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NISSAN

July 31, 2014

Mr. Jeffrey Quandt
Vehicle Integrity Division
Office of Defects Investigation
National Highway Traffic Safety Administration
1200 New Jersey Avenue S.E.
Washington, D.C. 20590

Re: PE14-014; NVS-213hkb

Dear Mr. Quandt:

Enclosed is Nissan's response to the referenced NHTSA Information Request of May 28, 2014 concerning the Agency's investigation of allegations concerning excessive brake pedal travel in model year 2013 through 2014 Nissan Sentra and Versa vehicles.

The attached reply responds by first stating each question, then the response. Please contact us if you have any questions.

Sincerely,



Donald Neff
Manager
Technical Compliance

Enclosures

Response to

PE14-014

INTRODUCTION

In responding to this Information Request ("IR"), information has been obtained from those places within Nissan likely to contain such information in the regular and ordinary course of business. When a particular Request seeks "documents" as defined in the IR, reasonable, good faith searches have also been made of corporate records in those places likely to maintain them in the regular and ordinary course of business. Nissan has searched for and produced records that were created up to and on the date the IR was released, May 14, 2014. Nissan is providing responses with numerical information (requests 1, 2, 3, 4, 5 and 6) and response 7 is provided. Nissan appreciates the Agency's understanding in granting an extension to provide the responses to the remaining questions.

The definitions of "documents" and "Nissan", however, are unreasonably broad, vague and ambiguous in the context of the information sought by this IR. For example, "calendars", "appointment books", "financial statements" and "personnel records" would not contain owner complaints, field reports or other information sought by Request 2 pertaining to the alleged defect. Therefore, searches were not made for such "documents", inasmuch as they would not likely contain responsive information. In addition, Nissan has not provided information from persons or entities over which it does not ordinarily exercise control. Nissan understands this IR to seek information on vehicles manufactured for sale in the United States.

Responses are provided after each request, and Attachments are utilized as appropriate. The source of information used as a basis for the data in each Attachment, including the date the data were updated and retrieved, is identified at the beginning of each Attachment, as applicable. If a document itself is the source for the requested information and it is provided, we assume no further source identification is called for. If a document, drawing or component is requested, or if no responsive information is available, we assume no further source identification is called for.

With regard to claims of privilege, Nissan understands that it is acceptable to the Agency for Nissan to identify specific categories of privileged documents rather than any specific document. These specific categories are: 1) communications between outside counsel and Nissan Legal Department employees, other Nissan employees, or other Nissan-represented parties in litigation and claims; 2) communications between Nissan Legal Department employees and other Nissan employees or other Nissan-represented parties in litigation or claims; 3) notes and other work product of outside counsel or of Nissan Legal Department employees concerning communications with Nissan employees or consultants, and the work product of those employees or consultants done for or at the request of outside counsel or Legal Department employees; and 4) other categories to be identified later as necessary. For any privileged documents that are not included in these categories, such documents, if any, will be specifically identified on a separate privilege index at a later time. To the extent that a document is furnished, Nissan is not asserting a privilege claim for that document, although the disclosure of such document does not waive the attorney-client privilege or work-product protection with respect to other documents prepared in connection with the specific litigation or claim or other litigation or claims. In addition, in submitting such documents, we reserve our right to claim the attorney-client privilege and/or work-product protection with respect to analyses that may be prepared subsequently in

connection with these and other cases. Also, we understand documents specifically related to the preparation of the responses are not sought.

Nissan believes NHTSA's policy is to protect the privacy of individuals under exemption 6 of the Freedom of Information Act, 5 U.S.C. Section 552(b)(6). We understand that name, address, and other personal information of owners or other individuals, including Nissan personnel, contained in any of the attachments in this response will not be made available to the public. Therefore, Nissan is not requesting confidential treatment for this information pursuant to 49 CFR, Part 512, but we believe any private information concerning individuals should not be made public.

* * * * *

1. State, by model and model year, the number of subject vehicles Nissan has manufactured for sale or lease in the United States and federalized territories. Separately, for each subject vehicle manufactured to date by Nissan, state the following:

- a. Vehicle identification number (VIN);
- b. Model;
- c. Model Year;
- d. Date of manufacture;
- e. Date warranty coverage commenced; and
- f. The State in the United States, or the federalized territory, where the vehicle was originally sold or leased (or delivered for sale or lease).

Provide the table in Microsoft Access 2010, or a compatible format, entitled "PRODUCTION DATA." See Enclosure 1, Data Collection Disc, for a pre-formatted table that provides further details regarding this submission.

