND REINSTALLED ALL IS GOOD AT THIS POINT BUT CONCERN IS THE LINES DOING THIS AGAIN.

- REVIEWED WITH ENGINEER J. C. AND R. U. SINCE CLAMPS AND LINES ARE SECURED AFTER THE SLIGHT FLUID LOSS FROM THE COOLER JOINT UNTI COULD BE RELEASED.

** FORWARDED TO ENGINEER R. U. FOR REVIEW REFERENCE.

- CVT, RADIATOR, COOLER HOSES AND ALL DOUBLE CLAMPED TO RESOLVE.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		FI1231370			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1231370	FULL	9	12/26/2012	2/4/13	2/4/13
Text-Incd Desc TL					
TRANS COOLER LINE SEPERATION					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
128		Z - DAVID BLUNKALL		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MN0DC [REDACTED]	B92 SPLASH GUARDS (BLACK; SET OF 4) B93 CROSS BARS C03 50 STATE EMISSIONS H92 DUAL DVD ENTERTAINMENT SYSTEM L92 FLOOR MAT CARPETED (4-PC SET) N92 ILLUMINATED KICK PLATES P01 SL PREMIUM PACKAGE Z66 ACTIVATION DISCLAIMER	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	001831	25513			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	244106	C	KH3		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	9/27/2012	12/26/2012	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
NP	2	NP	NP	NP	
Serv Dir TL					
Code	Region	Name	City	State	
5325	34	NISSAN OF ATHENS	BOGART	GA	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
HOSE/RADIATOR/THERMOSTAT		TRANSMISSION FLUID_	OFF	ALL TEMPS	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	61/80F=16/27C	INTERMITTENT	TRANSMISSION	12/26/2012	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
06	N	N	12/26/2012		
Code-Reason For Call TL Desc:				Flag-Attachment TL: N	
NOT IDENTIFIED					
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N					
Text-Solution TL:					
PENDING DETAILS FROM DEALER					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
- TRANS COOLER LINE SEPERATED					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 2_DAYS DOWN _1_:					
- VEHICLE HAS SEPERATED OIL COOLER LINE FOR TRANS AT RAD					
- LAST TIME REPLACED HOSE CLAMP					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		FI1231418			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1231418	FULL	3	12/26/2012	1/2/13	1/2/13
Text-Incd Desc TL					
TRANS COOLER LINE CAME OFF					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
172		Z * THOMAS MCBREARTY		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MM6DC [REDACTED]	B92 SPLASH GUARDS (BLACK; SET OF 4 C03 50 STATE EMISSIONS L92 FLOOR MAT CARPETED (4-PC SET) Z66 ACTIVATION DISCLAIMER	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	000593	25213			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	243269	C	K50		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	10/1/2012	12/26/2012	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
3510	24	GERALD NISSAN OF N AURO	NORTH AURORA		
Serv Dir TL					
Code	Region	Name	City	State	
3510	24	GERALD NISSAN OF N AURO	NORTH AURORA	IL	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
HOSE/RADIATOR/THERMOSTAT		TRANSMISSION FLUID_	IDLE	ALL TEMPS	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	33/60F=0/15C	CONSTANT	TRANSMISSION	12/26/2012	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
10	N	N	12/26/2012		
Code-Reason For Call TL Desc:				Flag-Attachment TL:	
NOT IDENTIFIED				N	
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
Y	1/2/13				
Text-Solution TL:					
UNRESOLVED, PENDING PARTS ARRIVAL					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
-VEHICLE WILL NOT MOVE.					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN _1_:					
-COOLER LINES CAME OFF TRANSCOOLER ONLY HAD 1 CLAMP					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-CVT LOST MOST FLUID VEHICLE TOWED TO SHOP

** TSS RECOMMENDATION/RESULT:

-REPLACE RADIATOR AND COOLER LINES WITH NEW CLAMPS

-REFILL CVT AND EVALUATE CVT OPERATION

-SENT PARTS RETURN FORM FOR COLLECTION

** UPDATE 1.2.13 160

- WAITING FOR BACK ORDERED RADIATOR, NO ETA

** HEADS UP DUE TO PARTS AVAILABILITY

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		FI1232179			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1232179	FULL	7	12/28/2012	2/6/13	2/6/13
Text-Incd Desc TL					
COOLER LINE CAME OFF					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
172		Z * THOMAS MCBREARTY		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MN3DC [REDACTED]	C03 50 STATE EMISSIONS L92 FLOOR MAT CARPETED (4-PC SET) Z66 ACTIVATION DISCLAIMER Z99 PRE-DELIVERY INSPECTION	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	002881	25313			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	238601	C	RBG		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	9/25/2012	12/28/2012	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
1964	24	BOMMARITO NISSAN INC	HAZELWOOD		
Serv Dir TL					
Code	Region	Name	City	State	
2445	34	COURTESY NISSAN OF TAMP	TAMPA	FL	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
HOSE/RADIATOR/THERMOSTAT		TRANSMISSION FLUID_	IDLE	COLD	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	33/60F=0/15C	CONSTANT	TRANSMISSION	12/28/2012	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
06	N	N	12/28/2012		
Code-Reason For Call TL Desc:				Flag-Attachment TL:	
NOT IDENTIFIED				N	
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N	1/16/13	8138703333 2011			
Text-Solution TL:					
REPLACED TRANS, RADIATOR AND COOLER					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
-CAR WONT GO INTO GEAR.					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN _1_:					
-COOLER LINE CAME OFF HAD 1 CLAMP					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11232245			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11232245	FULL	12	12/28/2012	6/12/13	5/21/13
Text-Incd Desc TL					
WILL NOT ACCELERATE MULT CODES					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
176		Z - BRIAN HUREWITZ		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MN8DC [REDACTED]	B92 SPLASH GUARDS (BLACK; SET OF 4 C03 50 STATE EMISSIONS L92 FLOOR MAT CARPETED (4-PC SET) P01 SL PREMIUM PACKAGE Z66 ACTIVATION DISCLAIMER	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0004348	016382	25513			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	239462	C	RBG		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	9/29/2012	12/28/2012	USA		
Dir Refl Last VC					
Code	Region	Name	City	State	
3943	32	AUTONATION NISSAN KATY	KATY		
Serv Dir TL					
Code	Region	Name	City	State	
3943	32	AUTONATION NISSAN KATY	KATY	TX	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
CASE, FITTING, LINE & TORQUE CON		LACK OF POWER	ACCEL	NORMAL	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	61/80F=16/27C	CONSTANT	TRANSMISSION	12/28/2012	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
10	N	N	12/28/2012	M3	
Code-Reason For Call TL Desc:				Flag-Attachment TL: Y	
NOT IDENTIFIED					
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N	5/21/13	DEALER	1/1/01	1/1/01	
Text-Solution TL: UNRESOLVED, PENDING FOLLOW UP					
Code-Status TL Desc: F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
M					
** CUSTOMER COMMENT:					
- ENGINE QUIT WHILE DRIVING					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 1					
- ENGINE QUIT WHILE DRIVING					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

- WILL NOT MOVE IN GEAR
- ECM P1715 IN PULY SPEED (M3)
- TRANS P0776 PRESSURE CONTROL SOLENOID B
P0965 PRESSURE CONTROL SOLENOID B { G94 }
P2813 SELECT SOLENOID
- ABS C1109 POWER SUPPLY LOW OR HIGH VOLTAGE (C09)

**** TSS RECOMMENDATION/RESULT:**

- CHECK CVT FLUID LEVEL
- CALL BACK IF FLUID LEAK FOUND

**** UPDATE 12.28.12 TSS 170**

- FOUND CVT COOLER LINE DISCONNECTED AT RADIATOR
- ADVISED TO REPLACE RADIATOR, HOSE AND CLAMPS THEN FILL CVT WITH FLUID
- TEST DRIVE AFTER PARTS INSTALLED. IF ANY DRIVEABILTY ISSUES FOUND

REPLACE CVT**** UPDATE 1/3/2013 **TSS 101 - A. W. - (CLOSING ATTEMPT)**

- PARTS ARE CURRENTLY ON ORDER.

****UPDATE 01.04.13/137**

-HOSES ARE ON BACKORDER.

-ADVISED IF SUITABLE REPLACEMENT HOSES ARE AVAILABLE, PROCEED WITH
REPLACEMENT.

**** UPDATE 1.11.13 160**

- SM REPORTS REPLACED RADIATOR AND REATTACHED ORIGINAL HOSE WITH >>>>>
- 2 SCREW TYPE HOSE CLAMPS TO RESOLVE

*****UPDATE 05-07-13 TSS 186.**

-VEHICLE HAS RETURNED WITH JUDDER ON LIGHT ACCLE UP TO 40 MPH

-VEHICLE HAS NO DTC SOTRED.

-CVT WAS NOT REPLACED WHEN COOLER LINES CAME OFF.

-REPLACE CVT ASSY.

**** UPDATE 5.14.13 160**

- SA REPORTS CVT HAS ARRIVED YESTERDAY, TECH TO MAKE REPAIRS AND FOLLOW
UP

**** UPDATE 5.21.13 160**

SA REPORTS WITH SHOP LOAD TECH HAS NOT BEEN ABLE TO REMOVE ORIGNAL CVT,
TECH TO FOLLOW UP

***** HEADS UP DUE TO REPAIRS NOT GOING AS EXPECTED**

*****UPDATE 06-12-13 TSS 186**

-RECEIVED EMAIL FROM DEALER WITH PICTURE OF VIN PLATE OF CVT REMOVED

-ADDED EMAIL TO NHTSA FILES.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11232373			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11232373	FULL	5	12/31/2012	1/28/13	1/28/13
Text-Incd Desc TL					
COOLER LINE CAME OFF					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
176		Z - BRIAN HUREWITZ		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MNXDC [REDACTED]	B92 SPLASH GUARDS (BLACK; SET OF 4 B93 CROSS BARS C03 50 STATE EMISSIONS L92 FLOOR MAT CARPETED (4-PC SET) M92 CARGO PACKAGE: REAR CARGO PROT N92 ILLUMINATED KICK PLATES P02 PLATINUM PREMIUM PACKAGE Z66 ACTIVATION DISCLAIMER	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	000306	25713			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	244915	C	NAH		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	10/2/2012	12/31/2012	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
19051	34	BILL RAY NISSAN	LONGWOOD		
Serv Dir TL					
Code	Region	Name	City	State	
19051	34	BILL RAY NISSAN	LONGWOOD	FL	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
HOSE/RADIATOR/THERMOSTAT		TRANSMISSION FLUID_	IDLE	ALL TEMPS	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	61/80F=16/27C	CONSTANT	TRANSMISSION	12/31/2012	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
06	N	N	12/31/2012		
Code-Reason For Call TL Desc:				Flag-Attachment TL:	
NOT IDENTIFIED				N	
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N	1/7/13				
Text-Solution TL:					
REPLACED RADIATOR, HOSE AND CVT					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
- VEHICLE WILL NOT MOVE					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN _1_:					
- VEHICLE WILL NOT MOVE					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

- CVT FLUID COOLER HOSE CAME OFF

**** TSS RECOMMENDATION/RESULT:**

- REPLACE RADIATOR, COOLER HOSE, AND CLAMPS

- SENT PARTS COLLECTION FORM

**** UPDATE 1.7.13 155**

- TECH REPORTS WAITING FOR COOLER HOSE IS ON BACK ORDER. CLOSING REPORT

PENDING DEALER RECEIVING PARTS.

- SENDING HEADS UP FOR PARTS AVAILABILITY.

**** UPDATE 01-21-13 TSS 237**

- REPLACED RADIATOR AND COOLER HOSE.

- REFILLED CVT FLUID, HAS NO MOVEMENT.

- ADVISED TO REPLACE CVT.

- CONTACT TECH LINE IF CALIBRATION DISC NOT INCLUDED WITH CVT.

**** UPDATE 1.28.13 160**

- TECH REPORTS CVT DID NOT HAVE ENOUGH FLUID IN IT, TOPPED OFF FLUID TO

RESOLVE INCIDENT, REPLACED RADIATOR, HOSE AND CVT TO RESOLVE

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11232445			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11232445	FULL	8	12/31/2012	1/12/13	1/12/13
Text-Incd Desc TL					
WILL NOT MOVE P2813					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
176		Z - BRIAN HUREWITZ		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MM1DC [REDACTED]	B92 SPLASH GUARDS (BLACK; SET OF 4 B93 CROSS BARS C03 50 STATE EMISSIONS H92 DUAL DVD ENTERTAINMENT SYSTEM L92 FLOOR MAT CARPETED (4-PC SET) N92 ILLUMINATED KICK PLATES T01 TRAILER TOW PACKAGE Z66 ACTIVATION DISCLAIMER	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	000352	25413			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	242146	C	K23		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	9/29/2012	12/31/2012	USA		
Dir Refl Last VC					
Code	Region	Name	City	State	
NP	2	NP	NP	NP	
Serv Dir TL					
Code	Region	Name	City	State	
5057	24	BOUCHER NISSAN/WAUKESH	WAUKESHA	WI	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
CNTR UNIT, HARNESS, PAWL, SWITC		LACK OF POWER	ACCEL	ALL TEMPS	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	33/60F=0/15C	CONSTANT	TRANSMISSION	12/31/2012	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
10	N	N	12/31/2012		
Code-Reason For Call TL Desc:				Flag-Attachment TL:	
NOT IDENTIFIED				N	
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N					
Text-Solution TL:					
REPL CVT AND TECH LINK CAL DATA					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
- CAR WAS TOWED IN, TRANSMISSION SEEMS TO HAVE STOPPED WORKING					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN _3 :					
- VEHICLE WILL NOT MOVE					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11232475			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11232475	FULL	2	12/31/2012	1/8/13	1/8/13
Text-Incd Desc TL					
CVT FLUID COOLER LINE CAME OFF					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
176		Z - BRIAN HUREWITZ		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MM2DC [REDACTED]	B92 SPLASH GUARDS (BLACK; SET OF 4 B93 CROSS BARS C03 50 STATE EMISSIONS L92 FLOOR MAT CARPETED (4-PC SET) N92 ILLUMINATED KICK PLATES T01 TRAILER TOW PACKAGE Z66 ACTIVATION DISCLAIMER	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	001130	25413			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	243337	C	K50		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	10/1/2012	12/31/2012	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
3117	24	COLE NISSAN	KALAMAZOO		
Serv Dir TL					
Code	Region	Name	City	State	
3820	26	WEST-HERR NISSAN	ORCHARD PARK	NY	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
HOSE/RADIATOR/THERMOSTAT		TRANSMISSION FLUID_	IDLE	ALL TEMPS	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	33/60F=0/15C	CONSTANT	TRANSMISSION	12/31/2012	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
06	N	N	12/31/2012		
Code-Reason For Call TL Desc:				Flag-Attachment TL:	
NOT IDENTIFIED				N	
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N					
Text-Solution TL:					
TWO CLAMPS ON COOLER LINE					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
- VEHICLE WILL NOT MOVE					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN _1_:					
- VEHICLE WILL NOT MOVE					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

- COOLER LINE CAME OFF RADIATOR

- HAD ONE CLAMP ON HOSE

**** TSS RECOMMENDATION/RESULT:**

- REPLACE RADIATOR AND COOLER HOSE

- SENT PART COLLECTION FORM TO DEALER

**** UPDATE 1.8.13 155**

- TECH REPORTS CUSTOMER WAS PASSING THROUGH AND THEY JUST PUT TWO CLAMPS
ON LINE AND RELEASED VEHICLE.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11232524			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11232524	FULL	6	1/2/2013	1/17/13	1/17/13
Text-Incd Desc TL					
VEHICLE SURGES P2813 P0746 P0776					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
157		Z - JOHN SEABORN		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MN8DC [REDACTED]	C03 50 STATE EMISSIONS L92 FLOOR MAT CARPETED (4-PC SET) Z66 ACTIVATION DISCLAIMER Z99 PRE-DELIVERY INSPECTION	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	001955	25313			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	242920	C	QAA		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	9/29/2012	1/2/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
5288	24	LUPIENT NISSAN	ROCHESTER		
Serv Dir TL					
Code	Region	Name	City	State	
19029	34	REED NISSAN	ORLANDO	FL	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
CLUTCH/GEAR/GOVERNOR/PUMP &		SHIFT QUAL CONCERN	CRUISE	ALL TEMPS	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	61/80F=16/27C	CONSTANT	TRANSMISSION	1/2/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
10	N	N	1/2/2013	L1	
Code-Reason For Call TL Desc:				Flag-Attachment TL: N	
NOT IDENTIFIED					
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N		4077298249 CELL			
Text-Solution TL:					
REPLACED CVT					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
-VEHICLE IS SURGING WHILE DRIVING.					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1 DAYS DOWN 1__:					
-TRANS IS SLIPPING.					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-P2813 SELECT SOLENOID
-P0746 PRS CNT SOL/A FCTN (L1)
-P0776 PRS CNT SOL/B FCTN (L2)
-P0965 PRESSURE CONTROL SOLENOID B { G94 }
-REPROGRAMED TCM. NO CHANGE.
-TRANS FLUID LEVEL IS FULL, CONDITION IS GOOD.
-NO ACCESSORIES OR MODIFICATIONS.

**** TSS RECOMMENDATION/RESULT:**

-REPLACE CVT,FLUSH TRANS COOLER LOOP,ERASE EEPROM,SET FLUID TO PROPER LEVEL.

-TECH TO FOLLOW UP FOR CAL DATA WRITE ASSISTANCE.

**** UPDATE 01-07-13 TSS 237**

- CALLED DEALER FOR UPDATE

- CVT ORDERED, PART IS BACKORDERED.

**** UPDATE 1.11.13 155**

- TECH REPORTS RECEIVED THE CVT TODAY. WILL BEGIN REPLACEMENT ON MONDAY

**** UPDATE 1.17.13 155**

- TECH REPORTS REPLACED CVT TO RESOLVE.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	F11232667				
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11232667	FULL	8	1/2/2013	2/7/13	2/7/13
Text-Incd Desc TL					
CVT COOLER HOSE SEPERATED					
Code-TSS1 TL	Code-TSS1 TL Name			Name-Caller TL	
237	Z - CHRIS O'CONNOR			[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MN2DC [REDACTED]	B92 SPLASH GUARDS (BLACK; SET OF 4 B93 CROSS BARS C03 50 STATE EMISSIONS H92 DUAL DVD ENTERTAINMENT SYSTEM L92 FLOOR MAT CARPETED (4-PC SET) N92 ILLUMINATED KICK PLATES T01 TRAILER TOW PACKAGE Z66 ACTIVATION DISCLAIMER	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	000976	25513			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	246613	C	CAL		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	10/10/2012	1/2/2013	USA		
Dir Refl Last VC					
Code	Region	Name	City	State	
2304	32	TOWN NORTH NISSAN	AUSTIN		
Serv Dir TL					
Code	Region	Name	City	State	
3394	32	ROUND ROCK NISSAN	ROUND ROCK	TX	
Code-Component TL Desc	Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc		
HOSE/RADIATOR/THERMOSTAT	TRANSMISSION FLUID_	IDLE	NORMAL		
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	61/80F=16/27C	CONSTANT	TRANSMISSION	1/2/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
06	N	N	1/2/2013		
Code-Reason For Call TL Desc:	NOT IDENTIFIED				Flag-Attachment TL: N
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N	1/14/13	5124739825 CELL			
Text-Solution TL:	REPLACED CVT,RADIATR,HOSE,CLAMPS				
Code-Status TL Desc:	F- CLOSED (RESOLVED)				
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
- CS VEHICLE JERKS AROUND 40 MPH.					
- CS WHINE NOISE AT ACCELERATION AND AT IDLE.					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y_ REPAIR ATTEMPTS 3__DAYS DOWN _1__:					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

- EHICLE ARRIVED WITH CVT COOLER LINE SEPERATED FROM COOLER
- 1ST VISIT REINSTALLED LINE WITH ORIGINAL CLAMP.
- LINE SEPERATED ON TEST DRIVE. HAD 1 CLAMP INSTALLED.
- INSTALLED A WORM CLAMP ON LINE, HAS NOT SPERATED.
- REFILLED CVT, TEST DROVE. NO CVT PERFORMANCE CONCERN NOTED.
- A WHINE IS NOW HEARD UNDER ACCELERATION, VEHICLE IS LOW ON POWER.
- NO DTC'S REPORTED.

**** TSS RECOMMENDATION/RESULT:**

- REPLACE RADIATOR AND COOLER HOSE WITH CLAMP.
- TSS FAXED RETURN FORM TO DEALER.
- REPLACE CVT. PERFORM WRITE CAL DATA PER NTB12-103
- IF NO CAL DISC INCLUDED WITH CVT TECH TO FOLLOW UP.
- HEADS UP SENT TO REGION FOR LOW MILES.
- ** UPDATE 1.8.13 160**
- TECH REPORTS WAITING FOR CVT AND RADIATOR TO ARRIVE, ETA TOMORROW
- ** UPDATE 1.14.13 160**
- TECH REPORTS WAITING FOR RADIATOR AND BACK ORDERED CVT, NO ETA, CC,
- *** HEADS UP DUE TO PARTS AVAILABILITY**
- **UPDATE 02/06/13 TSS 157 JS**
- REPLACED TRANS AND RADIATOR.
- NO CAL DATA DISC INCLUDED WITH TRANS.
- TSS, TAKE PICTURE OF QR CODE AND EMAIL TO TECHLINE WITH VIN ATTACHED.
- ** UPDATE 2.6.13 TSS 143, FILE ON O DRIVE, SERIAL NUMBER MZ16346>>>>>>>**
- **UPDATE 02/06/13 TSS 157 JS**
- CREATED 2013 NHTSA FOLDER.
- CALLED TECH BACK ON CELL PHONE.
- PERFORMED TECH LINK.
- TRANSFERED CAL DATA.
- ERASED EXISTING CAL DATA.
- WROTE NEW CAL DATA.
- TSS, TECH TO FOLLOW UP AFTER TEST DRIVE.
-
- ** UPDATE 2.7.13 TSS 143**
- LOADED CAL FILE, INCIDENT RESOLVED
- TECH SENDING RADIATOR/COOLER HOSE/CLAMPS BACK TO FQC
- CLOSING REPORT

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		FI1233140			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1233140	FULL	3	1/3/2013	1/16/13	1/16/13
Text-Incd Desc TL					
TRANS COOLER LINE CAME OFF 2X					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
165		Z - JOHN IRION		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MM2DC [REDACTED]	B92 SPLASH GUARDS (BLACK; SET OF 4 B93 CROSS BARS C03 50 STATE EMISSIONS L92 FLOOR MAT CARPETED (4-PC SET) N92 ILLUMINATED KICK PLATES Z66 ACTIVATION DISCLAIMER	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	000861	25213			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	244402	C	QAA		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	10/2/2012	1/3/2013	USA		
Dir Refl Last VC					
Code	Region	Name	City	State	
3064	26	NISSAN OF KEENE, INC.	SWANZEY		
Serv Dir TL					
Code	Region	Name	City	State	
3064	26	NISSAN OF KEENE, INC.	SWANZEY	NH	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
CLUTCH/GEAR/GOVERNOR/PUMP &		ENGINE STALL	CRUISE	NORMAL	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	33/60F=0/15C	CONSTANT	TRANSMISSION	1/3/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
10	N	N	1/3/2013		
Code-Reason For Call TL Desc:				Flag-Attachment TL: N	
NOT IDENTIFIED					
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N	1/9/13	DEALER #			
Text-Solution TL:					
RPLD. CVT, RADIATOR, COOLER HOSE					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
-VEHICLE QUIT ON THE ROAD					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN 1__:					
-VERIFIED TRANS COOLER HOSE CAME OFF, TOOK 7.5 QUARTS TO REFILL					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-DROVE 50 MILES AFTER REINSTALLING THE HOSE, AND IT CAME OFF AGAIN FOR THE CUSTOMER

-HAD DTCS, P0965 AND P2813

-TRANS COOLER HOSE ONLY HAD A SINGLE SPRING CLAMP INSTALLED

**** TSS RECOMMENDATION/RESULT:**

-REPLACE TRANS, RADIATOR, COOLER HOSES AND CLAMPS

-SENT EMAIL TO CVT TASK FORCE AND ENG C.P.

-HEADS UP DUE TO LOW MILEAGE

**** UPDATE 1.9.13 160**

- SA REPORTS CVT AND RADIATOR HAVE ARRIVED, WAITING FOR BACK ORDERED

COOLER HOSE, NO ETA

HEADS UP DUE TO PARTS AVAILABILITY

**** UPDATE 1.16.13 155**

- DEALER REPORTS REPLACED CVT, RADIATOR AND COOLER HOSE. INSTALLED

A DOUBLE CLAMP ON THE COOLER HOSE.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	FI1233485				
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1233485	FULL	9	1/4/2013	1/22/13	1/22/13
Text-Incd Desc TL					
TRANS COOLER LINE SEPERATION					
Code-TSS1 TL	Code-TSS1 TL Name			Name-Caller TL	
128	Z - DAVID BLUNKALL			[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MN4DC [REDACTED]	C03 50 STATE EMISSIONS L92 FLOOR MAT CARPETED (4-PC SET) Z66 ACTIVATION DISCLAIMER Z99 PRE-DELIVERY INSPECTION	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000404	001022	25313			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	245114	C	NAH		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	10/2/2012	1/4/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
1964	24	BOMMARITO NISSAN INC	HAZELWOOD		
Serv Dir TL					
Code	Region	Name	City	State	
996	32	HUDIBURG NISSAN, L.L.C.	OKLAHOMA CITY	OK	
Code-Component TL Desc	Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc		
HOSE/RADIATOR/THERMOSTAT	TRANSMISSION FLUID_	IDLE	ALL TEMPS		
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	33/60F=0/15C	INTERMITTENT	TRANSMISSION	1/4/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
06	N	N	1/4/2013		
Code-Reason For Call TL Desc:	NOT IDENTIFIED				Flag-Attachment TL: N
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N		N/A			
Text-Solution TL: PERFORMED CAL DATA ERASE AND WRITE					
Code-Status TL Desc: F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
- TRANS FLUID LEAK AT COOLER LINE					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN _1_:					
- CUST STATES VEHICLE QUIT PULLING AND THEN FOUND TRANS FLUID UNDER VEHICLE					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		FI1233759			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1233759	FULL	9	1/7/2013	3/4/13	3/4/13
Text-Incd Desc TL					
COOLER LINE CAME OFF					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
176		Z - BRIAN HUREWITZ		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MM7DC [REDACTED]	B92 SPLASH GUARDS (BLACK; SET OF 4)	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL	B93 CROSS BARS	
0000000	000449	25413		C03 50 STATE EMISSIONS	
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC	L92 FLOOR MAT CARPETED (4-PC SET)	
VQ35	244174	C	KH3	N92 ILLUMINATED KICK PLATES	
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL	Z66 ACTIVATION DISCLAIMER	
Smyrna (NMM)	10/1/2012	1/7/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
3948	24	COCHRAN NISSAN/SOUTH HIL	PITTSBURGH		
Serv Dir TL					
Code	Region	Name	City	State	
3948	24	COCHRAN NISSAN/SOUTH HIL	PITTSBURGH	PA	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
HOSE/RADIATOR/THERMOSTAT		TRANSMISSION FLUID_	IDLE	ALL TEMPS	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	33/60F=0/15C	CONSTANT	TRANSMISSION	1/7/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
06	N	N	1/7/2013		
Code-Reason For Call TL Desc:				Flag-Attachment TL:	
NOT IDENTIFIED				N	
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N	1/11/13	7248250269 CELL			
Text-Solution TL:					
REPLD CVT, RADIATOR & COOLER HOSE					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
- NO ACCELERATION					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN _1_:					
- NO ACCELERATION					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11234177			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11234177	FULL	1	1/8/2013	1/15/13	1/15/13
Text-Incd Desc TL					
COOLER LINE EJECTED FROM RADIATOR					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
137		Z - PATRICK FITZ-GORDON		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MM8DC [REDACTED]	B92 SPLASH GUARDS (BLACK; SET OF 4 B93 CROSS BARS C03 50 STATE EMISSIONS L92 FLOOR MAT CARPETED (4-PC SET) N92 ILLUMINATED KICK PLATES T01 TRAILER TOW PACKAGE Z66 ACTIVATION DISCLAIMER	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	000856	25413			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	244794	C	K50		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	10/2/2012	1/8/2013	USA		
Dir Refl Last VC					
Code	Region	Name	City	State	
3410	26	QUIRK NISSAN, INC.	QUINCY		
Serv Dir TL					
Code	Region	Name	City	State	
3410	26	QUIRK NISSAN, INC.	QUINCY	MA	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
CLUTCH/GEAR/GOVERNOR/PUMP &		LACK OF POWER	CRUISE	ALL TEMPS	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	33/60F=0/15C	CONSTANT	TRANSMISSION	1/8/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
10	N	N	1/8/2013		
Code-Reason For Call TL Desc:				Flag-Attachment TL: N	
NOT IDENTIFIED					
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N	1/8/13				
Text-Solution TL:					
PENDING DETAILS FROM DEALER					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
-VEHICLE WILL NOT ACCELERATE, WILL NOT STAY IN PARK.					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN _1_:					
-FOUND RADIATOR COOLER LINE EJECTED WHILE DRIVING.					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-VEHICLE WAS TOWED IN.

-UNDERCARRIAGE COVERED IN FLUID.

-VEHICLE WAS RUNNING WHILE BEING PUSHED INTO SHOP.

-VEHICLE IS AWD.

-CALLED FOR INFORMATION.

**** TSS RECOMMENDATION/RESULT:**

-REPLACE CVT, RADIATOR, COOLER LINES. INSTALL CLAMPS AS RECOMMENDED.

-FAXED COLLECTION FORM TO DEALER FOR RETURN OF INCIDENT PARTS.

**** UPDATE 1.15.13 155**

- TECH REPORTS WAITING FOR PARTS. CLOSING REPORT PENDING DETAILS FROM DEALER.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		FI1234196			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1234196	FULL	6	1/8/2013	1/23/13	1/23/13
Text-Incd Desc TL					
COOLER LINE CAME OFF					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
172		Z * THOMAS MCBREARTY		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MM6DC [REDACTED]	B92 SPLASH GUARDS (BLACK; SET OF 4 B93 CROSS BARS C03 50 STATE EMISSIONS H92 DUAL DVD ENTERTAINMENT SYSTEM L92 FLOOR MAT CARPETED (4-PC SET) M92 CARGO PACKAGE: REAR CARGO PROT N92 ILLUMINATED KICK PLATES Z66 ACTIVATION DISCLAIMER	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	001336	25413			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	237099	C	QAA		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	9/21/2012	1/8/2013	USA		
Dir Refl Last VC					
Code	Region	Name	City	State	
5100	26	CURRY NISSAN	YORKTOWN HEIG		
Serv Dir TL					
Code	Region	Name	City	State	
5100	26	CURRY NISSAN	YORKTOWN HEIG NY		
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
HOSE/RADIATOR/THERMOSTAT		TRANSMISSION FLUID_	IDLE	ALL TEMPS	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	33/60F=0/15C	CONSTANT	TRANSMISSION	1/8/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
10	N	N	1/8/2013		
Code-Reason For Call TL Desc:				Flag-Attachment TL:	
NOT IDENTIFIED				N	
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N	1/17/13	9147373500			
Text-Solution TL:					
REPLACED CVT ASSEMBLY.					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
-SMOKE WAS COMING FROM FRONT OF VEHICLE AND VEHICLE DOES NOT MOVE.					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN _1_:					
-TRANSMISSION COOLER LINE CAME OFF					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		FI1235556			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1235556	FULL	13	1/11/2013	1/31/13	1/31/13
Text-Incd Desc TL					
TRANS COOLER LINE CAME OFF					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
107		Z - RAYMOND RICE		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MN6DC [REDACTED]	B92 SPLASH GUARDS (BLACK; SET OF 4 C03 50 STATE EMISSIONS L92 FLOOR MAT CARPETED (4-PC SET) Z66 ACTIVATION DISCLAIMER	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	002587	25513			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	266823	C	K23		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	10/31/2012	1/11/2013	USA		
Dir Refl Last VC					
Code	Region	Name	City	State	
3987	34	CONYERS NISSAN	CONYERS		
Serv Dir TL					
Code	Region	Name	City	State	
3987	34	CONYERS NISSAN	CONYERS	GA	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
HOSE/RADIATOR/THERMOSTAT		TRANSMISSION FLUID_	IDLE	ALL TEMPS	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
RAIN OR SNOW	33/60F=0/15C	CONSTANT	TRANSMISSION	1/11/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
06	N	N	1/11/2013		
Code-Reason For Call TL Desc:				Flag-Attachment TL: N	
NOT IDENTIFIED					
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N		4045500168 CELL			
Text-Solution TL:					
REPLACED CVT					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
- LOST POWER DRIVING, TRANS WOULD NOT PULL					
- OPAQUE EMISSION FROM UNDER VEH					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN _1_:					
- TRANSMISSION COOLER LINE CAME OFF RADIATOR TRANS COOLER NIPPLE					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

TO THE TRANSMISSION

- CLOSED REPORT

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11235795			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11235795	FULL	11	1/11/2013	2/7/13	2/7/13
Text-Incd Desc TL					
CVT COOLER HOSE CAME OFF					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
166		Z - ALEX KNEPPER		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MM2DC [REDACTED]	B92 SPLASH GUARDS (BLACK; SET OF 4 B93 CROSS BARS C03 50 STATE EMISSIONS H92 DUAL DVD ENTERTAINMENT SYSTEM L92 FLOOR MAT CARPETED (4-PC SET) N92 ILLUMINATED KICK PLATES P01 SL PREMIUM PACKAGE Z66 ACTIVATION DISCLAIMER	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	000390	25413			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	244067	C	K23		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	10/1/2012	1/11/2013	USA		
Dir Refl Last VC					
Code	Region	Name	City	State	
5036	26	NISSAN OF GARDEN CITY	HEMPSTEAD		
Serv Dir TL					
Code	Region	Name	City	State	
5036	26	NISSAN OF GARDEN CITY	HEMPSTEAD	NY	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
HOSE/RADIATOR/THERMOSTAT		TRANSMISSION FLUID_	IDLE	ALL TEMPS	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	33/60F=0/15C	CONSTANT	TRANSMISSION	1/11/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
06	N	N	1/11/2013		
Code-Reason For Call TL Desc:				Flag-Attachment TL:	
NOT IDENTIFIED				N	
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N	1/31/13				
Text-Solution TL:					
REPLACED CVT					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
-CAR WAS DRIVING DOWN THE ROAD AND THEN STOPPED MOVING					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN _1_:					
-VERIFIED, VEHICLE WILL NOT MOVE IN ANY GEAR					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-FOUND COOLER LINE OFF OF RADIATOR
-HAS ONLY 1 CLAMP ON COOLER HOSE
-VEHICLE WAS DRIVEN WHEN CVT FLUID WAS DEPLETED

**** TSS RECOMMENDATION/RESULT:**

-ADVISED TO REPLACE RADIATOR/COOLER HOSE AND CLAMPS
-ADVISED TO REPLACE CVT
-SENT OUT HEADS UP DUE TO MILEAGE

**** UPDATE 1.17.13 160**

- TECH REPORTS RADIATOR, HOSE AND CLAMPS HAVE ARRIVED, WAITING FOR CVT
ETA IS TOMORROW, TECH TO FOLLOW UP

**** UPDATE 1.24.13 160**

- DEALER REPORTS WAITING FOR CVT, NO ETA

**** UPDATE 1.31.13 160**

- PARTS DEPT BOB REPORTS WAITING FOR CVT, REMAN PN 310CM-3WX0ERE,
WITH A SHIP DATE 4.14.13, PARTS DEPT STATED HE HAS PN 31020-3WX0E
IN STOCK, NOTE VEHICLE IS DOWN

***** HEADS UP DUE TO PARTS AVAILABILITY**

**** UPDATE 2.7.13 160**

- PARTS DEPT REPORTS REPLACED CVT WITH NEW INSTOCK TRANS TO RESOLVE

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11235915			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11235915	FULL	2	1/14/2013	1/28/13	1/28/13
Text-Incd Desc TL					
COOLER LINE CAME OFF					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
176		Z - BRIAN HUREWITZ		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MM3DC [REDACTED]	B92 SPLASH GUARDS (BLACK; SET OF 4 B93 CROSS BARS C03 50 STATE EMISSIONS H92 DUAL DVD ENTERTAINMENT SYSTEM L92 FLOOR MAT CARPETED (4-PC SET) N92 ILLUMINATED KICK PLATES T01 TRAILER TOW PACKAGE Z66 ACTIVATION DISCLAIMER	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	001101	25413			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	241837	C	K50		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	9/28/2012	1/14/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
3355	26	MIDDLETOWN NISSAN, LLC	MIDDLETOWN		
Serv Dir TL					
Code	Region	Name	City	State	
3355	26	MIDDLETOWN NISSAN, LLC	MIDDLETOWN	CT	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
HOSE/RADIATOR/THERMOSTAT		TRANSMISSION FLUID_	OFF	ALL TEMPS	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	33/60F=0/15C	CONSTANT	TRANSMISSION	1/14/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
06	N	N	1/14/2013		
Code-Reason For Call TL Desc:				Flag-Attachment TL:	
NOT IDENTIFIED				N	
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N					
Text-Solution TL:					
REPLACED RADIATOR, HOSE AND CVT					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
- TRANSMISSION FLUID LEAK					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN _1_:					
- TRANSMISSION FLUID LEAK					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

- COOLER HOSE CAME OFF
- COOLER HOSE HAD ONE CLAMP
- DEALER REINSTALLED, CAME BACK OFF SAME DAY

**** TSS RECOMMENDATION/RESULT:**

- REPLACE RADIATOR, COOLER HOSE, CLAMPS, AND CVT
- FAXED PART COLLECTION FORM FOR RADIATOR AND HOSE

**** UPDATE 1.21.13 160**

- TECH REPORTS ALL COMPONENTS HAVE ARRIVED, CURRENTLY INSTALLING TRANS,
TECH TO FOLLOW UP WHEN REPAIRS ARE COMPLETE

**** UPDATE 1.28.13 160**

- TECH REPORTS REPLACED RADIATOR, HOSE AND CVT TO RESOLVE INCIDENT

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		FI1235950			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1235950	FULL	3	1/14/2013	1/21/13	1/21/13
Text-Incd Desc TL					
PASSENGER SIDE TRANS COOLER LINE					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
157		Z - JOHN SEABORN		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MM2DC [REDACTED]	B92 SPLASH GUARDS (BLACK; SET OF 4 B93 CROSS BARS C03 50 STATE EMISSIONS L92 FLOOR MAT CARPETED (4-PC SET) N92 ILLUMINATED KICK PLATES T01 TRAILER TOW PACKAGE Z66 ACTIVATION DISCLAIMER	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	000704	25413			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	243993	C	K50		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	10/3/2012	1/14/2013	USA		
Dir Refl Last VC					
Code	Region	Name	City	State	
5228	24	WEST COUNTY NISSAN	BALLWIN		
Serv Dir TL					
Code	Region	Name	City	State	
5228	24	WEST COUNTY NISSAN	BALLWIN	MO	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
HOSE/RADIATOR/THERMOSTAT		TRANSMISSION FLUID_	IDLE	ALL TEMPS	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	61/80F=16/27C	CONSTANT	TRANSMISSION	1/14/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
06	N	N	1/14/2013		
Code-Reason For Call TL Desc:				Flag-Attachment TL:	
NOT IDENTIFIED				N	
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
Y	1/21/13	FAX636-220-7906			
Text-Solution TL:					
UNRESOLVED, PENDING PARTS ARRIVAL					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
-FLUID LEAK.					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN 3__:					
-TRANS COOLER LINE CAME OFF AT RADIATOR ON PASSENGER SIDE.					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-TRANS COOLER LINE ONLY HAS ONE CLAMP.
-MULTIPLE QUARTS OF TRANS FLUID HAVE LEAKED OUT.
-NO ACCESSORIES OR MODIFICATIONS.

