

# **QUALITY ACTION**

# 7-Speed Automatic Transmission (AT) Lock Up

Reference: P9330 Date: November 6, 2019

CAMPAIGN

BULLETIN

Attention: Dealer Principal, Sales, Service & Parts Managers

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
2019 Armada (Y62)	NA	89	Nevember 6, 2010	VEC
2019 370Z (Z34)	NA NA	1	November 6, 2019	IES

#### \*\*\*\*\* Dealer Announcement \*\*\*\*\*

Nissan is conducting a dealer inventory quality action on **89** specific 2019 Nissan Armada (Y62) and **1** Nissan 370Z (Z34) vehicles identified in Service Comm, to inspect the transmission torque converter.

Affected vehicles **are subject** to stop sale and are either currently in dealer inventory or assigned and in transit to the dealer.

#### \*\*\*\*\* What Dealers Should Do \*\*\*\*\*

#### PLEASE FOLLOW THE ATTACHED INSPECTION INSTRUCTIONS

- Verify if vehicles are affected by this quality action using Service Comm or DBS National Service History – Open Campaigns I.D. <u>P9330</u>
  - New vehicles in dealer inventory can also be identified using DBS (Sales-> Vehicle Inventory, and filter by Open Campaign).
    - Refer to NPSB 15-460 for additional information
  - Please continue to check newly arriving inventory for campaign applicability.
- 2. Please <u>do not drive, sell, loan or trade</u> the specific vehicles in Dealer Inventory subject to this Quality Action.
- 3. Use the attached procedure to inspect the vehicle:
  - If the data shows the Torque Converter Clutch Solenoid Monitor (TCC SOL MON) increases to 0.4A during steady cruise at or above 25MPH, no further action is necessary
    - File a claim for the inspection, and release the vehicle for sale
  - If the data shows the Torque Converter Clutch Solenoid Monitor (TCC SOL MON) <u>does not</u> increase to 0.4A during steady cruise at or above 25MPH, <u>HOLD</u> the vehicle.
    - Do not submit a warranty claim.
    - Send the requested information to <u>nnafqasupport@nissan-usa.com</u>
      - Dealer Action Number: (P9330) 7 A/T Lock up
      - Dealer Name:

- Dealer Code:
- Dealer Address:
- VIN:
- Contact Person Name:
- Contact Person Phone Number:

# **NOTE:** Nissan Field Quality Assurance will respond to the dealer with further direction within 1-2 business days of receipt and provide further instruction.

#### \*\*\*\*\* Dealer Responsibility \*\*\*\*\*

It is the dealer's responsibility to check Service Comm or DBS National Service History – Open Campaign using the appropriate campaign I.D for the campaign status on each affected vehicle currently in new vehicle inventory.

#### Thank you for your prompt attention to this matter.

#### NISSAN NORTH AMERICA, INC.

Aftersales DIVISION

\*\*\*\*\* Procedure begins on next page \*\*\*\*\*



# P9330 - 2019 - 370Z, ARMADA 7 SPEED AUTOMATIC TRANSMISSION TORQUE CONVERTER LOCK-UP

## SERVICE PROCEDURE:

**Important:** This procedure requires the vehicle to be driven. Please read through **ALL** steps prior to starting procedure.

- 1. Start the engine.
- 2. Connect CONSULT-III plus (C-III plus) to the vehicle.
  - Connect the plus Vehicle Interface (plus VI) to the vehicle
  - Connect 12v power supply to the CONSULT-III plus (C-III plus) computer
  - Open the CONSULT-III plus (C-III plus) program from the desktop

