

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11216665			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11216665	FULL	5	10/25/2012	11/16/12	11/16/12
Text-Incd Desc TL					
BRAKE PEDAL SINKS TO FLOOR					
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	
N17	2013	VSD	3N1CN7AP2DL [REDACTED]	B92 SPLASH GUARDS C03 50 STATE EMISSIONS L93 CARPETED FLOOR MATS AND TRUNK	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	000005	11213	4DS		
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
HR16	746886	C	K36		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	10/9/2012	1/1/0001	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
NP	2	NP	NP	NP	
Serv Dir TL					
Code	Region	Name	City	State	
3754	32	CHARLIE CLARK NISSAN	HARLINGEN	TX	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
BRAKE MASTER CYLINDER		BRAKING (POOR)	DECEL	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	CHASSIS	10/25/2012	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	N	N	10/25/2012		
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 MASTER CYLINDER					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
- PDI					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN __1:					
- DURING PDI FOUND BRAKE PEDAL SINKS TO FLOOR.					
- DURING LONG STOP PEDAL WILL REACH FLOOR BEFORE VEHICLE COMES TO STOP.					

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- RAISED VEH ON RACK AND FOUND NO BRAKING TO RIGHT FRT AND LEFT REAR.
- NO DTC'S IN ABS.
- NO LEAKS.
- BLED BRAKES - NO CHANGE.

**** TSS RECOMMENDATION/RESULT:**

- REPLACE MASTER CYLINDER.
- NOTIFIED FQI-KS OF INCIDENT.

**** UPDATE 11.1.12 155**

- SA REPORS WAITING FOR MASTER CYLINDER.

**** UPDATE 11.8.12 155**

- DEALER REPORTS WAITING FOR PART.

**** UPDATE 11.15.12 155**

- TECH REPORTS PART HAD NOT BEEN ORDERED. JUST ORDERED PART.

**** UPDATE 11-16-12 TSS RP**

- REPLACED MASTER CYLINDER TO REPAIR

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ID-Report TL	F11218990				
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11218990	FULL	2	11/5/2012	11/12/12	11/12/12
Text-Incd Desc TL					
BRAKE PEDAL GOING TO FLOOR					
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	
B17	2013	SEN	3N1AB7AP4DL [REDACTED]	C01 CALIFORNIA EMISSIONS	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL	K02 SR DRIVER PACKAGE	
0000000	000200	12313		L92 CARPETED FLOOR MATS	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC	U01 NAVIGATION PACKAGE	
MRA8	004350	C	QAC	U35 NAVIGATION MANUAL	
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	9/19/2012	10/27/2012	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
5098	26	CAUSEWAY NISSAN LLC	MANAHAWKIN		
Serv Dir TL					
Code	Region	Name	City	State	
5098	26	CAUSEWAY NISSAN LLC	MANAHAWKIN	NJ	
Code-Component TL Desc	Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc		
BRAKE MASTER CYLINDER	BRAKING (POOR)	DECEL	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	CHASSIS	11/5/2012	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	N	N	11/5/2012		
Code-Reason For Call TL Desc:	REASONABLE CALL FOR ASSISTANCE			Flag-Attachment TL: N	
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
Y	11/12/12	[REDACTED] CELL			
Text-Solution TL:	UNRESOLVED, PENDING PARTS ARRIVAL				
Code-Status TL Desc:	F- CLOSED (RESOLVED)				
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
-BRALE PEDAL FADS TO FLOOR.					
.					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN 5__:					
-INSPECTED OPERATION OF BRAKES ON TEST DRIVE.					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-BRAKE PEDAL WILL SLOWLY GO TO FLOOR WITH LIGHT PRESSURE ON PEDAL.
-INSPECTED FOR STORED DTC AND NO DTC STORED IN ANY VEHICLE SYSTEMS.
-BRAKE FLUID CLEAN AND FULL, REAR SEAL DRY

**** TSS RECOMMENDATION/RESULT:**

-CALLED TASK FORCE J.K. AND SYSTEM FH K.S AND LEFT MESSAGES
-OPERATE ABS ON TEST DRIVE IN A SAFE MANNER.
-REHCECK IF INCIDENT IS STILL PRESENT
-REPLACE MASTER CYL.

**** UPDATE 11.12.12 160**

- TECH REPORTS BRAKE MASTER CYLINDER AND BOOSTER HAVE, WAITING FOR
BACK ORDERED BOOSTER BRACKET, GASKET AND SPACER BLOCK, NO ETA, CC
VEHICLE IS DOWN

****HEADS UP DUE TO PARTS AVAILABILITYY**

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	FI1227784				
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1227784	FULL	2	12/10/2012	12/18/12	12/18/12
Text-Incd Desc TL					
BRAKE PEDAL GOES LOW WHEN STOPPING					
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	
N17	2013	VSD	3N1CN7AP1DL [REDACTED]	B92 SPLASH GUARDS C03 50 STATE EMISSIONS L93 CARPETED FLOOR MATS AND TRUNK N93 EC MIRROR	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	003840	11313	4DS		
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
HR16	719568	C	K36		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	9/29/2012	10/29/2012	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
3806	32	CANNON NISSAN	GREENWOOD		
Serv Dir TL					
Code	Region	Name	City	State	
3806	32	CANNON NISSAN	GREENWOOD	MS	
Code-Component TL Desc	Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc		
BRAKE MASTER CYLINDER	BRAKING (POOR)	DECEL	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	CHASSIS	12/10/2012	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	N	N	12/10/2012		
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	12/10/12	N/A			
Text-Solution TL:	PENDING ARRIVAL OF PARTS				
Code-Status TL Desc:	F- CLOSED (RESOLVED)				
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
- MUST PRESS BRAKE PEDAL TO FLOOR TO STOP.					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN 1__:					
- VERIFIED BRAKE PEDAL GOES LOW WHEN STOPPING, BUT VEHICLE DOES STOP.					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

- VERIFIED BRAKE FLUID IS FULL, CONDITION CLEAR.
- NO BRAKE FLUID LEAKS FOUND IN VISUAL INSPECTION.
- BRAKE LIGHT NOT ON.

**** TSS RECOMMENDATION/RESULT:**

- TSS ADVISED TO COMPARE TO LIKE YEAR.MODEL VEHICLE.
- IF BRAKE PEDAL IS LOWER IN CUSTOMER VEHICLE, REPLACE MASTER CYLINDER AND RETEST.
- TSS FLAGGED REPORT FOR REGION HEADS UP DUE TO NATURE OF REPAIR.

**** UPDATE TSS 124 12/18/12**

- CALLED TECH BACK TO UPDATE REPORT
- STILL WAITING ON PARTS TO ARRIVE
- CLOSING REPORT PENDING ARRIVAL OF PARTS

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	F11228571				
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11228571	FULL	5	12/12/2012	12/27/12	12/27/12
Text-Incd Desc TL					
BRAKE PEDAL TO FLOOR					
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	
B17	2013	SEN	3N1AB7AP2DL [REDACTED]	B92 SPLASH GUARDS C03 50 STATE EMISSIONS L92 CARPETED FLOOR MATS Z99 PRE-DELIVERY INSPECTION	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	000296	12113			
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
MRA8	008969	C	NAC		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	10/2/2012	12/6/2012	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
5108	26	CONCORD NISSAN, INC.	CONCORD		
Serv Dir TL					
Code	Region	Name	City	State	
249	44	NISSAN OF DOWNTOWN L.A.	LOS ANGELES	CA	
Code-Component TL Desc	Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc		
BRAKE MASTER CYLINDER	BRAKING (POOR)	DECEL	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	CHASSIS	12/11/2012	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	N	N	12/12/2012		
Code-Reason For Call TL Desc:	REASONABLE CALL FOR ASSISTANCE			Flag-Attachment TL: N	
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
Y	12/27/12	CELL [REDACTED]			
Text-Solution TL:	PENDING DETAILS FROM DEALER				
Code-Status TL Desc:	F- CLOSED (RESOLVED)				
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
- BRAKE PEDAL GOES TO FLOOR					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN _1_:					
- BRAKE PEDAL GOES TO FLOOR WITH LIGHT OR HEAVY PEDAL PRESSURE					
- NO BRAKE FLUID LOSS					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

- BLED BRAKES, NO CHANGE, NO AIR FOUND IN SYSTEM

** TSS RECOMMENDATION/RESULT:

- REPLACE BRAKE MASTER CYLINDER

- SENDING HEADS UP TO ENG KS,JG

** UPDATE 12.19.12 155

- TECH REPORTS JUST RECEIVED THE PARTS, NOT INSTALLED YET.

** UPDATE TSS 124 12/20/12

- TECH CALLED BACK, RECIEVED PART AND IS INCORRECT

- TECH RECIEVING MANUAL TRANS MASTER CYLINDER

- SENT EMAIL TO ENGINEERING FOR PART NUMBER INFORMATION

** UPDATE TSS 124 12/20/12

- ENGINEERING CALLED BACK AND ADVISED THE PART NUMBERS ARE SWAPPED

- HAVE DEALER TO ORDER MANUAL TRANS BRAKE MASTER CYLINDER

- CALLED DEALER AND ADVISED OF CONCERN

** UPDATE 12.27.12 155

- DEALER REPORTS PART IS ON BACK ORDER, NO ETA. DID ORDER PART "CUSTOMER

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

- SENDING HEADS UP FOR PART AVAILABILITY.

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ID-Report TL	F11229425				
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11229425	FULL	3	12/14/2012	1/4/13	1/4/13
Text-Incd Desc TL					
BRAKE PEDAL SINKS LOW					
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	
B17	2013	SEN	3N1AB7AP1DL [REDACTED]	B92 SPLASH GUARDS B93 PROTECTION PACKAGE C03 50 STATE EMISSIONS L92 CARPETED FLOOR MATS M92 HIDE AWAY TRUNK NET N94 ILLUMINATED KICK PLATES	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	000005	12413			
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
MRA8	031856	C	KH3		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	11/24/2012	1/1/0001	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
NP	2	NP	NP	NP	
Serv Dir TL					
Code	Region	Name	City	State	
5251	34	LEITH NISSAN	CARY	NC	
Code-Component TL Desc	Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc		
BRAKE MASTER CYLINDER	BRAKING (POOR)	DECEL	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	CHASSIS	12/14/2012	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	N	N	12/14/2012		
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:	REPLACED MASTER CYLINDER				
Code-Status TL Desc:	F- CLOSED (RESOLVED)				
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
- FOUND BRAKE PEDAL SINKS DURING PDI.					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN 1__:					
- VERIFIED BRAKE PEDAL SINKS TO FLOOR WHEN HELD.					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

- BRAKE FLUID IS LEVEL IS FULL IN RESERVOIR.
- VISUALLY INSPECTED LINES/CONNECTIONS/CALIPERS FOR LEAKS, NONE
FOUND.

**** TSS RECOMMENDATION/RESULT:**

- TSS ADVISED TO REPLACE THE MASTER CYLINDER, BLEED SYSTEM AND RETEST.

**** UPDATE 12.21.12 155**

- DEALER TECH IS UNAVAILABLE, DOES NOT KNOW STATUS OF VEHICLE.

**** UPDATE 12.28.12 155**

- SM REPORTS HAS THE MASTER CYLINDER. HAS NOT BEEN INSTALLED.

**** UPDATE 1.4.13 155**

- DEALER REPORTS REPLACED MASTER CYLINDER TO RESOLVE.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	F11230854				
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11230854	FULL	1	12/20/2012	12/27/12	12/27/12
Text-Incd Desc TL					
BRAKE PEDAL TRAVELS TO FLOOR					
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	
N17	2013	VSD	3N1CN7AP6DL [REDACTED]	C03 50 STATE EMISSIONS	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	000233	11153	4DS		
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
HR16	751561	5	K23		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	10/30/2012	1/1/0001	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
NP	2	NP	NP	NP	
Serv Dir TL					
Code	Region	Name	City	State	
3611	34	GWINNETT PLACE NISSAN	DULUTH	GA	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
BRAKE MASTER CYLINDER		BRAKING (POOR)	DECEL	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	CHASSIS	12/20/2012	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	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		[REDACTED] CELL			
Text-Solution TL:					
NO REPAIRS MADE					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
-AFTER DRIVING FOR A FEW MINUTES BRAKE PEDAL GOES TO THE FLOOR.					
.					
** DEALER ACTION/OBSERVATION:					
** VERIFIED N REPAIR ATTEMPTS 1_DAYS DOWN __1:					
-BRAKE PEDAL PERFORMANCE NORMAL.					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-FLUID LEVEL CORRECT.

-NO FURTHER INFORMATION.

**** TSS RECOMMENDATION/RESULT:**

-IF INCIDENT DUPLICATED REPLACE BRAKE MASTER CYLINDER.

**** UPDATE 12.27.12 155**

- TECH REPORTS VEHICLE OPERATES AS DESIGNED. NO REPAIRS MADE.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		FI1237053			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1237053	FULL	2	1/16/2013	1/24/13	1/24/13
Text-Incd Desc TL					
BRAKES GOING TO FLOOR					
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	
B17	2013	SEN	3N1AB7AP1DL [REDACTED]	B92 SPLASH GUARDS C03 50 STATE EMISSIONS K01 SV DRIVER PACKAGE L92 CARPETED FLOOR MATS S92 FOG LIGHTS WITH AUTO HEADLIGHT U01 NAVIGATION PACKAGE U35 NAVIGATION MANUAL	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	000085	12113			
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
MRA8	037533	C	KBD		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	12/3/2012	12/17/2012	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
998	32	ROYAL NISSAN INC	BATON ROUGE		
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	
BRAKE MASTER CYLINDER		BRAKING (POOR)	DECEL	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	CHASSIS	1/16/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	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					
Text-Solution TL:					
REPLACED MASTER CYLINDER					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
M					
** CUSTOMER COMMENT:					
-BRAKES GOING TO FLOOR					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN _7_:					
-VERIFIED, BRAKES GOING TO FLOOR IF HOLDING PEDAL WITH LIGHT PRESSURE					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-NO CODES STORED

-NO LEAKS ON OUTSIDE OF SYSTEM

-FLUID LEVEL OK

-ATTEMPTING TO ORDER NEW MASTER CYLINDER, KEEP RECEIVING A MANUAL

TRANSMISSION MASTER CYLINDER

-PART NUMBER RECEIVED IS 46010-3SG1A

**** TSS RECOMMENDATION/RESULT:**

-WILL RESEARCH WITH R.W AND CALL DEALER BACK

****UPDATE 1.17.13 TSS 166****

-ADVISED TECH TO ORDER A MANUAL TRANSMISSION MASTER CYLINDER

-GAVE P#: 46010-3SG0A

**** UPDATE 1.24.13 160**

- TECH REPORTS RECEIVED CORRECT MASTER CYLINDER, REPLACED MASTER

CYLINDER TO RESOLVE

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	F11239916				
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11239916	FULL	2	1/25/2013	1/25/13	1/25/13
Text-Incd Desc TL					
BRAKE PEDAL GOES TO FLOOR					
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	
N17	2013	VSD	3N1CN7AP8DL [REDACTED]	C03 50 STATE EMISSIONS L92 CARPETED FLOOR MATS AND TRUNK	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	000005	11123	4DS		
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
HR16	768454	C	QM1		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	1/15/2013	1/1/0001	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
NP	2	NP	NP	NP	
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		
BRAKE MASTER CYLINDER	BRAKING (POOR)	DECEL	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	CHASSIS	1/25/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	N	N	1/25/2013		
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	1/25/13	[REDACTED]			
Text-Solution TL:	REPLACED MASTER CYLINDER				
Code-Status TL Desc:	F- CLOSED (RESOLVED)				
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
-BRAKE PEDAL GOES TO FLOOR					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN _1_:					
-WHEN STEPPING ON BRAKE PEDAL GOES TO FLOOR					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-RESEVOIR IS FULL

-NO EXTERNAL LEAKS FOUND

**** TSS RECOMMENDATION/RESULT:**

-REPLACE MASTER CYLINDER

-HEADS UP SENT DUE TO MILEAGE

**** UPDATE TSS 124 1/25/13**

- TECH CALLED BACK, REPLACED MASTER CYLINDER TO RESOLVE CONCERN

- TECH ADVISED DEALER HAD PARTS IN STOCK

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	FI1246178				
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1246178	FULL	9	2/15/2013	3/27/13	3/27/13
Text-Incd Desc TL					
BRAKE PEDAL FADES TO THE FLOOR.					
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	
B17	2013	SEN	3N1AB7AP3DL [REDACTED]	B93 PROTECTION PACKAGE C03 50 STATE EMISSIONS H92 BLUECONNECT BLUETOOTH HANDS-FR L92 CARPETED FLOOR MATS N94 ILLUMINATED KICK PLATES	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	000081	12113			
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
MRA8	011250	C	RAQ		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	10/9/2012	1/1/0001	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
NP	2	NP	NP	NP	
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		
BRAKE MASTER CYLINDER	BRAKING (POOR)	DECEL	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	CHASSIS	2/15/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
13	N	N	2/15/2013		
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	3/19/13		1/1/01	1/1/01	
Text-Solution TL:	OPERATING AS DESIGNED				
Code-Status TL Desc:	F- CLOSED (RESOLVED)				
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
-BRAKE PEDAL GOES TO THE FLOOR CAR DOES NOT STOP SOMETIMES WHEN PRESSED.					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN _1_:					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	F11246609				
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11246609	FULL	1	2/18/2013	2/25/13	2/25/13
Text-Incd Desc TL					
BRAKE PEDAL SINKS LOW					
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	
B17	2013	SEN	3N1AB7AP0DL [REDACTED]	B92 SPLASH GUARDS C01 CALIFORNIA EMISSIONS L92 CARPETED FLOOR MATS	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	004815	12113			
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
MRA8	018529	C	QAC		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	10/25/2012	12/2/2012	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
3387	44	CERRITOS NISSAN	CERRITOS		
Serv Dir TL					
Code	Region	Name	City	State	
3387	44	CERRITOS NISSAN	CERRITOS	CA	
Code-Component TL Desc	Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc		
BRAKE MASTER CYLINDER	BRAKING (POOR)	DECEL	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	CHASSIS	2/18/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	N	N	2/18/2013		
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	2/18/13	N/A			
Text-Solution TL:	PENDING DETAILS FROM DEALER				
Code-Status TL Desc:	F- CLOSED (RESOLVED)				
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
-BRAKE PEDAL SINKS LOW.					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN 1__:					
-WHEN STOPPING, BRAKES WILL STOP VEHICLE NORMALLY, THEN BRAKE PEDAL SINKS LOW.					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-REMOVED MASTER CYLINDER, NO LEAK INTO BOOSTER.

-NO EXTERNAL LEAKS.

-FLUID WAS FULL WHEN VEHICLE ARRIVED.

-TECH ATTEMPTING TO ORDER MASTER CYLINDER, ASKING FOR ANY OTHER INFO.

**** TSS RECOMMENDATION/RESULT:**

-REPLACE MASTER CYLINDER.

**** UPDATE 2.25.13 155**

- SA REPORTS MASTER CYLINDER IS ON BACK ORDER WITH NO ETA. PART WAS ORDERED WITH " CUSTOMER CARE". CLOSING REPORT PENDING DETAILS FROM DEALER.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	FI1247047				
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1247047	FULL	2	2/19/2013	2/19/13	2/19/13
Text-Incd Desc TL					
BRAKE PEDAL GOES TO FLOOR					
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	
N17	2013	VSD	3N1CN7AP9DL [REDACTED]	B92 SPLASH GUARDS C03 50 STATE EMISSIONS L93 CARPETED FLOOR MATS AND TRUNK	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	001978	11213	4DS		
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
HR16	745626	C	KAC		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	11/20/2012	12/14/2012	USA		
Dir Retl 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		
BRAKE MASTER CYLINDER	BRAKING (POOR)	DECEL	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	CHASSIS	2/19/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	N	N	2/19/2013		
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	2/19/13				
Text-Solution TL:	COMPARES TO KGV				
Code-Status TL Desc:	F- CLOSED (RESOLVED)				
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
- AT A STOP THE BRAKE PDEAL GOES DOWN					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN 1__:					
- AT A STOP WITH CONSTATNT PRESSURE ON THE BRAKE PEDAL IT MOVES DOWN SLIGHTLY, NOT TO FLOOR					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

- COMPARED TO KGV AND THEY ARE THE SAME

- BRAKES REMAIN ENGAGED OK

**** TSS RECOMMENDATION/RESULT:**

- IF VEHICLE COMPARES TO KGV, VEH OPERATING TO MANUFACTURERS SPEC

- SENDING HEADS UP DUE TO MILEAGE

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	F11247599				
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11247599	FULL	4	2/20/2013	3/6/13	3/6/13
Text-Incd Desc TL					
BRAKE PEDAL SINKS TO THE FLOOR					
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	
B17	2013	SEN	3N1AB7APXDL [REDACTED]	C01 CALIFORNIA EMISSIONS	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL	L92 CARPETED FLOOR MATS	
0000000	000011	12313			
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
MRA8	026908	C	B17		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	11/13/2012	3/3/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
5013	44	WOODLAND HILLS NISSAN	WOODLAND HILLS		
Serv Dir TL					
Code	Region	Name	City	State	
5013	44	WOODLAND HILLS NISSAN	WOODLAND HILL	CA	
Code-Component TL Desc	Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc		
BRAKE MASTER CYLINDER	BRAKING (POOR)	DECEL	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	CHASSIS	2/19/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	N	N	2/20/2013		
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					
Text-Solution TL: UNRESOLVED, PENDING PARTS ARRIVAL					
Code-Status TL Desc: F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
-BRAKE PEDAL FADES TO THE FLOOR.					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN _2_:					
-BRAKE PEDAL FADES TO THE FLOOR.					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-ON REPEATED BRAKING, PEDAL STARTS SINKING.

** TSS RECOMMENDATION/RESULT:

-REPLACE MASTER CYLINDER.

-BLEED MASTER ON BENCH.

-BLEED VEHICLE AFTER INSTALLATION.

** UPDATE 2.27.13 155

- DEALER REPORTS WAITING FOR MASTER CYLINDER.

** UPDATE 3.6.13 160

- SA REPORTS STILL WAITING FOR MASTER CYLINDER, TECH TO FOLLOW UP, CLOSE

PENDING

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11247659			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11247659	QUICK	0	2/20/2013	2/3/14	2/3/14
Text-Incd Desc TL					
BRAKE PEDAL SINKS					
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	
B17	2013	SEN	3N1AB7AP2DL [REDACTED]	C01 CALIFORNIA EMISSIONS L92 CARPETED FLOOR MATS	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	000640	12113			
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
MRA8	004341	C	QAC		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	9/24/2012	2/11/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
5006	26	KINGSTON NISSAN	KINGSTON		
Serv Dir TL					
Code	Region	Name	City	State	
5006	26	KINGSTON NISSAN	KINGSTON	NY	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
BRAKE MASTER CYLINDER		BRAKING (POOR)	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	1/1/0001	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	N	N	2/20/2013		
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	1/1/01		1/1/01	1/1/01	
Text-Solution TL:					
CLOSED DURING SFDC MIGRATION					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
REPLACE MASTER CYL					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	FI1248398				
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1248398	FULL	3	2/22/2013	3/1/13	3/1/13
Text-Incd Desc TL					
MASTER CYLINDER SEEPING/SPONGY PEDL					
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	
N17	2013	VSD	3N1CN7AP2DL [REDACTED]	B92 SPLASH GUARDS	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL	C03 50 STATE EMISSIONS	
0000000	000418	11213	4DS	L93 CARPETED FLOOR MATS AND TRUNK	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
HR16	745647	C	KAC		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	11/20/2012	2/21/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
5006	26	KINGSTON NISSAN	KINGSTON		
Serv Dir TL					
Code	Region	Name	City	State	
5006	26	KINGSTON NISSAN	KINGSTON	NY	
Code-Component TL Desc	Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc		
BRAKE MASTER CYLINDER	BRAKING (POOR)	DECEL	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	CHASSIS	2/22/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	N	N	2/22/2013		
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					
Text-Solution TL:	REPLACED MASTER CYLINDER				
Code-Status TL Desc:	F- CLOSED (RESOLVED)				
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
-BRAKE PEDAL FEELS LIKE YOU HAVE TO PUSH DOWN TOO FAR.					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN 1__:					
-BRAKE PEDAL IS SPONGY.					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-MASTER CYLINDER IS SEEPING EXTERNALLY.

-NO ABS CODES.

-NO ACCESSORIES OR MODIFICATIONS.

**** TSS RECOMMENDATION/RESULT:**

-CHECK FOR BRAKE FLUID LEAKING INTO BRAKE BOOSTER.

-REPLACE MASTER CYLINDER.

-BLEED MASTER ON BENCH.

-BLEED VEHICLE AFTER INSTALLATION.

**** UPDATE 3.1.13 160**

- TECH REPORTS REPLACED MASTER CYLINDER TO RESOLVE

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	FI1248413				
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1248413	FULL	3	2/22/2013	3/7/13	3/7/13
Text-Incd Desc TL					
BRAKE PEDAL SOFT GOING TO FLOOR					
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	
B17	2013	SEN	3N1AB7AP3DL [REDACTED]	B92 SPLASH GUARDS C03 50 STATE EMISSIONS K01 SV DRIVER PACKAGE L92 CARPETED FLOOR MATS U01 NAVIGATION PACKAGE U35 NAVIGATION MANUAL	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	000342	12113			
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
MRA8	066471	C	K36		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	1/31/2013	2/17/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
3331	44	POWER NISSAN CHANDLER	CHANDLER		
Serv Dir TL					
Code	Region	Name	City	State	
3331	44	POWER NISSAN CHANDLER	CHANDLER	AZ	
Code-Component TL Desc	Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc		
BRAKE MASTER CYLINDER	BRAKING (POOR)	DECEL	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	CHASSIS	2/22/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	N	N	2/22/2013		
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	
Y	3/7/13				
Text-Solution TL:	UNRESOLVED, PANDING PARTS ARRIVAL				
Code-Status TL Desc:	F- CLOSED (RESOLVED)				
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
-BRAKE PEDAL FEELS SOFT VEHICLE WILL START MOVE WHEN SITTING IN GEAR 1 TO 2 MINS					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN _2_:					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-INPPECTED VEHICLE BRAKES OPERATION ON TEST DRIVE.

-IF VEHICLE IS STOPPED AND HOLDING FOOT ON BRAKE PEDAL SLOW GOING TO FLOOR.

-INSPECT FLUID LEVEL AND CONDITION FLUID IS FULL AND CLEAN

**** TSS RECOMMENDATION/RESULT:**

-REPLACE BARKE MASTER CYL AND BLEED SYSTEM

****UPDATE 02-22-13 TSS 186

-SENT HEADS UP TO REGION DUE TO LOW MILES.

**** UPDATE 2.28.13 160**

- TECH REPORTS WAITING FOR MASTER CYLINDER TO ARRIVE, NOTE TSM S.B.

TOOK ORIGINAL MASTER CYLINDER

**** UPDATE 3.7.13 160**

- TECH REPORTS WAITING FOR MASTER CYLINDER, NO ETA, CC

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

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	F11248747				
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11248747	FULL	1	2/25/2013	3/6/13	3/6/13
Text-Incd Desc TL					
WHEN STOPPED VEHICLE WILL START					
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	
B17	2013	SEN	3N1AB7AP6DL [REDACTED]	C03 50 STATE EMISSIONS K02 SR DRIVER PACKAGE L92 CARPETED FLOOR MATS U01 NAVIGATION PACKAGE U35 NAVIGATION MANUAL	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	003222	12313			
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
MRA8	010464	C	K23		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	10/8/2012	12/26/2012	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
3079	24	JIM M'LADY NISSAN	CRYSTAL LAKE		
Serv Dir TL					
Code	Region	Name	City	State	
2908	24	MCGRATH NISSAN, INC.	ELGIN	IL	
Code-Component TL Desc	Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc		
BRAKE MASTER CYLINDER	BRAKING (POOR)	DECEL	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	CHASSIS	2/25/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	N	N	2/25/2013		
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					
Text-Solution TL: VEHICLE CURRENTLY OPERATES AS DESIG					
Code-Status TL Desc: F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
-AT TIME BRAKE PEDAL GOING TO FLOOR WHEN STOPPED					
.					
** DEALER ACTION/OBSERVATION:					
** VERIFIED N REPAIR ATTEMPTS _1DAYS DOWN 1__:					
-INSPECTED BRAKE OPERATION ON TEST DRIVE.					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-UNABLE TO VERIFY PEDAL GOING LOW OR TO FLOOR.