**** TSS RECOMMENDATION/RESULT:**

-REPLACE RADIATOR, TRANS COOLER LINE AND CLAMPS.
-REPLACE CVT.
-REQUESTED COLLECTION OF INCIDENT PARTS PER ENGINEER C.P.
-RECEIVED AND RETAINED SUCCESSFUL FAX TRANSMISSION RECEIPT.
-TECH TO FOLLOW UP.

**** UPDATE 1.21.13 160**

- TECH REPORTS TRANS AND RADIATOR HAVE ARRIVED, WAITING FOR BACK ORDERED
COOLER HOSE, NO ETA

*****HEADS UP DUE TO PARTS AVAILABILITY**

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		FI1236393			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1236393	FULL	5	1/15/2013	1/22/13	1/22/13
Text-Incd Desc TL					
A/T COOLER HOSE ISSUE					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
168		Z * MICHAEL ACEVES		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MNXDC [REDACTED]	B92 SPLASH GUARDS (BLACK; SET OF 4 B93 CROSS BARS C03 50 STATE EMISSIONS L92 FLOOR MAT CARPETED (4-PC SET) M92 CARGO PACKAGE: REAR CARGO PROT N92 ILLUMINATED KICK PLATES P02 PLATINUM PREMIUM PACKAGE Z66 ACTIVATION DISCLAIMER	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	000540	25713			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	243543	C	KH3		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	10/1/2012	1/15/2013	USA		
Dir Refl Last VC					
Code	Region	Name	City	State	
2608	32	SOUTH POINT NISSAN	AUSTIN		
Serv Dir TL					
Code	Region	Name	City	State	
2608	32	SOUTH POINT NISSAN	AUSTIN	TX	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
HOSE/RADIATOR/THERMOSTAT		TRANSMISSION FLUID_	IDLE	ALL TEMPS	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	81/99F=27/38C	CONSTANT	TRANSMISSION	1/15/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
06	N	N	1/15/2013		
Code-Reason For Call TL Desc:				Flag-Attachment TL:	
NOT IDENTIFIED				N	
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N		5126983929 CELL			
Text-Solution TL:					
REPLD, CVT, RADIATOR, HOSE & CLAMPS					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
-STOPED TO GET GAS TO AUSTON AND AFTER RPMS WENT HIGH AND SPUTTERED.					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN 1__:					
-CVT COOLER HOSE B CAME OFF ITEM 4 TO RADIATOR.					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-THE SPRING CLAMP WAS STILL ON THE HOSE AND IT LOOKS LIKE IT WAS IN THE CORRECT POSITION.

-RE-INSTALLED THE HOSE WITH SAME CLAMP BUT IT FEELS LIKE THE HOSE WILL COME OFF AGAIN.

-COMPLETE UNDERSIDE OF VEHICLE HAS CVT FLUID.

**** TSS RECOMMENDATION/RESULT:**

-REPLACE RADIATOR AND COOLER LINE WITH CLAMPS.

-REPLACE CVT ASSY.

**** UPDATE 1.22.13 160**

- TECH REPORTS REPLACED CVT, RADIATOR, HOSE AND CLAMPS TO RESOLVE

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		FI1236842			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1236842	FULL	2	1/16/2013	1/30/13	1/30/13
Text-Incd Desc TL					
A/T COOLER LINE SEPERATED FROM RAD					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
102		Z - MICHAEL LEMMONS		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MM5DC [REDACTED]	B92 SPLASH GUARDS (BLACK; SET OF 4 B93 CROSS BARS C03 50 STATE EMISSIONS L92 FLOOR MAT CARPETED (4-PC SET) N92 ILLUMINATED KICK PLATES T01 TRAILER TOW PACKAGE Z66 ACTIVATION DISCLAIMER	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	000320	25413			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	243896	C	K23		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	10/1/2012	1/16/2013	USA		
Dir Refl Last VC					
Code	Region	Name	City	State	
3410	26	QUIRK NISSAN, INC.	QUINCY		
Serv Dir TL					
Code	Region	Name	City	State	
3410	26	QUIRK NISSAN, INC.	QUINCY	MA	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
CASE, FITTING, LINE & TORQUE CON		TRANSMISSION FLUID_	OFF	ALL TEMPS	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
RAIN OR SNOW	BELOW 33F=0C	CONSTANT	TRANSMISSION	1/16/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
10	N	N	1/16/2013		
Code-Reason For Call TL Desc:				Flag-Attachment TL: N	
NOT IDENTIFIED					
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N	1/16/13				
Text-Solution TL:					
RPLD RADIATOR, HOSE, CLAMPS, CVT					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
- TRANSMISSION OR POWER STEERING FLUID LEAKING IN FRONT.					
- TOW IN.					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN _2_:					
- VEHICLE WAS TOWED IN DUE TO TRANSMISSION WILL NOT ENGAGE.					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

- NO FLUID IN CVT.
- A/T COOLER LINE SEPERATED FROM RADIATOR ON RIGHT SIDE.
- ONE CLAMP ON HOSE AT RADIATOR SIDE.
- CLAMP WAS INSTALLED PROPERLY ONTO HOSE AND SPRING CLAMP RELEASED.
- VEH PRODUCTION DATE 10/1/12.

**** TSS RECOMMENDATION/RESULT:**

- ADVISED FQI-CP.
- ADVISED TECH TO REPLACE RADIATOR, INCIDENT HOSE AND CLAMPS.
- REPLACE CVT DUE TO DRIVEN WITH NO FLUID.
- ADD SECOND SCREW CLAMP ON HOSE AT RADIATOR SIDE.
- SECOND CLAMP PART NUMBER 01555-00801.
- FAXED DEALER PARTS REQUEST FOR RADIATOR, CLAMP, AND HOSE.
- SENT REGION HEADS UP DUE TO LOW MILEAGE.

**** UPDATE 1.23.13 155**

- TECH REPORTS HAS RECEIVED THE RADIATOR AND CVT, WAITING FOR HOSE.

**** UPDATE 1.30.13 155**

- TECH REPORTS REPLACED RADIATOR, HOSE, CLAMPS AND CVT.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11237696			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11237696	FULL	6	1/18/2013	1/25/13	1/25/13
Text-Incd Desc TL					
FLUID LEAK FROM CVT COOLER LINE					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
157		Z - JOHN SEABORN		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MN1D[REDACTED]	B92 SPLASH GUARDS (BLACK; SET OF 4 B93 CROSS BARS C03 50 STATE EMISSIONS H92 DUAL DVD ENTERTAINMENT SYSTEM L92 FLOOR MAT CARPETED (4-PC SET) N92 ILLUMINATED KICK PLATES T01 TRAILER TOW PACKAGE Z66 ACTIVATION DISCLAIMER	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	002905	25513			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	243826	C	K23		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	10/3/2012	1/18/2013	USA		
Dir Refl Last VC					
Code	Region	Name	City	State	
3986	32	CLEAR LAKE NISSAN	LEAGUE CITY		
Serv Dir TL					
Code	Region	Name	City	State	
3346	32	STREATER-SMITH NISSAN	CONROE	TX	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
HOSE/RADIATOR/THERMOSTAT		TRANSMISSION FLUID_	IDLE	ALL TEMPS	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	61/80F=16/27C	CONSTANT	TRANSMISSION	1/18/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
06	N	N	1/18/2013		
Code-Reason For Call TL Desc:				Flag-Attachment TL:	
NOT IDENTIFIED				N	
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N					
Text-Solution TL:					
REPLACED 2 HOSE CLAMPS					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
-FLUID LEAK.					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN 3__:					
-TRANS COOLER LINE CAME OFF AT RADIATOR ON PASSENGER SIDE.					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-TRANS COOLER LINE ONLY HAS ONE CLAMP.
-MULTIPLE QUARTS OF TRANS FLUID HAVE LEAKED OUT.
-NO ACCESSORIES OR MODIFICATIONS.

**** TSS RECOMMENDATION/RESULT:**

-REPLACE RADIATOR, TRANS COOLER LINE AND CLAMPS.
-REPLACE CVT.
-REQUESTED COLLECTION OF INCIDENT PARTS PER ENGINEER C.P.
-TECH TO FOLLOW UP.

**** UPDATE 1/18/13 TSS RP**

- TECH IS QUESTIONING IF HE SHOULD REPLACE REMAN OR NEW CVT
- REPLACE WITH REMAN AND INSTALL 2 HOSE CLAMPS ONTO COOLER LINE

**** UPDATE 1.25.13 155**

- TECH REPORTS NO PARTS HAVE BEEN REPLACED, JUST INSTALLED 2 HOSE CLAMPS
AND THAT WAS PER TSM A.B.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		FI1237734			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1237734	FULL	5	1/18/2013	2/11/13	2/11/13
Text-Incd Desc TL					
COOLER LIGHT POPPED OFF RAD FITTING					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
186		Z * DAVE SATTLER		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MM7DC [REDACTED]	B92 SPLASH GUARDS (BLACK; SET OF 4) B93 CROSS BARS C03 50 STATE EMISSIONS L92 FLOOR MAT CARPETED (4-PC SET) N92 ILLUMINATED KICK PLATES P01 SL PREMIUM PACKAGE Z66 ACTIVATION DISCLAIMER	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	000380	25413			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	245615	C	K23		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	10/3/2012	1/18/2013	USA		
Dir Refl Last VC					
Code	Region	Name	City	State	
5165	24	BOARDMAN NISSAN	BOARDMAN		
Serv Dir TL					
Code	Region	Name	City	State	
5165	24	BOARDMAN NISSAN	BOARDMAN	OH	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
CLUTCH/GEAR/GOVERNOR/PUMP &		OIL/FLD/GREASE LEAK	OFF	ALL TEMPS	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	61/80F=16/27C	CONSTANT	TRANSMISSION	1/18/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
10	N	N	1/18/2013		
Code-Reason For Call TL Desc:				Flag-Attachment TL: N	
REASONABLE CALL FOR ASSISTANCE					
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
Y	2/11/13				
Text-Solution TL:					
UNRESOLVED, PENDING PARTS ARRIVAL					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
M					
** CUSTOMER COMMENT:					
-VEHICLE LACKS POWER AND LEAKING FLUID.					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN 2__:					
-INSPECTED VEHICEL FOR FLUID LEAKS.					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-CVT COOLER LINE POPPED OF ON RIGHT SIDE OF RADIATOR COOLER.
-COOLER LINE HAD 1 CLAMP INSTALLED AND WAS RELEASED.
-INSTALLED LINE AND CLAMP AND TOPPED OFF CVT FLUID LEVEL ADDED OF 7QTS
FLUID.
-LONG DELAY INTO GEAR.

**** TSS RECOMMENDATION/RESULT:**

-REPLACE RADIATOR ASSY, INCIDENT COOLER LINE AND CLAMPS.
-REPLACE CVT ASSY FUE TO LOW FLUID OPERATION.
-BEFORE INSTALLING CVT TAKE PICTURE OF PAR CODE LABEL AND EMAIL TO TECH
LINE FOR CALL DATA.
-IF CD IS SENT WITH CVT REFER TO NTB12-103 FOR LOADING CAL DATA
-RADIATOR ASSY AND COOLER LINE WILL BE INSPECT FOR VQI.

**** UPDATE 1.25.13 160**

- TECH REPORTS REPLACED CVT AND RADIATOR, WAITING FOR HOSE, ETA LATER
NEXT WEEK, TECH TO FOLLOW UP

**** UPDATE 2.4.13 160**

- TECH REPORTS WAITING FOR COOLER HOSE, RELEASE DATE WAS 1.28.13, TECH
TO FOLLOW UP

**** UPDATE 2.11.13 160**

- SA REPORTS WAITING FOR COOLER HOSE RELEASE DATE NOW IS 2.14.13

**** HEADS UP DUE TO PARTS AVAILABILITY**

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11238004			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11238004	FULL	5	1/21/2013	2/1/13	2/1/13
Text-Incd Desc TL					
TRANS COOLER LINE POPPED OFF RADITR					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
157		Z - JOHN SEABORN		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MM8DC [REDACTED]	B92 SPLASH GUARDS (BLACK; SET OF 4)	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL	B93 CROSS BARS	
0000445	000452	25613		C03 50 STATE EMISSIONS	
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC	L92 FLOOR MAT CARPETED (4-PC SET)	
VQ35	245494	C	KH3	N92 ILLUMINATED KICK PLATES	
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL	P02 PLATINUM PREMIUM PACKAGE	
Smyrna (NMM)	10/3/2012	1/21/2013	USA	Z66 ACTIVATION DISCLAIMER	
Dir Retl Last VC					
Code	Region	Name	City	State	
2676	24	ROSEN NISSAN, INC.	MILWAUKEE		
Serv Dir TL					
Code	Region	Name	City	State	
2676	24	ROSEN NISSAN, INC.	MILWAUKEE	WI	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
HOSE/RADIATOR/THERMOSTAT		TRANSMISSION FLUID_	IDLE	ALL TEMPS	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	61/80F=16/27C	CONSTANT	TRANSMISSION	1/21/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
06	N	N	1/21/2013		
Code-Reason For Call TL Desc:				Flag-Attachment TL:	
NOT IDENTIFIED				N	
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
Y	2/1/13				
Text-Solution TL:					
PENDING DETAILS FROM DEALER					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
-TRANS LEAK.					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN _1_:					
-TRANS COOLER LINE CAME OFF AT RADIATOR ON PASSENGER SIDE.					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-TRANS COOLER LINE ONLY HAS ONE CLAMP.
-MULTIPLE QUARTS OF TRANS FLUID HAVE LEAKED OUT.
-NO ACCESSORIES OR MODIFICATIONS.

**** TSS RECOMMENDATION/RESULT:**

-REPLACE RADIATOR, TRANS COOLER LINE AND CLAMPS.
-REPLACE CVT.
-REQUESTED COLLECTION OF INCIDENT PARTS PER ENGINEER C.P.
-TECH TO FOLLOW UP.

*****UPDATE 01-24-13 TSS 186**

-SERVICE MANAGER CALLING ON THIS VEHICLE.
-VEHICLE WAS TOWED FROM DEALER 5332 TO CURRENT DEALER
-REPLACE RADIATOR, TRANS COOLER LINE AND CLAMPS.
-REPLACE CVT.
-REQUESTED COLLECTION OF INCIDENT PARTS PER ENGINEER C.P.

**** UPDATE 2.1.13 155**

- SM REPORTS WAITING FOR BACK ORDERED COOLER LINE. CLOSING REPORT
PENDING DETAILS FROM DEALER.
-SENDING HEADS UP FOR PART AVAILABILITY

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11238020			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11238020	FULL	4	1/21/2013	2/4/13	1/31/13
Text-Incd Desc TL					
WILL NOT MOVE TRANS FLUID LEAK					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
176		Z - BRIAN HUREWITZ		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MM4DC [REDACTED]	B92 SPLASH GUARDS (BLACK; SET OF 4 B93 CROSS BARS C03 50 STATE EMISSIONS L92 FLOOR MAT CARPETED (4-PC SET) N92 ILLUMINATED KICK PLATES T01 TRAILER TOW PACKAGE Z66 ACTIVATION DISCLAIMER	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	001265	25413			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	245208	C	K23		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	10/2/2012	1/21/2013	USA		
Dir Refl Last VC					
Code	Region	Name	City	State	
2948	24	GANLEY NISSAN, INC.	MAYFIELD HEIGH		
Serv Dir TL					
Code	Region	Name	City	State	
2948	24	GANLEY NISSAN, INC.	MAYFIELD HEIGH	OH	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
HOSE/RADIATOR/THERMOSTAT		TRANSMISSION FLUID_	IDLE	ALL TEMPS	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	33/60F=0/15C	CONSTANT	TRANSMISSION	1/21/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
06	N	N	1/21/2013		
Code-Reason For Call TL Desc:				Flag-Attachment TL:	
NOT IDENTIFIED				N	
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N	1/21/13				
Text-Solution TL:					
REPLACED CVT, RADIATOR AND COOLER H					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
- WILL NOT MOVE, CVT FLUID LEAK					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN _1_:					
- WILL NOT MOVE, CVT FLUID LEAK					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

- COOLER LINE CAME OFF RADIATOR
- COOLER HOSE HAD ONE CLAMP
- COOLER HOSE HAD ONE CLAMP
- VEHICLE WAS DRIVEN WITHOUT FLUID
- VEHICLE WAS DRIVEN WITHOUT FLUID

**** TSS RECOMMENDATION/RESULT:**

- REPLACE CVT, RADIATOR, AND COOLER HOSE
- FAXED PART COLLECTION FORM TO DEALER
- SENT HEADS UP DUE TO LOW MILEAGE

**** UPDATE 1.28.13 160**

- TECH REPORTS CURRENTLY REPLACING CVT, WILL BE INSTALLING RADIATOR AND HOSE LATER TODAY AND FOLLOW UP

**** 1.31.13 TL VMX MM UPDATE**

- TECH REPORTS REPLACED CVT, RADIATOR AND COOLER HOSE TO RESOLVE

****UPDATE 02.04.13 TSS 135JB**

- S.M. CALLED IN WITH TRACKING #834011490658

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11238066			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11238066	FULL	3	1/21/2013	1/31/13	1/31/13
Text-Incd Desc TL					
COOLER LINE CAME OFF RADIATOR					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
176		Z - BRIAN HUREWITZ		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MM6DC [REDACTED]	B92 SPLASH GUARDS (BLACK; SET OF 4 B93 CROSS BARS C03 50 STATE EMISSIONS L92 FLOOR MAT CARPETED (4-PC SET) N92 ILLUMINATED KICK PLATES T01 TRAILER TOW PACKAGE Z66 ACTIVATION DISCLAIMER	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	000089	25413			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	243643	C	K50		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	10/1/2012	1/21/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
NP	2	NP	NP	NP	
Serv Dir TL					
Code	Region	Name	City	State	
3207	26	ROCKLAND NISSAN	BLAUVELT	NY	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
HOSE/RADIATOR/THERMOSTAT		TRANSMISSION FLUID_	IDLE	ALL TEMPS	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	33/60F=0/15C	CONSTANT	TRANSMISSION	1/21/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
06	N	N	1/21/2013		
Code-Reason For Call TL Desc:				Flag-Attachment TL:	
NOT IDENTIFIED				N	
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N	1/21/13				
Text-Solution TL:					
REPLACED COOLER HOSE					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
- VEHICLE SHUT OFF AT LIGHT, LEAKING UNDER VEHICLE					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN _1_:					
- CVT COOLER HOSE CAME OFF RADIATOR					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

- VEHICLE WILL NOT MOVE

- COOLER HOSE HAS ONE CLAMP

**** TSS RECOMMENDATION/RESULT:**

- REPLACE RADIATOR, COOLER HOSE AND CVT

- SENT PART COLLECTION FORM TO DEALER

- SENT HEADS UP DUE TO LOW MILEAGE

**** UPDATE TSS 124 1/24/13**

- TECH CALLED BACK ASKING IF CVT WILL NEED TO BE REPLACED

- ADVISED TECH IF VEHICLE WAS DRIVEN UNTIL IT STOPPED DRIVING THE

CVT WILL NEED TO BE REPLACED

**** UPDATE 1.31.13 160**

- TECH REPORTS MANAGER SPOKE WITH TSM D.S. AND ADVISED TO RE-INSTALL

COOLER HOSE AND REPLACED HOSE CLAMP TO RESOLVE

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11239034			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11239034	FULL	2	1/23/2013	2/6/13	2/6/13
Text-Incd Desc TL					
NO MOVEMENT, CVT FLUID LEAK					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
121		Z - BRUCE TANKERSLEY		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MM1DC [REDACTED]	B92 SPLASH GUARDS (BLACK; SET OF 4 B93 CROSS BARS C03 50 STATE EMISSIONS H92 DUAL DVD ENTERTAINMENT SYSTEM L92 FLOOR MAT CARPETED (4-PC SET) M92 CARGO PACKAGE: REAR CARGO PROT N92 ILLUMINATED KICK PLATES T01 TRAILER TOW PACKAGE Z66 ACTIVATION DISCLAIMER	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	000886	25413			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	243055	C	KH3		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	9/29/2012	1/23/2013	USA		
Dir Refl Last VC					
Code	Region	Name	City	State	
3897	26	CENTRAL AVENUE NISSAN IN	YONKERS		
Serv Dir TL					
Code	Region	Name	City	State	
3897	26	CENTRAL AVENUE NISSAN IN	YONKERS	NY	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
HOSE/RADIATOR/THERMOSTAT		TRANSMISSION FLUID_	OFF	ALL TEMPS	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	33/60F=0/15C	CONSTANT	TRANSMISSION	1/23/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
06	N	N	1/23/2013		
Code-Reason For Call TL Desc:				Flag-Attachment TL:	
NOT IDENTIFIED				N	
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N		N/A			
Text-Solution TL:					
REPLACED CVT ASSY, RADIATOR AND COO					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
-VEHICLE DOES NOT GO INTO GEAR.					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN __1:					
-FLUID LEAK AT TRANS COOLER HOSE.					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-REATTACHED HOSE, ADDED 5QTS CVT FLUID.

-VEHICLE DOES NOT MOVE IN GEAR.

-NO DTC.

**** TSS RECOMMENDATION/RESULT:**

-REPLACE CVT, RADIATOR, AND COOLER LINES WITH NEW CLAMPS.

**** UPDATE 1.30.13 155**

- SW REPORTS HAS RECEIVED ALL PARTS AND IS CURRENTLY WORKING ON VEHICLE

TECH TO FOLLOW UP WHEN REPAIR COMPLETED.

**** 2.6.13 TL VMX MM UPDATE**

- TECH REPORTS REPLACED CVT ASSY, RADIATOR AND COOLER LINES TO RESOLVE

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		FI1239101			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1239101	FULL	6	1/23/2013	2/4/13	2/4/13
Text-Incd Desc TL					
CVT FLUID LEAK AT COOLER LINE					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
132		Z - STEVE REHBINE		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MM2DC [REDACTED]	B92 SPLASH GUARDS (BLACK; SET OF 4) B93 CROSS BARS C03 50 STATE EMISSIONS L92 FLOOR MAT CARPETED (4-PC SET) N92 ILLUMINATED KICK PLATES Z66 ACTIVATION DISCLAIMER	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	001092	25613			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	244003	C	K50		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	10/1/2012	1/23/2013	USA		
Dir Refl Last VC					
Code	Region	Name	City	State	
2965	26	PERUZZI NISSAN	FAIRLESS HILLS		
Serv Dir TL					
Code	Region	Name	City	State	
2965	26	PERUZZI NISSAN	FAIRLESS HILLS	PA	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
CLUTCH/GEAR/GOVERNOR/PUMP &		TRANSMISSION FLUID_	OFF	NORMAL	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	33/60F=0/15C	CONSTANT	TRANSMISSION	1/23/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
10	N	N	1/23/2013		
Code-Reason For Call TL Desc:				Flag-Attachment TL: N	
NOT IDENTIFIED					
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N		DLR NUMBER			
Text-Solution TL:					
REPLACE RADIATOR/COOLER AND CVT					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
- WHEN DRIVING VEHICLE WOULD NOT ACCEL, PULLED OVER AND STOPPED.					
- NOW WILL NOT MOVE, TOWED IN.					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN 1__:					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

- VERIFIED VEHICLE WILL NOT MOVE WHEN SHIFTED INTO DRIVE/REVERSE.
- FOUND CVT COOLER LINE HAS COME OFF RADIATOR LEAKING CVT FLUID OUT.
- LINE ONLY HAD ONE CLAMP INSTALLED.
- BOTTOM AND REAR OF VEHICLE HAD CVT FLUID ON IT FROM DRIVING WITH
- BOTTOM AND REAR OF VEHICLE HAD CVT FLUID ON IT FROM DRIVING WITH FLUID LEAK.
- FLUID LEAK.

**** TSS RECOMMENDATION/RESULT:**

- TSS ADVISED TO REPLACE CVT.
 - REPLACE RADIATOR/COOLER LINE AND CLAMPS.
 - TSS E-MAILED TL REPORT TO FQC ENGINEER CP FOR REVIEW.
- ** UPDATE 1.30.13 155**
- DEALER REPORTS THEY HAVE RECEIVED ALL THE PARTS AND THE TECH IS CURRENTLY WORKING ON THE VEHICLE. TECH TO FOLLOW UP WHEN COMPLETED.
- **UPDATE 2.4.13 TSS 166****
- TECH ATTEMPTING TO WRITE CALIBRATION DATA TO NEW TRANSMISSION
 - DURING WRITING OF CALIBRATION DATA, SAYS "RETRY"
 - TECH HAS NOT ERASED CALIBRATION DATA
 - WALKED TECH THROUGH CALIBRATION DATA ERASE FIRST BEFORE ATTEMPTING TO WRITE CALIBRATION DATA
 - ONCE ERASED, CALIBRATION WROTE SUCCESSFULLY

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		FI1239750			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1239750	FULL	15	1/24/2013	3/6/13	3/6/13
Text-Incd Desc TL					
COOLER LINE CAME OFF AT RADIATOR					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
157		Z - JOHN SEABORN		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MN3DC [REDACTED]	B92 SPLASH GUARDS (BLACK; SET OF 4 B93 CROSS BARS C03 50 STATE EMISSIONS H92 DUAL DVD ENTERTAINMENT SYSTEM L92 FLOOR MAT CARPETED (4-PC SET) N92 ILLUMINATED KICK PLATES Z66 ACTIVATION DISCLAIMER	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	001201	25713			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	243548	C	NAH		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	10/1/2012	1/24/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
2232	32	CASA NISSAN, INC.	EL PASO		
Serv Dir TL					
Code	Region	Name	City	State	
2232	32	CASA NISSAN, INC.	EL PASO	TX	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
HOSE/RADIATOR/THERMOSTAT		TRANSMISSION FLUID_	IDLE	ALL TEMPS	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	61/80F=16/27C	CONSTANT	TRANSMISSION	1/24/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
06	N	N	1/24/2013		
Code-Reason For Call TL Desc:				Flag-Attachment TL:	
NOT IDENTIFIED				N	
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N	1/29/13				
Text-Solution TL:					
REPLACED CVT ASSY					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
-TRANS FLUID LEAK.					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN _1_:					
-TRANS COOLER LINE CAME OFF AT RADIATOR ON PASSENGER SIDE.					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

- DEALER HAS NOT SENT PHOTO OF QR LABEL
- DISCUSSED WITH JERRY S/A
- S/A WILL PERSONALLY TAKE PHOTO AND EMAIL TO TSS DIRECTLY
- ** UPDATE 2.28.13 TSS 143
- FILE ON O DRIVE SERIAL NUMBER ZY04826
- TECH TO CONNECT C3+
- CALLED TECH BACK ON CELL
- PERFORMED TECH LINK TO LOAD CAL DATA
- LOADED CORRECTLY
- DISCUSSED FLUID LEVEL CHECK PROCEDURE
- TECH TO TEST DRIVE TO CONFIRM REPAIR
- ** UPDATE 3.6.13 TSS 143
- RESOLVED WITH CVT REPLACEMENT
- CLOSING REPORT

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11239776			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11239776	FULL	2	1/25/2013	2/1/13	2/1/13
Text-Incd Desc TL					
CVT COOLER HOSE CAME OFF					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
165		Z - JOHN IRION		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MM2DC [REDACTED]	B92 SPLASH GUARDS (BLACK; SET OF 4 B93 CROSS BARS C03 50 STATE EMISSIONS H92 DUAL DVD ENTERTAINMENT SYSTEM L92 FLOOR MAT CARPETED (4-PC SET) N92 ILLUMINATED KICK PLATES T01 TRAILER TOW PACKAGE Z66 ACTIVATION DISCLAIMER	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	000841	25413			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	243988	C	QAA		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	10/1/2012	1/25/2013	USA		
Dir Refl Last VC					
Code	Region	Name	City	State	
5036	26	NISSAN OF GARDEN CITY	HEMPSTEAD		
Serv Dir TL					
Code	Region	Name	City	State	
5036	26	NISSAN OF GARDEN CITY	HEMPSTEAD	NY	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
CASE, FITTING, LINE & TORQUE CON		TRANSMISSION FLUID_	IDLE	NORMAL	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	33/60F=0/15C	CONSTANT	TRANSMISSION	1/25/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
10	N	N	1/25/2013		
Code-Reason For Call TL Desc:				Flag-Attachment TL:	
NOT IDENTIFIED				N	
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
Y	2/1/13	DEALER #			
Text-Solution TL:					
PENDING DETAILS FROM DEALER					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
M					
** CUSTOMER COMMENT:					
-HOT ODOR VEHICLE WILL NOT DRIVE TOWED IN OIL LEAK					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN 1__:					
-FOUND COOLER HOSE CAME OFF					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-CUSTOMER WAS DRIVING WHEN THIS HAPPENED

-COOLER HOSE ONLY HAD 1 CLAMP ON IT

**** TSS RECOMMENDATION/RESULT:**

-ADVISED TO REPLACE TRAS, RADIATOR, COOLER HOSES AND CLAMPS

-SENT EMAIL TO CVT TASK FORCE

**** UPDATE 2.1.13 155**

- DEALER REPORTS WAITING FOR BACK ORDERED TRANSMISSION. CLOSING REPORT

PENDING DETAILS FROM DEALER.

