

PE14-014

NISSAN

7/31/2014

REQUEST 4 DOCUMENTS

FIELD REPORT

NISSAN STRICTLY CONFIDENTIAL

Field Investigation Report

Reference # : NA-FIR-2013-00166 Status : Closed
 Target : Responsible : (--)
 Subject : T/F B17 Brake pedal sinks to the floor, leaking master cylinder seals

General

Priority : I -Important Restricted Access :
 Model : B17 Taskforce report : Yes
 Model year : 2013 Customer impact : H -High Impact
 F1 cause :

Related documents

Link to project : [NA-PRO-2013-00189](#) T/F 2012-13MY Sentra/Versa (B17/N17) Brake Pedal Sinks to Floor - Master Cylinder

Related Documents

RS	Reported	VIN	Source	Prod. date	Sold date	Inc. date	Mileage
NA-RS-2013-00045	22-Jan-2013	3N1AB7AP4DL	U.S.A.	19-Sep-2012	27-Oct-2012	15-Dec-2012	648 Miles

Coding block

Unit code : MLN_B17 -Model Line, North America, B17 PFP : 46010
 SM category : BR -Brake System Additional PFP :
 Cs code : DA -poor braking Ct code : 32 -internal failure
 DTC code : Warr group code : P4 -Brake cylinder valves
 Phenomenon : Current 3MIS Value :
 Tread code : 03 -Brakes-Service F, s, s, s : No

Investigation details

Investigation date : 17-Jan-2013 Country/State/Province : Smyrna, TN
 Dealer code : Nissan FQC Dealer Name :

Attendee Information

Name	Organisation
1.	
2.	
3.	
4.	

Conclusions :

Incident details

Incident mileage : 31 Miles Date of incident : 17-Dec-2012
 Town of incident : Thousand Oaks
 Background info : Part was collected through warranty parts return.

Customer complaint : Brakes feel soft - Pedal sinks?
 Details of incident : Brake Master leaking internal issue with seals inside the cylinder
 Repairs done & results : Replace master brake cylinder, bleed brake system.
 Action for incident parts : Collected

Vehicle details

VIN	: 3N1AB7AP5DL	Engine type	: MRA8
Basic model	: SEN	Engine nr	: 027825
Prefix	:	Transmission type	: A
Suffix	:	Transmission nr	:
Serial nr	:	Body type	:
Vehicle type	:	Grade	:
Plant code	: L	Airbag	: YES
Production date	: 15-Nov-2012	ABS	: NO
Sold date	: 15-Dec-2012	Air conditioning	: NO
Registration nr	:	Color code	: KBD
Customer name	:	Truck features	:
DC Converter No	:	Inverter No	:
PBW ECU No	:	Battery Pack No	:
On Board Charge No	:	Electric PKB ECU No	:
Electric PKB ATR No	:	Electric Heater Unit No	:

Parts details

Part nr	Part name	Supplier	Quantity available
1. 460103SG1A	CYLINDER ASSY - BRAKE MASTER		1
2.			
3.			
4.			

Survey

IQS4 question nr : JD Power :
 APEAL question nr :

Workflow & History

Security

	Region	Organisation	Department	Name	Role
Responsible	:				
Sharing	:	No			

Admin only

Deadline date :
 Archive Date :
 Current user : Jay GADOMSKI
 Authors : NONE
 Readers : Daniel GOLD
 GCP_NA_NNA_PEI
 Jay GADOMSKI
 Hector VELA
 GCP_NA_NSC

GCP_PI
 GCP_NONMARKET
 NONE

Bring to the attention of

User 1 : Jay GADOMSKI(NA-NNA-PEI)
 User 2 : Hector VELA(NA-NNA-PEI)
 User 3 :
 User 4 :
 User 5 :
 User 6 :

Document History

Date	Action	New Status	By	Organisation	New Resp	Simulated by	Comments
17-Jan-2013	Save	Draft	Daniel GOLD	NNA	Daniel GOLD		
17-Jan-2013	Request Approval	Awaiting Approval	Daniel GOLD	NNA	Jay GADOMSKI		
16-Feb-2013	Close	Closed	Jay GADOMSKI	NNA			
16-Feb-2013	(Create Link From Project)	Closed	Jay GADOMSKI	NNA			

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Field Investigation Report

Reference # : NA-FIR-2013-01506 Status : Closed
 Target : Responsible : (--)
 Subject : T/F 2014 E12 (Versa Note) Brake pedal intermittent excessive travel

General

Priority : I -Important Restricted Access :
 Model : E12 Taskforce report : Yes
 Model year : 2014 Customer impact : H -High Impact
 F1 cause :

Related documents

Link to project : [NA-PRO-2013-02178](#) T/F 2014 E12 (Versa Note) Brake pedal intermittent excessive travel

Related Documents

IPS	Status	Status Date	Target	Responsible
NA-IPS-2013-02172	Closed	23-Jul-2013	-	-
File Attachment	Attachment Type	Attachment description		
Open	EX	Incident vehicle pictures.		
Open	Vid	Light brake pedal effort, pedal sink video		
Open	Vid	Hard brake pedal effort, no vehicle movement		

Coding block

Unit code : DCH_Brakes -Brakes PFP : 46010;D6010
 SM category : BRG -Brake Master Cylinder Additional PFP :
 Cs code : DE -brake pedal height change Ct code : 32 -internal failure
 DTC code : Warr group code : P4 -Brake cylinder valves
 Phenomenon : Current 3MIS Value : .001
 Tread code : 03 -Brakes-Service F, s, s, s : No

Investigation details

Investigation date : 03-Jul-2013 Country/State/Province : USA/IL
 Dealer code : 3353 Dealer Name : Hove Nissan

Attendee Information

Name	Organisation
1. Garey Guzman	NNA-FQI
2.	
3.	
4.	

Conclusions : The vehicle was tested under a variety of braking conditions and it was found that under light brake pedal applications, the brake pedal travelled farther toward the floor than during moderate to ABS-level brake applications. After stopping, the accelerator pedal was fully depressed and the vehicle would move forward without additional brake pedal force. No abnormalities/leaks were observed with the Booster, ABS unit, brake piping or calipers.

There was no change to the incident after bleeding the brakes.

Incident details

Incident mileage	: 12 Miles	Date of incident	: 17-Jun-2013
Town of incident	: Bradley, Il		
Background info	: This incident was found from a TechLine Report. The incident vehicle was delivered to the Dealership and during PDI, the brake pedal feel was noticed to be different than other models. The Dealer Tech compared the incident vehicle with a 2nd E12 received at the dealership and noted that the brake pedal on the 2nd vehicle felt OK.		
Customer complaint	: Per the Dealer Workorder, "CHECK FOR POOR BRAKE FEEL & ADVISE"		
Details of incident	: The brake pedal gradually moves toward full stroke: - With the transmission in PARK, engine running and light pedal pressure applied. - While driving with constant light pressure applied to the pedal. Multiple stops were made from about 20 mph and the vehicle braked normally during moderate to ABS-actuation level braking. After stopping, the accelerator pedal was fully depressed and the vehicle remained stationary without additional brake pedal force. Multiple stops were made from about 20 mph with light brake pedal force and while the vehicle decelerated, the brake pedal continued to move toward the floor pan. After the vehicle stopped, light application of the accelerator pedal caused the vehicle to move forward. After the light brake application, the vehicle would remain stopped with full accelerator application only if the brake pedal force was increased to the maximum static pressure of the male driver. Decreasing the applied pressure allowed the vehicle to move. - The brakes were bled at all four wheels. No air was found in the system and there was no change to the incident. No abnormalities are apparent. - Brake fluid level was at reservoir MAX. - Brake fluid appearance was clear, like new. No debris visible. - No leaks were observed at any of the brake line fittings (Master cylinder, ABS unit, calipers). - No DTCs were stored in Past or Current. - Brake function and characteristics are normal under moderate, hard and ABS-actuation brake pedal force. - Service Part master cylinder installation and bleeding was normal. Brake Pedal adjustments were OK: - Brake pedal height was 156 mm. Spec is 153-163 mm. - Depressed brake pedal height was 86 mm with motor running. - Clearance at switches threaded end / brake pedal lever was 1 mm. Spec is 0.2-1.96 mm.		
Repairs done & results	: The Dealer ordered a replacement part. The part had not been recieved at the time of the FQI investigation. After replacement, the Dealer will send the incident part to the FQI engineer.		
Action for incident parts	: To be sent		

Vehicle details

VIN	: 3N1CE2CP1EL	Engine type	: HR16
Basic model	: VER	Engine nr	: 830045
Prefix	:	Transmission type	: A
Suffix	:	Transmission nr	:
Serial nr	:	Body type	:
Vehicle type	:	Grade	:
Plant code	: L	Airbag	: YES
Production date	: 21-May-2013	ABS	: NO
Sold date	:	Air conditioning	: YES
Registration nr	:	Color code	: QAC
Customer name	:	Truck features	:
DC Converter No	:	Inverter No	:
PBW ECU No	:	Battery Pack No	:

On Board Charge No :
 Electric PKB ATR No :

Electric PKB ECU No :
 Electric Heater Unit No :

Parts details

Part nr	Part name	Supplier	Quantity available
1. D6010-3BA6A	Brake Master Cyl	TRW	1
2.			
3.			
4.			

Survey

IQS4 question nr : JD Power :
 APEAL question nr :

Workflow & History

Security

	Region	Organisation	Department	Name	Role
Responsible :					
Sharing :	No				

Admin only

Deadline date :
 Archive Date :
 Current user : Garey GUZMAN
 Authors : NONE
 Readers : Garey GUZMAN
 GCP_NA_NNA_PEI
 Hector VELA
 Jack PAYNE
 GCP_NA_NSC
 GCP_PI
 GCP_NONMARKET
 NONE
 Bring to the attention of
 User 1 : Hector VELA(NA-NNA-PEI)
 User 2 : Jack PAYNE(NA-NNA-PEI)
 User 3 :
 User 4 :
 User 5 :
 User 6 :

Document History

Date	Action	New Status	By	Organisation	New Resp	Simulated by	Comments
01-Jul-2013	Save	Draft	Garey GUZMAN	NNA	Garey GUZMAN		
11-Jul-2013	Publish	Public	Garey GUZMAN	NNA	Garey GUZMAN		
11-Jul-2013	(Create Link From Project)	Public	Garey GUZMAN	NNA	Garey GUZMAN		

13-Aug-2013	Close	Closed	Garey GUZMAN	NNA
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Project

Reference # : NA-PRO-2013-03284 **Status** : Closed
Target :
Subject : T/F B17 Canton 2013 - Brake master cylinder missing cap.

General

Priority : S -Standard Taskforce report : Yes
Priority explanation : Decision 04 -Customer inconvenience Restricted Access :
Priority justification :
Model : B17 Local reference nr :
Engine type : MRA8
Model year : 2013 Transmission type : A
System :
Facilitator :
Q-Start Date : Q1 End date :
Q-Start Time : Q1 End Time :
Q2 End Date :
Q2 End Time :
Start & End time Format: HH:MM (where applicable)

Related documents**Related Documents**

MREP	Status	Status Date	Target	Responsible	
NA-MREP-2014-00626	Closed	18-Feb-2014		-	
FIR	Linked	Country	Author	Subject	
NA-FIR-2013-02139	20-Nov-2013	U.S.A.	Daniel GOLD - NA-NNA-PEI	T/F B17 Canton 2013 - Brake master cylinder missing cap.	
REQ	Status	Status Date	Target	Responsible	
NA-QRR-2013-00086	Closed			-	
CD	Status	Status Date	Target	Responsible	Related REQ#
NA-CD-2013-02021	Closed	16-Oct-2013		-	NA-QRR-2013-00086
NA-CD-2013-02020	Closed	17-Oct-2013		-	NA-QRR-2013-00086
File Attachment	Attachment Type	Attachment Description	Parent Reference		
Open	EX	1 point lesson cyl cap	NA-QRR-2013-00086		
Open	EX	Task Force Report	NA-FIR-2013-02139		
AD	Status	Status Date	Target	Responsible	
NA-AD-2013-02536	Closed	16-Oct-2013		-	

Executive Summary Images

Picture #1 :
Picture #2 :

Adoption data

CD#	Plant	CM Type	Model	Model Year	VIN	VIN Type	Brand	Adoption
NA-CD-2013-02021	Canton	Production	C/M B17	2013	1N4AB7AP4DN			14-Oct-20

Incident details

Date of first incident :

Is / Is not analysis

	Is	Is not
What :		
Where :		
When :		
Extent :		
Customer complaint :	Tech states that the brake master cylinder cap was missing when vehicle arrived off the truck tech states only way to move vehicle is to install brake cap on master cylinder.	
Details of concern :	Upon investigation it was noted that returned part was brand new and missing cap. Contact with the dealer revealed that incident vehicle came in without brake master cylinder cap. This part cannot be ordered seperatly. Therefore entire part was ordered to resolve the issue.	
Incident conditions :		
Investigation results :		
Repairs done & results :	New master cylinder was ordered and cap was used from new part to resolve the issue	

Reported VINs: 1

VIN	TR/FIR Source	Production Date	Sold Date	Incident Date	Mileage	Engine	Transmissi
1N4AB7AP9DN [REDACTED]	U.S.A.	9 -Aug-2013	No Sold.Date	19-Sep-2013	5 Miles	MRA8	A

Parts details

Part nr	Part name	Supplier	Quantity available
1. 460103SG0A	Cylinder Assy-Brake Master		1
2.			
3.			
4.			

Warranty data

Concern ranking :		Number of buy-back cases :	
Total warranty cost :	\$453.62	Number of claims :	1
Cost per claim :	\$453.62	Estimated incident ratio :	0.001

Analysis conditions :

Relevant PNC-Tag Pairs : 46010-NSO
E.g.:79905-KQ7
(separate with ';')

Warranty reduction data

Total	Warranty cost	Number of claims
Sold	: \$453.62	1
Selling	:	
1 yr total	:	
1 yr sold	:	

1 yr selling :

Detailed warranty data

Model	: B17	Type	:
Engine	: MR18DE	Transmission	: CVT
Cost per vehicle	:	Incident ratio	: 0.001

Survey related

IQS4 question nr	: DEXP06:Brakes Performance	JD Power	:
APEAL question nr	:		

Archive

FES engineer	:
File location / number	:
Project start date	:
Close date	: 18-Feb-2014
Last correspondence	:
Destroy date	:

Coding block

Unit code	: MLN_B17 -Model Line, North America, B17	PFP	: 46010
SM category	: BRG -Brake Master Cylinder	Additional PFP	:
Cs code	: ZY -part(s) missing	Ct code	: 69 -wrong or missing part(s)
DTC code	:	Warr group code	:
Phenomenon	:	Current 3MIS Value	: 0.001

Workflow & History

Security

	Region	Organisation	Department	Name	Role
Responsible	:				
Sharing	:	No			

Admin only

Deadline date	:
Archive Date	:
Current user	: Daniel GOLD
Authors	: NONE
Readers	: GCP_NA_NNA_PEI Daniel GOLD GCP_PI GCP_NONMARKET NONE

Document History

Date	Action	New Status By	Organisation	New Resp	Simulated by	Comments
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08-Oct-2013	Save	Draft	Daniel GOLD NNA	Daniel GOLD
08-Oct-2013	Publish	Public	Daniel GOLD NNA	Daniel GOLD
14-Feb-2014	Reassign	Public	Daniel GOLD NNA	Mitchell DAVIS
18-Feb-2014	(Close by MREP)	Closed	Daniel GOLD NNA	

Comments

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Field Investigation Report

Reference # : NA-FIR-2014-00283 Status : Closed
 Target : Responsible : (--)
 Subject : 2013 Sentra B17 - Brake Master Clylinder Cross Threaded (46010)

General

Priority : S -Standard Restricted Access :
 Model : B17 Taskforce report : Yes
 Model year : 2013 Customer impact : M -Medium Impact
 F1 cause :

Related documents

Link to project : [NA-PRO-2014-00734](#) 2013 Sentra B17 - Brake Master Clylinder Cross Threaded (46010)

Related Documents

IPS	Status	Status Date	Target	Responsible
NA-IPS-2014-00395	Closed	20-Feb-2014	-	
File Attachment	Attachment Type	Attachment description		
Open	EX	Pictures and Vin info		

Coding block

Unit code : DCH_Brakes -Brakes PFP : 46010
 SM category : BRC -Brake (Drum) Additional PFP :
 Shoes/Cylinders
 Cs code : DA -poor braking Ct code : 41 -improper adjustment /
 poor fit or installation
 DTC code : Warr group code : P4 -Brake cylinder valves
 Phenomenon : Current 3MIS Value : .001
 Tread code : 03 -Brakes-Service F, s, s, s : No

Investigation details

Investigation date : 14-Feb-2014 Country/State/Province : USA/TN/Smyrna
 Dealer code : 3175 Dealer Name : Tom Peacock Nissan

Attendee Information

Name	Organisation
1. Gray Guzman	
2.	
3.	
4.	

Conclusions : Dealer tech found Brake mater cylinder leaking and replaced, upon further inspection by Task Force the part was found to be cross threaded from the plant causing a leak.

Incident details

Incident mileage : 8 Miles Date of incident : 26-Nov-2013
 Town of incident : Houston

Background info :

Customer complaint : CS BRAKE FLUID LEAKING

Details of incident : 15 FOUND THAT BRAKE WARNING LIGHT IS ON AND BRAKE MASTER CYLINDER IS VERY LOW ON FLUID INSPECT ENTIRE BRAKE SYSTEM

Repairs done & results : Replaced part and hard line.

Action for incident parts : Collected

Vehicle details

VIN	: 1N4AB7AP6DN	Engine type	: MRA8
Basic model	: SEN	Engine nr	: 197649
Prefix	:	Transmission type	: A
Suffix	:	Transmission nr	:
Serial nr	:	Body type	:
Vehicle type	:	Grade	:
Plant code	: N	Airbag	: YES
Production date	: 1 -Nov-2013	ABS	: NO
Sold date	:	Air conditioning	: NO
Registration nr	:	Color code	: K23
Customer name	:	Truck features	:
DC Converter No	:	Inverter No	:
PBW ECU No	:	Battery Pack No	:
On Board Charge No	:	Electric PKB ECU No	:
Electric PKB ATR No	:	Electric Heater Unit No	:

Parts details

Part nr	Part name	Supplier	Quantity available
1. 46010	CYL ASSY-BRAKE MASTER		
2.			
3.			
4.			

Survey

IQS4 question nr : DEXP06:Brakes Performance JD Power :
 APEAL question nr : RHB03 -Brakes-Overall rating

Workflow & History

Security

	Region	Organisation	Department	Name	Role
Responsible	:				
Sharing	:	No			

Admin only

Deadline date :
 Archive Date :

Current user : Drew JOHNSON
 Authors : NONE
 Readers : Drew JOHNSON

GCP_NA_NNA_PEI
 GCP_NA_NSC
 GCP_PI
 GCP_NONMARKET
 NONE

Bring to the attention of

User 1 :
 User 2 :
 User 3 :
 User 4 :
 User 5 :
 User 6 :

Document History

Date	Action	New Status	By	Organisation	New Resp	Simulated by	Comments
14-Feb-2014	Save	Draft	Drew JOHNSON	NNA	Drew JOHNSON		
14-Feb-2014	Publish	Public	Drew JOHNSON	NNA	Drew JOHNSON		
14-Feb-2014	(Create Link From Project)	Public	Drew JOHNSON	NNA	Drew JOHNSON		
09-May-2014	Close	Closed	Drew JOHNSON	NNA			

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Technical Report

Reference # : NA-TR-2012-02658 Status : Closed
 Target : Responsible : (--)
 Subject : 2013 B17 Sentra Brake pedal sinks to floor

General

Local reference#	: CS-12-267	Author	: Charles SEYMOUR
Priority	: H -High Priority	Author organisation	: TSM
Request	: PI -Part Investigation	Originating country	: U.S.A.
		Destination region	: NA -North America
Taskforce report	Yes	Restricted Access	:
Model	: B17	Source of information	: Vehicle Evaluation (w/o customer)
		Customer impact	: H -High Impact
Model year	: 2013	F1 cause	:
Priority & request comments	:		
VIN	: 3N1AB7AP4DL [REDACTED]	Production date	: 19-Sep-2012
Basic model	: SEN	Sold date	: 27-Oct-2012
Prefix	:	Engine type	: MRA8
Suffix	:	Engine nr	: 004350
Serial nr	:	Transmission type	: A
Vehicle type	:	Transmission nr	:
Plant code	: L		

Related documents

Link to project : [NA-PRO-2012-02737](#) T/F 2013MY Sentra (B17) - Sentra Brake pedal sinks to floor
 Link to Market Reply : [NA-MREP-2013-00158](#) T/F 2013MY Sentra (B17) - Sentra Brake pedal sinks to floor
 :

Related Documents

IPS	Status	Status Date	Target	Responsible
NA-IPS-2012-02782	Closed	16-Oct-2013		-
File Attachment	Attachment Type	Attachment description		
Open	Vid	Video showing pedal sink		
Open	PDF	Photos of the RO, Master cylinder reservoir, brake booster both installed and removed from the vehicle for shipment		

Coding block

Unit code	: MLN_B17 -Model Line, North America, B17	PFP	: 46010-3SG1A
SM category	: BR -Brake System	Additional PFP	: 46007-3SG1A
Cs code	: DE -brake pedal height change	Ct code	: 32 -internal failure
DTC code	: No warning lamps illuminated	Warr group code	: R5 -Brake & Clutch control
Phenomenon	:	Current 3MIS Value	:
Tread code	: 03 -Brakes-Service	F, s, s, s	: No

Incident details

Incident mileage : 200 Miles Date of incident : 06-Nov-2012
 Country or town of incident : Manahawkin, NJ
 Dealer code : 5098 Dealer issue date :
 Dealer name : Causeway Nissan

Customer complaint : Customer states: The brake pedal goes to the floor

Details of incident : 1.how did the customer notice the incident
 Brake pedal sinks under light application pressure

2.What are the incident conditions

3.Inspection done & result
 Technician inspected vechicle and confirmed the customers incident conditions (pedal sink with light application of the brake pedal)
 Technician road tested vehicle on a gravel drive and observed ABS activation when stopping with high pressure on the brake pedal
 TSM inspected vehicle and confirmed the incident condition reported by the customer (video)
 TSM inspected brake master-booster assy and observed brake fluid in the master cylinder reservoir 6-8mm below the MAX mark cold (photo)
 TSM inspected and observed brake line fittings on the master cylinder with no wetness or signs of fluid leakage.
 TSM observed vacuum line installed at the brake booster, with a vacuum present when the line was removed from the booster assy.
 TSM observed the brake pedal assembly - OK
 TSM collected the incident brake booster and master cylinder intact without disassembling the two components. (photo)

Repairs done & results : 1. Repairs done
 Brake booster and master cylinder replacement in process

2. Results
 Repairs in process

Vehicle details

VIN	: 3N1AB7AP4DL	Engine type	: MRA8
Basic model	: SEN	Engine nr	: 004350
Prefix	:	Transmission type	: A
Suffix	:	Transmission nr	:
Serial nr	:	Body type	:
Vehicle type	:	Grade	:
Plant code	: L	Airbag	: YES
Production date	: 19-Sep-2012	ABS	: NO
Sold date	: 27-Oct-2012	Air conditioning	: NO
Registration nr	:	Color code	: QAC
Customer name	: PCCC INC	Truck features	:
DC Converter No	:	Inverter No	:
PBW ECU No	:	Battery Pack No	:
On Board Charge No	:	Electric PKB ECU No	:
Electric PKB ATR No	:	Electric Heater Unit No	:

Parts details

Part nr	Part name	Supplier	Quantity available
1. 46010-3SG1A	Brake Master Cylinder Assy		1
2. 46007-3SG1A	Brake Booster Assy		1
3.			
4.			