**** TSS RECOMMENDATION/RESULT:**

-GET MORE DETAILS FROM CUSTOMER ON INCIDENT

-VERIFY INCIDENT BEFORE REPAIRS

-IF UNABLE TO VERIFY CUSTOMER INCIDENT CONTACT CA DEPARTMENT

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

- VEHICLE CURRENTLY OPERATES AS DESIGNED

- VEHICLE WAS RELEASED TO CUSTOMER

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	F11250158				
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11250158	FULL	2	2/28/2013	3/7/13	3/7/13
Text-Incd Desc TL					
LOSS OF BRAKE PEDAL W/ IGN ON					
Code-TSS1 TL	Code-TSS1 TL Name			Name-Caller TL	
177	Z - PHILLIP PAGE			TOM DIMMICK	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
N17	2013	VSD	3N1CN7AP5DL	B92 SPLASH GUARDS C03 50 STATE EMISSIONS L93 CARPETED FLOOR MATS AND TRUNK	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	000800	11213	4DS		
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
HR16	771945	C	K36		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	1/21/2013	2/21/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
090A	44	POWER NISSAN OF SOUTH BA	HAWTHORNE		
Serv Dir TL					
Code	Region	Name	City	State	
211A	44	MCCREA NISSAN	EUREKA	CA	
Code-Component TL Desc	Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc		
BRAKE MASTER CYLINDER	BRAKING (POOR)	DECEL	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	CHASSIS	2/27/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
01	N	N	2/28/2013		
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					
Text-Solution TL:	REPLACED ABS ACTUATOR				
Code-Status TL Desc:	F- CLOSED (RESOLVED)				
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
- WHEN COMING TO A STOP, BRAKE PEDAL DROPS TO THE FLOOR AND THE VEHICLE BEGINS TO CREEP					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN _2_:					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

- NO BRAKE FLUID LOST, BRAKE MASTER CYLINDER IS FULL
- PEDAL DROPS VERY SLOWLY
- PEDAL FEELS FIRM AT FIRST
- PEDAL DOES NOT DROP WITH KEY OFF
- VEHICLE IS EQUIPPED WITH ABS
- ABS DOES NOT APPEAR ON CONSULT

**** TSS RECOMMENDATION/RESULT:**

- UNPLUG ABS ACTUATOR AND DETERMINE IF PEDAL CONTINUES TO DROP WITH IGNITION ON
- IF PEDAL DROPS WITH IGNITION ON, REPLACE MASTER CYLINDER
- IF PEDAL DOES NOT DROP, REPLACE ABS ACTUATOR

**** UPDATE 3.7.13 160**

- TECH REPORTS REPLACED ABS ACTUATOR TO RESOLVE

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	FI1250941				
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1250941	FULL	2	3/4/2013	3/12/13	3/12/13
Text-Incd Desc TL					
BRAKE PEDAL SLOWLY SINKS TO FLOOR.					
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	
N17	2013	VSD	3N1CN7AP4DL [REDACTED]	B92 SPLASH GUARDS C03 50 STATE EMISSIONS L93 CARPETED FLOOR MATS AND TRUNK	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	001459	11213	4DS		
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
HR16	733280	C	K36		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	10/26/2012	2/1/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
3742	34	DON WILLIAMSON NISSAN	JACKSONVILLE		
Serv Dir TL					
Code	Region	Name	City	State	
3742	34	DON WILLIAMSON NISSAN	JACKSONVILLE	NC	
Code-Component TL Desc	Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc		
BRAKE MASTER CYLINDER	BRAKING (POOR)	DECEL	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	CHASSIS	3/4/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	N	N	3/4/2013		
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	3/6/13				
Text-Solution TL:	REPLACED BRAKE MASTER CYLINDER				
Code-Status TL Desc:	F- CLOSED (RESOLVED)				
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
-VEHICLE BRAKE SYSTEM IS NOT WORKING PROPERLY AT TIMES. WHEN HOLDING BRAKE PEDAL, WILL SLOWLY GO TO THE FLOOR.					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN _1_:					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-BRAKE PEDAL GOES TO THE FLOOR AFTER STOPPING.
-COMPARED TO KGV, THIS VEHICLE IS ABNORMAL.
-CANNOT FIND ANY LEAKS AND FLUID IS AT TOP OF FILL LINE.

**** TSS RECOMMENDATION/RESULT:**

-REPLACE MASTER CYLINDER.
-BLEED ON BENCH BEFORE INSTALLATION.
-BLEED AGAIN AFTER TEST DRIVE.
-VERIFY ISSUE IS RESOLVED.

****UPDATE 03.06.13/137**

-ADVISED HAS NOT RECEIVED PART AS YET; ON BACK ORDER.
-NO ETA ON PART.
-SENT HEADS UP TO REGION.

****UPDATE 03.12.13/137**

-REPLACED BRAKE MASTER CYLINDER TO CORRECT CONCERN.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		FI1251520			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1251520	QUICK	0	3/5/2013	2/3/14	2/3/14
Text-Incd Desc TL					
ALLEGED BRAKE PEDAL GOES TO FLOOR					
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	
N17	2013	VSD	3N1CN7AP1DL [REDACTED]	B92 SPLASH GUARDS C03 50 STATE EMISSIONS K01 SV CONVENIENCE PACKAGE L93 CARPETED FLOOR MATS AND TRUNK	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	004874	11213	4DS		
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
HR16	715793	C	K36		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	9/25/2012	11/24/2012	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
3606	34	AUTONATION NISSAN KENDAL PALMETTO BAY			
Serv Dir TL					
Code	Region	Name	City	State	
3606	34	AUTONATION NISSAN KENDAL PALMETTO BAY FL			
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
BRAKE SYSTEM		BRAKING (POOR)	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	1/1/0001	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	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		1/1/01	1/1/01	
Text-Solution TL:					
CLOSED DURING SFDC MIGRATION					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
REFERRED TO CONSUMER AFFAIRS					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		FI1253159			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1253159	FULL	1	3/11/2013	3/18/13	3/18/13
Text-Incd Desc TL					
BRAKE PEDAL SINKS TO FLOOR					
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	
N17	2013	VSD	3N1CN7AP3DL [REDACTED]	B92 SPLASH GUARDS C03 50 STATE EMISSIONS L93 CARPETED FLOOR MATS AND TRUNK N92 ILLUMINATED KICK PLATES	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	004121	11213	4DS		
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
HR16	753631	C	KAC		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	12/6/2012	2/2/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
5043	34	HALL NISSAN CHESAPEAKE	CHESAPEAKE		
Serv Dir TL					
Code	Region	Name	City	State	
5043	34	HALL NISSAN CHESAPEAKE	CHESAPEAKE	VA	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
BRAKE MASTER CYLINDER		BRAKING (POOR)	DECEL	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	CHASSIS	3/11/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	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	3/11/13	N/A	1/1/01	1/1/01	
Text-Solution TL:					
REPLACED MASTER CYLINDER					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
-BRAKE PEDAL LOW, CAR STILL STOPS.					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN 3__:					
-BRAKE PEDAL LOW BUT WILL GRAB TOWARD BOTTOM AND STILL STOP VEHICLE.					
-NO EXTERNAL LEAKS.					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-FLUID WAS FULL WHEN VEHICLE ARRIVED.

-IF ENGINE IS TURNED OFF, PEDAL WILL GET HARD WHEN DEPRESSED.

**** TSS RECOMMENDATION/RESULT:**

-REPLACE MASTER CYLINDER AND RECHECK.

-SENT HEADS UP EMAIL DUE TO YEAR/MILEAGE.

**** UPDATE 3.18.13 160**

- TECH REPORTS REPLACED MASTER CYLINDER TO RESOLVE

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	FI1253462				
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1253462	FULL	1	3/11/2013	3/21/13	3/21/13
Text-Incd Desc TL					
BRAKE PEDAL SPONGY					
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	
B17	2013	SEN	3N1AB7AP7DL [REDACTED]	B92 SPLASH GUARDS B93 PROTECTION PACKAGE C01 CALIFORNIA EMISSIONS L92 CARPETED FLOOR MATS M92 HIDE AWAY TRUNK NET X01 LEATHER PACKAGE	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	000037	12413			
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
MRA8	016437	C	RAQ		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	10/19/2012	3/9/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
3840	26	NISSAN WORLD OF RED BANK RED BANK			
Serv Dir TL					
Code	Region	Name	City	State	
3840	26	NISSAN WORLD OF RED BANK RED BANK NJ			
Code-Component TL Desc	Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc		
BRAKE MASTER CYLINDER	BRAKING (POOR)	DECEL	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	INTERMITTENT	CHASSIS	3/9/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	N	N	3/11/2013		
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	N/A	1/1/01	1/1/01	
Text-Solution TL:	REPLACED MASTER CYLINDER				
Code-Status TL Desc:	F- CLOSED (RESOLVED)				
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
- SALES STATE BRAKES FEEL SPONGY, CHECK AND ADVISE.					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y_ REPAIR ATTEMPTS 1__DAYS DOWN _2__:					
- TEST DROVE, DUPLICATED INTERMITTENT SPONGY PEDAL IN DEALER LOT.					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

- NO EXTERNAL LEAKS REPORTED.

- HAS NOT COMPARED TO KGV AT THIS TIME

**** TSS RECOMMENDATION/RESULT:**

- ADVISED TO BLEED BRAKES PER BR-16 RECHECK AND COMPARE TO KGV.

**** UPDATE 03.21.13 TSS 170**

- S/A VINNY REPORTS MASTER CYLINDER REPLACED

- INCIDENT RESOLVED

- CLOSING REPORT

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	F11254504				
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11254504	FULL	5	3/13/2013	3/20/13	3/20/13
Text-Incd Desc TL					
BRAKE PEDAL GOING TO FLOOR					
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	
N17	2013	VSD	3N1CN7AP1DL [REDACTED]	B92 SPLASH GUARDS C03 50 STATE EMISSIONS L93 CARPETED FLOOR MATS AND TRUNK Z99 PRE-DELIVERY INSPECTION	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	001264	11213	4DS		
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
HR16	772970	C	B17		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	2/6/2013	3/2/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
1964	24	BOMMARITO NISSAN INC	HAZELWOOD		
Serv Dir TL					
Code	Region	Name	City	State	
3018	34	AUTONATION NISSAN FT LAU	FORT LAUDERDA	FL	
Code-Component TL Desc	Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc		
ABS BRAKE SYSTEM	ABS WARNING (IMPROP	DECEL	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	DRIVEABILITY	3/13/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	N	N	3/13/2013		
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	3/20/13		1/1/01	1/1/01	
Text-Solution TL:	UNRESOLVED,PENDING DEALER FOLLOW UP				
Code-Status TL Desc:	F- CLOSED (RESOLVED)				
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
-BRAKE PEDAL GOING TO FLOOR WHEN STOPPED.					
.					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS _1DAYS DOWN _1_:					
--INSPECTED OPERATION OF BRAKE ON TEST DRIVE.					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-WHEN VEHICLE IS STOPPED AND PUSHING ON BRAKE,PEDAL WILL GO TO FLOOR

-INSPECT FOR LEAKS AND NO LEAKS FOUND MASTER CYL FLUID LEVEL IS FULL.

**** TSS RECOMMENDATION/RESULT:**

-REPLACE MASTER CYL.

*****UPDATE 03-13-13 TSS 186**

-SENT HEADS UP TO REGION DUE TO LOW MILES.

**** UPDATE 3.20.13 160**

- HEADS UP UNABLE TO ACQUIRE AND UP DATE FROM THE DEALER

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		FI1254628			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1254628	QUICK	1	3/14/2013	2/3/14	2/3/14
Text-Incd Desc TL					
BRAKE PEDAL DOES TO FLOOR STOPPING					
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	
B17	2013	SEN	3N1AB7AP2DL [REDACTED]	B92 SPLASH GUARDS C03 50 STATE EMISSIONS H92 BLUECONNECT BLUETOOTH HANDS-FR L92 CARPETED FLOOR MATS S93 FOG LIGHTS WITHOUT AUTO HEADLI	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	002744	12113			
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
MRA8	027365	C	RAQ		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	11/10/2012	1/5/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
3225	32	DON DAVIS NISSAN, INC.	ARLINGTON		
Serv Dir TL					
Code	Region	Name	City	State	
3225	32	DON DAVIS NISSAN, INC.	ARLINGTON	TX	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
ABS BRAKE SYSTEM		BRAKING (POOR)	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	1/1/0001	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	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:					
CLOSED DURING SFDC MIGRATION					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
REFERRED TO C/A					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11255967			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11255967	FULL	3	3/19/2013	3/26/13	3/26/13
Text-Incd Desc TL					
BRAKE PEDAL FEELS SOFT AND SPONGY					
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	
N17	2013	VSD	3N1CN7AP1DL [REDACTED]	C03 50 STATE EMISSIONS	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	000023	11313	4DS		
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
HR16	746716	C	KH3		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	5/3/2013	1/1/0001	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
NP	2	NP	NP	NP	
Serv Dir TL					
Code	Region	Name	City	State	
5353	34	NISSAN OF ALBERTVILLE	ALBERTVILLE	AL	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
BRAKE BOOSTER & PEDAL		BRAKING (POOR)	DECEL	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	CHASSIS	3/19/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	N	N	3/19/2013		
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:					
REPLACED MASTER CYLINDER					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
-BRAKE PEDAL FEELS SOFT AND SPONGY.					
.					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN 1__:					
-THE BRAKE PEDAL FEELS SOFT AND SPONGY.					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-NO LEAKS FOUND AND FLUID LEVEL IS OK.

-NO CODES STORED.

**** TSS RECOMMENDATION/RESULT:**

-REPLACE THE BRAKE MASTER CYLINDER.

**** UPDATE 3.26.13 160**

- TECH REPORTS REPLACED MASTER CYLINDER TO RESOLVE

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	FI1258195				
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1258195	FULL	1	3/25/2013	4/1/13	4/1/13
Text-Incd Desc TL					
BRAKE PEDAL SINKS LOW					
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	
N17	2013	VSD	3N1CN7AP7DL [REDACTED]	B92 SPLASH GUARDS C03 50 STATE EMISSIONS K01 SV CONVENIENCE PACKAGE L93 CARPETED FLOOR MATS AND TRUNK	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	001055	11213	4DS		
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
HR16	779085	C	K23		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	2/2/2013	2/24/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
3899	44	MOSSY NISSAN POWAY	POWAY		
Serv Dir TL					
Code	Region	Name	City	State	
3439	44	MOSSY NISSAN EL CAJON	EL CAJON	CA	
Code-Component TL Desc	Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc		
BRAKE MASTER CYLINDER	BRAKING (POOR)	DECEL	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	CHASSIS	3/25/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	N	N	3/25/2013		
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	3/25/13	N/A	1/1/01	1/1/01	
Text-Solution TL:	REPLACED MASTER CYLINDER				
Code-Status TL Desc:	F- CLOSED (RESOLVED)				
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
-BRAKE PEDAL SINKS.					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN 1__:					
-BRAKE PEDAL SINKS.					
-NO EXTERNAL LEAKS.					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

**** TSS RECOMMENDATION/RESULT:**

-REPLACE MASTER CYLINDER.

**** 4.1.13 160**

- TECH REPORTS REPLACED MASTER CYLINDER TO RESOLVE

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	F11258726				
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11258726	FULL	2	3/26/2013	4/1/13	4/1/13
Text-Incd Desc TL					
BRAKE PEDAL WEAK AND SINKING					
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	
B17	2013	SEN	3N1AB7AP6DL [REDACTED]	B92 SPLASH GUARDS C03 50 STATE EMISSIONS L92 CARPETED FLOOR MATS	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	000034	12013			
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
MRA8	089145	C	RAQ		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	3/8/2013	3/25/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
5303	34	SUTHERLIN NISSAN ORLANDO	ORLANDO		
Serv Dir TL					
Code	Region	Name	City	State	
5303	34	SUTHERLIN NISSAN ORLANDO	ORLANDO	FL	
Code-Component TL Desc	Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc		
BRAKE MASTER CYLINDER	BRAKING (POOR)	DECEL	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	CHASSIS	3/26/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	N	N	3/26/2013		
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	[REDACTED]	1/1/01	1/1/01	
Text-Solution TL:	REPLACED MASTER CYLINDER				
Code-Status TL Desc:	F- CLOSED (RESOLVED)				
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
-BRAKE PEDAL IS WEAK AND AT TIMES WILL SINK TO THE FLOOR AT A STOP.					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 1					
-BRAKE PEDAL LOOSES PRESSURE AND TRAVELS TO THE FLOOR.					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-THERE ARE NO OUTSIDE FLUID LEAKS FOUND.

** TSS RECOMMENDATION/RESULT:

-REPLACE MASTER CYLINDER.

**UPDATE 04.01.13/137

-INSTALLED MASTER CYLINDER FROM KGV, PENDING INSTALLATION OF REPLACEMENT

MASTER CYLINDER INTO STOCK VEHICLE.

-21633599 BACK ORDER PART NUMBER.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		FI1259114			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1259114	FULL	3	3/27/2013	4/10/13	4/10/13
Text-Incd Desc TL					
BRAKE PEDAL SINKS TO THE FLOOR					
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	
B17	2013	SEN	3N1AB7AP4DL [REDACTED]	B92 SPLASH GUARDS C03 50 STATE EMISSIONS L92 CARPETED FLOOR MATS	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	001877	12113			
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
MRA8	038665	C	K36		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	12/5/2012	12/21/2012	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
5136	34	ACTION NISSAN	NASHVILLE		
Serv Dir TL					
Code	Region	Name	City	State	
5136	34	ACTION NISSAN	NASHVILLE	TN	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
BRAKE MASTER CYLINDER		BRAKING (POOR)	DECEL	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	CHASSIS	3/26/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
01	N	N	3/27/2013		
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	
Y	4/10/13		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:					
-WHILE SITTING AT IDLE, BRAKE PEDAL SOFTENS AND GOES TO THE FLOOR					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS _1DAYS DOWN _1_:					
-WHEN SITTING AT IDLE BRAKE PEDAL GOES TO THE FLOOR					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-NO EXTERNAL LEAKS FOUND

-BRAKE FLUID LEVEL IS CORRECT

**** TSS RECOMMENDATION/RESULT:**

-REPLACED BRAKE MASTER CYLINDER AND FLUSH BRAKE FLUID

**** UPDATE 4.3.13 160**

- TECH REPORTS WAITING FOR MASTER CYLINDER TO ARRIVE

**** UPDATE 4.10.13 160**

- TECH REPORTS WAITING FOR MASTER CYLINDER

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

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	F11259355				
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11259355	FULL	2	3/28/2013	4/12/13	4/12/13
Text-Incd Desc TL					
BRAKE PEDAL SPONGY AT STOPS					
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	
B17	2013	SEN	3N1AB7AP0DL [REDACTED]	B92 SPLASH GUARDS C03 50 STATE EMISSIONS H92 BLUECONNECT BLUETOOTH HANDS-FR L92 CARPETED FLOOR MATS	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	000159	12113			
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
MRA8	061242	C	QAC		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	1/23/2013	3/26/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
977	32	ED HICKS NISSAN, LTD.	CORPUS CHRISTI		
Serv Dir TL					
Code	Region	Name	City	State	
977	32	ED HICKS NISSAN, LTD.	CORPUS CHRISTI TX		
Code-Component TL Desc	Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc		
BRAKE MASTER CYLINDER	BRAKING (POOR)	DECEL	NORMAL		
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
HUMID	61/80F=16/27C	CONSTANT	CHASSIS	3/28/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
01	N	N	3/28/2013		
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	[REDACTED]	1/1/01	1/1/01	
Text-Solution TL:	REPLACED MASTER CYLINDER				
Code-Status TL Desc:	F- CLOSED (RESOLVED)				
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
-WHEN COMING TO A STOP THE BRAKE PEDAL IS SPONGY					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN _1_:					
-WHEN VEHICLE IS COMING TO A STOP THE BRAKE PEDAL FEELS SPONGY					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-FLUID LEVEL IS CORRECT

-BRAKES STOP CAR CORRECTLY

-

**** TSS RECOMMENDATION/RESULT:**

-REPLACE BRAKE MASTER CYLINDER

**** UPDATE 4.12.13 160**

- TECH REPORTS REPLACED MASTER CYLINDER TO RESOLVE

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	F11259370				
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11259370	MINI	1	3/28/2013	3/28/13	
Text-Incd Desc TL					
AT TIMES BRAKE PEDAL GOES TO THEFLR					
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	
B17	2013	SEN	3N1AB7APXDL [REDACTED]	C03 50 STATE EMISSIONS L92 CARPETED FLOOR MATS N94 ILLUMINATED KICK PLATES X01 LEATHER PACKAGE	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	004114	12413			
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
MRA8	029729	C	QAC		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	11/15/2012	2/22/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
924A	32	WACO NISSAN INC	WACO		
Serv Dir TL					
Code	Region	Name	City	State	
924A	32	WACO NISSAN INC	WACO	TX	
Code-Component TL Desc	Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc		
BRAKE MASTER CYLINDER	BRAKING (POOR)	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	1/1/0001	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	N	N	3/28/2013		
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:					
Code-Status TL Desc:	A- PENDING DEALER FOLLOW-UP				
Text-Dealer Followup Comment TL:					
M					
** CUSTOMER COMMENT:					
-BRAKES NOT WORKING AT TIMES AND PEDAL GOES TO THE FLOOR					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED N REPAIR ATTEMPTS _2 DAYS DOWN _2					
-CANNOT DUPLICATE AT THIS TIME					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-NO DTCS

-NO EXTERNAL LEAKS FOUND AND FLUID LEVEL IS CORRECT

Created by Jonathan Beard at 2014-02-02 17:00:00

Created by Jonathan Beard at 2014-02-02 18:00:00

**** TSS RECOMMENDATION/RESULT:**

**** CUSTOMER COMMENT:-BRAKES NOT WORKING AT TIMES AND PEDAL GOES TO THE FLOOR-** DEALER ACTI**

-RIDE WITH CUSTOMER TO ATTEMPT TO VERIFY CONCERN

2-CANNOT DUPLICATE AT THIS TIME-NO DTCS-NO EXTERNAL LEAKS FOUND AND FLUID LEVEL IS CORRECT**

-IF INCIDENT CAN BE REPLICATED AND BRAKE PEDAL GOES TO THE FLOOR,

REPLACE BRAKE MASTER CYLINDER AND BLEED BRAKES

TO VERIFY CONCERN-IF INCIDENT CAN BE REPLICATED AND BRAKE PEDAL GOES TO THE FLOOR,REPLACE B

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11260161			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11260161	FULL	14	4/1/2013	8/16/13	8/16/13
Text-Incd Desc TL					
BRAKE PEDAL GOES TO FLOOR					
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	
B17	2013	SEN	3N1AB7AP6DL [REDACTED]	B93 PROTECTION PACKAGE C03 50 STATE EMISSIONS K01 SV DRIVER PACKAGE L92 CARPETED FLOOR MATS M92 HIDE AWAY TRUNK NET N94 ILLUMINATED KICK PLATES U01 NAVIGATION PACKAGE U35 NAVIGATION MANUAL	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000299	001893	12113			
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
MRA8	068425	C	NAC		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	2/5/2013	3/31/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
3740	34	AUTONATION NISSAN BRAND TAMPA			
Serv Dir TL					
Code	Region	Name	City	State	
3740	34	AUTONATION NISSAN BRAND TAMPA		FL	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
BRAKE MASTER CYLINDER		BRAKING (POOR)	DECEL	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	CHASSIS	4/1/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
01	N	N	4/1/2013		
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	4/1/13	[REDACTED] CELL	1/1/01	1/1/01	
Text-Solution TL:					
REPLACED MASTER CYLINDER					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
-CHECK BRAKE PEDAL GOES TO FLOOR					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN _2_:					
** VERIFIED Y REPAIR ATTEMPTS 2_DAYS DOWN _3_:					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

TEST DROVE VEHICLE TO RESOLVE

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	F11260808				
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11260808	FULL	3	4/2/2013	4/16/13	4/16/13
Text-Incd Desc TL					
BRAKE PEDAL GOING VERY LOW					
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	
B17	2013	SEN	3N1AB7APXDL [REDACTED]	C03 50 STATE EMISSIONS L92 CARPETED FLOOR MATS	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	002004	12413			
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
MRA8	004782	C	KBD		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	9/21/2012	2/15/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
3489	34	AUTONATION NISSAN PEMBR	PEMBROKE PINES		
Serv Dir TL					
Code	Region	Name	City	State	
3489	34	AUTONATION NISSAN PEMBR	PEMBROKE PINES FL		
Code-Component TL Desc	Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc		
BRAKE MASTER CYLINDER	BRAKING (POOR)	DECEL	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	CHASSIS	4/2/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	N	N	4/2/2013		
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	4/8/13		1/1/01	1/1/01	
Text-Solution TL: NTB13-031, NORMAL OPERATION					
Code-Status TL Desc: F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
-BRAKE PEDAL GOING VERY LOW WHEN DRIVING					
.					
** DEALER ACTION/OBSERVATION:					
** VERIFIED N REPAIR ATTEMPTS _1DAYS DOWN _1_:					
-INSPECTED BRAKE OPERATION ON TEST DRIVE LAST TIME VEHICLE WAS AT DEALER					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11261687			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11261687	MINI	0	4/4/2013	4/4/13	
Text-Incd Desc TL					
BRAKE PEDAL MOVES TO FLOOR					
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	
B17	2013	SEN	3N1AB7AP4DL [REDACTED]	B92 SPLASH GUARDS C03 50 STATE EMISSIONS L92 CARPETED FLOOR MATS	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	005791	12063			
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
MRA8	020508	6	QAC		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	10/29/2012	12/31/2012	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
3406	34	GAINESVILLE NISSAN	GAINESVILLE		
Serv Dir TL					
Code	Region	Name	City	State	
1821	34	PEARSON NISSAN OF OCALA	OCALA	FL	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
BRAKE MASTER CYLINDER		BRAKING (POOR)	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	1/1/0001	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	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		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:					
-BRAKE PEDAL TRAVELS A LONG WAY BEFORE STOPPING.					
.					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 2					
-BRAKE PEDAL SLOWLY MOVES TOWARDS FLOOR AT A STOP WITH LIGHT PRESSURE.					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-REPLACED BRAKE MASTER CYLINDER WITH NO CHANGE.

-DISCONNECTED LINES AND PLUGGED THE MASTER CYLINDER AND INCIDENT CAN
BE DUPLICATED.

**** TSS RECOMMENDATION/RESULT:**

-REPLACE MASTER CYLINDER AGAIN.

-IF THE INCIDENT OCCURS WITH THE NEW MASTER CYLINDER CALL US BACK FOR
FOLLOW-UP.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		FI1262828			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1262828	FULL	7	4/8/2013	6/3/13	6/3/13
Text-Incd Desc TL					
BRAKE PEDAL SINKS TO THE FLOOR					
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	
B17	2013	SEN	3N1AB7AP2DL [REDACTED]	B92 SPLASH GUARDS C03 50 STATE EMISSIONS L92 CARPETED FLOOR MATS	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0002070	002900	12113			
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
MRA8	027394	C	KBD		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	11/12/2012	2/21/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
3740	34	AUTONATION NISSAN BRAND	TAMPA		
Serv Dir TL					
Code	Region	Name	City	State	
3740	34	AUTONATION NISSAN BRAND	TAMPA	FL	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
BRAKE MASTER CYLINDER		BRAKING (POOR)	DECEL	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	CHASSIS	4/8/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	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	4/22/13	N/A	1/1/01	1/1/01	
Text-Solution TL:					
REPLACED MASTER CYLINDER					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
-AT STOP SIGN AND FOOT ON BRAKE, PEDAL GOES ALL THE WAY TO THE FLOOR					
-WHEN HUSBAND SITS IN PASSENGER SEAT, AIRBAG LIGHT FLASHES					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS _1DAYS DOWN _1_:					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	F11263076				
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11263076	FULL	3	4/9/2013	4/23/13	4/23/13
Text-Incd Desc TL					
BRAKE PEDAL GOES TO FLOOR AT STOP					
Code-TSS1 TL	Code-TSS1 TL Name			Name-Caller TL	
179	Z - CHARLIE BROWN			[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
B17	2013	SEN	3N1AB7APXDL [REDACTED]	B92 SPLASH GUARDS C01 CALIFORNIA EMISSIONS K01 SV DRIVER PACKAGE L92 CARPETED FLOOR MATS U01 NAVIGATION PACKAGE U35 NAVIGATION MANUAL	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	003275	12113			
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
MRA8	022252	C	NAC		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	11/3/2012	11/30/2012	USA		
Dir Retl 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		
ABS BRAKE SYSTEM	ABS WARNING (IMPROPI	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	DRIVEABILITY	4/9/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
01	N	N	4/9/2013		
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	4/23/13		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:					
- AT A STOP THE BRAKE PEDAL GOES TO THE FLOOR					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 2_DAYS DOWN 2__:					
- BRAKE PEDAL MOVES TO THE FLOOR WHEN AT A STOP					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

- NO DTC'S
- NO FLUID LEAKS
- BRAKES OPERATING NORMALLY OTHER THAN SINKING PEDAL
- HAS AFTERMARKET WHEELS AND NO OTHER ACCESSORIES

**** TSS RECOMMENDATION/RESULT:**

- REPLACE MASTER CYLINDER
- BLED THE BRAKES
- RETEST
- SENT HEADS UP DUE TO MILEAGE

**** UPDATE 4.16.13 160**

- TECH REPORTS WAITING FOR MASTER CYLINDER, ETA 5.5.13

**** UPDATE 4.23.13 160**

- PARTS DEPT REPORTS WAITING FOR BACK ORDERED MASTER CYLINDER, NO ETA,
STP,

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

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		FI1263838			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1263838	FULL	2	4/10/2013	4/24/13	4/24/13
Text-Incd Desc TL					
BRAKE PEDAL SINKS SLOWLY AT STOP					
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	
N17	2013	VSD	3N1CN7AP1DL [REDACTED]	B92 SPLASH GUARDS C03 50 STATE EMISSIONS L93 CARPETED FLOOR MATS AND TRUNK	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	000475	11213	4DS		
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
HR16	779168	C	NAC		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	2/2/2013	1/1/0001	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
NP	2	NP	NP	NP	
Serv Dir TL					
Code	Region	Name	City	State	
3570	44	ANTIOCH NISSAN	ANTIOCH	CA	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
BRAKE MASTER CYLINDER		BRAKING (POOR)	DECEL	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	CHASSIS	4/10/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	N	N	4/10/2013		
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	4/10/13	N/A	1/1/01	1/1/01	
Text-Solution TL:					
REPLACED MASTER CYLINDER					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
-BRAKE PEDAL SINKS WHILE AT A STOP.					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN 1__:					
-VEHICLE STOPS NORMALLY.					
-WHEN AT A STOP, IF YOU KEEP VERY LIGHT PRESSURE ON BRAKE PEDAL, PEDAL					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

WILL SLOWLY SINK DOWN SOME.

