



Innovation that excites

QUALITY ACTION

CAMPAIGN BULLETIN

7-Speed Automatic Transmission (AT) Lock Up

Reference: P9330
Date: November 6, 2019

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	November 6, 2019	YES
2019 370Z (Z34)		1		

***** 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. **P9330**
 - 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.**
- Please **do not drive, sell, loan or trade** the specific vehicles in Dealer Inventory subject to this Quality Action.
- 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) **does not** increase to 0.4A during steady cruise at or above 25MPH, **HOLD** the vehicle.
 - Do not submit a warranty claim.**
 - Send the requested information to nnafgasupport@nissan-usa.com
 - 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

3. Select "Diagnosis (All Systems)". (Figure 1)

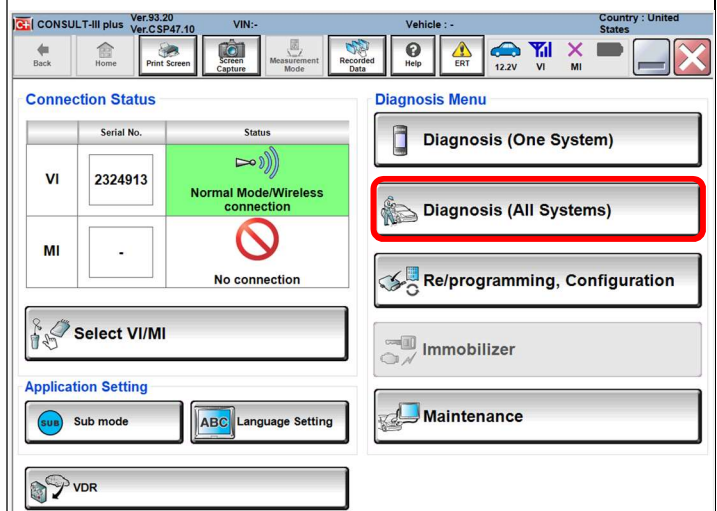


Figure 1

4. Select the vehicle using automatic or manual selection. (Figure 2)

