

PE13-029

NISSAN

11/7/2013

ATTACHMENT C

NISSAN 11-7-2013,

ATTACHMENT A

REQUEST NUMBER 4

DOCUMENTS

LEGAL FIELD REPORTS

AND

FIELD REPORTS PAGE 70

PE13-029

NISSAN

11/7/2013

ATTACHMENT C

NISSAN 11-7-2013,

ATTACHMENT A

REQUEST NUMBER 4

DOCUMENTS

LEGAL FIELD REPORTS



# Incident Investigation Report

CAR #: 10808359  
Claimant: [REDACTED]  
VIN: 5N1AR2MM9DC [REDACTED]

## I. Claimant

Claimant name: [REDACTED] DOB: unknown Day phone: [REDACTED]  
 Address: [REDACTED] LN, West Chester, PA, [REDACTED] Eve. Phone: [REDACTED]

Driver Name: [REDACTED] DOB: unknown Day phone: [REDACTED]  
 Address: [REDACTED] West Chester, PA, 1 [REDACTED] Eve. Phone: [REDACTED]

Owner name: [REDACTED] DOB: unknown Day phone: [REDACTED]  
 Address: [REDACTED] West Chester, PA, [REDACTED] Eve. Phone: [REDACTED]

Who notified NNA of incident? Lawrence Kaplan CAR #: 10808359  
 If represented, claimant's attorney name, address, phone: Not at this time.

## II. Vehicle

Model year & model name: 2013 Pathfinder Mfg. date: 09/29/12 VIN: 5N1AR2MM9DC [REDACTED]  
 Mileage: 1,542 License #: [REDACTED] State: PA

Special equipment & accessories: None noted.  
 List all applicable recalls and service campaigns in table below:

Number	Description	Status (Open/Closed)
PC197	RC-0390672 2013 Pathfinder TCM Reprogramming.	Closed
n/a	n/a	n/a
n/a	n/a	n/a
n/a	n/a	n/a
n/a	n/a	n/a

## III. Description of Incident & Claim

Source of information (unless otherwise noted): CA file and IIR probe.  
 Date & time of incident: 03/10/13 approximately 12:00 pm  
 Location of incident (describe fully):  
**Intersection of Cricklewood Rd. and Concord Rd. West Chester Pa.**  
 Nature of weather: Warm and clear Vision obstruction (describe): None  
 Claimant's description of incident and statement of cause (be as detailed as possible):

- Claimant's description of the "sequence of events" that occurred:

[REDACTED] states: he was driving on a country road (Concord Rd.) about 5 miles from his home. The vehicle began to slow down and the rpms were not moving. He lost power but had full control of the steering. There was a smell and then smoke began to fill the cabin. The family exited the vehicle. There was dark grey smoke under the vehicle. The West Town police and West Chester fire department were called. There were four lines of liquid running down the street and it was believed to be transmission fluid. The vehicle was towed to the dealer.

- Relation to roadway (on-road, off-road, left side, right side):

Driving on the roadway at approximately 40 mph.

- Driver action (braking, steering, etc):

Driving steady.

- Special circumstances:

None.

# Incident Investigation Report

CAR #: 10808359  
 Claimant: [REDACTED]  
 VIN: 5N1AR2MM9D [REDACTED]

## III. Description of Incident & Claim - continued

Vehicle estimated speed: 40 mph      Source of estimate: [REDACTED]      Posted speed limit: Not posted  
 Other vehicle estimated speed: N/A      Source of estimate: N/A      Posted speed limit: N/A  
 Name & address of witnesses:  
 None  
 Police report taken? (Yes/No/#): Unknown      Reporting officer name & station (if report not attached): Unknown

List each allegation made. Be as specific as possible and list affected components and detailed reasons for allegation.

#	Allegation	Allegation made by
1	Loss of Power and Smoke in Cabin	[REDACTED]
2	N/A	N/A
3	N/A	N/A
4	N/A	N/A
5	N/A	N/A

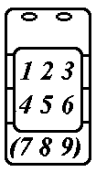
## IV. Occupants & Injuries

Source of information: CA file and IIR probe.

Locati on:	Seat Pos.	Seat Belts:	Air Bags:	Nature & extent of Injuries:	DOB:	Height:	Weight:
Name: [REDACTED]				Not injured.	Unknown	n/a	n/a
Address: [REDACTED] West Chester, PA, [REDACTED]							
1	1	U	N	Nature & extent of Injuries: Not injured.			
Name: Customer's wife					Unknown		
Address: Unknown						n/a	n/a
1	10	U	N	Nature & extent of Injuries: NOT INJURED			
Name: Customer's child					Unknown		
Address: Unknown						n/a	n/a
1	10	U	N	Nature & extent of Injuries: NOT INJURED			
Name: Customer's child					Unknown		
Address: Unknown						n/a	n/a
1	10	U	N	Nature & extent of Injuries: NOT INJURED			

Where, when, and by whom were the injured treated?  
 NO INJURIES NINE TREATED.

### (Legend for Section IV.)

<b>Location:</b>	1. Incident vehicle    2. Other Vehicle    3. Pedestrian    4. Other
<b>Seating Position:</b>	 10. Unknown    11. Other
<b>Seat Belts Worn:</b>	U. Unknown    L. Lap Only    S. Shoulder Only    B. L+S belt    N. None Worn    C. Child Restraint
<b>Airbag Status:</b>	NA. Not equipped    N. Airbag not deployed    D. Airbag deployed

# Incident Investigation Report

CAR #: 10808359  
Claimant: [REDACTED]  
VIN: 5N1AR2MM9DC [REDACTED]

## V. Other Property Damage

*Source of information (unless otherwise noted):* CA file and IIR probe.  
*Other vehicle model year, make, model name:* No other vehicle involved.  
*Name, address, phone of other vehicle owner:* N/A  
*Name, address, phone of other vehicle driver:* N/A  
*Nature & extent of other vehicle damage:* N/A  
*Nature & extent of property (other than motor vehicle) damage & name of owner:*  
NONE.

# Incident Investigation Report

CAR #: 10808359  
Claimant: [REDACTED]  
VIN: 5N1AR2MM9DC [REDACTED]

## VI. Investigation Results

Date of vehicle inspection: 03/20/13 Location of inspection: Concordville Nissan

Nature & extent of damages to vehicle & estimated cost of repairs (Attach estimate if available):

Transmission, radiator, 2 hoses and clamps have been ordered by the dealer.