-NO EXTERNAL LEAKS.

-FLUID FULL.

**** TSS RECOMMENDATION/RESULT:**

-REPLACE MASTER CYLINDER.

**** UPDATE 4.17.13 160**

- TECH REPORTS RECEIVED MASTER CYLINDER FOR MANUAL TRANS, REORDERED AND

WAITING FOR CORRECT MASTER CYLINDER

**** UPDATE 4.24.13 160**

- TECH REPORTS REPLACED MASTER CYLINDER TO RESOLVE

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	F11265072				
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11265072	FULL	9	4/15/2013	9/17/13	9/17/13
Text-Incd Desc TL					
BRAKE PEDAL GOING TO FLOOR					
Code-TSS1 TL	Code-TSS1 TL Name			Name-Caller TL	
179	Z - CHARLIE BROWN			[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
B17	2013	SEN	3N1AB7AP7DL [REDACTED]	B92 SPLASH GUARDS C03 50 STATE EMISSIONS K01 SV DRIVER PACKAGE L92 CARPETED FLOOR MATS	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0002290	009688	12113			
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
MRA8	021563	C	KH3		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	11/1/2012	2/6/2013	USA		
Dir Retl 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		
BRAKE MASTER CYLINDER	BRAKING (POOR)	DECEL	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	CHASSIS	4/15/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
01	N	N	4/15/2013		
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	[REDACTED]	1/1/01	1/1/01	
Text-Solution TL:	REPLACED MASTER CYLINDER				
Code-Status TL Desc:	F- CLOSED (RESOLVED)				
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
- CUSTOMER STATES THAT BRAKES FEEL SPONGY AND GO ALL THE WAY TO FLOOR WHILE SITTING AT A STOP LIGHT					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN 1__:					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

**** VERIFIED Y REPAIR ATTEMPTS 2_DAYS DOWN 3__:**

- PEDAL GOES TO FLOOR AND COMPARED TO KGV AND IS EXCESSIVE
- DUPLICATED WITH VEHICLE WAS ON A HILL
- NO FLUID LEAKS
- MASTER CYLINDER IS FULL
- A/C IS OFF WHEN INCIDENT OCCURS

**** TSS RECOMMENDATION/RESULT:**

- REPLACE MASTER CYLINDER AND BLEED BRAKES

**** UPDATE 4.22.13 160**

- SA REPORTS WAITING FOR MASTER CYLINDER, NO ETA

**** UPDATE 4/30/13 TSS RP**

- REPLACED BOOSTER AND MASTER CYLINDER AND VEHICLE OPERATES AS DESIGNED

****UPDATE 09.10.13 TSS 195 B.T.**

****PRIOR TECH RANDY CONOIER FROM SAME DEALERSHIP**

- BRAKE PEDAL SINKS TO FLOOR WHEN STOPPED AND WHILE STOPPING

- BRAKE LEVEL AND CONDITION ARE NORMAL

- PRIOR VISIT REPLACED BRAKE BOOSTER AND MASTER CYLINDER

- TSS:REPLACE MASTER CYLINDER

- TECH TO FOLLOW UP WITH RESULTS

-

**** UPDATE 9.17.13 160**

- TECH REPORTS REPLACED MASTER CYLINDER TO RESOLVE

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		FI1265784			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1265784	QUICK	0	4/16/2013	4/16/13	
Text-Incd Desc TL					
BRAKE PEDAL TRAVEL, SAFETY CONCERN					
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	
N17	2013	VSD	3N1CN7AP7DL [REDACTED]	B92 SPLASH GUARDS C03 50 STATE EMISSIONS L93 CARPETED FLOOR MATS AND TRUNK U01 SL TECHNOLOGY PACKAGE U35 NAVIGATION MANUAL	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	000329	11313	4DS		
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
HR16	789247	C	NAC		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	2/22/2013	4/5/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
2192	44	JIM CLICK NISSAN	TUCSON		
Serv Dir TL					
Code	Region	Name	City	State	
2192	44	JIM CLICK NISSAN	TUCSON	AZ	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
BRAKE SYSTEM		BRAKING (POOR)	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	1/1/0001	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	N	N	4/16/2013		
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:					
Code-Status TL Desc: A- PENDING DEALER FOLLOW-UP					
Text-Dealer Followup Comment TL:					
REFERRED CALLER TO CA					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		FI1267855			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1267855	MINI	0	4/23/2013	4/23/13	
Text-Incd Desc TL					
BRAKE PEDAL FADES COMING TO STOPS					
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	
N17	2013	VSD	3N1CN7AP4DL [REDACTED]	C03 50 STATE EMISSIONS L92 CARPETED FLOOR MATS AND TRUNK	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	006725	11113	4DS		
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
HR16	743397	A	K36		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	9/3/2012	10/22/2012	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
5095	32	SMITH NISSAN	FORT SMITH		
Serv Dir TL					
Code	Region	Name	City	State	
5095	32	SMITH NISSAN	FORT SMITH	AR	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
ABS BRAKE SYSTEM		BRAKING (POOR)	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	1/1/0001	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	N	N	4/23/2013		
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	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:					
- BRAKE PEDAL SOFT					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 1					
- TECH CONFIRMED WHEN AT STOPS OR COMING TO STOPS THE BRAKE PEDAL IS SOFT AND WILL SINK					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

- NO CODES STORED
- NO LEAKS FOUND
- NOT COMPARABLE TO KGV

**** TSS RECOMMENDATION/RESULT:**

- ADVISED TECH TO REPLACE BRAKE MASTER CYLINDER

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	F11269122				
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11269122	FULL	6	4/26/2013	5/3/13	5/3/13
Text-Incd Desc TL					
BRAKE PEDAL DROPS TO THE FLOOR					
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	
B17	2013	SEN	3N1AB7AP2DL [REDACTED]	C03 50 STATE EMISSIONS K01 SV DRIVER PACKAGE L92 CARPETED FLOOR MATS U01 NAVIGATION PACKAGE U35 NAVIGATION MANUAL	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	000494	12113			
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
MRA8	027093	C	QAC		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	11/10/2012	1/27/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
4000	34	EAST CHARLOTTE NISSAN	CHARLOTTE		
Serv Dir TL					
Code	Region	Name	City	State	
4000	34	EAST CHARLOTTE NISSAN	CHARLOTTE	NC	
Code-Component TL Desc	Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc		
A/C & HEATER SYSTEMS	ENGINE STALL	DECEL	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	ELECTRICAL	1/31/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
13	N	N	4/26/2013		
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	5/3/13		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:					
- BRAKE PEDAL IS GOING ALL THE WAY TO THE FLOOR					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN 30+:					
- WITH ENGINE RUNNING, BRAKE PEDAL GOES TO THE FLOOR					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

- WITH IGNITION OFF, BRAKE PEDAL IS FIRM
- TECH REPLACED MASTER CYLINDER AND BLED THE SYSTEM.....NO CHANGE
- CONCERN DOES NOT COMPARE TO KGV
- NO FLUID FOUND IN THE BRAKE BOOSTER
-

**** TSS RECOMMENDATION/RESULT:**

- INSPECT BRAKE BOOSTER OPERATION (BR-11)
- INSPECT BRAKE LINES WITH ENGINE RUNNING AND BRAKE PEDAL DEPRESSED FOR
- POSSIBLE SWELLING
- IF NO ISSUES FOUND, BLEED THE BRAKE HYUDRAULICS A SECOND TIME

**** UPDATE 05-02-13 TSS 237**

- CALLED DEALER FOR FOLLOW UP
- TECH NOT AVAILABLE, NO UPDATE FROM S/A

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

- CALLED DEALER FOR FOLLOW UP.
- TECH NOT AVAILABLE.
- S/A TOM REPORTS VEHICLE NOT AT DEALER, REPAIR DETAILS UNKNOWN.
- HEADS UP SENT TO REGION.
- CLOSED REPORT.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	F11269300				
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11269300	FULL	2	4/29/2013	5/6/13	5/6/13
Text-Incd Desc TL					
BRAKE PEDAL SINKS TO FLOOR					
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	
B17	2013	SEN	3N1AB7AP3DL [REDACTED]	C01 CALIFORNIA EMISSIONS K02 SR DRIVER PACKAGE L92 CARPETED FLOOR MATS	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	000832	12313			
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
MRA8	097994	C	B17		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	3/25/2013	4/20/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
3252	26	MARC MOTORS, INC.	SANFORD		
Serv Dir TL					
Code	Region	Name	City	State	
3252	26	MARC MOTORS, INC.	SANFORD	ME	
Code-Component TL Desc	Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc		
BRAKE MASTER CYLINDER	BRAKING (POOR)	DECEL	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	CHASSIS	4/29/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	N	N	4/29/2013		
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:	SWAPPED MASTER CYLINDER				
Code-Status TL Desc:	F- CLOSED (RESOLVED)				
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
-BRAKE PEDAL SINKS TO FLOOR					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 1					
-WHEN COMING TO A STOP BRAKE PEDAL SEEMS TO SINK TO FLOOR					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-CAR WILL STOP

-NO CODES PRESENT

-FLUID LEVEL IS CORRECT

-DOES NOT SEEM TO COMPARE TO KGV

**** TSS RECOMMENDATION/RESULT:**

-COMPARE TO KGV IF NOT COMPATIBLE REPLACE MASTER CYLINDER

****UPDATE 4/29/13 TSS 172**

-MADE REPORT FULL

**** UPDATE 5.6.13 160**

- SA REPORTS SWAPPED MASTER CYLINDER TO RESOLVE, NOTE WAITING FOR BACK

ORDERED MASTER CYLINDER TO DONOR VEHICLE

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	F11269587				
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11269587	MINI	0	4/29/2013	4/29/13	
Text-Incd Desc TL					
BRAKES ARE GOING TO THE FLOOR					
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	
B17	2013	SEN	3N1AB7APXDL [REDACTED]	B92 SPLASH GUARDS B93 PROTECTION PACKAGE C03 50 STATE EMISSIONS L92 CARPETED FLOOR MATS M92 HIDE AWAY TRUNK NET N94 ILLUMINATED KICK PLATES P01 PREMIUM PACKAGE U01 NAVIGATION PACKAGE U35 NAVIGATION MANUAL	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	001294	12413			
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
MRA8	084321	C	KBD		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	3/1/2013	3/30/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
3882	34	JERRY DAMSON NISSAN, LLC	FLORENCE		
Serv Dir TL					
Code	Region	Name	City	State	
3882	34	JERRY DAMSON NISSAN, LLC	FLORENCE	AL	
Code-Component TL Desc	Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc		
BRAKE MASTER CYLINDER	BRAKING (POOR)	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	1/1/0001	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	N	N	4/29/2013		
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:					
Code-Status TL Desc: A- PENDING DEALER FOLLOW-UP					
Text-Dealer Followup Comment TL:					
M					
** CUSTOMER COMMENT:					
- CUSTOMER STATES THE BRAKES ARE GOING TO THE FLOOR					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 1					
- TECH VERIFIED BRAKE PEDAL GOES TO THE FLOOR					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

- NO LEAKS FOUND

- MASTER CYLINDER FLUID LEVEL IS FULL

-BRAKE LINES ARE NOT BULGING

-

Created by Phillip Page at 2014-02-02 17:00:00

Created by Phillip Page at 2014-02-02 18:00:00

** TSS RECOMMENDATION/RESULT:

** CUSTOMER COMMENT:- CUSTOMER STATES THE BRAKES ARE GOING TO THE FLOOR-** DEALER ACTION/O

- REPLACE BRAKE MASTER CYLINDER AND BLEED SYSTEM

-

H VERIFIED BRAKE PEDAL GOES TO THE FLOOR- NO LEAKS FOUND- MASTER CYLINDER FLUID LEVEL IS FULL

:- REPLACE BRAKE MASTER CYLINDER AND BLEED SYSTEM-

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11270851			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11270851	FULL	3	5/2/2013	7/9/13	7/9/13
Text-Incd Desc TL					
BRAKE PEDAL FADES TO FLOOR @ TIMES					
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	
B17	2013	SEN	3N1AB7AP1DL [REDACTED]	B93 PROTECTION PACKAGE C01 CALIFORNIA EMISSIONS K02 SR DRIVER PACKAGE L92 CARPETED FLOOR MATS N94 ILLUMINATED KICK PLATES U01 NAVIGATION PACKAGE U35 NAVIGATION MANUAL	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	000547	12313			
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
MRA8	067637	C	K36		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	2/2/2013	4/19/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
3091	26	ATLANTIC NISSAN SUPERSTO WEST ISLIP			
Serv Dir TL					
Code	Region	Name	City	State	
3091	26	ATLANTIC NISSAN SUPERSTO WEST ISLIP			NY
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
BRAKE MASTER CYLINDER		BRAKE DRAG	DECEL	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	CHASSIS	5/2/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	N	N	5/2/2013		
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	5/2/13		1/1/01	1/1/01	
Text-Solution TL:					
REPLACED BRAKE MASTER CYLINDER					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
-AT TIMES AFTER VEHICLE IS STOPPED BRAKE PEDAL WILL FADE TO FLOOR.					
.					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN 1__:					
-INSPECTED BRAKES PEDAL OPERATION WITH CUSTOMER ON TEST DRIVE.					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-1 TIME WHEN STOPPED BRAKE PEDAL WHEN VERY LOW PUMPED PEDAL AND PEDAL
RETURNED TO CORRECT HEIGHT.EDAL

-INSPCTED FOR STORED DTC AND NO DTC SOTRED IN ANY VEHICLE SYSTEMS.

-

**** TSS RECOMMENDATION/RESULT:**

-INSPECT BRAKE FLUID FOR DEBRIS.

-REPLACE MASTER CYL AND BLED SYSTEM OF ALL AIR.

****UPDATE 05-02-13 TSS 186

-SENT HEADS UP TO REGION DUE TO LOW MILES.

**** UPDATE 06.05.13 TSS 170**

- ATTEMPTED TO CONACT DEALER. NO ANWSER.

****UPDATE 07.09.13 TS 153 CLOSING REPORT WITH INFORMATION FROM CPIA**

-REPLACED BRAKE MASTER CYLINDER.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	F11270990				
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11270990	FULL	4	5/2/2013	5/16/13	5/16/13
Text-Incd Desc TL					
BRAKES ARE GOING TO THE FLOOR					
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	
B17	2013	SEN	3N1AB7AP9DL [REDACTED]	B93 PROTECTION PACKAGE C01 CALIFORNIA EMISSIONS K01 SV DRIVER PACKAGE L92 CARPETED FLOOR MATS N94 ILLUMINATED KICK PLATES	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	000208	12113			
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
MRA8	077869	C	RAQ		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	2/20/2013	4/25/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
07126	26	KINGS NISSAN INC	BROOKLYN		
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		
BRAKE MASTER CYLINDER	BRAKING (POOR)	DECEL	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	CHASSIS	5/2/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	N	N	5/2/2013		
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	
Y	5/16/13		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:					
-ON LIGHT BRAKING, PEDAL GOES ALL THE WAY TO THE GROUND					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN _1_:					
-VERIFIED, ON LIGHT BRAKING AT TIMES, PEDAL WILL GO TO THE FLOOR					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-IF PUMPING THEN LIGHTLY APPLYING BRAKE, CAN GET TO OCCUR AS WELL

-ORDERED A MASTER CYLINDER, BUT PARTS TOLD TO CALL

**** TSS RECOMMENDATION/RESULT:**

-REPLACE MASTER CYLINDER

-SENT OUT HEADS UP DUE TO MILEAGE

**** UPDATE 5.9.13 160**

- TECH REPORTS WAITING FOR MASTER CYLINDER TO ARRIVE, NO ETA

**** UPDATE 5.16.13 160**

- TECH REPORTS WAITING FOR MASTER CYLINDER, ETA 6.6.13

***** HEADS UP DURE TO PARTS AVAILABILITY**

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11271560			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11271560	MINI	0	5/6/2013	5/6/13	
Text-Incd Desc TL					
NO THROTTLE RESPONSE ENGINE QUIT					
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	
B17	2013	SEN	3N1AB7APXDL [REDACTED]	B92 SPLASH GUARDS C03 50 STATE EMISSIONS K01 SV DRIVER PACKAGE L92 CARPETED FLOOR MATS P01 PREMIUM PACKAGE U01 NAVIGATION PACKAGE U35 NAVIGATION MANUAL	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	004895	12113			
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
MRA8	019002	C	K36		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	10/26/2012	1/19/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
3740	34	AUTONATION NISSAN BRAND	TAMPA		
Serv Dir TL					
Code	Region	Name	City	State	
3740	34	AUTONATION NISSAN BRAND	TAMPA	FL	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
ECCS (SENSORS & SWITCHES)		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	1/1/0001	
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: 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:					
- WHEN DRIVING HAD NO THROTTLE RESPONSE, BRAKE LIGHT FLASHING					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED N REPAIR ATTEMPTS 1_ DAYS DOWN 1					
- TOWED IN HAD NO THROTTLE RESPONSE, BRAKE LIGHT FLASHING					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

- TECHNICIAN UNABLE TO DUPLCIATE CONCERN DURING 30 MILES ROAD TEST
- NO CODES STORED
- APRIL 9, 4577 MILES ECM/TCM REPROGRAMMED PREVIOUSLY PER CAMPAIGN P3212
AND BRAKE MASTER CYLINDER REPLACED DUE TO LOW PEDAL

**** TSS RECOMMENDATION/RESULT:**

- GATHER MORE INFORMATION FROM CUSTOMER TO DUPLICATE CONCERN

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		FI1272444			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1272444	FULL	1	5/7/2013	5/14/13	5/14/13
Text-Incd Desc TL					
BRAKE PEDAL SINKS W/NORMAL BRAKING					
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	
B17	2013	SEN	3N1AB7AP3DL [REDACTED]	B93 PROTECTION PACKAGE C03 50 STATE EMISSIONS K02 SR DRIVER PACKAGE L92 CARPETED FLOOR MATS N94 ILLUMINATED KICK PLATES U01 NAVIGATION PACKAGE U35 NAVIGATION MANUAL	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	000160	12313			
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
MRA8	075745	C	KH3		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	2/16/2013	5/11/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
3549	34	CARLOCK NISSAN OF JACKSON	JACKSON		
Serv Dir TL					
Code	Region	Name	City	State	
3549	34	CARLOCK NISSAN OF JACKSON	JACKSON	TN	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
BRAKE MASTER CYLINDER		BRAKING (POOR)	DECEL	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	CHASSIS	5/7/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	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	N/A	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:					
F					
** CUSTOMER COMMENT:					
-BRAKE PEDAL SINKS.					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN 1__:					
-BRAKE PEDAL SINKS WHEN AT A STOP.					
-VEHICLE STOPS NORMALLY, PEDAL SEEMS TO SINK DEPENDING ON HOW MUCH					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

EFFORT IS APPLIED WHILE AT A STOP.

**** TSS RECOMMENDATION/RESULT:**

-COMPARE TO SEVERAL LIKE VEHICLES.

-NO REPAIR RECOMMENDED IF SAME AS LIKE VEHICLE.

**** UPDATE 5.14.13 160**

- SA REPORTS TECH IS AT SCHOOL AND VEHICLE IS NOT AT DEALER, CLOSED

REPORT

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	F11272470				
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11272470	FULL	7	5/7/2013	9/18/13	5/22/13
Text-Incd Desc TL					
BRAKE PEDAL GOING TO FLOOR					
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	
N17	2014	VSD	3N1CN7APXEL [REDACTED]	B92 SPLASH GUARDS C03 50 STATE EMISSIONS K01 SV CONVENIENCE PACKAGE L93 CARPETED FLOOR MATS WITH TRUNK N92 ILLUMINATED KICK PLATES	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	000165	11214	4DS		
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
HR16	812818	C	KAC		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	4/16/2013	1/1/0001	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
NP	2	NP	NP	NP	
Serv Dir TL					
Code	Region	Name	City	State	
3659	32	VIVA NISSAN	EL PASO	TX	
Code-Component TL Desc	Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc		
BRAKE MASTER CYLINDER	BRAKING (POOR)	DECEL	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	CHASSIS	5/7/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	N	N	5/7/2013		
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	5/22/13		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:					
-BRAKE PEDAL GOIND TO FLOOR					
.					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN _1_:					
-INSPECTED VEHICLE OPERATION ON TEST DRIVE.					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-WHEN VEHICLE WAS STOPPED WITH PRESSURE ON BRAKE PEDAL

-PEDAL SLOWLY WENT TO FLOOR AND VEHICLE STARTED TO MOVE

-PUMPED PEDAL AND VEHICLE STOPPED.

Created by David Blunkall at 2013-09-17 18:00:00

**** TSS RECOMMENDATION/RESULT:**

**** CUSTOMER COMMENT:-BRAKE PEDAL GOIND TO FLOOR.** DEALER ACTION/OBSERVATION:** VERIFIED Y RE**

-INSPECT FOR ANY BRAKE FLUID LEAK AND ALL FITTING AND ABS ACTIATOR LINE.

-IF NO LEAKS FOUND REPLACE BRAKE MASTER CYL AND BLEED SYSTEM OF AIR.

N ON TEST DRIVE.-WHEN VEHICLE WAS STOPPED WITH PRESSURE ON BRAKE PEDAL-PEDAL SLOWLY WENT T

STOPPED. TSS RECOMMENDATION/RESULT:-INSPECT FOR ANY BRAKE FLUID LEAK AND ALL FITTING AND A**

******UPDARTE 05-07-13 TSS 186**

CYL AND BLEED SYSTEM OF AIR.**UPDARTE 05-07-13 TSS 186-SENT HEADS UP TO REGION DUE TO LOW MILE**

-SENT HEADS UP TO REGION DUE TO LOW MILES

BRAKE MASTER CYLINDER WITH NO CHANGE- BRAKE PEDAL SLOWLY GOES TO THE FLOOR AT STOPS AND V

**** UPDATE TSS 124 5/8/13**

- TECH CALLED BACK, REPLACED BRAKE MASTER CYLINDER WITH NO CHANGE

TEM- BRAKE COMPONENTS HAVE FREE MOVEMENT, NOTHING SEIZED- ADVISED TECH TO REPLACE ABS ACT

- BRAKE PEDAL SLOWLY GOES TO THE FLOOR AT STOPS AND VEHICLE

S WAITING FOR ABS ACTUATOR UPDATE 5.22.13 160- TECH REPORTS WAITING FOR BACK ORDERED ABS AC**

UPDATE 09/18/13 TSS 128 DB- REPALCED ABS ACTUATOR NO CHANGE- WITH KEY OFF AFTER 3 PUMPS BRAKE

WILL START TO MOVE

GOES TO THE FLOOR WITH LITTLE EFFORT- SPOKE WITH ENGINEER G.G.- REPLACE MASTER CYLINDER- AFTE

- NO SIGNS OF LEAKS OR AIR IN THE SYSTEM

- BRAKE COMPONENTS HAVE FREE MOVEMENT, NOTHING SEIZED

- ADVISED TECH TO REPLACE ABS ACTUATOR AND BLEED BRAKE LINES

**** UPDATE 5.15.13 160**

- TECH REPORTS WAITING FOR ABS ACTUATOR

**** UPDATE 5.22.13 160**

- TECH REPORTS WAITING FOR BACK ORDERED ABS ACTUATOR, NO ETA

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

****** UPDATE 09/18/13 TSS 128 DB**

- REPALCED ABS ACTUATOR NO CHANGE

- WITH KEY OFF AFTER 3 PUMPS BRAKE PEDAL IS SOLID NO SINK

- AS SOON AS VEHICLE STARTED PEDAL GOES TO THE FLOOR WITH LITTLE EFFORT

- SPOKE WITH ENGINEER G.G.

- REPLACE MASTER CYLINDER

- AFTER FLUSH ALL BRAKE LINES

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11273450			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11273450	MINI	0	5/10/2013	5/10/13	
Text-Incd Desc TL					
BRAKE PEDAL SOFT 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	
B17	2013	SEN	3N1AB7AP9DL [REDACTED]	C03 50 STATE EMISSIONS L92 CARPETED FLOOR MATS	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	002267	12313			
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
MRA8	066645	C	K23		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	2/1/2013	3/25/2013	USA		
Dir Retl 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	
BRAKE MASTER CYLINDER		BRAKING (POOR)	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	1/1/0001	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	N	N	5/10/2013		
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:					
M					
** CUSTOMER COMMENT:					
-BRAKE PEDAL GOES TO FLOOR.					
.					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 1					
-BRAKE PEDAL WILL SLOWLY DROP UNDER LIGHT TO NORMAL PRESSURE.					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-UNDER HARD PRESSURE THE PEDAL IS FIRM.

-BRAKE MASTER CYLINDER IS ON ORDER.

**** TSS RECOMMENDATION/RESULT:**

-REPLACE BRAKE MASTER CYLINDER.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	F11273667				
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11273667	FULL	3	5/10/2013	5/15/13	5/15/13
Text-Incd Desc TL					
BRAKE PEDAL GOING TO FLOOR.					
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	
N17	2013	VSD	3N1CN7AP6DL [REDACTED]	C03 50 STATE EMISSIONS	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	000055	11153	4DS		
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
HR16	777493	M	K23		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	1/30/2013	5/10/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
5353	34	NISSAN OF ALBERTVILLE	ALBERTVILLE		
Serv Dir TL					
Code	Region	Name	City	State	
5353	34	NISSAN OF ALBERTVILLE	ALBERTVILLE	AL	
Code-Component TL Desc	Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc		
BRAKE MASTER CYLINDER	BRAKING (POOR)	DECEL	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	CHASSIS	5/10/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	N	N	5/10/2013		
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	5/10/13		1/1/01	1/1/01	
Text-Solution TL:	BLED BRAKE SYSTEM				
Code-Status TL Desc:	F- CLOSED (RESOLVED)				
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
-BRAKE PEDAL HAS LITTLE PRESSURE MUST PUMP PEDAL TO GET GOOD PRESSURE.					
.					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN 1__:					
-INSPECTED VEHICLE BRAKE OPERATION ON TEST DRIVE.					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-PEDAL GOING VERY LOW WITH LIGHT PRESSURE ON PEDLA

**** TSS RECOMMENDATION/RESULT:**

-BLEED SYSTM AND VERIFY NO AIR IN SYSTM.

-REPLACE MASTER CYL IF NO AIR FOUND

-SENT HEADS UP TO REGION DUE TO LOW MILES

**** UPDATE 05-15-13 TSS 237**

- CALLED DEALER FOR FOLLOW UP

- BLED BRAKE SYSTEM TO RESOLVE.