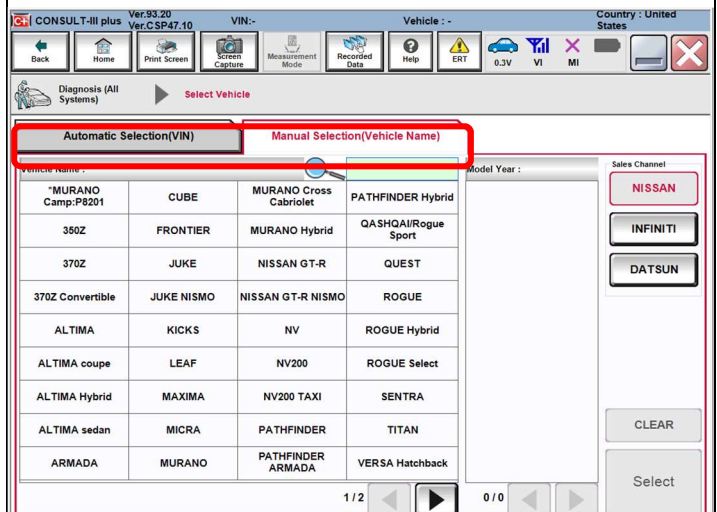


Figure 2

5. Confirm the Vehicle. (Figure 3)

- Confirm the VIN and vehicle selected are correct
- Select Confirm

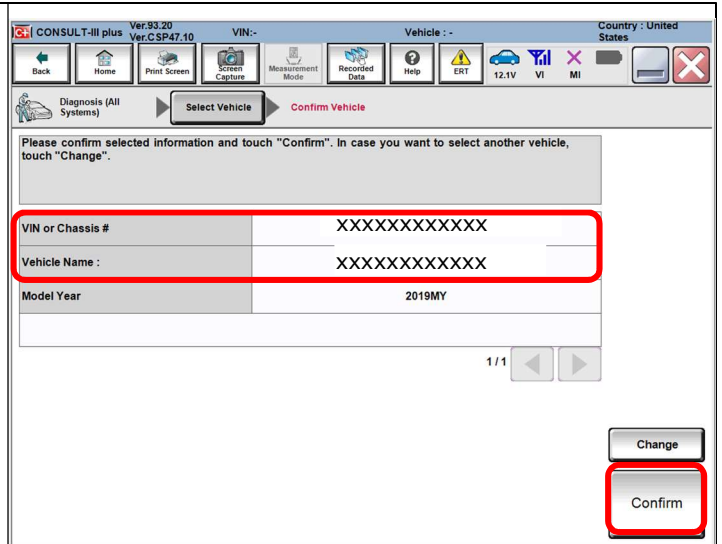


Figure 3

6. Select Transmission from the list of control units on the left. (Figure 4)

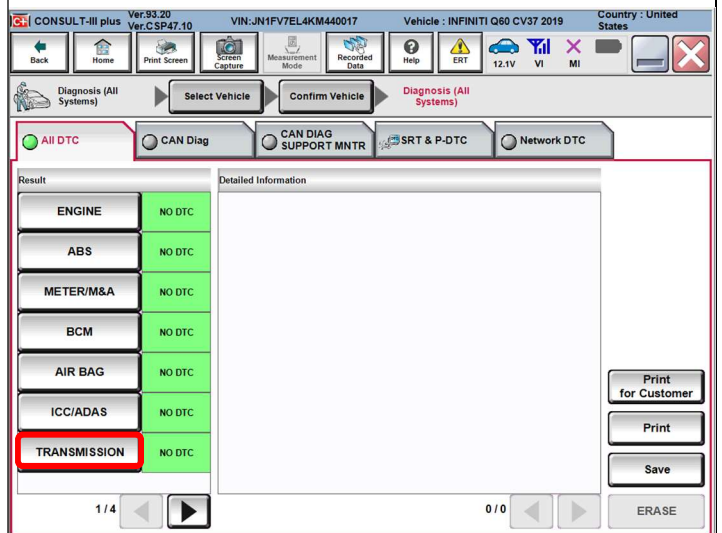


Figure 4

7. Select Data Monitor. (Figure 5)

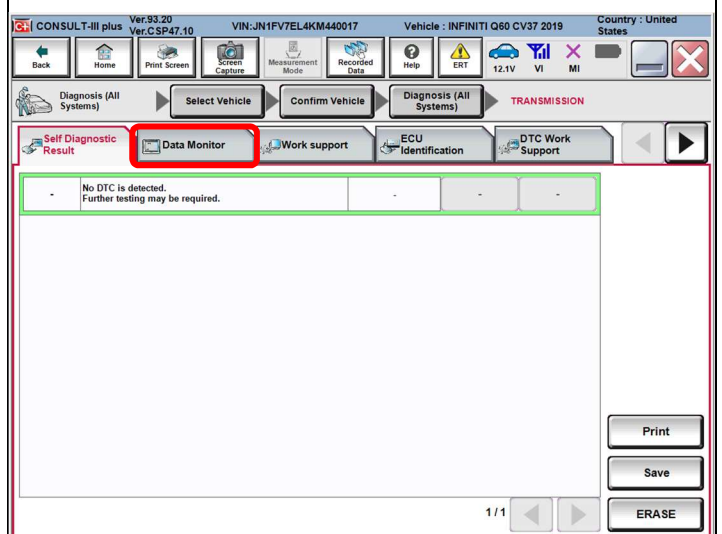


Figure 5

8. Select the items listed below to be monitored. (Figure 6)

- Engine speed
- TCC solenoid Mon
- ATF Temp 1
- Vehicle speed

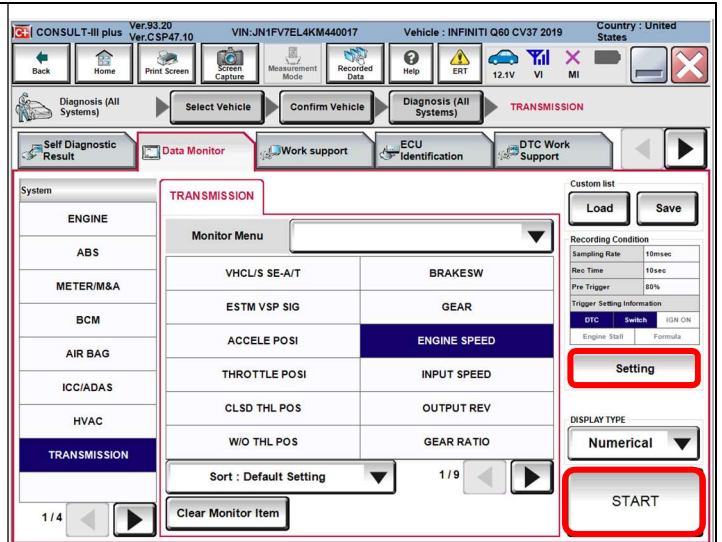


Figure 6

9. Verify the recording settings are set to default. (Figure 7)

- Select "Setting" (Figure 6)
- Verify Default settings (listed below)
 - Recording time 10sec
 - Sampling rate 10msec
 - Trigger point 80% pre-trigger 20% post trigger"
- If no changes are made select "Cancel"
- If changes were made select "Confirm"