Have you located any related prior repair orders? (Yes/No): Yes, R.O. 183460 attached.

Photos taken by: MDW # photos: 59

Observations / findings. Be as detailed as possible, put "Not Available" in sections that you are not able to inspect. Include observations and findings from test drives and Consult diagnostics.

- Exterior / Body:
  - No thermal damage noted.
  - Nothing else remarkable noted.
- Engine / Transmission / Drivetrain:
  - No thermal damage noted.
  - Note: Repair order 183460 indicates: CUSTOMER STATES THE VEHICLE LOST POWER AND SLOWED TO A STOP, SMOKE CAME FROM THE VENTS AND THERE WAS A FIRE UNDER THE HOOD.
  - Note: Technician notes on repair order 183460 state: C/STATES- WHILE DRIVING LOST POWER. TOWED IN- FLUID LEAKING UNDER VEHICLE- FOUND AT COOLER HOSE DISCONNECTED AT RADIATOR- CLAMP IN POSITION INSTALL HOSE AND SECURE ADD 6 QUARTS FLUID AND ADJUST LEVEL- CHECKED FOR CODES P0776- PRESSURE SOLONOID B- PERFORMANCE LOW VOLUME- REDUCED PRESSURE ROAD TEST FOR DTC CONFORMATION AFTER REFILL AND ADJUST. PERFORM STALL TEST- 2750 RPM
  - Note: Photo 45 is of the inlet hose to radiator from the transmission that the technician reinstalled onto the radiator.
- Underbody / Suspension / Steering / Wheels & Tires:
  - No thermal damage noted.
  - Note: oily liquid film on right front underside. See photo 36 to 45.
  - Note: stains on exhaust flex pipe. See photos 40 & 44.
- Interior Observations / Seats / Instrument Panel / Headliner / Trim:
  - No thermal damage noted.
  - No unusual odors noted.
  - Nothing else remarkable noted.
- Seat Belts / Child Restraints (if applicable):
  - No thermal damage noted.
  - Nothing else remarkable noted.
- Air Bags:
  - Nothing else remarkable noted.

Nothing remarkable noted.

- Additional Observations / Findings (describe any inspection items not covered under headings above, e.g. vehicle test drive with customer, site observations, etc):
  - Note: I started this vehicle and drove it into the shop to complete this inspection.
  - Note: photos 46 – 59 are of incident scene.
  - Note: stains on road at incident scene appear to start at stop sign on Concord Rd. and Woodhaven Rd. and proceed up the hill to the stop sign at Concord Rd. and Cricklewood Rd. and left onto Cricklewood Rd. and stop there. The distance from the stop at Woodhaven Rd. to where the stains end is approximately 550 feet.
- Summary. List factual inspection findings pertaining to each allegation made by claimant. Ensure appropriate IIR supplements are filled out.

CAR #: 10808359

Claimant: [REDACTED]

VIN: 5N1AR2MM9D [REDACTED]

# Incident Investigation Report

#	Allegation	Factual Findings
1	Loss of Power and Smoke in Cabin	See repair order 184360 attached. Oily liquid on underside of vehicle. Stains on exhaust flex pipe. See observations and findings.
2	N/A	N/A
3	N/A	N/A
4	N/A	N/A
5	N/A	N/A

Have alleged defective parts been removed from vehicle? (Yes/No): Not as of the time of this report.

If yes, by whom? N/A

Present location: On or in vehicle.

Reporter's  
Signature:

*Michael D. Wetherill*

Reporter's Name & Region:

Michael D. Wetherill Northeast Region

# Incident Investigation Report

## IIR Supplement: Thermal Checklist

**Instructions:**

1. Check the box(es) where damage has occurred.
2. Complete general inspection, sections I, II, and III.  
 Mark <Insp> box with X if inspected. Mark <Photo> box with Y if photos are included or N if not.  
 If an item cannot be checked due to damage, mark the item N/A.
3. Concentrate on the primary damage area, and add additional photos to section IV.

EXTERIOR   
  ENGINE   
  INTERIOR   
  TRUNK   
  UNDERBODY

### I. GENERAL INSPECTION

Insp	Photo	AREA	COMMENTS
X	Y	VIN	Plate Near Driver Door
X	Y	Odometer	No Flash
X	Y	Vehicle exterior (8 shots)	Hood Closed if Possible
X	Y	Under-hood	Entire Area
X	Y	Engine compartment	Quadrant (4 Shots)
X	Y	Interior	Through All Doors
X	Y	Trunk	Lid Open
X	Y	Underbody	Mandatory for all incidents

### II. FLUIDS

Insp	Photo	AREA	LEVEL			CONDITION	
			Low	OK	High	Normal	Burnt
X	Y	Engine Oil		X		X	
X	N/A	Transmission A/T	No di	pstic	K to	Check flu	Id level
X	Y	Power Steering Reservoir		X		X	
X	Y	Radiator Coolant		X		X	
X	Y	Coolant Overflow Bottle		X		X	
X	Y	Brake Fluid Reservoir		X		X	

### III. ELECTRICAL SYSTEM

Insp	Photo	AREA	OK	Blown	Melting	Burned	Missing
X	Y	Battery	X				
X	Y	Fusible Links	X				
X	Y	Engine Compartment Fuses	X				
X	N	Interior Fuses	X				
X	Y	Relay Box	X				
X	Y	Wiring Condition	X				

### IV. ADDITIONAL PHOTOS OF DAMAGE AREA

Insp	Photo	AREA	COMMENTS
		A.	
		B.	
		C.	







STOP

3-WAY





STOP

3-WAY







NO  
OUTLET











CONCORDVILLE  
PATHFINDER

visit concordvillecare.com  
www.concordvillecare.com



NISSAN

CONCORDVILLE  
PATHFINDER

4WD  
PLATINUM



4WD  
PLATINUM





630

NISSAN

MFD BY NISSAN MOTOR CO., LTD.

DATE:

09/12

GVWR:

2682 KG

5913 LB

GAWR FR.:

1291 KG

2846 LB

WITH P235/55R20 TIRES

20 X 7.5 RIMS AT 35 PSI

COLD SINGLE

GAWR RR.:

1400 KG

3086 LB

WITH P235/55R20 TIRES

20 X 7.5 RIMS AT 35 PSI

COLD SINGLE

THIS VEHICLE CONFORMS TO  
ALL APPLICABLE FEDERAL  
MOTOR VEHICLE SAFETY AND  
THEFT PREVENTION  
STANDARDS IN EFFECT ON  
THE DATE OF MANUFACTURE  
SHOWN ABOVE.