Estimates & Survey

NSC Estimates

Incident ratio : Cost of repair :
 Average mileage :

Survey

IQS4 question nr : RH05 -Ride&Handling-Brake pedal sinks JD Power :
 APEAL question nr : RHB03 -Brakes-Overall rating

Workflow & History

Security

	Region	Organisation	Department	Name	Role
Responsible :					
Sharing :	No				

Admin only

Deadline date :
 Archive Date :

Current user : Keith SWAN
 Authors : _____

Readers : Charles SEYMOUR
 GCP_NA_TSM_ALL
 Jay GADOMSKI
 Jay GADOMSKI
 Jose Miguel LOPEZ
 Hector VELA
 GCP_NA_NSC
 GCP_NA_PI
 GCP_PI_MGR
 GCP_NA_NONMARKET
 GCP_JP_PI
 GCP_NA_NNA_PEI
 GCP_PI
 GCP_NONMARKET
 NONE

Bring to the attention of
 User 1 : Jay GADOMSKI(NA-NNA-PEI)
 User 2 : Jose Miguel LOPEZ(NA-NNA-PEI)
 User 3 : Hector VELA(NA-NNA-PEI)
 User 4 :
 User 5 :
 User 6 :

Document History

Date	Action	New Status	By	Organisation	New Resp	Simulated by	Comments
07-Nov-2012	Save	Draft	Charles SEYMOUR	TSM	Charles SEYMOUR		
	Request	Awaiting	Charles		Terry PUFTZ		

07-Nov-2012	Approval	Approval	SEYMOUR	TSM	NSC	
07-Nov-2012	Publish	Public	Jerry PUETZ NSC	TSM	Norm RUGER	
09-Nov-2012	Reassign	Public	Jay GADOMSKI	NNA	Keith SWAN	
12-Nov-2012	(Link to Project from Project)	Linked	Keith SWAN	NNA	Keith SWAN	NA-PRO-2012-02737
17-Jan-2013	(close by MREP)	Closed	Keith SWAN	NNA		

NISSAN STRICTLY CONFIDENTIAL

Technical Report

Reference # : [NA-TR-2012-03011](#) **Status** :  [Linked](#)
Target : 14-Sep-2013 **Responsible** : Jay GADOMSKI (NA-NNA-PEI)
Subject : 2013 B17 Brake Pedal Sinks to Floor Due to Master Cylinder

General

Local reference#	: CC794c	Author	: Chris CHILDRESS
Priority	: M -Normal	Author organisation	: TSM
Request	: PRCM -Production C/M	Originating country	: U.S.A.
		Destination region	: NA -North America
Taskforce report	Yes	Restricted Access	:
Model	: B17	Source of information	: Part/Vehicle Inspection
Model year	: 2013	Customer impact	: H -High Impact
		F1 cause	: Customer had to return subject vehicle to dealer for repair of brake master cylinder incident with only 105 miles and 2 days in service.
Priority & request comments	:		
VIN	: 3N1AB7AP4DL [REDACTED]	Production date	: 13-Oct-2012
Basic model	: SEN	Sold date	: 08-Dec-2012
Prefix	:	Engine type	: MR18DE
Suffix	:	Engine nr	: 011258
Serial nr	:	Transmission type	:
Vehicle type	:	Transmission nr	:
Plant code	: L		

Related documents

Link to project : [NA-PRO-2013-00189](#) T/F 2012-13MY Sentra/Versa (B17/N17) Brake Pedal Sinks to Floor - Master Cylinder

Related Documents

IPS	Status	Status Date	Target	Responsible
NA-IPS-2012-03191	Closed	15-Mar-2013		-
File Attachment	Attachment Type	Attachment description		
Open	Graphic	Incident master cylinder part suffix / manufacturing lot code stamp - VIN 3N1AB7AP4DL [REDACTED]		

Coding block

Unit code	: DCH_Brakes -Brakes	PFP	: 46010-3SG1A
SM category	: BRG -Brake Master Cylinder	Additional PFP	:
Cs code	: DE -brake pedal height change	Ct code	: 32 -internal failure
DTC code	:	Warr group code	: P4 -Brake cylinder valves
Phenomenon	:	Current 3MIS Value	:
Tread code	: 03 -Brakes-Service	F, s, s, s	: No

Incident details

Incident mileage : 105 Miles Date of incident : 10-Dec-2012
Country or town of incident : Duluth, GA
Dealer code : 3611 Dealer issue date :
Dealer name : Gwinnett Place Nissan

Customer complaint : Customer states brake pedal goes to floor.

Details of incident : 1.How did the customer notice the incident

Customer noticed that while sitting at a stop light for a while, pedal would sink and vehicle would start to creep with pedal depressed.

2.What are the incident conditions

See above and below.

3.Inspection done & result

Dealer technician test drove vehicle and found that brakes stopped vehicle, but as vehicle would sit, pedal would start to sink and after approximately 30 seconds, vehicle would start to creep.

Dealer technician contacted TSM and TSM inspected vehicle and verified customer complaint and technician findings.

TSM and dealer technician inspected incident vehicle brake system for leaks and none were found.

TSM and dealer technician inspected brake fluid level in reservoir and level was at the full mark, also indicating that there were no external brake fluid leaks.

TSM requested dealer technician replace brake master cylinder assy.

After replacement of brake master cylinder assy, dealer technician verified proper operation of brake system.

TSM returned to the dealer, collected incident part and sent to NNA FQI engineer for further investigation.

Repairs done & results : 1. Repairs done

Dealer technician replaced incident brake master cylinder assy.

2. Results

Incident was resolved.

Vehicle details

VIN	: 3N1AB7AP4DL	Engine type	: MR18DE
Basic model	: SEN	Engine nr	: 011258
Prefix	:	Transmission type	:
Suffix	:	Transmission nr	:
Serial nr	:	Body type	:
Vehicle type	:	Grade	:
Plant code	: L	Airbag	:
Production date	: 13-Oct-2012	ABS	:
Sold date	: 08-Dec-2012	Air conditioning	:
Registration nr	:	Color code	: K36-G
Customer name	:	Truck features	:
DC Converter No	:	Inverter No	:
PBW ECU No	:	Battery Pack No	:
On Board Charge No	:	Electric PKB ECU No	:
Electric PKB ATR No	:	Electric Heater Unit No	:

Parts details

Part nr	Part name	Supplier	Quantity available
---------	-----------	----------	--------------------

- 1. 46010-3SG1A Cylinder Assy - Brake Master 1
- 2.
- 3.
- 4.

Estimates & Survey

NSC Estimates

Incident ratio : Cost of repair :
 Average mileage :

Survey

IQS4 question nr : RH05 -Ride&Handling-Brake pedal feels mushy/soft JD Power :
 APEAL question nr : RHB03 -Brakes-Overall rating

Workflow & History

Security

	Region	Organisation	Department	Name	Role
Responsible	: NA	NNA	PEI	Jay GADOMSKI	PI
Sharing	: No				

Admin only

Deadline date : 14-Sep-2013
 Archive Date :

Current user : Keith SWAN
 Authors : NONE

Readers : Chris CHILDRESS
 GCP_NA_TSM_ALL
 Jay GADOMSKI
 Keith SWAN
 Jay GADOMSKI
 Keith SWAN
 GCP_NA_NSC
 GCP_NA_PI
 GCP_PI_MGR
 GCP_NA_NONMARKET
 GCP_JP_PI
 GCP_NA_NNA_PEI
 GCP_PI
 GCP_NONMARKET
 NONE

Bring to the attention of
 User 1 : Jay GADOMSKI(NA-NNA-PEI)
 User 2 : Keith SWAN(NA-NNA-PEI)
 User 3 :
 User 4 :
 User 5 :
 User 6 :

Document History

Date	Action	New Status	By	Organisation	New Resp	Simulated by Comments
18-Dec-2012	Save	Draft	Chris CHILDRESS	NNA	Chris CHILDRESS	
19-Dec-2012	Request Approval	Awaiting Approval	Chris CHILDRESS	NNA	Jerry PUETZ NSC	
20-Dec-2012	Publish	Public	Jerry PUETZ NSC	TSM	Jay GADOMSKI	
17-Jan-2013	(Link to Project from Project)	Linked	Keith SWAN	NNA	Jay GADOMSKI	NA-PRO-2013-00189

NISSAN STRICTLY CONFIDENTIAL

Technical Report

Reference # : [NA-TR-2012-03056](#) **Status** :  [Linked](#)
Target : 14-Sep-2013 **Responsible** : Jay GADOMSKI (NA-NNA-PEI)
Subject : 2013 B17 Brake pedal has excessive travel

General

Local reference#	: BH1827	Author	: Bill Hayes
Priority	: M -Normal	Author organisation	: TSM
Request	: PI -Part Investigation	Originating country	: U.S.A.
		Destination region	: NA -North America
Taskforce report	Yes	Restricted Access	:
Model	: B17	Source of information	: Vehicle Evaluation (w/o customer)
		Customer impact	: L -Low or No Impact
Model year	: 2013	F1 cause	:
Priority & request comments	:		
VIN	: 3N1AB7AP9DL [REDACTED]	Production date	: 12-Nov-2012
Basic model	:	Sold date	:
Prefix	:	Engine type	: MR18DE
Suffix	:	Engine nr	:
Serial nr	:	Transmission type	: FWD CVT1 -F08A
Vehicle type	: B17	Transmission nr	:
Plant code	: L		

Related documents

Link to project : [NA-PRO-2013-00189](#) T/F 2012-13MY Sentra/Versa (B17/N17) Brake Pedal Sinks to Floor - Master Cylinder

Related Documents

<u>IPS</u>	<u>Status</u>	<u>Status Date</u>	<u>Target</u>	<u>Responsible</u>
NA-IPS-2012-03231	Closed	15-Mar-2013	-	-

Coding block

Unit code	: MLN_B17 -Model Line, North America, B17	PFP	: 46010-3SG1A
SM category	: BRG -Brake Master Cylinder	Additional PFP	:
Cs code	: DE -brake pedal height change	Ct code	: 32 -internal failure
DTC code	:	Warr group code	: P4 -Brake cylinder valves
Phenomenon	:	Current 3MIS Value	:
Tread code	: 03 -Brakes-Service	F, s, s, s	: No

Incident details

Incident mileage	: 91 Miles	Date of incident	: 17-Dec-2012
Country or town of incident	: Glendale Heights, IL		
Dealer code	: 2888	Dealer issue date	:
Dealer name	: Glendale Nissan		

Customer complaint : During a delivery inspection of a dealer traded unit, technician found when the brake pedal is slowly depressed the brake pedal has excessive travel.

Details of incident : - Technician found that when the brake pedal is firmly applied the brake pedal height seems normal.
- When at a stop and the brake pedal is light to medium applied force, the pedal sinks slowly to the end of its travel.
- Technician performed a gravity bleed of the entire braking system with no change to the incident.

Repairs done & results : Brake master cylinder was replaced to resolve the incident.

Vehicle details

VIN	: 3N1AB7AP9DL	Engine type	: MR18DE
Basic model	:	Engine nr	:
Prefix	:	Transmission type	: FWD CVT1 -F08A
Suffix	:	Transmission nr	:
Serial nr	:	Body type	:
Vehicle type	: B17	Grade	:
Plant code	: L	Airbag	:
Production date	: 12-Nov-2012	ABS	:
Sold date	:	Air conditioning	:
Registration nr	:	Color code	:
Customer name	:	Truck features	:
DC Converter No	:	Inverter No	:
PBW ECU No	:	Battery Pack No	:
On Board Charge No	:	Electric PKB ECU No	:
Electric PKB ATR No	:	Electric Heater Unit No	:

Parts details

Part nr	Part name	Supplier	Quantity available
1. 46010-3SG1A	Master cylinder		1
2.			
3.			
4.			

Estimates & Survey

NSC Estimates

Incident ratio	:	Cost of repair	:
Average mileage	:		

Survey

IQS4 question nr	:	JD Power	:
APEAL question nr	:		

Workflow & History

Security

	Region	Organisation	Department	Name	Role
Responsible	: NA	NNA	PEI	Jay GADOMSKI	PI
Sharing	: No				

Admin only

Deadline date	: 14-Sep-2013
Archive Date	:

Current user : Keith SWAN
 Authors : NONE

Readers : Jay GADOMSKI
 Keith SWAN
 Bill Hayes
 GCP_NA_TSM_ALL
 Jay GADOMSKI
 Keith SWAN
 GCP_NA_NSC
 GCP_NA_PI
 GCP_PI_MGR
 GCP_NA_NONMARKET
 GCP_JP_PI
 GCP_NA_NNA_PEI
 GCP_PI
 GCP_NONMARKET
 NONE


Bring to the attention of
 User 1 : Jay GADOMSKI(NA-NNA-PEI)
 User 2 : Keith SWAN(NA-NNA-PEI)
 User 3 :
 User 4 :
 User 5 :
 User 6 :

Document History

Date	Action	New Status	By	Organisation	New Resp	Simulated by	Comments
20-Dec-2012	Save	Draft	Bill HAYES	NNA	Bill HAYES		
20-Dec-2012	Request Approval	Awaiting Approval	Bill HAYES	NNA	Jerry PUETZ NSC		
20-Dec-2012	Publish	Public	Jerry PUETZ NSC	TSM	Jay GADOMSKI		
17-Jan-2013	(Link to Project from Project)	Linked	Keith SWAN	NNA	Jay GADOMSKI		NA-PRO-2013-00189

NISSAN STRICTLY CONFIDENTIAL

Technical Report

Reference # : [NA-TR-2013-00234](#) **Status** :  [Linked](#)
Target : 26-Sep-2013 **Responsible** : Keith SWAN (NA-NNA-PEI)
Subject : 2013 B17 Brake Pedal Soft, Sinks To Floor

General

Local reference#	: SL474	Author	: Steve LIEN T
Priority	: M -Normal	Author organisation	: TSM
Request	: PI -Part Investigation	Originating country	: U.S.A.
		Destination region	: NA -North America
Taskforce report	: Yes	Restricted Access	:
Model	: B17	Source of information	: Part/Vehicle Inspection
Model year	: 2013	Customer impact	: M -Medium Impact
Priority & request comments	:	F1 cause	:
VIN	: 3N1AB7AP2DL [REDACTED]	Production date	: 2 -Oct-2012
Basic model	: SEN	Sold date	: 6 -Dec-2012
Prefix	:	Engine type	: MRA8
Suffix	:	Engine nr	: 008969
Serial nr	:	Transmission type	: A
Vehicle type	:	Transmission nr	:
Plant code	: L		

Related documents

Link to project : [NA-PRO-2013-00189](#) T/F 2012-13MY Sentra/Versa (B17/N17) Brake Pedal Sinks to Floor - Master Cylinder

Related Documents

IPS	Status	Status Date	Target	Responsible
NA-IPS-2013-00254	Closed	15-Mar-2013	-	-
File Attachment	Attachment Type	Attachment description		
Open	Vid	VIDEO OF BRAKE PEDAL OPERATION		

Coding block

Unit code	: MLN_B17 -Model Line, North America, B17	PFP	: 46010-3SG0A
SM category	: BRG -Brake Master Cylinder	Additional PFP	: 47210-3SG0A
Cs code	: DA -poor braking	Ct code	: 32 -internal failure
DTC code	:	Warr group code	: P3 -Booster
Phenomenon	:	Current 3MIS Value	:
Tread code	: 03 -Brakes-Service	F, s, s, s	: No

Incident details

Incident mileage	: 296 Miles	Date of incident	: 11-Dec-2012
Country or town of incident	: Los Angeles, CA		
Dealer code	: 240	Dealer issue date	:

Dealer code : 279 Dealer issue date :
 Dealer name : Nissan Of Downtown LA

Customer complaint : "The brakes feel like they are not grabbing."

Details of incident : 1.how did the customer notice the incident

2.What are the incident conditions
 Using the service brakes while driving.

3.Inspection done & result
 Vehicle was driven to dealer for repairs (not towed in).

Found that with engine idling in P, the brake pedal felt soft and would sink to the floor if steady pressure was applied.

Checked for DTCs - none stored.

Checked brake fluid level - OK, NOT low.

Inspected brake system for fluid leaks - NO leaks at brake lines or calipers.

Bled brake system - NG, brake pedal still soft and goes to floor.

TSM confirmed brake pedal feel was soft and sinks to floor with steady pressure.

If the brake pedal was pumped rapidly ~10 times, the pedal would feel firm briefly when steady pressure was applied. Then it would sink to the floor.

TSM noted that with engine running in D range, brakes would hold vehicle from moving even when revving engine to 2,000 RPM.

B17 Task Force manager JG requested master cylinder and brake booster collection as a unit - no disassembly.

Repairs done & results : 1. Repairs done
 Replace master cylinder and brake booster. The booster was not disassembled from the master cylinder.

Bleed brakes.

2. Results
 The incident is resolved.
 Incident parts shipped to FQC-MI/KS.

Vehicle details

VIN	: 3N1AB7AP2DL	Engine type	: MRA8
Basic model	: SEN	Engine nr	: 008969
Prefix	:	Transmission type	: A
Suffix	:	Transmission nr	:
Serial nr	:	Body type	:
Vehicle type	:	Grade	:
Plant code	: L	Airbag	: YES
Production date	: 2 -Oct-2012	ABS	: NO
Sold date	: 6 -Dec-2012	Air conditioning	: NO
Registration nr	:	Color code	: NAC
Customer name	: MERCHANTS RENT A C AR	Truck features	:
DC Converter No	:	Inverter No	:
PBW ECU No	:	Battery Pack No	:
On Board Charge No	:	Electric PKB ECU No	:
Electric PKB ATR No	:	Electric Heater Unit No	:

Parts details

Part nr	Part name	Supplier	Quantity available
1. 46010-3SG0A	MASTER CYLINDER		1
2. 47210-3SG0A	BRAKE BOOSTER		1
3.			
4.			

Estimates & Survey

NSC Estimates

Incident ratio : Cost of repair :
 Average mileage :

Survey

IQS4 question nr : RH05 -Ride&Handling-Brake pedal feels mushy/soft JD Power :
 APEAL question nr :

Workflow & History

Security

	Region	Organisation	Department	Name	Role
Responsible :	NA	NNA	PEI	Keith SWAN	PI
Sharing :	No				

Admin only

Deadline date : 26-Sep-2013
 Archive Date :
 Current user : Keith SWAN
 Authors : NONE

Readers : Steve LIEN T
 GCP_NA_TSM_ALL
 Jay GADOMSKI
 Keith SWAN
 Jay GADOMSKI
 Keith SWAN
 GCP_NA_NSC
 GCP_NA_PI
 GCP_PI_MGR
 GCP_NA_NONMARKET
 GCP_JP_PI
 GCP_NA_NNA_PEI
 GCP_PI
 GCP_NONMARKET
 NONE

Bring to the attention of
 User 1 : Jay GADOMSKI(NA-NNA-PEI)
 User 2 : Keith SWAN(NA-NNA-PEI)
 User 3 :
 User 4 :
 User 5 :
 User 6 :

Document History

Date	Action	New Status	By	Organization	New Desc	Simulated by	Comments
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Date	Action	New Status	By	Organisation	New Resp	Simulated by	Comments
25-Jan-2013	Save	Draft	Steve LIEN T	NNA	Steve LIEN T		
25-Jan-2013	Request Approval	Awaiting Approval	Steve LIEN T	NNA	Jerry PUETZ NSC		
28-Jan-2013	Publish	Public	Jerry PUETZ NSC	TSM	Jay GADOMSKI		
28-Jan-2013	Reassign	Public	Jay GADOMSKI	NNA	Keith SWAN		
29-Jan-2013	(Link to Project from Project)	Linked	Keith SWAN	NNA	Keith SWAN		NA-PRO-2013-00189

NISSAN STRICTLY CONFIDENTIAL

Technical Report

Reference # : [NA-TR-2013-00471](#) **Status** :  [Linked](#)
Target : 24-Oct-2013 **Responsible** : Jay GADOMSKI (NA-NNA-PEI)
Subject : 2013 B17 brake pedal goes to floor when coming to a stop

General

Local reference#	: PDB17brakes	Author	: Patrick DEVOST
Priority	: M -Normal	Author organisation	: TSM
Request	:	Originating country	: U.S.A.
Taskforce report	No	Destination region	: NA -North America
Model	: B17	Restricted Access	:
Model year	: 2013	Source of information	: Vehicle Evaluation (w/o customer)
Priority & request comments	:	Customer impact	: M -Medium Impact
VIN	: 3N1AB7AP2DL [REDACTED]	F1 cause	:
Basic model	: SENTRA	Production date	: 05-Jan-2013
Prefix	: B17	Sold date	: 15-Feb-2013
Suffix	:	Engine type	: MRA18
Serial nr	:	Engine nr	:
Vehicle type	:	Transmission type	: CVT
Plant code	:	Transmission nr	:

Related documents

Link to project : [NA-PRO-2013-00189](#) T/F 2012-13MY Sentra/Versa (B17/N17) Brake Pedal Sinks to Floor - Master Cylinder

Related Documents

<u>IPS</u>	<u>Status</u>	<u>Status Date</u>	<u>Target</u>	<u>Responsible</u>
NA-IPS-2013-00526	Closed	15-Mar-2013	-	
<u>File Attachment</u>	<u>Attachment Type</u>	<u>Attachment description</u>		
Open	PDF	Photos of brake system confirming no external leaks.		
Open	Vid	Video of brake pedal going to the floor.		