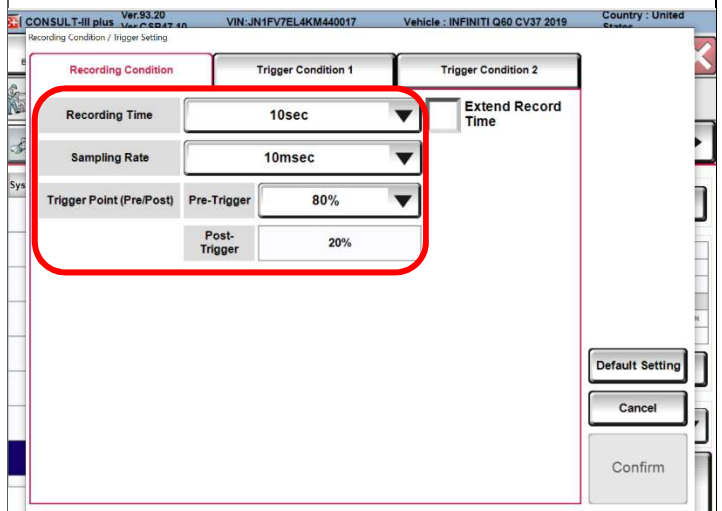


Figure 7

10. Select Start. (See Figure 6)

11. Allow the transmission fluid to warm up to 140°F by driving the vehicle.

- Monitor "ATF temp 1" on the C-III plus screen and verify the fluid temp is at 140°F (Figure 8)

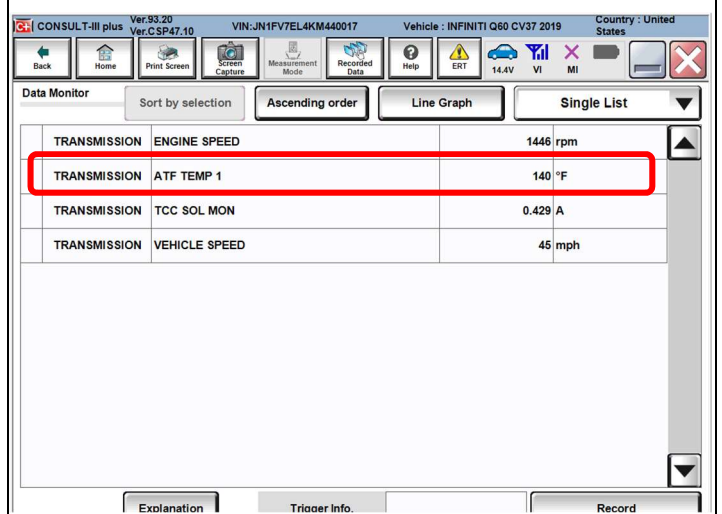


Figure 8

12. Record data while driving the vehicle.

- Manually shift the transmission to M2 or M3
- Drive the vehicle over 25mph
- While driving at a **constant speed**, select record on the lower RH portion of the Consult screen (Figure 9)

Caution:

Park the vehicle in a safe location before continuing with the procedure.