SN1AR2MM9DC 602589

MPV

941

MODEL: VLJNLJZ R52E

COLOR: KH3 TRIM: G

Z530A







Door Open

1542 miles

110.1  $\Delta$

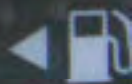
20

40

60

60

20











11/18/18  
OK/OK













V5

**4. SOLUTIONS REVISION**  
FOR BLISS (SEE 2007) OF SET THE  
MOUNTING AND REPAIR THE POLYMER OF WASH - LAMP,  
AS BEING AFTER BEHOLD TO OBSERVE A BOLT SCREW.  
FOR THESE TO BE SUBJECT, WE ARE IN APPROVED - SEE WWW





MIN

>PPZ

MIN

2012  
03104













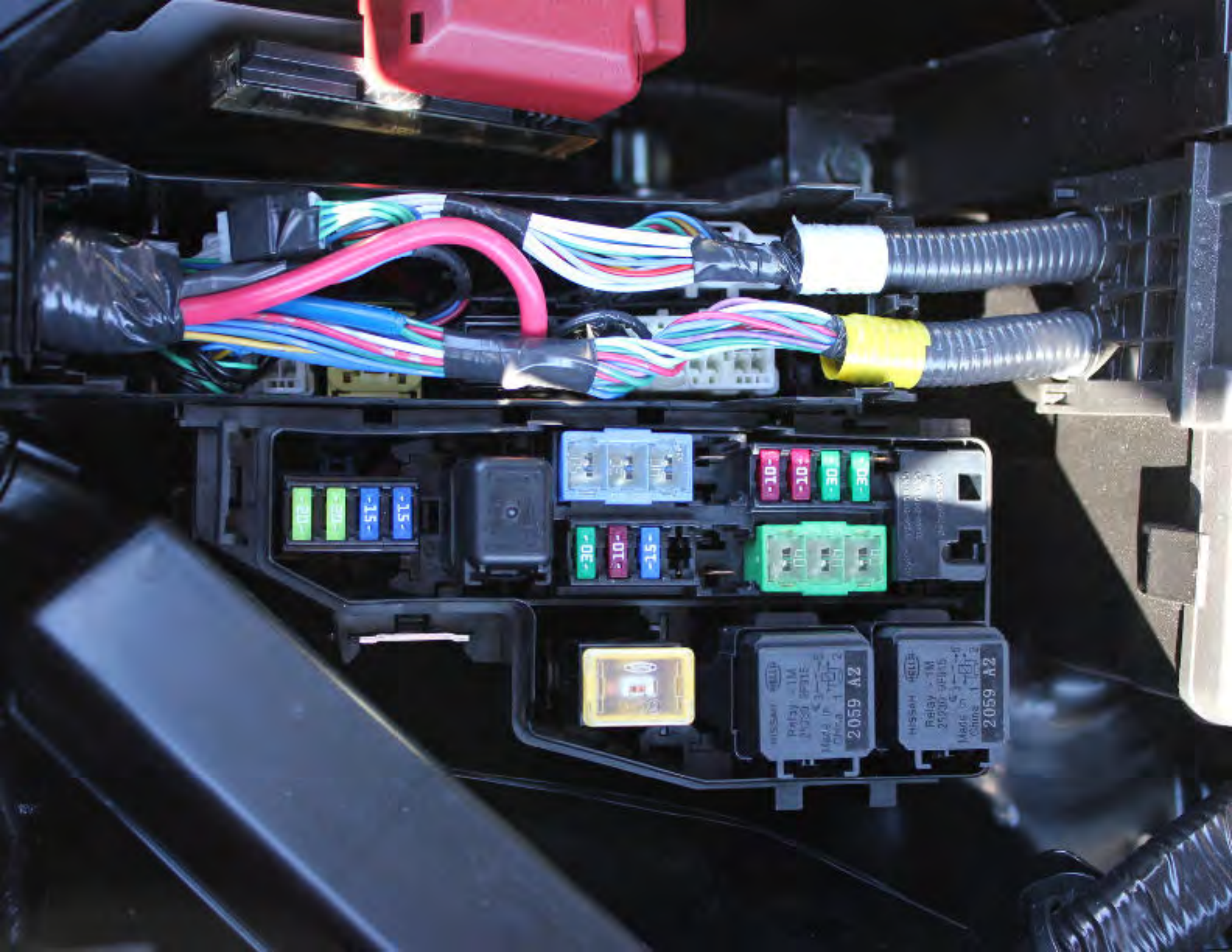
NISSAN RELAY  
Relay - TM  
25230 3F815  
Made in China  
9298 B2