- SENDING HEADS UP FOR PART AVAILABILITY

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11239902			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11239902	FULL	21	1/25/2013	8/1/13	8/1/13
Text-Incd Desc TL					
COOLER LINE CAME OFF PREVIOUSLY					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
172		Z * THOMAS MCBREARTY		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MN5DC [REDACTED]	B92 SPLASH GUARDS (BLACK; SET OF 4 C03 50 STATE EMISSIONS L92 FLOOR MAT CARPETED (4-PC SET)	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0006243	018169	25113			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	244140	C	KH3		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	10/25/2012	1/25/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
3531	32	MCDavid NISSAN	HOUSTON		
Serv Dir TL					
Code	Region	Name	City	State	
3531	32	MCDavid NISSAN	HOUSTON	TX	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
CLUTCH/GEAR/GOVERNOR/PUMP &		SHUDDER-AUTOMATIC	ACCEL	ALL TEMPS	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	33/60F=0/15C	CONSTANT	TRANSMISSION	1/25/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
10	N	N	1/25/2013		
Code-Reason For Call TL Desc:				Flag-Attachment TL: Y	
NOT IDENTIFIED					
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N	1/1/01	832-341-4113	1/1/01	1/1/01	
Text-Solution TL:					
REPLACED CVT & T/C					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
!* CUSTOMER COMMENT:					
-CAR HEISTATES AND JERKS ON ACCELERSTION					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN 6__:					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11240225			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11240225	FULL	4	1/28/2013	2/26/13	2/26/13
Text-Incd Desc TL					
CVT COOLER HOSE BLEW OFF					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
104		Z - DONALD PERRYMAN		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MM2DC [REDACTED]	B93 CROSS BARS C03 50 STATE EMISSIONS L92 FLOOR MAT CARPETED (4-PC SET) M92 CARGO PACKAGE: REAR CARGO PROT N92 ILLUMINATED KICK PLATES T01 TRAILER TOW PACKAGE Z66 ACTIVATION DISCLAIMER	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	002766	25413			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	241000	C	QAA		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	9/27/2012	1/28/2013	USA		
Dir Refl Last VC					
Code	Region	Name	City	State	
5032	24	KEN GANLEY NISSAN, INC.	MEDINA		
Serv Dir TL					
Code	Region	Name	City	State	
5032	24	KEN GANLEY NISSAN, INC.	MEDINA	OH	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
HOSE/RADIATOR/THERMOSTAT		TRANSMISSION FLUID_	IDLE	ALL TEMPS	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
HUMID	33/60F=0/15C	CONSTANT	TRANSMISSION	1/28/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
06	N	N	1/28/2013		
Code-Reason For Call TL Desc:				Flag-Attachment TL:	
NOT IDENTIFIED				N	
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N	2/4/13	4407732635 CELL			
Text-Solution TL:					
TECH PERFORMED CAL DATA WRITE					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
- VEHICLE QUIT WHILE DRIVING, VEHICLE BEGAN EMITTING EMISSIONS.					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN _1_:					
- COOLER HOSE CAME OFF AT RADIATOR.					
- TECH IS REQUESTING REPAIR PROCEDURE RECOMENDATION.					

TECH LINE INCIDENT REPORT - CONFIDENTIAL**** TSS RECOMMENDATION/RESULT:**

- REPLACE RADIATOR, COOLER HOSE, AND CVT.
- DOUBLE CLAMP COOLER HOSE AT RADIATOR.
- TSS FAXED SHIPPING INSTRUCTIONS FOR COLLECTION OF PARTS.
- SENDING HEADS UP DUE TO MILEAGE.

**** UPDATE 2.4.13 155**

- DEALER REPORTS WAITING FOR BACK ORDERED CVT. PART WAS "CUSTOMER CARED" WHEN ORDERED. CLOSING REPORT PENDING DETAILS FROM DEALER.
- SENDING ANOTHER HEADS UP FOR PART AVAILABILITY.

**** UPDATE 2.20.13 TSS 121**

- REPLACED CVT, COOLER HOSE, RADIATOR.
- WAITING FOR PORTABLE DVD DRVIE FROM ANOTHER DEALER TO WRITE CAL DATA.
- TSS/DO NOT OPERATE VEHICLE UNTIL CAL DATA WRITTEN.
- TECH TO FOLLOW UP.

**** UPDATE 2/26/13 TSS RP**

- TECH PERFORMED CAL DATA WRITE

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11240272			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11240272	FULL	6	1/28/2013	2/27/13	2/27/13
Text-Incd Desc TL					
TRANS COOLER HOSE CAME OFF.					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
135		Z - JASON BEAGLE		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MMXDC [REDACTED]	B92 SPLASH GUARDS (BLACK; SET OF 4) B93 CROSS BARS C03 50 STATE EMISSIONS L92 FLOOR MAT CARPETED (4-PC SET) N92 ILLUMINATED KICK PLATES P02 PLATINUM PREMIUM PACKAGE Z66 ACTIVATION DISCLAIMER	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	000963	25613			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	244830	C	QAA		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	10/2/2012	1/28/2013	USA		
Dir Refl Last VC					
Code	Region	Name	City	State	
2579	24	MILLER LINC-MERC-NISSAN	SAINT CLOUD		
Serv Dir TL					
Code	Region	Name	City	State	
2579	24	MILLER LINC-MERC-NISSAN	SAINT CLOUD	MN	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
HOSE/RADIATOR/THERMOSTAT		TRANSMISSION FLUID_	IDLE	ALL TEMPS	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
HUMID	81/99F=27/38C	CONSTANT	TRANSMISSION	1/28/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
06	N	N	1/28/2013		
Code-Reason For Call TL Desc:				Flag-Attachment TL:	
NOT IDENTIFIED				N	
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N		3202483928 CALL			
Text-Solution TL:					
NEW, CVT, RADIATOR, HOSES AND CLAMP					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
-ENGINE AREA STARTED VAPORING, THEN LOST POWER.					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN _1_:					
-TRANS COOLER HOSE CAME OFF, LOST CVT FLUID AND THEN WOULD NOT					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ACCELERATE.

-TRANS HOSE ONLY HAD 1 CLAMP.

**** TSS RECOMMENDATION/RESULT:**

-REPLACE CVT.

-REPLACE COOLER HOSE.

-INSTALL 2 CLAMPS INSTEAD OF ONE.

-REPLACE RADIATOR.

-USE ONLY NS-3 FLUID.

****UPDATE 1-28-13 TSS 168**

-CALLED TO FIND OUT IF THEY SHOULD ORDER A NEW CVT OR REMAN CVT.

-TSS: ORDER THE CURRENT PART NUMBER FROM WINFAST.

**** UPDATE 2.4.13 155**

- DEALER REPORTS WAITING FOR PARTS THAT ARE ON BACK ORDER. PARTS WERE

"CUSTOMER CARED". CLOSING REPORT PENDING DETAILS FROM DEALER.

- SENDING HEADS UP FOR PART AVAILABILITY.

**** UPDATE 02.27.13 TSS 170**

- CVT INSTALLED, DID NOT COME WITH CD.

- ADVISED TECH TO TAKE A PICTURE OF THE QR CODE AND SENT TO TECHLINE>>>>

- TSS TO FOLLOW UP WHEN CALIBRATION DATA FILE MADE

**** UPDATE 2.27.13 TSS 143**

- FILE ON O DRIVE, SERIAL NUMBER ZZ00244

**** UPDATE 02.27.13 TSS 170**

- TECH LINKED DEALER

- DROPPED CALIBRATION DATA ON TOUGHBOOK

- INSTALLED CALIBRATION DATA IN TCM

- INCIDENT RESOLVED

- CLOSING REPORT

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		FI1240393			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1240393	FULL	20	1/28/2013	2/22/13	2/22/13
Text-Incd Desc TL					
VEHICLE WILL NOT MOVE					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
124		Z - TIMOTHY MINZAK		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MM1DC [REDACTED]	B92 SPLASH GUARDS (BLACK; SET OF 4) B93 CROSS BARS C03 50 STATE EMISSIONS L92 FLOOR MAT CARPETED (4-PC SET) N92 ILLUMINATED KICK PLATES Z66 ACTIVATION DISCLAIMER	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0001354	001606	25413			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	242900	C	QAA		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	9/29/2012	1/28/2013	USA		
Dir Refl Last VC					
Code	Region	Name	City	State	
5020	24	PORRECO NISSAN, INC.	ERIE		
Serv Dir TL					
Code	Region	Name	City	State	
5020	24	PORRECO NISSAN, INC.	ERIE	PA	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
CLUTCH/GEAR/GOVERNOR/PUMP &		LACK OF POWER	ACCEL	NORMAL	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	BELOW 33F=0C	CONSTANT	TRANSMISSION	1/28/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
13	N	N	1/28/2013	G94	
Code-Reason For Call TL Desc:				Flag-Attachment TL: Y	
NOT IDENTIFIED					
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N	2/7/13	8142826712 CELL			
Text-Solution TL:					
REPLACED TRANS, RADIATOR					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
- VEHICLE WILL NOT MOVE					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN 1__:					
- VEHICLE TOWED TO DEALER AND WILL NOT MOVE					
- CVT FLUID LEVEL FULL					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-NO CD FOR CAL DATA FOUND IN TRANS CASE.

-EMAIL PHOTOS OF QR CODE TECH LINE ATTN CRAIG.

**UPDATE TSS 165 JI 02/21/13

-CALLING TO SEE IF QR CODE PICTURE WAS RECEIVED

-TSS: WAS NOT ABLE OT CHECK STATUS OF EMAIL AT THIS TIME

-RESEND PICTURE TO TECH LINE EMAIL

** UPDATE 02-21-13 TSS 237

- FKK2_IP_INF_ZZ01894 ADDED TO O: DRIVE.

**UPDATE TSS 165 JI 02/21/13

-CALLED DEALER BACK, DOES NOT HAVE TIME TO PERFORM RIGHT NOW

-WILL CALL DEALER TO TECHLINK TOMORROW AM

**UPDATE TSS 165 JI 02/22/13

-CALLED DEALER FOR TECHLINK, LOADED CALIBRATION DATA

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11240910			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11240910	FULL	6	1/29/2013	3/11/13	3/11/13
Text-Incd Desc TL					
LEAKING GREEN FLUID,STOPPED MOVING					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
135		Z - JASON BEAGLE		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MN5DC [REDACTED]	B92 SPLASH GUARDS (BLACK; SET OF 4 C03 50 STATE EMISSIONS L92 FLOOR MAT CARPETED (4-PC SET) Z66 ACTIVATION DISCLAIMER	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	002206	25313			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	242803	C	QAA		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	9/29/2012	1/29/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
NP	2	NP	NP	NP	
Serv Dir TL					
Code	Region	Name	City	State	
3992	32	FENTON NISSAN EAST	DEL CITY	OK	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
CLUTCH/GEAR/GOVERNOR/PUMP &		TRANSMISSION FLUID_	IDLE	ALL TEMPS	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
HUMID	81/99F=27/38C	CONSTANT	TRANSMISSION	1/29/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
10	N	N	1/29/2013		
Code-Reason For Call TL Desc:				Flag-Attachment TL: Y	
NOT IDENTIFIED					
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N					
Text-Solution TL:					
REPL RADIATOR, HOSE, CLAMPS, TRANS					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
-COOLANT IS LEAKING.					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 2_DAYS DOWN __2:					
-CVT FLUID LEAKING					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		FI1241743			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1241743	FULL	4	1/31/2013	2/4/13	2/4/13
Text-Incd Desc TL					
CVT COOLER HOSE DISCONNECT					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
107		Z - RAYMOND RICE		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MN3DC [REDACTED]	B92 SPLASH GUARDS (BLACK; SET OF 4 C03 50 STATE EMISSIONS L92 FLOOR MAT CARPETED (4-PC SET) Z66 ACTIVATION DISCLAIMER	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	000326	25513			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	293693	C	K50		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	12/5/2012	1/31/2013	USA		
Dir Refl Last VC					
Code	Region	Name	City	State	
979	32	BATES NISSAN, INC.	KILLEEN		
Serv Dir TL					
Code	Region	Name	City	State	
979	32	BATES NISSAN, INC.	KILLEEN	TX	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
HOSE/RADIATOR/THERMOSTAT		TRANSMISSION FLUID_	OFF	ALL TEMPS	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	33/60F=0/15C	CONSTANT	TRANSMISSION	1/31/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
06	N	N	1/31/2013		
Code-Reason For Call TL Desc:				Flag-Attachment TL: N	
NOT IDENTIFIED					
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N	1/31/13	2543683465 CELL			
Text-Solution TL:					
INSTALLED SCREW CLAMPS ON HOSE					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
- OIL LEAK UNDER VEHICLE					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN _7_:					
- FOUND TRANSMISSION COOLER HOSE, ITEM 4 TM-210 CAME OFF NIPPLE #6					
- THERE WERE NO CLAMPS AT NIPPLE 5 EITHER SIDE					

TECH LINE INCIDENT REPORT - CONFIDENTIAL**** TSS RECOMMENDATION/RESULT:**

- TECH HAS TAKEN DIGITAL PHOTO OF INCIDENT PART
- TECH TO E-MAIL PHOTO TO TSS AT TL
- FORWARDING INFORMATION TO ENG CP
- SENDING HEADS UP DUE TO TIME OUT OF SERVICE AND MILEAGE

***** UPDATE 107 01/31/13**

- TECH REPAIRED HOSE AND VEH IS READY TO BE DELIVERED
- HOSE ORIGINALLY DID HAVE SPRING CLAMPS, NOT SCREW CLAMPS
- NO BARBS IN NIPPLE
- TECH DOUBLE CLAMPED HOSES AT NIPPLE
- S/M JIM TELLER

**** UPDATE 2/4/2013 ** TSS 101 - A. W. - (DEALER CALLING BACK)**

- PER SERVICE MANAGER UNIT IS REPAIRED.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		FI1241891			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1241891	FULL	8	1/31/2013	3/8/13	3/8/13
Text-Incd Desc TL					
VEHICLE WILL NOT MOVE					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
135		Z - JASON BEAGLE		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MM9DC [REDACTED]	C03 50 STATE EMISSIONS L92 FLOOR MAT CARPETED (4-PC SET) Z66 ACTIVATION DISCLAIMER Z99 PRE-DELIVERY INSPECTION	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	004748	25213			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	264723	C	NAH		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	10/29/2012	1/31/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
1964	24	BOMMARITO NISSAN INC	HAZELWOOD		
Serv Dir TL					
Code	Region	Name	City	State	
3797	32	GATEWAY NISSAN	FARGO	ND	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
HOSE/RADIATOR/THERMOSTAT		TRANSMISSION FLUID_	IDLE	ALL TEMPS	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
HUMID	81/99F=27/38C	CONSTANT	TRANSMISSION	1/31/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
06	N	N	1/31/2013		
Code-Reason For Call TL Desc:				Flag-Attachment TL:	
NOT IDENTIFIED				N	
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N					
Text-Solution TL:					
REPLACED CVT/RAD/HOSE/CLAMPS					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
-VEHICLE WILL NOT MOVE.					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN _1_:					
-VEHICLE WILL NOT MOVE.					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11242788				
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL	
F11242788	FULL	2	2/4/2013	2/11/13	2/11/13	
Text-Incd Desc TL						
TRANS COOLER LINE SEPERATION						
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL		
128		Z - DAVID BLUNKALL		[REDACTED]		
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options		
R52	2013	PTH	5N1AR2MNXDC [REDACTED]	B92 SPLASH GUARDS (BLACK; SET OF 4 C03 50 STATE EMISSIONS L92 FLOOR MAT CARPETED (4-PC SET) Z66 ACTIVATION DISCLAIMER		
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL			
0000000	000749	25313				
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC			
VQ35	242152	C	K23			
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL			
Smyrna (NMM)	9/29/2012	2/4/2013	USA			
Dir Retl Last VC						
Code	Region	Name	City	State		
2876	32	GILLMAN NISSAN	ROSENBERG			
Serv Dir TL						
Code	Region	Name	City	State		
3837	32	STERLING MCCALL NISSAN	STAFFORD	TX		
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc		
HOSE/RADIATOR/THERMOSTAT		TRANSMISSION FLUID_	OFF	ALL TEMPS		
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL		
DRY	33/60F=0/15C	CONSTANT	TRANSMISSION	2/4/2013		
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL		
06	N	N	2/4/2013			
Code-Reason For Call TL Desc:				Flag-Attachment TL: N		
NOT IDENTIFIED						
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL		
Y	2/11/13					
Text-Solution TL:						
PENDING DETAILS FROM DEALER						
Code-Status TL Desc:						
F- CLOSED (RESOLVED)						
Text-Dealer Followup Comment TL:						
F						
** CUSTOMER COMMENT:						
- TRANS FLUID LEAK						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN _1_:						
- TECH FOUND TRANS COOLER LINE SEPERATED						
- FOUNE TRANS HAD NO FLUID						

TECH LINE INCIDENT REPORT - CONFIDENTIAL

- P0965 P/C SOLENOID B
- VEHICLE WAS TOWED IN
- SEPERATED HOSE WAS FOUND WITH 1 CLAMP INSTALLED
- TOLD TO CALL

**** TSS RECOMMENDATION/RESULT:**

- REPLACE RADIATOR HOSE CLAMPS AND CVT
COLLECTING RADIATOR HOSE AND CLAMP

**** UPDATE 2.11.13 155**

- DEALER REPORTS WAITING FOR BACK ORDERED HOSE. CLOSING REPORT PENDING

DETAILS FROM DEALER.

- SENDING HEADS UP FOR PART AVAILABILITY.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		FI1242830				
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL	
FI1242830	FULL	5	2/5/2013	2/25/13	2/25/13	
Text-Incd Desc TL						
CVT COOLER LINE CAME OFF						
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL		
176		Z - BRIAN HUREWITZ		[REDACTED]		
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options		
R52	2013	PTH	5N1AR2MM4DC [REDACTED]	B92 SPLASH GUARDS (BLACK; SET OF 4 B93 CROSS BARS C03 50 STATE EMISSIONS H92 DUAL DVD ENTERTAINMENT SYSTEM L92 FLOOR MAT CARPETED (4-PC SET) N92 ILLUMINATED KICK PLATES Z66 ACTIVATION DISCLAIMER		
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL			
0000000	000902	25613				
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC			
VQ35	242890	C	RBG			
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL			
Smyrna (NMM)	9/29/2012	2/5/2013	USA			
Dir Retl Last VC						
Code	Region	Name	City	State		
3196	24	WAYZATA NISSAN, LLC	WAYZATA			
Serv Dir TL						
Code	Region	Name	City	State		
3196	24	WAYZATA NISSAN, LLC	WAYZATA	MN		
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc		
HOSE/RADIATOR/THERMOSTAT		TRANSMISSION FLUID_	IDLE	ALL TEMPS		
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL		
DRY	33/60F=0/15C	CONSTANT	TRANSMISSION	2/5/2013		
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL		
06	N	N	2/5/2013			
Code-Reason For Call TL Desc:				Flag-Attachment TL: Y		
NOT IDENTIFIED						
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL		
N		6123822720 CELL				
Text-Solution TL:						
REPLACED RADIATOR COOLER LINE & CVT						
Code-Status TL Desc:						
F- CLOSED (RESOLVED)						
Text-Dealer Followup Comment TL:						
F						
** CUSTOMER COMMENT:						
- WILL NOT MOVE IN ANY GEARS						
-						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN _1_:						
- VEHICLE WILL NOT MOVE IN ANY GEAR						

TECH LINE INCIDENT REPORT - CONFIDENTIAL

- CVT COOLER HOSE CAME OFF RADIATOR
- ONE CLAMP ON HOSE, SPRING CLAMP IN CORRECT POSITION ON HOSE
- VEHICLE WAS DRIVEN WITHOUT FLUID

**** TSS RECOMMENDATION/RESULT:**

- REPLACE RADIATOR, COOLER HOSE, AND CVT
- SENT PARTS COLLECTION FORM FOR RADIATOR AND COOLER HOSE
- ** UPDATE 2.12.13 160**
- TECH REPORTS RADIATOR AND HOSE HAVE ARRIVED, WAITING FOR CVT, NO ETA
- ** UPDATE 2.19.13 160**
- TECH REPORTS WAITING FOR CVT,ETA WEEK, TECH TO FOLLOWM UP
- **UPDATE 02-25-13 TSS 237**
- TECH TO TAKE AND SEND CLEAR PICTURE OF QR CODE TO MAKE CAL FILE
- TSS TO FOLLOW UP WITH CAL FILE WHEN PHOTO'S RECIEVED
- ** UPDATE 02-25-13 TSS 237**
- CALLED DEALER BACK WITH CAL FILE FKK2_IP_INF_ZZ00242
- TECH TO SET FLUID LEVEL AND TEST DRIVE.
- CLOSED REPORT.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11242905				
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL	
F11242905	FULL	16	2/5/2013	3/14/13	3/14/13	
Text-Incd Desc TL						
P0776 P0965 NO MOVEMENT,PC197 OPEN						
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL		
119		Z - JEFF WYATT		[REDACTED]		
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options		
R52	2013	PTH	5N1AR2MM6DC [REDACTED]	B92 SPLASH GUARDS (BLACK; SET OF 4 C03 50 STATE EMISSIONS L92 FLOOR MAT CARPETED (4-PC SET) T01 TRAILER TOW PACKAGE Z66 ACTIVATION DISCLAIMER		
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL			
0000000	002407	25213				
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC			
VQ35	243090	C	KH3			
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL			
Smyrna (NMM)	9/29/2012	2/5/2013	USA			
Dir Refl Last VC						
Code	Region	Name	City	State		
39007	24	KLINE NISSAN	MAPLEWOOD			
Serv Dir TL						
Code	Region	Name	City	State		
5215	24	COON RAPIDS NISSAN	COON RAPIDS	MN		
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc		
CASE, FITTING, LINE & TORQUE CON		LACK OF POWER	ACCEL	ALL TEMPS		
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL		
RAIN OR SNOW	BELOW 33F=0C	CONSTANT	TRANSMISSION	2/5/2013		
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL		
10	N	N	2/5/2013	L2		
Code-Reason For Call TL Desc:				Flag-Attachment TL: Y		
NOT IDENTIFIED						
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL		
N	2/5/13	6129164301 CELL				
Text-Solution TL:						
REPLACED CVT,RADIATOR,HOSE AND CLMP						
Code-Status TL Desc:						
F- CLOSED (RESOLVED)						
Text-Dealer Followup Comment TL:						
F						
** CUSTOMER COMMENT:						
-VEHICLE WON'T MOVE.						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN 1__:						
-TOW IN, VEHICLE WILL NOT MOVE IN DRIVE OR REVERSE.						
-IDLE DROPS SLIGHTLY AS IF TRANS IS ENGAGING BUT NO VEHICLE MOVEMENT.						

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		FI1244495			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1244495	FULL	10	2/11/2013	3/7/13	3/7/13
Text-Incd Desc TL					
VEHICLE WILL NOT MOVE LEAKED FLUID					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
186		Z * DAVE SATTLER		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MN0D[REDACTED]	B92 SPLASH GUARDS (BLACK; SET OF 4 C03 50 STATE EMISSIONS L92 FLOOR MAT CARPETED (4-PC SET)	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	001718	25113			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	244739	C	QAA		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	10/2/2012	2/11/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
3868	32	NISSAN OF LAKE CHARLES	LAKE CHARLES		
Serv Dir TL					
Code	Region	Name	City	State	
3868	32	NISSAN OF LAKE CHARLES	LAKE CHARLES	LA	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
CLUTCH/GEAR/GOVERNOR/PUMP &		NO SHIFT (A/T & M/T)	ACCEL	ALL TEMPS	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	33/60F=0/15C	CONSTANT	TRANSMISSION	2/11/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
10	N	N	2/11/2013		
Code-Reason For Call TL Desc:				Flag-Attachment TL: N	
NOT IDENTIFIED					
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N	2/11/13				
Text-Solution TL:					
REPLD CVT, RADIATOR, HOSES & CLAMPS					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
-VEHICLE TOWED HAS LOST ON CVT FLUID AND VEHICLE WILL NOT MOVE,					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN 1__:					
-INSPECTED VEHICLE OPERATION BY START.					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		FI1244629				
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL	
FI1244629	FULL	10	2/11/2013	3/12/13	3/12/13	
Text-Incd Desc TL						
CVT COOLER HOSE CAME OFF						
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL		
168		Z * MICHAEL ACEVES		[REDACTED]		
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options		
R52	2013	PTH	5N1AR2MM8DC [REDACTED]	C03 50 STATE EMISSIONS L92 FLOOR MAT CARPETED (4-PC SET) Z66 ACTIVATION DISCLAIMER Z99 PRE-DELIVERY INSPECTION		
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL			
0000000	001351	25213				
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC			
VQ35	243610	C	K23			
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL			
Smyrna (NMM)	10/3/2012	2/11/2013	USA			
Dir Retl Last VC						
Code	Region	Name	City	State		
1964	24	BOMMARITO NISSAN INC	HAZELWOOD			
Serv Dir TL						
Code	Region	Name	City	State		
014C	32	TYNAN'S NISSAN INC	AURORA	CO		
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc		
HOSE/RADIATOR/THERMOSTAT		TRANSMISSION FLUID_	IDLE	ALL TEMPS		
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL		
DRY	33/60F=0/15C	CONSTANT	TRANSMISSION	2/11/2013		
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL		
06	N	N	2/11/2013			
Code-Reason For Call TL Desc:				Flag-Attachment TL: Y		
NOT IDENTIFIED						
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL		
N		DEALER #				
Text-Solution TL:						
REPL CVT/RAD/HOSE/CLAMPS						
Code-Status TL Desc:						
F- CLOSED (RESOLVED)						
Text-Dealer Followup Comment TL:						
F						
** CUSTOMER COMMENT:						
-OIL LEAK.						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN 1__:						
-FOUND CVT FLUID LEAK.						

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-ADVISED TECH TO CONFIRM FLUID LEVEL IS CORRECT AND ROAD TEST VEHICLE.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		FI1245734			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1245734	FULL	5	2/14/2013	3/4/13	3/4/13
Text-Incd Desc TL					
TRANS COOLER LINE CAME OFF					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
107		Z - RAYMOND RICE		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MM4DC [REDACTED]	B92 SPLASH GUARDS (BLACK; SET OF 4)	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL	B93 CROSS BARS	
0000000	001094	25413		C03 50 STATE EMISSIONS	
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC	L92 FLOOR MAT CARPETED (4-PC SET)	
VQ35	244806	C	K50	N92 ILLUMINATED KICK PLATES	
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL	T01 TRAILER TOW PACKAGE	
Smyrna (NMM)	10/2/2012	2/14/2013	USA	Z66 ACTIVATION DISCLAIMER	
Dir Refl Last VC					
Code	Region	Name	City	State	
3526	24	AUTOCENTERS NISSAN, INC.	WOOD RIVER		
Serv Dir TL					
Code	Region	Name	City	State	
3526	24	AUTOCENTERS NISSAN, INC.	WOOD RIVER	IL	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
HOSE/RADIATOR/THERMOSTAT		TRANSMISSION FLUID_	IDLE	ALL TEMPS	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	BELOW 33F=0C	CONSTANT	TRANSMISSION	2/14/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
06	N	N	2/14/2013		
Code-Reason For Call TL Desc:				Flag-Attachment TL:	
NOT IDENTIFIED				N	
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N	2/14/13	N/A			
Text-Solution TL:					
REPLD CVT, RADIATOR, HOSE & CLAMPS					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
- WHEN DRIVING HEARD POP AND VEH WOULD NOT MOVE					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN _1_:					
- FOUND TRANSMISSION COOLER LINE CAME OFF RADIATOR					
- WAS SINGLE CLAMPED					

TECH LINE INCIDENT REPORT - CONFIDENTIAL**** TSS RECOMMENDATION/RESULT:**

- FOR TESTING REINSTALL COOLER LINE AND INSURE TRANSMISSION IS OK
- IF OK, REPLACE COOLER HOSE AND RADIATOR
- DOUBLE CLAMP LINE
- SENDING HEADS UP DUE TO MILEAGE

**** UPDATE 2/18/13 TSS RP**

- NO MOVEMENT WITH CVT FILLED TO SPEC AND HOSE RECONNECTED
- TECH ORDERED CVT, RADIATOR AND COOLER LINE

**** UPDATE 2.25.13 155**

- DEALER REPORTS TECH IS CURRENTLY REPLACING CVT, RADIATOR AND COOL LINE
- TECH TO FOLLOW UP WHEN COMPLETED.

**** UPDATE 3.4.13 160**

- TECH REPORTS REPLACED CVT, RADIATOR, HOSE AND CLAMPS TO RESOLVE

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11246050			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11246050	MINI	4	2/14/2013	2/20/13	
Text-Incd Desc TL					
COOLER HOSE CAME OFF RADIATOR					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
176		Z - BRIAN HUREWITZ		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MM6DC [REDACTED]	B93 CROSS BARS C03 50 STATE EMISSIONS L92 FLOOR MAT CARPETED (4-PC SET) N92 ILLUMINATED KICK PLATES P01 SL PREMIUM PACKAGE Z66 ACTIVATION DISCLAIMER	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	001267	25413			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	244137	C	NAH		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	10/2/2012	2/14/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
3726	26	ROUTE 23 NISSAN, L.L.C.	BUTLER		
Serv Dir TL					
Code	Region	Name	City	State	
3726	26	ROUTE 23 NISSAN, L.L.C.	BUTLER	NJ	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
HOSE/RADIATOR/THERMOSTAT		TRANSMISSION FLUID_	NOT IDENTIFIED	NOT IDENTIFIED	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
NOT IDENTIFIED	NOT IDENTIFIED		NOT IDENTIFIED	2/14/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
06	N	N	2/14/2013		
Code-Reason For Call TL Desc:				Flag-Attachment TL: N	
NOT IDENTIFIED					
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N					
Text-Solution TL:					
Code-Status TL Desc: A- PENDING DEALER FOLLOW-UP					
Text-Dealer Followup Comment TL:					
M					
** CUSTOMER COMMENT:					
- NONE GIVEN					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED _ REPAIR ATTEMPTS __ DAYS DOWN _					
- TRANSMISSION COOLER HOSE CAME OFF RADIATOR					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

- TECHNICIAN REPLACED CVT, DTS ADVISED TO CALL TECH LINE
- COOLER HOSE HAD ONE SPRING TYPE HOSE CLAMP INSTALLED

**** TSS RECOMMENDATION/RESULT:**

- REPLACE RADIATOR AND COOLER HOSE, INSTALL USING SCREW TYPE CLAMP

**** UPDATE 2.20.13**

- REPLACED RADIATOR, COOLER HOSE, CLAMPS, AND CVT
- NEEDS CAL DATA
- TECH WILL SEND QR PHOTO

**** UPDATE TSS 176 02-20-13**

- RECEIVED PHOTO, UNUSABLE
- TECHNICIAN TO SEND IN ANOTHER PHOTO TO IPAD

**** UPDATE 2.20.13 TSS 143**

- FILE ON O DRIVE SERIAL NUMBER ZZ01836

**** UPDATE TSS 176 02-20-13**

- PERFORMED TECHLINK, PERFORMED IP WRITE PROCEDURE

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11247139			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11247139	FULL	7	2/19/2013	3/4/13	3/4/13
Text-Incd Desc TL					
COOLER LINE CAME OFF					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
165		Z - JOHN IRION		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MM4DC [REDACTED]	B93 CROSS BARS C03 50 STATE EMISSIONS L92 FLOOR MAT CARPETED (4-PC SET) N92 ILLUMINATED KICK PLATES P02 PLATINUM PREMIUM PACKAGE Z66 ACTIVATION DISCLAIMER	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	001559	25613			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	245768	C	K50		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	10/3/2012	2/19/2013	USA		
Dir Refl Last VC					
Code	Region	Name	City	State	
3042	26	NISSAN OF TURNERSVILLE	TURNERSVILLE		
Serv Dir TL					
Code	Region	Name	City	State	
3042	26	NISSAN OF TURNERSVILLE	TURNERSVILLE	NJ	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
CASE, FITTING, LINE & TORQUE CON		TRANSMISSION FLUID_	IDLE	NORMAL	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	33/60F=0/15C	CONSTANT	TRANSMISSION	2/19/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
10	N	N	2/19/2013		
Code-Reason For Call TL Desc:				Flag-Attachment TL: Y	
NOT IDENTIFIED					
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N	2/19/13	DEALER #			
Text-Solution TL:					
REPLD CVT RADIATOR, HOSE & CLAMPS					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
-VEHICLE STOPPED RUNNING LAST NIGHT HAD TO HAVE IT TOWED, LEAKING FLUID					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS _1DAYS DOWN 2_:					
-VERIFIED TRANS COOLER LINE CAME OFF AT THE RADIATOR					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11247712			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11247712	FULL	2	2/20/2013	2/22/13	2/20/13
Text-Incd Desc TL					
CVT FLUID LEAK AT THE RADIATOR					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
177		Z - PHILLIP PAGE		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MM0DC [REDACTED]	B92 SPLASH GUARDS (BLACK; SET OF 4)	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL	B93 CROSS BARS	
0000000	000426	25413		C03 50 STATE EMISSIONS	
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC	L92 FLOOR MAT CARPETED (4-PC SET)	
VQ35	244400	C	QAA	N92 ILLUMINATED KICK PLATES	
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL	P01 SL PREMIUM PACKAGE	
Smyrna (NMM)	10/2/2012	2/20/2013	USA	Z66 ACTIVATION DISCLAIMER	
Dir Refl Last VC					
Code	Region	Name	City	State	
5169	24	MARK ARBUCKLE NISSAN	INDIANA		
Serv Dir TL					
Code	Region	Name	City	State	
5169	24	MARK ARBUCKLE NISSAN	INDIANA	PA	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
HOSE/RADIATOR/THERMOSTAT		TRANSMISSION FLUID_	IDLE	NORMAL	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	33/60F=0/15C	CONSTANT	TRANSMISSION	2/20/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
06	N	N	2/20/2013		
Code-Reason For Call TL Desc:				Flag-Attachment TL:	
NOT IDENTIFIED				N	
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N					
Text-Solution TL:					
REPLACED CVT, RADIATOR, AND HOSES					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
- VEHICLE WILL NOT MOVE, FLUID LEAKING FROM THE FRONT OF THE CAR					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN _2_:					
- TECH FOUND THE CVT COOLER HOSE HAS SEPERATED FROM THE RADIATOR					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

- TECH INSTALLED A NEW RADIATOR AND CVT
- TECH IS WANTING TO KNOW HOW TO INSTALL THE HOSE CLAMPS

**** TSS RECOMMENDATION/RESULT:**

- INCIDENT IN UNDER ENGINEERING INVESTIGATION
- VEHICLE HAS TWO HOSE CLAMPS
- CLOSING REPORT

**** UPDATE 2.22.13 TSS 143**

- DISCUSSED WITH RICHARD P/A
- FAXED PARTS COLLECTION FORM FOR CVT ASSY

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11247953			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11247953	FULL	7	2/21/2013	7/9/13	7/9/13
Text-Incd Desc TL					
RADIATOR COOLER LINE SEPARATION					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
237		Z - CHRIS O'CONNOR		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MNXDC [REDACTED]	B92 SPLASH GUARDS (BLACK; SET OF 4 C03 50 STATE EMISSIONS L92 FLOOR MAT CARPETED (4-PC SET)	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	004547	25113			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	242831	C	K23		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	9/29/2012	2/21/2013	USA		
Dir Refl Last VC					
Code	Region	Name	City	State	
3022	34	LOKEY NISSAN	CLEARWATER		
Serv Dir TL					
Code	Region	Name	City	State	
3022	34	LOKEY NISSAN	CLEARWATER	FL	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
HOSE/RADIATOR/THERMOSTAT		TRANSMISSION FLUID_	OFF	NORMAL	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	61/80F=16/27C	CONSTANT	TRANSMISSION	2/21/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
06	N	N	2/21/2013		
Code-Reason For Call TL Desc:				Flag-Attachment TL:	
NOT IDENTIFIED				N	
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N	1/1/01	7276380652 CELL	1/1/01	1/1/01	
Text-Solution TL:					
WROTE CAL DATA TO VEHICLE					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
- CS WHILE DRIVING VEHICEL TURNED OFF AND LOST POWER.					
- THERE WAS A LOUD HUM SOUND.					
- CS VEHICLE WILL NOT GO INTO DRIVE OR MOVE FORWARD					
-					
** DEALER ACTION/OBSERVATION:					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

**** VERIFIED Y_ REPAIR ATTEMPTS 1__DAYS DOWN _1__:**

- PASSENGER SIDE CVT COOLER HOSE SEPARATED FROM RADIATOR.
- 1 SPRING CLAMP INSTALLED, CLAMP WAS IN RELEASED POSITION.
- ADDED FLUID TO CVT, WAS ABLE TO PULL INTO SHOP.