- CLOSED REPORT.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		FI1273730			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1273730	FULL	3	5/10/2013	5/28/13	5/28/13
Text-Incd Desc TL					
BRAKE PEDAL IS SINKING TO THE FLOOR					
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	
B17	2013	SEN	3N1AB7AP3DL [REDACTED]	B93 PROTECTION PACKAGE C01 CALIFORNIA EMISSIONS H92 BLUECONNECT BLUETOOTH HANDS-FR L92 CARPETED FLOOR MATS M92 HIDE AWAY TRUNK NET N94 ILLUMINATED KICK PLATES	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	000175	12313			
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
MRA8	021786	C	K36		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	11/1/2012	5/7/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
5203	26	PARAMUS NISSAN	PARAMUS		
Serv Dir TL					
Code	Region	Name	City	State	
5203	26	PARAMUS NISSAN	PARAMUS	NJ	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
BRAKE MASTER CYLINDER		BRAKING (POOR)	DECEL	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	CHASSIS	5/10/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	N	N	5/10/2013		
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:					
REPLACED A/V UNIT					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
- INSPECT BRAKES, SHE FEELS PEDAL GOES TOO LOW					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN _1_:					
- BRAKE PEDAL SINKS TO THE FLOOR INTERMITTENTLY					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

- TECH VERIFIED BRAKE PEDAL HEIGHT
- CONCERNS HAPPENS INTERMITTENTLY
- VEHICLE IS EQUIPPED WITH ABS
- CONCERN IS PRESENT DURING NORMAL BRAKING, NO PANICKED BRAKING
-

**** TSS RECOMMENDATION/RESULT:**

- REPLACE BRAKE MASTER CYLINDER AND FLUSH BRAKE HYDRAULICS
- ** UPDATE 5.20.13 160**
- TECH REPORTS WAITING FOR BACK ORDERED MASTER CYLINDER TO ARRIVE,
ETA 6.1.13
- ** UPDATE 5.28.13 160**
- TECH REPORTS REPLACED A/V UNIT TO RESOLVE

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		FI1273833			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1273833	MINI	0	5/13/2013	5/13/13	
Text-Incd Desc TL					
BRAKE PEDAL SINKS AT STOPS					
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	
N17	2013	VSD	3N1CN7AP6DL [REDACTED]	B92 SPLASH GUARDS C03 50 STATE EMISSIONS L93 CARPETED FLOOR MATS AND TRUNK Z99 PRE-DELIVERY INSPECTION	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	005475	11213	4DS		
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
HR16	773024	C	K36		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	2/6/2013	3/1/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
1964	24	BOMMARITO NISSAN INC	HAZELWOOD		
Serv Dir TL					
Code	Region	Name	City	State	
2908	24	MCGRATH NISSAN, INC.	ELGIN	IL	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
ABS BRAKE SYSTEM		BRAKING (POOR)	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	1/1/0001	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	N	N	5/13/2013		
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:					
- BRAKE PEDAL SINKS AT STOPS					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS _1 DAYS DOWN _1					
- AFTER SEVERAL STOPS BAKE PEDAL WILL SINK AT A STOP					
- NO LEAKS					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

- NO CODES

- CALLED FOR INFORMATION

**** TSS RECOMMENDATION/RESULT:**

- REPLACE MASTER CYLINDER

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		FI1274674			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1274674	MINI	0	5/14/2013	5/14/13	
Text-Incd Desc TL					
ALLEGED BRAKE PEDAL SINKS					
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	
B17	2013	SEN	3N1AB7AP7DL [REDACTED]	B92 SPLASH GUARDS C03 50 STATE EMISSIONS K01 SV DRIVER PACKAGE L92 CARPETED FLOOR MATS	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	000302	12113			
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
MRA8	062386	C	K23		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	1/25/2013	8/31/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
2990	44	SONORA NISSAN	YUMA		
Serv Dir TL					
Code	Region	Name	City	State	
2990	44	SONORA NISSAN	YUMA	AZ	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
BRAKE MASTER CYLINDER		BRAKING (POOR)	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	1/1/0001	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	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:					
-BRAKE PEDAL SINKS DOWN AT A STOP.					
** DEALER ACTION/OBSERVATION:					
** VERIFIED N REPAIR ATTEMPTS 1_ DAYS DOWN 1					
-CUST ALLEGES THE BRAKE PEDAL SINKS DOWN WHEN AT A STOP.					
-BRAKE PEDAL DOES FEEL DIFFERENT THAN EARLIER MODELS BUT TECH CANNOT GET					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

PEDAL TO SINK.

Created by Jeff Wyatt at 2014-02-02 17:00:00

Created by Jeff Wyatt at 2014-02-02 18:00:00

**** TSS RECOMMENDATION/RESULT:**

-COMPARE LIKE EQUIPPED VEHICLE WITH CUSTOMER PRESENT.

**** CUSTOMER COMMENT:-BRAKE PEDAL SINKS DOWN AT A STOP.** DEALER ACTION/OBSERVATION:** VERIFY
-IF NOT SAME, REPLACE MASTER CYLINDER.**

**PEDAL SINKS DOWN WHEN AT A STOP.-BRAKE PEDAL DOES FEEL DIFFERENT THAN EARLIER MODELS BUT TE
OMPARE LIKE EQUIPPED VEHICLE WITH CUSTOMER PRESENT.-IF NOT SAME, REPLACE MASTER CYLINDER.**

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	F11275915				
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11275915	MINI	0	5/17/2013	5/17/13	
Text-Incd Desc TL					
BRAKE PEDAL SINKS AT STOPS					
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	
N17	2013	VSD	3N1CN7AP4DL [REDACTED]	C03 50 STATE EMISSIONS	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	004007	11153	4DS		
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
HR16	765006	M	QM1		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	1/9/2013	1/24/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
3773	44	NISSAN OF ELK GROVE	ELK GROVE		
Serv Dir TL					
Code	Region	Name	City	State	
2494	44	TRACY NISSAN	TRACY	CA	
Code-Component TL Desc	Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc		
BRAKE MASTER CYLINDER	BRAKING (POOR)	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	1/1/0001	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	N	N	5/17/2013		
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:					
Code-Status TL Desc:	A- PENDING DEALER FOLLOW-UP				
Text-Dealer Followup Comment TL:					
M					
** CUSTOMER COMMENT:					
- BRAKE PEDAL SINKS AT TIMES					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS _1 DAYS DOWN _1					
- TECH FOUND WHEN STOPPED AT A LIGHT PEDAL WILL CONTINUE TO SINK					
- NO LEAKS					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

- CALLED FOR INFORMATION

** TSS RECOMMENDATION/RESULT:

- REPLACE MASTER CYLINDER

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	F11275979				
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11275979	MINI	0	5/17/2013	5/17/13	
Text-Incd Desc TL					
BRAKE PEDAL DROPS SLIGHTLY WITH AC					
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	
N17	2013	VSD	3N1CN7AP6DL [REDACTED]	C03 50 STATE EMISSIONS L93 CARPETED FLOOR MATS AND TRUNK U01 SL TECHNOLOGY PACKAGE U35 NAVIGATION MANUAL	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	003750	11313	4DS		
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
HR16	746740	C	QM1		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	11/21/2012	2/23/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
2949	34	BENSON CADILLAC-NISSAN	SPARTANBURG		
Serv Dir TL					
Code	Region	Name	City	State	
2949	34	BENSON CADILLAC-NISSAN	SPARTANBURG	SC	
Code-Component TL Desc	Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc		
BRAKE MASTER CYLINDER	BRAKING (POOR)	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	1/1/0001	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	N	N	5/17/2013		
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:					
Code-Status TL Desc:	A- PENDING DEALER FOLLOW-UP				
Text-Dealer Followup Comment TL:					
M					
** CUSTOMER COMMENT:					
- BRAKE PEDAL SINKS AT STOPS					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS _1 DAYS DOWN _1					
- TECH STATES SWAPPED MASTER CYLINDER					
- CONCERN STILL OCCURS					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

- TECH FOUND WHEN A/C CYCLES PEDAL WILL DROP ABOUT .5-.75"

- CALLED FOR INFORMATION

Created by David Blunkall at 2014-02-02 17:00:00

Created by David Blunkall at 2014-02-02 18:00:00

** TSS RECOMMENDATION/RESULT:

- COMPARE TO KGV

** CUSTOMER COMMENT:- BRAKE PEDAL SINKS AT STOPS** DEALER ACTION/OBSERVATION:** VERIFIED Y RE
CYLINDER- CONCERN STILL OCCURS- TECH FOUND WHEN A/C CYCLES PEDAL WILL DROP ABOUT .5-.75"- CAL
E TO KGV

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11276466			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11276466	FULL	6	5/20/2013	11/1/13	11/1/13
Text-Incd Desc TL					
BRAKE/SLIP LAMP ON					
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	
N17	2013	VSD	3N1CN7AP0DL [REDACTED]	B92 SPLASH GUARDS C03 50 STATE EMISSIONS L92 CARPETED FLOOR MATS AND TRUNK	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000625	002983	11113	4DS		
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
HR16	772739	A	K36		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	1/23/2013	4/20/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
5322	26	MILFORD NISSAN	MILFORD		
Serv Dir TL					
Code	Region	Name	City	State	
5322	26	MILFORD NISSAN	MILFORD	MA	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
ABS BRAKE SYSTEM		GAUGES/WARNING LIT	DECEL	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	ELECTRICAL	5/16/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	N	N	5/20/2013		
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	5/20/13		1/1/01	1/1/01	
Text-Solution TL:					
REPLACED ENGINE ROOM HARNESS					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
- ABS AND SLIP LAMP ON. .					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS _1 DAYS DOWN _4					
- CANNOT COMMUNICATATE WITH THE ABS SYSTEM					
- VEHICLE IS NOT CURRENTLY CONNECTED TO THE CONSUTL 3.					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	F11276680				
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11276680	MINI	1	5/21/2013	5/22/13	
Text-Incd Desc TL					
ALLEGED NO BRAKES					
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	
B17	2013	SEN	3N1AB7AP2DL [REDACTED]	C03 50 STATE EMISSIONS L92 CARPETED FLOOR MATS N94 ILLUMINATED KICK PLATES	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	000350	12313			
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
MRA8	027369	C	KBD		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	11/12/2012	5/9/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
3310	24	BILL KAY'S DOWNERS GROVE	DOWNERS GROVE		
Serv Dir TL					
Code	Region	Name	City	State	
3310	24	BILL KAY'S DOWNERS GROVE	DOWNERS GROVE IL		
Code-Component TL Desc	Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc		
BRAKE MASTER CYLINDER	BRAKING (POOR)	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	1/1/0001	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	N	N	5/21/2013		
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:					
Code-Status TL Desc: A- PENDING DEALER FOLLOW-UP					
Text-Dealer Followup Comment TL:					
M					
REFERED TO CONSUMER AFFAIRS					
** CUSTOMER COMMENT:					
-BRAKE PEDAL STILL GOES TO FLOOR SOMETIMES, WENT THROUGH INTERSECTION					
YESTURDAY					
-					
** DEALER ACTION/OBSERVATION:					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

**** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 1**

-BRAKE PEDAL GETS SOFT AND GOES TO FLOOR AT TIMES

-CAN HOLD FOOT ON PEDAL, AND WILL FALL TO FLOOR AND THEN VEHICLE WILL

CREEP FORWARD

-FLUID LEVEL OK

-WAS ORIGINALLY REFERRED TO CA, BUT WAS ABLE TO DUPLICATE INCIDENT

**** TSS RECOMMENDATION/RESULT:**

-REPLACE MASTER CYLINDER

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	F11276769				
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11276769	FULL	7	5/21/2013	6/21/13	6/21/13
Text-Incd Desc TL					
BRAKE GOES TO FLOOR AT TIMES					
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	
B17	2013	SEN	3N1AB7AP1DL [REDACTED]	B92 SPLASH GUARDS C03 50 STATE EMISSIONS K01 SV DRIVER PACKAGE L92 CARPETED FLOOR MATS N94 ILLUMINATED KICK PLATES U01 NAVIGATION PACKAGE U35 NAVIGATION MANUAL	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	000151	12113			
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
MRA8	027710	C	NAC		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	11/13/2012	5/16/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
2160	24	MID CITY NISSAN, INC.	CHICAGO		
Serv Dir TL					
Code	Region	Name	City	State	
2160	24	MID CITY NISSAN, INC.	CHICAGO	IL	
Code-Component TL Desc	Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc		
BRAKE MASTER CYLINDER	BRAKING (POOR)	DECEL	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	CHASSIS	5/21/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	N	N	5/21/2013		
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	6/7/13		1/1/01	1/1/01	
Text-Solution TL: ADJUSTED BRAKE PEDAL ROD					
Code-Status TL Desc: F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
-BRAKE PEDAL GOES ALL THE WAY TO THE FLOOR					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS _1DAYS DOWN _1_:					
** VERIFIED Y REPAIR ATTEMPTS 2 DAYS DOWN _2_:					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11276820			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11276820	MINI	0	5/21/2013	5/21/13	
Text-Incd Desc TL					
BRAKE PEDAL SINKS					
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	
N17	2013	VSD	3N1CN7AP1DL [REDACTED]	C03 50 STATE EMISSIONS L92 CARPETED FLOOR MATS AND TRUNK	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	003170	11123	4DS		
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
HR16	751231	C	B17		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	12/3/2012	3/9/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
5043	34	HALL NISSAN CHESAPEAKE	CHESAPEAKE		
Serv Dir TL					
Code	Region	Name	City	State	
5043	34	HALL NISSAN CHESAPEAKE	CHESAPEAKE	VA	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
BRAKE BOOSTER & PEDAL		BRAKING (POOR)	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	1/1/0001	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	N	N	5/21/2013		
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		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:					
- BRAKES SEEM TO BE HARD TO APPLY.					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS _1 DAYS DOWN 1					
- TECH STATES BRAKE PEDAL IS NOT HARD.					
- TECH SPOKE WITH CUSTOMER AND DISCOVERED ACTUAL ISSUE IS PEDAL SINKS.					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

- AFTER PEDAL SINKS NEAR FLOOR PEDAL IS HARD TO PUSH FARTHER.

- TECH TO TEST DRIVE VEHICLE AGAIN AND DETERMINE IF PEDAL SINKS.

Created by Michael Lemmons at 2014-02-02 17:00:00

Created by Michael Lemmons at 2014-02-02 18:00:00

**** TSS RECOMMENDATION/RESULT:**

- BLEED BRAKES IF SINKING PEDAL IS DUPLICATED.

**** CUSTOMER COMMENT:- BRAKES SEEM TO BE HARD TO APPLY.** DEALER ACTION/OBSERVATION:** VERIFY
AL IS NOT HARD.- TECH SPOKE WITH CUSTOMER AND DISCOVERED ACTUAL ISSUE IS PEDAL SINKS.- AFTER P
- REPLACE MASTER CYLINDER IF BLEEDING DOES NOT RESOLVE INCIDENT.**

CH TO TEST DRIVE VEHICLE AGAIN AND DETERMINE IF PEDAL SINKS. TSS RECOMMENDATION/RESULT:- BLE
R CYLINDER IF BLEEDING DOES NOT RESOLVE INCIDENT.**

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	FI1277151				
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1277151	MINI	0	5/22/2013	5/22/13	
Text-Incd Desc TL					
BRAKE PEDAL TRAVELS ALMOST TO FLOOR					
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	
B17	2013	SEN	3N1AB7APXDL [REDACTED]	B93 PROTECTION PACKAGE	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL	C01 CALIFORNIA EMISSIONS	
0000000	004245	12313		K02 SR DRIVER PACKAGE	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC	L92 CARPETED FLOOR MATS	
MRA8	017744	C	QAC	M92 HIDE AWAY TRUNK NET	
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL	U01 NAVIGATION PACKAGE	
AGUASCALIENTES	10/23/2012	1/31/2013	USA	U35 NAVIGATION MANUAL	
Dir Retl Last VC					
Code	Region	Name	City	State	
5307	26	COMMONWEALTH NISSAN	LAWRENCE		
Serv Dir TL					
Code	Region	Name	City	State	
5301	26	SALEM NISSAN, INC.	SALEM	NH	
Code-Component TL Desc	Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc		
BRAKE MASTER CYLINDER	DAMPENING FORCE LO	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	1/1/0001	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	N	N	5/22/2013		
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:					
Code-Status TL Desc: A- PENDING DEALER FOLLOW-UP					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
-THE BRAKE PEDAL SEEMS TO TRAVEL TOO FAR AFTER DRIVING FOR 3-5 MINUTES					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS _1 DAYS DOWN _1					
-AFTER DRIVING VEHICLE FOR SEVERAL MINUTES, PEDAL WILL DROP AND VEHICLE					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

WILL KEEP ROLLING

-PEDAL MUST BE PUSHED HARDER TO STOP AND GOES ALMOST TO THE FLOOR

-FLUID LEVEL IS FULL AND NO EXTERNAL LEAKS HAVE BEEN FOUND

** TSS RECOMMENDATION/RESULT:

-REPLACE BRAKE MASTER CYLINDER AND FLUSH FLUID

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	F11278245				
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11278245	MINI	1	5/24/2013	6/3/13	
Text-Incd Desc TL					
BRAKE PEDAL DROPS TO THE FLOOR					
Code-TSS1 TL	Code-TSS1 TL Name			Name-Caller TL	
194	Z * MICHAEL CRAMER			[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
B17	2013	SEN	3N1AB7AP6DL [REDACTED]	B92 SPLASH GUARDS C03 50 STATE EMISSIONS L92 CARPETED FLOOR MATS	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	000705	12113			
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
MRA8	071992	C	NAC		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	2/11/2013	5/16/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
2284	34	RICK HILL NISSAN, INC	DYERSBURG		
Serv Dir TL					
Code	Region	Name	City	State	
2284	34	RICK HILL NISSAN, INC	DYERSBURG	TN	
Code-Component TL Desc	Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc		
BRAKE MASTER CYLINDER	BRAKING (POOR)	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	1/1/0001	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	N	N	5/24/2013		
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:					
Code-Status TL Desc:	A- PENDING DEALER FOLLOW-UP				
Text-Dealer Followup Comment TL:					
M					
** CUSTOMER COMMENT:					
- AT A STOP LIGHT THE BRAKE PEDAL GOES TO THE FLOOR					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 1					
- BRAKE PEDEL FEEL IS GOOD DURING NORMAL DRIVING					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

- WHILE AT A STOP THE PEDAL WILL GO TO THE FLOOR EVERYTIME

-

Created by Michael Cramer at 2014-02-02 17:00:00

Created by Michael Cramer at 2014-02-02 18:00:00

**** TSS RECOMMENDATION/RESULT:**

- BLOCK OFF LINES AT THE MASTER CYL AND RECHECK PEDAL OPERATION

**** CUSTOMER COMMENT:- AT A STOP LIGHT THE BRAKE PEDAL GOES TO THE FLOOR-** DEALER ACTION/OBS**

- IF DROP STILL PRESENT REPLACE BRAKE MASTER CYL AND FLUSH FLUID

KE PEDEL FEEL IS GOOD DURING NORMAL DRIVING- WHILE AT A STOP THE PEDAL WILL GO TO THE FLOOR E

-

T THE MASTER CYL AND RECHECK PEDAL OPERATION- IF DROP STILL PRESENT REPLACE BRAKE MASTER C

**** UPDATE TSS 194 MC 6.3.13**

- MASTER WAS REPLACED AND SYSTEM FLUSHED

PLACED AND SYSTEM FLUSHED- ISSUE RESOLVED.....CLOSING REPORT-

- ISSUE RESOLVED.....CLOSING REPORT

-

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		FI1278383			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1278383	MINI	1	5/25/2013	7/10/13	
Text-Incd Desc TL					
BRAKE PEDAL 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	
N17	2014	VSD	3N1CN7AP1EL [REDACTED]	B92 SPLASH GUARDS C03 50 STATE EMISSIONS L93 CARPETED FLOOR MATS WITH TRUNK N92 ILLUMINATED KICK PLATES	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	000536	11314	4DS		
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
HR16	789221	C	K36		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	4/10/2013	5/11/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
2908	24	MCGRATH NISSAN, INC.	ELGIN		
Serv Dir TL					
Code	Region	Name	City	State	
2908	24	MCGRATH NISSAN, INC.	ELGIN	IL	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
BRAKE MASTER CYLINDER		BRAKING (POOR)	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	1/1/0001	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	N	N	5/25/2013		
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:					
-BRAKE PEDAL IS SOFT.					
.					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 1					
-THE BRAKE PEDAL IS SOFT AND MOVES TO FLOOR.					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-INSPECT BRAKE FLUID LEVEL AND FOUND NO LEAKS.

Created by Allen Wendell at 2014-02-02 17:00:00

**** TSS RECOMMENDATION/RESULT:**

**** CUSTOMER COMMENT:-BRAKE PEDAL IS SOFT..** DEALER ACTION/OBSERVATION:** VERIFIED Y REPAIR AT**

-REPLACE THE BRAKE MASTER CYLINDER AND CHECK FOR ANY FLUID LEAKAGE

INTO BRAKE BOOSTER.

TO FLOOR.-INSPECT BRAKE FLUID LEVEL AND FOUND NO LEAKS. TSS RECOMMENDATION/RESULT:-REPLAC**

INTO BRAKE BOOSTER. UPDATE 7/10/2013 ** TSS 101 - A. W. - (DEALER CALLING BACK)- REPLACED THE MAS**

**** UPDATE 7/10/2013 ** TSS 101 - A. W. - (DEALER CALLING BACK)**

- REPLACED THE MASTER CYLINDER BUT THE ISSUE STILL OCCURS.

RUNNING THE PEDAY WILL DROP TO THE FLOOR AND THE VEHICLE WILLTHEN START TO MOVE IF IN GEAR.- T

D BE MADE TO A LIKE UNIT.- IF COMPARABLE NO REPAIRS ARE ADVISED.- IF NOT COMPARABLE PEDAL FEEL

- WITH CAR RUNNING THE PEDAY WILL DROP TO THE FLOOR AND THE VEHICLE WILL

THEN START TO MOVE IF IN GEAR.

UNIT IF NOT COMPARABLE THE MASTER CYLINDER WOULD BESUSPECT.- IF THE ISSUE IS ONLY PRESENT WIT

PARABLE TO A LIKE UNIT THE BOOSTER WOULD BESUSPECT.

- THERE IS NO LOSS OF FLUID.

- COMPARISON IN OPERATION SHOULD BE MADE TO A LIKE UNIT.

- IF COMPARABLE NO REPAIRS ARE ADVISED.

- IF NOT COMPARABLE PEDAL FEEL WITH THE BRAKE BOOSTER DISABLED SHOULD BE

MADE TO A LIKE UNIT IF NOT COMPARABLE THE MASTER CYLINDER WOULD BE

SUSPECT.

- IF THE ISSUE IS ONLY PRESENT WITH THE VEHICLE RUNNING AND BOOSTER

OPERATIONAL AND NOT COMPARABLE TO A LIKE UNIT THE BOOSTER WOULD BE

SUSPECT.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	F11278973				
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11278973	FULL	3	5/29/2013	6/5/13	6/5/13
Text-Incd Desc TL					
BRAKE PEDAL FALLS TO FLOOR					
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	
B17	2013	SEN	3N1AB7AP2DL [REDACTED]	B93 PROTECTION PACKAGE C01 CALIFORNIA EMISSIONS L92 CARPETED FLOOR MATS N92 EXTERNAL GROUND LIGHTING N94 ILLUMINATED KICK PLATES	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	000227	12313			
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
MRA8	069666	C	KH3		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	2/8/2013	4/15/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
5331	26	EDISON NISSAN	EDISON		
Serv Dir TL					
Code	Region	Name	City	State	
5331	26	EDISON NISSAN	EDISON	NJ	
Code-Component TL Desc	Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc		
BRAKE MASTER CYLINDER	BRAKING (POOR)	DECEL	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	CHASSIS	5/29/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
01	N	N	5/29/2013		
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	5/29/13		1/1/01	1/1/01	
Text-Solution TL: REPLACED MASTER CYLINDER					
Code-Status TL Desc: F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
-BRAKES GO TO FLOOR OCCASIONALLY					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN _1_:					
-WHILE SITTING AT A STOP AT IDLE, IN DRIVE, BRAKE PEDAL WENT TO FLOOR					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-NORMAL BRAKE OPERATION WAS STILL IN EFFECT

-NO EXTERNAL LEAKS FOUND AND FLUID LEVEL IS CORRECT

-

**** TSS RECOMMENDATION/RESULT:**

-REPLACE MASTER CYLINDER

-TECH TO CALL BACK TO CLOSE OUT REPORT WITH REPAIR FEEDBACK

-HEADS UP SENT DUE TO AGE AND MILEAGE

-

**** UPDATE 6.5.13 160**

- SA REPORTS REPLACED AMSTER CYLINDER TO RESOLVE

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11279344			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11279344	FULL	2	5/29/2013	6/5/13	6/5/13
Text-Incd Desc TL					
BRAKE PEDAL FADES AFTER EXTENDED ST					
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	
B17	2013	SEN	3N1AB7AP9DL [REDACTED]	B92 SPLASH GUARDS C03 50 STATE EMISSIONS L92 CARPETED FLOOR MATS X01 LEATHER PACKAGE	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	000190	12413			
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
MRA8	090407	C	KH3		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	3/11/2013	5/20/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
3070	24	GORDIE BOUCHER NISSAN	GREENFIELD		
Serv Dir TL					
Code	Region	Name	City	State	
3070	24	GORDIE BOUCHER NISSAN	GREENFIELD	WI	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
BRAKE MASTER CYLINDER		BRAKING (POOR)	DECEL	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	CHASSIS	5/29/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
16	N	N	5/29/2013		
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:					
REPLACED MASTER CYLINDER					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
-WHEN AT A STOP THE CAR WILL ROLL FORWARD WHEN KEEPING FOOT AT SAME POSITION ON BRAKE PEDAL.					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN _1_:					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-BRAKE PEDAL FADES AFTER AN EXTENDED STOP.

-VEHICLE WILL START TO ROLL DURING INCIDENT.

-NO EXTERNAL LEAKS.

-NO CODES.

-DOES NOT COMPARE TO KGV.

-NO ACCESSORIES OR MODIFICATIONS.

**** TSS RECOMMENDATION/RESULT:**

-REPLACE MASTER CYLINDER.

-BLEED BRAKE SYSTEM.

-TECH TO FOLLOW UP.

**** UPDATE 6.5.13 160**

- TECH REPORTS REPLACED MASTER CYLINDER TO RESOLVE

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	F11279765				
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11279765	MINI	0	5/30/2013	5/30/13	
Text-Incd Desc TL					
BRAKE PEDAL SINKS AT STOPS					
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	
N17	2013	VSD	3N1CN7APXDL [REDACTED]	C03 50 STATE EMISSIONS	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	005336	11153	4DS		
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
HR16	771684	M	QM1		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	2/1/2013	3/18/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
3558	26	BURDICK NISSAN	CICERO		
Serv Dir TL					
Code	Region	Name	City	State	
3558	26	BURDICK NISSAN	CICERO	NY	
Code-Component TL Desc	Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc		
BRAKE MASTER CYLINDER	BRAKING (POOR)	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	1/1/0001	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	N	N	5/30/2013		
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:					
Code-Status TL Desc:	A- PENDING DEALER FOLLOW-UP				
Text-Dealer Followup Comment TL:					
M					
** CUSTOMER COMMENT:					
- BRAKE PEDAL SINKS					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS _1 DAYS DOWN _1					
- FOUND WITH CONSTANT LIGHT PRESSURE PEDAL WILL CONTINUE TO SINK					
- UNDER ABRUPT APPLICATION PEDAL FEELS NORMAL					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

- NO LEAKS

- CALLED FOR INFORMATION

Created by David Blunkall at 2014-02-02 17:00:00

Created by David Blunkall at 2014-02-02 18:00:00

**** TSS RECOMMENDATION/RESULT:**

**** CUSTOMER COMMENT:- BRAKE PEDAL SINKS** DEALER ACTION/OBSERVATION:** VERIFIED Y REPAIR ATTE**

- REPLACE MASTER CYLINDER

**PEDAL WILL CONTINUE TO SINK- UNDER ABRUPT APPLICATION PEDAL FEELS NORMAL- NO LEAKS- CALLED F
R CYLINDER**

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11279810			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11279810	QUICK	0	5/30/2013	5/30/13	
Text-Incd Desc TL					
MASTER CYL LEAKING,PART ON B/O					
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	
N17	2013	VSD	3N1CN7AP3DL [REDACTED]	C03 50 STATE EMISSIONS L93 CARPETED FLOOR MATS AND TRUNK	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	005485	11213	4DS		
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
HR16	752646	C	KAC		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	11/3/2012	12/31/2012	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
3453	32	TROPHY NISSAN	MESQUITE		
Serv Dir TL					
Code	Region	Name	City	State	
3453	32	TROPHY NISSAN	MESQUITE	TX	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
BRAKE MASTER CYLINDER		PARTS NOT IN STOCK	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	1/1/0001	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	N	N	5/30/2013		
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:					
WANT T/LINE CASE OPEN TO NOTE B/O					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11280405			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11280405	MINI	0	6/3/2013	6/3/13	
Text-Incd Desc TL					
VEHICLE CREEEPS WITH BRAKE APPLIED					
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	
N17	2013	VSD	3N1CN7APXDL [REDACTED]	C03 50 STATE EMISSIONS U01 SL TECHNOLOGY PACKAGE U35 NAVIGATION MANUAL	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	005022	11313	4DS		
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
HR16	748512	C	QM1		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	1/23/2013	1/23/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
2611	34	ASHEBORO NISSAN, INC.	ASHEBORO		
Serv Dir TL					
Code	Region	Name	City	State	
2611	34	ASHEBORO NISSAN, INC.	ASHEBORO	NC	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
BRAKE MASTER CYLINDER		BRAKING (POOR)	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	1/1/0001	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	N	N	6/3/2013		
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	1/1/01		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:					
-BRAKES WILL NOT HOLD VEHICLE COMPLETELY STILL AT A STOP.					
.					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS _1 DAYS DOWN 1					
-AFTER VEHICLE STOPPED AND IDLING IN GEAR, VEIHCLE WILL CREEP FORWARD					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

UNTIL INCREASED PRESSURE IS APPLIED TO BRAKE PEDAL.