Coding block

Unit code	: MLN_B17 -Model Line, North America, B17	PFP	: 46010-3SG1A
SM category	: BRG -Brake Master Cylinder	Additional PFP	:
Cs code	: DE -brake pedal height change	Ct code	: 32 -internal failure
DTC code	:	Warr group code	: P4 -Brake cylinder valves
Phenomenon	:	Current 3MIS Value	:
Tread code	: 03 -Brakes-Service	F, s, s, s	: No

Incident details

Incident mileage : 26 Miles Date of incident : 06-Feb-2013

Country or town of incident : CANTON, MI
 Dealer code : 3780 Dealer issue date :
 Dealer name : DICK SCOTT NISSAN

Customer complaint : BRAKE PEDAL GOES TO THE FLOOR.

Details of incident : Customer complaint/Inspection done & result:

Service director contacted TSM stating that the customer claimed the brake pedal goes to the floor when coming to a stop.

TSM visited dealer to confirm complaint.

TSM test drove car at low speeds around the parking lot, approximately 3 mph. TSM observed the brake pedal going to the floor. Please see video of brake pedal in related documents.

TSM confirmed that master cylinder fluid was up to level. TSM also inspected complete brake system and found no external leaks. Please see photos in related documents.

TSM advised dealer to replace brake master cylinder.

TSM will deliver master cylinder to KS at FQI for further analysis.

Repairs done & results : 1. Repairs done:
 Replaced master cylinder.

2. Results:
 Incident resolved.

Vehicle details

VIN	: 3N1AB7AP2DL	Engine type	: MRA18
Basic model	: SENTRA	Engine nr	:
Prefix	: B17	Transmission type	: CVT
Suffix	:	Transmission nr	:
Serial nr	:	Body type	:
Vehicle type	:	Grade	:
Plant code	:	Airbag	:
Production date	: 05-Jan-2013	ABS	:
Sold date	: 15-Feb-2013	Air conditioning	:
Registration nr	:	Color code	: K23
Customer name	:	Truck features	:
DC Converter No	:	Inverter No	:
PBW ECU No	:	Battery Pack No	:
On Board Charge No	:	Electric PKB ECU No	:
Electric PKB ATR No	:	Electric Heater Unit No	:

Parts details

Part nr	Part name	Supplier	Quantity available
1. 46010-3SG1A	MASTER CYLINDER	N/A	1
2.			
3.			
4.			

Estimates & Survey

NSC Estimates

Incident ratio : Cost of repair :
 Average mileage :

Survey

IQS4 question nr : JD Power :
 APEAL question nr :

Workflow & History

Security

	Region	Organisation	Department	Name	Role
Responsible	: NA	NNA	PEI	Jay GADOMSKI	PI
Sharing	: No				

Admin only

Deadline date	: 24-Oct-2013
Archive Date	:
Current user	: Jay GADOMSKI
Authors	: NONE
Readers	: Patrick DEVOST GCP_NA_TSM_ALL Jay GADOMSKI Keith SWAN Jay GADOMSKI Keith SWAN GCP_NA_NSC GCP_NA_PI GCP_PI_MGR GCP_NA_NONMARKET GCP_JP_PI GCP_NA_NNA_PEI GCP_PI GCP_NONMARKET NONE
Bring to the attention of	
User 1	: Jay GADOMSKI(NA-NNA-PEI)
User 2	: Keith SWAN(NA-NNA-PEI)
User 3	:
User 4	:
User 5	:
User 6	:

Document History

Date	Action	New Status	By	Organisation	New Resp	Simulated by	Comments
18-Feb-2013	Save	Draft	Patrick DEVOST	NNA	Patrick DEVOST		
18-Feb-2013	Request Approval	Awaiting Approval	Patrick DEVOST	NNA	Jerry PUETZ NSC		
18-Feb-2013	Publish	Public	Jerry PUETZ NSC	TSM	Jay GADOMSKI		
26-Feb-2013	(Link to Project from Project)	Linked	Jay GADOMSKI	NNA	Jay GADOMSKI		NA-PRO-2013-00189

NISSAN STRICTLY CONFIDENTIAL

Technical Report

Reference # : [NA-TR-2013-00502](#) **Status** :  [Linked](#)
Target : 24-Oct-2013 **Responsible** : Jay GADOMSKI (NA-NNA-PEI)
Subject : 2013 B17 Brake Master Cylinder Operation

General

Local reference#	: SB2398	Author	: Steve Ballmer
Priority	: M -Normal	Author organisation	: TSM
Request	: PI -Part Investigation	Originating country	: U.S.A.
		Destination region	: NA -North America
Taskforce report	Yes	Restricted Access	:
Model	: B17	Source of information	: Dealer Report
Model year	: 2013	Customer impact	: L -Low or No Impact
Priority & request comments	:	F1 cause	:
VIN	: 3N1AB7AP5DL [REDACTED]	Production date	: 15-Nov-2012
Basic model	: SEN	Sold date	: 11-Jan-2013
Prefix	:	Engine type	: MRA8
Suffix	:	Engine nr	: 027744
Serial nr	:	Transmission type	: A
Vehicle type	:	Transmission nr	:
Plant code	: L		

Related documents

Link to project : [NA-PRO-2013-00189](#) T/F 2012-13MY Sentra/Versa (B17/N17) Brake Pedal Sinks to Floor - Master Cylinder

Related Documents

IPS	Status	Status Date	Target	Responsible
NA-IPS-2013-00562	Closed	15-Mar-2013	-	-
File Attachment	Attachment Type	Attachment description		
Open	Word document with Photos	SB2398 B17 Brake Master Cylinder Operation		

Coding block

Unit code	: MLN_B17 -Model Line, North America, B17	PFP	: 46010-3SG1A
SM category	: BRG -Brake Master Cylinder	Additional PFP	:
Cs code	: DE -brake pedal height change	Ct code	: 99 -others
DTC code	:	Warr group code	: R5 -Brake & Clutch control
Phenomenon	:	Current 3MIS Value	:
Tread code	: 03 -Brakes-Service	F, s, s, s	: No

Incident details

Incident mileage	: 473 Miles	Date of incident	: 18-Feb-2013
Country or town of incident	: LITCHFIELD PARK, AZ		
Dealer code	: 3078	Dealer issue date	:

Dealer code : 3920 Dealer issue date :
 Dealer name : AVONDALE NISSAN

Customer complaint : The brake pedal goes to the floor.

Details of incident : 1.how did the customer notice the incident
 While waiting at a red light the pedal gradually moved lower.

2.What are the incident conditions
 According to the Technician the pedal gradually moves toward the floor:
 - With the CVT in PARK and the engine running.
 - With constant moderate pressure applied to the pedal. Estimate 15kg applied force.
 - Rate of movement is estimated 25mm / 5 seconds.

3.Inspection done & result
 No abnormalities are apparent.
 - Brake fluid level is at reservoir MAX.
 - Brake fluid appearance is clear, like new.
 - Brake function and characteristics are normal.
 - Service Part master cylinder installation and bleeding was normal.

Brake Pedal adjustments were all OK:
 - Brake pedal height was 164 mm. Spec is 160.4-170.4 mm.
 - Depressed brake pedal height was 77 mm. Spec is 70.0 mm or more.
 - Clearance at switches threaded end / brake pedal lever was 1 mm. Spec is 0.74-1.96 mm.
 - Brake pedal play was 8 mm. Spec is 3-11 mm.

Repairs done & results : 1. Repairs done
 Replace brake master cylinder.

2. Results
 Incident resolved.

Vehicle details

VIN	: 3N1AB7AP5DL	Engine type	: MRA8
Basic model	: SEN	Engine nr	: 027744
Prefix	:	Transmission type	: A
Suffix	:	Transmission nr	:
Serial nr	:	Body type	:
Vehicle type	:	Grade	:
Plant code	: L	Airbag	: YES
Production date	: 15-Nov-2012	ABS	: NO
Sold date	: 11-Jan-2013	Air conditioning	: NO
Registration nr	:	Color code	: KBD
Customer name	:	Truck features	:
DC Converter No	:	Inverter No	:
PBW ECU No	:	Battery Pack No	:
On Board Charge No	:	Electric PKB ECU No	:
Electric PKB ATR No	:	Electric Heater Unit No	:

Parts details

Part nr	Part name	Supplier	Quantity available
1. 46010-3SG1A	BRAKE MASTER CYLINDER		1
2.			
3.			
4.			

Estimates & Survey

NSC Estimates

Incident ratio	:	Cost of repair	:
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Incident ratio :
Average mileage :

COST OF Repair :

Survey

IQS4 question nr : RH05 -Ride&Handling-Brake pedal feels mushy/soft
APEAL question nr : RHB03 -Brakes-Overall rating

Workflow & History

Security

Responsible : **Region** NA **Organisation** NNA **Department** PEI **Name** Jay GADOMSKI **Role** PI
Sharing : No

Admin only

Deadline date : 24-Oct-2013
Archive Date :
Current user : Jay GADOMSKI
Authors : NONE
Readers : Jay GADOMSKI
Steve Ballmer
GCP_NA_TSM_ALL
Jay GADOMSKI
Keith SWAN
GCP_NA_NSC
GCP_NA_PI
GCP_PI_MGR
GCP_NA_NONMARKET
GCP_JP_PI
GCP_NA_NNA_PEI
GCP_PI
GCP_NONMARKET
NONE
Bring to the attention of
User 1 : Jay GADOMSKI(NA-NNA-PEI)
User 2 : Keith SWAN(NA-NNA-PEI)
User 3 :
User 4 :
User 5 :
User 6 :


Document History

Date	Action	New Status	By	Organisation	New Resp	Simulated by	Comments
20-Feb-2013	Save	Draft	Steve BALLMER	NNA	Steve BALLMER		
20-Feb-2013	Request Approval	Awaiting Approval	Steve BALLMER	NNA	Jerry PUETZ NSC		
20-Feb-2013	Publish	Public	Jerry PUETZ NSC	TSM	Jay GADOMSKI		

26-Feb-2013	(Link to Project from Project)	Linked	Jay GADOMSKI	NNA	Jay GADOMSKI	NA-PRO-2013-00189
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NISSAN STRICTLY CONFIDENTIAL

Technical Report

Reference # : [NA-TR-2013-00575](#) **Status** :  [Linked](#)
Target : 30-Oct-2013 **Responsible** : Keith SWAN (NA-NNA-PEI)
Subject : 2013 N17 Versa Brake Pedal goes to the floor with light pedal application

General

Local reference#	: Ab2013-009	Author	: AI BIRCHELL
Priority	: M -Normal	Author organisation	: TSM
Request	: PI -Part Investigation	Originating country	: U.S.A.
		Destination region	: NA -North America
Taskforce report	No	Restricted Access	:
Model	: N17	Source of information	: Dealer Report
		Customer impact	: M -Medium Impact
Model year	: 2013	F1 cause	:
Priority & request comments	:		
VIN	: 3N1CN7AP7DL [REDACTED]	Production date	: 2 -Jan-2013
Basic model	: VSD	Sold date	: 8 -Jan-2013
Prefix	:	Engine type	: HR16
Suffix	:	Engine nr	: 762867
Serial nr	:	Transmission type	: A
Vehicle type	:	Transmission nr	:
Plant code	: L		

Related documents

Link to project : [NA-PRO-2013-00189](#) T/F 2012-13MY Sentra/Versa (B17/N17) Brake Pedal Sinks to Floor - Master Cylinder

Related Documents

IPS	Status	Status Date	Target	Responsible
NA-IPS-2013-00649	Draft			AI BIRCHELL - NA-NNA-PEI

Coding block

Unit code	: DCH_Brakes -Brakes	PFP	: D6010-3BA6A
SM category	: BRG -Brake Master Cylinder	Additional PFP	:
Cs code	: DE -brake pedal height change	Ct code	: 32 -internal failure
DTC code	: N/A	Warr group code	: P4 -Brake cylinder valves
Phenomenon	: Not used for North America	Current 3MIS Value	:
Tread code	: 03 -Brakes-Service	F, s, s, s	: No

Incident details

Incident mileage	: 934 Miles	Date of incident	: 13-Feb-2013
Country or town of incident	: U.S.: HOUSTON, TEXAS		
Dealer code	: 3090	Dealer issue date	: 19-Feb-2013
Dealer name	: MOSSY NISSAN		
Customer complaint	: The customer states the brake pedal goes to the floor when it is depressed with light pedal		

pressure.

Details of incident : 1.how did the customer notice the incident
 The customer noticed the incident while driving and braking.

2.What are the incident conditions
 The brake pedal goes to the floor when it is depressed with light pedal pressure.

3.Inspection done & result
 The dealer duplicated the incident.
 The Technician reported the brake pedal goes to the floor when it is depressed with light pedal pressure.
 The brake system was bled with no change to the incident.

Repairs done & results : 1. Repairs done
 The brake master cylinder was replaced.

2. Results
 The incident was resolved.

Vehicle details

VIN	: 3N1CN7AP7DL	Engine type	: HR16
Basic model	: VSD	Engine nr	: 762867
Prefix	:	Transmission type	: A
Suffix	:	Transmission nr	:
Serial nr	:	Body type	:
Vehicle type	:	Grade	:
Plant code	: L	Airbag	: YES
Production date	: 2 -Jan-2013	ABS	: NO
Sold date	: 8 -Jan-2013	Air conditioning	: NO
Registration nr	:	Color code	: B17
Customer name	: ENTERPRISE RENT A CAR	Truck features	:
DC Converter No	:	Inverter No	:
PBW ECU No	:	Battery Pack No	:
On Board Charge No	:	Electric PKB ECU No	:
Electric PKB ATR No	:	Electric Heater Unit No	:

Parts details

Part nr	Part name	Supplier	Quantity available
1. D6010-3BA6A	Cylinder ASSY.- Brake master		1
2.			
3.			
4.			

Estimates & Survey

NSC Estimates

Incident ratio : Cost of repair :
 Average mileage :

Survey

IQS4 question nr : JD Power :
 APEAL question nr :

Workflow & History

Security

Responsible	Region	Organisation	Department	Name	Role
:	NA	NNA	PEI	Keith SWAN	PI

Sharing : No

Admin only

Deadline date : 30-Oct-2013
 Archive Date :
 Current user : Keith SWAN
 Authors : NONE
 Readers : AI BIRCHELL
 GCP_NA_TSM_ALL
 Keith SWAN
 Keith SWAN
 GCP_NA_NSC
 GCP_NA_PI
 GCP_PI_MGR
 GCP_NA_NONMARKET
 GCP_JP_PI
 GCP_NA_NNA_PEI
 GCP_PI
 GCP_NONMARKET
 NONE


Bring to the attention of
 User 1 : Keith SWAN(NA-NNA-PEI)
 User 2 :
 User 3 :
 User 4 :
 User 5 :
 User 6 :

Document History

Date	Action	New Status	By	Organisation	New Resp	Simulated by	Comments
25-Feb-2013	Save	Draft	AI BIRCHELL	NNA	AI BIRCHELL		
25-Feb-2013	Request Approval	Awaiting Approval	AI BIRCHELL	NNA	Jerry PUETZ NSC		
25-Feb-2013	Publish	Public	Jerry PUETZ NSC	TSM	Keith SWAN		
04-Mar-2013	(Link to Project from Project)	Linked	Keith SWAN	NNA	Keith SWAN		NA-PRO-2013-00189

NISSAN STRICTLY CONFIDENTIAL

Technical Report

Reference # : [NA-TR-2013-00579](#) **Status** :  [Linked](#)
Target : 30-Oct-2013 **Responsible** : Keith SWAN (NA-NNA-PEI)
Subject : 2013 N17 Versa Brake Pedal goes to the floor while braking

General

Local reference#	: AB3013-011	Author	: AI BIRCHELL
Priority	: M -Normal	Author organisation	: TSM
Request	: PI -Part Investigation	Originating country	: U.S.A.
		Destination region	: NA -North America
Taskforce report	No	Restricted Access	:
Model	: N17	Source of information	: Dealer Report
Model year	: 2013	Customer impact	: M -Medium Impact
Priority & request comments	:	F1 cause	:
VIN	: 3N1CN7AP2DL [REDACTED]	Production date	: 3 -Dec-2012
Basic model	: VSD	Sold date	: 2 -Feb-2013
Prefix	:	Engine type	: HR16
Suffix	:	Engine nr	: 759329
Serial nr	:	Transmission type	: A
Vehicle type	:	Transmission nr	:
Plant code	: L		

Related documents

Link to project : [NA-PRO-2013-00189](#) T/F 2012-13MY Sentra/Versa (B17/N17) Brake Pedal Sinks to Floor - Master Cylinder

Related Documents

IPS	Status	Status Date	Target	Responsible
NA-IPS-2013-00652	Draft			AI BIRCHELL - NA-NNA-PEI

Coding block

Unit code	: DCH_Brakes -Brakes	PFP	: D6010-3BA6A
SM category	: BRG -Brake Master Cylinder	Additional PFP	:
Cs code	: DA -poor braking	Ct code	: 32 -internal failure
DTC code	: N/A	Warr group code	: P4 -Brake cylinder valves
Phenomenon	: Not used for North America	Current 3MIS Value	:
Tread code	: 03 -Brakes-Service	F, s, s, s	: No

Incident details

Incident mileage	: 313 Miles	Date of incident	: 15-Feb-2013
Country or town of incident	: U.S.: HOUSTON, TEXAS		
Dealer code	: 3090	Dealer issue date	: 20-Feb-2013
Dealer name	: MOSSY NISSAN		
Customer complaint	: The customer states the brake pedal goes to the floor when it is depressed with light pedal		

pressure.

- Details of incident : 1.how did the customer notice the incident
The customer noticed the incident while driving and braking.
- 2.What are the incident conditions
The brake pedal goes to the floor when it is depressed with light pedal pressure.
- 3.Inspection done & result
The dealer duplicated the incident.
The Technician reported the brake pedal goes to the floor when it is depressed with light pedal pressure.
The brake system was bleed with no change to the incident.
- Repairs done & results : 1. Repairs done
the master cylinder was replaced.
2. Results
The incident was resolved. The part was collected by the TSM for further study.

Vehicle details

VIN	: 3N1CN7AP2DL	Engine type	: HR16
Basic model	: VSD	Engine nr	: 759329
Prefix	:	Transmission type	: A
Suffix	:	Transmission nr	:
Serial nr	:	Body type	:
Vehicle type	:	Grade	:
Plant code	: L	Airbag	: YES
Production date	: 3 -Dec-2012	ABS	: NO
Sold date	: 2 -Feb-2013	Air conditioning	: NO
Registration nr	:	Color code	: KAC
Customer name	: MUNIR KHAN	Truck features	:
DC Converter No	:	Inverter No	:
PBW ECU No	:	Battery Pack No	:
On Board Charge No	:	Electric PKB ECU No	:
Electric PKB ATR No	:	Electric Heater Unit No	:

Parts details

Part nr	Part name	Supplier	Quantity available
1. D6010-3BA6A	CYLINDER ASSEMBLY- BRAKE MASTER		1
2.			
3.			
4.			

Estimates & Survey

NSC Estimates

Incident ratio	:	Cost of repair	:
Average mileage	:		

Survey

IQS4 question nr	:	JD Power	:
APEAL question nr	:		

Workflow & History

Security

Responsible	Region	Organisation	Department	Name	Role
:	NA	NNA	PEI	Keith SWAN	PI

Sharing : No

Admin only

Deadline date : 30-Oct-2013
 Archive Date :

Current user : Keith SWAN
 Authors : NONE

Readers : Keith SWAN
 AI BIRCHELL
 GCP_NA_TSM_ALL
 Keith SWAN
 GCP_NA_NSC
 GCP_NA_PI
 GCP_PI_MGR
 GCP_NA_NONMARKET
 GCP_JP_PI
 GCP_NA_NNA_PEI
 GCP_PI
 GCP_NONMARKET
 NONE

Bring to the attention of
 User 1 : Keith SWAN(NA-NNA-PEI)
 User 2 :
 User 3 :
 User 4 :
 User 5 :
 User 6 :

Document History

Date	Action	New Status	By	Organisation	New Resp	Simulated by	Comments
25-Feb-2013	Save	Draft	AI BIRCHELL	NNA	AI BIRCHELL		
25-Feb-2013	Request Approval	Awaiting Approval	AI BIRCHELL	NNA	Jerry PUETZ NSC		
25-Feb-2013	Publish	Public	Jerry PUETZ NSC	TSM	Keith SWAN		
04-Mar-2013	(Link to Project from Project)	Linked	Keith SWAN	NNA	Keith SWAN		NA-PRO-2013-00189

NISSAN STRICTLY CONFIDENTIAL

Technical Report

Reference # : [NA-TR-2013-00640](#) **Status** :  [Linked](#)
Target : 15-Nov-2013 **Responsible** : Jay GADOMSKI (NA-NNA-PEI)
Subject : 2013 B17 Brake Master Cylinder Operation

General

Local reference#	: SB2402	Author	: Steve Ballmer
Priority	: M -Normal	Author organisation	: TSM
Request	: PI -Part Investigation	Originating country	: U.S.A.
		Destination region	: NA -North America
Taskforce report	Yes	Restricted Access	:
Model	: B17	Source of information	: Vehicle Evaluation (w/o customer)
Model year	: 2013	Customer impact	: M -Medium Impact
Priority & request comments	:	F1 cause	: Part is on backorder.
VIN	: 3N1AB7AP3DL [REDACTED]	Production date	: 31-Jan-2013
Basic model	: SEN	Sold date	: 17-Feb-2013
Prefix	:	Engine type	: MRA8
Suffix	:	Engine nr	: 066471
Serial nr	:	Transmission type	: A
Vehicle type	:	Transmission nr	:
Plant code	: L		

Related documents

Link to project : [NA-PRO-2013-00189](#) T/F 2012-13MY Sentra/Versa (B17/N17) Brake Pedal Sinks to Floor - Master Cylinder

Related Documents

<u>IPS</u>	<u>Status</u>	<u>Status Date</u>	<u>Target</u>	<u>Responsible</u>
NA-IPS-2013-00731	Closed	21-Jun-2013	-	
<u>File Attachment</u>	<u>Attachment Type</u>	<u>Attachment description</u>		
Open	Word document with Photos	SB2402 B17 Brake Master Cylinder Operation		
Open	Vid	SB2402 B17 Brake Master Cylinder Operation		

Coding block

Unit code	: MLN_B17 -Model Line, North America, B17	PFP	: 46010-3SG1A
SM category	: BRG -Brake Master Cylinder	Additional PFP	:
Cs code	: DE -brake pedal height change	Ct code	: 99 -others
DTC code	:	Warr group code	: R5 -Brake & Clutch control
Phenomenon	:	Current 3MIS Value	:
Tread code	: 03 -Brakes-Service	F, s, s, s	: No

Incident details

Incident mileage : 342 Miles Date of incident : 21-Feb-2013

Country or town of incident : MESA, AZ
 Dealer code : 3331 Dealer issue date :
 Dealer name : POWER NISSAN CHANDLER

Customer complaint : Brake pedal feels soft.