**** TSS RECOMMENDATION/RESULT:**

- ADVISED TO REPLACE CVT, RADIATOR AND COOLER HOSE.
- COLLECTION FORM SENT TO DEALER FOR RADIATOR AND COOLER HOSE
- CHECK REPLACEMENT CVT FOR CALIBRATION DATA DISC.
- IF DISC NOT INCLUDED TAKE CLEAR, MACRO PHOTO OF RANGE SWITCH QR CODE FOR CALIBRATION DATA WRITE.

**** UPDATE 02-21-13 TSS 237**

- CALLED DEALER BACK, ADVISED 2ND COLLECTION FORM TO BE SENT FOR CVT.

**** UPDATE 2.27.13 TSS 121**

- REPLACED CVT, NO CAL DISC.
- TSS/EMAIL GOOD QUALITY PHOTO OF QR CODE STICKER TO TECH LINE.

**** UPDATE 2.27.13 TSS 143**

- FILE ON O DRIVE, SERIAL NUMBER M112853

**** UPDATE 2.27.13 TSS 12**

- TSS CONTACTED DEALER FOR FOLLOW UP.
- TECH REPORTS CIII PLUS NOT AVAILABLE AT THIS TIME. >>>>>>>>
- TECH TO CONTACT TECH LINE 2.28.13 PREPARED FOR TECHLINK.

**** UPDATE 02.27.13 TSS 170**

- TECH LINKED DEALER
- COMPELTED CAL DATA WRITE.
- CLOSING REPORT

****UPDATE 07.09.13 TSS 191 JB**

- RECEIVED EMAIL TO TL INBOX OF QR CODE AFTER CAL DATA WAS ERASED
- TSS GENERATED CAL DATA FILE, LOADED TO O: DRIVE
- FKK2_IP_INF_M112853.CSV

****UPDATE 07.09.13 TSS 191 JB**

- LOADED CAL DATA TO VEHICLE
- INCIDENT RESOLVED, CLOSING REPORT

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11248049			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11248049	FULL	5	2/21/2013	3/6/13	3/6/13
Text-Incd Desc TL					
TRANS COOLER LINE SEPERATION					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
128		Z - DAVID BLUNKALL		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MM4DC [REDACTED]	B92 SPLASH GUARDS (BLACK; SET OF 4 B93 CROSS BARS C03 50 STATE EMISSIONS L92 FLOOR MAT CARPETED (4-PC SET) N92 ILLUMINATED KICK PLATES P01 SL PREMIUM PACKAGE Z66 ACTIVATION DISCLAIMER	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	003141	25413			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	244672	C	K50		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	10/2/2012	2/21/2013	USA		
Dir Refl Last VC					
Code	Region	Name	City	State	
08074	26	WOODBURY NISSAN, INC	WOODBURY		
Serv Dir TL					
Code	Region	Name	City	State	
2323	26	CLASSIC CARS NISSAN INC	MOUNT HOLLY	NJ	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
HOSE/RADIATOR/THERMOSTAT		TRANSMISSION FLUID_	OFF	ALL TEMPS	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	33/60F=0/15C	CONSTANT	TRANSMISSION	2/21/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
06	N	N	2/21/2013		
Code-Reason For Call TL Desc:				Flag-Attachment TL:	
NOT IDENTIFIED				N	
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N					
Text-Solution TL:					
REPLD CVT, RADIATOR, HOSE & CLAMPS					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
- TRANSMISSION FLUID LEAK					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN _1_:					
- FOUND TRANS COOLER LINE SEPERATED AT COOLER					
- VEHICLE WAS DRIVING AND LOST POWER WHEN CONCERN OCCURED					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

- CALLED FOR INFORMATION

**** TSS RECOMMENDATION/RESULT:**

- REPLACE CVT

- REPLACE RADIATOR AND COOLER LINE

- REPLACE RADIATOR ANF COOLER LINE

- RADIATOR AND LINE TO BE COLLECTED

**** UPDATE 02/27/23 TSS 177**

- TECH REPLACED CVT, NEW CVT DID NOT COME WITH CAL DISC

- TAKE PHOTO OF QR CODE AND EMAIL TO TECH LINE

- TSS TO FOLLOW UP

- PARTS RETURN FORM HAS ALREADY BEEN FAXED TO THE DEALER

**** UPDATE 2.27.13 TSS 143**

- FILE ON O DRIVE, SERIAL NUMBER ZZ01649

***** UPDATE 107 02/27/13**

- PERFORMED TECHLINK AND INSTALLED CAL DATA FILES

- TECH TO COMPLETE TESTING AND CALL WHEN READY TO GO BACK TO CUSTOMER

**** UPDATE 3.6.13 160**

- SA REPORTS REPLACED CVT, RADIATOR, HOSES AND CLAMPS TO RESOLVE

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		FI1248740			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1248740	FULL	7	2/25/2013	3/18/13	3/18/13
Text-Incd Desc TL					
REPLACING CVT, NEED CAL DATA					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
107		Z - RAYMOND RICE		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MM1DC [REDACTED]	B92 SPLASH GUARDS (BLACK; SET OF 4)	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL	B93 CROSS BARS	
0000000	000357	25613		C03 50 STATE EMISSIONS	
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC	H92 DUAL DVD ENTERTAINMENT SYSTEM	
VQ35	243193	C	KH3	L92 FLOOR MAT CARPETED (4-PC SET)	
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL	M92 CARGO PACKAGE: REAR CARGO PROT	
Smyrna (NMM)	9/29/2012	2/25/2013	USA	N92 ILLUMINATED KICK PLATES	
Dir Refl Last VC				Z66 ACTIVATION DISCLAIMER	
Code	Region	Name	City	State	
07126	26	KINGS NISSAN INC	BROOKLYN		
Serv Dir TL					
Code	Region	Name	City	State	
2214	26	NISSAN 112 SALES CORP	PATCHOGUE	NY	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
CLUTCH/GEAR/GOVERNOR/PUMP &		LACK OF POWER	ACCEL	ALL TEMPS	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
RAIN OR SNOW	BELOW 33F=0C	CONSTANT	TRANSMISSION	2/25/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
10	N	N	2/25/2013		
Code-Reason For Call TL Desc:				Flag-Attachment TL: Y	
NOT IDENTIFIED					
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N	2/25/13	6312899010 SHOP	1/1/01	1/1/01	
Text-Solution TL:					
REPLACED CVT ASSY					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
M					
** CUSTOMER COMMENT:					
- VEH WILL NOT MOVE IN GEAR					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS _1 DAYS DOWN 4					
- CVT COOLER HOSE CAME OFF THE RADIATOR					
- REPLACED CVT BUT DID NOT COME WITH DISC WITH CAL DATA					

TECH LINE INCIDENT REPORT - CONFIDENTIAL**** TSS RECOMMENDATION/RESULT:**

- NEED TO REPLACE RADIATOR AND COOLER HOSE, DOUBLE CLAMP HOSE
- GET DIGITAL PHOTO OF QR LABEL AND E-MAIL TO 107 TL
- SENDING HEADS UP DUE TO MILEAGE

**** UPDATE 2.25.13 TSS 237**

- FILE ON O DRIVE, SERIAL NUMBER MY50051

***** UPDATE 107 02/25/13**

- HAVE CAL DATA FILE
- LOST COMM WITH TECH
- IF TECH CALLS BACK, TRANSFER TO TSS 107 64861
- DID RE-ESTABLISH CONNECTION, REMOTED AND INSTALLED CAL DATA

**** UPDATE 03.18.13 TSS 170**

- CLOSING REPORT

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		FI1249107			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1249107	FULL	4	2/26/2013	3/6/13	3/6/13
Text-Incd Desc TL					
LACK OF POWER. CVT FLUID LEAK					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
170		Z - ADAM SACKNER		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MM6DC [REDACTED]	B92 SPLASH GUARDS (BLACK; SET OF 4 B93 CROSS BARS C03 50 STATE EMISSIONS H92 DUAL DVD ENTERTAINMENT SYSTEM L92 FLOOR MAT CARPETED (4-PC SET) M92 CARGO PACKAGE: REAR CARGO PROT N92 ILLUMINATED KICK PLATES Z66 ACTIVATION DISCLAIMER	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	001620	25613			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	243043	C	QAA		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	9/29/2012	2/26/2013	USA		
Dir Refl Last VC					
Code	Region	Name	City	State	
3779	24	NISSAN OF NORTH OLMSTED	NORTH OLMSTED		
Serv Dir TL					
Code	Region	Name	City	State	
3779	24	NISSAN OF NORTH OLMSTED	NORTH OLMSTED	OH	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
HOSE/RADIATOR/THERMOSTAT		TRANSMISSION FLUID_	IDLE	NORMAL	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	61/80F=16/27C	CONSTANT	TRANSMISSION	2/26/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
06	N	N	2/26/2013		
Code-Reason For Call TL Desc:				Flag-Attachment TL:	
NOT IDENTIFIED				N	
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N	2/26/13	4403761174			
Text-Solution TL:					
TECHLINKED AND WROTE IP AFTER CVT					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
- WHILE DRIVING IT FELT LIKE THE VEHICLE WANTED TO ACCEL ON IT'S OWN. COASTED OFF THE HIGHWAY, THEN VEHICLE WOULD NOT MOVE. FOUND FLUID LEAK FROM UNDER VEHICLE. TOWED TO DEALER					
-					
** DEALER ACTION/OBSERVATION:					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

**** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN 2_:**

- TRANSMISSION FLUID LEAK DUE TO CVT COOLER HOSE SEPERATED AT THE RADIATOR
- ONLY ONE HOSE CLAMP WAS FOUND ON HOSE (SPRING STYLE)
- VEHICLE WAS DRIVEN ON FREEWAY WITH NO FLUID.

**** TSS RECOMMENDATION/RESULT:**

- REPLACE CVT, COOLER HOSES AND RADIATOR
- SENT COLLECTION FORM FOR COOLER HOSES, CLAMPS AND RADIATOR.

**** UPDATE 3.5.13 160**

- SA REPORTS PARTS HAVE ARRIVED, CURRENTLY WORKING ON VEHICLE

**** UPDATE 3/6/13 TSS RP**

- TECH TO SEND PIC OF QR CODE AND TSS WILL FOLLOW UP

**** UPDATE 3.6.13 TSS 143**

- FILE ON O DRIVE, SERIAL NUMBER MY50036

**** UPDATE 3/6/13 TSS RP**

- TECHLINKED AND WROTE IIP CHARA TO CVT

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11249159				
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL	
F11249159	FULL	4	2/26/2013	2/26/13	2/26/13	
Text-Incd Desc TL						
CALLED FOR TRANS CAL DATA						
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL		
124		Z - TIMOTHY MINZAK		[REDACTED]		
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options		
R52	2013	PTH	5N1AR2MM4DC [REDACTED]	C03 50 STATE EMISSIONS L92 FLOOR MAT CARPETED (4-PC SET) Z66 ACTIVATION DISCLAIMER Z99 PRE-DELIVERY INSPECTION		
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL			
0000000	004083	25213				
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC			
VQ35	242158	C	K23			
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL			
Smyrna (NMM)	9/29/2012	2/26/2013	USA			
Dir Refl Last VC						
Code	Region	Name	City	State		
1964	24	BOMMARITO NISSAN INC	HAZELWOOD			
Serv Dir TL						
Code	Region	Name	City	State		
5020	24	PORRECO NISSAN, INC.	ERIE	PA		
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc		
HOSE/RADIATOR/THERMOSTAT		TRANSMISSION FLUID_	OFF	ALL TEMPS		
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL		
DRY	33/60F=0/15C	CONSTANT	TRANSMISSION	2/26/2013		
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL		
06	N	N	2/26/2013			
Code-Reason For Call TL Desc:				Flag-Attachment TL: Y		
NOT IDENTIFIED						
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL		
N		N/A				
Text-Solution TL:						
REPLACED CVT, RADIATOR, COOLER HOSE						
Code-Status TL Desc:						
F- CLOSED (RESOLVED)						
Text-Dealer Followup Comment TL:						
TECH TO SEND QR CODE FOR CONVERSION						
** CUSTOMER COMMENT:						
-CVT FLUID LEAK.						
** DEALER ACTION/OBSERVATION:						
** VERIFIED _ REPAIR ATTEMPTS _ _ DAYS DOWN _						
-UPGRADED TO MINI 2.26.13 TSS 121						
-DEALER REPLACED CVT, NO DISC SENT.						

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		FI1249211			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1249211	FULL	22	2/26/2013	3/26/13	3/26/13
Text-Incd Desc TL					
COOLER HOSE CAME OFF TWICE					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
166		Z - ALEX KNEPPER		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MM6DC [REDACTED]	B92 SPLASH GUARDS (BLACK; SET OF 4 C03 50 STATE EMISSIONS L92 FLOOR MAT CARPETED (4-PC SET) Z66 ACTIVATION DISCLAIMER	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	001765	25213			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	242458	C	NAH		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	9/29/2012	2/26/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
5360	26	FUCCILLO NISSAN	LIVERPOOL		
Serv Dir TL					
Code	Region	Name	City	State	
5360	26	FUCCILLO NISSAN	LIVERPOOL	NY	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
HOSE/RADIATOR/THERMOSTAT		TRANSMISSION FLUID_	IDLE	ALL TEMPS	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	33/60F=0/15C	INTERMITTENT	TRANSMISSION	2/26/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
06	N	N	2/26/2013		
Code-Reason For Call TL Desc:				Flag-Attachment TL: Y	
NOT IDENTIFIED					
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N	2/26/13		1/1/01	1/1/01	
Text-Solution TL:					
REPLACED CVT					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
-TOWED TO SHOP, TRANS FLUID UNDERNEATH THE CAR, VEHICLE STOPPED MOVING					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 2_DAYS DOWN _4_:					
-VERIFIED, VEHICLE WILL NOT MOVE, AND COOLER HOSE DETTACHED					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

**** UPDATE 3.15.13 160**

- SA REPORTS CURRENTLY REMOVING CVT AND WAITING FOR 2ND REPLACEMENT CVT TO ARRIVE, ETA TODAY, TECH TO FOLLOW UP

****UPDATE TSS 165 JI 03/18/13**

-CALLING FOR CVT CALIBRATION DATA, HAS PICTURE OF QR CODE

-TSS: EMAIL PICTURE TO TECH LINE

**** UPDATE 03-18-13 TSS 237**

- FKK2_IP_INF_ZY07144 CAL FILE CREATED.

- EMAIL SENT TO TSS 165/170 TO FOLLOW UP.

****UPDATE TSS 165 JI 03/18/13 FOLLOW UP**

-PERFORMED TECHLINK TO LOAD CAL DATA

**** UPDATE 03-18-13 TSS 237**

- FAXED PARTS COLLECTION FOR RADIATOR AND COOLER HOSE.

**** UPDATE 03.19.13 TSS 170**

- UPDATED ASSIGNMENT LEVEL

**** UPDATE 3.26.13 160**

- TECH REPORT REPLD 2ND CVT AND PERFORMMED TECH LINK TO LOAD CAL DATA TO RESOLVE

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11249375			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11249375	MINI	4	2/26/2013	3/7/13	
Text-Incd Desc TL					
TRANS COOLER HOSE CAME OFF					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
176		Z - BRIAN HUREWITZ		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MM2DC [REDACTED]	B93 CROSS BARS C03 50 STATE EMISSIONS L92 FLOOR MAT CARPETED (4-PC SET) N92 ILLUMINATED KICK PLATES T01 TRAILER TOW PACKAGE Z66 ACTIVATION DISCLAIMER	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	002774	25413			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	245435	C	KH3		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	10/3/2012	2/26/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
NP	2	NP	NP	NP	
Serv Dir TL					
Code	Region	Name	City	State	
1964	24	BOMMARITO NISSAN INC	HAZELWOOD	MO	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
HOSE/RADIATOR/THERMOSTAT		TRANSMISSION FLUID_	NOT IDENTIFIED	NOT IDENTIFIED	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
NOT IDENTIFIED	NOT IDENTIFIED		NOT IDENTIFIED	2/26/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
06	N	N	2/26/2013		
Code-Reason For Call TL Desc:				Flag-Attachment TL: N	
NOT IDENTIFIED					
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N					
Text-Solution TL:					
Code-Status TL Desc: A- PENDING DEALER FOLLOW-UP					
Text-Dealer Followup Comment TL:					
M					
** CUSTOMER COMMENT:					
- TRANSMISSION QUIT PULLING AND SMELLED FLUID					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 5					
- TRANSMISSION FLUID LEAKING					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

- TRANSMISSION COOLER HOSE CAME OFF RADIATOR
- VEHICLE HAD 1 SPRING CLAMP
- REPLACED RADIATOR AND TRANS COOLER HOSE
- CVT IS SHUDDERING AND SLIPS ON ACCELERATION
- VEHICLE WAS DRIVEN WITHOUT FLUID

**** TSS RECOMMENDATION/RESULT:**

- REPLACE CVT
- IF NO DISC WITH CVT, EMAIL PICTURE OF QR CODE TO TECH LINE
- FAXED PART COLLECTION FORM TO DEALER FOR RADIATOR AND COOLER HOSE

**** UPDATE TSS 176 03-07-13**

- TECHNICIAN EMAILED PICTURE OF QR CODE, CALLING FOR UPDATE
- EMAIL WAS NOT RECEIVED
- TECHNICIAN WILL SEND PHOTO TO IPAD
- TSS WILL FOLLOW UP WITH TECHNICIAN

**** UPDATE 3.7.13 TSS 143**

- FILE ON O DRIVE SERIAL NUMBER MY50096

**** UPDATE TSS 176 03-07-13**

- PERFORMED TECHLINK
- PERFORMED IP WRITE PROCEDURE

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		FI1249391			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1249391	FULL	7	2/26/2013	3/20/13	3/20/13
Text-Incd Desc TL					
CVT COOLER HOSE DISCONNECTED					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
170		Z - ADAM SACKNER		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MM9DC [REDACTED]	B93 CROSS BARS C03 50 STATE EMISSIONS L92 FLOOR MAT CARPETED (4-PC SET) N92 ILLUMINATED KICK PLATES P01 SL PREMIUM PACKAGE Z66 ACTIVATION DISCLAIMER	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	001568	25413			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	245597	C	K23		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	10/3/2012	2/26/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
09087	24	JOHN SISSON MOTORS, INC.	WASHINGTON		
Serv Dir TL					
Code	Region	Name	City	State	
09087	24	JOHN SISSON MOTORS, INC.	WASHINGTON	PA	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
HOSE/RADIATOR/THERMOSTAT		TRANSMISSION FLUID_	IDLE	NORMAL	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	61/80F=16/27C	CONSTANT	TRANSMISSION	2/26/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
06	N	N	2/26/2013		
Code-Reason For Call TL Desc:				Flag-Attachment TL: Y	
NOT IDENTIFIED					
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N	3/12/13	DEALER #	1/1/01	1/1/01	
Text-Solution TL:					
REPLACED CVT					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
- SITTING AT INTERSECTION CAR WOULD NOT GO.					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN 1__:					
- VEHICLE WILL NOT MOVE.					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

- CVT COOLER LINE DISCONNECTED FROM RADIATOR.
- ON SPRING STYLE CLAMP FOUND ON HOSE
- REFILLED WITH FLUID AND VEHICLE WILL MOVE BUT WILL MAKES EXCESSIVE

NOISE**** TSS RECOMMENDATION/RESULT:**

- ADVISED TO REPLACE CVT, RADIATOR, HOSE AND CLAMPS
- SENT COLLECTION FORM TO DEALER FOR RADIATOR, HOSES AND CLAMPS

**** UPDATE 3.5.13 160**

- SA REPORTS WAITING FOR CVT, OTHER PARTS HAVE ARRIVED, TECH TO FOLLOW

UP**** UPDATE 3.12.13 160**

- SA REPORTS WASITING FOR CVT, NO ETA

***** HEADS UP DUE TO PARTS AVAILABILITY****** UPDATE TSS 176 03-19-13**

- INSTALLED CVT, CURRENTLY INSTALLING RADIATOR
- CALLING DUE TO CVT DID NOT COME WITH DISC
- ADVISED TO EMAIL CLEAR PHOTO OF QR CODE

**** UPDATE TSS 124 3/20/13**

- TECH CALLED AND UNABLE TO FIND Q ON CVT
- ADVISED TECH WE NEED SQUARE QR CODE ON TOP OF SHIFT SELECTOR>> NEXT>>

**** UPDATE 03-20-13 TSS 237**

- FKK2_IP_INF_ZY08186 ADDED TO O: DRIVE
- EMAIL SENT TO TSS 176 TO LOAD CAL DATA.

**** UPDATE TSS 176 03-20-13**

- PERFORMED TECHLINK
- PERFORM IP WRITE PROCEDURE

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11249495			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11249495	FULL	9	2/26/2013	3/28/13	3/28/13
Text-Incd Desc TL					
TRANS COOLER LINE DISCONNECTED					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
138		Z - RYAN PICKELL		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
L50	2013	JX	5N1AL0MMXDC [REDACTED]	B10 ROOF RAILS B94 CROSS BARS C03 50 STATE EMISSIONS F01 DRIVER ASSISTANCE PACKAGE H01 THEATER PACKAGE M92 CARGO PACKAGE N92 ILLUMINATED KICKPLATES P01 PREMIUM PACKAGE S55 LITERATURE KIT X01 MAPLE INTERIOR TRIM Z66 ACTIVATION DISCLAIMER	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	002649	84213	WAG		
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	240061	A	FAJ		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	9/26/2012	2/26/2013	USA		
Dir Refl Last VC					
Code	Region	Name	City	State	
70497	72	MODERN INF/WINSTON-SALE	WINSTON SALEM		
Serv Dir TL					
Code	Region	Name	City	State	
70226	72	JIM COLEMAN INFINITI	BETHESDA	MD	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
CASE, FITTING, LINE & TORQUE CON		TRANSMISSION FLUID_	IDLE	NORMAL	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	33/60F=0/15C	INTERMITTENT	TRANSMISSION	2/26/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
10	N	N	2/26/2013		
Code-Reason For Call TL Desc:				Flag-Attachment TL: N	
REASONABLE CALL FOR ASSISTANCE					
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N	1/1/01		1/1/01	1/1/01	
Text-Solution TL:					
REPLACED CVT, RADIATOR, COOLER, HOS					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
- CAR WILL NOT MOVE, WILL START AND SHIFT TO REV AND DRIVE					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN _1_:					
- VEHICLE WOULD NOT MOVE					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		FI1249602			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1249602	FULL	1	2/26/2013	3/5/13	3/5/13
Text-Incd Desc TL					
OIL LEAK THREADED HOLE NEAR O/COOLR					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
119		Z - JEFF WYATT		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
L50	2013	JX	5N1AL0MM1DC [REDACTED]	B10 ROOF RAILS B92 SPLASH GUARDS C03 50 STATE EMISSIONS N92 ILLUMINATED KICKPLATES P01 PREMIUM PACKAGE S55 LITERATURE KIT Z66 ACTIVATION DISCLAIMER	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	000305	84213	WAG		
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	310995	A	K23		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	1/3/2013	2/26/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
71496	92	INFINITI OF FAIRFIELD	FAIRFIELD		
Serv Dir TL					
Code	Region	Name	City	State	
71496	92	INFINITI OF FAIRFIELD	FAIRFIELD	CA	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
CYLINDER BLOCK		OIL LEAK	OFF	ALL TEMPS	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	33/60F=0/15C	CONSTANT	ENGINE	2/26/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
06	N	N	2/26/2013		
Code-Reason For Call TL Desc:				Flag-Attachment TL: N	
NOT IDENTIFIED					
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N	2/26/13	N/A			
Text-Solution TL:					
INSTALLED BOLT AND COPPER WASHER					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
-OIL LEAK.					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN 1__:					
-ENGINE OIL LEAK.					
-OIL LEAKING FROM A THREADED HOLE NEAR OIL COOLER.					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-ON EM-14, THE HOLE IS THE UPPER OF 2 THAT ARE CLOSE TOGETHER NEAR THE COOLER, AND STRAIGHT UP FROM OIL DRAIN PLUG.

-HAVE ADDED DYE TO ENGINE OIL AND CLEANED AREA OFF, AND VERIFIED OIL LEAKING FROM THE THREADED HOLE.

-THE THREADED HOLE DIRECTLY BELOW THE LEAKING ONE HAS A THREADED PLUG WITH A COPPER WASHER.

**** TSS RECOMMENDATION/RESULT:**

-INSTALL THREADED PLUG WITH WASHER INTO LEAKING HOLE IF SAME DIMENSIONS AS HOLE DIRECTLY BELOW.

**** UPDATE 3.5.13 160**

- TECH REPORTS INSTALLED BOLT AND COPPER WASHER TO RESOLVE

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11249721			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11249721	FULL	12	2/27/2013	5/14/13	5/14/13
Text-Incd Desc TL					
COOLANT LEAKING					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
124		Z - TIMOTHY MINZAK		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MM2DC [REDACTED]	B92 SPLASH GUARDS (BLACK; SET OF 4 C03 50 STATE EMISSIONS L92 FLOOR MAT CARPETED (4-PC SET) P02 PLATINUM PREMIUM PACKAGE Z66 ACTIVATION DISCLAIMER	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0003648	006001	25613			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	266416	C	KH3		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	10/31/2012	2/27/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
5148	34	SOUTH CHARLOTTE NISSAN	CHARLOTTE		
Serv Dir TL					
Code	Region	Name	City	State	
5148	34	SOUTH CHARLOTTE NISSAN	CHARLOTTE	NC	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
HOSE/RADIATOR/THERMOSTAT		COOLANT/WATER LEA	IDLE	NORMAL	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	33/60F=0/15C	CONSTANT	ENGINE	2/27/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
06	N	N	2/27/2013		
Code-Reason For Call TL Desc:				Flag-Attachment TL: Y	
NOT IDENTIFIED					
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N	2/27/13	7049536622 CELL	1/1/01	1/1/01	
Text-Solution TL:					
REPLACED RADIATOR					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
- VEHICLE WILL NOT MOVE					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN 2_:					
- VEHICLE TOWED TO THE DEALER WITH CONCERN OF WILL NOT PULL					
- TECH FOUND TRANS COOLER LINE CAME OFF RADIATOR AND ALL THE FLUID					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11249733			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11249733	FULL	7	2/27/2013	3/28/13	3/28/13
Text-Incd Desc TL					
TRANSMISSION COOLER LINE LEAK					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
101		Z - ALLEN WENDELL		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MN0DC [REDACTED]	C03 50 STATE EMISSIONS D32 TEXAS STATE INSPECTION L92 FLOOR MAT CARPETED (4-PC SET) Z66 ACTIVATION DISCLAIMER Z99 PRE-DELIVERY INSPECTION	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	003409	25313			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	245138	C	NAH		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	10/2/2012	2/27/2013	USA		
Dir Refl Last VC					
Code	Region	Name	City	State	
1964	24	BOMMARITO NISSAN INC	HAZELWOOD		
Serv Dir TL					
Code	Region	Name	City	State	
3529	32	MIKE SMITH NISSAN	BEAUMONT	TX	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
CLUTCH/GEAR/GOVERNOR/PUMP &		SHUDDER-AUTOMATIC	ACCEL	NORMAL	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	61/80F=16/27C	CONSTANT	TRANSMISSION	2/27/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
10	N	N	2/27/2013		
Code-Reason For Call TL Desc:				Flag-Attachment TL: N	
NOT IDENTIFIED					
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N	1/1/01	4097209002 TEXT	1/1/01	1/1/01	
Text-Solution TL:					
REPLD CVT, RADIATOR, HOSES & CLAMPS					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
- VEHICLE WON'T GO INTO GEAR WON'T DRIVE.					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN 3__:					
- FOUND THE CVT COOLER LINE AT THE RADIATOR ONLY HAD 1 SPRING CLAMP					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11250072			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11250072	FULL	6	2/28/2013	3/22/13	3/18/13
Text-Incd Desc TL					
A/T COOLER HOSE SEPARATED					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
237		Z - CHRIS O'CONNOR		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MM2DC [REDACTED]	C03 50 STATE EMISSIONS L92 FLOOR MAT CARPETED (4-PC SET) T01 TRAILER TOW PACKAGE Z66 ACTIVATION DISCLAIMER	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	001450	25213			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	237724	C	QAA		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	9/24/2012	2/28/2013	USA		
Dir Refl Last VC					
Code	Region	Name	City	State	
09027	26	ROTHROCK MOTOR SALES, I	ALLENTOWN		
Serv Dir TL					
Code	Region	Name	City	State	
09027	26	ROTHROCK MOTOR SALES, I	ALLENTOWN	PA	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
HOSE/RADIATOR/THERMOSTAT		TRANSMISSION FLUID_	IDLE	NORMAL	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	61/80F=16/27C	CONSTANT	TRANSMISSION	2/28/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
06	N	N	2/28/2013		
Code-Reason For Call TL Desc:				Flag-Attachment TL:	
NOT IDENTIFIED				N	
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N	2/28/13	4847676197 CELL	1/1/01	1/1/01	
Text-Solution TL:					
REPLACED CVT, RADIATOR, COOLER HOSE					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
-TRANSMISSION LOST FLUID, WON'T DRIVE.					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 2_DAYS DOWN _1_:					
- VEHICLE TOWED IN, CVT COOLER HOSE SEPARATED ON PASSENGER SIDE OF					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		FI1250098			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1250098	FULL	7	2/28/2013	5/20/13	5/20/13
Text-Incd Desc TL					
TRANSMISSION SLIPPING P0746					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
177		Z - PHILLIP PAGE		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MM2DC [REDACTED]	C03 50 STATE EMISSIONS L92 FLOOR MAT CARPETED (4-PC SET) Z66 ACTIVATION DISCLAIMER Z99 PRE-DELIVERY INSPECTION	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0007842	018218	25213			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	241198	C	KH3		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	9/27/2012	2/28/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
1964	24	BOMMARITO NISSAN INC	HAZELWOOD		
Serv Dir TL					
Code	Region	Name	City	State	
3776	34	LANDERS NISSAN, LLC	SOUTHAVEN	MS	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
CASE, FITTING, LINE & TORQUE CON		TRANSMISSION FLUID_	OFF	ALL TEMPS	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	33/60F=0/15C	CONSTANT	TRANSMISSION	2/28/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
10	N	N	2/28/2013		
Code-Reason For Call TL Desc:				Flag-Attachment TL: N	
NOT IDENTIFIED					
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N	5/6/13		1/1/01	1/1/01	
Text-Solution TL:					
REPLD CVT, RADIATOR, HOSES & CLAMPS					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
M					
** CUSTOMER COMMENT:					
- TRANSMISSION SEEMS TO SLIP BADLY, DOES NOT MOVE WHEN PUT IN GEAR					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 1					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		FI1250311			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1250311	FULL	7	2/28/2013	3/11/13	3/11/13
Text-Incd Desc TL					
TRANS COOLER HOSE CAME OFF					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
168		Z * MICHAEL ACEVES		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MM7DC [REDACTED]	B92 SPLASH GUARDS (BLACK; SET OF 4 C03 50 STATE EMISSIONS L92 FLOOR MAT CARPETED (4-PC SET) N92 ILLUMINATED KICK PLATES T01 TRAILER TOW PACKAGE Z66 ACTIVATION DISCLAIMER	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	001288	25413			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	256460	C	QAA		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	10/17/2012	2/28/2013	USA		
Dir Refl Last VC					
Code	Region	Name	City	State	
3410	26	QUIRK NISSAN, INC.	QUINCY		
Serv Dir TL					
Code	Region	Name	City	State	
3410	26	QUIRK NISSAN, INC.	QUINCY	MA	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
HOSE/RADIATOR/THERMOSTAT		TRANSMISSION FLUID_	IDLE	ALL TEMPS	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	33/60F=0/15C	CONSTANT	TRANSMISSION	2/28/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
06	N	N	2/28/2013		
Code-Reason For Call TL Desc:				Flag-Attachment TL:	
NOT IDENTIFIED				Y	
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N		5085773083 CELL			
Text-Solution TL:					
REPL TRANS/RAD/HOSE CLAMPS					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
-VEHICLE WILL NOT DRIVE ON HIGHWAY.					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN 1__:					
-THE TRANSMISSION COOLER HOSE CAME OFF THE RADIATOR.					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-THIS HOSE IS THE LONGER HOSE THAT GOES TO THE TRANSMISSION.
-THE HOSE HAS TWO CLAMPS STILL ATTACHED. ONE WIRE CLAMP NEAR HOSE END
AND ONE SPRING CLAMP.