-MUST CONTINUE TO APPLY INCREASING PRESSURE TO BRAKE PEDAL.

-NO DTC.

-NO EXTERNAL LEAKS NOTED.

Created by Bruce Tankersley at 2014-02-02 17:00:00

** TSS RECOMMENDATION/RESULT:

** CUSTOMER COMMENT:-BRAKES WILL NOT HOLD VEHICLE COMPLETELY STILL AT A STOP..** DEALER ACTION

-REPLACE MASTER CYLINDER.

1-AFTER VEHICLE STOPPED AND IDLING IN GEAR, VEHICLE WILL CREEP FORWARD UNTIL INCREASED PRESSURE IS APPLIED TO BRAKE PEDAL.-NO DTC.-NO EXTERNAL LEAKS NOTED.** TSS RECOMMENDATION/RESULT

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	F11280838				
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11280838	FULL	3	6/3/2013	6/13/13	6/13/13
Text-Incd Desc TL					
ALLEGED BRAKE PEDAL GOES TO FLOOR					
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	
B17	2013	SEN	3N1AB7AP1DL [REDACTED]	C01 CALIFORNIA EMISSIONS L92 CARPETED FLOOR MATS	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	000093	12313			
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
MRA8	093934	C	KH3		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	3/19/2013	5/31/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
3439	44	MOSSY NISSAN EL CAJON	EL CAJON		
Serv Dir TL					
Code	Region	Name	City	State	
3439	44	MOSSY NISSAN EL CAJON	EL CAJON	CA	
Code-Component TL Desc	Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc		
BRAKE BOOSTER & PEDAL	BRAKING (POOR)	DECEL	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	INTERMITTENT	CHASSIS	6/3/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	N	N	6/3/2013		
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	6/3/13		1/1/01	1/1/01	
Text-Solution TL:	REPLACED MASTER CYLINDER				
Code-Status TL Desc:	F- CLOSED (RESOLVED)				
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
-BRAKE PEDAL GOES TO THE FLOOR.					
.					
** DEALER ACTION/OBSERVATION:					
** VERIFIED N REPAIR ATTEMPTS 1_DAYS DOWN _1_:					
-TECH UNABLE TO DUPLICATE ABNORMAL VEHICLE OPERATION.					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-S/A DUPLICATED CONCERN ON ROAD TEST WITH CUSTOMER.
-TECH STATES CONCERN IS BRAKE PEDAL LOW AT A STOP, NOT WHILE STOPPING.
-VEHICLE STOPS WITHOUT INCIDENT.
-CONCERN IS RELATED TO BRAKE PEDAL FEEL, NOT SYSTEM OPERATION.

**** TSS RECOMMENDATION/RESULT:**

-REVIEW KGV WITH S/A AND CUSTOMER.
-CONFIRM CUSTOMER'S CONCERN IS ONLY RELATED TO FEEL.
****UPDATE 06.03.13 TSS 153**
-TECH ABLE TO DUPLICATE CONCERN ON ROAD TEST.
-IF PEDAL IS HELD STEADY DURING A STOP THE VEHICLE WILL STOP AND THEN
BRAKE PEDAL MOVES TO THE FLOOR AND VEHICLE ROLLS SLIGHTLY.
-INCIDENT IS NOT NORMAL COMPARED TO KGV.
-ADVISED TECH TO REPLACE MASTER CYLINDER.
-FLAGGED REPORT FOR HEADS UP DUE TO NEW VEHICLE CONCERN.

**** UPDATE 6.13.13 TSS 121**

-TSS CONTACTED DEALER FOR UPDATE.
-REPLACED MASTER CYLINDER.
-INCIDENT RESOLVED.
-CLOSE REPORT.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		FI1281591			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1281591	FULL	3	6/5/2013	6/12/13	6/12/13
Text-Incd Desc TL					
BRAKE PEDAL DROPS DURING SLOW SPEED					
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	
B17	2013	SEN	3N1AB7APXDL [REDACTED]	C03 50 STATE EMISSIONS L92 CARPETED FLOOR MATS Z99 PRE-DELIVERY INSPECTION	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	004145	12113			
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
MRA8	088064	C	NAC		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	3/7/2013	3/26/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
1964	24	BOMMARITO NISSAN INC	HAZELWOOD		
Serv Dir TL					
Code	Region	Name	City	State	
5176	26	FORMULA NISSAN	BARRE	VT	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
BRAKE (DISC) ROTORS/PADS/CALIPE		BRAKE FLUID (ALSO CL 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	INTERMITTENT	CHASSIS	6/5/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	N	N	6/5/2013		
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		1/1/01	1/1/01	
Text-Solution TL:					
REPLACED MASTER CYLINDER					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
- BRAKE PEDAL DROP WEAK RESPONSE.					
.					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN _1_:					
- NO DTC.					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11282667			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11282667	MINI	2	6/8/2013	6/17/13	
Text-Incd Desc TL					
BRAKE PEDAL IS SOFT					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
168		Z * MICHAEL ACEVES			
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
B17	2013	SEN	3N1AB7AP2DL	B92 SPLASH GUARDS B93 PROTECTION PACKAGE C01 CALIFORNIA EMISSIONS K01 SV DRIVER PACKAGE L92 CARPETED FLOOR MATS M92 HIDE AWAY TRUNK NET N94 ILLUMINATED KICK PLATES U01 NAVIGATION PACKAGE U35 NAVIGATION MANUAL	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	003126	12113			
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
MRA8	054996	C	K23		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	1/15/2013	1/31/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
07126	26	KINGS NISSAN INC	BROOKLYN		
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	
BRAKE BOOSTER & PEDAL		BRAKING (POOR)	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	1/1/0001	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	N	N	6/8/2013		
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:					
Code-Status TL Desc: A- PENDING DEALER FOLLOW-UP					
Text-Dealer Followup Comment TL:					
M					
** CUSTOMER COMMENT:					
-THE BRAKES ARE MAKING NOISE AND THE BRAKE PEDAL IS SOFT.					
.					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 1					
-THE BRAKE PEDAL FEELS SOFT.					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-REMOVED BRAKE MASTER CYLINDER AND FOUND BRAKE FLUID INSIDE BRAKE BOOSTER.

Created by Jason Beagle at 2014-02-02 17:00:00

Created by Jason Beagle at 2014-02-02 18:00:00

**** TSS RECOMMENDATION/RESULT:**

**** CUSTOMER COMMENT:-THE BRAKES ARE MAKING NOISE AND THE BRAKE PEDAL IS SOFT.** DEALER ACTION:-REPLACE THE BRAKE MASTER CYLINDER AND BRAKE BOOSTER.**

1-THE BRAKE PEDAL FEELS SOFT.-REMOVED BRAKE MASTER CYLINDER AND FOUND BRAKE FLUID INSIDE BRAKE BOOSTER.

**** UPDATE TSS 176 06-17-13**

MASTER CYLINDER AND BRAKE BOOSTER. UPDATE TSS 176 06-17-13- REPLACED MASTER CYLINDER AND BRAKE BOOSTER.**

- REPLACED MASTER CYLINDER AND BRAKE BOOSTER LAST VISIT

N BRAKE PEDAL SPONGY- TECHNICIAN BLED BRAKE SYSTEM MANUALLY MULTIPLE TIMES- ADVISED CUSTOMER TO DRIVE THE VEHICLE FOR 3 DAYS.

- RETURNED 3 DAYS LATER WITH CONCERN BRAKE PEDAL SPONGY

ABS ACTUATORUPDATE 06.17.13 TSS 135JB-COMPARED TO A KNOWN GOOD VEHICLE, CUSTOMER VEHICLE FEELS BETTER THAN**

- TECHNICIAN BLED BRAKE SYSTEM MANUALLY MULTIPLE TIMES

- ADVISED COMPARE TO KNOWN GOOD VEHICLE

AND COMPARE TO CUSTOMER VEHICLE.

- IF ABNORMAL, BLEED COMPLETE BRAKE SYSTEM INCLUDING ABS ACTUATOR

****UPDATE 06.17.13 TSS 135JB**

-COMPARED TO A KNOWN GOOD VEHICLE, CUSTOMER VEHICLE FEELS BETTER THAN

THE KNOWN GOOD VEHICLE.

-HAVE CUSTOMER DRIVE THE KNOWN GOOD VEHICLE AND COMPARE TO CUSTOMER

VEHICLE.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	F11282856				
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11282856	FULL	2	6/10/2013	6/18/13	6/18/13
Text-Incd Desc TL					
BRAKE PEDAL GOES TO THE FLOOR					
Code-TSS1 TL	Code-TSS1 TL Name			Name-Caller TL	
194	Z * MICHAEL CRAMER			[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
B17	2013	SEN	3N1AB7AP6DL [REDACTED]	B93 PROTECTION PACKAGE C01 CALIFORNIA EMISSIONS K01 SV DRIVER PACKAGE L92 CARPETED FLOOR MATS N94 ILLUMINATED KICK PLATES U01 NAVIGATION PACKAGE U35 NAVIGATION MANUAL	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	000251	12113			
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
MRA8	012922	C	NAC		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	10/12/2012	5/30/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
3441	26	COUNTRY NISSAN	HADLEY		
Serv Dir TL					
Code	Region	Name	City	State	
3441	26	COUNTRY NISSAN	HADLEY	MA	
Code-Component TL Desc	Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc		
BRAKE MASTER CYLINDER	BRAKING (POOR)	DECEL	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	CHASSIS	6/5/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	N	N	6/10/2013		
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:	REPLACED MASTER CYLINDER				
Code-Status TL Desc:	F- CLOSED (RESOLVED)				
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
- BRAKE PEDAL GOES TO THE FLOOR. TOWED IN					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN 6__:					
- BRAKE PEDAL GOES TO THE FLOOR					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

- CHECKED FITTINGS AND MASTER CYL

- NO BRAKE FLUID LEAKS

- NO BRAKE FLUID IN BOOSTER

- DOES NOT COMPARE TO KGV

-

**** TSS RECOMMENDATION/RESULT:**

- REPLACE MASTER CYLINDER AND RETEST

- SENT FORM TO COLLECT SUSPECT MASTER CYLINDER

-

**** UPDATE 06.11.13 TSS 170**

- UPDATED ASSIGNMENT LEVEL

**** UPDATE 6.18.13 160**

- TECH/SM REPORTS REPLACED MASTER CYLINDER TO RESOLVE

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11282982			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11282982	MINI	0	6/10/2013	6/10/13	
Text-Incd Desc TL					
POOR BRAKING CONCERN					
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	
N17	2013	VSD	3N1CN7AP1DL [REDACTED]	B92 SPLASH GUARDS C03 50 STATE EMISSIONS K01 SV CONVENIENCE PACKAGE L93 CARPETED FLOOR MATS AND TRUNK	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	003131	11213	4DS		
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
HR16	777367	C	KH3		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	1/30/2013	3/11/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
5316	26	FIVE TOWNS NISSAN	INWOOD		
Serv Dir TL					
Code	Region	Name	City	State	
5316	26	FIVE TOWNS NISSAN	INWOOD	NY	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
BRAKE MASTER CYLINDER		BRAKING (POOR)	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	1/1/0001	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	N	N	6/10/2013		
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:					
M					
** CUSTOMER COMMENT:					
-BRAKES WENT ALL THE WAY TO THE FLOOR, HAPPENED MULTIPLE TIMES.					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 1					
-BRAKE PEDAL WILL INTERMITTENTLY SINK TO THE FLOOR WHEN SITTING AT A					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

STOP.

-BLED SYSTEM OUT.....NO CHANGE.

Created by Jason Beagle at 2014-02-02 17:00:00

Created by Jason Beagle at 2014-02-02 18:00:00

**** TSS RECOMMENDATION/RESULT:**

**** CUSTOMER COMMENT:-BRAKES WENT ALL THE WAY TO THE FLOOR, HAPPENED MULTIPLE TIMES.-** DEALER**

-REPLACE MASTER CYLINDER.

-BLEED MASTER ON BENCH.

DOWN 1-BRAKE PEDAL WILL INTERMITTENTLY SINK TO THE FLOOR WHEN SITTING AT A STOP.-BLED SYSTEM

-BLEED BRAKE SYSTEM AFTER INSTALLED.

RECOMMENDATION/RESULT:-REPLACE MASTER CYLINDER.-BLEED MASTER ON BENCH.-BLEED BRAKE SYSTEM

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	F11283945				
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11283945	MINI	0	6/12/2013	6/12/13	
Text-Incd Desc TL					
BRAKE PEDAL DROPS					
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	
B17	2013	SEN	3N1AB7AP9DL [REDACTED]	C01 CALIFORNIA EMISSIONS K01 SV DRIVER PACKAGE L92 CARPETED FLOOR MATS	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	003256	12113			
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
MRA8	004525	C	K23		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	9/20/2012	2/18/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
071A	44	ROGERS & ROGERS NISSAN	IMPERIAL		
Serv Dir TL					
Code	Region	Name	City	State	
071A	44	ROGERS & ROGERS NISSAN	IMPERIAL	CA	
Code-Component TL Desc	Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc		
BRAKE MASTER CYLINDER	BRAKING (POOR)	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	1/1/0001	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	N	N	6/12/2013		
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:					
Code-Status TL Desc:	A- PENDING DEALER FOLLOW-UP				
Text-Dealer Followup Comment TL:					
M					
** CUSTOMER COMMENT:					
-BRAKE PEDAL GOES DOWN TO FLOOR WHEN IDLE AT STOP LIGHT HAS TO PUMP BRAKES.					
.					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 1					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-BRAKE PEDAL GOES TO FLOOR.

-REPLACED THE BRAKE MASTER CYLINDER WITH NO CHANGE.

-INCIDENT IS NOT COMPARABLE TO OTHER VEHICLES.

** TSS RECOMMENDATION/RESULT:

-REPLACE BRAKE MASTER CYLINDER.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11285528			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11285528	MINI	0	6/17/2013	6/17/13	
Text-Incd Desc TL					
BRAKE PEDAL IS LOW					
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	
B17	2013	SEN	3N1AB7AP8DL [REDACTED]	B93 PROTECTION PACKAGE	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL	C01 CALIFORNIA EMISSIONS	
0000000	006776	12313		L92 CARPETED FLOOR MATS	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
MRA8	038512	C	KBD		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	12/5/2012	2/18/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
3958	26	WHITE PLAINS NISSAN	WHITE PLAINS		
Serv Dir TL					
Code	Region	Name	City	State	
3958	26	WHITE PLAINS NISSAN	WHITE PLAINS	NY	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
ABS BRAKE SYSTEM		BRAKING (POOR)	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	1/1/0001	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	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		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:					
- BRAKE PEDAL IS LOW					
- WIPER ARM CONTACTING THE BODY					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS _1 DAYS DOWN 1					
- TECH CONFIRMED THE BRAKE PEDAL IS DROPPING TO LOW					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

- IF PEDAL IS PUMPED UP THE CONCERN IS NO LONGER PRESENT
- TECH FOUND WIPER LINK AND TRANSMISSION FOR WIPER CONTACTING COWL
- CALLED FOR KNOWN INCIDENTS

Created by System Account NNAINT at 2014-02-02 17:00:00

Created by System Account NNAINT at 2014-02-02 18:00:00

**** TSS RECOMMENDATION/RESULT:**

- ADVISED TECH TO REPLACE BRAKE MASTER CYLINDER FOR LOW PEDAL

**** CUSTOMER COMMENT:- BRAKE PEDAL IS LOW- WIPER ARM CONTACTING THE BODY** DEALER ACTION/OBS
CONFIRMED THE BRAKE PEDAL IS DROPPING TO LOW- IF PEDAL IS PUMPED UP THE CONCERN IS NO LONGER**

- TECH TO REPAIR WIPER LINKAGE AND TRANSMISSION DUE TO TRAUMA

R CONTACTING COWL- CALLED FOR KNOWN INCIDENTS** TSS RECOMMENDATION/RESULT:- ADVISED TECH TO
REPAIR WIPER LINKAGE AND TRANSMISSION DUE TO TRAUMA

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	F11285576				
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11285576	FULL	2	6/17/2013	7/1/13	7/1/13
Text-Incd Desc TL					
POOR BRAKING CONCERN					
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	
E12	2014	VER	3N1CE2CP1EL [REDACTED]	B92 SPLASH GUARDS C03 50 STATE EMISSIONS L92 CARPETED FLOOR MATS AND CARGO	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	000012	11614			
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
HR16	830045	C	QAC		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	5/21/2013	1/1/0001	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
NP	2	NP	NP	NP	
Serv Dir TL					
Code	Region	Name	City	State	
3353	24	HOVE NISSAN INC.	BRADLEY	IL	
Code-Component TL Desc	Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc		
BRAKE MASTER CYLINDER	BRAKING (POOR)	DECEL	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	CHASSIS	6/17/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	N	N	6/17/2013		
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	7/1/13	[REDACTED]	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:					
-PRE DELIVERY INSPECTION.					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN _1_:					
-BRAKE PEDAL WANTS TO COLLAPSE TO THE FLOOR WITH ENGINE RUNNING.					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-NO CODES STORED IN ANY SYSTEM.

-COMPARED TO KNOWN GOOD VEHICLE, THIS VEHICLE IS ABNORMAL.

**** TSS RECOMMENDATION/RESULT:**

-CHECK FLUID LEVEL.

-CHECK FOR FLUID LEAKS.

-IF NO LEAKS ARE FOUND, CHECK BACK OF MASTER CYLINDER FOR SEEPING BY
REMOVING FROM BOOSTER.

-REPLACE MASTER CYLINDER.

**** UPDATE 6.24.13 160**

- TECH REPORTS WAITING FOR MASTER CYLINDER TO ARRIVE, ETA 7.5.13

**** UPDATE 7.1.13 160**

- TECH REPORTS WAITING FOR MASTER CYLINDER TO ARRIVE, ETA 7.5.13

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

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	FI1286714				
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1286714	FULL	18	6/20/2013	3/7/14	3/7/14
Text-Incd Desc TL					
BRAKE PEDAL DROPS TO THE FLOOR					
Code-TSS1 TL	Code-TSS1 TL Name			Name-Caller TL	
143	Z - CRAIG WATSON			[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
B17	2013	SEN	3N1AB7AP6DL [REDACTED]	C01 CALIFORNIA EMISSIONS L92 CARPETED FLOOR MATS	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000545	003162	12313			
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
MRA8	098827	C	K23		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	3/26/2013	4/30/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
04039	26	ROLAND D. KELLY NISSAN	BEVERLY		
Serv Dir TL					
Code	Region	Name	City	State	
04039	26	ROLAND D. KELLY NISSAN	BEVERLY	MA	
Code-Component TL Desc	Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc		
BRAKE MASTER CYLINDER	BRAKING (POOR)	DECEL	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	CHASSIS	12/9/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	N	Y	1/17/2014		
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	2/11/14		1/17/14	1/1/01	
Text-Solution TL:	REPLACED MASTER CYLINDER / BOOSTER				
Code-Status TL Desc:	F- CLOSED (RESOLVED)				
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
- CUST STATES BRAKE PEDAL DROPS TO THE FLOOR					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN 13_:					
- VERIFIED PEDAL DROPS TO THE FLOOR					
- VEHICLE DID NOT STOP DURING THE INCIDENT					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		FI1287691				
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL	
FI1287691	MINI	1	6/22/2013	7/8/13		
Text-Incd Desc TL						
BRAKE PEDAL FADES TOWARDS FLOOR						
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL		
143		Z - CRAIG WATSON		[REDACTED]		
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options		
B17	2013	SEN	3N1AB7AP3DL [REDACTED]	C03 50 STATE EMISSIONS K02 SR DRIVER PACKAGE L92 CARPETED FLOOR MATS N94 ILLUMINATED KICK PLATES P01 PREMIUM PACKAGE U01 NAVIGATION PACKAGE U35 NAVIGATION MANUAL		
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL			
0000000	001314	12313				
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC			
MRA8	098586	C	K36			
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL			
AGUASCALIENTES	3/25/2013	5/28/2013	USA			
Dir Retl Last VC						
Code	Region	Name	City	State		
2190	32	COURTESY NISSAN	RICHARDSON			
Serv Dir TL						
Code	Region	Name	City	State		
2190	32	COURTESY NISSAN	RICHARDSON	TX		
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc		
BRAKE MASTER CYLINDER		BRAKING (POOR)	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	1/1/0001		
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL		
03	N	N	6/22/2013			
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:						
- CUST STATES BRAKE PEDAL FADES TO THE FLOOR						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 1						
- TECH VERIFIED CONCERN						
- VEHICLE DOES STOP CORRECTLY BUT PEDAL FADES TO THE FLOOR WHEN HELD						

TECH LINE INCIDENT REPORT - CONFIDENTIAL

- NO DTC STORED

- BLED BRAKE SYSTEM, NO CHANGE

**** TSS RECOMMENDATION/RESULT:**

- ADVISED TO COMPARE TO KGV

****UPDATE 7.8.13 TSS 166AK****

-NOT COMPARABLE TO KGV

-BRAKE PEDAL SINKS TO FLOOR AND HAS NO STOPPING APPLICATION

-ADVISED TO REPLACE BRAKE MASTER CYLINDER

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	F11287746				
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11287746	FULL	3	6/24/2013	7/2/13	7/2/13
Text-Incd Desc TL					
INTERMITTENT SOFT BRAKE PEDAL					
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	
B17	2013	SEN	3N1AB7APXDL [REDACTED]	C01 CALIFORNIA EMISSIONS K02 SR DRIVER PACKAGE L92 CARPETED FLOOR MATS M92 HIDE AWAY TRUNK NET U01 NAVIGATION PACKAGE U35 NAVIGATION MANUAL	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	001560	12313			
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
MRA8	091401	C	K36		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	3/13/2013	5/10/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
06038	26	BARBERINO NISSAN	WALLINGFORD		
Serv Dir TL					
Code	Region	Name	City	State	
06038	26	BARBERINO NISSAN	WALLINGFORD	CT	
Code-Component TL Desc	Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc		
BRAKE MASTER CYLINDER	BRAKING (POOR)	DECEL	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	CHASSIS	6/24/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	N	N	6/24/2013		
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:	REPLACED MASTER CYLINDER				
Code-Status TL Desc:	F- CLOSED (RESOLVED)				
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
-WHILE DRIVING SEEMS LIKE SHE IS LOOSING BRAKES.					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 2_DAYS DOWN _2_:					
-INTERMITTENTLY BRAKE PEDAL FEELS SOFT.					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-REPLACED MASTER CYLINDER ON INITIAL VISIT DUE TO BRAKE PEDAL SLOWLY
GOING TO FLOOR.
-BRAKE PEDAL NO LONGER GOES TO FLOOR.
-ONLY INTERMITTENT BRAKE PEDAL FEELS SOFT.
-NO CODES.
-NO ACCESSORIES OR MODIFICATIONS.

**** TSS RECOMMENDATION/RESULT:**

-COMPARE TO SIMILAR EQUIPPED KGV.
-IF DOES NOT COMPARE,
-POSSIBLE AIR IN BRAKE HYDRAULIC SYSTEM.
-TECH TO FOLLOW UP.

**** UPDATE 06.25.13 TSS 170 A.S**

- NO AIR FOUND IN SYSTEM
- VEHICLE DOES NOT COMPARE TO KGV
- MASTER CYLINDER ON ORDER
- TECH TO REPLACE ON ARRIVAL

**** UPDATE 7.2.13 160**

- SA REPORTS REPLACED MASTER CYLINDER TO RESOLVE

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11288009			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11288009	QUICK	0	6/24/2013	6/24/13	
Text-Incd Desc TL					
POOR BRAKING CONCERN					
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	
B17	2013	SEN	3N1AB7AP5DL [REDACTED]	B92 SPLASH GUARDS C03 50 STATE EMISSIONS K01 SV DRIVER PACKAGE L92 CARPETED FLOOR MATS S92 FOG LIGHTS WITH AUTO HEADLIGHT	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	012702	12113			
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
MRA8	008394	C	RAQ		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	10/1/2012	11/24/2012	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
3175	32	TOM PEACOCK NISSAN	HOUSTON		
Serv Dir TL					
Code	Region	Name	City	State	
3175	32	TOM PEACOCK NISSAN	HOUSTON	TX	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
BRAKE MASTER CYLINDER		BRAKING (POOR)	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	1/1/0001	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	N	N	6/24/2013		
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:					
REFERRED TO CONSUMER AFFAIRS					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11289196			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11289196	QUICK	0	6/26/2013	6/26/13	
Text-Incd Desc TL					
ALLEGED SOFT BRAKE PEDAL					
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	
N17	2014	VSD	3N1CN7AP9EL [REDACTED]	B92 SPLASH GUARDS C03 50 STATE EMISSIONS L93 CARPETED FLOOR MATS WITH TRUNK	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	000157	11214	4DS		
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
HR16	790219	C	K36		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	4/12/2013	6/22/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
5248	44	NISSAN OF MISSION HILLS	MISSION HILLS		
Serv Dir TL					
Code	Region	Name	City	State	
5248	44	NISSAN OF MISSION HILLS	MISSION HILLS	CA	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
BRAKE MASTER CYLINDER		BRAKING (POOR)	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	1/1/0001	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	N	N	6/26/2013		
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	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:					
REFERRED TO CA					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	F11289702				
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11289702	FULL	1	6/27/2013	7/9/13	7/9/13
Text-Incd Desc TL					
BRAKE PEDAL GOES VERY LOW ON STOP					
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	
B17	2013	SEN	3N1AB7AP4DL [REDACTED]	C01 CALIFORNIA EMISSIONS	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL	L92 CARPETED FLOOR MATS	
0000000	005605	12313			
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
MRA8	094115	C	QAC		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	3/19/2013	4/18/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
3810	44	NISSAN OF BAKERSFIELD	BAKERSFIELD		
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		
BRAKE MASTER CYLINDER	BRAKING (POOR)	DECEL	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	INTERMITTENT	CHASSIS	6/27/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	N	N	6/27/2013		
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	7/9/13		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:					
F					
** CUSTOMER COMMENT:					
- BRAKE PEDAL HAS PRESSED VERY HARD, HAS TO BE PUMPED TO GET A BETTER GRIP.					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 2_DAYS DOWN _2_:					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

- WHEN DRIVING AT SLOW SPEED AND LIGHT BRAKING PEDAL WILL GO VERY LOW
AND MUST BE PUMPED TO GET A BETTER PEDAL

- NO CODES

- NO AFTERMARKET EQUIPMENT ON VEHICLE

- C/S INCIDENT OCCURS MORE WITH ECO MODE OFF.