Details of incident : 1.how did the customer notice the incident

While waiting at a red light the pedal gradually moved lower.

2.What are the incident conditions

The pedal gradually moves toward the floor:

- With the CVT in any range and the engine running.
- With constant moderate pressure applied to the pedal. Estimate 3-4 kg applied force.
- Rate of movement is estimated 25mm / 5 seconds.

3.Inspection done & result

No abnormalities are apparent.

- Brake fluid level is at reservoir MAX.
- Brake fluid appearance is clear, like new.
- Brake function and characteristics are normal.

Brake Pedal adjustments were all OK:

- Brake pedal height was 165 mm. Spec is 160.4-170.4 mm.
- Depressed brake pedal height was 72 mm. Spec is 70.0 mm or more.
- Clearance at switches threaded end / brake pedal lever was 1.5 mm. Spec is 0.74-1.96 mm.
- Brake pedal play was 5 mm. Spec is 3-11 mm.

Repairs done & results : 1. Repairs done

Brake master cylinder has been ordered.
 - Part is on backorder.

2. Results

No repair yet.

Vehicle details

VIN	: 3N1AB7AP3DL	Engine type	: MRA8
Basic model	: SEN	Engine nr	: 066471
Prefix	:	Transmission type	: A
Suffix	:	Transmission nr	:
Serial nr	:	Body type	:
Vehicle type	:	Grade	:
Plant code	: L	Airbag	: YES
Production date	: 31-Jan-2013	ABS	: NO
Sold date	: 17-Feb-2013	Air conditioning	: NO
Registration nr	:	Color code	: K36
Customer name	:	Truck features	:
DC Converter No	:	Inverter No	:
PBW ECU No	:	Battery Pack No	:
On Board Charge No	:	Electric PKB ECU No	:
Electric PKB ATR No	:	Electric Heater Unit No	:

Parts details

Part nr	Part name	Supplier	Quantity available
1. 46010-2SG1A	BRAKE MASTER CYLINDER	TRW	1
2.			
3.			
4.			

Estimates & Survey

NSC Estimates

Incident ratio : Cost of repair :
 Average mileage :

Survey

IQS4 question nr : RH05 -Ride&Handling-Brake pedal feels mushy/soft JD Power : 17ab
 APEAL question nr : RHB03 -Brakes-Overall rating

Workflow & History

Security

	Region	Organisation	Department	Name	Role
Responsible :	NA	NNA	PEI	Jay GADOMSKI	PI
Sharing :	No				

Admin only

Deadline date : 15-Nov-2013
 Archive Date :
 Current user : Jay GADOMSKI
 Authors : NONE

Readers : Jay GADOMSKI
 Steve Ballmer
 GCP_NA_TSM_ALL
 Jay GADOMSKI
 Keith SWAN
 GCP_NA_NSC
 GCP_NA_PI
 GCP_PI_MGR
 GCP_NA_NONMARKET
 GCP_JP_PI
 GCP_NA_NNA_PEI
 GCP_PI
 GCP_NONMARKET
 NONE

Bring to the attention of
 User 1 : Jay GADOMSKI(NA-NNA-PEI)
 User 2 : Keith SWAN(NA-NNA-PEI)
 User 3 :
 User 4 :
 User 5 :
 User 6 :

Document History

Date	Action	New Status	By	Organisation	New Resp	Simulated by	Comments
28-Feb-2013	Save	Draft	Steve BALLMER	NNA	Steve BALLMER		
28-Feb-2013	Request	Awaiting	Steve	NNA	Jerry PUETZ		

28-Feb-2013	Approval	Approval	BALLMER	NSC	
28-Feb-2013	Review	Draft	Steve BALLMER	NNA	Steve BALLMER IPS
01-Mar-2013	Request Approval	Awaiting Approval	Steve BALLMER	NNA	Jerry PUETZ NSC
20-Mar-2013	Publish	Public	Jerry PUETZ NSC	TSM	Jay GADOMSKI
20-Mar-2013	(Link to Project from Project)	Linked	Jay GADOMSKI	NNA	Jay GADOMSKI NA-PRO-2013-00189

NISSAN STRICTLY CONFIDENTIAL

Technical Report

Reference # : NA-TR-2013-00974 **Status** :  **Linked**
Target : 29-Dec-2013 **Responsible** : Jay GADOMSKI (NA-NNA-PEI)
Subject : 2013 N17 Brake Master Cylinder Operation

General

Local reference#	: SB2441	Author	: Steve Ballmer
Priority	: M -Normal	Author organisation	: TSM
Request	: PI -Part Investigation	Originating country	: U.S.A.
		Destination region	: NA -North America
Taskforce report	No	Restricted Access	:
Model	: N17	Source of information	: Vehicle Evaluation (w/o customer)
Model year	: 2013	Customer impact	: L -Low or No Impact
Priority & request comments	:	F1 cause	:
VIN	: 3N1CN7APXDL [REDACTED]	Production date	: 12-Nov-2012
Basic model	: VSD	Sold date	: 19-Mar-2013
Prefix	:	Engine type	: HR16
Suffix	:	Engine nr	: 742542
Serial nr	:	Transmission type	: A
Vehicle type	:	Transmission nr	:
Plant code	: L		

Related documents

Link to project : [NA-PRO-2013-00189](#) T/F 2012-13MY Sentra/Versa (B17/N17) Brake Pedal Sinks to Floor - Master Cylinder

Related Documents

<u>IPS</u>	<u>Status</u>	<u>Status Date</u>	<u>Target</u>	<u>Responsible</u>
NA-IPS-2013-01111	Closed	29-May-2013	-	
<u>File Attachment</u>	<u>Attachment Type</u>	<u>Attachment description</u>		
Open	Word document with Photos	SB2441 N17 Brake Master Cylinder Operation.		
Open	Vid	SB2441 N17 Brake Master Cylinder Operation.		

Coding block

Unit code	: MLN_N17 -Model Line, North America, N17	PFP	: D6010-3BA6A
SM category	: BRG -Brake Master Cylinder	Additional PFP	:
Cs code	: DE -brake pedal height change	Ct code	: 99 -others
DTC code	:	Warr group code	: R5 -Brake & Clutch control
Phenomenon	:	Current 3MIS Value	:
Tread code	: 03 -Brakes-Service	F, s, s, s	: No

Incident details

Incident mileage : 108 Miles Date of incident : 12-Mar-2013

Country or town of incident : TEMPE, AZ
 Dealer code : 3006 Dealer issue date :
 Dealer name : POWER NISSAN CHANDLER

Customer complaint : The brakes feel soft.

Details of incident : 1.how did the customer notice the incident

While stopped at a red light. The pedal slowly moved lower with consistant pressure.

2.What are the incident conditions

The pedal gradually moves toward the floor:

- With the CVT in any range and the engine running.
- With constant moderate pressure applied to the pedal. Estimate 3-4 kg applied force.
- Rate of movement is estimated 10mm / 5 seconds.

3.Inspection done & result

No abnormalities are apparent.

- Brake fluid level is at reservoir MAX.
- Brake fluid appearance is clear, like new.
- Other brake functions and characteristics are normal.

Brake Pedal adjustments were all OK:

- Brake pedal height was 160 mm. Spec is 153-163 mm.
- Clearance at stop lamp & ASCD switch threaded ends / brake pedal lever was 1.0 mm. Spec is 0.20-1.96 mm.
- Brake pedal full stroke was 125 mm. Spec is 128.
- Brake pedal play was 5 mm. Spec is not in ESM.

Repairs done & results : 1. Repairs done

Replace brake master cylinder.

2. Results

Incident resolved.

Vehicle details

VIN	: 3N1CN7APXDL	Engine type	: HR16
Basic model	: VSD	Engine nr	: 742542
Prefix	:	Transmission type	: A
Suffix	:	Transmission nr	:
Serial nr	:	Body type	:
Vehicle type	:	Grade	:
Plant code	: L	Airbag	: YES
Production date	: 12-Nov-2012	ABS	: NO
Sold date	: 19-Mar-2013	Air conditioning	: NO
Registration nr	:	Color code	: B17
Customer name	:	Truck features	:
DC Converter No	:	Inverter No	:
PBW ECU No	:	Battery Pack No	:
On Board Charge No	:	Electric PKB ECU No	:
Electric PKB ATR No	:	Electric Heater Unit No	:

Parts details

Part nr	Part name	Supplier	Quantity available
1. D60A0-3BA6A	BRAKE MASTER CYLINDER	TRW	1
2.			
3.			
4.			

Estimates & Survey

NSC Estimates

Incident ratio : Cost of repair :
 Average mileage :

Survey

IQS4 question nr : RH05 -Ride&Handling-Brake pedal feels mushy/soft JD Power : 17ab
 APEAL question nr : RHB03 -Brakes-Overall rating

Workflow & History

Security

	Region	Organisation	Department	Name	Role
Responsible	: NA	NNA	PEI	Jay GADOMSKI	PI
Sharing	: No				

Admin only

Deadline date : 29-Dec-2013
 Archive Date :
 Current user : Jay GADOMSKI
 Authors : NONE

Readers : Carlos RAMIREZ
 Steve Ballmer
 GCP_NA_TSM_ALL
 Carlos RAMIREZ
 Jay GADOMSKI
 GCP_NA_NSC
 GCP_NA_PI
 GCP_PI_MGR
 GCP_NA_NONMARKET
 GCP_JP_PI
 GCP_NA_NNA_PEI
 GCP_PI
 GCP_NONMARKET
 NONE

Bring to the attention of
 User 1 : Carlos RAMIREZ(NA-NNA-PEI)
 User 2 : Jay GADOMSKI(NA-NNA-PEI)
 User 3 :
 User 4 :
 User 5 :
 User 6 :

Document History

Date	Action	New Status	By	Organisation	New Resp	Simulated by	Comments
29-Mar-2013	Save	Draft	Steve BALLMER	NNA	Steve BALLMER		
29-Mar-2013	Request Approval	Awaiting Approval	Steve BALLMER	NNA	Jerry PUETZ NSC		

01-Apr-2013	Publish	Public	Jerry PUETZ NSC	TSM	Keith SWAN	
18-Apr-2013	Reassign	Public	Jim BLENKARN	NNA	Jay GADOMSKI	
03-May-2013	(Link to Project from Project)	Linked	Jay GADOMSKI	NNA	Jay GADOMSKI	NA-PRO-2013-00189

NISSAN STRICTLY CONFIDENTIAL

Technical Report

Reference # : [NA-TR-2013-01154](#) **Status** :  [Linked](#)
Target : 12-Dec-2013 **Responsible** : Jay GADOMSKI (NA-NNA-PEI)
Subject : 2013 B17 Brake Master Cylinder Operation

General

Local reference#	: SB2453	Author	: Steve Ballmer
Priority	: M -Normal	Author organisation	: TSM
Request	: PI -Part Investigation	Originating country	: U.S.A.
		Destination region	: NA -North America
Taskforce report	Yes	Restricted Access	:
Model	: B17	Source of information	: Dealer Report
Model year	: 2013	Customer impact	: L -Low or No Impact
Priority & request comments	:	F1 cause	:
VIN	: 3N1AB7AP2DL [REDACTED]	Production date	: 22-Feb-2013
Basic model	: SEN	Sold date	: 18-Mar-2013
Prefix	:	Engine type	: MRA8
Suffix	:	Engine nr	: 080112
Serial nr	:	Transmission type	: A
Vehicle type	:	Transmission nr	:
Plant code	: L		

Related documents

Link to project : [NA-PRO-2013-00189](#) T/F 2012-13MY Sentra/Versa (B17/N17) Brake Pedal Sinks to Floor - Master Cylinder

Related Documents

IPS	Status	Status Date	Target	Responsible
NA-IPS-2013-01263	Closed	21-Jun-2013	-	-
File Attachment	Attachment Type	Attachment description		
Open	Word document with Photos	SB2453 B17 Brake Master Cylinder Operation.		

Coding block

Unit code	: MLN_B17 -Model Line, North America, B17	PFP	: 46010-3SG1A
SM category	: BRG -Brake Master Cylinder	Additional PFP	:
Cs code	: DE -brake pedal height change	Ct code	: 99 -others
DTC code	:	Warr group code	: R5 -Brake & Clutch control
Phenomenon	:	Current 3MIS Value	:
Tread code	: 03 -Brakes-Service	F, s, s, s	: No

Incident details

Incident mileage	: 175 Miles	Date of incident	: 08-Apr-2013
Country or town of incident	: BOULDER CITY, NV		
Dealer code	:	Dealer issue date	:

Dealer code :
 Dealer name : HENDERSON NISSAN
 Dealer issue date :
 Customer complaint : The brake pedal goes to the floor while I'm waiting at a stop light.
 Details of incident : 1.how did the customer notice the incident
 While waiting at a red light the pedal gradually moved lower.
 2.What are the incident conditions
 The pedal gradually moves toward the floor:
 - With the CVT in any range and the engine running.
 - With constant moderate pressure applied to the pedal. Estimate 3-4 kg applied force.
 - Rate of movement is estimated 25mm / 5 seconds.
 3.Inspection done & result
 No abnormalities are apparent.
 - Brake fluid level is at reservoir MAX.
 - Brake fluid appearance is clear, like new.
 - Brake function and characteristics are normal.
 Brake Pedal adjustments were all OK:
 - Brake pedal height was 170 mm. Spec is 160.4-170.4 mm.
 - Depressed brake pedal height was 80 mm. Spec is 70 mm or more.
 - Clearance at switches threaded end / brake pedal lever was 2 mm. Spec is 0.74-1.96 mm.
 - Brake pedal play was 10 mm. Spec is 3-11 mm.
 Repairs done & results : 1. Repairs done
 Replace brake master cylinder.
 2. Results
 Incident resolved.

Vehicle details

VIN	: 3N1AB7AP2DL	Engine type	: MRA8
Basic model	: SEN	Engine nr	: 080112
Prefix	:	Transmission type	: A
Suffix	:	Transmission nr	:
Serial nr	:	Body type	:
Vehicle type	:	Grade	:
Plant code	: L	Airbag	: YES
Production date	: 22-Feb-2013	ABS	: NO
Sold date	: 18-Mar-2013	Air conditioning	: NO
Registration nr	:	Color code	: QAC
Customer name	:	Truck features	:
DC Converter No	:	Inverter No	:
PBW ECU No	:	Battery Pack No	:
On Board Charge No	:	Electric PKB ECU No	:
Electric PKB ATR No	:	Electric Heater Unit No	:

Parts details

Part nr	Part name	Supplier	Quantity available
1. 46010-3SG1A	BRAKE MASTER CYLINDER	TRW	1
2.			
3.			
4.			

Estimates & Survey

NSC Estimates

Incident ratio	:	Cost of repair	:
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Incident ratio :
 Average mileage :

COST OF Repair :

Survey

IQS4 question nr : RH05 -Ride&Handling-Brake pedal feels mushy/soft JD Power : 17ab
 APEAL question nr : RHB03 -Brakes-Overall rating

Workflow & History

Security

Responsible : **Region** NA **Organisation** NNA **Department** PEI **Name** Jay GADOMSKI **Role** PI
 Sharing : No

Admin only

Deadline date : 12-Dec-2013
 Archive Date :
 Current user : Jay GADOMSKI
 Authors : NONE
 Readers : Jay GADOMSKI
 Steve Ballmer
 GCP_NA_TSM_ALL
 Garey GUZMAN
 Jay GADOMSKI
 Garey GUZMAN
 GCP_NA_NSC
 GCP_NA_PI
 GCP_PI_MGR
 GCP_NA_NONMARKET
 GCP_JP_PI
 GCP_NA_NNA_PEI
 GCP_PI
 GCP_NONMARKET
 NONE

Bring to the attention of
 User 1 : Jay GADOMSKI(NA-NNA-PEI)
 User 2 : Garey GUZMAN(NA-NNA-PEI)
 User 3 :
 User 4 :
 User 5 :
 User 6 :

Document History

Date	Action	New Status	By	Organisation	New Resp	Simulated by	Comments
15-Apr-2013	Save	Draft	Steve BALLMER	NNA	Steve BALLMER		
16-Apr-2013	Request Approval	Awaiting Approval	Steve BALLMER	NNA	Jerry PUETZ NSC		
16-Apr-2013	Publish	Public	Jerry PUETZ	TSM	Jay		

16-Apr-2013	Project from Project	Linked	NSC	NSC	GADOMSKI	
16-Apr-2013	(Link to Project from Project)	Linked	Jay GADOMSKI	NNA	Jay GADOMSKI	NA-PRO-2013-00189

NISSAN STRICTLY CONFIDENTIAL

Technical Report

Reference # : [NA-TR-2013-01207](#) **Status** :  [Linked](#)
Target : 09-Feb-2014 **Responsible** : Garey GUZMAN (NA-NNA-PEI)
Subject : 2013 N17 Brake Master Cylinder Operation

General

Local reference#	: SB2457	Author	: Steve Ballmer
Priority	: M -Normal	Author organisation	: TSM
Request	: PI -Part Investigation	Originating country	: U.S.A.
		Destination region	: NA -North America
Taskforce report	Yes	Restricted Access	:
Model	: N17	Source of information	: Dealer Report
		Customer impact	: L -Low or No Impact
Model year	: 2013	F1 cause	:
Priority & request comments	:		
VIN	: 3N1CN7AP7DL [REDACTED]	Production date	: 22-Feb-2013
Basic model	: VSD	Sold date	: 5 -Apr-2013
Prefix	:	Engine type	: HR16
Suffix	:	Engine nr	: 789247
Serial nr	:	Transmission type	: A
Vehicle type	:	Transmission nr	:
Plant code	: L		

Related documents

Link to project : [NA-PRO-2013-00189](#) T/F 2012-13MY Sentra/Versa (B17/N17) Brake Pedal Sinks to Floor - Master Cylinder

Related Documents

IPS	Status	Status Date	Target	Responsible
NA-IPS-2013-01325	Draft			Steve BALLMER - NA-NNA-PEI

Coding block

Unit code	: MLN_N17 -Model Line, North America, N17	PFP	: D6010-3BA6A
SM category	: BRG -Brake Master Cylinder	Additional PFP	:
Cs code	: DE -brake pedal height change	Ct code	: 99 -others
DTC code	:	Warr group code	: R5 -Brake & Clutch control
Phenomenon	:	Current 3MIS Value	:
Tread code	: 03 -Brakes-Service	F, s, s, s	: No

Incident details

Incident mileage	: 329 Miles	Date of incident	: 16-Apr-2013
Country or town of incident	: TUCSON, AZ		
Dealer code	: 2192	Dealer issue date	:
Dealer name	: JIM CLICK NISSAN		

Customer complaint : The brake pedal goes to the floor.

Details of incident : 1.how did the customer notice the incident

While waiting at a red light in D range.
- The pedal slowly started moving toward the floor, and the vehicle moved forward.

2.What are the incident conditions

The pedal gradually moves toward the floor:
- With the CVT in any range and the engine running.
- With constant moderate pressure applied to the pedal. Estimate 3-4 kg applied force.
- Rate of movement is estimated 10mm / 5 seconds.

3.Inspection done & result

No abnormalities are apparent.
- Brake fluid level is at reservoir MAX.
- Brake fluid appearance is clear, like new.
- Other brake functions and characteristics are normal.

Brake Pedal adjustments were all OK:
- Brake pedal height was 165 mm. Spec is 153-163 mm.
- Clearance at stop lamp & ASCD switch threaded ends / brake pedal lever was 2.0 mm. Spec is 0.20-1.96 mm.
- Brake pedal full stroke was 125 mm. Spec is 128.
- Brake pedal play was 5 mm. Spec is not in ESM.

Repairs done & results : 1. Repairs done

Replace brake master cylinder.

2. Results

Incident resolved.

Vehicle details

VIN	: 3N1CN7AP7DL	Engine type	: HR16
Basic model	: VSD	Engine nr	: 789247
Prefix	:	Transmission type	: A
Suffix	:	Transmission nr	:
Serial nr	:	Body type	:
Vehicle type	:	Grade	:
Plant code	: L	Airbag	: YES
Production date	: 22-Feb-2013	ABS	: NO
Sold date	: 5 -Apr-2013	Air conditioning	: NO
Registration nr	:	Color code	: NAC
Customer name	:	Truck features	:
DC Converter No	:	Inverter No	:
PBW ECU No	:	Battery Pack No	:
On Board Charge No	:	Electric PKB ECU No	:
Electric PKB ATR No	:	Electric Heater Unit No	:

Parts details

Part nr	Part name	Supplier	Quantity available
1. D6010-3BA6A	BRAKE MASTER CYLINDER	TRW	1
2.			
3.			
4.			