Table 1. Production Data Summary

Model Year	Model	Units
2013	Sentra	154,898
	Versa Sedan	57,447
2014	Sentra	100,099
	Versa Note	67,483
	Versa Sedan	79,692

The information requested in 1.a through 1.f is provided, when known, in a Microsoft Access database titled " PE14-014 DATA" on a CD enclosed as Attachment A.

2. State, by model, engine and model year, the number of each of the following, received by Nissan, or of which Nissan is otherwise aware, which relate to, or may relate to, the alleged defect in the subject vehicles:

- a. Consumer complaints, including those from fleet operators;
- b. Field reports, including dealer field reports;
- c. Reports involving a crash, injury, or fatality, based on claims against the manufacturer involving a death or injury, notices received by the manufacturer alleging or proving that a death or injury was caused by a possible defect in a subject vehicle, property damage claims, consumer complaints, or field reports;
- d. Property damage claims;
- e. Third-party arbitration proceedings where Nissan is or was a party to the arbitration; and
- f. Lawsuits, both pending and closed, in which Nissan is or was a defendant or codefendant.

For subparts "a" through "f" state the total number of each item (e.g., consumer complaints, field reports, etc.) separately. Multiple incidents involving the same vehicle are to be counted separately. Multiple reports of the same incident are also to be counted separately (i.e., a consumer complaint and a field report involving the same incident in which a crash occurred are to be counted as a crash report, a field report and a consumer complaint).

In addition, for items "e" through "h," (sic) provide a summary description of the alleged problem and causal and contributing factors and Nissan's assessment of the problem, with a summary of the significant underlying facts and evidence. For items "g" and "h," identify the parties to the action, as well as the caption, court, docket number, and date on which the complaint or other document initiating the action was filed.

a) Consumer complaints, including those from fleet operators:

145 complaints from Nissan's Consumer Affairs database involving 128 unique VIN's. For purposes of this submittal, duplicate complaints (multiple, same day complaints filed by a single customer) are included. When these are taken into account, there are 142 unique complaints.

b) Field reports, including dealer field reports:

156 Dealer field reports, representing 156 unique VINs.

c) Reports involving a crash, injury, or fatality, based on claims against the manufacturer involving a death or injury, notices received by the manufacturer alleging or proving that a death or injury was caused by a possible defect in a subject vehicle, property damage claims, consumer complaints, or field reports:

There were 5 reports of crashes, injuries or fatalities found in the subject vehicles that are potentially related to the alleged defect.

d) Property damage claims, alleged to have resulted from alleged defect:

There are no property damage claims responsive to this inquiry. Two of the field reports mention minor damage to property, however Nissan never received a claim regarding this damage.

e) Third-party arbitration proceedings where Nissan is or was a party to the arbitration:

There are no third party arbitration proceedings responsive to this inquiry.

f) Lawsuits, both pending and closed, in which Nissan is or was a defendant or codefendant:

There are three breach of warranty lawsuits responsive to this inquiry.

3. Separately, for each item (complaint, report, claim, notice, or matter) within the scope of your response to Request No. 2, state the following information:

- a. Nissan's file number or other identifier used;
- b. The category of the item, as identified in Request No. 3 (i.e., consumer complaint, field report, etc.);
- c. Vehicle owner or fleet name (and fleet contact person), address, and telephone number;
- d. Vehicle's VIN;
- e. Vehicle's model and model year;
- f. Vehicle's mileage at time of incident;
- g. Incident date;
- h. Report or claim date;
- i. Whether a crash is alleged;
- j. Whether property damage is alleged;
- k. Number of alleged injuries, if any; and
- l. Number of alleged fatalities, if any.

Provide this information in Microsoft Access 2010, or a compatible format, entitled "REQUEST NUMBER TWO DATA." See Enclosure 1, Data Collection Disc, for a pre-formatted table that provides further details regarding this submission.

The information requested in 3.a through 3.l is provided, when known, in a Microsoft Access database titled "PE14-014 DATA" on a CD enclosed as Attachment A.

4. Produce copies of all documents related to each item within the scope of Request No.2. Organize the documents separately by category (i.e., consumer complaints, field reports, etc.) and describe the method Nissan used for organizing the documents. Describe in detail the search methods and search criteria used by Nissan to identify the items in response to Request No. 2.

The requested documents are on a CD enclosed as Attachment A. The documents are organized by category.