** TSS RECOMMENDATION/RESULT:

- TEST DRIVE KGV AND COMPARE OPERATION

- IF INCIDENT CAN NOT BE DUPLICATED REPLACE MASTER CYLINDER

** UPDATE 7.9.13 160

- HEADS UP UNABLE TO ACQUIRE AN UPDATE FROM THE DEALER

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11290524			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11290524	QUICK	0	7/1/2013	7/1/13	
Text-Incd Desc TL					
ALLEGED BRAKE PEDAL GOING VERY LOW					
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	
N17	2013	VSD	3N1CN7AP4DL [REDACTED]	B92 SPLASH GUARDS C03 50 STATE EMISSIONS L92 CARPETED FLOOR MATS AND TRUNK	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	000833	11113	4DS		
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
HR16	751223	A	K23		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	10/26/2012	1/16/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
5145	34	HUDSON NISSAN	NORTH CHARLES		
Serv Dir TL					
Code	Region	Name	City	State	
5145	34	HUDSON NISSAN	NORTH CHARLES SC		
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
BRAKE MASTER CYLINDER		BRAKING (POOR)	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	1/1/0001	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	N	N	7/1/2013		
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:					
DEALER TO CONTACT CA DEPARTMENT					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	F11292392				
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11292392	MINI	0	7/5/2013	7/5/13	
Text-Incd Desc TL					
BRAKE PEDAL TRAVEL					
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	
B17	2013	SEN	3N1AB7APXDL [REDACTED]	C03 50 STATE EMISSIONS K02 SR DRIVER PACKAGE L92 CARPETED FLOOR MATS N94 ILLUMINATED KICK PLATES P01 PREMIUM PACKAGE U01 NAVIGATION PACKAGE U35 NAVIGATION MANUAL	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	002552	12313			
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
MRA8	098391	C	NAC		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	4/1/2013	5/11/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
996	32	HUDIBURG NISSAN, L.L.C.	OKLAHOMA CITY		
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		
BRAKE MASTER CYLINDER	BRAKING (POOR)	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	1/1/0001	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	N	N	7/5/2013		
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:					
Code-Status TL Desc:	A- PENDING DEALER FOLLOW-UP				
Text-Dealer Followup Comment TL:					
M					
** CUSTOMER COMMENT:					
-BRAKE FADING TO FLOOR.					
.					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS _1 DAYS DOWN 1					
-VEHICLE STOPS NORMALLY WHEN BRAKING.					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-AFTER VEHICLE STOPPED, PEDAL CONTINUES TO TRAVEL, VEHICLE CREEPS FORWARD.

-NO EXTERNAL LEAKS.

** TSS RECOMMENDATION/RESULT:

-REPLACE MASTER CYLINDER.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	F11293016				
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11293016	FULL	1	7/8/2013	7/15/13	7/15/13
Text-Incd Desc TL					
BRAKE PEDAL GOES TO FLOOR					
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	
E12	2014	VER	3N1CE2CP6EL [REDACTED]	B92 SPLASH GUARDS C03 50 STATE EMISSIONS L92 CARPETED FLOOR MATS AND CARGO R92 REAR ROOF SPOILER	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	000016	11614			
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
HR16	835599	C	K23		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	5/30/2013	1/1/0001	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
NP	2	NP	NP	NP	
Serv Dir TL					
Code	Region	Name	City	State	
2267	44	ROYAL MOORE NISSAN/SUBA	HILLSBORO	OR	
Code-Component TL Desc	Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc		
BRAKE MASTER CYLINDER	BRAKING (POOR)	DECEL	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	CHASSIS	7/8/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	N	N	7/8/2013		
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:	SWAPPED MASTER CYLINDER				
Code-Status TL Desc:	F- CLOSED (RESOLVED)				
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
- BRAKE PEDAL GOES TO FLOOR.					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN _1_:					
- BRAKE PEDAL SLOWLY DROPS TO FLOOR WITH PRESSURE APPLIES 15-20 SECONDS.					
- VEHICLE WILL BEGIN ROLLING WHEN PEDAL REACHES FLOOR.					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

- NO DTC'S.

- MASTER CYLINDER FULL OF FLUID.

**** TSS RECOMMENDATION/RESULT:**

- CHECK FOR FLUID INSIDE BRAKE BOOSTER.

- REMOVE ANY FLUID FROM BOOSTER.

- REPLACE MASTER CYLINDER.

- ADJUST PEDAL HEIGHT PER ESM.

**** UPDATE 7.15.13 160**

- TECH REPORTS SWAPPED MASTER CYLINDER FROM KGV TO RESOLVE INCIDENT,

NOTE WAITING FOR BACK ORDERED MASTER CYLINDER FOR DONOR VEHICLE

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		FI1293945			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1293945	FULL	4	7/10/2013	7/25/13	7/25/13
Text-Incd Desc TL					
POOR BRAKING CONCERN					
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	
N17	2013	VSD	3N1CN7AP2DL [REDACTED]	B92 SPLASH GUARDS C03 50 STATE EMISSIONS L93 CARPETED FLOOR MATS AND TRUNK U01 SL TECHNOLOGY PACKAGE U35 NAVIGATION MANUAL	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	001009	11313	4DS		
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
HR16	799042	C	K36		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	3/14/2013	4/24/2013	USA		
Dir Retl 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	
BRAKE MASTER CYLINDER		BRAKING (POOR)	DECEL	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	INTERMITTENT	CHASSIS	7/10/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	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	7/24/13		1/1/01	1/1/01	
Text-Solution TL:					
REPLACED MASTER CYLINDER					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
-BRAKE PEDAL GOES TO THE FLOOR.					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN _1_:					
-BRAKE PEDAL WILL FADE TO THE FLOOR WHEN DECELERATING AT A SLOW					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

PACE, AND LIGHT PEDAL PRESSURE.

-NO LEAKS FOUND IN THE BRAKE SYSTEM.

**** TSS RECOMMENDATION/RESULT:**

-INSPECT FOR FLUID LEAKING OUT BACK OF MASTER CYLINDER INTO BOOSTER.

-REPLACE MASTER CYLINDER AND BENCH BLEED.

-BLEED VEHICLE AFTER INSTALLATION.

**** UPDATE 7.17.13 160**

- TECH REPORTS WAITING FOR BACK ORDERED MASTER CYLINDER, NO ETA

**** UPDATE 7.24.13 160**

- TECH MARSEL REPORTS WAITING FOR BACK ORDERED MASTER CYLINDER, NO ETA

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

**** UPDATE TSS 176 07-25-13**

- RECEIVED EMAIL...REPLACED MASTER CYLINDER TO RESOLVE CONCERN

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	F11294161				
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11294161	FULL	2	7/11/2013	7/18/13	7/18/13
Text-Incd Desc TL					
BRAKE PEDAL LOW FEEL AT STOPS					
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	
B17	2013	SEN	3N1AB7AP6DL [REDACTED]	B93 PROTECTION PACKAGE	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL	C01 CALIFORNIA EMISSIONS	
0000000	004919	12313		K02 SR DRIVER PACKAGE	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC	L92 CARPETED FLOOR MATS	
MRA8	005012	C	K23	N94 ILLUMINATED KICK PLATES	
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	10/8/2012	4/25/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
5240	26	SANSONE JR'S 66 NISSAN	NEPTUNE		
Serv Dir TL					
Code	Region	Name	City	State	
5240	26	SANSONE JR'S 66 NISSAN	NEPTUNE	NJ	
Code-Component TL Desc	Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc		
BRAKE (DISC) ROTORS/PADS/CALIPE	BRAKE FLUID (ALSO CL 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	INTERMITTENT	CHASSIS	7/11/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	N	N	7/11/2013		
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:	REPLACED 2ND MASTER CYLINDER				
Code-Status TL Desc:	F- CLOSED (RESOLVED)				
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
- BRAKE PEDAL FEEL AT STOPS LOW.					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 2_ DAYS DOWN _2					
- AT A STOP THE BRAKE PEDAL WILL DROP TO THE POINT THE UNIT WILL					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

START TO MOVE.

- THE MASTER CYLINDER AND BOOSTER WERE REPLACED.
- THE BRAKES WERE BLEED AND THERE WERE PARTICLES IN THE FLUID.
- COMPARED TO A LIKE UNIT AND THIS ISSUE IS NOT COMPARABLE.

**** TSS RECOMMENDATION/RESULT:**

- REPLACE THE ABS CONTROL UNIT.

**** UPDATE 7.18.13 160**

- TECH REPORTS REPLACED 2ND MASTER CYLINDER TO RESOLVE

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11295310			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11295310	MINI	0	7/15/2013	7/15/13	
Text-Incd Desc TL					
BRAKE PEDAL FADES TO FLOOR AT STOP					
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	
N17	2013	VSD	3N1CN7AP3DL [REDACTED]	B92 SPLASH GUARDS C03 50 STATE EMISSIONS L93 CARPETED FLOOR MATS AND TRUNK N92 ILLUMINATED KICK PLATES S92 FOG LIGHTS	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	008226	11213	4DS		
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
HR16	782099	C	NAC		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	3/12/2013	4/6/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
2284	34	RICK HILL NISSAN, INC	DYERSBURG		
Serv Dir TL					
Code	Region	Name	City	State	
2284	34	RICK HILL NISSAN, INC	DYERSBURG	TN	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
BRAKE MASTER CYLINDER		BRAKING (POOR)	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	1/1/0001	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	N	N	7/15/2013		
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:					
-BRAKE PEDAL GOING DOWN WHILE STOPPING.					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS _1 DAYS DOWN 1					
-BRAKE PEDAL FADES TO FLOOR WHEN AT A STOP.					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-BRAKE FLUID LEVEL IS FULL.

-NO CODES.

-NO ACCESSORIES OR MODIFICATIONS.

**** TSS RECOMMENDATION/RESULT:**

-INSPECT FOR FLUID LEAKING OUT BACK OF MASTER CYLINDER INTO BOOSTER.

-REPLACE MASTER CYLINDER AND BENCH BLEED.

-BLEED VEHICLE AFTER INSTALLATION.

-TECH TO FOLLOW UP.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	F11295374				
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11295374	FULL	1	7/15/2013	7/17/13	7/17/13
Text-Incd Desc TL					
BRAKE PEDAL LOW					
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	
B17	2013	SEN	3N1AB7APXDL [REDACTED]	B92 SPLASH GUARDS C03 50 STATE EMISSIONS H92 BLUECONNECT BLUETOOTH HANDS-FR L92 CARPETED FLOOR MATS M92 HIDE AWAY TRUNK NET N94 ILLUMINATED KICK PLATES S93 FOG LIGHTS WITHOUT AUTO HEADLI	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	000760	12113			
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
MRA8	092358	C	QAC		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	3/19/2013	5/17/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
3687	32	GRAY-DANIELS NISSAN BRAN BRANDON			
Serv Dir TL					
Code	Region	Name	City	State	
3687	32	GRAY-DANIELS NISSAN BRAN BRANDON			MS
Code-Component TL Desc	Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc		
BRAKE MASTER CYLINDER	BRAKING (POOR)	DECEL	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	CHASSIS	7/12/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	N	N	7/15/2013		
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	N/A	1/1/01	1/1/01	
Text-Solution TL:	ADJUSTED PEDAL HEIGHT				
Code-Status TL Desc:	F- CLOSED (RESOLVED)				
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
- CS BRAKES NOT WORKING RIGHT					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y_ REPAIR ATTEMPTS 1__DAYS DOWN _3__:					
- TEST DROVE, BRAKE ASSIST FEELS NORMAL COMPARED TO KGV					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

- BRAKE PEDAL HEIGHT 150MM, PEDAL DEPRESSED 160-170MM SPEC
- ADJUSTED PUSHROD
- NO BRAKE FLUID LEAKS FOUND.

Created by Craig Watson at 2013-07-16 18:00:00

**** TSS RECOMMENDATION/RESULT:**

- COMPARE BRAKE OPERATION TO KGV.

**** CUSTOMER COMMENT:- CS BRAKES NOT WORKING RIGHT-** DEALER ACTION/OBSERVATION:** VERIFIED Y_**

- IF SINKING PEDAL DUPLICATED AND DOES NOT COMAPRE TO KGV, REPLACE

SIST FEELS NORMAL COMPARED TO KGV- BRAKE PEDAL HEIGHT 150MM, PEDAL DEPRESSED 160-170MM SPE
MASTER CYLINDER.

**MENDATION/RESULT:- COMPARE BRAKE OPERATION TO KGV.- IF SINKING PEDAL DUPLICATED AND DOES NO
TSS 143- TECH FOUND BRAKE PEDAL HEIGHT AT 150MM- ADJUSTED RELEASED PEDAL HEIGHT TO 160MM PER**

**** UPDATE 7.17.13 TSS 143**

- TECH FOUND BRAKE PEDAL HEIGHT AT 150MM
- ADJUSTED RELEASED PEDAL HEIGHT TO 160MM PER BR-53

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11297810			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11297810	MINI	0	7/22/2013	7/22/13	
Text-Incd Desc TL					
BRAKE PEDAL SOFT AT TIMES					
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	
B17	2013	SEN	3N1AB7AP2DL [REDACTED]	C03 50 STATE EMISSIONS K02 SR DRIVER PACKAGE L92 CARPETED FLOOR MATS	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	003743	12313			
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
MRA8	079174	C	K23		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	2/21/2013	3/23/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
22031	24	BEDFORD NISSAN INC	BEDFORD		
Serv Dir TL					
Code	Region	Name	City	State	
22031	24	BEDFORD NISSAN INC	BEDFORD	OH	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
BRAKE MASTER CYLINDER		BRAKING (POOR)	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	1/1/0001	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	N	N	7/22/2013		
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:					
-BRAKES DO NOT CATCH VERY WELL, ALSO FIRST START OF DAY BRAKE PEDAL IS HARD TO MOVE					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 1					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-HAVE NOT DUPLICATED INCIDENT

-CUSTOMER STATED THAT PEDAL GOES SOFT AT TIMES

-NO CODES STORED

-NO OTHER INFORMATION AVAILABLE

**** TSS RECOMMENDATION/RESULT:**

-REPLACE MASTER CYLINDER

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11298586			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11298586	QUICK	0	7/23/2013	7/23/13	
Text-Incd Desc TL					
POOR BRAKING CONCERN					
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	
B17	2013	SEN	3N1AB7AP0DL [REDACTED]	B92 SPLASH GUARDS C03 50 STATE EMISSIONS L92 CARPETED FLOOR MATS N94 ILLUMINATED KICK PLATES X01 LEATHER PACKAGE	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	002776	12413			
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
MRA8	022101	C	K36		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	11/3/2012	5/25/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
2273	24	SUNTRUP NISSAN VOLKSWAG	SAINT LOUIS		
Serv Dir TL					
Code	Region	Name	City	State	
2273	24	SUNTRUP NISSAN VOLKSWAG	SAINT LOUIS	MO	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
BRAKE MASTER CYLINDER		BRAKING (POOR)	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	1/1/0001	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	N	N	7/23/2013		
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	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:					
REFERRED TO CONSUMER AFFAIRS					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11299599			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11299599	FULL	4	7/25/2013	8/13/13	8/13/13
Text-Incd Desc TL					
BRAKE PEDAL SINKS					
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	
N17	2014	VSD	3N1CN7AP8EL [REDACTED]	B92 SPLASH GUARDS C03 50 STATE EMISSIONS K01 SV CONVENIENCE PACKAGE L93 CARPETED FLOOR MATS WITH TRUNK	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000752	000353	11214	4DS		
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
HR16	824841	C	K36		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	5/9/2013	7/1/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
2867	44	TEAM NISSAN	OXNARD		
Serv Dir TL					
Code	Region	Name	City	State	
2867	44	TEAM NISSAN	OXNARD	CA	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
BRAKE MASTER CYLINDER		BRAKING (POOR)	DECEL	OVERHEATED	
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL	
DRY	ABOVE 100F=39C	CONSTANT	CHASSIS	7/25/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	N	N	7/25/2013		
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	7/25/13	[REDACTED] CELL	1/1/01	1/1/01	
Text-Solution TL:					
REPLACED MASTER CYLINDER					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
-BRAKE PEDAL SINKS WHILE HOLDING AT A STOP					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN _2_:					
-BRAKE PEDAL SINKS WHILE HOLDING AT STOP,CAR STARTS TO CREEP FORWARD					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

WHEN PEDAL REACHES FLOOR

- BRAKE FLUID LEVEL AND CONDITION ARE NORMAL
- BLED BRAKES.....NO CHANGE
- NO DTC'S STORED IN ANY SYSTEM
- NO AFTERMARKET OR FACTORY ACCESSORIES INSTALLED
- NOT COMPARABLE TO A KGV
-

**** TSS RECOMMENDATION/RESULT:**

- REPLACE MASTER CYLINDER AND RECHECK
- IF NOT RESOLVED REPLACE ABS ACTUATOR
- TECH TO FOLLOW UP
- HEADS UP SENT
-

****UPDATE.07.29.13 TSS 195 B.T.**

- ADDITIONAL HEADS UP SENT,EMAIL DID NOT GO UP
-

**** UPDATE 8.6.13 160**

- TECH REPORTS WAITING FOR BACK ORDERED MASTER CYLINDER TO ARRIVE

**** UPDATE 8.13.13 160**

- TECH REPORTS REPLACED MASTER CYLINDER TO RESOLVE

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	F11301057				
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11301057	FULL	4	7/30/2013	8/13/13	8/13/13
Text-Incd Desc TL					
BRAKE PEDAL GOING TO FLOOR					
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	
E12	2014	VER	3N1CE2CP2EL [REDACTED]	B92 SPLASH GUARDS C03 50 STATE EMISSIONS L92 CARPETED FLOOR MATS AND CARGO M92 REAR CARGO COVER	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	000004	11614			
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
HR16	803998	C	QAC		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	6/20/2013	8/9/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
3855	34	HUNT NISSAN	CHATTANOOGA		
Serv Dir TL					
Code	Region	Name	City	State	
3855	34	HUNT NISSAN	CHATTANOOGA	TN	
Code-Component TL Desc	Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc		
BRAKE MASTER CYLINDER	BRAKING (POOR)	DECEL	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	CHASSIS	7/29/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	N	N	7/30/2013		
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	[REDACTED] CELL	1/1/01	1/1/01	
Text-Solution TL: REPLACED BRAKE MASTER CYL					
Code-Status TL Desc: F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
M					
** CUSTOMER COMMENT:					
-IN STOCK VEHICLE BRAKE PEDAL GOING TO FLOOR					
.					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN 1__:					
-INSPECTED BRASKE PEDAL OPERATION ON WAY TO SHOP					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11301069			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11301069	MINI	0	7/30/2013	7/30/13	
Text-Incd Desc TL					
BRAKE PEDAL SINKS TO FLOOR					
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	
B17	2013	SEN	3N1AB7AP2DL [REDACTED]	B92 SPLASH GUARDS C03 50 STATE EMISSIONS H92 BLUECONNECT BLUETOOTH HANDS-FR L92 CARPETED FLOOR MATS N94 ILLUMINATED KICK PLATES	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	006029	12113			
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
MRA8	014990	C	K36		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	10/17/2012	2/28/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
2198	32	RAY BRANDT NISSAN INC	HARVEY		
Serv Dir TL					
Code	Region	Name	City	State	
2198	32	RAY BRANDT NISSAN INC	HARVEY	LA	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
BRAKE MASTER CYLINDER		BRAKING (POOR)	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	1/1/0001	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	N	N	7/30/2013		
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:					
-BRAKE PEDAL GOES TO THE FLOOR COMING TO A STOP					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 2_ DAYS DOWN 3					
-BRAKE PEDAL GOES TO FLOOR AT TIMES WHEN HOLDING PEDAL					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-BLED SYSTEM, NO CHANGE

-CALLER IS SM, STATED HIS TECH SAID THAT THERE WAS AIR IN ABS MODULE
AND WAS UNABLE TO GET IT OUT, REPLACED ABS ACTUATOR, NO CHANGE

-SM STATES IS ABLE TO DUPLICATE INCIDENT REGULARLY

** TSS RECOMMENDATION/RESULT:

-REPLACE MASTER CYLINDER

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	F11301383				
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11301383	FULL	1	7/31/2013	8/7/13	8/7/13
Text-Incd Desc TL					
BRAKE PEDAL GOES TO THE FLOOR					
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	
N17	2013	VSD	3N1CN7AP3DL [REDACTED]	C03 50 STATE EMISSIONS	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	000425	11123	4DS		
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
HR16	757858	C	K23		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	5/18/2013	6/26/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
2734	26	BOB BELL CHEVROLET/NISSA BALTIMORE			
Serv Dir TL					
Code	Region	Name	City	State	
2734	26	BOB BELL CHEVROLET/NISSA BALTIMORE			MD
Code-Component TL Desc	Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc		
BRAKE MASTER CYLINDER	BRAKING (POOR)	DECEL	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	INTERMITTENT	CHASSIS	7/31/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	N	N	7/31/2013		
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	8/7/13		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:					
F					
** CUSTOMER COMMENT:					
- C/S BRAKE PEDAL FOES TO THE FLOOR					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 2_DAYS DOWN _2_:					
- WHEN IN TRAFFIC, TECH RELEASES THE BRAKE PEDAL AND THE REAPPLIES					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

- BRAKE PEDAL SINKS EVERY TIME THE PEDAL IS DEPRESSED AT LOW SPEEDS
- MASTER CYLINDER WAS REPALCED
- CUSTOMER RETURNED WITH THE SAME CONCERN
- TECH FEELS THE PADAL IS SINKING WORSE NOW THAN BEFORE THE MASTER CYLINDER WAS REPLACED

**** TSS RECOMMENDATION/RESULT:**

- CHECK IF PEDAL SINKS WITH THE IGNITION IN, ENGINE OFF
- IF PEDAL SINKS WITH THE ENGINE OFF, REPLACE THE MASTER CYLINDER AND BLEED ALL FLUID FROM THE LINES

**** UPDATE 8.7.13 160**

- HEADS UP UNABLE TO ACQUIRE AN UPDATE FROM THE DEALER

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	F11302023				
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11302023	MINI	1	8/1/2013	8/8/13	
Text-Incd Desc TL					
ALLEGED LOW BRAKE PEDAL					
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	
B17	2013	SEN	3N1AB7AP0DL [REDACTED]	B93 PROTECTION PACKAGE C03 50 STATE EMISSIONS K01 SV DRIVER PACKAGE L92 CARPETED FLOOR MATS N94 ILLUMINATED KICK PLATES U01 NAVIGATION PACKAGE U35 NAVIGATION MANUAL	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	003799	12113			
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
MRA8	059261	C	NAC		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	1/19/2013	3/1/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
3606	34	AUTONATION NISSAN KENDAL PALMETTO BAY			
Serv Dir TL					
Code	Region	Name	City	State	
3606	34	AUTONATION NISSAN KENDAL PALMETTO BAY FL			
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
BRAKE BOOSTER & PEDAL		BRAKING (POOR)	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	1/1/0001	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	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:					
- BRAKE PEDAL GOES TO FLOOR AT TIMES.					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS _2 DAYS DOWN _1					
- BRAKE PEDAL SOFT.					
- CANNOT DUPLICATE PEDAL GOING TO FLOOR.					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

- REPLACED REAR WHEEL CYLINDERS PER NTB13-031 FOR BRAKE CREAK.
- BLED BRAKES.
- INCIDENT STILL OCCURS INTERMITTENTLY.

Created by Donald Perryman at 2014-02-02 17:00:00

Created by Donald Perryman at 2014-02-02 18:00:00

**** TSS RECOMMENDATION/RESULT:**

**** CUSTOMER COMMENT:- BRAKE PEDAL GOES TO FLOOR AT TIMES.** DEALER ACTION/OBSERVATION:** VER**

- REPLACED MASTER CYLINDER.

- CANNOT DUPLICATE PEDAL GOING TO FLOOR.- REPLACED REAR WHEEL CYLINDERS PER NTB13-031 FOR BF

****UPDATE 104 DAP 08/08/13**

NTRY. TSS RECOMMENDATION/RESULT:- REPLACED MASTER CYLINDER.**UPDATE 104 DAP 08/08/13- TECH R**

- TECH REPORTS VEHICLE HAS RETURNED WITH THE SAME CONCERN.

- BRAKE PEDAL FEELS SLIGHTLY SOFTER THAN A KGV.

E PEDAL FEELS SLIGHTLY SOFTER THAN A KGV.- TECH DID NOTE THAT A PDI VEHICLE FELT SIMILAR.- LOCAT

D PERFORMSEVERAL SLOW, SAFE, ABS ACTIVATED STOPS.- REBLEED SYSTEM.- AGAIN COMPARE BRAKE PE

- TECH DID NOTE THAT A PDI VEHICLE FELT SIMILAR.

- LOCATE A LOOSE DRIVING SURFACE (I.E. DIRT, SAND, GRAVEL) AND PERFORM

SEVERAL SLOW, SAFE, ABS ACTIVATED STOPS.

- REBLEED SYSTEM.

- AGAIN COMPARE BRAKE PERFORMANCE TO KGV.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11302998				
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL	
F11302998	MINI	1	8/6/2013	8/10/13		
Text-Incd Desc TL						
POOR BRAKING CONCERN *****						
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		
B17	2013	SEN	3N1AB7AP8DL [REDACTED]	B92 SPLASH GUARDS C03 50 STATE EMISSIONS L92 CARPETED FLOOR MATS		
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL			
0000000	003317	12413				
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC			
MRA8	017192	C	QAC			
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL			
AGUASCALIENTES	10/20/2012	4/21/2013	USA			
Dir Retl Last VC						
Code	Region	Name	City	State		
3962	24	CLASSIC NISSAN	STREETSBORO			
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		
BRAKE MASTER CYLINDER		BRAKING (POOR)	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	1/1/0001		
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL		
03	N	N	8/6/2013			
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		
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:						
-FEELS AS IF TAKES MORE PRESSURE TO STOP, APPEARS TO HAVE MORE TRAVEL, OCCASIONALLY HEARS A WOOSHING SOUND.						
-						
** DEALER ACTION/OBSERVATION:						
** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 2						

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-BRAKE PEDAL FADES WHEN SITTING AT STOP, WILL EVENTUALLY HIT THE FLOOR.
 -IF PEDAL IS RELEASED AND REAPPLIED, PRESSURE RETURNS.
 -BLED BRAKES.....NO CHANGE.
 -FLUID FULL AND CLEAN.

Created by Brian Hurewitz at 2014-02-02 17:00:00
 Created by Brian Hurewitz at 2014-02-02 18:00:00

**** TSS RECOMMENDATION/RESULT:**
**** CUSTOMER COMMENT:-FEELS AS IF TAKES MORE PRESSURE TO STOP, APPEARS TO HAVE MORE TRAVEL,**
-REPLACE MASTER CYLINDER AND BLEED ON BENCH.

ATION: VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 2-BRAKE PEDAL FADES WHEN SITTING AT STOP, WILL**
-BLEED BRAKE SYSTEM AFTER MASTER INSTALLATION.
-COMPARE TO A KNOWN GOOD VEHICLE TO VERIFY REPAIR.
PPLIED, PRESSURE RETURNS.-BLED BRAKES.....NO CHANGE.-FLUID FULL AND CLEA
EPLACE MASTER CYLINDER AND BLEED ON BENCH.-BLEED BRAKE SYSTEM AFTER MASTER INSTALLATION.-C

**** UPDATE TSS 176 08-10-13**
- REPLACED MASTER CYLINDER TO RESOLVE CONCERN
S 176 08-10-13- REPLACED MASTER CYLINDER TO RESOLVE CONCERN

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11303426			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11303426	MINI	0	8/6/2013	8/6/13	
Text-Incd Desc TL					
BRAKE PEDAL TO FLOOR AT TIMES					
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	
N17	2013	VSD	3N1CN7AP1DL [REDACTED]	B92 SPLASH GUARDS C03 50 STATE EMISSIONS L93 CARPETED FLOOR MATS AND TRUNK N92 ILLUMINATED KICK PLATES S92 FOG LIGHTS	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	012245	11213	4DS		
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
HR16	742529	C	QM1		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	11/13/2012	1/31/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
5345	32	FRED HAAS NISSAN	TOMBALL		
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	
BRAKE MASTER CYLINDER		BRAKING (POOR)	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	1/1/0001	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	N	N	8/6/2013		
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	
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:					
- BRAKE PEDAL GOES TO FLOOR					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 1					
- BRAKE PEDAL GOES TO FLOOR AT STOPS AND MOVES FORWARD					
Created by Ray Rice at 2014-02-02 17:00:00					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Created by Ray Rice at 2014-02-02 18:00:00

**** TSS RECOMMENDATION/RESULT:**

**** CUSTOMER COMMENT:- BRAKE PEDAL GOES TO FLOOR** DEALER ACTION/OBSERVATION:** VERIFIED Y RE
- REPLACE BRAKE MASTER CYLINDER**

STOPS AND MOVES FORWARD TSS RECOMMENDATION/RESULT:- REPLACE BRAKE MASTER CYLINDER**

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11307826			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11307826	QUICK	1	8/20/2013	8/20/13	
Text-Incd Desc TL					
ALLEGED BRAKE PEDAL GOES TO FLOOR					
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	
B17	2013	SEN	3N1AB7AP1DL [REDACTED]	B92 SPLASH GUARDS C01 CALIFORNIA EMISSIONS G92 MID-YEAR CHANGE L92 CARPETED FLOOR MATS	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	000145	12013			
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
MRA8	135292	C	KBD		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	6/19/2013	8/16/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
3810	44	NISSAN OF BAKERSFIELD	BAKERSFIELD		
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	
BRAKE SYSTEM		BRAKING (POOR)	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	1/1/0001	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	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	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:					
REFERRED TO CA					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	FI1308774				
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1308774	FULL	4	8/22/2013	9/5/13	9/5/13
Text-Incd Desc TL					
BRAKE PEDAL FADES TO FLOOR/NO CODE					
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	
N17	2014	VSD	3N1CN7AP0EL [REDACTED]	B92 SPLASH GUARDS C03 50 STATE EMISSIONS K01 SV CONVENIENCE PACKAGE L93 CARPETED FLOOR MATS WITH TRUNK N92 ILLUMINATED KICK PLATES S92 FOG LIGHTS	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0001522	001578	11214	4DS		
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
HR16	824773	C	KH3		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	5/9/2013	7/5/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
5335	34	SERRA VISSER NISSAN	BIRMINGHAM		
Serv Dir TL					
Code	Region	Name	City	State	
5335	34	SERRA VISSER NISSAN	BIRMINGHAM	AL	
Code-Component TL Desc	Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc		
BRAKE MASTER CYLINDER	BRAKING (POOR)	DECEL	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	CHASSIS	8/22/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	N	N	8/22/2013		
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:	REPALCED MASTER CYL				
Code-Status TL Desc:	F- CLOSED (RESOLVED)				
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
-WHEN APPLYING BRAKES THEY GO ALL THE WAY TO THE FLOOR.					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN 1__:					
-BRAKE PEDAL SLOWLY FADES TO FLOOR WHEN AT A STOP.					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11309548			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11309548	MINI	1	8/26/2013	9/16/13	
Text-Incd Desc TL					
BRAKE PEDAL FADES TO FLOOR C1116					
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	
B17	2013	SEN	3N1AB7AP9DL [REDACTED]	B92 SPLASH GUARDS C01 CALIFORNIA EMISSIONS L92 CARPETED FLOOR MATS M92 HIDE AWAY TRUNK NET	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	002961	12113			
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
MRA8	101292	C	RAQ		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	4/4/2013	5/14/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
3263	26	PINE BELT NISSAN/KEYPORT	KEYPORT		
Serv Dir TL					
Code	Region	Name	City	State	
5331	26	EDISON NISSAN	EDISON	NJ	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
BRAKE BOOSTER & PEDAL		BRAKING (POOR)	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	1/1/0001	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	N	N	8/26/2013	C16	
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:					
-BRAKE PEDAL FEELS LOW.					
-CRUISE CONTROL INOP.					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 1					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-BRAKE PEDAL SLOWLY FADES TO FLOOR AT STOP.