Estimates & Survey

NSC Estimates

Incident ratio	:	Cost of repair	:
Average mileage	:		

Survey

IQS4 question nr : RH05 -Ride&Handling-Brake JD Power : 17ab
 pedal feels mushy/soft
 APEAL question nr : RHB03 -Brakes-Overall rating

Workflow & History

Security

Responsible	:	NA	NNA	PEI	Garey GUZMAN	PI
Sharing	:	No				

Admin only

Deadline date : 09-Feb-2014
 Archive Date :

Current user : Garey GUZMAN
 Authors : NONE

Readers : Carlos RAMIREZ
 Steve Ballmer
 GCP_NA_TSM_ALL
 Carlos RAMIREZ
 GCP_NA_NSC
 GCP_NA_PI
 GCP_PI_MGR
 GCP_NA_NONMARKET
 GCP_JP_PI
 GCP_NA_NNA_PEI
 GCP_PI
 GCP_NONMARKET
 NONE

Bring to the attention of
 User 1 : Carlos RAMIREZ(NA-NNA-PEI)
 User 2 :
 User 3 :
 User 4 :
 User 5 :
 User 6 :


Document History

Date	Action	New Status	By	Organisation	New Resp	Simulated by	Comments
18-Apr-2013	Save	Draft	Steve BALLMER	NNA	Steve BALLMER		
18-Apr-2013	Request Approval	Awaiting Approval	Steve BALLMER	NNA	Jerry PUETZ NSC		
22-Apr-2013	Publish	Public	Jerry PUETZ NSC	TSM	Garey GUZMAN		
14-Jun-2013	(Link to Project from Project)	Linked	Garey GUZMAN	NNA	Garey GUZMAN		NA-PRO-2013-00189

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NISSAN STRICTLY CONFIDENTIAL

Technical Report

Reference # : NA-TR-2013-01219 **Status** :  **Linked**
Target : 29-Dec-2013 **Responsible** : Jay GADOMSKI (NA-NNA-PEI)
Subject : 2013 B17 Brake Pedal Goes to the floor

General

Local reference#	: TP051201	Author	: Tim Przeklasa
Priority	: M -Normal	Author organisation	: TSM
Request	: FFCM -Field fix C/M	Originating country	: U.S.A.
		Destination region	: NA -North America
Taskforce report	No	Restricted Access	:
Model	: B17	Source of information	: Part/Vehicle Inspection
Model year	: 2013	Customer impact	: M -Medium Impact
Priority & request comments	:	F1 cause	: INITIAL QUALITY
VIN	: 3N1AB7AP3DL [REDACTED]	Production date	: 11-Mar-2013
Basic model	: SEN	Sold date	: 29-Apr-2013
Prefix	:	Engine type	: MRA8
Suffix	:	Engine nr	: 089878
Serial nr	:	Transmission type	: A
Vehicle type	:	Transmission nr	:
Plant code	: L		

Related documents

Link to project : [NA-PRO-2013-00189](#) T/F 2012-13MY Sentra/Versa (B17/N17) Brake Pedal Sinks to Floor - Master Cylinder

Related Documents

IPS	Status	Status Date	Target	Responsible
NA-IPS-2013-01468	Closed	21-Jun-2013	-	-
File Attachment	Attachment Type	Attachment description		
Open	Vid	pedal		

Coding block

Unit code	: DCH_Brakes -Brakes	PFP	: 46010-3SG1A
SM category	: BRG -Brake Master Cylinder	Additional PFP	:
Cs code	: DA -poor braking	Ct code	: 32 -internal failure
DTC code	:	Warr group code	: P4 -Brake cylinder valves
Phenomenon	:	Current 3MIS Value	:
Tread code	: 03 -Brakes-Service	F, s, s, s	: No

Incident details

Incident mileage	: 3000 Miles	Date of incident	: 25-Apr-2013
Country or town of incident	: HUNTINGTON BEACH, CA		
Dealer code	: 5163	Dealer issue date	: 25-Apr-2013
Dealer name	: SUITE CITY NISSAN		

Dealer name : SUN CITY Nissan

Customer complaint : Brake pedal will not hold vehicle unless you push brake pedal all the way down hard.

Details of incident : 1.how did the customer notice the incident
While using the brakes

2.What are the incident conditions
Anytime braking

3.Inspection done & result
Verified customer concern
Photographed brake pedal.

Repairs done & results : 1. Repairs done
Replaced master cylinder and replaced fluid

2. Results
Incident resolved

Vehicle details

VIN	: 3N1AB7AP3DL	Engine type	: MRA8
Basic model	: SEN	Engine nr	: 089878
Prefix	:	Transmission type	: A
Suffix	:	Transmission nr	:
Serial nr	:	Body type	:
Vehicle type	:	Grade	:
Plant code	: L	Airbag	: YES
Production date	: 11-Mar-2013	ABS	: NO
Sold date	: 29-Apr-2013	Air conditioning	: NO
Registration nr	:	Color code	: NAC
Customer name	:	Truck features	:
DC Converter No	:	Inverter No	:
PBW ECU No	:	Battery Pack No	:
On Board Charge No	:	Electric PKB ECU No	:
Electric PKB ATR No	:	Electric Heater Unit No	:

Parts details

Part nr	Part name	Supplier	Quantity available
1. 46010-3SG1A	MASTER CYLINDER		
2.			
3.			
4.			

Estimates & Survey

NSC Estimates

Incident ratio : Cost of repair :

Average mileage :

Survey

IQS4 question nr : RH20 -Ride&Handling-Brakes don't have enough stopping power JD Power :

APEAL question nr : VI01 -Image-reliability/durability

Workflow & History

Security

Responsible	Region	Organisation	Department	Name	Role
	NA	NNA	DET	lav GADOMSKI	PT

Responsible : Tim Przeklasa
 Title : TSM
 Author : Jay GADOMSKI
 Date : 19-Apr-2013

Sharing : No

Admin only

Deadline date : 29-Dec-2013
 Archive Date :
 Current user : Jay GADOMSKI
 Authors : NONE
 Readers : Tim Przeklasa
 GCP_NA_TSM_ALL
 GCP_NA_NSC
 GCP_NA_PI
 GCP_PI_MGR
 GCP_NA_NONMARKET
 GCP_JP_PI
 GCP_NA_NNA_PEI
 GCP_PI
 GCP_NONMARKET
 NONE


Bring to the attention of
 User 1 :
 User 2 :
 User 3 :
 User 4 :
 User 5 :
 User 6 :

Document History

Date	Action	New Status	By	Organisation	New Resp	Simulated by	Comments
19-Apr-2013	Save	Draft	Tim Przeklasa	TSM	Tim Przeklasa		
03-May-2013	Request Approval	Awaiting Approval	Tim Przeklasa	TSM	Jerry PUETZ NSC		
03-May-2013	Publish	Public	Jerry PUETZ NSC	TSM	Jay GADOMSKI		
03-May-2013	(Link to Project from Project)	Linked	Jay GADOMSKI	NNA	Jay GADOMSKI		NA-PRO-2013-00189

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Technical Report

Reference # : [NA-TR-2013-01220](#) **Status** :  [Linked](#)
Target : 01-Jan-2014 **Responsible** : Jay GADOMSKI (NA-NNA-PEI)
Subject : 2013 B17 Brake Pedal Goes to the floor

General

Local reference#	: TP051202	Author	: Tim Przeklasa
Priority	: M -Normal	Author organisation	: TSM
Request	: PI -Part Investigation	Originating country	: U.S.A.
		Destination region	: NA -North America
Taskforce report	: No	Restricted Access	:
Model	: B17	Source of information	: Part/Vehicle Inspection
		Customer impact	: M -Medium Impact
Model year	: 2013	F1 cause	: initial quality
Priority & request comments	: Pending replacement of part		
VIN	: 3N1CN7AP4DL [REDACTED]	Production date	: 5 -Dec-2012
Basic model	: VSD	Sold date	: 18-Feb-2013
Prefix	:	Engine type	: HR16
Suffix	:	Engine nr	: 753385
Serial nr	:	Transmission type	: A
Vehicle type	:	Transmission nr	:
Plant code	: L		

Related documents

Link to project : [NA-PRO-2013-00189](#) T/F 2012-13MY Sentra/Versa (B17/N17) Brake Pedal Sinks to Floor - Master Cylinder

Related Documents**Coding block**

Unit code	: DCH_Brakes -Brakes	PFP	: 46010-3SG1A
SM category	: BRG -Brake Master Cylinder	Additional PFP	:
Cs code	: DA -poor braking	Ct code	: 32 -internal failure
DTC code	:	Warr group code	: P4 -Brake cylinder valves
Phenomenon	:	Current 3MIS Value	:
Tread code	: 03 -Brakes-Service	F, s, s, s	: No

Incident details

Incident mileage	: 2400 Miles	Date of incident	: 24-Apr-2013
Country or town of incident	: TEMECULA, CA		
Dealer code	: 3774	Dealer issue date	: 24-Apr-2013
Dealer name	: QUALITY NISSAN		
Customer complaint	: Brake pedal will not hold vehicle.		

Details of incident : 1.how did the customer notice the incident
While using the brakes

2.What are the incident conditions
Anytime braking

3.Inspection done & result
Verified customer concern
Photographed brake pedal.

Additional comments
Brake fluid was at the Full Mark
Brake pedal free play was approx. 5mm
Vehicle conditions
Vehicle would brake normally,
While sitting at a stop light or sign, the vehicle would start to creep forward. It would need additional brake pedal pressure to keep the vehicle from moving.

Repairs done & results : 1. Repairs done
Pending replacement

2. Results
Pending

Vehicle details

VIN	: 3N1CN7AP4DL	Engine type	: HR16
Basic model	: VSD	Engine nr	: 753385
Prefix	:	Transmission type	: A
Suffix	:	Transmission nr	:
Serial nr	:	Body type	:
Vehicle type	:	Grade	:
Plant code	: L	Airbag	: YES
Production date	: 5 -Dec-2012	ABS	: NO
Sold date	: 18-Feb-2013	Air conditioning	: NO
Registration nr	:	Color code	: B17
Customer name	:	Truck features	:
DC Converter No	:	Inverter No	:
PBW ECU No	:	Battery Pack No	:
On Board Charge No	:	Electric PKB ECU No	:
Electric PKB ATR No	:	Electric Heater Unit No	:

Parts details

Part nr	Part name	Supplier	Quantity available
1. 46010-3SG1A	Master Cylinder		
2.			
3.			
4.			

Estimates & Survey

NSC Estimates

Incident ratio : Cost of repair :

Average mileage :

Survey

IQS4 question nr : RH20 -Ride&Handling-Brakes don't have enough stopping power JD Power :

APEAL question nr : VI01 -Image-reliability/durability

Workflow & History

Security

Responsible : **Region** : NA **Organisation** : NNA **Department** : PEI **Name** : Jay GADOMSKI **Role** : PI

Sharing : No

Admin only

Deadline date : 01-Jan-2014
Archive Date :

Current user : Jay GADOMSKI
Authors : NONE

Readers : Tim Przeklasa
GCP_NA_TSM_ALL
GCP_NA_NSC
GCP_NA_PI
GCP_PI_MGR
GCP_NA_NONMARKET
GCP_JP_PI
GCP_NA_NNA_PEI
GCP_PI
GCP_NONMARKET
NONE

Bring to the attention of
User 1 :
User 2 :
User 3 :
User 4 :
User 5 :
User 6 :

Document History

Date	Action	New Status	By	Organisation	New Resp	Simulated by	Comments
19-Apr-2013	Save	Draft	Tim Przeklasa	TSM	Tim Przeklasa		
03-May-2013	Request Approval	Awaiting Approval	Tim Przeklasa	TSM	Jerry PUETZ NSC		
03-May-2013	Review	Draft	Jerry PUETZ NSC	TSM	Tim Przeklasa		Tim, we are seeing af ew of these incidents. The task force is looking for additional information such as fluid level, pedal freeplay, and detailed info on the actual condition of incident(low speed, high speed, did the vehicle not stop at all or just felt like it would not stop).
06-May-2013	Request Approval	Awaiting Approval	Tim Przeklasa	TSM	Jerry PUETZ NSC		
06-May-2013	Publish	Public	Jerry PUETZ NSC	TSM	Jay GADOMSKI		
06-May-2013	(Link to Project from Project)	Linked	Jay GADOMSKI	NNA	Jay GADOMSKI		NA-PRO-2013-00189

NISSAN STRICTLY CONFIDENTIAL

Technical Report

Reference # : [NA-TR-2013-01254](#) **Status** :  [Linked](#)
Target : 21-Feb-2014 **Responsible** : Garey GUZMAN (NA-NNA-PEI)
Subject : 2013 N17 Brake pedal height improper

General

Local reference#	: BH1879	Author	: Bill Hayes
Priority	: M -Normal	Author organisation	: TSM
Request	: PI -Part Investigation	Originating country	: U.S.A.
		Destination region	: NA -North America
Taskforce report	: No	Restricted Access	:
Model	: N17	Source of information	: Vehicle Evaluation (w/o customer)
		Customer impact	: L -Low or No Impact
Model year	: 2013	F1 cause	:
Priority & request comments	:		
VIN	: 3N1CN7APXDL [REDACTED]	Production date	: 21-Feb-2013
Basic model	: VSD	Sold date	: 10-Apr-2013
Prefix	:	Engine type	: HR16
Suffix	:	Engine nr	: 789254
Serial nr	:	Transmission type	: A
Vehicle type	: N17	Transmission nr	:
Plant code	: L		

Related documents

Link to project : [NA-PRO-2013-00189](#) T/F 2012-13MY Sentra/Versa (B17/N17) Brake Pedal Sinks to Floor - Master Cylinder

Related Documents

<u>IPS</u>	<u>Status</u>	<u>Status Date</u>	<u>Target</u>	<u>Responsible</u>
NA-IPS-2013-01354	Closed	29-Aug-2013	-	-

Coding block

Unit code	: MLN_C11 -Model Line, North America, C11	PFP	: D6010-3BA6A
SM category	: BRG -Brake Master Cylinder	Additional PFP	:
Cs code	: DE -brake pedal height change	Ct code	: 32 -internal failure
DTC code	:	Warr group code	: P4 -Brake cylinder valves
Phenomenon	:	Current 3MIS Value	:
Tread code	: 03 -Brakes-Service	F, s, s, s	: No

Incident details

Incident mileage	: 63 Miles	Date of incident	: 15-Apr-2013
Country or town of incident	: Melrose Park, IL		
Dealer code	: 38061	Dealer issue date	:
Dealer name	: Al Piemonte Nissan		

Customer complaint : Brake pedal sinks to the floor.

Details of incident : - TSM test drove the vehicle, during a normal road test, the brake pedal height was constant with normal operation.
 - When stopped at a stop light and medium pressure applied to the brake pedal to hold the vehicle stopped, the brake pedal slowly went to the floor.
 - TSM had to "pump" the brake pedla to return to a normal pedal height.
 - TSM inspected the vehicle and found no brake fluid leaks.
 - TSM removed the brake master cylinder from the brake booster and found no brake fluid in the booster.

Repairs done & results : The brake master cylinder was replaced and the system bled of any air to resolve the incident.

Vehicle details

VIN	: 3N1CN7APXDL	Engine type	: HR16
Basic model	: VSD	Engine nr	: 789254
Prefix	:	Transmission type	: A
Suffix	:	Transmission nr	:
Serial nr	:	Body type	:
Vehicle type	: N17	Grade	:
Plant code	: L	Airbag	: YES
Production date	: 21-Feb-2013	ABS	: NO
Sold date	: 10-Apr-2013	Air conditioning	: NO
Registration nr	:	Color code	: KH3
Customer name	:	Truck features	:
DC Converter No	:	Inverter No	:
PBW ECU No	:	Battery Pack No	:
On Board Charge No	:	Electric PKB ECU No	:
Electric PKB ATR No	:	Electric Heater Unit No	:

Parts details

Part nr	Part name	Supplier	Quantity available
1. D6010-3BA6A	Brake master cylinder		1
2.			
3.			
4.			

Estimates & Survey

NSC Estimates

Incident ratio	:	Cost of repair	:
Average mileage	:		

Survey

IQS4 question nr	:	JD Power	:
APEAL question nr	:		

Workflow & History

Security

	Region	Organisation	Department	Name	Role
Responsible	: NA	NNA	PEI	Garey GUZMAN	PI
Sharing	: No				

Admin only

Deadline date : 21-Feb-2014
 Archive Date :
 Current user : Garey GUZMAN
 Authors : NONE
 Readers : Garey GUZMAN
 Bill Hayes
 GCP_NA_TSM_ALL
 Garey GUZMAN
 GCP_NA_NSC
 GCP_NA_PI
 GCP_PI_MGR
 GCP_NA_NONMARKET
 GCP_JP_PI
 GCP_NA_NNA_PEI
 GCP_PI
 GCP_NONMARKET
 NONE


Bring to the attention of
 User 1 : Garey GUZMAN(NA-NNA-PEI)
 User 2 :
 User 3 :
 User 4 :
 User 5 :
 User 6 :

Document History

Date	Action	New Status	By	Organisation	New Resp	Simulated by	Comments
23-Apr-2013	Save	Draft	Bill HAYES	NNA	Bill HAYES		
23-Apr-2013	Request Approval	Awaiting Approval	Bill HAYES	NNA	Jerry PUETZ NSC		
23-Apr-2013	Publish	Public	Jerry PUETZ NSC	TSM	Garey GUZMAN		
26-Jun-2013	(Link to Project from Project)	Linked	Garey GUZMAN	NNA	Garey GUZMAN		NA-PRO-2013-00189

NISSAN STRICTLY CONFIDENTIAL

Technical Report

Reference # : [NA-TR-2013-01639](#) **Status** :  [Linked](#)
Target : 16-Feb-2014 **Responsible** : Jay GADOMSKI (NA-NNA-PEI)
Subject : 2013 B17 Sentra Brake pedal sinks under light application pressure

General

Local reference#	: CS-13-140	Author	: Charles SEYMOUR
Priority	: H -High Priority	Author organisation	: TSM
Request	: PRCM -Production C/M	Originating country	: U.S.A.
		Destination region	: NA -North America
Taskforce report	No	Restricted Access	:
Model	: B17	Source of information	: Dealer Report
Model year	: 2013	Customer impact	: H -High Impact
Priority & request comments	:	F1 cause	:
VIN	: 3N1AB7AP4DL [REDACTED]	Production date	: 25-Mar-2013
Basic model	: Sentra	Sold date	: 13-May-2013
Prefix	:	Engine type	: MR18DE
Suffix	:	Engine nr	:
Serial nr	:	Transmission type	: AT
Vehicle type	:	Transmission nr	:
Plant code	: L		

Related documents

Link to project : [NA-PRO-2013-00189](#) T/F 2012-13MY Sentra/Versa (B17/N17) Brake Pedal Sinks to Floor - Master Cylinder

Related Documents

IPS	Status	Status Date	Target	Responsible
NA-IPS-2013-01945	Closed	29-Aug-2013		-
File Attachment	Attachment Type	Attachment description		
Open	PDF	Dealer RO with customer comments on brake pedal application and warning light illumination.		

Coding block

Unit code	: MLN_B17 -Model Line, North America, B17	PFP	: 46010
SM category	: BRG -Brake Master Cylinder	Additional PFP	:
Cs code	: DE -brake pedal height change	Ct code	: 32 -internal failure
DTC code	:	Warr group code	: P4 -Brake cylinder valves
Phenomenon	:	Current 3MIS Value	:
Tread code	: 03 -Brakes-Service	F, s, s, s	: No

Incident details

Incident mileage	: 474 Miles	Date of incident	: 04-Jun-2013
Country or town of incident	: Easton, PA		

incident
 Dealer code : 5138 Dealer issue date :
 Dealer name : Kelly Nissan

Customer complaint : Customer states: He has to pump the brake pedal to stay at a stop. The brake warning lamp is illuminated

Details of incident : 1.how did the customer notice the incident
 Brake pedal sinks to the floor during application, brake warning lamp is ON

2.What are the incident conditions

3.Inspection done & result
 Technician inspected vehicle and confirmed the incident conditions reported by the customer
 Technician checked fluid level and

TSM recommended replacement of the master cylinder
 TSM collected the master cylinder

Repairs done & results : 1. Repairs done
 Master cylinder replacement
 Brake fluid filled and bled.
 Vehicle road tested - OK

2. Results
 Incident conditions are resolved
 Incident part collected

Vehicle details

VIN	: 3N1AB7AP4DL	Engine type	: MR18DE
Basic model	: Sentra	Engine nr	:
Prefix	:	Transmission type	: AT
Suffix	:	Transmission nr	:
Serial nr	:	Body type	:
Vehicle type	:	Grade	:
Plant code	: L	Airbag	:
Production date	: 25-Mar-2013	ABS	:
Sold date	: 13-May-2013	Air conditioning	:
Registration nr	:	Color code	:
Customer name	:	Truck features	:
DC Converter No	:	Inverter No	:
PBW ECU No	:	Battery Pack No	:
On Board Charge No	:	Electric PKB ECU No	:
Electric PKB ATR No	:	Electric Heater Unit No	:

Parts details

Part nr	Part name	Supplier	Quantity available
1. 46010-3SG1A	Master Cylinder		1
2.			
3.			
4.			