open the consolit m plus (c m plus) program nom the desktop							
3. Select "Diagnosis (All Systems)". (Figure 1)	Image: Consult-Hippus Ver.03.20 Per Score       VIN- Country: United Base       Vehicle:       Country: United States         Image: Consection Status       Image: Consection Status       Image: Consection Status       Image: Consection Status         VI       2324913       Image: Consection Status       Image: Consection Status       Image: Consection Status         VI       2324913       Image: Consection Status       Image: Consection Status       Image: Consection Status         VI       2324913       Image: Consection Status       Image: Consection Status       Image: Consection Status         MI       Image: Consection Status       Image: Consection Status       Image: Consection Status       Image: Consection Status         Image: Consection Status       Image: Consection Status       Image: Consection Status       Image: Consection Status         Image: Consection Status       Image: Consection Status       Image: Consection Status       Image: Consection Status         Image: Consection Status       Image: Consection Status       Image: Consection Status       Image: Consection Status         Image: Consection Status       Image: Consection Status       Image: Consection Status       Image: Consection Status         Image: Consection Status       Image: Consection Status       Image: Consection Status       Image: Consection Status         Image: Consection Status<						
<ol> <li>Select the vehicle using automatic or manual selection. (Figure 2)</li> </ol>	CONSULT-III plus Ver.83.20       VIN-       Vehicle :-       Country: United States         Image: CSF47.10       Image: CSF						



<ul> <li>8. Select the items listed below to be monitored. (Figure 6)</li> <li>Engine speed</li> <li>TCC solenoid Mon</li> <li>ATF Temp 1</li> <li>Vehicle speed</li> </ul>	Image: Sector of the sector
<ul> <li>9. Verify the recording settings are set to default. (Figure 7)</li> <li>Select "Setting" (Figure 6)</li> <li>Verify Default settings (listed below)</li> <li>&gt; Recording time 10sec</li> <li>&gt; Sampling rate 10msec</li> <li>&gt; Trigger point 80% pre-trigger 20% post trigger"</li> <li>If no changes are made select "Cancel"</li> <li>If changes were made select "Confirm"</li> <li>10. Select Start. (See Figure 6)</li> </ul>	Country : United Constitution I Mage States and UNI-JNIFV7EL4KM440017 Vehicle : INFINITI G60 CV37 2019 Country : United Recording Condition 1 Trigger Condition 1 Trigger Condition 2 Extend Record Time 10sec Time Sampling Rate 10msec Time 80% Country : United Trigger Point (Pre/Post) Pre-Trigger 80% Country : United Post-Trigger 20% Country : United Condition 1 Confirm Country : Default Setting Condition 1 Trigger Condition 1 Country : Default Setting Count
<ul> <li>11. Allow the transmission fluid to warm up to 140°F by driving the vehicle.</li> <li>Monitor "ATF temp 1" on the C-III plus screen and verify the fluid temp is at 140°F (Figure 8)</li> </ul>	CONSULT-III plus Ver:05.20 Prof. Scene Prof. Scene Pro