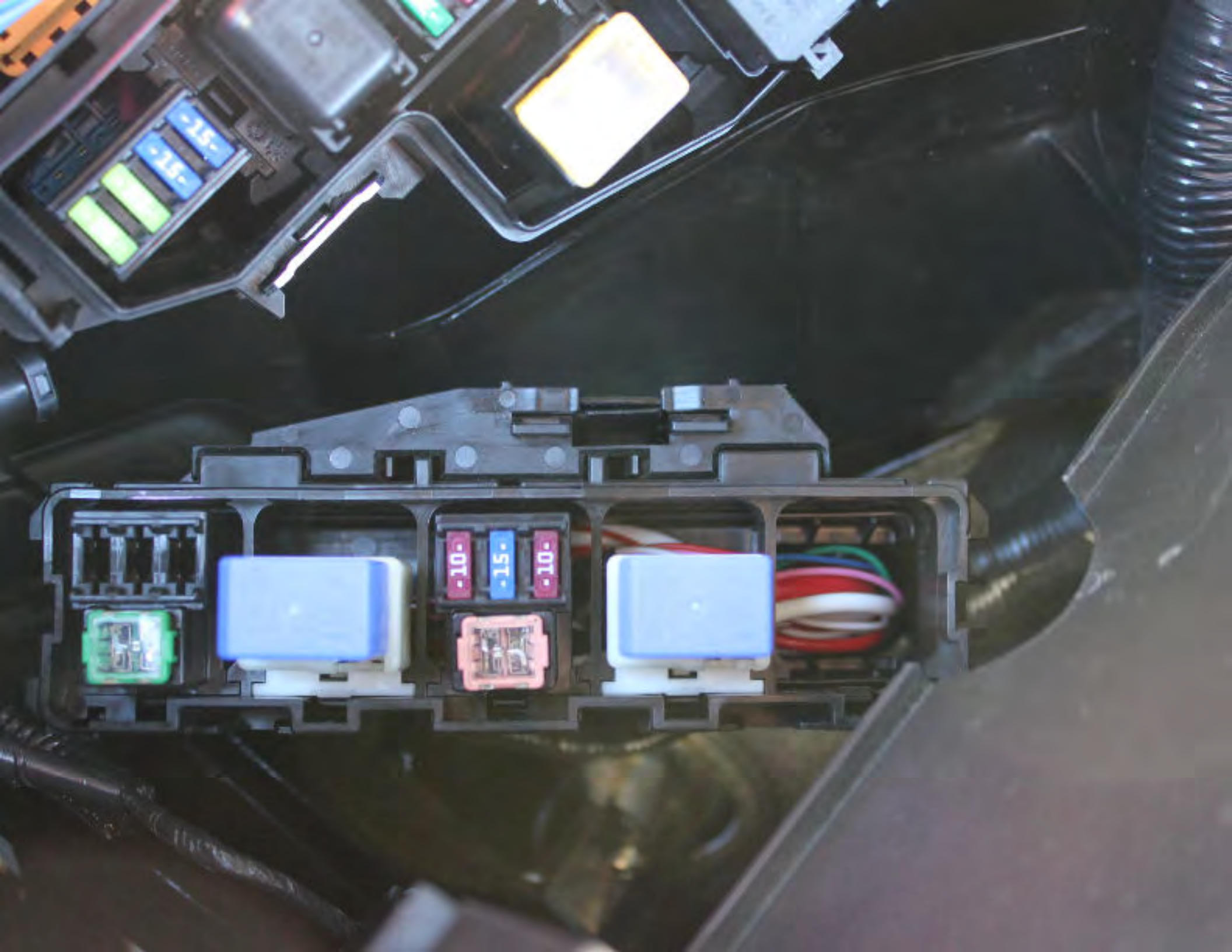
9298 B2

9298 B2

-15-  
-10-

NISSAN RELAY  
Relay - TM  
25230 3F815  
Made in China  
9298 B2





























































CUSTOMER #: 24639

183460

CLAIM CHECK  
PLEASE PRESENT THIS STUB TO CASHIER  
WHEN CALLING FOR YOUR VEHICLE  
THANK YOU

630

WEST CHESTER, PA

WORKORDER

PAGE 2

HOME  
BUS:

CONT:  
CELL:

SERVICE ADVISOR: 515 NAYLOR, TIMOTHY G

PARTS DIRECT LINE  
18101 459-8135

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
SUPER BLAC	13	NISSAN PATHFINDER	5N1AR2MM9DC		1536 1496	T6630	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02FEB13 IS			19:30 11MAR13			CASH	
R.O. OPENED	READY	OPTIONS: STK:N13216 ENG:3.5 Liter TRN:CVT					
11MAR2013 09:26							

LINE OF CODE TRCH... TYPE DESCRIPTIONS/INSTRUCTIONS  
 # A CS C CUSTOMER STATES THE VEHICLE LOST POWER AND SLOWED TO A STOP, SMOKE CAME FROM THE VENTS AND THERE WAS A FIRE UNDER THE HOOD | CC

# B INSP C MULTI-POINT INSPECTION | CC:

#231

- #0 CD10AA 1.7
- #1 JDO1AA 10.0
- JDO23A .6
- JDO11A .5
- EFG8AA .6

13.4  
\$1300

APPROVAL #  
N0314132470919

Cell phone

BAGMAN  
RESTA

DISCLAIMER OF WARRANTIES  
We hereby disclaim all warranties, either expressed or implied including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes any liability in connection with the sale of said product.

PRELIMINARY ESTIMATE #

MARK

I hereby authorize the repair work hereon and hereby to be done along with the necessary instructions agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control. I hereby grant you and/or your employees permission to operate the vehicle herein described as stated, highway or otherwise for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on below vehicle to secure the amount to be paid to repair.

AUTHORIZED BY	DATE	TIME	BY
REVISOR ESTIMATE (1)	3/14		
REVISOR ESTIMATE (2)	4720		
REVISOR ESTIMATE (3)			

X \_\_\_\_\_  
CUSTOMER SIGNATURE

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.  
REPLACED PARTS TO BE RETAINED FOR INSPECTION  YES  NO

DEALER CLAIM FOR CREDIT  
WE CERTIFY THAT THE INFORMATION WE HAVE ENTERED IS CORRECT AND ACCEPT LABOR AND/OR PARTS CREDITS IN ACCORDANCE WITH THE TERMS OF IMPORTERS CLAIMS POLICIES AND PROCEDURES ARE ISSUED AND AMENDED FROM TIME TO TIME. IF THIS CLAIM COVERS PARTS REPLACEMENT AND/OR LABOR PERFORMED UNDER THE STANDARD WARRANTY, WE CERTIFY THAT WE HAVE FURNISHED WITHOUT CHARGE TO THE OWNER PARTS TO REPLACE THOSE LISTED BELOW AND LABOR ON INSTALLED PARTS.

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

DEALER AUTHORIZED SIGNATURE  
Copyright 1999 GM Corp. All Service Advisors Own Copy 2-0402

TECHNICIAN COPY

CUSTOMER #: 24639

LARRY

183460

CLAIM CHECK  
PLEASE PRESENT THIS STUB TO CASHIER  
WHEN CALLING FOR YOUR VEHICLE  
THANK YOU

630

WORKORDER

PAGE 2

WEST CHESTER, PA

HOME: [REDACTED] CONT: [REDACTED]  
BUS: [REDACTED] CELL: [REDACTED]

PARTS DIRECT LINE  
(610) 458-8135

SERVICE ADVISOR: 515 NAYLOR, TIMOTHY G

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
SUPER BLAC	13	NISSAN PATHFINDER	5N1AR2MM9D		1536 2400	T6630	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02FEB13 IS			19:30.11MAR13			CASH	
R.O. OPENED		READY	OPTIONS: STK:N13216, ENG:3.5_Liter TRN:CVT				
11MAR2013 09:26							

LINE OP CODE TECH... TYPE DESCRIPTIONS/INSTRUCTIONS  
 # A CS C CUSTOMER STATES THE VEHICLE LOST POWER AND SLOWED TO A STOP, SMOKE CAME FROM THE VENTS AND THERE WAS A FIRE UNDER THE HOOD | CC:

# B INSP MULTI-POINT INSPECTION | CC:

*Spoke w/ customer  
He wants no part of  
this vehicle*

#231

A CUSTOMER IS IN A RAMPER NOW

REPAIRING TRANS  
RADIATOR  
TRANS COOLER  
LINES

NEEDS A ROGUE OR SMALL SUV FOR ~~TRANSPORT~~

AS A RENTAL

BAGGINS  
ROSEN

I warrant that the above described work and/or parts are necessary for the proper operation of the vehicle and that the customer has authorized the work and/or parts to be performed.