Estimates & Survey

NSC Estimates

Incident ratio	:	Cost of repair	:
Average mileage	:		

Survey

IQS4 question nr	: DEXP06:Brakes Performance	JD Power	:
APEAL question nr	: RHB03 -Brakes-Overall rating		

Workflow & History

Security

Responsible	:	Region : NA	Organisation : NNA	Department : PEI	Name : Jay GADOMSKI	Role : PI
Sharing	:	No				

Admin only

Deadline date	:	16-Feb-2014
Archive Date	:	
Current user	:	Jay GADOMSKI
Authors	:	NONE
Readers	:	Charles SEYMOUR GCP_NA_TSM_ALL Jay GADOMSKI Garey GUZMAN Jay GADOMSKI Garey GUZMAN GCP_NA_NSC GCP_NA_PI GCP_PI_MGR GCP_NA_NONMARKET GCP_JP_PI GCP_NA_NNA_PEI GCP_PI GCP_NONMARKET NONE

Bring to the attention of	:	
User 1	:	Jay GADOMSKI(NA-NNA-PEI)
User 2	:	Garey GUZMAN(NA-NNA-PEI)
User 3	:	
User 4	:	
User 5	:	
User 6	:	

Document History

Date	Action	New Status	By	Organisation	New Resp	Simulated by	Comments
29-May-2013	Save	Draft	Charles SEYMOUR	NNA	Charles SEYMOUR		
21-Jun-2013	Request Approval	Awaiting Approval	Charles SEYMOUR	NNA	Jerry PUETZ NSC		
21-Jun-2013	Publish	Public	Jerry PUETZ NSC	TSM	Jay GADOMSKI		
21-Jun-2013	(Link to Project from Project)	Linked	Jay GADOMSKI	NNA	Jay GADOMSKI		NA-PRO-2013-00189

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Technical Report

Reference # : [NA-TR-2013-01665](#) **Status** :  [Linked](#)
Target : 13-Feb-2014 **Responsible** : Jay GADOMSKI (NA-NNA-PEI)
Subject : 2013 B17 Sentra brake pedal sinks to floor with light application pressure

General

Local reference#	: CS-13-133	Author	: Charles SEYMOUR
Priority	: M -Normal	Author organisation	: TSM
Request	: PI -Part Investigation	Originating country	: U.S.A.
		Destination region	: NA -North America
Taskforce report	Yes	Restricted Access	:
Model	: B17	Source of information	: Dealer Report
		Customer impact	: H -High Impact
Model year	: 2013	F1 cause	:
Priority & request comments	:		
VIN	: 3N1AB7AP0DL [REDACTED]	Production date	: 22-Mar-2013
Basic model	: SEN	Sold date	: 25-Apr-2013
Prefix	:	Engine type	: MRA8
Suffix	:	Engine nr	: 089829
Serial nr	:	Transmission type	: A
Vehicle type	:	Transmission nr	:
Plant code	: L		

Related documents

Link to project : [NA-PRO-2013-00189](#) T/F 2012-13MY Sentra/Versa (B17/N17) Brake Pedal Sinks to Floor - Master Cylinder

Related Documents

IPS	Status	Status Date	Target	Responsible
NA-IPS-2013-01862	Closed	29-Aug-2013	-	-

Coding block

Unit code	: MLN_B17 -Model Line, North America, B17	PFP	: 46010
SM category	: BRG -Brake Master Cylinder	Additional PFP	:
Cs code	: DE -brake pedal height change	Ct code	: 32 -internal failure
DTC code	:	Warr group code	: P4 -Brake cylinder valves
Phenomenon	:	Current 3MIS Value	:
Tread code	: 03 -Brakes-Service	F, s, s, s	: No

Incident details

Incident mileage	: 292 Miles	Date of incident	: 11-Jun-2013
Country or town of incident	: Flemington, NJ		
Dealer code	: 1880	Dealer issue date	:
Dealer name	: Flemington Nissan		

Customer complaint : Customer states: The brake pedal goes to the floor when stopping

Details of incident : 1.how did the customer notice the incident
 Brake pedal sinks under light pressure, brake pedal is firm with a hard application on the pedal

2.What are the incident conditions

3.Inspection done & result
 Technician inspected vehicle and confirmed the incident reported by the customer
 Technician observed the brake pedal would sink to the floor and the vehicle would creep under light brake pedal application pressure
 Technician stated: under hard brake pedal appication the pedal has a firm feel.
 Technician checked fluid level - OK
 Technician observed fluid color - bright and clear

Repairs done & results : 1. Repairs done
 Master cylinder replaced.
 Brake fluid filled
 Vehicle road tested - OK

2. Results
 Incident conditions are resolved
 Incident part collected by TSM

Vehicle details

VIN	: 3N1AB7AP0DL	Engine type	: MRA8
Basic model	: SEN	Engine nr	: 089829
Prefix	:	Transmission type	: A
Suffix	:	Transmission nr	:
Serial nr	:	Body type	:
Vehicle type	:	Grade	:
Plant code	: L	Airbag	: YES
Production date	: 22-Mar-2013	ABS	: NO
Sold date	: 25-Apr-2013	Air conditioning	: NO
Registration nr	:	Color code	: KBD
Customer name	:	Truck features	:
DC Converter No	:	Inverter No	:
PBW ECU No	:	Battery Pack No	:
On Board Charge No	:	Electric PKB ECU No	:
Electric PKB ATR No	:	Electric Heater Unit No	:

Parts details

Part nr	Part name	Supplier	Quantity available
1. 46010-3SG1A	Master Cylinder		1
2.			
3.			
4.			

Estimates & Survey

NSC Estimates

Incident ratio	:	Cost of repair	:
Average mileage	:		

Survey

IQS4 question nr	: DEXP06:Brakes Performance	JD Power	:
APEAL question nr	: RHB03 -Brakes-Overall rating		

Workflow & History

Security

-----,

Responsible	:	Region NA	Organisation NNA	Department PEI	Name Jay GADOMSKI	Role PI
Sharing	:	No				

Admin only

Deadline date	:	13-Feb-2014
Archive Date	:	
Current user	:	Jay GADOMSKI
Authors	:	NONE
Readers	:	Charles SEYMOUR GCP_NA_TSM_ALL Jay GADOMSKI Garey GUZMAN Jay GADOMSKI Garey GUZMAN GCP_NA_NSC GCP_NA_PI GCP_PI_MGR GCP_NA_NONMARKET GCP_JP_PI GCP_NA_NNA_PEI GCP_PI GCP_NONMARKET NONE

Bring to the attention of	:	
User 1	:	Jay GADOMSKI(NA-NNA-PEI)
User 2	:	Garey GUZMAN(NA-NNA-PEI)
User 3	:	
User 4	:	
User 5	:	
User 6	:	

Document History

Date	Action	New Status	By	Organisation	New Resp	Simulated by	Comments
30-May-2013	Save	Draft	Charles SEYMOUR	NNA	Charles SEYMOUR		
13-Jun-2013	Request Approval	Awaiting Approval	Charles SEYMOUR	NNA	Jerry PUETZ NSC		
17-Jun-2013	Publish	Public	Jerry PUETZ NSC	TSM	Jay GADOMSKI		
18-Jun-2013	(Link to Project from Project)	Linked	Jay GADOMSKI	NNA	Jay GADOMSKI		NA-PRO-2013-00189

NISSAN STRICTLY CONFIDENTIAL

Technical Report

Reference # : [NA-TR-2013-01697](#) **Status** :  [Linked](#)
Target : 31-Jan-2014 **Responsible** : Garey GUZMAN (NA-NNA-PEI)
Subject : 2013 N17 REACT Brake Master Cylinder Operation

General

Local reference#	: AB2013-065	Author	: AI BIRCHELL
Priority	: M -Normal	Author organisation	: TSM
Request	: PI -Part Investigation	Originating country	: U.S.A.
		Destination region	: NA -North America
Taskforce report	Yes	Restricted Access	:
Model	: N17	Source of information	: Dealer Report
Model year	: 2013	Customer impact	: M -Medium Impact
Priority & request comments	:	F1 cause	:
VIN	: 3N1CN7AP3DL [REDACTED]	Production date	: 3 -Nov-2012
Basic model	: VSD	Sold date	: 31-Dec-2012
Prefix	:	Engine type	: HR16
Suffix	:	Engine nr	: 752646
Serial nr	:	Transmission type	: A
Vehicle type	:	Transmission nr	:
Plant code	: L		

Related documents

Link to project : [NA-PRO-2013-00189](#) T/F 2012-13MY Sentra/Versa (B17/N17) Brake Pedal Sinks to Floor - Master Cylinder

Related Documents

IPS	Status	Status Date	Target	Responsible
NA-IPS-2013-01762	Draft			AI BIRCHELL - NA-NNA-PEI

File Attachment	Attachment Type	Attachment description
Open		Word document with Photos REACT Report Antnio Valero report

Coding block

Unit code	: MLN_N17 -Model Line, North America, N17	PFP	: D6010
SM category	: BRG -Brake Master Cylinder	Additional PFP	:
Cs code	: DE -brake pedal height change	Ct code	: 32 -internal failure
DTC code	: N/A	Warr group code	: R5 -Brake & Clutch control
Phenomenon	: Not used for North America	Current 3MIS Value	:
Tread code	: 03 -Brakes-Service	F, s, s, s	: No

Incident details

Incident mileage	: 5487 Miles	Date of incident	: 30-May-2013
Country or town of incident	: U.S.: Mesquite, Texas		

incident
 Dealer code : 3453 Dealer issue date : 30-May-2013
 Dealer name : Trophy Nissan

Customer complaint : The customer states when you push brake pedal down while at a stop, the pedal sinks down and drops all the way to the floor.

Details of incident : 1. How did the customer notice the incident?
 While stopped at a red light. The pedal slowly moved lower with consistent pressure.

2. What are the incident conditions?
 The pedal gradually moves toward the floor. The pedal slowly moved lower with consistent pressure.

3. Inspection done & result:
 Technician drove the vehicle from the Dealer parking lot to the shop and reproduced the incident.
 The Technician reported the brake pedal drops all the way to the floor and seemed to have no stopping power until it goes all the way down.
 The Technician stated that if you pump the pedal a couple of times it will start braking half the way down but he needed to push the pedal further to finally stop.
 The master cylinder fluid level was checked and found to be filled to the correct level.
 The brake system was checked for leaks and no leaks were present.
 All brake components were visually checked and no abnormal conditions were found.
 The incident was isolated to the master cylinder.

Repairs done & results : 1. Repairs done
 The master cylinder was ordered and will be replaced.

2. Results
 Once the part is replaced it will be collected and shipped to FQI for further evaluation.

Vehicle details

VIN	: 3N1CN7AP3DL	Engine type	: HR16
Basic model	: VSD	Engine nr	: 752646
Prefix	:	Transmission type	: A
Suffix	:	Transmission nr	:
Serial nr	:	Body type	:
Vehicle type	:	Grade	:
Plant code	: L	Airbag	: YES
Production date	: 3 -Nov-2012	ABS	: NO
Sold date	: 31-Dec-2012	Air conditioning	: NO
Registration nr	:	Color code	: KAC
Customer name	:	Truck features	:
DC Converter No	:	Inverter No	:
PBW ECU No	:	Battery Pack No	:
On Board Charge No	:	Electric PKB ECU No	:
Electric PKB ATR No	:	Electric Heater Unit No	:

Parts details

Part nr	Part name	Supplier	Quantity available
1. D6010-3BA6A	Master Cylinder- Brake		1
2.			
3.			
4.			

Estimates & Survey

NSC Estimates

Incident ratio : Cost of repair :
 Average mileage :

Survey

IQS4 question nr : DEXP06:Brakes Performance JD Power :
 APEAL question nr : RHB01 -Brakes-Stopping ability

adminly

Workflow & History

Security

Responsible : **Region** : NA **Organisation** : NNA **Department** : PEI **Name** : Garey GUZMAN **Role** : PI

Sharing : No

Admin only

Deadline date : 31-Jan-2014
 Archive Date :

Current user : Garey GUZMAN
 Authors : NONE

Readers : AI BIRCHELL
 GCP_NA_TSM_ALL
 Carlos RAMIREZ
 Jay GADOMSKI
 Carlos RAMIREZ
 Garey GUZMAN
 GCP_NA_NSC
 GCP_NA_PI
 GCP_PI_MGR
 GCP_NA_NONMARKET
 GCP_JP_PI
 GCP_NA_NNA_PEI
 GCP_PI
 GCP_NONMARKET
 NONE

Bring to the attention of
 User 1 : Carlos RAMIREZ(NA-NNA-PEI)
 User 2 : Garey GUZMAN(NA-NNA-PEI)
 User 3 :
 User 4 :
 User 5 :
 User 6 :

Document History

Date	Action	New Status	By	Organisation	New Resp	Simulated by	Comments
03-Jun-2013	Save	Draft	AI BIRCHELL	NNA	AI BIRCHELL		
03-Jun-2013	Request Approval	Awaiting Approval	AI BIRCHELL	NNA	Jerry PUETZ NSC		
03-Jun-2013	Publish	Public	Jerry PUETZ NSC	TSM	Garey GUZMAN		
03-Jun-2013	(Link to Project from Project)	Linked	Garey GUZMAN	NNA	Garey GUZMAN		NA-PRO-2013-01524
04-Jun-2013	(Unlink from Project by PS)	Public	Garey GUZMAN	NNA	Garey GUZMAN		

05-Jun-2013	(Link to Project from Project)	Linked	Garey GUZMAN	NNA	Garey GUZMAN	NA-PRO-2013-00189
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Technical Report

Reference # : [NA-TR-2013-01817](#) **Status** :  [Linked](#)
Target : 13-Feb-2014 **Responsible** : Jay GADOMSKI (NA-NNA-PEI)
Subject : 2013 B17 Brake pedal height improper

General

Local reference#	: BH1911	Author	: Bill Hayes
Priority	: M -Normal	Author organisation	: TSM
Request	: PI -Part Investigation	Originating country	: U.S.A.
		Destination region	: NA -North America
Taskforce report	Yes	Restricted Access	:
Model	: B17	Source of information	: Vehicle Evaluation (w/o customer)
		Customer impact	: L -Low or No Impact
Model year	: 2013	F1 cause	:
Priority & request comments	:		
VIN	: 3N1AB7AP0DL [REDACTED]	Production date	: 28-Feb-2013
Basic model	: SEN	Sold date	: 20-Mar-2013
Prefix	:	Engine type	: MRA8
Suffix	:	Engine nr	: 083539
Serial nr	:	Transmission type	: A
Vehicle type	: B17	Transmission nr	:
Plant code	: L		

Related documents

Link to project : [NA-PRO-2013-00189](#) T/F 2012-13MY Sentra/Versa (B17/N17) Brake Pedal Sinks to Floor - Master Cylinder

Related Documents

<u>IPS</u>	<u>Status</u>	<u>Status Date</u>	<u>Target</u>	<u>Responsible</u>
NA-IPS-2013-01876	Closed	29-Aug-2013	-	-

Coding block

Unit code	: MLN_B17 -Model Line, North America, B17	PFP	: 46010-3SG1A
SM category	: BRG -Brake Master Cylinder	Additional PFP	:
Cs code	: DE -brake pedal height change	Ct code	: 32 -internal failure
DTC code	:	Warr group code	: P4 -Brake cylinder valves
Phenomenon	:	Current 3MIS Value	:
Tread code	: 03 -Brakes-Service	F, s, s, s	: No

Incident details

Incident mileage	: 1982 Miles	Date of incident	: 11-Jun-2013
Country or town of incident	: Chicago, IL		
Dealer code	: 2160	Dealer issue date	:
Dealer name	: Mid-City Nissan		

Customer complaint : Brake pedal slowly goes to the floor when at a stop.

Details of incident : - Technician verified the incident, while pressing on the brake pedal at a stop, with medium force, the brake pedal slowly goes to the floor.
- Brake pedal will pump up to proper height.
- Technician did not note any brake fluid in the brake booster assembly

Repairs done & results : Brake master cylinder was replaced and the system was bled of air to resolve the incident.

Vehicle details

VIN	: 3N1AB7AP0DL	Engine type	: MRA8
Basic model	: SEN	Engine nr	: 083539
Prefix	:	Transmission type	: A
Suffix	:	Transmission nr	:
Serial nr	:	Body type	:
Vehicle type	: B17	Grade	:
Plant code	: L	Airbag	: YES
Production date	: 28-Feb-2013	ABS	: NO
Sold date	: 20-Mar-2013	Air conditioning	: NO
Registration nr	:	Color code	: K23
Customer name	:	Truck features	:
DC Converter No	:	Inverter No	:
PBW ECU No	:	Battery Pack No	:
On Board Charge No	:	Electric PKB ECU No	:
Electric PKB ATR No	:	Electric Heater Unit No	:

Parts details

Part nr	Part name	Supplier	Quantity available
1. 46010-3SG1A	Cylinder - brake		1
2.			
3.			
4.			

Estimates & Survey

NSC Estimates

Incident ratio	:	Cost of repair	:
Average mileage	:		

Survey

IQS4 question nr	:	JD Power	:
APEAL question nr	:		

Workflow & History

Security

	Region	Organisation	Department	Name	Role
Responsible	: NA	NNA	PEI	Jay GADOMSKI	PI
Sharing	: No				

Admin only

Deadline date	: 13-Feb-2014
Archive Date	:
Current user	: Jay GADOMSKI
Authors	: NONE

Readers : NONE

Readers : Garey GUZMAN
 Jay GADOMSKI
 Bill Hayes
 GCP_NA_TSM_ALL
 Garey GUZMAN
 Jay GADOMSKI
 GCP_NA_NSC
 GCP_NA_PI
 GCP_PI_MGR
 GCP_NA_NONMARKET
 GCP_JP_PI
 GCP_NA_NNA_PEI
 GCP_PI
 GCP_NONMARKET
 NONE

Bring to the attention of

User 1 : Garey GUZMAN(NA-NNA-PEI)
 User 2 : Jay GADOMSKI(NA-NNA-PEI)
 User 3 :
 User 4 :
 User 5 :
 User 6 :

Document History

Date	Action	New Status	By	Organisation	New Resp	Simulated by	Comments
14-Jun-2013	Save	Draft	Bill HAYES	NNA	Bill HAYES		
14-Jun-2013	Request Approval	Awaiting Approval	Bill HAYES	NNA	Jerry PUETZ NSC		
18-Jun-2013	Publish	Public	Jerry PUETZ NSC	TSM	Jay GADOMSKI		
18-Jun-2013	(Link to Project from Project)	Linked	Jay GADOMSKI	NNA	Jay GADOMSKI		NA-PRO-2013-00189

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Technical Report

Reference # : **NA-TR-2013-01864** **Status** :  **Linked**
Target : 14-Sep-2014 **Responsible** : Garey GUZMAN (NA-NNA-PEI)
Subject : 2013 B17 Low brake pedal height

General

Local reference#	: BH1912	Author	: Bill Hayes
Priority	: M -Normal	Author organisation	: TSM
Request	: PRCM -Production C/M	Originating country	: U.S.A.
		Destination region	: NA -North America
Taskforce report	Yes	Restricted Access	:
Model	: B17	Source of information	: Vehicle Evaluation (w/o customer)
		Customer impact	: M -Medium Impact
Model year	: 2013	F1 cause	: poor diagnosis by technician
Priority & request comments	:		
VIN	: 3N1AB7AP1DL [REDACTED]	Production date	: 13-Nov-2012
Basic model	:	Sold date	: 16-May-2013
Prefix	:	Engine type	: HR16DE
Suffix	:	Engine nr	:
Serial nr	:	Transmission type	: FWD CVT2 -F10A
Vehicle type	: B17	Transmission nr	:
Plant code	: L		

Related documents

Link to project : [NA-PRO-2013-00189](#) T/F 2012-13MY Sentra/Versa (B17/N17) Brake Pedal Sinks to Floor - Master Cylinder

Related Documents**Coding block**

Unit code	: MLN_B17 -Model Line, North America, B17	PFP	: 46501-3RA0B
SM category	: BRF -Brake Booster & Pedal	Additional PFP	:
Cs code	: DE -brake pedal height change	Ct code	: 41 -improper adjustment / poor fit or installation
DTC code	:	Warr group code	: P4 -Brake cylinder valves
Phenomenon	:	Current 3MIS Value	:
Tread code	: 03 -Brakes-Service	F, s, s, s	: No

Incident details

Incident mileage	: 135 Miles	Date of incident	: 17-Jun-2013
Country or town of incident	: Chicago, IL		
Dealer code	: 2160	Dealer issue date	:
Dealer name	: Mid-City Nissan		

Customer name : [Redacted]

Customer complaint : Brake pedal slowly goes to the floor at a stop.

Details of incident : - Customers first complaint and reappear attempt was on 5/17/2013 @ 31 miles.
 - Technician diagnosed the incident as an internal incident of the brake master cylinder. no change to the brake fluid level in the reservoir and no external leaks found.
 - Customers second complaint and repair attempt was on 6/10/2013 @ 124 miles.
 - Technician diagnosed the incident as an internal incident of the brake master cylinder. no change to the brake fluid level in the reservoir and no external leaks found.
 - Customers third complaint and repair attempt was on 6/17/2013 @ 135 miles.
 - TSM inspected the vehicle and verified the brake pedal height was low in comparison to a known good vehicle.
 - TSM found no fluid leaks in the system and brake fluid level in the reservoir was at the maximum mark.
 - TSM noted excessive free play in the brake pedal to the brake booster assembly.
 - TSM adjusted the rod at the pedal three full turns leaving 4 MM of free play.
 - Brake pedal height increased to a point which was the same as the known good vehicle.

Repairs done & results : Brake pedal rod was adjusted to 4 MM of free play to resolve the incident.

Vehicle details

VIN	: 3N1AB7AP1DL[Redacted]	Engine type	: HR16DE
Basic model	:	Engine nr	:
Prefix	:	Transmission type	: FWD CVT2 -F10A
Suffix	:	Transmission nr	:
Serial nr	:	Body type	:
Vehicle type	: B17	Grade	:
Plant code	: L	Airbag	:
Production date	: 13-Nov-2012	ABS	:
Sold date	: 16-May-2013	Air conditioning	:
Registration nr	:	Color code	:
Customer name	:	Truck features	:
DC Converter No	:	Inverter No	:
PBW ECU No	:	Battery Pack No	:
On Board Charge No	:	Electric PKB ECU No	:
Electric PKB ATR No	:	Electric Heater Unit No	:

Parts details

Part nr	Part name	Supplier	Quantity available
1. 46501-3RA0B	Pedal - brake		0
2.			
3.			
4.			