**** TSS RECOMMENDATION/RESULT:**

-REPLACE RADIATOR, COOLER LINES, CLAMPS AND CVT.
**** UPDATE 3.7.13 160**
- TECH REPORTS WAITING FOR CVT, OTHER COMPONENTS HAVE ARRIVED
**** UPDATE 3.11.13 TSS 121**
-REPLACED CVT, RADIATOR, COOLER LINES WITH NEW CLAMPS.
-NO CAL DARA DISC PROVIDED.
-TSS/SCAN QR CODE AND EMAIL WITH SER NUMBER TO TECH LINE.
**** UPDATE 03-11-13 TSS 237**
- FKK2_IP_INF_MY45624 ADDED TO O: DRIVE.
**** UPDATE 3.11.13 TSS 121**
-TSS CONTACTED DEALER FOR FOLLOW UP.
-TSS CONNECTED TO DEALER CIII PLUS, WROTE CAL DATA TO TCM.
-TECH TO TEST DRIVE AND CONFIRM REPAIR.
****UPDATE 03.11.13 TSS 153 EMAIL FROM TECH.**
-REPALCED CVT/RADIATOR/HOSE CLAMPS TO RESOLVE CONCERN.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11251091			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11251091	FULL	7	3/4/2013	4/3/13	4/3/13
Text-Incd Desc TL					
COOLER LINE CAME OFF WILL NOT MOVE					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
172		Z * THOMAS MCBREARTY		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MN4DC [REDACTED]	B92 SPLASH GUARDS (BLACK; SET OF 4 B93 CROSS BARS C03 50 STATE EMISSIONS H92 DUAL DVD ENTERTAINMENT SYSTEM L92 FLOOR MAT CARPETED (4-PC SET) M92 CARGO PACKAGE: REAR CARGO PROT N92 ILLUMINATED KICK PLATES Z66 ACTIVATION DISCLAIMER	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	002265	25713			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	243926	C	QAA		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	10/1/2012	3/4/2013	USA		
Dir Refl Last VC					
Code	Region	Name	City	State	
3943	32	AUTONATION NISSAN KATY	KATY		
Serv Dir TL					
Code	Region	Name	City	State	
3943	32	AUTONATION NISSAN KATY	KATY	TX	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
HOSE/RADIATOR/THERMOSTAT		TRANSMISSION FLUID_	IDLE	NORMAL	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	33/60F=0/15C	CONSTANT	TRANSMISSION	3/4/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
06	N	N	3/4/2013		
Code-Reason For Call TL Desc:				Flag-Attachment TL: N	
NOT IDENTIFIED					
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N	1/1/01		1/1/01	1/1/01	
Text-Solution TL:					
REPLD CVT, RADIATOR, HOSES & CLAMPS					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
-VEHILCE WILL NOT MOVE					
-VAPOR COMING FROM BEHIND VEHICLE					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN _1_:					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-CVT COOLER LINE FELL OFF AND VEHICLE WILL NOT MOVE

-UNSURE HOW MANY CLAMPS WERE PRESENT

-VEHICLE TOWED INTO SHOP

**** TSS RECOMMENDATION/RESULT:**

-REPLACE CVT

-REPLACE COOLER AND LINES SENT COLLECTION FORM

-IF CAL DATA NOT IN NEW CVT SEND PICTURE OF NEW CVTS QR CODE

TO TECH LINE WITH VIN

****UPDATE TSS 165 JI 03/04/12**

-SERVICE DIRECTOR DOUG CALLING TO CONFIRM RECOMMENDATION

-TSS: REPLACE TRANS, RADIATOR, COOLER LINES AND CLAMPS

****UPDATE TSS 165 JI 03/04/13**

-SERVICE DIRECTOR DOUG CALLING TO CONFIRM COOLER IS IN THE RADIATOR

-TSS: CONFIRMED IN COOLER LOCATION

**** UPDATE 3.11.13 160**

- TECH REPORTS WAITING FOR CVT TO ARRIVE, OTHER COMPONENTS HAVE ARRIVED,

TECH TO FOLLOW UP

**** UPDATE 3.20.13 160**

- TECH REPORTS WAITING FOR BACK ORDERED CVT, ETA 4.20.13, >>>>>>>>>>

RADIATOR AND HOSES HAVE ARRIVED, TECH TO FOLLOW UP

**** UPDATE 3.27.13 160**

- OLD TECH GUSTAVO GARCIA, REPORTS NEW TECH ON VEHICLE DONAVAN YAW IS

CURRENTLY WORKING ON VEHICLE, NOTE ALL PARTS HAVE ARRIVED

**** UPDATE 4.3.13 160**

- TECH REPORTS REPLACED CVT, RADIATOR, HOSES AND CLAMPS TO RESOLVE

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		FI1251298			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1251298	MINI	4	3/4/2013	3/5/13	
Text-Incd Desc TL					
NEW CVT DOES NOT HAVE CAL DATA					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
168		Z * MICHAEL ACEVES		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MM3DC [REDACTED]	B92 SPLASH GUARDS (BLACK; SET OF 4 B93 CROSS BARS C03 50 STATE EMISSIONS H92 DUAL DVD ENTERTAINMENT SYSTEM L92 FLOOR MAT CARPETED (4-PC SET) N92 ILLUMINATED KICK PLATES T01 TRAILER TOW PACKAGE Z66 ACTIVATION DISCLAIMER	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	000729	25413			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	242855	C	QAA		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	9/29/2012	3/4/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
NP	2	NP	NP	NP	
Serv Dir TL					
Code	Region	Name	City	State	
08064	26	ACME NISSAN	MONMOUTH JU	NJ	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
AUTOMATIC TRANS		TRANSMISSION FLUID_	NOT IDENTIFIED	NOT IDENTIFIED	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
NOT IDENTIFIED	NOT IDENTIFIED		NOT IDENTIFIED	3/4/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
10	N	N	3/4/2013		
Code-Reason For Call TL Desc:				Flag-Attachment TL: N	
NOT IDENTIFIED					
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N					
Text-Solution TL:					
Code-Status TL Desc: A- PENDING DEALER FOLLOW-UP					
Text-Dealer Followup Comment TL:					
M					
** CUSTOMER COMMENT:					
-TRANSMISSION LEAK.					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 1					
-REPLACED CVT DUE TO COOLER HOSES COMING OFF.					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-NEW CVT DOES NOT HAVE A CD FOR CAL DATA.

-NEW CVT SERIAL NUMBER IS 3WX0C ZZ01627.

**** TSS RECOMMENDATION/RESULT:**

-TAKE A PICTURE OF THE QR CODE AND SEND TO TECH LINE.

**** UPDATE 03-05-13 TSS 237**

- CALLED DEALER BACK, REQUESTED ADDITIONAL CLEAR PHOTO OF QR CODE

- SEND TO TECH LINE.

**** UPDATE 3.5.13 TSS 143**

- FILE ON O DRIVE, SERIAL NUMBER ZZ01627

****UPDATE 03.05.13/137**

-PROVIDED TECHNICIAN WITH THE CAL DATA FILE FOR WRITE PROCEDURE.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		FI1251484			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1251484	FULL	5	3/5/2013	3/19/13	3/19/13
Text-Incd Desc TL					
A/T COOLER HOSE CAME OFF					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
168		Z * MICHAEL ACEVES		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
L50	2013	JX	5N1AL0MM3DC [REDACTED]	C03 50 STATE EMISSIONS F01 DRIVER ASSISTANCE PACKAGE H01 THEATER PACKAGE M92 CARGO PACKAGE N92 ILLUMINATED KICKPLATES P01 PREMIUM PACKAGE S55 LITERATURE KIT Z66 ACTIVATION DISCLAIMER	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	009261	84213	WAG		
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	201191	A	KH3		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	6/16/2012	3/5/2013	USA		
Dir Refl Last VC					
Code	Region	Name	City	State	
70090	92	SACRAMENTO INFINITI, INC.	ROSEVILLE		
Serv Dir TL					
Code	Region	Name	City	State	
70490	92	INFINITI OF RENO	RENO	NV	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
CASE, FITTING, LINE & TORQUE CON		OIL/FLD/GREASE LEAK	OFF	ALL TEMPS	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	33/60F=0/15C	CONSTANT	TRANSMISSION	3/5/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
10	N	N	3/5/2013		
Code-Reason For Call TL Desc:				Flag-Attachment TL: N	
NOT IDENTIFIED					
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N	1/1/01	DEALER #	1/1/01	1/1/01	
Text-Solution TL:					
REPLD CVT, RADIATOR, HOSES & CLAMPS					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
-VEHICLE TOWED IN TRANSMISSION WILL NOT GO INTO GEAR LOSS OF FLUID.					
-THIS HAPPENED DRIVING ON THE FREEWAY.					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN 2__:					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-FOUND ONE OF THE A/T COOLER HOSES CAME OFF THE RADIATOR.
-THE HOSE THAT CAME OFF THE RADIATOR WAS NEAR PASSENGER SIDE.
-THERE WAS ONE SPRING CLAMP STILL ATTACHED TO THE HOSE.
-THERE WAS ONE SPRING CLAMP STILL ATTACHED TO THE HOSE.

**** TSS RECOMMENDATION/RESULT:**

-REPLACE RADIATOR, COOLER HOSES, CLAMPS AND CVT.

**** UPDATE 3.12.13 160**

- TECH REPORTS WAITING FOR PARTS, TECH TO FOLLOW UP

**** UPDATE 3.19.13 160**

- SA REPORTS REPLACED CVT,RADIATOR, HOSES AND CLAMPS TO RESOLVE

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		FI1251505			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1251505	FULL	2	3/5/2013	3/12/13	3/12/13
Text-Incd Desc TL					
TRANS COOLER HOSE CAME OFF					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
135		Z - JASON BEAGLE		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MNXDC [REDACTED]	B92 SPLASH GUARDS (BLACK; SET OF 4 B93 CROSS BARS C03 50 STATE EMISSIONS L92 FLOOR MAT CARPETED (4-PC SET) M92 CARGO PACKAGE: REAR CARGO PROT N92 ILLUMINATED KICK PLATES P02 PLATINUM PREMIUM PACKAGE Z66 ACTIVATION DISCLAIMER	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	002089	25713			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	243443	C	NAH		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	10/1/2012	3/5/2013	USA		
Dir Refl Last VC					
Code	Region	Name	City	State	
5034	32	ERIC HILL NISSAN	NEW ORLEANS		
Serv Dir TL					
Code	Region	Name	City	State	
5034	32	ERIC HILL NISSAN	NEW ORLEANS	LA	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
HOSE/RADIATOR/THERMOSTAT		TRANSMISSION FLUID_	IDLE	ALL TEMPS	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
HUMID	81/99F=27/38C	CONSTANT	TRANSMISSION	3/5/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
06	N	N	3/5/2013		
Code-Reason For Call TL Desc:				Flag-Attachment TL:	
NOT IDENTIFIED				N	
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N					
Text-Solution TL:					
REPLACED HOSE AND 2 CLAMPS					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
-CAR STARTS BUT WONT MOVE.					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN _2_:					
-CAR STARTS BUT WONT MOVE.					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-TRANS COOLER HOSE CAME OFF BETWEEN RADIATOR COOLER TO OIL COOLER,
(PASSENGER SIDE OF THE RADIATOR).

-HOSE HAD ONLY 1 CLAMP.

-PRODUCTION DATE IS BEFORE COUNTERMEASURE.

**** TSS RECOMMENDATION/RESULT:**

-REPLACE TRANS COOLER HOSE.

-USE 2 CLAMPS.

-REPLACE RADIATOR.

-REPLACE CVT UNIT.

**** UPDATE 3.12.13 160**

- SM DERRY REPORTS REPLACED COOLER HOSE AND 2 CLAMPS TO RESOLVE, NOTE
WARRANTY ADVISE SM TO USE THEIR OWN DISCRESSION ON REPLACING CVT AND
RADIATOR

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		FI1251655				
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL	
FI1251655	FULL	3	3/5/2013	3/19/13	3/19/13	
Text-Incd Desc TL						
COOLER LINE SEPERATION						
Code-TSS1 TL		Code-TSS1 TL Name			Name-Caller TL	
128		Z - DAVID BLUNKALL			[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options		
R52	2013	PTH	5N1AR2MM3DC [REDACTED]	C03 50 STATE EMISSIONS L92 FLOOR MAT CARPETED (4-PC SET)		
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL			
0000000	002161	25013				
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC			
VQ35	240512	C	QAA			
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL			
Smyrna (NMM)	9/27/2012	3/5/2013	USA			
Dir Retl Last VC						
Code	Region	Name	City	State		
5370	26	KELLY NISSAN OF WOBURN	WOBURN			
Serv Dir TL						
Code	Region	Name	City	State		
5374	26	AUTOFAIR NISSAN/TEWKSBU	TEWKSBURY	MA		
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc		
HOSE/RADIATOR/THERMOSTAT		TRANSMISSION FLUID_	IDLE	ALL TEMPS		
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL		
DRY	33/60F=0/15C	INTERMITTENT	TRANSMISSION	3/5/2013		
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL		
06	N	N	3/5/2013			
Code-Reason For Call TL Desc:				Flag-Attachment TL:		
NOT IDENTIFIED				N		
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL		
N	1/1/01		1/1/01	1/1/01		
Text-Solution TL:						
REPLD CVT, RADIATOR, HOSES & CLAMPS						
Code-Status TL Desc:						
F- CLOSED (RESOLVED)						
Text-Dealer Followup Comment TL:						
F						
** CUSTOMER COMMENT:						
- TRANS FLUID LEAK						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 2_DAYS DOWN __1:						
- VEHICLE LOST POWER WHEN DRIVING						
- CUST STATES VEHICLE LEAKING TRANS FLUID						

TECH LINE INCIDENT REPORT - CONFIDENTIAL

- LAST VISIT FOUND COOLER LINE SEPERATED
- REPALCED CVT AND RECONNECTED COOLER LINE
- VEHICLE HAS RETUREND SAME CONCERN
- CALLED FOR INFORMATION

**** TSS RECOMMENDATION/RESULT:**

- REPLACE RADIATOR AND LINE FOR COLLECTION
- REPALCE CVT

**** UPDATE 3.12.13 160**

- TECH REPORTS REPLACED CVT, RADIATOR AND HOSE, WAITING FOR HOSE CLAMPS

TO ARRIVE, TECH TO FOLLOW UP

**** UPDATE 3.19.13 160**

- SF REPORTS INSTALLED DOUBLE HOSE CLAMPS TO FINISH UP AND RESOLVE

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11251928			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11251928	FULL	9	3/6/2013	3/27/13	3/27/13
Text-Incd Desc TL					
ENGINE QUILTS/LACKS POWER					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
168		Z * MICHAEL ACEVES		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
L50	2013	JX	5N1AL0MM0D [REDACTED]	C03 50 STATE EMISSIONS F01 DRIVER ASSISTANCE PACKAGE H01 THEATER PACKAGE N92 ILLUMINATED KICKPLATES P01 PREMIUM PACKAGE S55 LITERATURE KIT Z66 ACTIVATION DISCLAIMER	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	013889	84213	WAG		
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	213663	A	KH3		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	7/25/2012	3/6/2013	USA		
Dir Refl Last VC					
Code	Region	Name	City	State	
NI	1	NI	NI	NI	
Serv Dir TL					
Code	Region	Name	City	State	
71531	72	AIRPORT INFINITI	CLEVELAND	OH	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
CASE, FITTING, LINE & TORQUE CON		NO SHIFT (A/T & M/T)	IDLE	ALL TEMPS	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	33/60F=0/15C	CONSTANT	TRANSMISSION	3/6/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
10	N	N	3/6/2013		
Code-Reason For Call TL Desc:				Flag-Attachment TL: N	
NOT IDENTIFIED					
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
Y	3/27/13	DEALER #	1/1/01	1/1/01	
Text-Solution TL: UNRESOLVED, PENDING PARTS ARRIVAL					
Code-Status TL Desc: F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
M					
** CUSTOMER COMMENT:					
-STARTS OK BUT WHEN PUT INTO GEAR TO GO GETS PRONOUNCED HESITATION.					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 3					
-ENGINE QUILTS RUNNING WHEN COLD.					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-AFTER THE ENGINE WARMS UP THE VEHICLE LACKS POWER ON ACCELERATION.
-A/T CODES P0746 PRS CNT SOL/A FCTN, P0868 SEC/PRESS DOWN.
-ICC CODES C1A07 CVT CIRCUIT, C1A16 RADAR STAIN, B2562 LOW VOLTAGE
-BCM CODE U1000 CAN COMM CIRCUIT.
-FLUID LEVEL AND CONDITION IS OK.
-HE ALSO NOTED ALL THE CVT COOLER HOSES ARE PUSHED BACKWARD ON THE FITTING BUT THE SPRING CLAMP IS RESTING ON THE LINE FITTING HUMP.

**** TSS RECOMMENDATION/RESULT:**

-REPLACE THE CVT.
-SENT EMAIL HEADS UP TO ENGINEER CP, STSS TT AND JH.
****UPDATE MINI TO FULL REPORT 3-6-13 TSS 168**
-ENGINEER CONTACTED DEALER TO HAVE THEM ORDER A COOLER HOSE.
**** UPDATE TSS 176 03-13-13**
- PARTS HAVE NOT ARRIVED AT DEALER
**** UPDATE 3.20.13 160**
- TECH REPORTS CVT,RADIATOR HAVE ARRIVED, WAITING FOR BACK ORDERED HOSES
TECH TO FOLLOW UP
**** UPDATE 3.27.13 160**
- TECH REPORTS WAITING FOR BACK ORDERED HOSES, NO ETA
***** HEADS UP DUE TO PARTS AVAILABILITY**

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		FI1253253			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1253253	FULL	3	3/11/2013	4/1/13	4/1/13
Text-Incd Desc TL					
VEHICLE STOPPED MOVE FLUID LEAKING					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
186		Z * DAVE SATTLER		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MM2DC [REDACTED]	B92 SPLASH GUARDS (BLACK; SET OF 4 B93 CROSS BARS C03 50 STATE EMISSIONS L92 FLOOR MAT CARPETED (4-PC SET) N92 ILLUMINATED KICK PLATES Z66 ACTIVATION DISCLAIMER	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	003151	25413			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	245052	C	CAL		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	10/2/2012	3/11/2013	USA		
Dir Refl Last VC					
Code	Region	Name	City	State	
3842	32	WOODHOUSE NISSAN, INC.	BELLEVUE		
Serv Dir TL					
Code	Region	Name	City	State	
5125	32	TEXAS NISSAN OF GRAPEVIN	GRAPEVINE	TX	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
CLUTCH/GEAR/GOVERNOR/PUMP &		NO SHIFT (A/T & M/T)	IDLE	ALL TEMPS	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	61/80F=16/27C	CONSTANT	TRANSMISSION	3/11/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
10	N	N	3/11/2013		
Code-Reason For Call TL Desc:				Flag-Attachment TL: N	
NOT IDENTIFIED					
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N	1/1/01		1/1/01	1/1/01	
Text-Solution TL:					
REPLD CVT, RADIATOR, HOSES & CLAMPS					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
-VEHICLE TOWMED IN VEHICLE STOPPED MOVING AND IS LEAKING FLUID.					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN _1_:					
-INSPECTED VEHICLE FOR NOT MOVING BY INSPECTING VEHICLE.					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-FOUND VEHICLE WILL NOT MOVE IN GEAR.

-INSPECTED AND FOUND DPASS SIDE COOLER LINE OFF OF RADIATOR,.

-1 CLAMP IS ON LINE AND APPEARS TO BE RELEASED BUT POPPED OFF.

**** TSS RECOMMENDATION/RESULT:**

-REPLACE CVT ASSY, COOLER LINE WITH 2 CLAMPS AND RADIATOR ASSY.

**** UPDATE 3.18.13 160**

- TECH REPORTS WAITING FOR BACK ORDERED CVT, ETA LATER THIS WEEK, HOSES AND RADIATOR HAVE ARRIVED, TECH TO FOLLOW UP

**** UPDATE 3.25.13 160**

- TECH REPORTS CVT HAS ARRIVED, WILL BEGIN REPAIRS TOMORROW AND FOLLOW UP WHEN REPAIRS ARE COMPLETED

**** UPDATE 4.1.13 160**

- SA REPORTS REPLACED CVT, RADIATOR, HOSES AND CLAMPS TO RESOLVE

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		FI1253260			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1253260	FULL	4	3/11/2013	3/19/13	3/19/13
Text-Incd Desc TL					
COOLER LINE TO RADIATOR CAME OFF					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
135		Z - JASON BEAGLE		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MM1DC [REDACTED]	B92 SPLASH GUARDS (BLACK; SET OF 4) B93 CROSS BARS C03 50 STATE EMISSIONS L92 FLOOR MAT CARPETED (4-PC SET) N92 ILLUMINATED KICK PLATES Z66 ACTIVATION DISCLAIMER	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	000829	25213			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	240637	C	K23		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	10/3/2012	3/11/2013	USA		
Dir Refl Last VC					
Code	Region	Name	City	State	
5360	26	FUCCILLO NISSAN	LIVERPOOL		
Serv Dir TL					
Code	Region	Name	City	State	
5360	26	FUCCILLO NISSAN	LIVERPOOL	NY	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
HOSE/RADIATOR/THERMOSTAT		TRANSMISSION FLUID_	IDLE	ALL TEMPS	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
HUMID	81/99F=27/38C	CONSTANT	TRANSMISSION	3/11/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
06	N	N	3/11/2013		
Code-Reason For Call TL Desc:				Flag-Attachment TL: Y	
NOT IDENTIFIED					
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N	1/1/01	315-436-0260TCH	1/1/01	1/1/01	
Text-Solution TL:					
REPLACED RADIATOR/COOLER HOSE/CVT					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
-TOWED TO SHOP, TRANSMISSION FLUID LEAKING UNDER TRUCK.					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN _1_:					
-TRANS COOLER HOSE CAME OFF OF RADIATOR COOLER (RIGHT SIDE)					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11253671			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11253671	FULL	6	3/12/2013	3/18/13	3/18/13
Text-Incd Desc TL					
RADIATOR LEAK AT CVT COOLER					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
177		Z - PHILLIP PAGE		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
L50	2013	JX	5N1AL0MM7DC [REDACTED]	C03 50 STATE EMISSIONS F01 DRIVER ASSISTANCE PACKAGE H01 THEATER PACKAGE M92 CARGO PACKAGE N92 ILLUMINATED KICKPLATES P01 PREMIUM PACKAGE S55 LITERATURE KIT Z66 ACTIVATION DISCLAIMER	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	005633	84213	WAG		
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	243594	A	K50		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	10/1/2012	3/12/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
70530	72	INFINITI OF ANN ARBOR	ANN ARBOR		
Serv Dir TL					
Code	Region	Name	City	State	
70530	72	INFINITI OF ANN ARBOR	ANN ARBOR	MI	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
HOSE/RADIATOR/THERMOSTAT		TRANSMISSION FLUID_	IDLE	NORMAL	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	33/60F=0/15C	CONSTANT	TRANSMISSION	3/12/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
06	N	N	3/12/2013		
Code-Reason For Call TL Desc:				Flag-Attachment TL:	
NOT IDENTIFIED				N	
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N	1/1/01		1/1/01	1/1/01	
Text-Solution TL:					
REPLACED CVT					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
- VEHICLE WILL NOT MOVE AND THERE IS FLUID LEAKING UNDER THE VEHICLE					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN 5__:					
- TECH FOUND FLUID LEAKING AT THE CVT COOLER HOSES AT THE RADIATOR					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

- PER NISSAN, TECH INSTALLED THE HOSE AND INSTALLED A NEW CLAMP
- FLUID IS FULL AND CLEAN
- ON TEST DRIVE, TECH NOTICED A WHINING NOISE FROM THE CVT AND A SHUDDER
ON ACCELERATION

**** TSS RECOMMENDATION/RESULT:**

- REPLACE CVT DUE TO FLUID LOSS AND WRITE CAL DATA TO THE TCM

**** UPDATE 3.15.13 TSS 143**

- REPLACED CVT ASSY
- NO CAL DISC
- TECH TO SEND QR PHOTO TO CREATE CAL FILE

**** UPDATE 03-18-13 TSS 237**

- CALLED DEALER BACK
- CONFIRMED TCM INITIALIZED PER ESM.
- ADVISED NO CAL FILE REQUIRED FOR MY13 JX35
- TECH HAS COMPLETED REPAIR, AND IS TO TEST DRIVE.

**** UPDATE 03-18-13 TSS 237**

- CALLED DEALER BACK PER FQI C.P.
- LEAK AT PASSENGER SIDE COOLER HOSE. ENGINEERING INSPECTED VEHICLE.
- 2ND CLAMP ADDED TO ORIGINAL HOSE, HOSE OR RADIATOR NOT REPLACED.
- CLOSED REPORT.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11253725			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11253725	FULL	7	3/12/2013	4/22/13	4/22/13
Text-Incd Desc TL					
CVT FLUID LEAK/WILL NOT MOVE					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
172		Z * THOMAS MCBREARTY		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MN4DC [REDACTED]	B92 SPLASH GUARDS (BLACK; SET OF 4 B93 CROSS BARS C03 50 STATE EMISSIONS H92 DUAL DVD ENTERTAINMENT SYSTEM L92 FLOOR MAT CARPETED (4-PC SET) M92 CARGO PACKAGE: REAR CARGO PROT N92 ILLUMINATED KICK PLATES Z66 ACTIVATION DISCLAIMER	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	001011	25513			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	242731	C	K23		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	9/29/2012	3/12/2013	USA		
Dir Refl Last VC					
Code	Region	Name	City	State	
872A	32	AUTONATION NISSAN DALLA	FARMERS BRANC		
Serv Dir TL					
Code	Region	Name	City	State	
2497	32	SAN MARCOS NISSAN	SAN MARCOS	TX	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
HOSE/RADIATOR/THERMOSTAT		TRANSMISSION FLUID_	IDLE	NORMAL	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	33/60F=0/15C	CONSTANT	TRANSMISSION	3/12/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
10	N	N	3/12/2013		
Code-Reason For Call TL Desc:				Flag-Attachment TL: Y	
NOT PROVIDED					
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N	4/1/13	5123954270 CELL	1/1/01	1/1/01	
Text-Solution TL:					
REPLACED CVT ASSY					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
-VEHICLE WILL NOT MOVE					
-FLUID LEAKING UNDER CAR					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN _1_:					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		FI1253897			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1253897	FULL	15	3/12/2013	4/26/13	4/15/13
Text-Incd Desc TL					
TRANS COOLER LINE SEPERATED					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
128		Z - DAVID BLUNKALL		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MM9DC [REDACTED]	B92 SPLASH GUARDS (BLACK; SET OF 4) B93 CROSS BARS C03 50 STATE EMISSIONS H92 DUAL DVD ENTERTAINMENT SYSTEM L92 FLOOR MAT CARPETED (4-PC SET) M92 CARGO PACKAGE: REAR CARGO PROT N92 ILLUMINATED KICK PLATES Z66 ACTIVATION DISCLAIMER	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	001544	25613			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	242822	C	KH3		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	9/29/2012	3/12/2013	USA		
Dir Refl Last VC					
Code	Region	Name	City	State	
2936	26	CONCORDVILLE NISSAN	CONCORDVILLE		
Serv Dir TL					
Code	Region	Name	City	State	
2936	26	CONCORDVILLE NISSAN	CONCORDVILLE	PA	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
HOSE/RADIATOR/THERMOSTAT		TRANSMISSION FLUID_	IDLE	ALL TEMPS	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	33/60F=0/15C	INTERMITTENT	TRANSMISSION	3/12/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
06	N	N	3/12/2013	L2	
Code-Reason For Call TL Desc:				Flag-Attachment TL:	
NOT IDENTIFIED				N	
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N	1/1/01		1/1/01	1/1/01	
Text-Solution TL:					
UNRESOLVED, PENDING FOLLOW UP					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
M					
** CUSTOMER COMMENT:					
- FLUID LEAK FROM VEHICLE					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS _1 DAYS DOWN _1					
- VEHICLE TOWED IN WITH FLUID LEAK					
- FOUND TRANS COOLER LINE SEPERATED AT RADIATOR					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

- VEHICLE WAS DRIVING DURING CONCERN

- P0776 PRS CNT SOL/B FCTN (L2)

- TOLD TO CALL

**** TSS RECOMMENDATION/RESULT:**

- REPLACE RADIATOR AND HOSE

- REPALCE CVT

**** UPDATE 3.19.13 160**

- TECH REPORTS WAITING FOR CVT, ETA 3.21.13, RADIATOR, HOSES AND CLAMPS

HAVE ARRIVED

**** UPDATE 3.26.13 160**

- SA REPORTS CVT HAS ARRIVED, TECH TO FOLLOW UP

****UPDATE 104 DAP 04/01/13**

- TECH REPORTS NEW RADIATOR IS CRACKED.

- REORDER AND REPLACE RADIATOR.

**** UPDATE 4.8.13 160**

- TECH REPORTS REPLACED RADIATOR 2ND TIME, TECH IS SENDING QR CODE FOR

TCM UPDATE

**** UPDATE 4.15.13 160**

- TECH REPORTS SA MAY HAVE REMOVED QR LABEL FROM CVT AND IS ON VACATION,

- ADVISED TECH TO RECHECK CVT FOR LABEL AND RESEND QR CODE IF POSSIBLE,

CLOSED PENDING

**** UPDATE 4.25.13 TSS 143**

- FILE ON O DRIVE SERIAL NUMBER MY50173

- CALLED DEALER TO LOAD CAL DATA

- TECH NOT AVAIL

- TSS TO FOLLOW UP

**** UPDATE 4.25.13 TSS 143**

- TECH NOT AVAIL

- TSS TO FOLLOW UP 4/26

**** UPDATE 4.26.13 TSS 143**

- TECH STATED VEH BOUGHT BACK, VEH NOT AT DEALER

- CAL DATA NOT LOADED

- FILE REMAINS ON O DRIVE

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		FI1254581			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1254581	FULL	7	3/14/2013	3/29/13	3/29/13
Text-Incd Desc TL					
COOLER LINE LEAK					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
124		Z - TIMOTHY MINZAK		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MM6DC [REDACTED]	B92 SPLASH GUARDS (BLACK; SET OF 4 B93 CROSS BARS C03 50 STATE EMISSIONS L92 FLOOR MAT CARPETED (4-PC SET) N92 ILLUMINATED KICK PLATES T01 TRAILER TOW PACKAGE Z66 ACTIVATION DISCLAIMER	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	001065	25413			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	245498	C	KH3		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	10/3/2012	3/14/2013	USA		
Dir Refl Last VC					
Code	Region	Name	City	State	
2888	24	GLENDALE NISSAN, INC.	GLENDALE HEIG		
Serv Dir TL					
Code	Region	Name	City	State	
2888	24	GLENDALE NISSAN, INC.	GLENDALE HEIG	IL	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
HOSE/RADIATOR/THERMOSTAT		TRANSMISSION FLUID_	OFF	ALL TEMPS	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	33/60F=0/15C	CONSTANT	TRANSMISSION	3/14/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
06	N	N	3/14/2013		
Code-Reason For Call TL Desc:				Flag-Attachment TL:	
NOT IDENTIFIED				N	
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N	3/21/13	N/A	1/1/01	1/1/01	
Text-Solution TL:					
REPLACED CVT, AND COOLER					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
CONFIRMED REPAIRS NEEDED					
F					
** CUSTOMER COMMENT:					
-FLUID LEAK.					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN 7__:					
-BROUGHT IN COOLER LINE DISCONNECTED, NO TRANS FLUID.					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	F11254797				
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11254797	FULL	4	3/14/2013	3/28/13	3/28/13
Text-Incd Desc TL					
VEHICLE WILL NOT MOVE					
Code-TSS1 TL	Code-TSS1 TL Name			Name-Caller TL	
186	Z * DAVE SATTLER			[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MN1D [REDACTED]	B92 SPLASH GUARDS (BLACK; SET OF 4 C03 50 STATE EMISSIONS L92 FLOOR MAT CARPETED (4-PC SET) P01 SL PREMIUM PACKAGE Z66 ACTIVATION DISCLAIMER	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	004600	25513			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	240113	C	RBG		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	9/29/2012	3/14/2013	USA		
Dir Refl Last VC					
Code	Region	Name	City	State	
5125	32	TEXAS NISSAN OF GRAPEVIN	GRAPEVINE		
Serv Dir TL					
Code	Region	Name	City	State	
5125	32	TEXAS NISSAN OF GRAPEVIN	GRAPEVINE	TX	
Code-Component TL Desc	Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc		
CLUTCH/GEAR/GOVERNOR/PUMP &	SLIPPING CLUTCHES	ACCEL	ALL TEMPS		
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	61/80F=16/27C	CONSTANT	TRANSMISSION	3/14/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
10	N	N	3/14/2013		
Code-Reason For Call TL Desc:	NOT IDENTIFIED				Flag-Attachment TL: N
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
Y	3/28/13		1/1/01	1/1/01	
Text-Solution TL:	UNRESOLVED, PENDING PARTS ARRIVAL				
Code-Status TL Desc:	F- CLOSED (RESOLVED)				
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
-VEHICLE TOWED IN WILL NOT MOVE IN GEAR FLUID LEAKING					
.					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN 1__:					
-INSOPECTED VEHICLE OPERATION BY SRTARTING AND OPERATING.					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-VEHICLE WILL NOT MOVE WHEN IN GEAR.

-0FLUID LEAKING UNDER VEHICLE.

-INSPECTED AND FOUND COOLER LINE OF AT RADIATOR OMN RIGHT SIDE FOR
COOLER.

-1 CLAMP IS ON LINE AND HAS BEEN RELEASED.

** TSS RECOMMENDATION/RESULT:

-REPLACE CVT ASSY DUE TO RUNNING OUT OF FLUID.

-REPLACE RADIATOR ASSY AND INCIDENT COOLER LINE.

****UPDATE 03-14-13 TSS 186.

-SENT HEADS UP TO REGION DUE TO LOW MILES.

** UPDATE 3.21.13 160

- TECH REPORTS WAITING FOR BACK ORDERED CVT, ETA MAY, RADIATOR, HOSES
AND CLAMPS HAVE ARRIVED

** UPDATE 3.28.13 160

- SM REPORTS WAITING FOR BACK ORDERED CVT, ETA 4.16.13, CC, STP

*** HEADS UP DUE TO PARTS AVAILABILITY

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11254919				
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL	
F11254919	FULL	6	3/14/2013	3/26/13	3/26/13	
Text-Incd Desc TL						
VEHICLE STOPPED WHILE DRIVING						
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL		
186		Z * DAVE SATTLER		[REDACTED]		
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options		
R52	2013	PTH	5N1AR2MM1DC [REDACTED]	C03 50 STATE EMISSIONS L92 FLOOR MAT CARPETED (4-PC SET) T01 TRAILER TOW PACKAGE Z66 ACTIVATION DISCLAIMER		
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL			
0000000	001269	25213				
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC			
VQ35	244815	C	K50			
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL			
Smyrna (NMM)	10/2/2012	3/14/2013	USA			
Dir Retl Last VC						
Code	Region	Name	City	State		
NP	2	NP	NP	NP		
Serv Dir TL						
Code	Region	Name	City	State		
1898	26	DCH FREEHOLD NISSAN	FREEHOLD	NJ		
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc		
CLUTCH/GEAR/GOVERNOR/PUMP &		ENGINE STALL	IDLE	ALL TEMPS		
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL		
DRY	33/60F=0/15C	CONSTANT	TRANSMISSION	3/14/2013		
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL		
10	N	N	3/14/2013			
Code-Reason For Call TL Desc:				Flag-Attachment TL: N		
NOT IDENTIFIED						
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL		
N	1/1/01		1/1/01	1/1/01		
Text-Solution TL:						
REPLACED CVT/RADIATOR/COOLER LINE						
Code-Status TL Desc:						
F- CLOSED (RESOLVED)						
Text-Dealer Followup Comment TL:						
F						
** CUSTOMER COMMENT:						
-VEHICLE STOPPED WHILE DRIVING						
.						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN _1_:						
-ENGINE STARTS AND OPERATES OK CVT FLUID LEAKING FROM COOLER LINE./						

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-RIGHT COOLER LINE CAME OFF RADIATOR NIPPLE
-DTC N.F. AND FQI R.H. REC REPALCED CVT AND
-SERVICE MAGER ASKED TECH TO CALL AND GET TECH LINE REPORT GOING.