NO

ADDER AND/OR PARTS TO PROCEDURES ARE WENT AND/OR LABOR FURNISHED WITHOUT ESTIMATION.

PRELIMINARY ESTIMATE \$

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES.

X

SALES AUTHORIZED SIGNATURE

## NISSAN STRICTLY CONFIDENTIAL

**Field Investigation Report**

Reference # : **NA-FIR-2013-00594** Status : **Closed**  
 Target : Responsible : (--)  
 Subject : 2013-R52- Pathfinder- ATOC cooler hose not connected- Lower Hose

**General**

Priority : S -Standard Restricted Access :  
 Model : R52 Taskforce report : Yes  
 Customer impact : M -Medium Impact  
 Model year : 2013 F1 cause :

**Related documents**

Link to project : [NA-PRO-2013-00678](#) 2013-R52-Pathfinder- ATOC cooler- Hose not connected -Lower Inlet Hose-Driver Side fender

**Related Documents**

File Attachment	Attachment Type	Attachment description
<a href="#">Open</a>	EX	Warranty information and photo of area of concern. (ATOC Cooler)

**Coding block**

Unit code : MLN\_R52 -Model Line, North America, R52 PFP : 01558  
 SM category : CO -Engine Cooling System Additional PFP : 21631,21460  
 Cs code : ZE -no or improper operation Ct code : 42 -fell off / loose / poor connection  
 DTC code : Warr group code : C1 -Engine cooling system (except radiator)  
 Phenomenon : Current 3MIS Value : 0.001

Tread code : 06 -Engine & Engine F, s, s, s : No  
Cooling

## Investigation details

Investigation : 26-Feb-2013 Country/State/Province: Smyrna, TN  
date  
Dealer code : 5181 Dealer Name : Pender Nissan

## Attendee Information

Name	Organisation
1. Chris Parr	FQI
2.	
3.	
4.	

Conclusions : Dealer was contacted regarding the issue. Derrick, service manager, explained the hose had separated from the lower ATOC cooler area. There were no signs of a clamp was ever present on the hose.  
No Parts were collected. Hose was re-attached and fluid filled road test all ok.  
See photo attached for area of concern.

## Incident details

Incident : 58 Miles Date of incident : 04-Feb-2013  
mileage  
Town of : CA  
incident

## Background info:

Customer : POOR SEALING  
complaint CUSTOMER REPORTS VEHICLE WILL NOT ACCELERATE IN DRIVE WILL ONLY MOVE IN REVERSE MIL LIGHT ON RPMS S WILL3

Details of : FOUND ATOC CVT COOLER OUTLET HOSE CAME LOOSE AND  
incident CLAMP IS MISSING.  
Hose has no signs of clamp ever being present.  
FLUID LOSS RESULTING IN P2813 SOLENOID CODE  
REINSTALLED HO

Repairs done & : Replaced clamp road test .ok  
results



Action for : Not required  
incident parts

## Vehicle details

VIN	: 5N1AR2MN7DC [REDACTED]	Engine type	: VQ35DE
Basic model	: R52	Engine nr	:
Prefix	:	Transmission	:
		type	
Suffix	:	Transmission nr	:
Serial nr	:	Body type	:
Vehicle type	:	Grade	:
Plant code	:	Airbag	:
Production date	: 17-Jan-2013	ABS	:
Sold date	:	Air conditioning	:
Registration nr	:	Color code	:
Customer name	:	Truck features	:
DC Converter	:	Inverter No	:
No			
PBW ECU No	:	Battery Pack No:	
On Board	:	Electric PKB	:
Charge No	:	ECU No	
Electric PKB	:	Electric Heater	:
ATR No	:	Unit No	

## Parts details

Part nr	Part name	Supplier	Quantity available
1.01558-00451	Hose clamp		1
2.			
3.			
4.			

## Survey

IQS4 question : JD Power :  
nr  
APEAL question :  
nr

## NISSAN STRICTLY CONFIDENTIAL

**Field Investigation Report**

Reference # : **NA-FIR-2013-00839** Status : **Closed**

Target : Responsible : (--)

Subject : REACT 2013 (L50) JX35 CVT Cooling Line Leak At Connection - Left Side (outlet) of Radiator

**General**

Priority : S -Standard Restricted Access :  
Model : L50 Taskforce report : Yes  
Customer impact : L -Low or No Impact  
Model year : 2013 F1 cause :

**Related documents**

Link to project : [NA-PRO-2013-00913](#) 2013-L50-JX- TOC Fluid leak- Right side of Transmission cooler- Hose and Clamp present

**Related Documents**

IPS	Status	Status Date	Target	Responsible
<a href="#">NA-IPS-2013-00920</a>	Closed	09-Apr-2013	-	-

File Attachment	Attachment Type	Attachment description
<a href="#">Open</a>	Vid	CVT Cooling line leak at the connection of the outlet of the radiator.
<a href="#">Open</a>	EX	(FLSMY-020)L50 13MY CVT Oil Cooler Leak from hose at the left side Incident Report

**Coding block**

Unit code : DCH\_AT -Auto Trans PFP : 21635  
SM category : ATH -Case, fitting, line & torque converter Additional PFP : 21460  
Cs code : ZR -oil / grease leak Ct code : 42 -fell off / loose / poor connection  
DTC code : P0745 Warr group code : H2 -Pressurize system

Phenomenon : Not used for North America  
 Current 3MIS Value :  
 Tread code : 10 -Powertrain  
 F, s, s, s : No

## Investigation details

Investigation date : 14-Mar-2013  
 Country/State/Province: USA / FL / Miami  
 Dealer code : 70053  
 Dealer Name : South Motors Infiniti

## Attendee Information

Name	Organisation
1. Kaori Kaneko	NML-TCSX-CCO Engineer
2. Brian Posse	NNA-FQI REACT Engineer
3.	
4.	

Conclusions : There is an unidentified condition where the CVT cooler line connection at the left side (outlet) of the radiator leaks, causing the CVT fluid to go low damaging the CVT.