-CRUISE CONTROL INOP.

-C1116 STOP LAMP SWITCH (C16)

-NO BRAKE FLUID ACCUMULATION IN BRAKE BOOSTER.

-AFTERMARKET REMOTE START.

-AFTERMARKET WIRING CONNECTOR CONNECTED TO BRAKE SWITCH ONE HARNESS WITH NO WIRES CONNECTED TO IT.

Created by System Account NNAINT at 2014-02-02 17:00:00

Created by System Account NNAINT at 2014-02-02 18:00:00

** TSS RECOMMENDATION/RESULT:

** CUSTOMER COMMENT:-BRAKE PEDAL FEELS LOW.-CRUISE CONTROL INOP.-** DEALER ACTION/OBSERVATI

-CUSTOMER TO REMOVE ALL ACCESSORIES/MODIFICATIONS TO VEHICLE.

-INSPECT BRAKE SWITCH HARNESS FOR POSSIBLE TRAUMA,POST AFTERMARKET

SLOWLY FADES TO FLOOR AT STOP.-CRUISE CONTROL INOP.-C1116 STOP LAMP SWITCH (C16)-NO BRAKE FL

CONNECTOR REMOVAL.

TART.-AFTERMARKET WIRING CONNECTOR CONNECTED TO BRAKE SWITCH ONE HARNESS WITHNO WIRES C

ALL ACCESSORIES/MODIFICATIONS TO VEHICLE.-INSPECT BRAKE SWITCH HARNESS FOR POSSIBLE TRAUMA.

-REPLACE BRAKE MASTER CYLINDER.

-INSPECT REAR TAIL LAMPS FOR POSSIBLE MOISTURE/CONDENSATION.

LINDER.-INSPECT REAR TAIL LAMPS FOR POSSIBLE MOISTURE/CONDENSATION.-TECH TO FOLLOW UP.**UPDA

MENT PREVENTING BRAKE PEDAL-FROM RETURNING TO REST POSITION. ADJUSTMENT OF ASCD BRAKE AND

-TECH TO FOLLOW UP.

UPDATE 9/16/13 DTS NF 118

-DTS FOUND ASCD BRAKE SWITCH ADJUSTMENT PREVENTING BRAKE PEDAL

-FROM RETURNING TO REST POSITION. ADJUSTMENT OF ASCD BRAKE AND

-BRAKE SWITCHES RESOLVED CONCERN.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	F11310512				
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11310512	FULL	3	8/28/2013	9/4/13	9/4/13
Text-Incd Desc TL					
BRAKE PEDAL FADES TO FLOOR AT STOPS					
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	
B17	2013	SEN	3N1AB7AP4DL [REDACTED]	B92 SPLASH GUARDS C03 50 STATE EMISSIONS L92 CARPETED FLOOR MATS U01 NAVIGATION PACKAGE U35 NAVIGATION MANUAL	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	001740	12413			
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
MRA8	097655	C	K36		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	3/23/2013	5/8/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
2698	24	ROYAL NISSAN VW AUDI SU	BLOOMINGTON		
Serv Dir TL					
Code	Region	Name	City	State	
2698	24	ROYAL NISSAN VW AUDI SU	BLOOMINGTON	IN	
Code-Component TL Desc	Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc		
BRAKE BOOSTER & PEDAL	BRAKING (POOR)	DECEL	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	CHASSIS	8/28/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	N	N	8/28/2013		
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:	REPLD MASTER CYLINDER				
Code-Status TL Desc:	F- CLOSED (RESOLVED)				
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
-VEHICLE WILL MOVE FORWARD OR BACK WITH FOOT ON BRAKE.					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS _1 DAYS DOWN 1					
-BRAKE PEDAL SLOWLY FADES TO FLOOR WHEN AT STOP.					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-NO CODES.

-NO BRAKE FLUID LEAKS.

-NO ACCESSORIES OR MODIFICATIONS.

**** TSS RECOMMENDATION/RESULT:**

-REPLACE MASTER CYLINDER.

-TECH TO FOLLOW UP.

**** UPDATE 9.4.13 160**

- TECH REPORTS REPLACED MASTER CYLINDER TO RESOLVE

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	FI1310538				
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1310538	FULL	4	8/28/2013	9/11/13	9/11/13
Text-Incd Desc TL					
BRAKE SINKS TO FLOOR					
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	
E12	2014	VER	3N1CE2CP3EL [REDACTED]	B92 SPLASH GUARDS C03 50 STATE EMISSIONS K02 SL PACKAGE L92 CARPETED FLOOR MATS AND CARGO	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	000182	11614			
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
HR16	849341	C	NAC		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	6/20/2013	8/16/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
2160	24	MID CITY NISSAN, INC.	CHICAGO		
Serv Dir TL					
Code	Region	Name	City	State	
2160	24	MID CITY NISSAN, INC.	CHICAGO	IL	
Code-Component TL Desc	Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc		
BRAKE MASTER CYLINDER	BRAKING (POOR)	DECEL	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	CHASSIS	8/28/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	N	N	8/28/2013		
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	9/11/13		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:					
-HAS TO STOMP ON BRAKE PEDAL, GOES ALL THE WAY TO FLOOR, SEEMS TO MOVE FORWARD WHILE HOLDING BRAKE					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN _1_:					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-TECH NOTED THAT WHEN SITTING AT A STOP LIGHT AND HOLDING BRAKE PEDAL
PEDAL SINKS TO FLOOR AND THEN FEELS LIKE VEHICLE WANTS TO CREEP FORWARD
-FLUID LEVEL OK, FLUID CLEAN
-NO LEAKS NOTED

**** TSS RECOMMENDATION/RESULT:**

-REPLACE MASTER CYLINDER
-INSPECT FOR FLUID IN BOOSTER
-SENT OUT HEADS UP DUE TO MILEAGE

**** UPDATE 9.4.13 160**

- TECH REPORTS WAITING FOR MASTER CYLINDER TO ARRIVE, NO ETA

**** UPDATE 9.11.13 160**

- TECH REPORTS WAITING FOR BACK ORDERED MASTER CYLINDER, NO ETA

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

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	F11314526				
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11314526	MINI	0	9/10/2013	9/10/13	
Text-Incd Desc TL					
BRAKE PEDAL DROPS INTERMITTENT					
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	
B17	2013	SEN	3N1AB7AP1DL [REDACTED]	B92 SPLASH GUARDS C03 50 STATE EMISSIONS G92 MID-YEAR CHANGE L92 CARPETED FLOOR MATS N94 ILLUMINATED KICK PLATES U01 NAVIGATION PACKAGE U35 NAVIGATION MANUAL X01 LEATHER PACKAGE	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	004028	12413			
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
MRA8	119057	C	K36		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	5/15/2013	5/31/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
3346	32	STREATER-SMITH NISSAN	CONROE		
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		
BRAKE MASTER CYLINDER	BRAKING (POOR)	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	1/1/0001	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	N	N	9/10/2013		
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:					
Code-Status TL Desc:	A- PENDING DEALER FOLLOW-UP				
Text-Dealer Followup Comment TL:					
M					
** CUSTOMER COMMENT:					
-SHUDDER COMING TO A STOP					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 1					
-VERIFIED PEDAL WILL DROP LOW AT TIMES WHEN HOLDING STEADFY PRESSURE ON					

TECH LINE INCIDENT REPORT - CONFIDENTIAL**BRAKES**

-HAPPENS REGULARLY

-BRAKE FLUID IS FULL, NO LEAKS

-IF BRAKE IS PRESSED QUICKLY PEDAL DOESNT DROP

**** TSS RECOMMENDATION/RESULT:**

-REPLACE MASTER CYLINDER AND RETEST

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11316417			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11316417	QUICK	0	9/16/2013	9/16/13	
Text-Incd Desc TL					
BRAKE PEDAL SINKS AT STOPS					
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	
B17	2013	SEN	3N1AB7AP4DL [REDACTED]	B92 SPLASH GUARDS C01 CALIFORNIA EMISSIONS G92 MID-YEAR CHANGE L92 CARPETED FLOOR MATS	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	000739	12013			
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
MRA8	150164	C	K23		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	7/24/2013	1/1/0001	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
NP	2	NP	NP	NP	
Serv Dir TL					
Code	Region	Name	City	State	
3341	44	GLENDALE NISSAN	GLENDALE	CA	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
BRAKE SYSTEM		BRAKING (POOR)	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	1/1/0001	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	N	N	9/16/2013		
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:					
Code-Status TL Desc: A- PENDING DEALER FOLLOW-UP					
Text-Dealer Followup Comment TL:					
REPALCE MASTER CYLINDER					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11316739			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11316739	MINI	0	9/17/2013	9/17/13	
Text-Incd Desc TL					
BRAKE PEDAL GOES DOWN AT STOP					
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	
B17	2013	SEN	3N1AB7AP7DL [REDACTED]	C03 50 STATE EMISSIONS L92 CARPETED FLOOR MATS	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	009740	12113			
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
MRA8	029895	C	K36		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	11/16/2012	12/21/2012	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
3912	44	PLANET NISSAN	LAS VEGAS		
Serv Dir TL					
Code	Region	Name	City	State	
3912	44	PLANET NISSAN	LAS VEGAS	NV	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
BRAKE MASTER CYLINDER		BRAKING (POOR)	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	1/1/0001	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	N	N	9/17/2013		
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		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 A STOP AND HOLDING STEADY PRESSURE ON BRAKE PEDAL IT GOES DOWN					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 2_ DAYS DOWN 2					
- VERIFIED BRAKE PEDAL SINKS AT STOP WITH CONSTANT PRESSURE ON PEDAL					
- HAD REPLACED BRAKE MASTER CYLINDER IN PAST FOR THIS BUT VEH BACK					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

Created by Ray Rice at 2014-02-02 17:00:00

Created by Ray Rice at 2014-02-02 18:00:00

**** TSS RECOMMENDATION/RESULT:**

**** CUSTOMER COMMENT:- AT A STOP AND HOLDING STEADY PRESSURE ON BRAKE PEDAL IT GOES DOWN** D**

- WITH ENGINE OFF AND VAC PURGED FROM BOOSTER BRAKE PEDAL ONLY SINKS

AYS DOWN 2- VERIFIED BRAKE PEDAL SINKS AT STOP WITH CONSTANT PRESSURE ON PEDAL- HAD REPLACE SLIGHTLY

RECOMMENDATION/RESULT:- WITH ENGINE OFF AND VAC PURGED FROM BOOSTER BRAKE PEDAL ONLY SIN

- RECOMMEND COMPARE TO KGV

AND NO AIR IN SYSTEM OR EXTERNAL LEAKS,REPLACE BRAKE MASTER CYLINDER

- IF IT DOES NOT COMPARE AND NO AIR IN SYSTEM OR EXTERNAL LEAKS,

REPLACE BRAKE MASTER CYLINDER

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11318049			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11318049	MINI	0	9/20/2013	9/20/13	
Text-Incd Desc TL					
BRAKE PEDAL GOES TO FLOOR					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
194		Z * MICHAEL CRAMER		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
N17	2013	VSD	3N1CN7AP7DL [REDACTED]	B92 SPLASH GUARDS C03 50 STATE EMISSIONS L92 CARPETED FLOOR MATS AND TRUNK N92 ILLUMINATED KICK PLATES	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	011993	11113	4DS		
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
HR16	750229	A	K23		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	10/25/2012	2/26/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
5245	34	PRIORITY NISSAN RICHMOND	CHESTER		
Serv Dir TL					
Code	Region	Name	City	State	
5245	34	PRIORITY NISSAN RICHMOND	CHESTER	VA	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
BRAKE SYSTEM		BRAKING (POOR)	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	1/1/0001	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	N	N	9/20/2013		
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	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:					
- BRAKE PEDAL GOES TO THE FLOOR					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 2					
- WHEN AT A STOP AND HOLDING THE BRAKE PEDAL, IT WILL LOWER AND VEHICLE					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

WILL MOVE FORWARD

- CAN DUPLICATE EVERY TIME

- VEHICLE IS EQUIPPED WITH ABS BRAKES

**** TSS RECOMMENDATION/RESULT:**

- REPLACE MASTER CYLINDER AND RETEST

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11318586			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11318586	MINI	0	9/23/2013	9/23/13	
Text-Incd Desc TL					
BRAKE PEDAL SINKS AT STOPS					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
119		Z - JEFF WYATT			
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
B17	2013	SEN	1N4AB7AP2DN	B92 SPLASH GUARDS C01 CALIFORNIA EMISSIONS G92 MID-YEAR CHANGE L92 CARPETED FLOOR MATS	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	000499	12113			
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
MRA8	157507	C	RAQ		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Canton (NMM)	8/26/2013	1/1/0001	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
NP	2	NP	NP	NP	
Serv Dir TL					
Code	Region	Name	City	State	
09080	26	ABELOFF NISSAN	BARTONSVILLE	PA	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
BRAKE MASTER CYLINDER		BRAKING (POOR)	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	1/1/0001	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	N	N	9/23/2013		
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	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:					
-BRAKE PEDAL FEELS LIKE IT SINKS AT A STOP.					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 1					
-WHEN STOPPING QUICKLY, BRAKES GRAB NORMALLY AND PEDAL FEELS OK.					
-WHILE SITTING AT A LIGHT, PEDAL WILL SLOWLY SINK DEPENDING ON PRESSURE					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

APPLIED TO PEDAL.

-CAR FEELS LIKE IT WANTS TO CREEP FORWARD IF YOU SIT LONG ENOUGH AND
ALLOW THE PEDAL TO SINK LOW.

-DROVE A LIKE VEHICLE WITH 300 MILES ON IT, PEDAL DOES NOT SINK.

**** TSS RECOMMENDATION/RESULT:**

-INSPECT FOR ANY EXTERNAL LEAK.

-BLEED BRAKES.

-COMPARE AGAIN TO A LIKE VEHICLE.

-IF NOT SAME AS KGV REPLACE MASTER CYLINDER.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11320849			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11320849	FULL	1	10/1/2013	10/4/13	10/4/13
Text-Incd Desc TL					
BRAKE PEDAL SINKS TO FLOOR					
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	
E12	2014	VER	3N1CE2CP2EL [REDACTED]	B92 SPLASH GUARDS C03 50 STATE EMISSIONS K01 SV CONVENIENCE PACKAGE L92 CARPETED FLOOR MATS AND CARGO M92 REAR CARGO COVER	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	000203	11614			
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
HR16	880555	C	B17		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	8/19/2013	9/16/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
3199	24	BROOKLYN PARK AUTOMOTIV	BROOKLYN PARK		
Serv Dir TL					
Code	Region	Name	City	State	
3199	24	BROOKLYN PARK AUTOMOTIV	BROOKLYN PARK MN		
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
BRAKE BOOSTER & PEDAL		BRAKING (POOR)	DECEL	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	CHASSIS	10/1/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	N	N	10/1/2013		
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	10/1/13		1/1/01	1/1/01	
Text-Solution TL:					
REPLACED MASTER CYLINDER					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
- WHEN BRAKING FROM HIGHER SPEED TO A STOP WITH FOOT ON BRAKE PEDAL GOES TO THE FLOOR.					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN _1_:					
- BRAKE PEDAL SINKS TO FLOOR WHEN HOLDING BRAKE PEDAL.					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

- NO DTC'S.

- MASTER CYL RESEVOIR FULL.

**** TSS RECOMMENDATION/RESULT:**

- COMPARE TO MULTIPLE KGV'S.

- COMPARE WITH DIFFERENT AMOUNTS OF PRESSURE ON PEDAL.

- REPLACE MASTER CYLINDER IF ABNORMAL BY COMPARISON.

- SENT REGION HEADS UP DUE TO LOW MILEAGE.

**** UPDATE TSS 176 10-04-13**

- REPLACED MASTER CYLINDER TO RESOLVE CONCERN

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11323963			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11323963	QUICK	0	10/11/2013	10/11/13	
Text-Incd Desc TL					
BRAKE PEDAL CAN BE PRESSED TO FLOOR					
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	
B17	2013	SEN	3N1AB7AP3DL [REDACTED]	C03 50 STATE EMISSIONS K02 SR DRIVER PACKAGE L92 CARPETED FLOOR MATS N94 ILLUMINATED KICK PLATES	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	004403	12313			
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
MRA8	029206	C	KH3		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	11/20/2012	1/22/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
2911	32	GILES NISSAN	LAFAYETTE		
Serv Dir TL					
Code	Region	Name	City	State	
2911	32	GILES NISSAN	LAFAYETTE	LA	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
BRAKE MASTER CYLINDER		BRAKING (POOR)	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	1/1/0001	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	N	N	10/11/2013		
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:					
NO REPAIR, COMPARED TO KGV					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11324216			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11324216	MINI	0	10/14/2013	10/14/13	
Text-Incd Desc TL					
MASTER CYLINDER BY-PASSES					
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	
B17	2013	SEN	3N1AB7AP4DL [REDACTED]	C03 50 STATE EMISSIONS K01 SV DRIVER PACKAGE L92 CARPETED FLOOR MATS U01 NAVIGATION PACKAGE U35 NAVIGATION MANUAL	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	004484	12113			
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
MRA8	105185	C	QAC		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	5/2/2013	7/21/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
5001	34	WESLEY CHAPEL NISSAN	WESLEY CHAPEL		
Serv Dir TL					
Code	Region	Name	City	State	
5001	34	WESLEY CHAPEL NISSAN	WESLEY CHAPEL FL		
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
BRAKE MASTER CYLINDER		BRAKING (POOR)	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	1/1/0001	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	N	N	10/14/2013		
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:					
-PEDAL FADES AT STOPS, VEHICLE ROLLS FORWARD.					
.					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS _2 DAYS DOWN 2					
-AFTER VEHICLE HAS COME TO COMPLETE STOP, AND SITTING FOR 5 MINUTES WITH					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

SERVICE BRAKE APPLIED, VEHICLE ROLLS FORWARD.

-NO EXTERNAL LEAKS.

Created by Bruce Tankersley at 2014-02-02 17:00:00

** TSS RECOMMENDATION/RESULT:

** CUSTOMER COMMENT:-PEDAL FADES AT STOPS, VEHICLE ROLLS FORWARD..** DEALER ACTION/OBSERVATION:

-REPLACE MASTER CYLINDER.

CLE HAS COME TO COMPLETE STOP, AND SITTING FOR 5 MINUTES WITHSERVICE BRAKE APPLIED, VEHICLE ROLLS FORWARD.

ULT:-REPLACE MASTER CYLINDER.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	FI1324682				
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1324682	FULL	3	10/15/2013	10/22/13	10/22/13
Text-Incd Desc TL					
BRAKE PEDAL TO FLOOR AT STOPS					
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	
B17	2013	SEN	3N1AB7AP5DL [REDACTED]	C03 50 STATE EMISSIONS L92 CARPETED FLOOR MATS	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	002407	12313			
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
MRA8	117028	C	K23		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	5/8/2013	7/30/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
2990	44	SONORA NISSAN	YUMA		
Serv Dir TL					
Code	Region	Name	City	State	
2990	44	SONORA NISSAN	YUMA	AZ	
Code-Component TL Desc	Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc		
BRAKE MASTER CYLINDER	BRAKING (POOR)	DECEL	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	CHASSIS	10/15/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	N	N	10/15/2013		
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	10/15/13	N/A	1/1/01	1/1/01	
Text-Solution TL:	REPLACED MASTER CYLINDER				
Code-Status TL Desc:	F- CLOSED (RESOLVED)				
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
- BRAKE PEDAL GOES TO FLOOR AT STOPS					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN 1__:					
- BRAKE PEDAL DOES GO TO FLOOR AT A STOP					
- NO HYDRAULIC LEAKS					

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

- REPLACE MASTER CYLINDER
- SENDING HEADS UP DUE TO MILEAGE

**** UPDATE 10.22.13 160**

- TECH REPORTS REPLACED MASTER CYLINDER TO RESOLVE

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		FI1325197			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1325197	QUICK	0	10/16/2013	10/16/13	
Text-Incd Desc TL					
ALLEGED BRAKE PEDAL GOES TO FLOOR					
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	
B17	2013	SEN	3N1AB7AP0DL [REDACTED]	C01 CALIFORNIA EMISSIONS	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	000000	12013			
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
MRA8	098197	C	K36		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	3/25/2013	7/5/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
2790	26	TEAM NISSAN, INC.	VINELAND		
Serv Dir TL					
Code	Region	Name	City	State	
2790	26	TEAM NISSAN, INC.	VINELAND	NJ	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
BRAKE SYSTEM		BRAKING (POOR)	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	1/1/0001	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	N	N	10/16/2013		
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:					
Code-Status TL Desc: A- PENDING DEALER FOLLOW-UP					
Text-Dealer Followup Comment TL:					
REPL BRAKE MASTER CYLINDER.					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	FI1329186				
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1329186	FULL	1	10/30/2013	11/6/13	11/6/13
Text-Incd Desc TL					
BRAKE PEDAL SLOWLY TRAVELS TO FLOOR					
Code-TSS1 TL	Code-TSS1 TL Name			Name-Caller TL	
109	Z * JASON SANDERS			[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
B17	2013	SEN	3N1AB7AP2DL [REDACTED]	C01 CALIFORNIA EMISSIONS G92 MID-YEAR CHANGE K02 SR DRIVER PACKAGE L92 CARPETED FLOOR MATS U01 NAVIGATION PACKAGE U35 NAVIGATION MANUAL	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	000321	12313			
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
MRA8	130647	C	K23		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	6/10/2013	10/26/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
2875	26	LEN STOLER NISSAN	OWINGS MILLS		
Serv Dir TL					
Code	Region	Name	City	State	
2875	26	LEN STOLER NISSAN	OWINGS MILLS	MD	
Code-Component TL Desc	Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc		
BRAKE BOOSTER & PEDAL	BRAKING (POOR)	DECEL	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	CHASSIS	10/30/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	N	N	10/30/2013		
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: REPLACED MASTER CYLINDER					
Code-Status TL Desc: F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
- BRAKE PEDAL FALLS TO FLOOR					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN 1__:					
- WHEN SITTING AT IDLE AND FOOT ON BRAKE, PEDAL SLOWLY TRAVELS TO FLOOR					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

- VEHICLE BRAKING PERFORMANCE DOES NOT SEEM TO BE AFFECTED
- FLUID LEVEL OK, NO LEAKS PRESENT
- BOOSTER VACUUM LINES OK
- NO AFTERMARKET COMPONENTS NOTED

**** TSS RECOMMENDATION/RESULT:**

- REPLACE MASTER CYLINDER
- REPLACE BOOSTER ONLY IF BRAKE FLUID IS FOUND INSIDE
- BLEED SYSTEM COMPLETELY AND RETEST
- TECH TO FOLLOW UP

**** UPDATE 11.6.13 160**

- TECH REPORTS REPLACED MASTER CYLINDER TO RESOLVE

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	F11329852				
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11329852	MINI	0	10/31/2013	10/31/13	
Text-Incd Desc TL					
POOR BRAKING CONCERN					
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	
N17	2014	VSD	3N1CN7AP6EL [REDACTED]	B92 SPLASH GUARDS C03 50 STATE EMISSIONS D32 TEXAS STATE INSPECTION L93 CARPETED FLOOR MATS WITH TRUNK Z99 PRE-DELIVERY INSPECTION	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	003263	11214	4DS		
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
HR16	819773	C	K23		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	8/16/2013	9/5/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
1964	24	BOMMARITO NISSAN INC	HAZELWOOD		
Serv Dir TL					
Code	Region	Name	City	State	
5401	32	CENTRAL HOUSTON NISSAN	HOUSTON	TX	
Code-Component TL Desc	Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc		
BRAKE MASTER CYLINDER	BRAKING (POOR)	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	1/1/0001	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	N	N	10/31/2013		
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:					
Code-Status TL Desc:	A- PENDING DEALER FOLLOW-UP				
Text-Dealer Followup Comment TL:					
M					
** CUSTOMER COMMENT:					
-WHEN BRAKING, PEDAL GOES ALL THE WAY DOWN TO THE FLOOR.					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 3					
-BRAKE PEDAL GOES DOWN WHEN HOLDING BRAKES ON.					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-BLED BRAKE SYSTEM.....NO CHANGE.

-HAS TO PUMP PEDAL SEVERAL TIMES.

Created by Jason Beagle at 2014-02-02 17:00:00

Created by Jason Beagle at 2014-02-02 18:00:00

**** TSS RECOMMENDATION/RESULT:**

**** CUSTOMER COMMENT:-WHEN BRAKING, PEDAL GOES ALL THE WAY DOWN TO THE FLOOR.-** DEALER ACTI**

-REPLACE MASTER CYLINDER.