12. Record data while driving the vehicle.	Image: Consult-III plus Ver.3.20     VIN.JN1FV7EL4KM440017     Vehicle : INFINITI Q60 CV37 2019     Country : United States       Image: Consult - III plus Ver. CSP47.10     VIN.JN1FV7EL4KM440017     Vehicle : INFINITI Q60 CV37 2019     Country : United States       Image: Consult - III plus Ver. CSP47.10     VIN.JN1FV7EL4KM440017     Vehicle : INFINITI Q60 CV37 2019     Country : United States       Image: Consult - III plus Ver. CSP47.10       Image: Consult - III plus Ver. CSP47.10     Image: Consult - III plus Ver. CSP47.10     Image: Consult - III plus Ver. CSP47.10     Image: Consult - III plus Ver. CSP47.10       Image: Consult - III plus Ver. CSP47.10     Image: Consult - III plus Ver. CSP47.10     Image: Consult - III plus Ver. CSP47.10     Image: Consult - III plus Ver. CSP47.10       Image: Consult - III plus Ver. CSP47.10     Image: Consult - III plus Ver. CSP47.10     Image: Consult - III plus Ver. CSP47.10     Image: Consult - III plus Ver. CSP47.10       Image: Consult - III plus Ver. CSP47.10     Image: Consult - III plus Ver. CSP47.10     Image: Consult - III plus Ver. CSP47.10     Image: Consult - III plus Ver. CSP47.10       Image: Consult - III plus Ver. CSP47.10     Image: Consult - III plus Ver. CSP47.10     Image: Consult - III plus Ver. CSP47.10     Image: Consult - IIII plus Ver. CSP47.10       Image: Consult - III plus Ver. CSP47.10     Image: Consult - III plus Ver.10     Image: Consult -
• Manually shift the transmission to M2	Data Monitor Sort by selection Ascending order Line Graph Single List
or M3	TRANSMISSION         ENGINE SPEED         1446 rpm           TRANSMISSION         ATF TEMP 1         140 rf
Drive the vehicle over 25mph	TRANSMISSION         TCC SOL MON         0.429         A           TRANSMISSION         VEHICLE SPEED         45 mph
<ul> <li>While driving at a <u>constant speed</u>, select record on the lower RH portion of the Consult screen (Figure 9)</li> </ul>	
<b>Caution:</b> Park the vehicle in a safe location before continuing with the procedure.	Explanation Trigger Info. Record Figure 9
	Recorded Daty/Data Monitor: File Name/2013/DataMonitor;2019/002-096003.dm         Vehicle Type://13         Vehicle
	Interview         Trigger SW         Recording Time         10sec         Swepting Rate         10msec         Trigger Rate         Pre-20%/POst-20%           INARXNNISS         ENGINE SPEED         rpm         Y         1840         G         1600         1610         Setting
	4100 20.50 0 1/LANSMISS ATF TEMP 1 'F Y 180 G 160 setting
13. Save the data in C-III plus. (Figure 10)	200 136 73 9
Click save in the upper LH portion of	-65         HARNSNISS         TCC SOL MON         A         Y         0.376         G         0.401         0.386         setting           1280         0.960         0.960         0.376         G         0.401         0.386         setting         0.960         0.386         setting         0.376         G         0.401         0.386         setting         0.386
the screen	0.640 0.620 1.0000 IRANSMISS VEHICLE SPEED moh Y 82 G 50 50 Setting
	126 192 128
	0 000°00°000 > 010 > 010
	Eigure 10
14 Save the data as a "Elving Graph(* txt)"	(Figure 11)
a Select deskton as location	(rigure II)
b. Title the data with the last 8 digits of t	
c. Change the file type to flying graph	
d Select save (Figure 12)	
Save As	Save As X
← → v ↑ ■ > This PC > Desktop v 0 Search Desktop P Organize ▼ New folder ■ V 0	← → < ↑ ■ > This PC > Desktop < ♂ Search Desktop
<ul> <li>OneDrive</li> </ul>	This PC
This PC To JD Objects	30 Objects      Desktop      Postmath
Desktop     Decuments     Documents	Documents
► Downloads Music ■ Pictures	Pictures Videos
Videos Vindows (C:)	Windows (C:)
b. File name CV37_DataMonitor_20191003-093603	File name: xxxxxxxx v Save as type: Elving Graph(* tet)
Hide Folders     Hide Folders	Hide Folders     Cancel
Figure 11	Figure 12



- Left click and hold on any of the data graphs while moving across the graph
- Monitor "Value1" of "TCC SOL MON" (Figure 14)



**If NO -** Continue to **Step 17** for emailing data file to FQA.

- 17. If data shows the TCC SOL MON does not increase to 0.4A during steady cruise at or above 25MPH, **HOLD** the vehicle and email data file to FQA for review.
  - Email data file to <u>nnafqasupport@nissan-usa.com</u> including the information below
    - Make sure to include the below information:

E-Mail Subject Line: P9330 7 Speed automatic transmission lock-up
 Dealer Name:
 Dealer Code:

- Dealer Address:
- VIN:
- Contact Person Name:
- Contact Person Phone Number:

# **CLAIMS INFORMATION**

## Submit claim using the following claims coding:

# Work Order Line Type: "CM" Campaign

### Campaign: P9330

Claim Type:	СМ			
PNC:	P9330			
Symptom:	ZZ			
Diagnosis:	99			
Description:	On	Flat	Parts	Expense
	Codes	Rate	<b>Required on</b>	Code
	codes	Time	claim	Required
Review data only	P93300	0.5 Hr	NO	NO