## Incident details

Incident mileage : 879 Miles  
 Date of incident : 14-Mar-2013  
 Town of incident : Palmetto Bay

Background info: This is a customer owned vehicle with approximately 1 MIS.

Customer complaint : From the Repair Order the dealer documented the concern as:  
 CUSTOMER STATES VEHICLE IS MAKING A WEIRD NOISE WHEN ACCELERATING.

Details of incident : The incident was confirmed on the vehicle.

During the inspection of the vehicle we could duplicate the noise.

The noise came from the CVT assembly.

Checked the vehicle undercarriage and found the entire undercarriage soaked in CVT fluid.

Checked the CVT fluid level and found it below the "MIN" mark.

The technician cleaned the undercarriage of the vehicle with brake cleaner.

We started the vehicle on the lift and searched for the leak.

While the engine was in drive and accelerated, the CVT cooling system pressurized and allowed us to pin-point the leak.

The CVT fluid leak came from the connection of the CVT cooling line hose mating portion to the left side (outlet) of the radiator, the leak was a constant drip.

We continued inspection of the entire CVT cooling line system and connections; we only found the leak coming from the connection at the outlet of the radiator.

See attached videos.

We measured the distance of the clamp on the CVT cooling line hose from the outlet of the radiator; we found the clamp to be about 11 mm away from the end of the hose, which the hose was flush against the outlet radiator fitting.

Please see the attached Investigation Summary Sheet / Incident Report.

Repairs done & results : Removed and replaced the Radiator Assembly, CVT outlet cooling line hose, clamp, and CVT Assembly.

The incident in the vehicle was resolved with the new Radiator Assembly, CVT outlet cooling line hose, clamp, and CVT Assembly.

Action for incident parts : Collected

## Vehicle details

VIN	: 5N1AL0MM5DC [REDACTED]	Engine type	: VQ35
Basic model	: JX	Engine nr	: 236657
Prefix	:	Transmission	: A
		type	
Suffix	:	Transmission nr	:
Serial nr	:	Body type	:
Vehicle type	:	Grade	:
Plant code	: C	Airbag	: YES
Production date	: 24-Sep-2012	ABS	: NO
Sold date	: 19-Feb-2013	Air conditioning	: NO
Registration nr	:	Color code	: QAA

Customer name :	████████████████████	Truck features :	
DC Converter :		Inverter No :	
No			
PBW ECU No :		Battery Pack No:	
On Board :		Electric PKB :	
Charge No		ECU No	
Electric PKB :		Electric Heater :	
ATR No		Unit No	

## Parts details

Part nr	Part name	Supplier	Quantity available
1.21635 - 3JA0E	CVT Oil Cooler Hose		1
2.01558 - 00751	Clamp		1
3.21460 - 3JA1A	Radiator Assy		1
4.310C0 - 1XE1C	Automatic Transaxle		1

## Survey

IQS4 question nr : TR11 -Transmission-Fluid leaks JD Power :

APEAL question nr :

## NISSAN STRICTLY CONFIDENTIAL

**Field Investigation Report**

Reference # : **NA-FIR-2013-00896** Status : **Closed**  
 Target : Responsible : (--)  
 Subject : REACT 2013 (L50) JX35 - CVT Fluid Leak from Cooler Hose at Lower RHS Radiator (P0868 Past)

**General**

Priority : S -Standard Restricted Access :  
 Model : L50 Taskforce report : Yes  
 Customer impact : M -Medium Impact  
 Model year : 2013 F1 cause :

**Related documents**

Link to project : [NA-PRO-2013-00724](#) 2013-L50-JX- TOC cooler line separated from radiator- Right side (Pre 10-4)

**Related Documents**

IPS	Status	Status Date	Target	Responsible
<a href="#">NA-IPS-2013-00983</a>	Closed	06-May-2013	-	-
File Attachment	Attachment Type	Attachment description		
<a href="#">Open</a>	EX	Incident Summary with dealer RO, Photos, C-III screen shots, and FI 1257169		

**Coding block**

Unit code : DCH\_AT -Auto Trans PFP : 21460  
 SM category : AT -Automatic Transmission Additional PFP : 21635  
 Cs code : BD -AT - will not shift Ct code : 42 -fell off / loose / poor connection  
 DTC code : P0725, P0868 Warr group code : G1 -Automatic transmission  
 Phenomenon : Not used for North America Current 3MIS Value :

Tread code : 10 -Powertrain F, s, s, s : No

## Investigation details

Investigation date : 21-Mar-2013 Country/State/Province: USA  
 Dealer code : 70534 Dealer Name : Herb Chambers  
 Infiniti of  
 Westborough

## Attendee Information

Name	Organisation
1. Linda Chen	Engineer, FOI, TCS
2. Mike	Herb Chambers Infiniti, Technician
3. Tom Grimont	Herb Chambers Infiniti, Service Manager
4.	

Conclusions : The cooler hose between transmission and radiator was found to be disconnected at lower right side of radiator.

Hose clamp was still attached to hose. Paint-mark lines across hose and clamp were not in a straight line.

## Incident details

Incident mileage : 7270 Miles Date of incident : 21-Mar-2013  
 Town of incident : Westborough,  
 Massachusetts

Background info: Vehicle history is as follows:

10/24/2012 (5 miles) dealer completed PDI on vehicle.  
 11/26/2012 (20 miles) state inspection was completed and customer took possession of vehicle from Herb Chambers Infiniti of Westborough.  
 11/29/2012 (66 miles) Customer returned for unrelated exhaust concern  
 2/15/2013 (4,556 miles) Customer returned for oil change. (no leak was noted)

Customer complaint : Customer states on dealer Repair Order (RO) "Vehicle will not move and there is oil leaking from front of the vehicle."

Details of incident : Transmission fluid was spread across left side of vehicle underbody.

In the transmission system, P0725 Engine Speed and P0868 Fluid Press Low were stored in PAST.

Dealer found transmission cooler hose was disconnected at the lower right side of the radiator with clamp attached at hose end.

Paint-mark lines across hose and clamp were not in a straight line.

Repairs done & results : Dealer cleared vehicle history and replaced hoses, radiator and transmission to resolve customer's concern.

Per FQI C. Parr, dealer was advised to attach an additional double wire (screw on) hose clamp at the end of the cooler hose that attaches to the radiator.