**** TSS RECOMMENDATION/RESULT:**

-REPLACED CVT RADIATOR ASSY AND COOLER LINE.

**** UPDATE 3.21.13 160**

- TECH REPORTS WAITING FOR CVT AND RADIATOR TO ARRIVE

**** UPDATE 3.26.13 TSS 143**

- PHOTO RECIEVED WAS NOT STRAIGHT ON, UNABLE TO SCAN

- TECH WILL SEND A SCANABLE ON PHOTO

****UPDATE 3.26.13 TSS 143**

- FILE ON O DRIVE, SERIAL NUMBER ZY07160

- PERFORMED TECH LINK

- FILE LOADED

- REPLACED CVT, RADIATOR, COOLER LINE TO RESOLVE

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11256827			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11256827	FULL	4	3/20/2013	3/27/13	3/27/13
Text-Incd Desc TL					
COOLER HOSE LEAKING					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
166		Z - ALEX KNEPPER		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
L50	2013	JX	5N1AL0MM8DC [REDACTED]	B10 ROOF RAILS B94 CROSS BARS C03 50 STATE EMISSIONS H01 THEATER PACKAGE K01 DELUXE TOURING PACKAGE M92 CARGO PACKAGE N92 ILLUMINATED KICKPLATES P01 PREMIUM PACKAGE S55 LITERATURE KIT Z66 ACTIVATION DISCLAIMER	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	000101	84213	WAG		
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	267451	A	K50		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	11/1/2012	3/20/2013	USA		
Dir Refl Last VC					
Code	Region	Name	City	State	
70221	72	PEPE INFINITI, INC.	WHITE PLAINS		
Serv Dir TL					
Code	Region	Name	City	State	
70221	72	PEPE INFINITI, INC.	WHITE PLAINS	NY	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
HOSE/RADIATOR/THERMOSTAT		TRANSMISSION FLUID_	IDLE	ALL TEMPS	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	33/60F=0/15C	CONSTANT	TRANSMISSION	3/20/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
06	N	N	3/20/2013		
Code-Reason For Call TL Desc:				Flag-Attachment TL:	
NOT IDENTIFIED				N	
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N	3/20/13		1/1/01	1/1/01	
Text-Solution TL:					
REPLACED CVT, AUX COOLER & CLAMPS					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
-FLUID ON GROUND, VEHICLE DOES NOT DRIVE					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN _7_:					
-VERIFIED, COOLER LINE CAME OFF AT ATOC AT POINT #1					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-HAD 2 CLAMPS INSTALLED, BUT 1 WAS LOOSE
-CLAMP IN LOCATION #2 WAS ALSO LOOSE
-ALL FLUID WAS SPILLED, AND VEHICLE WILL NOT MOVE IN GEAR

**** TSS RECOMMENDATION/RESULT:**

-REPLACE AUXILLARY COOLER, COOLER HOSE AND CVT
-SENT OUT HEADS UP DUE TO MILEAGE

**** UPDATE 3.27.13 160**

- TECH REPORTS REPLACED CVT, AUX COOLER AND CLAMPS TO RESOLVE, NOTE
TSM D.S. ADVISED BECAUSE OF BACK ORDERED COOLER HOSE, FLUSH OUT COOLER
HOSE AND REUSE

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		FI1257169			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1257169	FULL	4	3/21/2013	4/11/13	4/11/13
Text-Incd Desc TL					
VEHICLE WILL NOT MOVE					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
124		Z - TIMOTHY MINZAK		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
L50	2013	JX	5N1AL0MM2DC [REDACTED]	B10 ROOF RAILS C03 50 STATE EMISSIONS F01 DRIVER ASSISTANCE PACKAGE H01 THEATER PACKAGE N92 ILLUMINATED KICKPLATES P01 PREMIUM PACKAGE S55 LITERATURE KIT Z66 ACTIVATION DISCLAIMER	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	007270	84213	WAG		
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	244139	A	KH3		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	10/1/2012	3/21/2013	USA		
Dir Refl Last VC					
Code	Region	Name	City	State	
70534	72	HERB CHAMBERS INFINITI	WESTBOROUGH		
Serv Dir TL					
Code	Region	Name	City	State	
70534	72	HERB CHAMBERS INFINITI	WESTBOROUGH	MA	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
HOSE/RADIATOR/THERMOSTAT		TRANSMISSION FLUID_	IDLE	NORMAL	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	33/60F=0/15C	CONSTANT	TRANSMISSION	3/21/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
06	N	N	3/21/2013		
Code-Reason For Call TL Desc:				Flag-Attachment TL: N	
NOT IDENTIFIED					
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N	1/1/01	CELL 7746411971	1/1/01	1/1/01	
Text-Solution TL:					
REPLACED RADIATOR, LINES, CVT					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
- VEHICLE WILL NOT PULL, OIL LEAKING UNDER VEHICLE					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN _1_:					
- TECH CONFIRMED THE CVT COOLER LINE CAME OFF RADIATOR LEAKING OUT ALL THE CVT FLUID					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

- VEHICLE ONLY HAD ONE CLAMP ON HOSE

** TSS RECOMMENDATION/RESULT:

- ADVISED TECH TO REPLACE RADIATOR, COOLER LINE WITH CLAMPS AND ADD
SECOND CLAP TO HOSE

- REPLACE CVT

** UPDATE TSS 124 3/22/13

- RECIEVED EMAIL FROM L.C

- DEALER TO INSTALL 1 FACTORY-TYPE CLAMP (SPRING) AND 1 WORM-TYPE CLAMP
(PRING) AND 1 WORM-TYPE CLAMP (SCREW-ON) TO BE INSTALLED TO THE
COOLER HOSE SIDE THAT DISCONNECTED FROM THE RADIATOR

** UPDATE 3.29.13 160

- TECH REPORTS CURRENTLY WORKING ON VEHICLE, TECH TO FOLLOW UP

** UPDATE TSS 176 04-04-13

- TECHNICIAN CURRENTLY WORKING ON VEHICLE

** UPDATE TSS 176 04-11-13

- REPLACED RADIATOR, COOLER LINES, CVT TO RESOLVE CONCERN

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	F11257475				
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11257475	FULL	1	3/22/2013	3/22/13	3/22/13
Text-Incd Desc TL					
CVT COOLER LINE DETACHED					
Code-TSS1 TL	Code-TSS1 TL Name			Name-Caller TL	
237	Z - CHRIS O'CONNOR			[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MM5DC [REDACTED]	B92 SPLASH GUARDS (BLACK; SET OF 4)	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL	B93 CROSS BARS	
0000000	000628	25413		C03 50 STATE EMISSIONS	
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC	L92 FLOOR MAT CARPETED (4-PC SET)	
VQ35	245027	C	CAL	N92 ILLUMINATED KICK PLATES	
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL	P01 SL PREMIUM PACKAGE	
Smyrna (NMM)	10/2/2012	3/22/2013	USA	Z66 ACTIVATION DISCLAIMER	
Dir Refl Last VC					
Code	Region	Name	City	State	
3722	26	NISSAN CITY/PORT CHESTER	PORT CHESTER		
Serv Dir TL					
Code	Region	Name	City	State	
3722	26	NISSAN CITY/PORT CHESTER	PORT CHESTER	NY	
Code-Component TL Desc	Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc		
HOSE/RADIATOR/THERMOSTAT	TRANSMISSION FLUID_	OFF	NORMAL		
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	61/80F=16/27C	CONSTANT	TRANSMISSION	3/22/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
06	N	N	3/22/2013		
Code-Reason For Call TL Desc:	NOT IDENTIFIED				Flag-Attachment TL: N
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N	1/1/01		1/1/01	1/1/01	
Text-Solution TL:	CLOSED PENDING DEALER FOLLOW UP				
Code-Status TL Desc:	F- CLOSED (RESOLVED)				
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
- CS TOWED IN, FOR NO MOVEMENT.					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y_ REPAIR ATTEMPTS 1__DAYS DOWN _2__:					
- VEHICLE NO LONGER AT DEALER.					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

- COOLER LINE SEPARATED ON RIGHT SIDE (PASSENGER SIDE) OF RADIATOR.
- REATTACHED LINE, ADDED 2ND CLAMP.
- REFILLED CVT, TEST DROVE 20 MILES.
- NO PERFORMANCE CONCERNS DUPLICATED.
- ADVISED TO CONTACT TECH LINE.

**** TSS RECOMMENDATION/RESULT:**

- REPLACE CVT FOR PERFORMANCE CONCERN IF VEHICLE RETURNS.
- REQUESTED TECH FOLLOW UP FOR PARTS COLLECTION IF LINE SEPARATES.
- CLOSED REPORT PENDING DEALER FOLLOW UP.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11257827			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11257827	FULL	5	3/25/2013	4/1/13	4/1/13
Text-Incd Desc TL					
TRANS COOLER LINES LEAKING					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
172		Z * THOMAS MCBREARTY		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MM0DC [REDACTED]	B92 SPLASH GUARDS (BLACK; SET OF 4 C03 50 STATE EMISSIONS L92 FLOOR MAT CARPETED (4-PC SET) T01 TRAILER TOW PACKAGE Z66 ACTIVATION DISCLAIMER	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	000825	25213			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	239497	C	K23		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	9/26/2012	3/25/2013	USA		
Dir Refl Last VC					
Code	Region	Name	City	State	
09027	26	ROTHROCK MOTOR SALES, I	ALLENTOWN		
Serv Dir TL					
Code	Region	Name	City	State	
09027	26	ROTHROCK MOTOR SALES, I	ALLENTOWN	PA	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
HOSE/RADIATOR/THERMOSTAT		TRANSMISSION FLUID_	IDLE	NORMAL	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
RAIN OR SNOW	BELOW 33F=0C	CONSTANT	TRANSMISSION	3/25/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
06	N	N	3/25/2013		
Code-Reason For Call TL Desc:				Flag-Attachment TL: Y	
NOT IDENTIFIED					
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N	1/1/01	4842230565	1/1/01	1/1/01	
Text-Solution TL:					
REPLACED RADIATOR, HOSE & CLAMPS					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
-TRANSMISSION IS LEAKING					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN _1_:					
-TRANSMISSION COOLER LINE IS LEAKING #7 IN DIAGRAM					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-FLUID LOSS WAS MINIMUM
-THERE WAS ONLY 1 CLAMP FOUND ON COOLER LINE
-ATTEMPTED TO FACE TIME FOR PHOTOS BUT WIFI IN DEALERS SHOP WAS POOR
-S/W TONY WILL SEND PICS TO 3G I PAD TSS WILL PUT IN NHTSA FILE
-

**** TSS RECOMMENDATION/RESULT:**

-REPLACE RADIATOR AND COOLER LINE WITH CLAMPS.
-INSTALL 2ND CLAMP ON REPLACEMENT HOSE.
-HOSE CONNECTION MUST BE CLEAN AND DRY.
-USE COOLER FLUSH SOLUTION TO CLEAN.
-FAXED PARTS REQUEST FORM TO DEALER
**** UPDATE 3/25/13 TSS 172**
-PUT PICTURES IN NHTSA FILE
**** UPDATE 4.1.13 160**
- TECH REPORTS REPLACED RADIATOR,COOLER LINE AND CLAMPS TO RESOLVE

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11258019			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11258019	MINI	3	3/25/2013	3/25/13	
Text-Incd Desc TL					
CVT COOLER HOSE CAME OFF					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
165		Z - JOHN IRION		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MM0DC [REDACTED]	B92 SPLASH GUARDS (BLACK; SET OF 4) B93 CROSS BARS C03 50 STATE EMISSIONS L92 FLOOR MAT CARPETED (4-PC SET) N92 ILLUMINATED KICK PLATES Z66 ACTIVATION DISCLAIMER	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	002983	25213			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	244022	C	KH3		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	10/2/2012	3/25/2013	USA		
Dir Refl Last VC					
Code	Region	Name	City	State	
3948	24	COCHRAN NISSAN/SOUTH HIL	PITTSBURGH		
Serv Dir TL					
Code	Region	Name	City	State	
3678	24	BOWSER NISSAN	PLEASANT HILLS PA		
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
CASE, FITTING, LINE & TORQUE CON		TRANSMISSION FLUID_	NOT IDENTIFIED	NOT IDENTIFIED	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
NOT IDENTIFIED	NOT IDENTIFIED		NOT IDENTIFIED	3/25/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
10	N	N	3/25/2013		
Code-Reason For Call TL Desc:				Flag-Attachment TL: N	
NOT IDENTIFIED					
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N	1/1/01		1/1/01	1/1/01	
Text-Solution TL:					
Code-Status TL Desc: A- PENDING DEALER FOLLOW-UP					
Text-Dealer Followup Comment TL:					
M					
** CUSTOMER COMMENT:					
-TOWED IN FLUID LEAKING AND TRANS SLIPPING					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 1					
-FOUND COOLER HOSE CAME OFF OF RADIATOR AT THE 90° NIPPLE (ZONE 7)					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-1 CLAMP WAS PRESENT ON HOSE, IT APPEARED TO BE PROPERLY INSTALLED

**** TSS RECOMMENDATION/RESULT:**

-GET DIGITAL PICTURE OF COOLER HOSE AND CLAMP

-REPLACE TRANS, RADIATOR, HOSES, AUX COOLER

-SENT COLLECTION FOR TO DEALER

****UPDATE TSS 165 JI 03/25/13**

-RECEIVED PICTURES OF COOLER HOSE, ADDED TO NHTSA

-CALLED DEALER BACK TO REQUEST FACETIME, TECH LEFT FOR THE DAY

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		FI1258051			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1258051	FULL	12	3/25/2013	4/16/13	4/16/13
Text-Incd Desc TL					
TRANS COOLER HOSE OFF AT RADIATOR					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
107		Z - RAYMOND RICE		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MM7DC [REDACTED]	B93 CROSS BARS C03 50 STATE EMISSIONS L92 FLOOR MAT CARPETED (4-PC SET) N92 ILLUMINATED KICK PLATES P01 SL PREMIUM PACKAGE Z66 ACTIVATION DISCLAIMER	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	002420	25413			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	260449	C	KH3		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	10/23/2012	3/25/2013	USA		
Dir Refl Last VC					
Code	Region	Name	City	State	
3265	26	PAUL MILLER NISSAN, LLC	FAIRFIELD		
Serv Dir TL					
Code	Region	Name	City	State	
3265	26	PAUL MILLER NISSAN, LLC	FAIRFIELD	CT	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
HOSE/RADIATOR/THERMOSTAT		TRANSMISSION FLUID_	OFF	ALL TEMPS	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
RAIN OR SNOW	BELOW 33F=0C	CONSTANT	TRANSMISSION	3/25/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
06	N	N	3/25/2013		
Code-Reason For Call TL Desc:				Flag-Attachment TL: N	
NOT IDENTIFIED					
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N	3/29/13	2035216130 CELL	1/1/01	1/1/01	
Text-Solution TL:					
REPLD CVT, RADIATOR & COOLER HOSES					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
- TRANSMISSION OIL LEAK AT RADIATOR					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN 1__:					
- TRANSMISSION HOSE CAME OFF RADIATOR AT POINT #7					
- LOST ALL FLUID					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

**** UPDATE 4.9.13 160**

- TECH REPORTS CVT HAS ARRIVED, WILL START INSTALLATION LATER THIS WEEK

**** UPDATE 4.16.13 160**

- TECH REPORTS REPLACED RADIATOR, CVT AND COOLER HOSES TO RESOLVE

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11258607			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11258607	FULL	9	3/26/2013	4/2/13	4/2/13
Text-Incd Desc TL					
FLUID LEAKING FROM COOLER LINE					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
166		Z - ALEX KNEPPER		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MN0D[REDACTED]	B92 SPLASH GUARDS (BLACK; SET OF 4) B93 CROSS BARS C03 50 STATE EMISSIONS L92 FLOOR MAT CARPETED (4-PC SET) N92 ILLUMINATED KICK PLATES P01 SL PREMIUM PACKAGE Z66 ACTIVATION DISCLAIMER	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	000619	25513			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	269574	C	K23		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	11/3/2012	3/26/2013	USA		
Dir Refl Last VC					
Code	Region	Name	City	State	
3512	32	E TOURELLE'S NORTHPRK NI	COVINGTON		
Serv Dir TL					
Code	Region	Name	City	State	
3512	32	E TOURELLE'S NORTHPRK NI	COVINGTON	LA	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
HOSE/RADIATOR/THERMOSTAT		TRANSMISSION FLUID_	IDLE	ALL TEMPS	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	33/60F=0/15C	CONSTANT	TRANSMISSION	3/26/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
06	N	N	3/26/2013		
Code-Reason For Call TL Desc:				Flag-Attachment TL:	
NOT IDENTIFIED				Y	
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N	3/26/13	985 264 5607	1/1/01	1/1/01	
Text-Solution TL:					
REPLACED CVT/RADIATOR/COOLER HOSES					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
-ENGINE LOST POWER AND EXCESSIVE SMOKE FROM UNDER VEHICLE					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN _4_:					
-VERIFIED, OIL COOLER LINE CAME OFF AT RADIATOR					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		FI1259813				
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL	
FI1259813	FULL	4	3/29/2013	8/27/13	4/18/13	
Text-Incd Desc TL						
TRANS COOLER LINE SEPERATION						
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL		
128		Z - DAVID BLUNKALL		[REDACTED]		
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options		
R52	2013	PTH	5N1AR2MN0DC [REDACTED]	B92 SPLASH GUARDS (BLACK; SET OF 4) B93 CROSS BARS C03 50 STATE EMISSIONS L92 FLOOR MAT CARPETED (4-PC SET) N92 ILLUMINATED KICK PLATES P01 SL PREMIUM PACKAGE Z66 ACTIVATION DISCLAIMER		
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL			
0000000	003133	25513				
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC			
VQ35	243186	C	NAH			
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL			
Smyrna (NMM)	10/1/2012	3/29/2013	USA			
Dir Refl Last VC						
Code	Region	Name	City	State		
2987	32	GRUBBS NISSAN	BEDFORD			
Serv Dir TL						
Code	Region	Name	City	State		
3287	32	ANCIRA NISSAN, INC.	SAN ANTONIO	TX		
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc		
HOSE/RADIATOR/THERMOSTAT		TRANSMISSION FLUID_	OFF	ALL TEMPS		
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL		
DRY	33/60F=0/15C	INTERMITTENT	TRANSMISSION	3/29/2013		
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL		
06	N	N	3/29/2013			
Code-Reason For Call TL Desc:				Flag-Attachment TL: N		
NOT IDENTIFIED						
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL		
N	1/1/01		1/1/01	1/1/01		
Text-Solution TL:						
REPLD CVT, AUX COOLER & HOSES						
Code-Status TL Desc:						
F- CLOSED (RESOLVED)						
Text-Dealer Followup Comment TL:						
F						
** CUSTOMER COMMENT:						
- VEHICLE QUIT PULLING						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN _1_:						
- FOUND TRANS COOLER LINE SEPERATED WHILE DRIVING						
- VEHICLE WAS TOWED IN						

TECH LINE INCIDENT REPORT - CONFIDENTIAL

- SEPERATION OCCURED AT POINT 7
- HOSE CLAMP WAS ON HOSE AND LOOKED CLAMPED
- CALLED FOR INFORMATION

**** TSS RECOMMENDATION/RESULT:**

- REPLACE HOSES RAD AND AUX COOLER FOR COLLECTION
- REPLACE CVT
- REINSTALL AS DISCUSSED

**** UPDATE 4.11 13 160**

- DEALER REPORTS PARTS HAVE ARRIVED TECH TO INSTALL AND FOLLOW UP

**** UPDATE 4.18.13 160**

- TECH REPORTS REPLACED CVT, AUX COOLER AND HOSES TO RESOLVE

****** UPDATE 07/29/13 TSS 128 DB**

- SM CALLED STATES CHARGED FOR PARTS
- SPOKE WITH ENGINEER C.P. NO RECORD
- SPOKE WITH PARTS RETURN T.G. TRACKING # NEEDED TO CHECK FOR PARTS

******UPDATE 08-27-13 TSS 186**

- PARTS PERSON JAMIE LEECALLING WITH UPDATE
- UNABLE TO LOCATE TRACKING # TO TRACK.
- WANTED SHIPPING INSTRUCTION TO FINE INCIDENT. T

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11260022			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11260022	FULL	3	3/29/2013	4/3/13	4/3/13
Text-Incd Desc TL					
TRANS COOLER HOSE CAME OFF					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
107		Z - RAYMOND RICE		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MN1D[REDACTED]	B92 SPLASH GUARDS (BLACK; SET OF 4 C03 50 STATE EMISSIONS L92 FLOOR MAT CARPETED (4-PC SET) Z66 ACTIVATION DISCLAIMER	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	001590	25313			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	243121	C	KH3		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	9/29/2012	3/29/2013	USA		
Dir Refl Last VC					
Code	Region	Name	City	State	
5258	44	PUENTE HILLS NISSAN	CITY OF INDUSTR		
Serv Dir TL					
Code	Region	Name	City	State	
5258	44	PUENTE HILLS NISSAN	CITY OF INDUSTR CA		
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
HOSE/RADIATOR/THERMOSTAT		TRANSMISSION FLUID_	OFF	ALL TEMPS	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	61/80F=16/27C	INTERMITTENT	TRANSMISSION	3/29/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
06	N	N	3/29/2013		
Code-Reason For Call TL Desc:				Flag-Attachment TL: N	
NOT IDENTIFIED					
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N	3/29/13	6265364872 CELL	1/1/01	1/1/01	
Text-Solution TL:					
REPL RADIATOR AND COOLER LINE					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
- TRANSMISSION OIL COOLER LINE CAME OFF RADIATOR ON RIGHT SIDE					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS _2DAYS DOWN 2_:					
- REATTACHED COOLER HOSE AND REFILLED TRANSMISSION					
- ON TEST DRIVE HOSE CAME OFF AGAIN					

TECH LINE INCIDENT REPORT - CONFIDENTIAL**** TSS RECOMMENDATION/RESULT:**

- REPLACE RADIATOR AND COOLER LINE
- DOUBLE CLAMP LINE AT RADIATOR NIPPLE
- TECH INDICATES NO SHIFTING ISSUES AFTER FIRST REPAIR, CVT OK
- SENDING HEADS UP DUE TO MILEAGE

***** UPDATE 107 04/03/13**

- REPLACED RADIATOR AND COOLER LINE TO RESOLVE

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11260129			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11260129	FULL	5	4/1/2013	5/23/13	5/23/13
Text-Incd Desc TL					
VEHICLE QUIT MOVING AFTER HOSE R&R					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
177		Z - PHILLIP PAGE		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MM6DC [REDACTED]	B92 SPLASH GUARDS (BLACK; SET OF 4 B93 CROSS BARS C03 50 STATE EMISSIONS H92 DUAL DVD ENTERTAINMENT SYSTEM L92 FLOOR MAT CARPETED (4-PC SET) N92 ILLUMINATED KICK PLATES P01 SL PREMIUM PACKAGE Z66 ACTIVATION DISCLAIMER	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0003277	005069	25413			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	243222	C	KH3		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	9/29/2012	4/1/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
5178	24	HARMS NISSAN	JANESVILLE		
Serv Dir TL					
Code	Region	Name	City	State	
5178	24	HARMS NISSAN	JANESVILLE	WI	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
CNTR UNIT, HARNESS, PAWL, SWITC		LACK OF POWER	ACCEL	NORMAL	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	33/60F=0/15C	INTERMITTENT	TRANSMISSION	4/1/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
10	N	N	4/1/2013	J03	
Code-Reason For Call TL Desc:				Flag-Attachment TL: N	
NOT IDENTIFIED					
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N	1/1/01		1/1/01	1/1/01	
Text-Solution TL:					
PENDING DUPLICATION/VEHICLE RETURN					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
- VEHICLE STOPPED MOVING WHEN DRIVING					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED N REPAIR ATTEMPTS 2_DAYS DOWN _2_:					
- VEHICLE HAD PREVIOUS REPAIR OF TRANSMISSION COOLER HOSE THAT					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-VEHICLE HAD PREVIOUS REPAIR OF TRANSMISSION COOLER HOSE THAT
SEPERATED FROM THE RADIATOR
- TECH REPLACED THE HOSE AND THE CLAMPS
- VEHICLE RETURNED WITH ISSUE OF NO PULLING
- P2813 SELECT SOLENOID { J03 }
P0776 PRS CNT SOL/B FCTN (L2)
-

**** TSS RECOMMENDATION/RESULT:**

- REPLACE CVT DUE TO LOSS OF FLUID
- WRITE CAL DATA TO TCM
- FLUSH COOLER HOSES
-

**** UPDATE 4.8.13 160**

- TECH REPORTS WAITING FOR CVT TO ARRIVE, ETA 4.9.13, TECH TO FOLLOW UP

**** UPDATE 4.16.13 160**

- TECH REPORTS REPLACED CVT AND FLUSHED COOLER TO RESOLVE

****UPDATE 5-23-13 TSS119 LAST MILEAGE 3277.**

-CUST ALLEGES CAR WOULD NOT MOVE IN DRIVE OR REVERSE.

-TRIED SEVERAL TIMES AND AFTER TURNING IGNITION OFF THEN BACK ON, CAR
MOVED NORMALLY AND HAS OPERATED NORMALLY SINCE.

-NO DTCS.

-CURRENTLY RELEASING VEHICLE AS UNABLE TO DUPLICATE.

-TCM SHOWS TO BE 31036-3KA4B.

##WOULD NEED TO BE ABLE TO DUPLICATE FOR ACCURATE DIAGNOSIS.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		FI1261707			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1261707	FULL	2	4/4/2013	4/11/13	4/11/13
Text-Incd Desc TL					
COOLER LINE SEPERATION					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
128		Z - DAVID BLUNKALL		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MM3DC [REDACTED]	B92 SPLASH GUARDS (BLACK; SET OF 4 B93 CROSS BARS C03 50 STATE EMISSIONS H92 DUAL DVD ENTERTAINMENT SYSTEM L92 FLOOR MAT CARPETED (4-PC SET) N92 ILLUMINATED KICK PLATES T01 TRAILER TOW PACKAGE Z66 ACTIVATION DISCLAIMER	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	003720	25413			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	242000	C	K23		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	9/28/2012	4/4/2013	USA		
Dir Refl Last VC					
Code	Region	Name	City	State	
3410	26	QUIRK NISSAN, INC.	QUINCY		
Serv Dir TL					
Code	Region	Name	City	State	
3410	26	QUIRK NISSAN, INC.	QUINCY	MA	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
HOSE/RADIATOR/THERMOSTAT		TRANSMISSION FLUID_	OFF	ALL TEMPS	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	61/80F=16/27C	INTERMITTENT	TRANSMISSION	4/4/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
06	N	N	4/4/2013		
Code-Reason For Call TL Desc:				Flag-Attachment TL: N	
NOT IDENTIFIED					
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N	1/1/01	7817061362	1/1/01	1/1/01	
Text-Solution TL:					
REPLACED CVT,RAD,HOSES					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
- VEHICLE WILL NOT ACCEL					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN __1:					
- VEHICLE STOPPED PULLING IN GEAR					
- FOUND COOLER LINE SEPERATED					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

- FOUND POSITION 7 SEPERATION WITH CLAMP STILL ON HOSE

- CALLED FOR INFORMATION

**** TSS RECOMMENDATION/RESULT:**

- REPLACE CVT

- RETURN RAD AUX COOLER AND HOSE W/ CLAMP

- REINSTALL AS DISCUSSED

**** UPDATE 4-11-13 TSS RP**

- TECH TOOK PIC OF QR CODE BUT IT WAS DISTORTED

- TECH TO PHOTOGRAPH QR CODE AGAIN AND TXT TO TSS

- TSS TO FOLLOW UP

**** UPDATE 4/11/13 TSS RP**

- TECHLINKED AND LOADED EEPROM

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11262783			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11262783	FULL	7	4/8/2013	4/24/13	4/24/13
Text-Incd Desc TL					
WILL NOT MOVE COOLER LINE SEPERATED					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
128		Z - DAVID BLUNKALL		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MM7DC [REDACTED]	B92 SPLASH GUARDS (BLACK; SET OF 4 B93 CROSS BARS C03 50 STATE EMISSIONS L92 FLOOR MAT CARPETED (4-PC SET) M92 CARGO PACKAGE: REAR CARGO PROT N92 ILLUMINATED KICK PLATES P01 SL PREMIUM PACKAGE Z66 ACTIVATION DISCLAIMER	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	003407	25413			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	240269	C	KH3		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	9/26/2012	4/8/2013	USA		
Dir Refl Last VC					
Code	Region	Name	City	State	
2965	26	PERUZZI NISSAN	FAIRLESS HILLS		
Serv Dir TL					
Code	Region	Name	City	State	
2965	26	PERUZZI NISSAN	FAIRLESS HILLS	PA	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
HOSE/RADIATOR/THERMOSTAT		TRANSMISSION FLUID_	OFF	ALL TEMPS	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	33/60F=0/15C	CONSTANT	TRANSMISSION	4/8/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
06	N	N	4/8/2013		
Code-Reason For Call TL Desc:				Flag-Attachment TL: N	
NOT IDENTIFIED					
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N	1/1/01		1/1/01	1/1/01	
Text-Solution TL:					
REPLACED RADIATOR, HOSES AND CVT					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
- VEHICLE WILL NOT MOVE IN GEAR					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN _1_:					
- VEHICLE WILL NIOT MOVE IN GEAR					
- FOUND COOLER LINE SEPERATED ON PASSENGER SIDE AT POINT 7					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		FI1263346			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1263346	FULL	7	4/9/2013	4/19/13	4/16/13
Text-Incd Desc TL					
COOLER LINE SEPERATION					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
128		Z - DAVID BLUNKALL		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MM0DC [REDACTED]	C03 50 STATE EMISSIONS L92 FLOOR MAT CARPETED (4-PC SET)	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	001730	25013			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	240547	C	K23		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	9/27/2012	4/9/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
07094	26	S. G. HYLAN MOTORS CORP	STATEN ISLAND		
Serv Dir TL					
Code	Region	Name	City	State	
07094	26	S. G. HYLAN MOTORS CORP	STATEN ISLAND	NY	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
HOSE/RADIATOR/THERMOSTAT		TRANSMISSION FLUID_	IDLE	ALL TEMPS	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	61/80F=16/27C	CONSTANT	TRANSMISSION	4/9/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
06	N	N	4/9/2013		
Code-Reason For Call TL Desc:				Flag-Attachment TL: N	
NOT IDENTIFIED					
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N	1/1/01		1/1/01	1/1/01	
Text-Solution TL:					
REPLACED CVT, COOLER, LINES					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
- VEHICLE WILL NOT MOVE					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN _1_:					
- FOUND VEHICLE WILL NOT MOVE IN GEAR					
- FOUND COOLER LINE SEPERATED AT PASSENGER SIDE OF RADIATOR (LOCATION 7)					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11264020			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11264020	FULL	1	4/11/2013	4/18/13	4/19/13
Text-Incd Desc TL					
LEAKS TRANS FLUID, WILL NOT MOVE					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
135		Z - JASON BEAGLE		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MN5DC [REDACTED]	B92 SPLASH GUARDS (BLACK; SET OF 4) B93 CROSS BARS C03 50 STATE EMISSIONS H92 DUAL DVD ENTERTAINMENT SYSTEM L92 FLOOR MAT CARPETED (4-PC SET) N92 ILLUMINATED KICK PLATES P01 SL PREMIUM PACKAGE Z66 ACTIVATION DISCLAIMER	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	000467	25513			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	244593	C	QAA		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	10/2/2012	4/11/2013	USA		
Dir Refl Last VC					
Code	Region	Name	City	State	
NP	2	NP	NP	NP	
Serv Dir TL					
Code	Region	Name	City	State	
3287	32	ANCIRA NISSAN, INC.	SAN ANTONIO	TX	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
CLUTCH/GEAR/GOVERNOR/PUMP &		TRANSMISSION FLUID_	IDLE	ALL TEMPS	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
HUMID	81/99F=27/38C	CONSTANT	TRANSMISSION	4/11/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
10	N	N	4/11/2013		
Code-Reason For Call TL Desc:				Flag-Attachment TL:	
NOT IDENTIFIED				N	
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N	1/1/01		1/1/01	1/1/01	
Text-Solution TL:					
REPLACED CVT, RADIATOR & HOSES					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
-VEHICLE LEAKING TRANS FLUID AND WILL NOT MOVE IN REVERSE OR DRIVE.					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN _31:					
-TRANS COOLER HOSE CAME OFF AND FLUID LEAKED OUT.					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-ORDERED CVT.

-LOOKING FOR PROPER PROCEDURE FOR REPAIRS.

**** TSS RECOMMENDATION/RESULT:**

-REPLACE RADIATOR.

-REPLACE AUXILLARY COOLER (AS PER FQI C.P.)

-REPLACE COOLER HOSE.

-USE 2 CLAMPS.

-COLLECTION FOR WILL BE SENT.

**** UPDATE 4.18.13 160**

- TECH REPORTS REPLACED CVT, RADIATOR AND HOSES TO RESOLVE

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11264486			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11264486	MINI	0	4/12/2013	4/12/13	
Text-Incd Desc TL					
TRANS COOLER HOSE SEPERATED					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
135		Z - JASON BEAGLE		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MM3DC [REDACTED]	B92 SPLASH GUARDS (BLACK; SET OF 4 B93 CROSS BARS C03 50 STATE EMISSIONS L92 FLOOR MAT CARPETED (4-PC SET) M92 CARGO PACKAGE: REAR CARGO PROT N92 ILLUMINATED KICK PLATES Z66 ACTIVATION DISCLAIMER	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	005577	25613			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	243093	C	KH3		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	9/29/2012	4/12/2013	USA		
Dir Refl Last VC					
Code	Region	Name	City	State	
3422	26	EXECUTIVE NISSAN	NORTH HAVEN		
Serv Dir TL					
Code	Region	Name	City	State	
3422	26	EXECUTIVE NISSAN	NORTH HAVEN	CT	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
CLUTCH/GEAR/GOVERNOR/PUMP &		TRANSMISSION FLUID_	NOT IDENTIFIED	NOT IDENTIFIED	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
NOT IDENTIFIED	NOT IDENTIFIED		NOT IDENTIFIED	4/12/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
10	N	N	4/12/2013	L1	
Code-Reason For Call TL Desc:				Flag-Attachment TL: N	
NOT IDENTIFIED					
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N	1/1/01		1/1/01	1/1/01	
Text-Solution TL:					
Code-Status TL Desc: A- PENDING DEALER FOLLOW-UP					
Text-Dealer Followup Comment TL:					
M					
** CUSTOMER COMMENT:					
-CAR NOT SHIFTING CORRECTLY, WILL NOT GO INTO REVERSE OR DRIVE.					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 2_ DAYS DOWN 2					
-CAR NOT SHIFTING CORRECTLY, WILL NOT GO INTO REVERSE OR DRIVE.					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-P0746 PRS CNT SOL/A FCTN (L1) P0776 PRS CNT SOL/B FCTN (L2)

-P0965 PRESSURE CONTROL SOLENOID B { G94 }

-TRANNNY COOLER HOSE CAME OFF AT 308MILES, 01/07/13.