-BRAKE PEDAL GOES DOWN WHEN HOLDING BRAKES ON.-BLED BRAKE SYSTEM.....NO C

*** TSS RECOMMENDATION/RESULT:-REPLACE MASTER CYLINDER.**

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11330532			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11330532	MINI	0	11/4/2013	11/4/13	
Text-Incd Desc TL					
BRAKE FLUID LEAKING INTO BOOSTER					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
109		Z * JASON SANDERS		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
B17	2013	SEN	3N1AB7AP0DL [REDACTED]	C03 50 STATE EMISSIONS K01 SV DRIVER PACKAGE L92 CARPETED FLOOR MATS N94 ILLUMINATED KICK PLATES S92 FOG LIGHTS WITH AUTO HEADLIGHT U01 NAVIGATION PACKAGE U35 NAVIGATION MANUAL W10 16" ALLOY WHEELS	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	010588	12113			
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
MRA8	106448	C	K36		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	4/12/2013	7/31/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
5260	32	BOB MOORE NISSAN OF TULS OKLAHOMA CITY			
Serv Dir TL					
Code	Region	Name	City	State	
5266	32	SOUTHWEST NISSAN	WEATHERFORD	TX	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
BRAKE MASTER CYLINDER		BRAKE FLUID (ALSO CL	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	1/1/0001	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	N	N	11/4/2013	C55	
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:					
- ABS LIGHT ON					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 1					
- ABS LIGHT ON: C1155 BRAKE FLUID LEVEL LOW					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

- VERIFIED BRAKE FLUID LOW
- INSPECTION FOUND BRAKE FLUID LEAKING OUT OF BOOSTER
- REMOVED MC AND INSPECT FOUND MC LEAKING BRAKE FLUID INTO BOOSTER

Created by Jason Sanders at 2014-02-02 17:00:00

Created by Jason Sanders at 2014-02-02 18:00:00

**** TSS RECOMMENDATION/RESULT:**

**** CUSTOMER COMMENT:- ABS LIGHT ON-** DEALER ACTION/OBSERVATION:** VERIFIED Y REPAIR ATTEMPTS**

- REPLACE MC AND BOOSTER

- BLEED SYSTEM PER ESM BR-16

W- VERIFIED BRAKE FLUID LOW- INSPECTION FOUND BRAKE FLUID LEAKING OUT OF BOOSTER- REMOVED M

SS RECOMMENDATION/RESULT:- REPLACE MC AND BOOSTER- BLEED SYSTEM PER ESM BR-16

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	FI1332644				
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1332644	MINI	0	11/11/2013	11/11/13	
Text-Incd Desc TL					
BRAKE PEDAL TO FLOOR					
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	
B17	2013	SEN	3N1AB7AP8DL [REDACTED]	C03 50 STATE EMISSIONS L92 CARPETED FLOOR MATS	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	014920	12313			
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
MRA8	086939	C	KH3		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	3/7/2013	5/17/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
3346	32	STREATER-SMITH NISSAN	CONROE		
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		
BRAKE MASTER CYLINDER	BRAKING (POOR)	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	1/1/0001	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	N	N	11/11/2013		
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:					
Code-Status TL Desc:	A- PENDING DEALER FOLLOW-UP				
Text-Dealer Followup Comment TL:					
M					
** CUSTOMER COMMENT:					
- BRAKE PEDAL GOES TO FLOOR					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 2_ DAYS DOWN 2					
- BRAKE PEDAL GOES SLOWLY TO THE FLOOR					
- HAD REPLACED BRAKE MASTER CYLINDER IN PAST FOR THIS AND IT WAS OK					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

- VEH BACK SAME ISSUE

- BLED SYSTEM, NO CHANGE

** TSS RECOMMENDATION/RESULT:

- REPLACE BRAKE MASTER CYLINDER

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	F11334320				
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11334320	FULL	4	11/15/2013	12/2/13	12/2/13
Text-Incd Desc TL					
BRAKE PEDAL GOES TO THE FLOOR					
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	
B17	2013	SEN	3N1AB7AP5DL [REDACTED]	C03 50 STATE EMISSIONS L92 CARPETED FLOOR MATS	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	008151	12113			
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
MRA8	062745	C	KBD		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	1/29/2013	2/16/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
5001	34	WESLEY CHAPEL NISSAN	WESLEY CHAPEL		
Serv Dir TL					
Code	Region	Name	City	State	
5001	34	WESLEY CHAPEL NISSAN	WESLEY CHAPEL FL		
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
BRAKE MASTER CYLINDER		BRAKING (POOR)	DECEL	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	CHASSIS	11/15/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	N	N	11/15/2013		
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	11/15/13		1/1/01	1/1/01	
Text-Solution TL:					
REPLACED ABS ACTUATOR					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
- C/S C/S PEDAL GOING DOWN WHILE SITTING AT A STOP LIGHT INTERMITTENTLY					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 2_DAYS DOWN _2_:					
- BRAKE PEDAL GOES TO THE FLOOR					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

- BRAKE SYSTEM LOOKS OK VISUALLY
- TECH REPLACED THE MASTER CYLINDER
- VEHICLE RETURNED WITH THE BRAKE PEDAL GOING TO THE FLOOR
- NO BULGING IN THE BRAKE LINES WITH PEDAL DEPRESSED
- NO PLAY IN THE BRAKE PADS
- TECH BLED BRAKE HYDRAULICS, DID NOT SEE ANY ADDITIONAL AIR IN SYSTEM

**** TSS RECOMMENDATION/RESULT:**

- REPLACE BRAKE MASTER CYLINDER AND BLEED ANY REMAINING FLUID FROM THE SYSTEM

**** SENDING HEADS UP DUE TO NATURE OF CONCERN**

**** UPDATE 11.22.13 160**

- TECH REPORTS REPLACED MASTER CYLINDER, TEST DROVE AND RELEASED VEHICLE
- VEHICLE HAS RETURNED, CUSTOMER STATED PEDAL IS SINKING TO FLOOR AGAIN, TECH TO VERIFY AND FOLLOW UP

****UPDATE TSS 165 JI 11/22/13**

- VEHICLE HAS RETURNED WITH COMPLAINT OF BRAKE PEDAL GOES TO THE FLOOR
- HAS DUPLICATED BRAKE PEDAL DROPS TO THE FLOOR WITH NORMAL PRESSURE
- MASTER CYLINDER HAS BEEN REPLACED 2X
- BRAKES WERE BLED AGAIN.....NO AIR AND NO CHANGE

-TSS: REPLACE ABS ACTUATOR

**** UPDATE 12.2.13 160**

- TECH REPORTS REPLACED ABS ACTUATOR TO RESOLVE

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	FI1335087				
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1335087	FULL	3	11/18/2013	11/26/13	11/26/13
Text-Incd Desc TL					
BRAKE PEDAL LOW FLUID LEAK AT ABS					
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	
B17	2013	SEN	1N4AB7AP0DN [REDACTED]	B92 SPLASH GUARDS C03 50 STATE EMISSIONS G92 MID-YEAR CHANGE K01 SV DRIVER PACKAGE L92 CARPETED FLOOR MATS	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	000927	12113			
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
MRA8	154212	C	K23		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Canton (NMM)	8/21/2013	1/1/0001	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
NP	2	NP	NP	NP	
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	
BRAKE HOSE/PIPING/VALVE		BRAKING (POOR)	DECEL	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	CHASSIS	11/18/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	N	N	11/18/2013		
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	11/18/13	[REDACTED] CELL	1/1/01	1/1/01	
Text-Solution TL:					
LOOSENED AND ADJUSTED BRAKE LINES					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
-BRAKE PEDAL LOW.					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_DAYS DOWN 1__:					
-VERIFIED LOW BRAKE PEDAL.					
-FOUND MASTER CYLINDER LOW.					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-NO FLUID INSIDE BOOSTER.
-ADDED FLUID AND CHECKED FOR LEAKS.
-FOUND A LEAK AT A FITTING AT THE ABS ACTUATOR.
-THE LINE RUNS FROM THE REAR OF THE MASTER CYLINDER TO THE ABS ACTUATOR.
-LINE WAS TIGHT.
-LOOSENED LINE AND RETIGHTENED, NOW SEEMS TO BE HOLDING AND NO LEAK PRESENT.
-HAVE NOT CLEANED AREA OFF, TECH DID NOT REMOVE THE LINE FOR INSPECTION OF THE FLARE FITTING.

**** TSS RECOMMENDATION/RESULT:**

-TAKING PICTURE OF THE LEAK AREA AND FORWARDING TO TECH LINE FOR REVIEW.
-SENT HEADS UP EMAIL DUE TO YEAR/MILEAGE.
****UPDATE 11-19-13 TSS119.**
-TSS CONVERSED WITH G.G.
-CALLBACK TO DEALER, TECH HAS SENT PICTURES AND THEY WERE REVIEWED.
-TECH HAS NOT HAD TIME TO INSPECT VEHICLE FURTHER.
##ENSURE LINE IS ROUTED STRAIGHT INTO FITTING.
-ROAD TEST SEVERAL MILES WITH SEVERAL GOOD STOPS AND RECHECK FOR ANY FLUID LEAK.
**** UPDATE 11.26.13 160**
- TECH REPORTS LOOSENED BRAKE LINES REPOSITIONED LINES AND SECURED TO RESOLVE

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		FI1335737			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1335737	QUICK	0	11/20/2013	11/20/13	
Text-Incd Desc TL					
ALLEGED BRAKE PEDAL GOING TO FLOOR					
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	
B17	2013	SEN	3N1AB7AP0DL [REDACTED]	B92 SPLASH GUARDS C03 50 STATE EMISSIONS K01 SV DRIVER PACKAGE L92 CARPETED FLOOR MATS M92 HIDE AWAY TRUNK NET N94 ILLUMINATED KICK PLATES U01 NAVIGATION PACKAGE U35 NAVIGATION MANUAL	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	011581	12113			
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
MRA8	086245	C	KH3		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	3/4/2013	4/26/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
19029	34	REED NISSAN	ORLANDO		
Serv Dir TL					
Code	Region	Name	City	State	
3839	34	KRAFT NISSAN	TALLAHASSEE	FL	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
BRAKE MASTER CYLINDER		BRAKING (POOR)	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	1/1/0001	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	N	N	11/20/2013		
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	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:					
DEALER TO CONTACT CA ON INCIDENT					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		FI1340139			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1340139	QUICK	0	12/5/2013	12/5/13	
Text-Incd Desc TL					
ALLEGED BRAKE PEDAL SOFT GOING LOW					
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	
B17	2013	SEN	3N1AB7AP9DL [REDACTED]	B93 PROTECTION PACKAGE	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL	C01 CALIFORNIA EMISSIONS	
0000000	003098	12113		G92 MID-YEAR CHANGE	
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC	K01 SV DRIVER PACKAGE	
MRA8	131601	C	KBD	L92 CARPETED FLOOR MATS	
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL	N94 ILLUMINATED KICK PLATES	
AGUASCALIENTES	6/13/2013	7/19/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
5093	44	BUENA PARK NISSAN	BUENA PARK		
Serv Dir TL					
Code	Region	Name	City	State	
3283	44	MOSSY NISSAN KEARNY MES	SAN DIEGO	CA	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
BRAKE BOOSTER & PEDAL		BRAKING (POOR)	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	1/1/0001	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	N	N	12/5/2013		
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		1/1/01	1/1/01	
Text-Solution TL:					
Code-Status TL Desc: A- PENDING DEALER FOLLOW-UP					
Text-Dealer Followup Comment TL:					
DEALER TO CONTACT CA DEPARTMENT					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11341076			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11341076	MINI	0	12/9/2013	12/9/13	
Text-Incd Desc TL					
BRAKE PEDAL GOES TO THE FLOOR					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
194		Z * MICHAEL CRAMER		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
N17	2013	VSD	3N1CN7AP8DL [REDACTED]	C03 50 STATE EMISSIONS L93 CARPETED FLOOR MATS AND TRUNK	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	005914	11213	4DS		
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
HR16	712111	C	K23		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	9/15/2012	11/17/2012	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
5077	44	LARRY H. MILLER NIS MESA	MESA		
Serv Dir TL					
Code	Region	Name	City	State	
5077	44	LARRY H. MILLER NIS MESA	MESA	AZ	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
BRAKE SYSTEM		BRAKING (POOR)	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	1/1/0001	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	N	N	12/9/2013		
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:					
- BRAKE PEDAL WILL GO DOWN TO THE FLOOR AND CAR WILL NOT STOP					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 1					
- BRAKE PEDAL WILL GO DOWN TO THE FLOOR AND CAR WILL NOT STOP					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

- REPLACED THE MASTER CYLINDER.....NO CHANGE
- HAPPENS ONLY ON VERY LIGHT ACCELERATION
- NO AFTERMARKET EQUIPMENT
- NO LEAKS FOUND
- NO CODES

**** TSS RECOMMENDATION/RESULT:**

- REPLACE THE MASTER CYLINDER AGAIN
- BLEED AIR FROM ALL FOUR WHEELS
- TEST DRIVE TO SEE IF ISSUE RESOLVES

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11346695			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11346695	MINI	0	12/26/2013	12/26/13	
Text-Incd Desc TL					
BRAKE PEDAL HARD, FLUID IN BOOSTER					
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	
N17	2013	VSD	3N1CN7APXDL [REDACTED]	C03 50 STATE EMISSIONS L92 CARPETED FLOOR MATS AND TRUNK	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	009910	11153	4DS		
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
HR16	801505	M	K36		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	3/23/2013	4/24/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
2911	32	GILES NISSAN	LAFAYETTE		
Serv Dir TL					
Code	Region	Name	City	State	
3888	32	PREMIER NISSAN/METAIRIE	METAIRIE	LA	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
BRAKE SYSTEM		BRAKING (POOR)	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	1/1/0001	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	N	N	12/26/2013		
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	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:					
-BRAKE PEDAL HARD.					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 2					
-VERIFIED HARD BRAKE PEDAL, NO FLUID LEFT IN RESERVOIR.					
-FOUND BRAKE FLUID IN BOOSTER.					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-REPLACED BOOSTER AND MASTER CYLINDER, BLED BRAKES NUMEROUS TIMES
AND PEDAL IS STILL HARD.

-NO EXTERNAL LEAKS NAD HAVE GOOD FLUID FLOW WHEN BLEEDING BRAKES.

-IF CAR RAISED ON LIFT, CAN STILL TURN ALL 4 WHEELS SLIGHTLY WITH
BRAKES APPLIED.

-HAVE A GOOD VACUUM SIGNAL TO THE BOOSTER AT IDLE.

-REMOVED BRAKE BOOSTER HOSE AFTER CAR SAT 10 MINUTES, NO VACUUM.

-ACTIVATED ABS SEVERAL TIMES AND BLED BRAKES AGAIN, NO CHANGE.

**** TSS RECOMMENDATION/RESULT:**

-SWAP BOOSTER HOSE WITH CHECK VALVE AND RECHECK.

-ENSURE SEAL BETWEEN MASTER AND BOOSTER IS PRESENT AND NOT LEAKING.

-IF NOT RELATED TO VACUUM/BOOSTER/MASTER REPLACE ABS ACTUATOR.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	F11347128				
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11347128	FULL	0	12/27/2013	12/27/13	12/27/13
Text-Incd Desc TL					
ALLEGED BRAKE PEDAL TO FLOOR					
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	
B17	2013	SEN	3N1AB7AP3DL [REDACTED]	C01 CALIFORNIA EMISSIONS G92 MID-YEAR CHANGE L92 CARPETED FLOOR MATS	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	006248	12113			
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
MRA8	169967	C	QAC		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	8/30/2013	9/15/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
5393	44	NISSAN OF VAN NUYS	SHERMAN OAKS		
Serv Dir TL					
Code	Region	Name	City	State	
5393	44	NISSAN OF VAN NUYS	SHERMAN OAKS	CA	
Code-Component TL Desc	Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc		
BRAKE MASTER CYLINDER	BRAKING (POOR)	DECEL	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	CHASSIS	12/27/2013	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	N	N	12/27/2013		
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:	NOT DUPLICATED, CALL CONSUMER AFFAIR				
Code-Status TL Desc:	F- CLOSED (RESOLVED)				
Text-Dealer Followup Comment TL:					
F					
** CUSTOMER COMMENT:					
-BRAKE ISSUE PEDAL TO FLOOR HAPPENS MORE WHEN EXITING FREEWAY					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED N REPAIR ATTEMPTS _3DAYS DOWN _3_:					
-UNABLE TO DUPLICATE CUSTOMES CONCERN ON ANY VISIT					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-NO DTCS STORED IN ANY SYSTEM

-BRAKE FLUID LEVEL AND CONDITION ARE NORMAL

-BRAKE MEASUREMENTS UNAVAILABLE, BUT ALL LOOK LIKE NEW

-TEST DROVE WITH CUSTOMER,UNABLE TO DEMONSTRATE CONCERN

-TEST DROVE WITHOUT CUSTOMER ON LOCAL ROADS AND FREEWAY,OPERATION IS

NORMAL

-NO REPAIRS DONE

-

**** TSS RECOMMENDATION/RESULT:**

-RECOMMEND CONTACT CONSUMER AFFAIRS

-CLOSING REPORT

-

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11348992			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11348992	MINI	0	1/4/2014	1/4/14	
Text-Incd Desc TL					
BRAKE PEDAL LOOSES PRESSURE					
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	
N17	2014	VSD	3N1CN7AP1EL [REDACTED]	B92 SPLASH GUARDS C03 50 STATE EMISSIONS L93 CARPETED FLOOR MATS WITH TRUNK Z66 ACTIVATION DISCLAIMER	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	006238	11314	4DS		
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
HR16	812871	C	KAC		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	4/15/2013	8/10/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
5013	44	WOODLAND HILLS NISSAN	WOODLAND HILLS		
Serv Dir TL					
Code	Region	Name	City	State	
5248	44	NISSAN OF MISSION HILLS	MISSION HILLS	CA	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
BRAKE MASTER CYLINDER		BRAKING (POOR)	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	1/1/0001	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	N	N	1/4/2014		
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:					
-1.WHEN VEHICLES AT STOP,BRAKE PEDAL WILL GO DOWN AND VEHICLE WILL START TO ROLL FORWARD.					
-2.VEHICLE RIGHT REAR TIRE SMELLS LIKE SOMETHING IS BURNING WHILE DRIVIN					
-					
** DEALER ACTION/OBSERVATION:					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

**** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 2**

-WHEN SITTING AT A STOP, BRAKE PEDAL WILL LOSE PRESSURE AND SINK DOWN TO THE FLOOR.

-FOUND RIGHT REAR BRAKE SHOES OVERTEMP AND GLAZED, THE LEFT REAR BRAKE SHOES ARE NORMAL CONDITION.

Created by Jason Beagle at 2014-02-02 17:00:00

Created by Jason Beagle at 2014-02-02 18:00:00

**** TSS RECOMMENDATION/RESULT:**

**** CUSTOMER COMMENT:-1.WHEN VEHICLES AT STOP,BRAKE PEDAL WILL GO DOWN AND VEHICLE WILL STAF**

-REPLACE THE MASTER CYLINDER, BLEED ON BENCH BEFORE INSTALLATION.

ETHING IS BURNING WHILE DRIVIN- DEALER ACTION/OBSERVATION:** VERIFIED Y REPAIR ATTEMPTS 1_ DAY**

-REPLACE RIGHT REAR BRAKE SHOES.

-ADJUST TO SPECIFICATION.

PRESSURE AND SINK DOWN TOTHE FLOOR.-FOUND RIGHT REAR BRAKE SHOES OVERTEMP AND GLAZED, T

ATION/RESULT:-REPLACE THE MASTER CYLINDER, BLEED ON BENCH BEFORE INSTALLATION.-REPLACE RIGH

-BLEED THE BRAKES.

ES.-MACHINE THE DRUM IF GLAZED.

-MACHINE THE DRUM IF GLAZED.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11360652			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11360652	QUICK	0	2/5/2014	2/5/14	
Text-Incd Desc TL					
ALLEGED BRAKE PEDAL GOES TO FLOORR					
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	
E12	2014	VER	3N1CE2CP2EL [REDACTED]		
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	007716	11614			
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
HR16	816103	C	QAC		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	8/7/2013	8/22/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
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	
BRAKE MASTER CYLINDER		BRAKING (POOR)	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	1/1/0001	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	N	N	2/5/2014		
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:					
REFERRED TO CA FOR SAFETY CONCERN					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		FI1363207			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1363207	MINI	1	2/13/2014	3/8/14	3/8/14
Text-Incd Desc TL					
BRAKE PEDAL SINKS					
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	
B17	2013	SEN	3N1AB7APXDL [REDACTED]	B92 SPLASH GUARDS B93 PROTECTION PACKAGE C03 50 STATE EMISSIONS G92 MID-YEAR CHANGE K01 SV DRIVER PACKAGE L92 CARPETED FLOOR MATS N94 ILLUMINATED KICK PLATES U01 NAVIGATION PACKAGE U35 NAVIGATION MANUAL	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	011449	12113			
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
MRA8	118172	C	KH3		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	5/14/2013	8/30/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
2755	34	MODERN NISSAN, LLC	WINSTON-SALEM		
Serv Dir TL					
Code	Region	Name	City	State	
2755	34	MODERN NISSAN, LLC	WINSTON-SALEM NC		
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
BRAKE MASTER CYLINDER		BRAKING (POOR)	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	1/1/0001	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	N	N	2/13/2014		
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:					
CLOSED DURING SFDC MIGRATION					
Code-Status TL Desc:					
F- CLOSED (RESOLVED)					
Text-Dealer Followup Comment TL:					
M					
** CUSTOMER COMMENT:					
-BRAKE PEDAL WILL GO TO FLOOR AT TIMES.					
-HEARS A NOISE FROM THE SHIFTER WHEN THIS HAPPENS.					
.					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS 1_ DAYS DOWN 1					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

-THE BRAKE PEDAL SINKS TO THE FLOOR AT A STOP WITH A NORMAL AMOUNT OF PRESSURE.

-BRAKE FLUID LEVEL IS OK.

Created by Michael Aceves at 2014-03-07 17:00:00

Created by Michael Aceves at 2014-03-07 18:00:00

** TSS RECOMMENDATION/RESULT:

** CUSTOMER COMMENT:-BRAKE PEDAL WILL GO TO FLOOR AT TIMES.-HEARS A NOISE FROM THE SHIFTER W

-REPLACE THE BRAKE MASTER CYLINDER 46010-3SG1B.

Y REPAIR ATTEMPTS 1_ DAYS DOWN 1-THE BRAKE PEDAL SINKS TO THE FLOOR AT A STOP WITH A NORMAL

NDATION/RESULT:-REPLACE THE BRAKE MASTER CYLINDER 46010-3SG1B.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	FI1363431				
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1363431	MINI	0	2/14/2014	3/8/14	3/8/14
Text-Incd Desc TL					
ALLEGED BRAKE PEDAL LOW					
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	
B17	2013	SEN	3N1AB7AP7DL [REDACTED]	C03 50 STATE EMISSIONS L92 CARPETED FLOOR MATS	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	011910	12113			
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
MRA8	064344	C	NAC		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	1/28/2013	4/20/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
5303	34	SUTHERLIN NISSAN ORLANDO	ORLANDO		
Serv Dir TL					
Code	Region	Name	City	State	
5303	34	SUTHERLIN NISSAN ORLANDO	ORLANDO	FL	
Code-Component TL Desc	Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc		
BRAKE MASTER CYLINDER	BRAKING (POOR)	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	1/1/0001	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	N	N	2/14/2014		
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 DURING SFDC MIGRATION				
Code-Status TL Desc:	F- CLOSED (RESOLVED)				
Text-Dealer Followup Comment TL:					
M					
** CUSTOMER COMMENT:					
- CS THE BRAKES FEEL LIKE THEY ARE SLIPPING AT HIGHWAY SPEEDS					
- AND GRADUALLY HITTING THE BRAKES THE PEDAL GOES TO THE FLOOR.					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED N REPAIR ATTEMPTS _1 DAYS DOWN 1					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

- ROAD TESTED 4 MILES BRAKE PEDAL OPERATION FEELS NORMAL.

- RF WHEEL BEARING IS MAKING A GROWLING/ROARING NOISE

**** TSS RECOMMENDATION/RESULT:**

- FLUSH BRAKE SYSTEM, REPLACE MASTER CYLINDER.

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		F11365282			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11365282	QUICK	0	2/20/2014	2/20/14	
Text-Incd Desc TL					
BRAKE PEDAL GOES TO FLOOR, NO LEAK					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
150		Z - MITL MONTOYA		[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
B17	2013	SEN	1N4AB7AP0DN [REDACTED]		
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	000303	12113			
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
MRA8	192306	C	K23		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
Canton (NMM)	10/26/2013	2/14/2014	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
3659	32	VIVA NISSAN	EL PASO	Texas	
Serv Dir TL					
Code	Region	Name	City	State	
3659	32	VIVA NISSAN	EL PASO	TX	
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
ENGINE MECHANICAL		A/C (IMPROPER OPER	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	1/1/0001	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
06	N	N	2/20/2014		
Code-Reason For Call TL Desc:				Flag-Attachment TL: N	
SPANISH CALLS STARTING 4-08					
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:					
REPLACE MASTER CYL, NO DTC PRESENT					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL		FI1366634			
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
FI1366634	QUICK	0	2/25/2014	2/25/14	
Text-Incd Desc TL					
BRAKE PEDAL GOES TO FLOOR					
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	
B17	2013	SEN	3N1AB7AP5DL [REDACTED]	B93 PROTECTION PACKAGE C03 50 STATE EMISSIONS H92 BLUECONNECT BLUETOOTH HANDS-FR L92 CARPETED FLOOR MATS N93 ELECTRONICS PACKAGE N94 ILLUMINATED KICK PLATES	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0000000	008296	12113			
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
MRA8	066695	C	NAC		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	2/1/2013	7/6/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
3418	34	FERMAN NISSAN OF NPR	NEW PORT RICHE		
Serv Dir TL					
Code	Region	Name	City	State	
5001	34	WESLEY CHAPEL NISSAN	WESLEY CHAPEL FL		
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc	
BRAKE BOOSTER & PEDAL		BRAKING (POOR)	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	1/1/0001	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	N	N	2/25/2014		
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:					
REFERRED TO CA					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL	F11368746				
ID-Report TL	Code-Record Type TL Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
F11368746	MINI	2	3/4/2014	3/8/14	3/8/14
Text-Incd Desc TL					
BRAKE PEDAL LOW WHEN COMING TO STOP					
Code-TSS1 TL	Code-TSS1 TL Name			Name-Caller TL	
109	Z * JASON SANDERS			[REDACTED]	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
B17	2013	SEN	3N1AB7AP4DL [REDACTED]	C01 CALIFORNIA EMISSIONS	
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL	L92 CARPETED FLOOR MATS	
0000000	012109	12113			
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
MRA8	088910	C	QAC		
Name-Plant VC	Date-Manufacture VC	Date-In Service TL	Code-Distributor TL		
AGUASCALIENTES	3/21/2013	4/30/2013	USA		
Dir Retl Last VC					
Code	Region	Name	City	State	
3439	44	MOSSY NISSAN EL CAJON	EL CAJON		
Serv Dir TL					
Code	Region	Name	City	State	
3439	44	MOSSY NISSAN EL CAJON	EL CAJON	CA	
Code-Component TL Desc	Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc		
ABS BRAKE SYSTEM	BRAKING (POOR)	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	1/1/0001	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL	
03	N	N	3/4/2014	C05	
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 DURING SFDC MIGRATION				
Code-Status TL Desc:	F- CLOSED (RESOLVED)				
Text-Dealer Followup Comment TL:					
M					
** CUSTOMER COMMENT:					
- BRAKE PEDAL DROPS TO FLOOR WHEN BRAKING					
-					
** DEALER ACTION/OBSERVATION:					
** VERIFIED Y REPAIR ATTEMPTS _1 DAYS DOWN 2					
- BRAKE PEDAL DROPS LOW WHEN SLOWING TO A STOP					

TECH LINE INCIDENT REPORT - CONFIDENTIAL

- C1105 RIGHT REAR SENSOR SHORT OR BAD SIG (C05)
 - C1106 LEFT REAR SENSOR SHORT OR BAD SIG (C06)
 - C1115 ABS SENSOR ABNORMAL SIGNAL (C15)
 - REPLACED BOTH REAR SPEED SENSORS.....NO CHANGE
 - NO REPAIRS HAVE BEEN MADE TO HYDRAULIC SYSTEM
 - WHEN SITTING AT A STOP, BRAKE PEDAL FEELS NORMAL, ONLY FALLS LOW WHEN VEHICLE IS COMING TO A STOP

Created by John Irion at 2014-03-07 17:00:00
 Created by John Irion at 2014-03-07 18:00:00

**** TSS RECOMMENDATION/RESULT:**
 - ADVISED TO RECORD ABS DATA DURING INCIDENT AND LOOK FOR ABS ACTIVATION

**** CUSTOMER COMMENT:- BRAKE PEDAL DROPS TO FLOOR WHEN BRAKING-** DEALER ACTION/OBSERVATIONS**
 ROPS LOW WHEN SLOWING TO A STOP- C1105 RIGHT REAR SENSOR SHORT OR BAD SIG (C05)- C1106 LEFT

**** UPDATE 03.04.14 TSS 170 A.S**
 OR ABNORMAL SIGNAL (C15)- REPLACED BOTH REAR SPEED SENSORS.....NO CHANGE- NO REPAIRS
 - TECH SENT DATA RECORDING OT TECHLINE.
 - ADDED TO NHTSA FOLDER

SITTING AT A STOP, BRAKE PEDAL FEELS NORMAL, ONLY FALLS LOW WHEN VEHICLE IS COMING TO A STOP**
 DURING INCIDENT AND LOOK FOR ABS ACTIVATION** UPDATE 03.04.14 TSS 170 A.S- TECH SENT DATA RECORDING
 - NO ABS ACTIVATION FOUND
 - ALL WHEEL SPEEDS LOOK TO BE OK.
 TION FOUND- ALL WHEEL SPEEDS LOOK TO BE OK.- ON TEST DRIVE CODES DID NOT RETURN- ADVISED TO RECORD
 D MASTER CYLINDER.....PEDAL NO LONGER DROPS DURING STOPS-NOW WHEN SITTING AT A STOP OF INCREASING
 - ON TEST DRIVE CODES DID NOT RETURN
 - ADVISED TO REPLACE MASTER CYLINDER

P LOW-TSS: COMPARE TO KGV

**** UPDATE TSS 165 JI 3/5/14**
 -REPLACED MASTER CYLINDER.....PEDAL NO LONGER DROPS DURING STOPS
 -NOW WHEN SITTING AT A STOP OF INCREASING PRESSURE IS APPLIED TO PEDAL
 THE PEDAL WILL DROP LOW
 -TSS: COMPARE TO KGV