Action for incident parts : To be sent

## Vehicle details

VIN	: 5N1AL0MM2DC [REDACTED]	Engine type	: VQ35
Basic model	: JX	Engine nr	: 244139
Prefix	:	Transmission	: A
		type	
Suffix	:	Transmission nr	:
Serial nr	:	Body type	:
Vehicle type	:	Grade	:
Plant code	: C	Airbag	: YES
Production date	: 1 -Oct-2012	ABS	: NO
Sold date	: 24-Nov-2012	Air conditioning	: NO
Registration nr	:	Color code	: KH3
Customer name	: [REDACTED]	Truck features	:
DC Converter	:	Inverter No	:
No			
PBW ECU No	:	Battery Pack No	:
On Board	:	Electric PKB	:
Charge No	:	ECU No	:
Electric PKB	:	Electric Heater	:
ATR No	:	Unit No	:

## Parts details

Part nr	Part name	Supplier	Quantity available
1.310CN-1XE1CRE	Transaxle Assy Automatic		1
2.21636-3JA0A	Hose Auto Transmission		1
3.21635-3JA0E	Hose Auto		1



4.21460-3JA0E	Transmission Radiator Assy	1
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### Survey

IQS4 question : TR11 -Transmission-Fluid JD Power :  
nr leaks

APEAL question :  
nr

## NISSAN STRICTLY CONFIDENTIAL

**Field Investigation Report**

Reference # : **NA-FIR-2013-00901** Status : **Closed**  
 Target : Responsible : (--)  
 Subject : REACT 2013 (R52) Pathfinder CVT Fluid Leak at Connected Lower Hose of ATOC

## General

Priority : S -Standard Restricted Access :  
 Model : R52 Taskforce report : Yes  
 Customer impact : L -Low or No Impact  
 Model year : 2013 F1 cause :

## Related documents

Link to project : [NA-PRO-2013-01353](#) 2013-R52-Pathfinder " ATOC Cooler Leaking -Tube Split

## Related Documents

IPS	Status	Status Date	Target	Responsible
<a href="#">NA-IPS-2013-01184</a>	Closed	28-May-2013	-	-
File Attachment	Attachment Type	Attachment description		
<a href="#">Open</a>	EX	Summary file with incident photos and dealer RO. (VIN: 5N1AR2MM7DC [REDACTED])		
<a href="#">Open</a>	Vid	With vehicle ON, hose end is wiped of excess fluid, then CVT fluid returns to hose end.		
<a href="#">Open</a>	Vid	Video of CVT fluid drip at lower hose attached at subcooler at seconds 2 and 29. (video is taken from the front LHS of the vehicle facing towards subcooler)		

## Coding block

Unit code : DCH\_AT -Auto Trans PFP : 21606  
 SM category : AT -Automatic Transmission Additional PFP : 01558  
 Cs code : ZR -oil / grease leak Ct code : 32 -internal failure  
 DTC code : none Warr group : C2 -Cooling system

Phenomenon : Not used for North America  
 code : Current 3MIS Value  
 for powertrain

Tread code : 10 -Powertrain  
 F, s, s, s : No

## Investigation details

Investigation date : 22-Mar-2013  
 Country/State/Province: USA / Maine / Portland  
 Dealer code : 01016  
 Dealer Name : Berlin City Nissan

## Attendee Information

Name	Organisation
1. Linda Chen	Engineer, FOI, TCS
2. Matt	Master Technician, Berlin City Nissan
3. Stacy Dalphonse	Service Manager, Berlin City Nissan
4.	

Conclusions : CVT fluid was leaking from the lower hose connected to the transmission subcooler (ATOC).

Lower cooler hose was installed to the subcooler and clamp was on tight around the hose.

## Incident details

Incident mileage : 785 Miles  
 Date of incident : 19-Mar-2013  
 Town of incident : Portland, Maine

Background info: Vehicle was sold on 2/13/2013.

On 3/19 Customer found garage floor had about a 5-inch diameter puddle of oil below front of vehicle after vehicle had been stored for a couple days.

Customer complaint : "There is an oil leak showing on garage floor."

Details of incident : Fluid was spread across the left underside of the vehicle. CVT fluid leak was confirmed.

Vehicle was leaking when OFF and when ON. CVT fluid dripped from the lower hose connection at the transmission subcooler (ATOC). Hose appeared to be secured on the subcooler, and spring clamp is released and tight. No

damage can be detected without removing hose.

When idling in Park, the hose leaks at a rate of 1 drip / 27 seconds.

The back side of the subcooler, located forward of the FR LH wheel has dirt/mud sprayed across it. Loose debris was located at the lower inner corner of the subcooler exterior. (see attached photos)

Per C. Parr's request, other hose attachment areas were checked in the transmission cooling assembly. No additional leaks were found.

Repairs done & results : Dealer has ordered ATOC, cooler hoses and clamps. Parts will be replaced to resolve concern.

Per C. Parr's request ATOC and hose assembly will be shipped in original condition to FQC without disassembly.

Action for incident parts : To be sent

## Vehicle details

VIN	: 5N1AR2MM7DC [REDACTED]	Engine type	: VQ35
Basic model	: PTH	Engine nr	: 323955
Prefix	:	Transmission	: A
		type	
Suffix	:	Transmission nr	:
Serial nr	:	Body type	:
Vehicle type	:	Grade	:
Plant code	: C	Airbag	: YES
Production date	: 23-Jan-2013	ABS	: NO
Sold date	: 13-Feb-2013	Air conditioning	: NO
Registration nr	:	Color code	: K23
Customer name	: ENMAN SUSAN	Truck features	:
DC Converter	:	Inverter No	:
No			
PBW ECU No	:	Battery Pack No	:
On Board	:	Electric PKB	:
Charge No	:	ECU No	:
Electric PKB	:	Electric Heater	:
ATR No	:	Unit No	:

## Parts details

Part nr	Part name	Supplier	Quantity available
1.21606-3JA1B	Cooler Assy-Auto		1
2.21636-3KA0A	Hose-auto trans		1

3.21635-3JA0A	Hose-oil cooler	1
4.01558-00751	auto trans clamp	1

## Survey

IQS4 question : TR11 -Transmission-Fluid JD Power :  
nr leaks

APEAL question :  
nr

## NISSAN STRICTLY CONFIDENTIAL

**Field Investigation Report**

Reference # : **NA-FIR-2013-01496** Status : **Closed**

Target : Responsible : (--)  
 Subject : 2013-Pathfinder-R52- ATOC Fluid leak- Lower Joint By-pass valve

**General**

Priority : S -Standard Restricted Access :  
 Model : R52 Taskforce report : Yes  
 Customer : M -Medium Impact  
 Model year : 2013 F1 cause :