-INSTALLED 2 HOSE CLAMPS, DID NOT REPLACE HOSE OR CVT.

-TRANNNY HOSE HAS CAME OFF AGAIN.

-FILLED WITH FLUID, TRANS MAKES GROWL SOUNDS.

** TSS RECOMMENDATION/RESULT:

-REPLACE CVT.

-REPLACE TRANNNY COOLER HOSE.

-INSTALL 2 CLAMPS AT THE RADIATOR SIDE.

-REPLACE RADIATOR.

-REPLACE THE AUXILIARY COOLER IF APPLICABLE.

-REPROGRAM TCM IF AVAILABLE.

-

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11265097			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11265097	FULL	2	4/15/2013	4/22/13	4/22/13
Text-Incd Desc TL					
TRANSMISSION COOLER HOSE SEPERATED					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
177		Z - PHILLIP PAGE		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MM6DC [REDACTED]	B92 SPLASH GUARDS (BLACK; SET OF 4 B93 CROSS BARS C03 50 STATE EMISSIONS L92 FLOOR MAT CARPETED (4-PC SET) M92 CARGO PACKAGE: REAR CARGO PROT N92 ILLUMINATED KICK PLATES Z66 ACTIVATION DISCLAIMER	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	003542	25613			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	239001	C	QAA		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	9/25/2012	4/15/2013	USA		
Dir Refl Last VC					
Code	Region	Name	City	State	
09066	26	EISENHAUER NISSAN, INC.	WERNERSVILLE		
Serv Dir TL					
Code	Region	Name	City	State	
3263	26	PINE BELT NISSAN/KEYPORT	KEYPORT	NJ	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
HOSE/RADIATOR/THERMOSTAT		TRANSMISSION FLUID_	OFF	NORMAL	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	33/60F=0/15C	CONSTANT	TRANSMISSION	4/15/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
06	N	N	4/15/2013		
Code-Reason For Call TL Desc:				Flag-Attachment TL: N	
NOT IDENTIFIED					
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N	1/1/01		1/1/01	1/1/01	
Text-Solution TL:					
REPLD CVT, RADIATOR, HOSES & CLAMPS					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
- VEHICLE LOST POWER AND THERE WAS ALOT OF WHITE IN THE EXHAUST, RPMS WERE BOUNCING UP AND DOWN					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1 DAYS DOWN _3_:					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

- CVT COOLER HOSE SEPERATED FROM THE RADIATOR
- COOLER HOSE SEPERATED FROM THE RIGHT SIDE OF THE RADIATOR
- HOSE ONLY HAD 1 CLAMP INSTALLED
- HOSE SEPERATED AT LOCATION #7
- NO FLUID LEAK AT AUXILIARY COOLER
- NO FLUID LEAK AT AUXILIARY COOLER

**** TSS RECOMMENDATION/RESULT:**

- TAKE PHOTO OF THE HOSE BEFORE PART REPLACEMENT AND SEND TO TECH LINE
- REPLACE RADIATOR AND COOLER HOSES
- ADD ADDITIONAL HOSE CLAMP TO THE COOLER HOSE
- CLEAN HOSE AND RADIATOR WITH COOLER FLUSH, ENSURE PARTS ARE CLEAN AND DRY BEFORE REASSEMBLY
- IF ANY RELATED CVT CONCERNS AFTER HOSE REPLACEMENT, REPLACE CVT ASSEMBLY

**** UPDATE 4.22.13 160**

- TECH REPORTS REPLACED CVT, RADIATOR, 2 COOLER HOSES TO RESOLVE, NOTE WHILE ON TEST DRIVE TOP COOLER HOSE BLEW OFF, REPLACED ALL CLAMPS WITH SCREW TYPE CLAMPS TO RESOLVE

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11266505			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11266505	MINI	4	4/19/2013	4/24/13	
Text-Incd Desc TL					
AT HIGHWAY SPEED, TRANS SLIPS					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
191		Z - JONATHAN BEARD		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MN4DC [REDACTED]	B92 SPLASH GUARDS (BLACK; SET OF 4 C03 50 STATE EMISSIONS L92 FLOOR MAT CARPETED (4-PC SET)	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	010156	25113			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	242668	C	RBG		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	10/2/2012	4/19/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
3969	32	MCGAVOCK NISSAN ABILENE	ABILENE		
Serv Dir TL					
Code	Region	Name	City	State	
3969	32	MCGAVOCK NISSAN ABILENE	ABILENE	TX	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
CASE, FITTING, LINE & TORQUE CON		SHIFT QUAL CONCERN	NOT IDENTIFIED	NOT IDENTIFIED	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
NOT IDENTIFIED	NOT IDENTIFIED		NOT IDENTIFIED	4/19/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
10	N	N	4/19/2013		
Code-Reason For Call TL Desc:				Flag-Attachment TL: N	
NOT IDENTIFIED					
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N	1/1/01		1/1/01	1/1/01	
Text-Solution TL:					
Code-Status TL Desc: A- PENDING DEALER FOLLOW-UP					
Text-Dealer Followup Comment TL:					
M					
** CUSTOMER COMMENT:					
-AT HIGHWAY SPEED WITH CRUISE CONTROL ON, ENGINE REVS UP					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED N REPAIR ATTEMPTS _1 DAYS DOWN _1					
-UNABLE TO VERIFY SLIPPING CONCERN, CAN FEEL JUDDER WHEN APPLY LIGHT					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11267402			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11267402	FULL	6	4/22/2013	5/8/13	5/8/13
Text-Incd Desc TL					
WONT MOVE P1715 P2813 HOSE SEPARATD					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
119		Z - JEFF WYATT		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MNXDC [REDACTED]	B92 SPLASH GUARDS (BLACK; SET OF 4 C03 50 STATE EMISSIONS L92 FLOOR MAT CARPETED (4-PC SET)	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	003068	25113			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	242171	C	K23		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	9/29/2012	4/22/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
3992	32	FENTON NISSAN EAST	DEL CITY		
Serv Dir TL					
Code	Region	Name	City	State	
3992	32	FENTON NISSAN EAST	DEL CITY	OK	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
HOSE/RADIATOR/THERMOSTAT		TRANSMISSION FLUID_	OFF	ALL TEMPS	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	33/60F=0/15C	CONSTANT	TRANSMISSION	4/22/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
06	N	N	4/22/2013	M3	
Code-Reason For Call TL Desc:				Flag-Attachment TL: Y	
NOT IDENTIFIED					
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N	4/22/13	N/A	1/1/01	1/1/01	
Text-Solution TL:					
REPLD CVT, RADIATOR, HOSES & CLAMPS					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
-VEHICLE WON'T MOVE.					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN 1__:					
-TOW IN VEHICLE WON'T MOVE.					
-TRANS FLUID LEAKING UNDER FRONT OF VEHICLE.					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		FI1268634			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1268634	FULL	2	4/25/2013	5/3/13	5/3/13
Text-Incd Desc TL					
CVT COOLER CAME OFF RADIATOR					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
166		Z - ALEX KNEPPER		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MM7DC [REDACTED]	B92 SPLASH GUARDS (BLACK; SET OF 4 B93 CROSS BARS C03 50 STATE EMISSIONS L92 FLOOR MAT CARPETED (4-PC SET) M92 CARGO PACKAGE: REAR CARGO PROT N92 ILLUMINATED KICK PLATES P02 PLATINUM PREMIUM PACKAGE Z66 ACTIVATION DISCLAIMER	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	001948	25613			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	241438	C	KH3		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	9/28/2012	4/25/2013	USA		
Dir Refl Last VC					
Code	Region	Name	City	State	
5036	26	NISSAN OF GARDEN CITY	HEMPSTEAD		
Serv Dir TL					
Code	Region	Name	City	State	
07126	26	KINGS NISSAN INC	BROOKLYN	NY	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
HOSE/RADIATOR/THERMOSTAT		TRANSMISSION FLUID_	OFF	ALL TEMPS	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	33/60F=0/15C	CONSTANT	TRANSMISSION	4/25/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
06	N	N	4/25/2013		
Code-Reason For Call TL Desc:				Flag-Attachment TL:	
NOT IDENTIFIED				N	
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N	4/25/13		1/1/01	1/1/01	
Text-Solution TL:					
REPLD CVT, RADIATOR, HOSES & CLAMPS					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
-VEHICLE STOPPED MOVING WHILE DRIVING					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS _1DAYS DOWN 1_:					
-VERIFIED, VEHICLE STOPPED MOVING WHILE DRIVING					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-COOLER LINE SEPERATED FROM RADIATOR (#7)

-ALL CVT FLUID HAS LEAKED OUT FROM CVT

-ONLY HAD 1 CLAMP INSTALLED

**** TSS RECOMMENDATION/RESULT:**

-REPLACE CVT

-REPLACE RADIATOR, COOLER LINE AND CLAMPS

-ADD SECOND SCREW STYLE CLAMP TO LINE THAT CAME OFF

-REASSEMBLE HOSES DRY

-ADVISED TO SEND IN PICTURES OF LEAK

-SENT OUT HEADS UP DUE TO MILEAGE

**** UPDATE 5.3.13 160**

**** TECH REPORTS REPLACED CVT, RADIATOR, COOLER HOSE AND CLAMPS TO**

RESOLVE

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11269446			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11269446	FULL	3	4/29/2013	5/10/13	5/10/13
Text-Incd Desc TL					
TRANS INOP P2813 P0776 P0965 P0848					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
165		Z - JOHN IRION		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MN0D[REDACTED]	B92 SPLASH GUARDS (BLACK; SET OF 4 B93 CROSS BARS C03 50 STATE EMISSIONS H92 DUAL DVD ENTERTAINMENT SYSTEM L92 FLOOR MAT CARPETED (4-PC SET) N92 ILLUMINATED KICK PLATES P01 SL PREMIUM PACKAGE Z66 ACTIVATION DISCLAIMER	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	008367	25513			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	243321	C	K50		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	9/29/2012	4/29/2013	USA		
Dir Refl Last VC					
Code	Region	Name	City	State	
5350	32	CHARLIE CLARK NISSAN	BROWNSVILLE		
Serv Dir TL					
Code	Region	Name	City	State	
5350	32	CHARLIE CLARK NISSAN	BROWNSVILLE	TX	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
HOSE/RADIATOR/THERMOSTAT		TRANSMISSION FLUID_	OFF	NORMAL	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	33/60F=0/15C	CONSTANT	TRANSMISSION	4/29/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
06	N	N	4/29/2013	J03	
Code-Reason For Call TL Desc:				Flag-Attachment TL:	
NOT IDENTIFIED				N	
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N	5/6/13		1/1/01	1/1/01	
Text-Solution TL:					
REPLACED CVT, RADIATOR AND COOLER					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
M					
** CUSTOMER COMMENT:					
-VEHICLE WILL NOT DRIVE MORE THAN 35-45 MPH - TOWED IN					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 1					
-TRANSMISSION WONT MOVE THE CAR					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-FOUND DTCS P2813 SELECT SOLENOID { J03 }
-P0776 PRS CNT SOL/B FCTN (L2)
-P0848 TFP SENSOR/SW B CIRC { DA5 }
-P0965 PRESSURE CONTROL SOLENOID B { G94 }
-P1715 IN PULY SPEED (M3)
-PREVIOUSLY HAD COOLER LINE COME OFF AT LOCATION 7
-COOLER LINE HAD 1 CLAMP, IT WAS REINSTALLED AND TRANS REFILLED
-VEHICLE RETURNED WITH CURRENT CONDITION OF NOT MOVING

**** TSS RECOMMENDATION/RESULT:**

****PICTURES / FACETIME NOT REQUESTED DUE TO LINE NOT OFF THIS VISIT**

-REPLACE CVT, RADIATOR, AUX COOLER AND HOSES

-INSTALL 2 CLAMPS AT RADIATOR CONNECTIONS

-SENT COLLECTION FORM FOR PARTS TO DEALER

**** UPDATE 5.6.13 160**

- HEADS UP UNABLE TO ACQUIRE AN UPDATE FROM THE DEALER

**** UPDATE 05-10-13 TSS 237**

- CVT, RADIATOR AND HOSES REPLACED COLLECTION FORM NEEDED.

- TSS TO EMAIL COLLECTION FORM TO DEALER.

- CLOSED REPORT.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		FI1271514				
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL	
FI1271514	FULL	11	5/4/2013	5/23/13	5/23/13	
Text-Incd Desc TL						
TRANS COOLER HOSE SEPERATION						
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL		
135		Z - JASON BEAGLE		[REDACTED]		
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options		
R52	2013	PTH	5N1AR2MM3DC [REDACTED]	B92 SPLASH GUARDS (BLACK; SET OF 4 C03 50 STATE EMISSIONS L92 FLOOR MAT CARPETED (4-PC SET) N92 ILLUMINATED KICK PLATES		
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL			
0000000	000525	25013				
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC			
VQ35	244354	C	KH3			
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL			
Smyrna (NMM)	10/2/2012	5/4/2013	USA			
Dir Refl Last VC						
Code	Region	Name	City	State		
2888	24	GLENDALE NISSAN, INC.	GLENDALE HEIG			
Serv Dir TL						
Code	Region	Name	City	State		
2888	24	GLENDALE NISSAN, INC.	GLENDALE HEIG	IL		
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc		
HOSE/RADIATOR/THERMOSTAT		TRANSMISSION FLUID_	IDLE	ALL TEMPS		
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL		
HUMID	81/99F=27/38C	CONSTANT	TRANSMISSION	5/4/2013		
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL		
06	N	N	5/4/2013			
Code-Reason For Call TL Desc:				Flag-Attachment TL: Y		
NOT IDENTIFIED						
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL		
N	5/10/13		1/1/01	1/1/01		
Text-Solution TL:						
REPLD CVT, RADIATOR, HOSES & CLAMPS						
Code-Status TL Desc:						
F- CLOSED (RESOLVED)						
Text-Dealer Followup Comment TL:						
F						
** CUSTOMER COMMENT:						
-TOW IN, SAW FLUID LEAKING FROM UNDER VEHICLE, VEHICLE STARTS BUT DOES NOT MOVE.						
-						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN _1_:						

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11271618			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11271618	FULL	3	5/6/2013	5/13/13	5/13/13
Text-Incd Desc TL					
COOLER LINE CAME OFF RADIATOR					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
186		Z * DAVE SATTLER		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MM1DC [REDACTED]	B92 SPLASH GUARDS (BLACK; SET OF 4 B93 CROSS BARS C03 50 STATE EMISSIONS L92 FLOOR MAT CARPETED (4-PC SET) N92 ILLUMINATED KICK PLATES P01 SL PREMIUM PACKAGE Z66 ACTIVATION DISCLAIMER	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	002263	25413			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	241056	C	NAH		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	9/27/2012	5/6/2013	USA		
Dir Refl Last VC					
Code	Region	Name	City	State	
3263	26	PINE BELT NISSAN/KEYPORT	KEYPORT		
Serv Dir TL					
Code	Region	Name	City	State	
3263	26	PINE BELT NISSAN/KEYPORT	KEYPORT	NJ	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
HOSE/RADIATOR/THERMOSTAT		TRANSMISSION FLUID_	IDLE	ALL TEMPS	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	61/80F=16/27C	CONSTANT	TRANSMISSION	5/6/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
06	N	N	5/6/2013		
Code-Reason For Call TL Desc:				Flag-Attachment TL:	
NOT IDENTIFIED				N	
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N	1/1/01		1/1/01	1/1/01	
Text-Solution TL:					
REPLD CVT, RADIATOR, HOSES & CLAMPS					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
-VEHICLE TOWED IN WILL NOT MOVE FLUID LEAKING.					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN _3_:					
-INSPECTED VEHICLE OPERATIONB BY STARTING.					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-VEHICLE WILL NOT MOVE IN GEAR.

-INSPECTED AND FOUND COOLER LING ON ROADIATOR AND LEAKED ALL CVT FLUID

-

**** TSS RECOMMENDATION/RESULT:**

-REPLACE CVT ASSY, COOLER LINES THAT CAME OFF AND RADIATOR ASSY.

-CALL WHEN COMPLETED FOR SHIPPING INSTRUCTION FOR PARTS RETURN.

**** UPDATE 5.13.13 160**

- TECH REPORTS REPLACED CVT, RADIATOR 2 HOSES AND CLAMPS TO RESOLVE,

REQUESTED COLLECTION FORMS BE FAXED

**** FAX TO 732.335.4612**

****UPDATE 05.13.13 TSS 153**

-SENT COLLECTION FORM FOR RADIATOR, HOSES, CLAMPS.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		FI1271808			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1271808	FULL	4	5/6/2013	5/22/13	5/22/13
Text-Incd Desc TL					
CVT FLUID LEAK AT RADIATOR COOLER					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
102		Z - MICHAEL LEMMONS		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MM5DC [REDACTED]	B92 SPLASH GUARDS (BLACK; SET OF 4) B93 CROSS BARS C03 50 STATE EMISSIONS L92 FLOOR MAT CARPETED (4-PC SET) N92 ILLUMINATED KICK PLATES P01 SL PREMIUM PACKAGE Z66 ACTIVATION DISCLAIMER	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	003274	25413			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	244717	C	K50		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	10/2/2012	5/6/2013	USA		
Dir Refl Last VC					
Code	Region	Name	City	State	
3887	24	NICK ABRAHAM NISSAN	SHEFFIELD VILLA		
Serv Dir TL					
Code	Region	Name	City	State	
3887	24	NICK ABRAHAM NISSAN	SHEFFIELD VILLA OH		
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
HOSE/RADIATOR/THERMOSTAT		TRANSMISSION FLUID_	IDLE	NORMAL	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	33/60F=0/15C	CONSTANT	TRANSMISSION	5/6/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
06	N	N	5/6/2013	G94	
Code-Reason For Call TL Desc:				Flag-Attachment TL: Y	
NOT IDENTIFIED					
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N	1/1/01		1/1/01	1/1/01	
Text-Solution TL:					
REPLD CVT, RADIATOR, HOSES & CLAMPS					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
- TRANSMISSION LOST ALL FLUID AND NOW VEHICLE WON'T MOVE.					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN _3_:					
- VEHICLE TOWED IN DUE TO NO MOVEMENT IN ANY GEAR.					
- CVT LOST ALL FLUID WHILE DRIVING.					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

- COOLER LINE SEPERATED FROM RADIATOR AT POSITION 7.
- ONE SPRING CLAMP IN CORRECT LOCATION ON HOSE.
- P0965 PRESSURE CONTROL SOLENOID B { G94 }
- P0776 PRS CNT SOL/B FCTN (L2)

**** TSS RECOMMENDATION/RESULT:**

- REPLACE CVT.
- REPLACE RADIATOR.
- REPLACE COOLER LINE AND CLAMPS.
- ADD SECOND SCREW CLAMP ON NEW HOSE.
- CLEAN AND DRY HOSE AND RADIATOR NIPPLE BEFORE INSTALLATION.
- SEND PICTURES OF HOSE IN CURRENT CONDITION.
- FAXED DEALER PARTS REQUEST FOR RADIATOR AND HOSE.

***** UPDATE ML 102 5/9/13**

- RECEIVED PICTURES FROM DEALER.
- FORWARDED TO FQI-CP.

**** UPDATE 5/15/13 TSS RP**

- NO RESPONSE FROM SERVICE DEPT/TECH

**** UPDATE 5.22.13 160**

- TECH REPORTS RERPLACED CVT, RADIATOR, HOSE AND CLAMPS TO RESOLVE

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11272094				
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL	
F11272094	MINI	1	5/7/2013	5/23/13		
Text-Incd Desc TL						
CVT IS JERKING AND RATTLES						
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL		
124		Z - TIMOTHY MINZAK		[REDACTED]		
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options		
R52	2013	PTH	5N1AR2MNXDC [REDACTED]	C03 50 STATE EMISSIONS		
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL			
0000000	005220	25113				
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC			
VQ35	304165	C	RBG			
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL			
Smyrna (NMM)	12/15/2012	5/7/2013	USA			
Dir Retl Last VC						
Code	Region	Name	City	State		
3613	34	REIDSVILLE NISSAN, INC.	REIDSVILLE			
Serv Dir TL						
Code	Region	Name	City	State		
3576	34	CROWN NISSAN	GREENSBORO	NC		
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc		
AUTOMATIC TRANS		SHIFT QUAL CONCERN	NOT IDENTIFIED	NOT IDENTIFIED		
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL		
NOT IDENTIFIED	NOT IDENTIFIED		NOT IDENTIFIED	5/7/2013		
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL		
10	N	N	5/7/2013			
Code-Reason For Call TL Desc:				Flag-Attachment TL: N		
NOT IDENTIFIED						
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL		
N	1/1/01		1/1/01	1/1/01		
Text-Solution TL:						
Code-Status TL Desc: A- PENDING DEALER FOLLOW-UP						
Text-Dealer Followup Comment TL:						
M						
** CUSTOMER COMMENT:						
- CVT IS JERKING AND RATTLES DOWN SHIFTING						
** DEALER ACTION/OBSERVATION:						
** VERIFIED N REPAIR ATTEMPTS 1_ DAYS DOWN 1						
- TECH HAS NOT CONFIRMED ANY SHIFT QUALITY CONCERNS WITH CVT DURING TEST DRIVE						

TECH LINE INCIDENT REPORT - CONFIDENTIAL

- NO CODES STORED
- CVT FLUID LEVEL AT MIDDLE OF MARKS ON DIP STICK
- CALLED FOR KNOWN INCIDENTS

**** TSS RECOMMENDATION/RESULT:**

- DESCRIBED LOCK UP SHOCK TO TECH
 - TEST DRIVE CEHICLE TO CONFIRM LOCK UP SHOCK
 - INCIDENT IS UNDER INVESTIGATION IF CONFIRMED
- **UPDATE 05/23/13 TSS 157 JS**
- CUSTOMER CALLING FOR UPDATE ON INVESTIGATION.
 - VEHICLE IS NOT CURRENTLY AT DEALER.
 - TSS, LOCK UP SHOCK IS CURRENTLY UNDER INVESTIGATION.
 - WHEN VEHICLE RETURNS TO DEALER, REPROGRAM TCM.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11274208			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11274208	FULL	4	5/13/2013	5/22/13	5/22/13
Text-Incd Desc TL					
VEHICLE WILL NOT MOVE COOLER LINE					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
186		Z * DAVE SATTLER		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MN6DC [REDACTED]	B93 CROSS BARS C03 50 STATE EMISSIONS H92 DUAL DVD ENTERTAINMENT SYSTEM L92 FLOOR MAT CARPETED (4-PC SET) N92 ILLUMINATED KICK PLATES P01 SL PREMIUM PACKAGE Z66 ACTIVATION DISCLAIMER	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	002655	25513			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	243159	C	KH3		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	9/29/2012	5/13/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
5262	32	CLAY COOLEY NISSAN	DALLAS		
Serv Dir TL					
Code	Region	Name	City	State	
5262	32	CLAY COOLEY NISSAN	DALLAS	TX	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
HOSE/RADIATOR/THERMOSTAT		TRANSMISSION FLUID_	IDLE	ALL TEMPS	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	61/80F=16/27C	CONSTANT	TRANSMISSION	5/13/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
06	N	N	5/13/2013	G94	
Code-Reason For Call TL Desc:				Flag-Attachment TL:	
NOT IDENTIFIED				N	
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N	5/13/13		1/1/01	1/1/01	
Text-Solution TL:					
REPLACED CVT					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
-VEHICLE TOWED IN VEHICLE WILL NOT MOVE IN GEAR.					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN 1__:					
-INSPECTED VEHICLE OPERATION BY STARTING					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-FLUID LEAKING UNDER VEHICLE.

-FOUND COOLER LINE OFF RIGHT SIDE OF RADIATOR.

-1 CLAMP IS PRESENT AND WAS RELIASED, TIGHT

-INSPECTED FOR STORED DTC AND FOUND P0965 PRESSURE CONTROL SOLENOID B
AND DTC WILL NOT CLEAR.

**** TSS RECOMMENDATION/RESULT:**

-REPLACE CVT ASSY, RADIATOR ASSY AND INCIDENT COOLER LINE.

****UPDATE 05-13-13 TSS 186

-SENST HEADS UP TO REGION DUE TO LOW MILES.

**** UPDATE 5.20.13 160**

- TECH REPORTS CURRENTLY INSTALLING CVT, TECH TO COMPLETE REPAIRS AND
FOLLOW UP

****UPDATE 104 DAP 05/21/13**

- TSS FOLLOWED UP TO DOWNLOAD CAL DATA AND WAS ADVISED TECH HAD LEFT FOR
THE DAY SICK.

- S/A ROBBIE REQUESTS A FOLLOW UP 5/22/13.

****UPDATE 104 DAP 05/22/13**

- TSS DOWNLOADED CAL DATA FILE TO TCM.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		FI1274394			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1274394	FULL	5	5/14/2013	5/22/13	5/22/13
Text-Incd Desc TL					
OVERHEATING, RADIATOR LEAK/INTERMIX					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
177		Z - PHILLIP PAGE		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MM2DC [REDACTED]	B92 SPLASH GUARDS (BLACK; SET OF 4 B93 CROSS BARS C03 50 STATE EMISSIONS L92 FLOOR MAT CARPETED (4-PC SET) N92 ILLUMINATED KICK PLATES T01 TRAILER TOW PACKAGE Z66 ACTIVATION DISCLAIMER	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	004573	25413			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	247327	C	K50		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	10/5/2012	5/14/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
3004	24	TOM WOOD NISSAN, INC.	INDIANAPOLIS		
Serv Dir TL					
Code	Region	Name	City	State	
3004	24	TOM WOOD NISSAN, INC.	INDIANAPOLIS	IN	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
HOSE/RADIATOR/THERMOSTAT		OVERHEATS	IDLE	NORMAL	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	33/60F=0/15C	CONSTANT	ENGINE	5/14/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
10	N	N	5/14/2013		
Code-Reason For Call TL Desc:				Flag-Attachment TL: Y	
NOT IDENTIFIED					
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N	1/1/01		1/1/01	1/1/01	
Text-Solution TL:					
REPLD RADIATOR, HOSES AND CLAMPS					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
- COOLING FANS RUNNING EXCESSIVELY AND TEMPERATURE GAUGE GOES TO HIGH					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 2					
- LOW COOLANT LEVEL					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

- TECH FOUND RADIATOR LEAKING AT THE UPPER SEAM
- TECH DRAINED RADIATOR AND FOUND CVT FLUID INTERMIXED
- TECH DOES NOT SEE ANY COOLANT IN THE CVT FLUID
- TECH DOES NOT KNOW HOW MUCH CVT FLUID WAS LOST
-

**** TSS RECOMMENDATION/RESULT:**

- SEND A CVT FLUID SAMPLE FOR COOLANT INSPECTION
- IF COOLANT IS PRESENT IN THE CVT FLUID, REPLACE THE CVT, RADIATOR, AND FLUSH COOLER HOSES
- VERIFY 2 CLAMPS INSTALLED ON THE RADIATOR COOLER HOSES
- WRITE CALIBRATION DATA TO THE TCM

**** UPDATE 05-15-13 TSS 177**

- RECEIVED REPORT FROM BLACKSTONE LABS, NO MOISTURE CONTAMINATION WAS FOUND IN THE FLUID SAMPLE
- TECH TO REPLACE THE RADIATOR AND ADD A SECOND CLAMP TO THE COOLER HOSE

**** UPDATE 5.22.13 160**

- SA REPORTS REPLACED RADIATOR, HOSES AND DOUBLED UP ON CLAMPS TO RESOLVE

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11274636			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11274636	MINI	0	5/14/2013	5/14/13	
Text-Incd Desc TL					
INTERMITTENT NO GEARS IN TRANS					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
135		Z - JASON BEAGLE		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MM9DC [REDACTED]	B92 SPLASH GUARDS (BLACK; SET OF 4 B93 CROSS BARS C03 50 STATE EMISSIONS L92 FLOOR MAT CARPETED (4-PC SET) M92 CARGO PACKAGE: REAR CARGO PROT N92 ILLUMINATED KICK PLATES Z66 ACTIVATION DISCLAIMER	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	005553	25413			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	241001	C	QAA		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	9/27/2012	5/14/2013	USA		
Dir Refl Last VC					
Code	Region	Name	City	State	
09071	26	COLONIAL NISSAN INC	FEASTERVILLE		
Serv Dir TL					
Code	Region	Name	City	State	
09071	26	COLONIAL NISSAN INC	FEASTERVILLE	PA	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
CNTR UNIT, HARNESS, PAWL, SWITC		NO SHIFT (A/T & M/T)	NOT IDENTIFIED	NOT IDENTIFIED	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
NOT IDENTIFIED	NOT IDENTIFIED		NOT IDENTIFIED	5/14/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
10	N	N	5/14/2013		
Code-Reason For Call TL Desc:				Flag-Attachment TL: N	
NOT IDENTIFIED					
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N	1/1/01		1/1/01	1/1/01	
Text-Solution TL:					
Code-Status TL Desc: A- PENDING DEALER FOLLOW-UP					
Text-Dealer Followup Comment TL:					
M					
** CUSTOMER COMMENT:					
-BEING TOWED IN, CAR CHUGGING HARD, BARELY MOVING.					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 16					
-VEHICLE WILL NOT GO INTO GEAR AT TIMES.					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-NO CODES STORED.

-PREVIOUS REPAIR FOR CVT COOLER HOSE SEPERATION, 02/12/2013.

-CVT WAS NOT REPLACED AT THAT TIME.

-REPROGRAMMED TCM 02/12/2013 742 MILES.

** TSS RECOMMENDATION/RESULT:

-REPLACE CVT.

-FLUSH COOLER AND HOSES.

-USE 2 CLAMPS ON RIGHT HAND SIDE OF COOLER.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		FI1275314			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1275314	FULL	2	5/16/2013	5/23/13	5/23/13
Text-Incd Desc TL					
COOLER LINE OFF, FLUID LEAK					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
121		Z - BRUCE TANKERSLEY		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
L50	2013	JX	5N1AL0MM4DC [REDACTED]	B10 ROOF RAILS B94 CROSS BARS C03 50 STATE EMISSIONS F01 DRIVER ASSISTANCE PACKAGE H01 THEATER PACKAGE N92 ILLUMINATED KICKPLATES P01 PREMIUM PACKAGE S55 LITERATURE KIT Z66 ACTIVATION DISCLAIMER	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	006780	84213	WAG		
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	242805	C	QAA		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	9/29/2012	5/16/2013	USA		
Dir Refl Last VC					
Code	Region	Name	City	State	
70503	72	INFINITI OF NASHUA	NASHUA		
Serv Dir TL					
Code	Region	Name	City	State	
70534	72	HERB CHAMBERS INFINITI	WESTBOROUGH	MA	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
HOSE/RADIATOR/THERMOSTAT		TRANSMISSION FLUID_	IDLE	ALL TEMPS	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	61/80F=16/27C	CONSTANT	TRANSMISSION	5/16/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
06	N	N	5/16/2013		
Code-Reason For Call TL Desc:				Flag-Attachment TL: Y	
NOT IDENTIFIED					
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N	1/1/01	N/A	1/1/01	1/1/01	
Text-Solution TL:					
REPLD RADIATOR, HOSE & CLAMPS					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
-VEHICLE CLUNKED WHEN SHIFTED INTO REVERSE, PUDDLE OF FLUID UNDER VEHICLE.					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN __2:					
-CVT FLUID LEAK AT PASSENGER SIDE COOLER NIPPLE (7), HOSE NOT ATTACHED					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

TO NIPPLE.

-FLUID LEAK NOTED BY CUSTOMER VEHICLE IDLING.

-ONE CLAMP ON HOSE.

-NO DTC.

-DRAINED APPROX 10OZ FROM DRAIN PAN.

**** TSS RECOMMENDATION/RESULT:**

-SEND DIGITAL PHOTOS OF LEAK SITE TO TECH LINE.

-REPLACE HOSE AND RADIATOR, WITH NEW CLAMPS, FOR COLLECTION.

-CLEAN ALL CVT FLUID RESIDUE PRIOR TO INSTALLATION WITH FLUSH FLUID.

-USE 2 CLAMPS AT CURRENT LEAK SITE.

**** UPDATE 5.16.13 TSS 121**

-TSS RECEIVED PHOTOS, FORWARDED TO FQI CP.

**** UPDATE 5.23.13 160**

- TECH REPORTS REPLACED RADIATOR, COOLER HOSE AND DOUBLED UP ON CLAMPS

TO RESOLVE

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11275497			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11275497	FULL	5	5/16/2013	5/29/13	5/29/13
Text-Incd Desc TL					
P0715 IN PY SPD SEN COOLER LINE OFF					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
165		Z - JOHN IRION		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MM0DC [REDACTED]	B92 SPLASH GUARDS (BLACK; SET OF 4 B93 CROSS BARS B94 REAR BUMPER PROTECTOR C03 50 STATE EMISSIONS L92 FLOOR MAT CARPETED (4-PC SET) N92 ILLUMINATED KICK PLATES P01 SL PREMIUM PACKAGE Z66 ACTIVATION DISCLAIMER	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	002725	25413			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	330909	C	K50		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	2/2/2013	5/16/2013	USA		
Dir Refl Last VC					
Code	Region	Name	City	State	
3070	24	GORDIE BOUCHER NISSAN	GREENFIELD		
Serv Dir TL					
Code	Region	Name	City	State	
3900	24	ZIMBRICK NISSAN	MADISON	WI	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
HOSE/RADIATOR/THERMOSTAT		TRANSMISSION FLUID_	OFF	NORMAL	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	33/60F=0/15C	CONSTANT	TRANSMISSION	5/16/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
11	N	N	5/16/2013		
Code-Reason For Call TL Desc:				Flag-Attachment TL: N	
NOT IDENTIFIED					
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N	1/1/01		1/1/01	1/1/01	
Text-Solution TL:					
REPLD CVT, RADIATOR, HOSES & CLAMPS					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
M					
** CUSTOMER COMMENT:					
-TOWED IN TRANS OIL LEAK					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS _1 DAYS DOWN 1					
-VERIFIED COOLER LINE WAS OFF AT LOCATION 5					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-HAD P0715 STORED

-VEHICLE WAS TOWED IN, WOULD NOT MOVE

-LINE WAS REINSTALLED AND OIL TOPPED OFF, CURRENTLY DRIVES O.K.