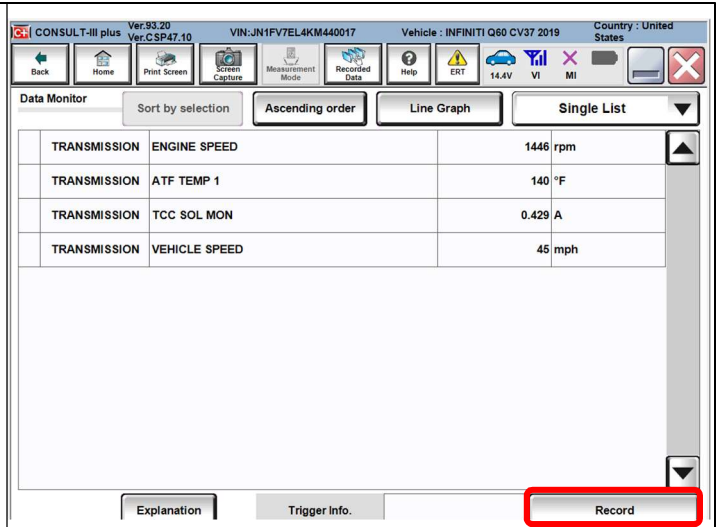


Figure 9

13. Save the data in C-III plus. (Figure 10)

- Click save in the upper LH portion of the screen

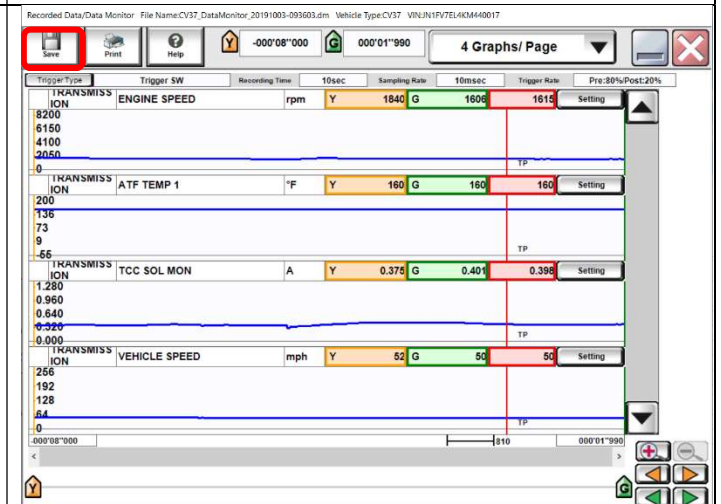


Figure 10

14. Save the data as a "Flying Graph(*.txt)". (Figure 11)

- Select desktop as location.
- Title the data with the last 8 digits of the VIN.
- Change the file type to flying graph.
- Select save (Figure 12).