Estimates & Survey

NSC Estimates

Incident ratio : Cost of repair :
 Average mileage :

Survey

IQS4 question nr : JD Power :
 APEAL question nr :

Workflow & History

Security

Responsible	Region	Organisation	Department	Name	Role
:	NA	NNA	PEI	Garey GUZMAN	PI

Sharing : No

Admin only

Deadline date : 14-Sep-2014
 Archive Date :
 Current user : Garey GUZMAN
 Authors : NONE

Readers : Bill Hayes
 GCP_NA_TSM_ALL
 Garey GUZMAN
 Jay GADOMSKI
 Garey GUZMAN
 Jay GADOMSKI
 GCP_NA_NSC
 GCP_NA_PI
 GCP_PI_MGR
 GCP_NA_NONMARKET
 GCP_JP_PI
 GCP_NA_NNA_PEI
 Garey GUZMAN
 Jay GADOMSKI
 GCP_PI
 GCP_NONMARKET
 NONE

Bring to the attention of


User 1 : Garey GUZMAN(NA-NNA-PEI)
 User 2 : Jay GADOMSKI(NA-NNA-PEI)
 User 3 :
 User 4 :
 User 5 :
 User 6 :

Document History

Date	Action	New Status	By	Organisation	New Resp	Simulated by	Comments
19-Jun-2013	Save	Draft	Bill HAYES	NNA	Bill HAYES		
19-Jun-2013	Request Approval	Awaiting Approval	Bill HAYES	NNA	Jerry PUETZ NSC		
19-Jun-2013	Publish	Public	Jerry PUETZ NSC	TSM	Jay GADOMSKI		
20-Jun-2013	Reassign	Public	Jay GADOMSKI	NNA	Garey GUZMAN		
27-Jun-2013	Re Publish	Public	Jay GADOMSKI	NNA	Garey GUZMAN		
17-Jan-2014	(Link to Project from Project)	Linked	Garey GUZMAN	NNA	Garey GUZMAN		NA-PRO-2013-00189

NISSAN STRICTLY CONFIDENTIAL

Technical Report

Reference # : NA-TR-2013-01873 **Status** :  [Linked](#)
Target : 22-Feb-2014 **Responsible** : Jay GADOMSKI (NA-NNA-PEI)
Subject : 2013(B17) Sentra - Brake Pedal Goes Down - Brake Master Cylinder

General

Local reference#	: DS2199c	Author	: Dick Schwartz
Priority	: H -High Priority	Author organisation	: TSM
Request	: PI -Part Investigation	Originating country	: U.S.A.
		Destination region	: NA -North America
Taskforce report	Yes	Restricted Access	:
Model	: B17	Source of information	: Vehicle Evaluation (w/o customer)
Model year	: 2013	Customer impact	: H -High Impact
Priority & request comments	:	F1 cause	:
VIN	: 3N1AB7AP9DL [REDACTED]	Production date	: 18-Dec-2012
Basic model	: SENTRA - SV	Sold date	: 18-Feb-2013
Prefix	:	Engine type	: MRA8
Suffix	:	Engine nr	: 044760
Serial nr	:	Transmission type	: A
Vehicle type	:	Transmission nr	:
Plant code	: L		

Related documents

Link to project : [NA-PRO-2013-00189](#) T/F 2012-13MY Sentra/Versa (B17/N17) Brake Pedal Sinks to Floor - Master Cylinder

Related Documents

IPS	Status	Status Date	Target	Responsible
NA-IPS-2013-01937	Closed	29-Aug-2013		-
File Attachment	Attachment Type	Attachment description		
Open	PDF	1- VIN Plate 2- VIN Plate Dash Board 3- Odometer 4- Master Cylinder reservoir MAX - OK		

Coding block

Unit code	: MLN_B17 -Model Line, North America, B17	PFP	: 46010
SM category	: BRG -Brake Master Cylinder	Additional PFP	:
Cs code	: DE -brake pedal height change	Ct code	: 32 -internal failure
DTC code	:	Warr group code	: P4 -Brake cylinder valves
Phenomenon	:	Current 3MIS Value	:
Tread code	: 03 -Brakes-Service	F, s, s, s	: No

Incident details

Incident mileage : 1059 Miles Date of incident : 02-May-2013
 Country or town of : Flushing, NY

Country or town of incident : Rushing, IN
 Dealer code : 2976 Dealer issue date :
 Dealer name : Star Nissan

Customer complaint : The customer states:
 1- The brake pedal goes to the floor.

Details of incident : 1.how did the customer notice the incident
 2.What are the incident conditions
 3.Inspection done & result:
 - The dealership technician verified the customer complaint.
 - The pedal does go to the floor.
 4. TSM inspected:
 - The pedal, at first appears to be normal.
 - Steady medium pressure on pedal will have the pedal slowly go down.
 5. The master cylinder resevoir is full.
 6. There are no visible brake fluid leak.

Repairs done & results : 1. Repairs done
 - The technician replaced the brake master cylinder assembly.
 2. Results:
 - The incident is resolved.

Vehicle details

VIN	: 3N1AB7AP9DL	Engine type	: MRA8
Basic model	: SENTRA - SV	Engine nr	: 044760
Prefix	:	Transmission type	: A
Suffix	:	Transmission nr	:
Serial nr	:	Body type	:
Vehicle type	:	Grade	:
Plant code	: L	Airbag	: YES
Production date	: 18-Dec-2012	ABS	: NO
Sold date	: 18-Feb-2013	Air conditioning	: NO
Registration nr	:	Color code	: KH3
Customer name	:	Truck features	:
DC Converter No	:	Inverter No	:
PBW ECU No	:	Battery Pack No	:
On Board Charge No	:	Electric PKB ECU No	:
Electric PKB ATR No	:	Electric Heater Unit No	:

Parts details

Part nr	Part name	Supplier	Quantity available
1. 46010-35G1A	master cylinder		1
2.			
3.			
4.			

Estimates & Survey

NSC Estimates

Incident ratio : Cost of repair :
 Average mileage :

Survey

IQS4 question nr : DEXP06:Brakes Performance JD Power :
 APEAL question nr : VI02 -Image-safety

Workflow & History

Security

	Region	Organisation	Department	Name	Role
Responsible	: NA	NNA	PEI	Jay GADOMSKI	PI
Sharing	: No				

Admin only

Deadline date	: 22-Feb-2014
Archive Date	:
Current user	: Jay GADOMSKI
Authors	: NONE
Readers	: Dick Schwartz GCP_NA_TSM_ALL Garey GUZMAN Jay GADOMSKI Garey GUZMAN Jay GADOMSKI GCP_NA_NSC GCP_NA_PI GCP_PI_MGR GCP_NA_NONMARKET GCP_JP_PI GCP_NA_NNA_PEI GCP_PI GCP_NONMARKET NONE


Bring to the attention of	
User 1	: Garey GUZMAN(NA-NNA-PEI)
User 2	: Jay GADOMSKI(NA-NNA-PEI)
User 3	:
User 4	:
User 5	:
User 6	:

Document History

Date	Action	New Status	By	Organisation	New Resp	Simulated by	Comments
20-Jun-2013	Save	Draft	Dick SCHWARTZ	NNA	Dick SCHWARTZ		
25-Jun-2013	Request Approval	Awaiting Approval	Dick SCHWARTZ	NNA	Jerry PUETZ NSC		
26-Jun-2013	Publish	Public	Jerry PUETZ NSC	TSM	Jay GADOMSKI		
27-Jun-2013	(Link to Project from Project)	Linked	Jay GADOMSKI	NNA	Jay GADOMSKI		NA-PRO-2013-00189

NISSAN STRICTLY CONFIDENTIAL

Technical Report

Reference # : [NA-TR-2013-01893](#) **Status** :  [Linked](#)
Target : 21-Feb-2014 **Responsible** : Garey GUZMAN (NA-NNA-PEI)
Subject : 2013 N17 brake pedal slowly goes to floor

General

Local reference#	: PDN17brake	Author	: Patrick DEVOST
Priority	: M -Normal	Author organisation	: TSM
Request	: PI -Part Investigation	Originating country	: U.S.A.
		Destination region	: NA -North America
Taskforce report	: No	Restricted Access	:
Model	: N17	Source of information	: Dealer Report
Model year	: 2013	Customer impact	: M -Medium Impact
Priority & request comments	:	F1 cause	:
VIN	: 3N1CN7AP7DL [REDACTED]	Production date	: 7 -Dec-2012
Basic model	: VERSA	Sold date	: 27-May-2013
Prefix	: N17	Engine type	: HR16
Suffix	:	Engine nr	: 758285
Serial nr	:	Transmission type	: M
Vehicle type	:	Transmission nr	:
Plant code	: L		

Related documents

Link to project : [NA-PRO-2013-00189](#) T/F 2012-13MY Sentra/Versa (B17/N17) Brake Pedal Sinks to Floor - Master Cylinder

Related Documents

IPS	Status	Status Date	Target	Responsible
NA-IPS-2013-01965	Closed	31-Oct-2013	-	-
File Attachment	Attachment Type	Attachment description		
Open	PDF	Repair Order		

Coding block

Unit code	: MLN_N17 -Model Line, North America, N17	PFP	: D6010
SM category	: BRG -Brake Master Cylinder	Additional PFP	:
Cs code	: DA -poor braking	Ct code	: 32 -internal failure
DTC code	:	Warr group code	: P4 -Brake cylinder valves
Phenomenon	:	Current 3MIS Value	:
Tread code	: 03 -Brakes-Service	F, s, s, s	: No

Incident details

Incident mileage	: 407 Miles	Date of incident	: 10-Jun-2013
Country or town of incident	: CLEVELAND, OH		
Dealer code	: 3770	Dealer issue date	:

Dealer code : 3779 Dealer issue date :
 Dealer name : NISSAN OF N. OLMSTED

Customer complaint : THE BRAKE PEDAL FADES WHEN COMING TO A STOP

Details of incident : 1.How did the customer notice the incident:
 When coming to a stop.

2.What are the incident conditions:
 Braking slowly when coming to a stop.

3.Inspection done & result:
 Dealer report:

Master technician contacted TSM regarding incident complaint of brake pedal slowly going to the floor.

According to dealer, customer states that after coming to a stop the brake pedal fades to the floor.

Technician verified concern and checked to be sure brake fluid was at proper level and that there were no brake fluid leaks.

Technician diagnosed the brake master cylinder for the cause of the brake pedal slowly moving to the floor.

Technician replaced brake master cylinder. Incident is resolved.

TSM will ship part to GG at FQI for further analysis.

Repairs done & results : 1. Repairs done:
 Replaced brake master cylinder.

2. Results:
 Incident resolved.

Vehicle details

VIN	: 3N1CN7AP7DL	Engine type	: HR16
Basic model	: VERSA	Engine nr	: 758285
Prefix	: N17	Transmission type	: M
Suffix	:	Transmission nr	:
Serial nr	:	Body type	:
Vehicle type	:	Grade	:
Plant code	: L	Airbag	: YES
Production date	: 7 -Dec-2012	ABS	:
Sold date	: 27-May-2013	Air conditioning	:
Registration nr	:	Color code	: K36
Customer name	:	Truck features	:
DC Converter No	:	Inverter No	:
PBW ECU No	:	Battery Pack No	:
On Board Charge No	:	Electric PKB ECU No	:
Electric PKB ATR No	:	Electric Heater Unit No	:

Parts details

Part nr	Part name	Supplier	Quantity available
1. D6010	MASTER BRAKE CYLINDER	N/A	1
2.			
3.			
4.			

Estimates & Survey

NSC Estimates

Incident ratio	:	Cost of repair	:
Average mileage	:		

Survey

IQS4 question nr : JD Power :
 APEAL question nr :

Workflow & History

Security

Responsible	:	Region	Organisation	Department	Name	Role
	:	NA	NNA	PEI	Garey GUZMAN	PI
Sharing	:	No				

Admin only

Deadline date : 21-Feb-2014
 Archive Date :

Current user : Garey GUZMAN
 Authors : NONE

Readers : Patrick DEVOST
 GCP_NA_TSM_ALL
 Garey GUZMAN
 Garey GUZMAN
 GCP_NA_NSC
 GCP_NA_PI
 GCP_PI_MGR
 GCP_NA_NONMARKET
 GCP_JP_PI
 GCP_NA_NNA_PEI
 GCP_PI
 GCP_NONMARKET
 NONE

Bring to the attention of
 User 1 : Garey GUZMAN(NA-NNA-PEI)
 User 2 :
 User 3 :
 User 4 :
 User 5 :
 User 6 :

Document History

Date	Action	New Status	By	Organisation	New Resp	Simulated by	Comments
21-Jun-2013	Save	Draft	Patrick DEVOST	NNA	Patrick DEVOST		
24-Jun-2013	Request Approval	Awaiting Approval	Patrick DEVOST	NNA	Jerry PUETZ NSC		
25-Jun-2013	Publish	Public	Jerry PUETZ NSC	TSM	Garey GUZMAN		
26-Jun-2013	(Link to Project from Project)	Linked	Garey GUZMAN	NNA	Garey GUZMAN		NA-PRO-2013-00189

NISSAN STRICTLY CONFIDENTIAL

Technical Report

Reference # : [NA-TR-2013-01894](#) **Status** :  [Linked](#)
Target : 20-Feb-2014 **Responsible** : Jay GADOMSKI (NA-NNA-PEI)
Subject : 2013 B17 brake pedal slowly goes to floor

General

Local reference#	: PDB17brake	Author	: Patrick DEVOST
Priority	: M -Normal	Author organisation	: TSM
Request	: PI -Part Investigation	Originating country	: U.S.A.
		Destination region	: NA -North America
Taskforce report	No	Restricted Access	:
Model	: B17	Source of information	: Vehicle Evaluation (w/o customer)
Model year	: 2013	Customer impact	: L -Low or No Impact
Priority & request comments	:	F1 cause	:
VIN	: 3N1AB7AP8DL [REDACTED]	Production date	: 31-Jan-2013
Basic model	: SENTRA	Sold date	:
Prefix	: B17	Engine type	: MRA8
Suffix	:	Engine nr	:
Serial nr	:	Transmission type	: CVT
Vehicle type	:	Transmission nr	:
Plant code	:		

Related documents

Link to project : [NA-PRO-2013-00189](#) T/F 2012-13MY Sentra/Versa (B17/N17) Brake Pedal Sinks to Floor - Master Cylinder

Related Documents

IPS	Status	Status Date	Target	Responsible
NA-IPS-2013-01970	Closed	31-Oct-2013	-	
File Attachment	Attachment Type	Attachment description		
Open	PDF	Vehicle information and fluid level.		
Open	PDF	Repair Order		
Open	Vid	Video of pedal going to floor.		

Coding block

Unit code	: MLN_B17 -Model Line, North America, B17	PFP	: 46010
SM category	: BRG -Brake Master Cylinder	Additional PFP	:
Cs code	: DA -poor braking	Ct code	: 32 -internal failure
DTC code	:	Warr group code	: P4 -Brake cylinder valves
Phenomenon	:	Current 3MIS Value	:
Tread code	: 03 -Brakes-Service	F, s, s, s	: No

Incident details

Incident mileage : 71 Miles Date of incident : 20-Jun-2013
 Country or town of incident : TROY, MI
 Dealer code : 2186 Dealer issue date :
 Dealer name : SUBURBAN NISSAN TROY

Customer complaint : BRAKE PEDAL SLOWLY GOES TO THE FLOOR.

Details of incident : 1.How did the customer notice the incident:
 Customer noticed during a test drive.

2.What are the incident conditions:
 Anytime pressing on the brake pedal with light apply.

3.Inspection done & result:
 Service manager contacted TSM regarding incident complaint that the brake pedal would slowly sink to the floor with light brake pedal application. Please see copy of repair order in related documents.

TSM test drove vehicle around the parking lot. On a hard pressure apply the brake pedal held pressure. However, when lightly applying pressure to the brake pedal, it would slowly sink to the floor. Please see video of brake pedal sinking to floor with light apply in related documents.

TSM checked brake fluid and found no leaks. Brake fluid was at proper level. See brake fluid level in related documents.

TSM advised technician to replace brake master cylinder.

TSM will ship master cylinder to GG at FQI for further analysis.

Repairs done & results : 1. Repairs done:
 Replaced brake master cylinder.

2. Results:
 Incident resolved.

Vehicle details

VIN	: 3N1AB7AP8DL	Engine type	: MRA8
Basic model	: SENTRA	Engine nr	:
Prefix	: B17	Transmission type	: CVT
Suffix	:	Transmission nr	:
Serial nr	:	Body type	:
Vehicle type	:	Grade	:
Plant code	:	Airbag	:
Production date	: 31-Jan-2013	ABS	:
Sold date	:	Air conditioning	:
Registration nr	:	Color code	: QAC
Customer name	:	Truck features	:
DC Converter No	:	Inverter No	:
PBW ECU No	:	Battery Pack No	:
On Board Charge No	:	Electric PKB ECU No	:
Electric PKB ATR No	:	Electric Heater Unit No	:

Parts details

Part nr	Part name	Supplier	Quantity available
1. 46010	MASTER CYLINDER	N/A	1
2.			
3.			
4.			

Estimates & Survey

NSC Estimates

Incident ratio : Cost of repair :
 Average mileage :

Survey

IQS4 question nr : JD Power :
 APEAL question nr :

Workflow & History

Security

Responsible	:	NA	NNA	PEI	Jay GADOMSKI	PI
Sharing	:	No				

Admin only

Deadline date : 20-Feb-2014
 Archive Date :
 Current user : Jay GADOMSKI
 Authors : NONE

Readers : Patrick DEVOST
 GCP_NA_TSM_ALL
 Garey GUZMAN
 Garey GUZMAN
 GCP_NA_NSC
 GCP_NA_PI
 GCP_PI_MGR
 GCP_NA_NONMARKET
 GCP_JP_PI
 GCP_NA_NNA_PEI
 GCP_PI
 GCP_NONMARKET
 NONE

Bring to the attention of
 User 1 : Garey GUZMAN(NA-NNA-PEI)
 User 2 :
 User 3 :
 User 4 :
 User 5 :
 User 6 :

Document History

Date	Action	New Status	By	Organisation	New Resp	Simulated by	Comments
21-Jun-2013	Save	Draft	Patrick DEVOST	NNA	Patrick DEVOST		
24-Jun-2013	Request Approval	Awaiting Approval	Patrick DEVOST	NNA	Jerry PUETZ NSC		
25-Jun-2013	Publish	Public	Jerry PUETZ NSC	TSM	Jay GADOMSKI		
25-Jun-2013	(Link to Project from Project)	Linked	Jay GADOMSKI	NNA	Jay GADOMSKI		NA-PRO-2013-00189

NISSAN STRICTLY CONFIDENTIAL

Technical Report

Reference # : **NA-TR-2013-02105** Status :  **Linked**
 Target : 14-Sep-2014 Responsible : Garey GUZMAN (NA-NNA-PEI)
 Subject : 2013 B17 Brake pedal height low

General

Local reference#	: BH1919	Author	: Bill Hayes
Priority	: M -Normal	Author organisation	: TSM
Request	: PI -Part Investigation	Originating country	: U.S.A.
		Destination region	: NA -North America
Taskforce report	Yes	Restricted Access	:
Model	: B17	Source of information	: Part/Vehicle Inspection
		Customer impact	: L -Low or No Impact
Model year	: 2013	F1 cause	:
Priority & request comments	:		
VIN	: 3N1AB7AP7DL [REDACTED]	Production date	: 20-Mar-2013
Basic model	: SEN	Sold date	: 22-May-2013
Prefix	:	Engine type	: MRA8
Suffix	:	Engine nr	: 093330
Serial nr	:	Transmission type	: A
Vehicle type	: B17	Transmission nr	:
Plant code	: L		

Related documents

Link to project : [NA-PRO-2013-00189](#) T/F 2012-13MY Sentra/Versa (B17/N17) Brake Pedal Sinks to Floor - Master Cylinder

Related Documents

IPS	Status	Status Date	Target	Responsible
NA-IPS-2013-02145	Closed	17-Jan-2014	-	-

Coding block

Unit code	: MLN_B17 -Model Line, North America, B17	PFP	: 46010-3SG1A
SM category	: BRG -Brake Master Cylinder	Additional PFP	:
Cs code	: DE -brake pedal height change	Ct code	: 32 -internal failure
DTC code	:	Warr group code	: P4 -Brake cylinder valves
Phenomenon	:	Current 3MIS Value	:
Tread code	: 03 -Brakes-Service	F, s, s, s	: No

Incident details

Incident mileage	: 1246 Miles	Date of incident	: 02-Jul-2013
Country or town of incident	: Melrose Park, IL		
Dealer code	: 38061	Dealer issue date	:
Dealer name	: Al Piemonte Nissan		

Customer complaint : Brake pedal goes to the floor when slowly depressed at a stop light.

Details of incident : - TSM verified the incident, with the engine running, medium force was applied to the brake pedal.
 - The pedal would slowly drop to the floor, no loss of braking was noted.
 - The pedal would be just off the floor with light to medium force applied and would be on the floor with heavy force applied.
 - TSM inspected the brake pedal rod adjustment and found 1 - 2 mm of free play.

Repairs done & results : Brake master cylinder was replaced to resolve the incident.

Vehicle details

VIN	: 3N1AB7AP7DL	Engine type	: MRA8
Basic model	: SEN	Engine nr	: 093330
Prefix	:	Transmission type	: A
Suffix	:	Transmission nr	:
Serial nr	:	Body type	:
Vehicle type	: B17	Grade	:
Plant code	: L	Airbag	: YES
Production date	: 20-Mar-2013	ABS	: NO
Sold date	: 22-May-2013	Air conditioning	: NO
Registration nr	:	Color code	: K36
Customer name	:	Truck features	:
DC Converter No	:	Inverter No	:
PBW ECU No	:	Battery Pack No	:
On Board Charge No	:	Electric PKB ECU No	:
Electric PKB ATR No	:	Electric Heater Unit No	:

Parts details

Part nr	Part name	Supplier	Quantity available
1. 46010-3SG1A	Master cylinder		1
2.			
3.			
4.			

Estimates & Survey

NSC Estimates

Incident ratio	:	Cost of repair	:
Average mileage	:		

Survey

IQS4 question nr	:	JD Power	:
APEAL question nr	:		

Workflow & History

Security

	Region	Organisation	Department	Name	Role
Responsible	: NA	NNA	PEI	Garey GUZMAN	PI
Sharing	: No				

Admin only

Deadline date	: 14-Sep-2014
Archive Date	:
Current user	: Garey GUZMAN

Authors : NONE

Readers : Garey GUZMAN
 Jay GADOMSKI
 Bill Hayes
 GCP_NA_TSM_ALL
 Garey GUZMAN
 Hector VELA
 Jack PAYNE
 GCP_NA_NSC
 GCP_NA_PI
 GCP_PI_MGR
 GCP_NA_NONMARKET
 GCP_JP_PI
 GCP_NA_NNA_PEI
 GCP_PI
 GCP_NONMARKET
 NONE

Bring to the attention of
 User 1 : Garey GUZMAN(NA-NNA-PEI)
 User 2 : Hector VELA(NA-NNA-PEI)
 User 3 : Jack PAYNE(NA-NNA-PEI)
 User 4 :
 User 5 :
 User 6 :

Document History

Date	Action	New Status	By	Organisation	New Resp	Simulated by	Comments
16-Jul-2013	Save	Draft	Bill HAYES	NNA	Bill HAYES		
16-Jul-2013	Request Approval	Awaiting Approval	Bill HAYES	NNA	Jerry PUETZ NSC		
16-Jul-2013	Publish	Public	Jerry PUETZ NSC	TSM	Garey GUZMAN		
17-Jan-2014	(Link to Project from Project)	Linked	Garey GUZMAN	NNA	Garey GUZMAN		NA-PRO-2013-00189

NISSAN STRICTLY CONFIDENTIAL

Technical Report

Reference # : NA-TR-2013-03598 **Status** :  **Linked**
Target : 02-Sep-2014 **Responsible** : Garey GUZMAN (NA-NNA-PEI)
Subject : 2013 (B17) Sentra - Customer Reported Low Brake Fluid Level in MC Reservoir.