The search criteria used to identify responsive records is laid out in Attachment B and is the same criteria used to identify the responsive warranty claims requested in Request No. 5.

5. State, by model and model year, a total count for all of the following categories of claims, collectively, that have been paid by Nissan to date that relate to, or may relate to, the alleged . defect in the subject vehicles: warranty claims; extended warranty claims; claims for good will services that were provided; field, zone, or similar adjustments and reimbursements; and warranty claims or repairs made in accordance with a procedure specified in a technical service bulletin or customer satisfaction campaign.

Separately, for each such claim, state the following information:

- a. Nissan's claim number;
- b. Vehicle owner or fleet name (and fleet contact person) and telephone number;
- c. VIN;

- d. Repair date;
- e. Vehicle mileage at time of repair;
- f. Repairing dealer's or facility's name, telephone number, city and state or ZIP code;
- g. Labor operation number and description;
- h. Problem code and description;
- i. Replacement part number(s);
- j. Concern stated by customer;
- k. Cause and Correction stated by dealer/technician; and
- l. Additional comments, if any, by dealer/technician relating to claim and/or repair.

Provide this information in Microsoft Access 2010, or a compatible format, entitled "WARRANTY DATA." See Enclosure 1, Data Collection Disc, for a pre-formatted table that provides further details regarding this submission.

Table 2. Warranty Data Summary

Model Year	Model	Warranty Count
2013	Sentra	665
	Versa Sedan	207
2014	Sentra	9
	Versa Note	44
	Versa Sedan	79

The information requested in 5.a through 5.l is provided, when known, in a Microsoft Access database titled "WARRANTY DATA" on a CD enclosed as Attachment A.

6. Describe in detail the search criteria used by Nissan to identify the claims identified in response to Request No. 5, including the labor operations, problem codes, part numbers and any other pertinent parameters used. Provide a list of all labor operations, labor operation descriptions, problem codes, and problem code descriptions applicable to the alleged defect in the subject vehicles. State, by make and model year, the terms of the new vehicle warranty coverage offered by Nissan on the subject vehicles (i.e., the number of months and mileage for which coverage is provided and the vehicle systems that are covered).

The search criteria used by Nissan to identify the claims identified in response to Request No. 5 are set forth in Attachment B.

The terms of the new vehicle warranty coverage offered by Nissan on the subject vehicles is provided on a CD enclosed as Attachment C in response to Question 7 below.

7. Produce copies of all service, warranty, and other documents that relate to, or may relate to, the alleged defect in the subject vehicles, that Nissan has issued to any dealers, regional or zone offices, field offices, fleet purchasers, or other entities. This includes, but is not limited to, bulletin, advisories, informational documents, training documents, or other documents or communications, with the exception of standard

shop manuals. Also include the latest draft copy of any communication that Nissan is planning to issue within the next 120 days.

Descriptions of each labor operation code, problem code, and part number are given in the Warranty Data table in Attachment A.

The requested new vehicle warranty coverage documents are on a CD enclosed as Attachment C.

Nissan has issued no communications relating to the alleged defect.

Nissan does not plan to issue any communication(s) at this time.

8. Describe all assessments, analyses, tests, test results, studies, surveys, simulations, investigations, inquiries and/or evaluations (collectively, "actions") that relate to, or may relate to the alleged defect that have been conducted, are being conducted, are planned, or are being planned by, or for, Nissan. For each such action, provide the following information:
- a. Action title or identifier;
 - b. The actual or planned start date;
 - c. The actual or expected end date;
 - d. Brief summary of the subject and objective of the action;
 - e. Engineering group(s)/supplier(s) responsible for designing and for conducting the action; and
 - f. A brief summary of the findings and/or conclusions resulting from the action.

The response to this request should include a detailed description of all past, present and future actions by any and all engineering working groups (e.g., engine stall task force) of which Nissan is an active member or is otherwise aware. This includes, at a minimum, all of the information requested in items "a" through "f."

For each action identified, provide copies of all documents related to the action, regardless of whether the documents are in interim, draft, or final form. Organize the documents chronologically by action.

Nissan will supplement this response at a later date.