**** TSS RECOMMENDATION/RESULT:**

-REPLACE RADIATOR, COOLER LINES, AUX COOLER

-REPLACE CVT

-DOUBLE CLAMP LINES, ASSEMBLY DRY

-SENT COLLECTION FORM TO DEALER

****UPDATE TSS 165 JI 05/17/13 UPDATE ASSIGN LEVEL ONLY**

**** UPDATE 5/22/13 TSS RP**

- FAXED PART COLLECTION FORM

**** UPDATE 5.29.13 160**

- TECH REPORTS REPLACED CVT, RADIATOR HOSES AND CLAMPS TO RESOLVE

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		FI1276314			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1276314	FULL	2	5/20/2013	5/28/13	5/28/13
Text-Incd Desc TL					
TRANSMISSION COOLER LINE CAME OFF					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
124		Z - TIMOTHY MINZAK		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
L50	2013	JX	5N1AL0MM1DC [REDACTED]	B92 SPLASH GUARDS C03 50 STATE EMISSIONS F01 DRIVER ASSISTANCE PACKAGE H01 THEATER PACKAGE P01 PREMIUM PACKAGE S55 LITERATURE KIT T10 TOW HITCH W/ HARNESS Z66 ACTIVATION DISCLAIMER	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	003229	84213	WAG		
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	243682	C	EAJ		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	10/1/2012	5/20/2013	USA		
Dir Refl Last VC					
Code	Region	Name	City	State	
70308	72	INFINITI OF ORLAND PARK	ORLAND PARK		
Serv Dir TL					
Code	Region	Name	City	State	
70308	72	INFINITI OF ORLAND PARK	ORLAND PARK	IL	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
HOSE/RADIATOR/THERMOSTAT		TRANSMISSION FLUID_	IDLE	NORMAL	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	33/60F=0/15C	CONSTANT	TRANSMISSION	5/20/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
06	N	N	5/20/2013		
Code-Reason For Call TL Desc:				Flag-Attachment TL:	
NOT IDENTIFIED				N	
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N	5/20/13	DEALER	1/1/01	1/1/01	
Text-Solution TL:					
REPLD CVT, RADIATOR, HOSES & CLAMPS					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
- VEHICLE WILL NOT START					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 2_DAYS DOWN 2__:					
- TECH CONFIRMED THE COOLER LINE CAME OFF AT POINT #7 ON THE RADIATOR					
- LAST VISIT WAS THE SAME LOCATION					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

- BOTH TIMES VEHICLE WAS DRIVEN WITH OUT FLUID

- CLAMP WAS REPLACED LAST VISIT, ONLY ONE CLAMP ON HOSE

**** TSS RECOMMENDATION/RESULT:**

- ADVISED TECH TO REPLACE RADIATOR, COOLER LINE WITH TWO CLAMPS AND
THE CVT ASSY

- FLAGGED FOR HEADS UP FOR REPAIR ATTEMPTS AND MILEAGE

**** UPDATE 5.28.13 160**

- SA REPORTS REPLACED CVT, RADIATOR, HOSES AND DOUBLED UP ON CLAMPS

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11277214			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11277214	MINI	0	5/22/2013	5/22/13	
Text-Incd Desc TL					
CVT SHUDDER ON ACCELERATION					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
177		Z - PHILLIP PAGE		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MM1DC [REDACTED]	B93 CROSS BARS C03 50 STATE EMISSIONS L92 FLOOR MAT CARPETED (4-PC SET) M92 CARGO PACKAGE: REAR CARGO PROT P02 PLATINUM PREMIUM PACKAGE Z66 ACTIVATION DISCLAIMER	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	010008	25613			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	234769	C	QAA		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	9/19/2012	5/22/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
2655	24	TOM NAQUIN CHEV-NISSAN	ELKHART		
Serv Dir TL					
Code	Region	Name	City	State	
3497	26	PASSPORT NIS/ALEXANDRIA	ALEXANDRIA	VA	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
CNTR UNIT, HARNESS, PAWL, SWITC		SHUDDER-AUTOMATIC	NOT IDENTIFIED	NOT IDENTIFIED	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
NOT IDENTIFIED	NOT IDENTIFIED		NOT IDENTIFIED	5/22/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
10	N	N	5/22/2013		
Code-Reason For Call TL Desc:				Flag-Attachment TL: N	
NOT IDENTIFIED					
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N	1/1/01		1/1/01	1/1/01	
Text-Solution TL:					
Code-Status TL Desc: A- PENDING DEALER FOLLOW-UP					
Text-Dealer Followup Comment TL:					
M					
** CUSTOMER COMMENT:					
- VEHICLE BUCKS BETWEEN 20-40 MPH					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 3_ DAYS DOWN _					
- TECH FEELS A HEAVY SHUDDER ON ACCELERATION					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11277257			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11277257	MINI	1	5/22/2013	5/22/13	
Text-Incd Desc TL					
QUESTION ON CVT REPLACEMENT					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
124		Z - TIMOTHY MINZAK		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MM6DC [REDACTED]	B92 SPLASH GUARDS (BLACK; SET OF 4 B93 CROSS BARS C03 50 STATE EMISSIONS L92 FLOOR MAT CARPETED (4-PC SET) N92 ILLUMINATED KICK PLATES T01 TRAILER TOW PACKAGE Z66 ACTIVATION DISCLAIMER	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	007665	25413			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	264292	C	K23		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	10/29/2012	5/22/2013	USA		
Dir Refl Last VC					
Code	Region	Name	City	State	
3980	26	MASTRIA NISSAN, INC.	RAYNHAM		
Serv Dir TL					
Code	Region	Name	City	State	
3980	26	MASTRIA NISSAN, INC.	RAYNHAM	MA	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
AUTOMATIC TRANS		SHIFT QUAL CONCERN	NOT IDENTIFIED	NOT IDENTIFIED	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
NOT IDENTIFIED	NOT IDENTIFIED		NOT IDENTIFIED	5/22/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
10	N	N	5/22/2013		
Code-Reason For Call TL Desc:				Flag-Attachment TL: N	
NOT IDENTIFIED					
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N	1/1/01		1/1/01	1/1/01	
Text-Solution TL:					
Code-Status TL Desc: A- PENDING DEALER FOLLOW-UP					
Text-Dealer Followup Comment TL:					
IF DOES NOT HAVE CD, SCAN QR CODE					
** CUSTOMER COMMENT:					
-VEHICLE WILL NOT MOVE AND FLUID LEAKING UNDER VEHICLE.					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 2					
-COOLER HOSE SEPERATION AT RIGHT SIDE OF RADIATOR COOLER.					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-

**** TSS RECOMMENDATION/RESULT:****-UPGRADED REPORT TO MINI.****-REPLACE CVT.****-REPLACE RADIATOR.****-REPLACE COOLER HOSE WITH CLAMPS.****-PARTS WILL BE COLLECTED FOR ENGINEERING C.P.**

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11282068			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11282068	FULL	5	6/6/2013	6/17/13	6/17/13
Text-Incd Desc TL					
CVT LEAK AT RADIATOR					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
165		Z - JOHN IRION		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
L50	2013	JX	5N1AL0MM3DC [REDACTED]	C03 50 STATE EMISSIONS M92 CARGO PACKAGE N92 ILLUMINATED KICKPLATES P01 PREMIUM PACKAGE S55 LITERATURE KIT Z66 ACTIVATION DISCLAIMER	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	001464	84213	WAG		
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	234508	A	K23		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	9/18/2012	6/6/2013	USA		
Dir Refl Last VC					
Code	Region	Name	City	State	
70308	72	INFINITI OF ORLAND PARK	ORLAND PARK		
Serv Dir TL					
Code	Region	Name	City	State	
70308	72	INFINITI OF ORLAND PARK	ORLAND PARK	IL	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
HOSE/RADIATOR/THERMOSTAT		TRANSMISSION FLUID_	IDLE	NORMAL	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	33/60F=0/15C	CONSTANT	TRANSMISSION	6/6/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
10	N	N	6/6/2013		
Code-Reason For Call TL Desc:				Flag-Attachment TL: Y	
NOT IDENTIFIED					
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N	1/1/01		1/1/01	1/1/01	
Text-Solution TL:					
REPLACED RADIATOR & COOLER HOSE					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
M					
** CUSTOMER COMMENT:					
-NOTICED SPOTS OF FLUID UNDER ENGINE					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN _1_:					
-VERIFIED CVT OIL LEAK FROM COOLER NIPPLE ON PASSENGER SIDE OF RADIATOR					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-NO EVIDENCE OF LEAK FROM HOSES

-LEAK POINT IS WHERE NIPPLE ENTERS RADIATOR (NEAR LOC 7)

**** TSS RECOMMENDATION/RESULT:**

-GET PICTURES OF LEAK, SEND TO TECH LINE

-REPLACED RADIATOR

-SENT EMAIL TO ENG C.P.

****UPDATE TSS 165 JI 06/06/13**

-RECEIVED REPLY FROM C.P., WANTS TO COLLECT RADIATOR AND COOLER HOSE

-CALLED DEALER BACK, ADVISED TO REPLACE HOSE AND RADIATOR,

****FAXED COLLECTION FORM TO 7088735620**

****UPDATE TSS 165 JI 06/07/13**

-RECEIVED PICTURE ON LEAK LOCATION, ADDED TO NHTSA FOLDER AND FORWARDED
TO ENG C.P.

****UPDATE TSS 165 06/10/13 UPDATING ASSIGN LEVEL ONLY**

**** UPDATE 6.17.13 160**

- TECH REPORTS REPLACED RADIATOR AND COOLER HOSE TO RESOLVE

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11285192			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11285192	FULL	4	6/17/2013	7/1/13	7/1/13
Text-Incd Desc TL					
COOLER LINE SEPARATED.					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
137		Z - PATRICK FITZ-GORDON		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MN9DC [REDACTED]	B93 CROSS BARS C03 50 STATE EMISSIONS L92 FLOOR MAT CARPETED (4-PC SET) N92 ILLUMINATED KICK PLATES Z66 ACTIVATION DISCLAIMER	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	000537	25313			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	245596	C	K23		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	10/3/2012	6/17/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
3992	32	FENTON NISSAN EAST	DEL CITY		
Serv Dir TL					
Code	Region	Name	City	State	
3992	32	FENTON NISSAN EAST	DEL CITY	OK	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
CASE, FITTING, LINE & TORQUE CON		TRANSMISSION FLUID_	OFF	ALL TEMPS	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	61/80F=16/27C	CONSTANT	TRANSMISSION	6/17/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
10	N	N	6/17/2013		
Code-Reason For Call TL Desc:				Flag-Attachment TL: N	
NOT IDENTIFIED					
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N	1/1/01	4052299495 CELL	1/1/01	1/1/01	
Text-Solution TL:					
REPLD RADIATOR, CVT & COOLER LINES					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
-THE ENGINE SHUT OFF AND WAS LEAKING FLUID, ENGINE WOULD NOT RESTART AND HAD TO BE TOWED IN.					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN _1_:					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-A/T COOLER LINE SEPARATED AND ENGINE STOPPED.
-RIGHT SIDE COOLER LINE SEPARATED DURING OPERATION.
-CALLED TO REPORT INCIDENT.

**** TSS RECOMMENDATION/RESULT:**

-REPLACE CVT, COOLER LINES, AND RADIATOR
-SENT COLLECTION FORM TO DEALER FOR PARTS.
-SENT HEADS UP TO REGION DUE TO MILEAGE.

**** UPDATE 6.24.13 160**

- TECH REPORTS PARTS HAVE ARRIVED, CURRENTLY FINISHING REPAIRS AND WILL

FOLLOW UP***** UPDATE 107 06/24/13**

- CALLED FOR ASSISTANCE TO ERASE EEPROM
- DIRECTED TO ERASE MEMORY DATA
- NOW TECH IS INSTALLING CAL DATA

**** UPDATE 7.1.13 160**

- SA REPORTS REPLACED CVT, RADIATOR AND COOLER LINES TO RESOLVE

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11291198			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11291198	FULL	6	7/2/2013	9/11/13	9/11/13
Text-Incd Desc TL					
JERKING/SKIPPING, B2604					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
135		Z - JASON BEAGLE		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MN8DC [REDACTED]	B92 SPLASH GUARDS (BLACK; SET OF 4 B93 CROSS BARS C03 50 STATE EMISSIONS L92 FLOOR MAT CARPETED (4-PC SET) N92 ILLUMINATED KICK PLATES P01 SL PREMIUM PACKAGE Z66 ACTIVATION DISCLAIMER	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0008037	009666	25513			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	240858	C	K50		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	10/1/2012	7/2/2013	USA		
Dir Refl Last VC					
Code	Region	Name	City	State	
3991	34	NISSAN SOUTH	MORROW		
Serv Dir TL					
Code	Region	Name	City	State	
1841	34	REGAL NISSAN INC	ROSWELL	GA	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
CLUTCH/GEAR/GOVERNOR/PUMP &		SHUDDER-AUTOMATIC	ACCEL	ALL TEMPS	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	81/99F=27/38C	INTERMITTENT	TRANSMISSION	7/2/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
10	N	N	7/2/2013		
Code-Reason For Call TL Desc:				Flag-Attachment TL: Y	
NOT IDENTIFIED					
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N	1/1/01		1/1/01	1/1/01	
Text-Solution TL:					
REPLACED CVT AND T/C					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
M					
** CUSTOMER COMMENT:					
-TRANSMISSION STILL FEELS LIKES ITS JERKING AND SKIPPING, CHECK AND ADVISE.					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 2_ DAYS DOWN 2					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

- CVT AND T/C REPLACED PER DTS J.N.
- NO CD ROM INCLUDED WITH REPLACEMENT CVT.
- REQUESTED CLEAR, MACRO PHOTO OF QR CODE ON RANGE SWITCH SENT TO TECH LINE FOR CAL FILE.
- ** UPDATE 09-11-13 TSS 237
- CALLED DEALER FOR FOLLOW UP
- TECH NOT AT DEALER, REQUESTED S/A PAUL SEND PHOTO OF QR CODE ON RANGE SWITCH FOR CAL FILE.
- ** UPDATE 09-11-13 TSS 237
- PHOTO RECIEVED, CAL FILE FKK2_IP_INF_M809288 ADDED TO O: DRIVE.
- CALLED DEALER BACK FOR TECH LINK.
- LOADED CAL FILE TO TCM.
- REQUESTED TECH CHECK FLUID LEVEL AND TEST DRIVE.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11292780			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11292780	FULL	3	7/8/2013	7/17/13	7/17/13
Text-Incd Desc TL					
CVT FLUID LEAKING FROM COOLER LINE					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
186		Z * DAVE SATTLER		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
L50	2013	JX	5N1AL0MM2DC [REDACTED]	C03 50 STATE EMISSIONS H01 THEATER PACKAGE M92 CARGO PACKAGE N92 ILLUMINATED KICKPLATES P01 PREMIUM PACKAGE S55 LITERATURE KIT X01 MAPLE INTERIOR TRIM Z66 ACTIVATION DISCLAIMER	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	028626	84213	WAG		
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	181637	A	KH3		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	4/24/2012	7/8/2013	USA		
Dir Refl Last VC					
Code	Region	Name	City	State	
70534	72	HERB CHAMBERS INFINITI	WESTBOROUGH		
Serv Dir TL					
Code	Region	Name	City	State	
70534	72	HERB CHAMBERS INFINITI	WESTBOROUGH	MA	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
CASE, FITTING, LINE & TORQUE CON		TRANSMISSION FLUID_	IDLE	ALL TEMPS	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	61/80F=16/27C	CONSTANT	TRANSMISSION	7/8/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
10	N	N	7/8/2013		
Code-Reason For Call TL Desc:				Flag-Attachment TL: F	
NOT IDENTIFIED					
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N	1/1/01		1/1/01	1/1/01	
Text-Solution TL:					
REPLD CVT, RADIATOR, HOSES & CLAMPS					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
M					
** CUSTOMER COMMENT:					
-VEHICLE TOWED IN WILL NOT MOVE IN GEAR FLUID LEAKING.					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN _4_:					
-INSPECTED VEHICLE FOR FLUID LEAKS.					
-FOUND COOLER LINE LEAKING AT RADIATOR LINE HAS ONLY 1 CLAMP					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-VEHICLE WAS ABLE TO BE DRIVEN INTO SHOP.

-* TSS RECOMMENDATION/RESULT:

-TAKE PICTURE OF LINE AND LEAKS.

-REPLACE RADIATOR AND INCIDENT COOLER LINE ADD A CLAP IN FRONT OF
FACTORY SPRING CLAMP.

-REPALCED CVT ASSY DUE TO LACK OF POWER AND BEING TOWED IN.

-INSPECT ALL OTHER COOLER LINE FOR CORRECTLY LOCATED.

**UPDATE 07.09.13 TSS 191 JB

-RECEIVED PHOTOS TO TL INBOX

-FORWARDED PHOTOS TO TSS 186 DS

****UPDATE 07-10-13 TSS 186

-ADDED PICTURES TO 2013 NHTSA FOLDER.

** UPDATE 7.17.13 160

- TECH REPORTS REPLACED CVT, RADIATOR, COOLER LINE AND DOUBLED UP ON
CLOAMS TO RESOLVE

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11293148			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11293148	MINI	2	7/9/2013	9/18/13	
Text-Incd Desc TL					
IDLE FLUCTUATES AT STOP AC ON					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
165		Z - JOHN IRION		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MN4DC [REDACTED]	B92 SPLASH GUARDS (BLACK; SET OF 4 B93 CROSS BARS C03 50 STATE EMISSIONS H92 DUAL DVD ENTERTAINMENT SYSTEM L92 FLOOR MAT CARPETED (4-PC SET) M92 CARGO PACKAGE: REAR CARGO PROT N92 ILLUMINATED KICK PLATES Z66 ACTIVATION DISCLAIMER	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	006737	25713			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	243926	C	QAA		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	10/1/2012	7/9/2013	USA		
Dir Refl Last VC					
Code	Region	Name	City	State	
3943	32	AUTONATION NISSAN KATY	KATY		
Serv Dir TL					
Code	Region	Name	City	State	
3943	32	AUTONATION NISSAN KATY	KATY	TX	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
ELECTRONIC CONTROL UNIT		SURGE	NOT IDENTIFIED	NOT IDENTIFIED	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
NOT IDENTIFIED	NOT IDENTIFIED		NOT IDENTIFIED	7/9/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
06	N	N	7/9/2013		
Code-Reason For Call TL Desc:				Flag-Attachment TL: N	
NOT IDENTIFIED					
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N	1/1/01		1/1/01	1/1/01	
Text-Solution TL:					
Code-Status TL Desc: A- PENDING DEALER FOLLOW-UP					
Text-Dealer Followup Comment TL:					
M					
** CUSTOMER COMMENT:					
-AT TIMES AT IDLE VEHICLE RPM WILL FLUCTUATE FROM 800-1200 AND REMAIN FLUCTUATING WHILE DRIVING					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 1					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11293693			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11293693	MINI	0	7/10/2013	7/10/13	
Text-Incd Desc TL					
COOLER LINE SEPERATION					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
128		Z - DAVID BLUNKALL		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MN2D[REDACTED]	B92 SPLASH GUARDS (BLACK; SET OF 4) B93 CROSS BARS C03 50 STATE EMISSIONS L92 FLOOR MAT CARPETED (4-PC SET) Z66 ACTIVATION DISCLAIMER	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	003514	25313			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	303445	C	NAH		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	12/14/2012	7/10/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
NP	2	NP	NP	NP	
Serv Dir TL					
Code	Region	Name	City	State	
3991	34	NISSAN SOUTH	MORROW	GA	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
HOSE/RADIATOR/THERMOSTAT		TRANSMISSION FLUID_	NOT IDENTIFIED	NOT IDENTIFIED	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
NOT IDENTIFIED	NOT IDENTIFIED		NOT IDENTIFIED	7/10/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
06	N	N	7/10/2013		
Code-Reason For Call TL Desc:				Flag-Attachment TL: N	
NOT IDENTIFIED					
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N	1/1/01		1/1/01	1/1/01	
Text-Solution TL:					
Code-Status TL Desc: A- PENDING DEALER FOLLOW-UP					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
- VEHICLE LOST POWER					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS _1 DAYS DOWN _1					
- FOUND VEHICLE CVT COOLER LINE SEPERATED					
- NO FLUID IN TRANS					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

- TOWED IN
- REPLACED FLUID
- TRANS NOW HAS WHINE
- CALLED FOR INFORMATION

**** TSS RECOMMENDATION/RESULT:**

- REPLACE CVT RADIATOR AND HOSE

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		FI1294344			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1294344	MINI	1	7/11/2013	7/24/13	
Text-Incd Desc TL					
CVT STOPPED PULLING, LOST FLUID					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
124		Z - TIMOTHY MINZAK		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MM0DC [REDACTED]	B92 SPLASH GUARDS (BLACK; SET OF 4 B93 CROSS BARS C03 50 STATE EMISSIONS L92 FLOOR MAT CARPETED (4-PC SET) N92 ILLUMINATED KICK PLATES Z66 ACTIVATION DISCLAIMER	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0015772	019086	25213			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	249089	C	K50		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	10/9/2012	7/11/2013	USA		
Dir Refl Last VC					
Code	Region	Name	City	State	
3032	26	MILLER NISSAN	LEBANON		
Serv Dir TL					
Code	Region	Name	City	State	
5375	26	TEAM NISSAN NORTH	LEBANON	NH	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
HOSE/RADIATOR/THERMOSTAT		TRANSMISSION FLUID_	NOT IDENTIFIED	NOT IDENTIFIED	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
NOT IDENTIFIED	NOT IDENTIFIED		NOT IDENTIFIED	7/11/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
06	N	N	7/11/2013		
Code-Reason For Call TL Desc:				Flag-Attachment TL: N	
NOT IDENTIFIED					
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N	1/1/01		1/1/01	1/1/01	
Text-Solution TL:					
Code-Status TL Desc: A- PENDING DEALER FOLLOW-UP					
Text-Dealer Followup Comment TL:					
M					
** CUSTOMER COMMENT:					
- VEHICLE STARTED SMOKING, LOST ALL POWER					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 1					
- TECH CONFIRMED CVT FLUID LEAKING AT RADIATOR FITTING #7 WITH TWO CLAMPS					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

- THERE ARE TWO CLAMPS ON ALL FITTINGS, CLAMPS ARE PINCH STYLE AND WIRE

TYPE

- CVT FLUID HAS METAL CONTAMINATION

** TSS RECOMMENDATION/RESULT:

- ADVISED TECH TO REPLACE RADIATOR AND COOLER HOSE WITH TWO NEW CLAMPS

- MAKE SURE MATING AREAS OF HOSE ARE CLEAN

- REPLACE CVT ASSY

***UPDATE 07-24-13 TSS 186

-TECH CALLING WITH UPDATE.

-REPLACED CVT COOLER AND LINE.

-ATTEMPTED TO WRITE CALWILL NOT COMPLETEERROR MESSAGE ON C3+

-PERFORM TECH LINK AND PERFORM CAL DATA WRITE.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11301831			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11301831	MINI	0	8/1/2013	8/1/13	
Text-Incd Desc TL					
NO REVERSE AFTER CVT REPLACEMENT					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
135		Z - JASON BEAGLE		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MM2DC [REDACTED]	B92 SPLASH GUARDS (BLACK; SET OF 4 C03 50 STATE EMISSIONS L92 FLOOR MAT CARPETED (4-PC SET) N92 ILLUMINATED KICK PLATES	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	005280	25013			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	245820	C	K50		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	10/3/2012	8/1/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
3482	26	EAST COAST NISSAN	ENGLEWOOD CLI		
Serv Dir TL					
Code	Region	Name	City	State	
3482	26	EAST COAST NISSAN	ENGLEWOOD CLI	NJ	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
CNTR UNIT, HARNESS, PAWL, SWITC		NO SHIFT (A/T & M/T)	NOT IDENTIFIED	NOT IDENTIFIED	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
NOT IDENTIFIED	NOT IDENTIFIED		NOT IDENTIFIED	8/1/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
10	N	N	8/1/2013		
Code-Reason For Call TL Desc:				Flag-Attachment TL: N	
NOT IDENTIFIED					
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N	1/1/01		1/1/01	1/1/01	
Text-Solution TL:					
Code-Status TL Desc: A- PENDING DEALER FOLLOW-UP					
Text-Dealer Followup Comment TL:					
M					
** CUSTOMER COMMENT:					
-ENGINE IS LEAKING FLUID.					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 7					
-NO REVERSE AFTER REPLACING THE CVT ASSY.					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-REPLACED CVT DUE TO COOLER HOSE SEPARATION.

-FOLLOWED BULLETIN NTB13-071, REPLACED HOSE AND RADIATOR AS WELL.

-NO CHECK ENGINE LIGHT ON.

**** TSS RECOMMENDATION/RESULT:**

-PERFORMED TECH LINK.

-PERFORMED CALIBRATION DATA PROCEDURE.

-TEST DRIVE VEHICLE AND CHECK FOR PROPER OPERATION.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11306546			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11306546	MINI	0	8/15/2013	8/15/13	
Text-Incd Desc TL					
COOLER LINE SEPERATION					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
128		Z - DAVID BLUNKALL		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
L50	2013	JX	5N1AL0MM4DC [REDACTED]	B10 ROOF RAILS B94 CROSS BARS C03 50 STATE EMISSIONS F02 TECHNOLOGY PACKAGE H01 THEATER PACKAGE K01 DELUXE TOURING PACKAGE M92 CARGO PACKAGE N92 ILLUMINATED KICKPLATES P01 PREMIUM PACKAGE S55 LITERATURE KIT Z66 ACTIVATION DISCLAIMER	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	012840	84213	WAG		
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	318874	C	KH3		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	1/15/2013	8/15/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
NI	1	NI	NI	NI	
Serv Dir TL					
Code	Region	Name	City	State	
70308	72	INFINITI OF ORLAND PARK	ORLAND PARK	IL	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
ENG COOLING SYSTEM		TRANSMISSION FLUID_	NOT IDENTIFIED	NOT IDENTIFIED	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
NOT IDENTIFIED	NOT IDENTIFIED		NOT IDENTIFIED	8/15/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
06	N	N	8/15/2013		
Code-Reason For Call TL Desc:				Flag-Attachment TL: N	
NOT IDENTIFIED					
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N	1/1/01		1/1/01	1/1/01	
Text-Solution TL:					
Code-Status TL Desc: A- PENDING DEALER FOLLOW-UP					
Text-Dealer Followup Comment TL:					
M					
** CUSTOMER COMMENT:					
- VEHICLE LOST POWER					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS _1 DAYS DOWN _1					
- TECH FOUND VEHICLE COOLER LINE SEPERATED					
- ATF HAS LEAKED OUT					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

- VEHICLE WAS DRIVING DURING CONCERN
- FOUND DRIVERS SIDE HOSE WAS SEPERATED
- CALLED FOR INFORMATION

**** TSS RECOMMENDATION/RESULT:**

- REF ITB13-025
- REPLACE CVT RAD HOSE AND CLAMPS

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11306830			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11306830	FULL	3	8/16/2013	8/27/13	8/27/13
Text-Incd Desc TL					
CVT HOSE SEPERATED AT AUX COOLER					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
166		Z - ALEX KNEPPER		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MM7DC [REDACTED]	B92 SPLASH GUARDS (BLACK; SET OF 4 C03 50 STATE EMISSIONS L92 FLOOR MAT CARPETED (4-PC SET) Z66 ACTIVATION DISCLAIMER	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	001575	25613			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	413826	C	RBG		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	6/5/2013	8/16/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
3831	24	NISSAN OF ST. CHARLES	ST CHARLES		
Serv Dir TL					
Code	Region	Name	City	State	
3831	24	NISSAN OF ST. CHARLES	ST CHARLES	IL	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
HOSE/RADIATOR/THERMOSTAT		TRANSMISSION FLUID_	IDLE	ALL TEMPS	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	81/99F=27/38C	CONSTANT	TRANSMISSION	8/16/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
06	N	N	8/16/2013		
Code-Reason For Call TL Desc:				Flag-Attachment TL:	
NOT IDENTIFIED				N	
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N	8/16/13		1/1/01	1/1/01	
Text-Solution TL:					
REPLACED CVT,AUXILLARY COOLER,HOSE					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
-FLUID LEAKING AND DOESN'T MOVE					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN _1_:					
-NO CVT FLUID IN TRANSMISSION					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-FLUID LEAKING FROM AUXILLARY COOLER HOSE

-HOSE SEPERETED FROM COOLER CONNECTION

-HOSE CLAMP IN PLACE

-VEHICLE WAS DRIVEN UNTIL IT WOULDN'T MOVE

**** TSS RECOMMENDATION/RESULT:**

-REPLACE CVT, AUXILLARY COOLER, HOSE AND CLAMP

-SENT OUT HEADS UP DUE TO MILEAGE

**** UPDATE 8.23.13 160**

- TECH REPORTS WAITING FOR CVT TO ARRIVE, NO ETA, COOLER AND HOSE HAVE

ARRIVED, TECH TO FOLLOW UP

****UPDATE 08.27.13 TSS 195 B.T.**

-REPLACED CVT,AUXILLARY COOLER,HOSE AND CLAMP

-UNABLE TO WRITE CALIBRATION DATA

-TECHLINK AND WRITE CALIBRATION DATA

-CLOSING REPORT

-

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11307785			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11307785	FULL	2	8/20/2013	8/29/13	8/29/13
Text-Incd Desc TL					
CVT FLUID LEAK,CVT WHINE					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
195		Z - BRIAN TERK		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MMXDC [REDACTED]	B92 SPLASH GUARDS (BLACK; SET OF 4 C03 50 STATE EMISSIONS L92 FLOOR MAT CARPETED (4-PC SET) Z66 ACTIVATION DISCLAIMER	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	003935	25413			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	393587	C	K50		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	5/3/2013	8/20/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
3681	26	PORTER NISSAN	NEWARK		
Serv Dir TL					
Code	Region	Name	City	State	
3681	26	PORTER NISSAN	NEWARK	DE	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
CASE, FITTING, LINE & TORQUE CON		HUM/WHINE/STATIC (M	IDLE	ALL TEMPS	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	81/99F=27/38C	CONSTANT	TRANSMISSION	8/20/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
10	N	N	8/20/2013		
Code-Reason For Call TL Desc:				Flag-Attachment TL: N	
NOT IDENTIFIED					
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N	8/20/13	3025989755	1/1/01	1/1/01	
Text-Solution TL:					
REPLD CVT, COOLER & FLUSHED LINES					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
-WHINE FROM ENGINE COMPARTMENT					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS _1DAYS DOWN _1_:					
-WHINING NOISE COMING FROM CVT					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-FOUND CVT FLUID LEAK FROM CVT FLUID COOLER:#9 ON TM-210

-FLUID NOT LEAKING AT RADIATOR AREA AS PER NTB13-071

-CVT FLUID LEVEL IS LOW DUE TO LEAK

-

**** TSS RECOMMENDATION/RESULT:**

-REPLACE CVT COOLER,CVT AND FLUSH LINES

-HEADS UP SENT

-

**** UPDATE 8.29.13 160**

- TECH REPORTS REPLACED CVT, COOLER AND FLUSHED LINES TO RESOLVE'

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11311507			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11311507	MINI	1	8/30/2013	9/3/13	
Text-Incd Desc TL					
LEAK FROM CVT					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
104		Z - DONALD PERRYMAN		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MM9DC [REDACTED]	C03 50 STATE EMISSIONS L92 FLOOR MAT CARPETED (4-PC SET) Z66 ACTIVATION DISCLAIMER	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	013209	25213			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	264336	C	K23		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	10/29/2012	8/30/2013	USA		
Dir Refl Last VC					
Code	Region	Name	City	State	
3068	34	ALAN JAY NISSAN, INC.	SEBRING		
Serv Dir TL					
Code	Region	Name	City	State	
3923	34	CROWN NISSAN GREENVILLE	GREENVILLE	SC	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
CLUTCH/GEAR/GOVERNOR/PUMP &		TRANSMISSION FLUID_	NOT IDENTIFIED	NOT IDENTIFIED	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
NOT IDENTIFIED	NOT IDENTIFIED		NOT IDENTIFIED	8/30/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
10	N	N	8/30/2013		
Code-Reason For Call TL Desc:				Flag-Attachment TL: N	
NOT IDENTIFIED					
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N	1/1/01		1/1/01	1/1/01	
Text-Solution TL:					
Code-Status TL Desc: A- PENDING DEALER FOLLOW-UP					
Text-Dealer Followup Comment TL:					
M					
** CUSTOMER COMMENT:					
- LEAK UNDER FRONT OF VEHICLE.					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 1					
- TECH HAS CONFIRMED A LEAK FROM CVT.					
- LEAK IS COMING FROM AN ACTUATOR/ACCUMULATOR LOCATED BETWEEN COOLER,					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

AND BELL HOUSING.

**** TSS RECOMMENDATION/RESULT:**

- TSS CONSULTED ENGINEER K.S. AND RECOMMENDED TO REPLACE CVT.

****UPDATE 104 DAP 09/03/13**

- ENGINEER K.S. REQUESTS COLLECTION OF PARTS.

- TSS FAXED SHIPPING INSTRUCTIONS TO DEALER.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11315486			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11315486	MINI	0	9/12/2013	9/12/13	
Text-Incd Desc TL					
NEW CVT DID NOT MOVE, NO CODES					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
166		Z - ALEX KNEPPER		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
R52	2013	PTH	5N1AR2MM3DC [REDACTED]	B92 SPLASH GUARDS (BLACK; SET OF 4 C03 50 STATE EMISSIONS L92 FLOOR MAT CARPETED (4-PC SET) P02 PLATINUM PREMIUM PACKAGE Z66 ACTIVATION DISCLAIMER	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	005450	25613			
Code-Engine Prefix V	Number-Engine Serial V	Code-Trans Type VC	Code-Vehicle Color VC		
VQ35	374525	C	K23		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Smyrna (NMM)	4/5/2013	9/12/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
2551	24	STAR CHEV-NISSAN-VOLVO	GREENSBURG		
Serv Dir TL					
Code	Region	Name	City	State	
5306	26	LAUREL NISSAN	JOHNSTOWN	PA	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
CNTR UNIT, HARNESS, PAWL, SWITC		ENGINE STALL	NOT IDENTIFIED	NOT IDENTIFIED	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
NOT IDENTIFIED	NOT IDENTIFIED		NOT IDENTIFIED	9/12/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
10	N	N	9/12/2013		
Code-Reason For Call TL Desc:				Flag-Attachment TL: N	
NOT IDENTIFIED					
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
N	1/1/01		1/1/01	1/1/01	
Text-Solution TL:					
Code-Status TL Desc: A- PENDING DEALER FOLLOW-UP					
Text-Dealer Followup Comment TL:					
M					
** CUSTOMER COMMENT:					
-SHUDDERS ON FULL THROTTLE					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS _2 DAYS DOWN 2					
-VEHICLE SHUDDERS ON WOT					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-WAS ALSO LEAKING CVT FLUID FROM COOLER LINE, BUT DID NOT SEPERATE

-TECH REPLACED HOSE, ADJUSTED FLUID LEVEL, NO CHNAGE

-TECH REPLACED CVT, NOW VEHICLE DRIVES NORMALLY BUT ON 1 OCCASION THE
VEHICLE WOULD NOT MOVE

-SET NO CODES

-CYCLED IGNITION A COUPLE TIMES AND THEN VEHICLE MOVES/OPERATES NORMALLY

-DID NOT ERASE/WRITE CALIBRATION DATA

** TSS RECOMMENDATION/RESULT:

-ERASE/WRITE CALIBRATION DATA AS DISCUSSED