General

Local reference#	:		Author	:	
Priority	:	M -Normal	Author organisation	:	
Request	:	PI -Part Investigation	Originating country	:	USA
			Destination region	:	NA -North America
Taskforce report	:	No	Restricted Access	:	
Model	:	B17	Source of information	:	Dealer Direct Contact (call, visit, email, etc)
			Customer impact	:	M -Medium Impact
Model year	:	2013	F1 cause	:	
Priority & request comments	:				
VIN	:	3N1AB7APXDL [REDACTED]	Production date	:	15-Aug-2013
Basic model	:	SEN	Sold date	:	16-Sep-2013
Prefix	:		Engine type	:	MRA8
Suffix	:		Engine nr	:	163439
Serial nr	:		Transmission type	:	A
Vehicle type	:		Transmission nr	:	
Plant code	:	L			

Related documents

Link to project : [NA-PRO-2013-00189](#) T/F 2012-13MY Sentra/Versa (B17/N17) Brake Pedal Sinks to Floor - Master Cylinder

Related Documents

<u>IPS</u>	<u>Status</u>	<u>Status Date</u>	<u>Target</u>	<u>Responsible</u>
NA-IPS-2013-03547	Closed	02-Jan-2014	-	
<u>File Attachment</u>	<u>Attachment Type</u>	<u>Attachment description</u>		
Open	PDF	PHOTOGRAPHS		
Open	PPT	Nismex report, written by J. Gonzalez		
Open	PDF	Repair Order		

Coding block

Unit code	:	DCH_Brakes -Brakes	PFP	:	46010
SM category	:	BR -Brake System	Additional PFP	:	47210
Cs code	:	HC -warning light on	Ct code	:	56 -oil / fluid / coolant - improper level
DTC code	:	none	Warr group code	:	P3 -Booster
Phenomenon	:	Not used for North America	Current 3MIS Value	:	
Tread code	:	03 -Brakes-Service	F, s, s, s	:	No

Incident details

Incident mileage : 3179 Miles Date of incident : 27-Nov-2013
Country or town of incident : Cerritos, CA
Dealer code : 3387 Dealer issue date : 27-Nov-2013
Dealer name : Cerritos Nissan

Customer complaint : "Customer states that brake warning light is on...".

Details of incident : 1.How did the customer notice the incident
The "Brake" Warning Lamp in the meter cluster came ON.

2.What are the incident conditions
The customer had previously added brake fluid, as the reservoir was reportedly low.
After adding brake fluid, the reservoir was again (elapsed time not known) was found to be low on fluid.

3.Inspection done & result
Loss of brake fluid was confirmed during the scramble.
The low fluid warning lamp system operated as designed.
No external leaks were observed at any of the fittings or hoses.

The REACT team requested that the Master Cylinder and Booster be replaced as an assembly.

Upon collection of the parts, the dealer did not follow REACT team direction and had separated the Master Cylinder from the Booster.

Upon our inspection, we saw some fluid residue inside of the Brake Booster Assy.

Repairs done & results : 1. Repairs done
The dealer replaced both the Master Cylinder and the Brake Booster assemblies.
The vehicle was returned to the customer.

2. Results
Per the dealer the vehicle is operating as designed after replacement of the parts.

The collected brake master cylinder and brake booster assemblies will be shipped to FQI for further inspection.

Vehicle details

VIN	: 3N1AB7APXDL	Engine type	: MRA8
Basic model	: SEN	Engine nr	: 163439
Prefix	:	Transmission type	: A
Suffix	:	Transmission nr	:
Serial nr	:	Body type	:
Vehicle type	:	Grade	:
Plant code	: L	Airbag	: YES
Production date	: 15-Aug-2013	ABS	: NO
Sold date	: 16-Sep-2013	Air conditioning	: NO
Registration nr	:	Color code	: K36
Customer name	:	Truck features	:
DC Converter No	:	Inverter No	:
PBW ECU No	:	Battery Pack No	:
On Board Charge No	:	Electric PKB ECU No	:
Electric PKB ATR No	:	Electric Heater Unit No	:

Parts details

Part nr	Part name	Supplier	Quantity available
1. 46010-3SG1A	BRAKE MASTER CYLINDER		
2. 47210-3SG0A	BRAKE BOOSTER		
3.			
4.			

Estimates & Survey

NSC Estimates

Incident ratio : Cost of repair :
 Average mileage :

Survey

IQS4 question nr : DEXP97:Other Driving Experience To be determined JD Power :
 APEAL question nr :

Workflow & History

Security

Responsible : **Region** NA **Organisation** NNA **Department** PEI **Name** Garey GUZMAN **Role** PI
 Sharing : No

Admin only

Deadline date : 02-Sep-2014
 Archive Date :
 Current user : Garey GUZMAN
 Authors : NONE
 Readers : Doug LAWRENCE
 GCP_NA_NNA_PEI
 Garey GUZMAN
 Jay GADOMSKI
 Hector VELA
 GCP_NA_NSC
 GCP_NA_PI
 GCP_PI_MGR
 GCP_NA_NONMARKET
 GCP_JP_PI
 GCP_PI
 GCP_NONMARKET
 NONE
 Bring to the attention of
 User 1 : Jay GADOMSKI(NA-NNA-PEI)
 User 2 : Hector VELA(NA-NNA-PEI)
 User 3 :
 User 4 :
 User 5 :
 User 6 :

Document History

Date	Action	New Status	By	Organisation	New Resp	Simulated by	Comments
03-Dec-2013	Save	Draft	Doug LAWRENCE	NNA	Doug LAWRENCE		
06-Dec-2013	Request Approval	Awaiting Approval	Doug LAWRENCE	NNA	Tom ANDREEFF		
06-Dec-2013	Publish	Public	Tom ANDREEFF	NNA	Garey GUZMAN		

05-Jan-2014	(Link to Project from Project)	Linked	Garey GUZMAN	NNA	Garey GUZMAN	NA-PRO-2013-00189
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NISSAN STRICTLY CONFIDENTIAL

Technical Report

Reference # : NA-TR-2013-03653 **Status** : Closed
Target :
Subject : 2013 (B17) Sentra - Customer Reported Low Brake Fluid Level in MC Reservoir.

General

Local reference#	:		Author	:	
Priority	:	M -Normal	Author organisation	:	
Request	:	PI -Part Investigation	Originating country	:	USA
			Destination region	:	NA -North America
Taskforce report	:	No	Restricted Access	:	
Model	:	B17	Source of information	:	Dealer Direct Contact (call, visit, email, etc)
			Customer impact	:	M -Medium Impact
Model year	:	2013	F1 cause	:	
Priority & request comments	:				
VIN	:	3N1AB7AP3DL [REDACTED]	Production date	:	21-Oct-2013
Basic model	:	SEN	Sold date	:	1 -Dec-2013
Prefix	:		Engine type	:	MRA8
Suffix	:		Engine nr	:	199043
Serial nr	:		Transmission type	:	A
Vehicle type	:		Transmission nr	:	
Plant code	:	L			

Related documents

Link to project : [NA-PRO-2013-04296](#) 2014 (B17) Sentra - Low Brake Fluid Level in MC Reservoir with EVO seal
Link to Market Reply : [NA-MREP-2014-02101](#) 2014 (B17) Sentra - Low Brake Fluid Level in MC Reservoir with EVO seal
 :

Related Documents

IPS	Status	Status Date	Target	Responsible
NA-IPS-2013-03596	Closed	04-Jan-2014	-	
File Attachment	Attachment Type	Attachment description		
Open	Graphic	REPAIR ORDER		
Open	PDF	PHOTOGRAPHS		
Open	PPT	Nismex report, written by J. Gonzalez		

Coding block

Unit code	:	DCH_Brakes -Brakes	PFP	:	46010
SM category	:	BR -Brake System	Additional PFP	:	
Cs code	:	HC -warning light on	Ct code	:	56 -oil / fluid / coolant - improper level
DTC code	:	None	Warr group code	:	P3 -Booster
Phenomenon	:	Not used for North America	Current 3MIS Value	:	
Tread code	:	03 -Brakes-Service	F, s, s, s	:	No

Incident details

Incident mileage : 241 Miles Date of incident : 06-Dec-2013
Country or town of incident : Garden Grove, CA
Dealer code : 2793 Dealer issue date : 06-Dec-2013
Dealer name : OC Nissan

Customer complaint : "Customer states car has no brakes, pedal goes all the way down..."

Details of incident : 1.How did the customer notice the incident:
The "Brake" Warning Lamp in the meter cluster came ON.

2.What are the incident conditions:
There is no brake fluid present in the master cylinder.

3.Inspection done & result:
Loss of brake fluid was confirmed during the scramble.

The low fluid warning lamp system operated as designed.
No external leaks were observed at any of the fittings or hoses.

Brake fluid was found in the brake booster by using a dipstick (see photos) device in the engine vacuum port of the brake booster.

Repairs done & results : 1. Repairs done
The dealer will replace both the Master Cylinder and the Brake Booster assemblies.
The parts will be collected by REACT and returned to FQI/Nismex.

2. Results
Repairs not yet completed.

Vehicle details

VIN : 3N1AB7AP3DL [REDACTED] Engine type : MRA8
Basic model : SEN Engine nr : 199043
Prefix : Transmission type : A
Suffix : Transmission nr :
Serial nr : Body type :
Vehicle type : Grade :
Plant code : L Airbag : YES
Production date : 21-Oct-2013 ABS : NO
Sold date : 1 -Dec-2013 Air conditioning : NO
Registration nr : Color code : RAQ
Customer name : OC NISSAN GARDEN G OC Truck features :
DC Converter No : Inverter No :
PBW ECU No : Battery Pack No :
On Board Charge No : Electric PKB ECU No :
Electric PKB ATR No : Electric Heater Unit No :

Parts details

Part nr	Part name	Supplier	Quantity available
1. 46010-3SG1A	BRAKE MASTER CYLINDER		1
2. 47210-3SG0A	BRAKE BOOSTER		1
3.			
4.			

Estimates & Survey**NSC Estimates**

Incident ratio : Cost of repair :
Average mileage :

Survey

IQS4 question nr : DEXP97:Other Driving Experience To be determined JD Power :
 APEAL question nr :

Workflow & History

Security

Responsible :
Sharing : No

Admin only

Deadline date :
Archive Date :
Current user : Garey GUZMAN
Authors : _____
Readers : Doug LAWRENCE
 GCP_NA_NNA_PEI
 Garey GUZMAN
 Hector VELA
 Jay GADOMSKI
 Hector VELA
 GCP_NA_NSC
 GCP_NA_PI
 GCP_PI_MGR
 GCP_NA_NONMARKET
 GCP_JP_PI
 GCP_PI
 GCP_NONMARKET
 NONE

Bring to the attention of
User 1 : Jay GADOMSKI(NA-NNA-PEI)
User 2 : Hector VELA(NA-NNA-PEI)
User 3 :
User 4 :
User 5 :
User 6 :

Document History

Date	Action	New Status	By	Organisation	New Resp	Simulated by	Comments
06-Dec-2013	Save	Draft	Doug LAWRENCE	NNA	Doug LAWRENCE		
07-Dec-2013	Request Approval	Awaiting Approval	Doug LAWRENCE	NNA	Tom ANDREEFF		
09-Dec-2013	Publish	Public	Tom ANDREEFF	NNA	Garey GUZMAN		
11-Dec-2013	(Link to Project from Project) <i>(close hv</i>	Linked	Garey GUZMAN <i>Garey</i>	NNA	Garey GUZMAN		NA-PRO-2013-04296

20-May-2014 (MREP) Closed GUZMAN NNA

NISSAN STRICTLY CONFIDENTIAL

Technical Report

Reference # : NA-TR-2014-00262 **Status** : Public
Target : 28-Feb-2014 **Responsible** : Garey GUZMAN (NA-NNA-PEI)
Subject : 2014 B17 Brake Booster /Brake Application

General

Local reference#	: tp011412	Author	: Tim Przeklasa
Priority	: M -Normal	Author organisation	: TSM
Request	: PI -Part Investigation	Originating country	: U.S.A.
		Destination region	: NA -North America
Taskforce report	No	Restricted Access	:
Model	: N17	Source of information	: Dealer Direct Contact (call, visit, email, etc)
Model year	: 2014	Customer impact	: M -Medium Impact
Priority & request comments	:	F1 cause	: Durability
VIN	: 3N1CN7AP5EL [REDACTED]	Production date	: 15-Aug-2013
Basic model	: VSD	Sold date	: 17-Sep-2013
Prefix	:	Engine type	: HR16
Suffix	:	Engine nr	: 878582
Serial nr	:	Transmission type	: A
Vehicle type	:	Transmission nr	:
Plant code	: L		

Related documents

Related Documents

IPS	Status	Status Date	Target	Responsible
NA-IPS-2014-00219	Parts Sent		02-Feb-2014	Garey GUZMAN - NA-NNA-PEI

File Attachment

Attachment Type	Attachment description
Open	PDF booster info

Coding block

Unit code	: DCH_Brakes -Brakes	PFP	: D7210
SM category	: BRF -Brake Booster & Pedal	Additional PFP	:
Cs code	: DE -brake pedal height change	Ct code	: 32 -internal failure
DTC code	:	Warr group code	: P3 -Booster
Phenomenon	:	Current 3MIS Value	:
Tread code	: 03 -Brakes-Service	F, s, s, s	: No

Incident details

Incident mileage	: 5880 Miles	Date of incident	: 23-Jan-2014
Country or town of incident	: riverside, ca		
Dealer code	: 3753	Dealer issue date	: 23-Jan-2014
Dealer name	: Riverside nissan		

Customer complaint : While driving, and not braking the vehicle braking locked up vehicle skidding.
 Customer states brake light came on when symptom occurred.
 Vehicle was then turned off and let rest. Restarted and seems to be working ok. Also brakes went to the floor.

Details of incident : 1.how did the customer notice the incident
 While driving
 2.What are the incident conditions
 When braking and when not.

3.Inspection done & result
 TSM and Tech test drove the vehicle under various conditions.
 There were no codes in the computer
 Noted at the beginning of the test drive, the vehicle brake pedal went close to the floor see pictures.

We were unable to verify customer's brake locking complaint.

Repairs done & results : 1. Repairs done
 Replaced the booster assembly and test drove the vehicle extensively.

2. Results
 Both incidents did not reoccur
 Verified with customer and incident has not occur.

Vehicle details

VIN	: 3N1CN7AP5EL	Engine type	: HR16
Basic model	: VSD	Engine nr	: 878582
Prefix	:	Transmission type	: A
Suffix	:	Transmission nr	:
Serial nr	:	Body type	:
Vehicle type	:	Grade	:
Plant code	: L	Airbag	: YES
Production date	: 15-Aug-2013	ABS	: NO
Sold date	: 17-Sep-2013	Air conditioning	: NO
Registration nr	:	Color code	: QM1
Customer name	:	Truck features	:
DC Converter No	:	Inverter No	:
PBW ECU No	:	Battery Pack No	:
On Board Charge No	:	Electric PKB ECU No	:
Electric PKB ATR No	:	Electric Heater Unit No	:

Parts details

Part nr	Part name	Supplier	Quantity available
1. D7210	booster		
2.			
3.			
4.			

Estimates & Survey

NSC Estimates

Incident ratio	:	Cost of repair	:
Average mileage	:		

Survey

IQS4 question nr	: DEXP06:Brakes Performance	JD Power	:
APEAL question nr	: VI02 -Image-safety		

Workflow & History

Security

	Region	Organisation	Department	Name	Role
Responsible	: NA	NNA	PEI	Garey GUZMAN	PI
Sharing	: No				

Admin only

Deadline date	: 28-Feb-2014
Archive Date	:
Current user	: Jerry PUETZ NSC
Authors	: GCP_NA_NNA_PEI
Readers	: Tim Przeklasa GCP_NA_TSM_ALL Garey GUZMAN Garey GUZMAN GCP_NA_NSC GCP_NA_PI GCP_PI_MGR GCP_NA_NONMARKET GCP_JP_PI GCP_NA_NNA_PEI
Bring to the attention of	
User 1	: Garey GUZMAN(NA-NNA-PEI)
User 2	:
User 3	:
User 4	:
User 5	:
User 6	:

Document History

Date	Action	New Status	By	Organisation	New Resp	Simulated by	Comments
28-Jan-2014	Save	Draft	Tim Przeklasa	TSM		Tim Przeklasa	
28-Jan-2014	Request Approval	Awaiting Approval	Tim Przeklasa	TSM		Jerry PUETZ NSC	
29-Jan-2014	Publish	Public	Jerry PUETZ NSC	TSM		Garey GUZMAN	

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Technical Report

Reference # : NA-TR-2014-01622 **Status** : Public
Target : 15-Jun-2014 **Responsible** : Garey GUZMAN (NA-NNA-PEI)
Subject : 2014 B17 Brake pedal height low

General

Local reference#	: BH2073	Author	: Bill Hayes
Priority	: H -High Priority	Author organisation	: TSM
Request	: 24H -24H- Containment	Originating country	: U.S.A.
		Destination region	: NA -North America
Taskforce report	No	Restricted Access	:
Model	: B17	Source of information	: Dealer Direct Contact (call, visit, email, etc)
		Customer impact	: H -High Impact
Model year	: 2014	F1 cause	: parts on back order no ETA
Priority & request comments	:		
VIN	: 3N1AB7AP1EY [REDACTED]	Production date	: 10-Jan-2014
Basic model	: SEN	Sold date	: 5 -May-2014
Prefix	:	Engine type	: MRA8
Suffix	:	Engine nr	: 244203
Serial nr	:	Transmission type	: A
Vehicle type	: B17	Transmission nr	:
Plant code	: Y		

Related documents**Related Documents****File Attachment Attachment Type Attachment description**

Open	Graphic	photo of the incident
Open	Graphic	photo of the incident

Coding block

Unit code	: MLN_B17 -Model Line, North America, B17	PFP	: 46010
SM category	: BRG -Brake Master Cylinder	Additional PFP	:
Cs code	: DE -brake pedal height change	Ct code	: 41 -improper adjustment / poor fit or installation
DTC code	:	Warr group code	: P4 -Brake cylinder valves
Phenomenon	:	Current 3MIS Value	:
Tread code	: 03 -Brakes-Service	F, s, s, s	: No

Incident details

Incident mileage	: 207 Miles	Date of incident	: 14-May-2014
Country or town of incident	: Melrose Park, IL		
Dealer code	: 38061	Dealer issue date	:
Dealer name	: Al Piemonte Nissan		

Customer complaint : Brake pedal goes to the floor and the BRAKE & SLIP warning lights are on while driving.

Details of incident : - Technician verified the incident while driving the vehicle into the service bay.
 - Brake pedal went to the floor and would not pump up in height.
 - Service brake operation was poor.
 - Brake master cylinder reservoir was empty of brake fluid.
 - TSM inspected the vehicle and added brake fluid to the reservoir.
 - The technician pumped the brake pedal and TSM found the fluid leak from the brake line fitting at the back of the master cylinder, see photos.
 - The fitting was removed from the master cylinder, while loosening the fitting, it was very tight and threads from the master cylinder were on the fitting.
 - The master cylinder was removed and the threads inside the master cylinder were damaged, see photos.
 - A new master cylinder was ordered and the part is on back order with no ETA given.

Repairs done & results : Master cylinder will be replaced when the part is available.

Vehicle details

VIN	: 3N1AB7AP1EY [REDACTED]	Engine type	: MRA8
Basic model	: SEN	Engine nr	: 244203
Prefix	:	Transmission type	: A
Suffix	:	Transmission nr	:
Serial nr	:	Body type	:
Vehicle type	: B17	Grade	:
Plant code	: Y	Airbag	: YES
Production date	: 10-Jan-2014	ABS	: NO
Sold date	: 5-May-2014	Air conditioning	: NO
Registration nr	:	Color code	: KH3
Customer name	: [REDACTED]	Truck features	:
DC Converter No	:	Inverter No	:
PBW ECU No	:	Battery Pack No	:
On Board Charge No	:	Electric PKB ECU No	:
Electric PKB ATR No	:	Electric Heater Unit No	:

Parts details

Part nr	Part name	Supplier	Quantity available
1. 46010-3SG1B	Master cylinder-brake		0
2.			
3.			
4.			

Estimates & Survey

NSC Estimates

Incident ratio	:	Cost of repair	:
Average mileage	:		

Survey

IQS4 question nr	:	JD Power	:
APEAL question nr	:		

Workflow & History

Security

	Region	Organisation	Department	Name	Role
Responsible	: NA	NNA	PEI	Garey GUZMAN	PI
Sharing	: No				

Admin only

Deadline date : 15-Jun-2014
 Archive Date :
 Current user : Jerry PUETZ NSC
 Authors : GCP_NA_NNA_PEI
 Readers : Bill Hayes
 GCP_NA_TSM_ALL
 Garey GUZMAN
 Garey GUZMAN
 GCP_NA_NSC
 GCP_NA_PI
 GCP_PI_MGR
 GCP_NA_NONMARKET
 GCP_JP_PI
 GCP_NA_NNA_PEI

Bring to the attention of
 User 1 : Garey GUZMAN(NA-NNA-PEI)
 User 2 :
 User 3 :
 User 4 :
 User 5 :
 User 6 :

Document History

Date	Action	New Status	By	Organisation	New Resp	Simulated by	Comments
15-May-2014	Save	Draft	Bill HAYES	NNA	Bill HAYES		
15-May-2014	Request Approval	Awaiting Approval	Bill HAYES	NNA	Jerry PUETZ NSC		
16-May-2014	Publish	Public	Jerry PUETZ NSC	TSM	Garey GUZMAN		