9. Describe all modifications or changes made by, or on behalf of, Nissan in the design, material composition, manufacture, quality control, supply, or installation of the subject system, from the start of production to date, which relate to, or may relate to, the alleged defect in the subject vehicles. For each such modification or change, provide the following information:
- a. The date or approximate date on which the modification or change was incorporated into vehicle production;
 - b. A detailed description of the modification or change;
 - c. The reason(s) for the modification or change;
 - d. The part number(s) (service and engineering) of the original component;

- e. The part number(s) (service and engineering) of the modified component;
- f. Whether the original unmodified component was withdrawn from production and/or sale, and if so, when; and
- g. When the modified component was made available as a service component;

Also, provide the above information for any modification or change that Nissan is aware of which may be incorporated into vehicle production within the next 120 days.

Nissan will supplement this response at a later date.

10. State the number of the following parts that Nissan has sold that may be used in the subject vehicles by part number (both service and engineering/ production) and month/year of sale (including the cut-off date for sales, if applicable):
- a. Master cylinder; and
 - b. Brake booster.

For each component part number, provide the supplier's name, address, and appropriate point of contact (name, title, and telephone number). Also identify by make, model and model year, all vehicle applications that use the component, whether installed in production or in service, and state the applicable dates of production or service usage.

Nissan will supplement this response at a later date.

11. Provide a sectioned master cylinder assembly showing the leak path related to the alleged defect condition and marking the reservoir fill heights' associated with nominal fill level and brake warning lamp illumination.

Nissan will supplement this response at a later date.

12. Provide an Excel file listing all master cylinders from subject vehicles that have been analyzed by, or for, Nissan as part of a warranty return program, including the following information:
- a. Claim number;
 - b. Vehicle identification number;
 - c. Master cylinder part number;
 - d. Master cylinder date of manufacture;
 - e. Repair date;
 - f. Repair mileage;
 - g. Customer concern; and
 - h. Technician comments.

Provide copies of all associated reports, photographs, material analyses and video tapes related to the return part analysis or the evaluation of the part in vehicle brake performance testing.

Nissan will supplement this response at a later date.

13. Describe, and provide copies of all documents relating to, all testing or other actions taken by, or for, Nissan to assess the effects of the alleged defect on brake performance in the subject vehicles. This should include all testing associated with assessing the number of brake applications necessary to produce a brake warning lamp illumination due to the alleged defect.

Nissan will supplement this response at a later date.

14. Furnish Nissan's assessment of the alleged defect in the subject vehicles, including:

- a. The causal or contributory factor(s);
- b. The failure mechanism(s);
- c. The failure mode(s), including the specific conditions under which brake hydraulic circuit failure could occur;
- d. Nissan's assessment of the affected vehicle populations (state beginning and ending build dates for production affected by each issue), incident counts, and 12- and 24-month in service failure rates;
- e. The risk to motor vehicle safety that it poses; including Nissan's assessment of the causes and contributing factors for all crash reports submitted in response to this information request;
- f. What warnings, if any, the operator and the other persons both inside and outside the vehicle would have that the alleged defect was occurring or subject component was malfunctioning; and
- g. The reports included with this inquiry.

Nissan will supplement this response at a later date.

ATTACHMENT A

CD with Information Related to Requests 1, 2, 4, 5 and 6

This attachment contains a CD containing the information related to Request Numbers 1, 2, 4, 5 and 6. The information reflects Nissan North America's databases and legal files as of May 28, 2014. The databases and legal files are updated daily.

ATTACHMENT B

Warranty Claims Search Criteria

Warranty claims data were gathered from the NNA warranty database May 28, 2014.

The search method used by Nissan to identify the claims identified in response to Request Nos. 2 and 5 is as follows:

Model Codes: B17 (SENTRA), N17 (VERSA SEDAN), E12 (VERSA NOTE)
Model Year: 2007

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

List A KeyWord	List B KeyWord	List C KeyWord
BRAKE	PEDAL	TRAVEL
MASTER CYLINDER	MASTER CYLINDER	SPONGY
	WILL NOT%STOP	SOFT
	WON%T WORK	FLOOR
	DON%T WORK	MASTER CYLINDER
	PEDDL	ALL THE WAY
	PUSH	FOOT ON THE BRAKE
	PRESS	EXCESS PRESSURE
	BRAKE	CREEP
	WOULD NOT STOP	
	WOULDN%T STOP	
	NOT STAY STOPPED	

Claims matching the keywords as specified above were then reviewed for relevancy to the request. Any documents that were obviously a different issue or otherwise non-responsive were removed. Any documents in which relevancy could not be determined because the verbatim was too vague were included in the submission.

Descriptions of the parts, trouble codes, and labor operation codes are included in the data attached in Attachment A responsive to Request 5.

ATTACHMENT C

New Vehicle Warranty Coverage Documents