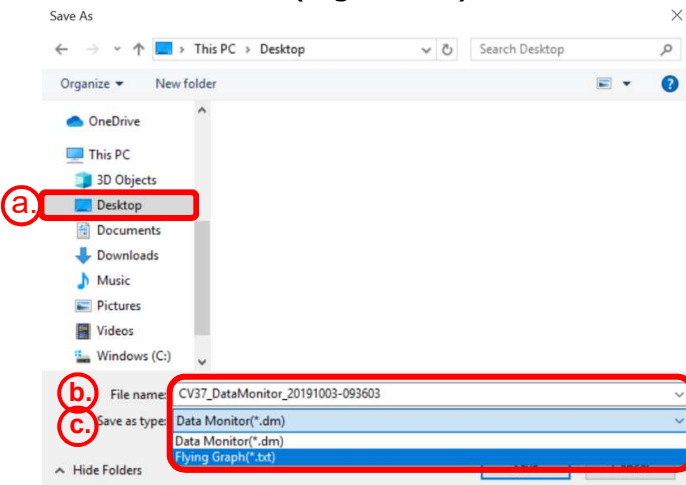


Figure 11

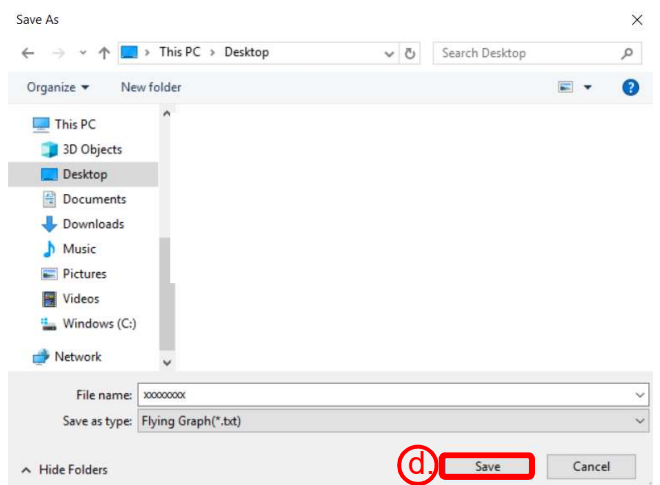


Figure 12

15. Drag and drop the data file into the "FlyingGraph" program. (Figure 13)

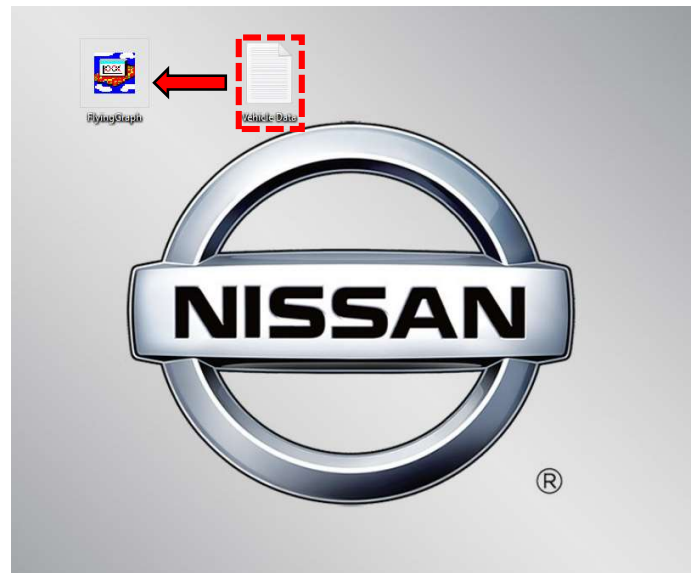


Figure 13

16. Review the data.

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

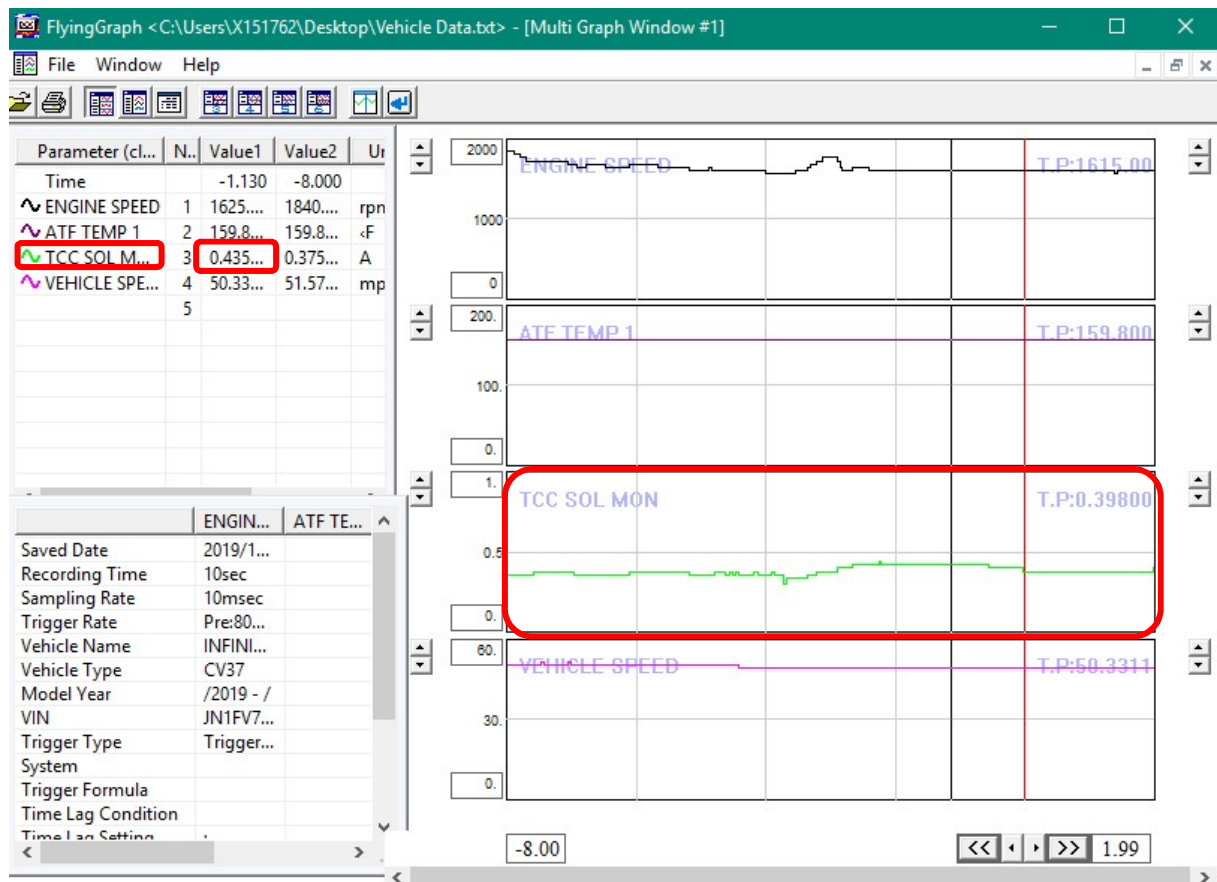


Figure 14

Does the value change to 0.4A or more?

If YES - Inspection is complete, see **Page 6** for claims information.

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 nafqasupport@nissan-usa.com 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:	CM			
PNC:	P9330			
Symptom:	ZZ			
Diagnosis:	99			
Description:	Op Codes	Flat Rate Time	Parts Required on claim	Expense Code Required
Review data only	P93300	0.5 Hr	NO	NO