**Related documents**

Link to project : [NA-PRO-2013-01828](#) 2013-Pathfinder-R52- ATOC Fluid leak- Lower Joint By-pass valve

**Related Documents**

File Attachment	Attachment Type	Attachment description
<a href="#">Open</a>	PDF	8d Report for Vin# 5N1AR2MN1D [REDACTED]
<a href="#">Open</a>	EX	Warranty for leaking ATOC Cooler Vin#5N1AR2MN1DC [REDACTED]

**Coding block**

Unit code : MLN\_R52 -Model Line, North America, R52 PFP : 21606  
 SM category : LC -Engine Lubrication & Cooling Systems Additional PFP :  
 Cs code : ZQ -water / coolant leaking / entering Ct code : 53 -poor sealing  
 DTC code : Warr group code : C1 -Engine cooling system (except radiator)  
 Phenomenon : Current 3MIS : 0.0241

## Value

Tread code : 06 -Engine & Engine F, s, s, s : No  
Cooling

## Investigation details

Investigation date : 28-Jun-2013 Country/State/Province: Smyrna,TN  
Dealer code : Dealer Name : NISSAN OF BAKERSFIELD

## Attendee Information

Name	Organisation
1. Chris Parr	FQI
2.	
3.	
4.	

Conclusions : Part was recieved through FQI parts return system. Part was given to Valeo to investigate. After inspection, seal was found defective.  
See attatchment for details.

## Incident details

Incident mileage : 2956 Miles Date of incident : 09-Feb-2013  
Town of incident : CA

## Background info:

Customer complaint : CUSTOMER STATES: VEHICLE HAS AN OIL LEAK ON LEFT SIDE OF VEHICLE CHECK AND ADVISE

Details of incident : TECHNICIAN INSPECTED: VEHICLE AND FOUND OIL COOLER TO BE LEAKING TECHNICIAN REPLACED OIL COOLER NO MORE LEAKS

Repairs done & results : Replaced cooler

Action for incident parts : Collected

## Vehicle details

VIN	: 5N1AR2MN1DC [REDACTED]	Engine type	: VQ35
Basic model	: PTH	Engine nr	: 259006
Prefix	:	Transmission	: A
		type	
Suffix	:	Transmission nr	:
Serial nr	:	Body type	:
Vehicle type	:	Grade	:
Plant code	: C	Airbag	: YES
Production date	: 22-Oct-2012	ABS	: NO
Sold date	: 12-Nov-2012	Air conditioning	: NO
Registration nr	:	Color code	: K50
Customer name	: [REDACTED]	Truck features	:
DC Converter	:	Inverter No	:
No			
PBW ECU No	:	Battery Pack No:	
On Board	:	Electric PKB	:
Charge No	:	ECU No	:
Electric PKB	:	Electric Heater	:
ATR No	:	Unit No	:

## Parts details

Part nr	Part name	Supplier	Quantity available
1.216063KA1A	COOLER ASSY-AUTO TRA		1
2.			
3.			
4.			

## Survey

IQS4 question nr	:	JD Power	:
APEAL question nr	:		:



NISSAN STRICTLY CONFIDENTIAL

**Field Investigation Report**

Reference # : **NA-FIR-2013-01834** Status : **Closed**  
 Target : Responsible : (--)  
 Subject : 2013-R52-ATOC Cooler hose leaking- Clamp not released (After C/M 4/15/13)

**General**

Priority : S -Standard Restricted :  
 Access  
 Model : R52 Taskforce : Yes  
 report  
 Customer : M -Medium Impact  
 impact  
 Model year : 2013 F1 cause :

**Related documents**

Link to project : [NA-PRO-2013-02630](#) 2013-R52-ATOC Cooler hose leaking- Clamp not released (After C/M 4/15/13)

**Related Documents**

RS	Reported	VIN	Source	Prod. date	Sold date	Inc. date	Mileage
<a href="#">NA-RS-2013-00690</a>	14-Oct-2013	5N1AR2MM2E0 [REDACTED]	U.S.A.	7 -Aug-2013	7 -Oct-2013	17-Sep-2013	No Mileage

CUSTOMER STATES: CAR IS LEAKING TRANNY FLUID  
 Technician Comments: FOUND CHECK ENGINE LIGHT IS ON CODES P17151 P28131 PO7461 P0776 AND FOUND THE TRANNY FLUID LEAKING INSPECTED HOSE CLAMP NOT RELEASED

INVESTIGATION RESULTS: Called dealer found top hose on transcooler line clamp not released.

**File Attachment**

[Open](#) Attachment Type Attachment description  
 EX Warranty information Vin#5N1AR2MM7D0 [REDACTED]

**Coding block**

Unit code : MLN\_R52 -Model PFP : 01558  
 Line, North America, R52  
 SM category : CO -Engine Cooling Additional PFP : 21631  
 System  
 Cs code : BD -AT - will not Ct code : 42 -fell off / loose /  
 shift poor connection  
 DTC code : Warr group : C1 -Engine cooling  
 code system (except radiator)  
 Phenomenon : Current 3MIS : 0.0523  
 Value  
 Tread code : 06 -Engine & Engine Cooling F, s, s, s : No

**Investigation details**

Investigation date : 21-Aug-2013 Country/State/Province: Smyrna,Tn

Dealer code : 3831 Dealer Name : NISSAN OF ST.  
CHARLES

## Attendee Information

Name	Organisation
1. Chris Parr	FQI
2.	
3.	
4.	

Conclusions : FQI called dealer and spoke to technician regarding the incident. The technician explained the cooler hose was not connected to the lower ATOC cooler. The clamp was found in the fender area. The clamp was in the unreleased position which allowed the hose to be dislodged from the cooler piping.  
See attached documentation for example of ATOC hose location.

\*\* TSS RECOMMENDATION/RESULT: -REPLACE CVT,  
AUXILLARY COOLER, HOSE AND CLAMP-SENT OUT HEADS  
UP DUE TO MILEAGEnull

## Incident details

Incident mileage : 1575 Miles Date of incident : 16-Aug-2013  
Town of incident : IL

Background info: Task Force # 728

This incident was previously reported in NA-CAR-2013-00553 C/M date 4/15/13

New pliers purchased and put in place for this process, tools info added to SOS, for future process changes 4-15-13  
Pokeyoke pliers was not on job at time of previous incident

Customer complaint : Vehicle would not move. Towed to dealer for inspection

Details of incident : CVT HOSE SEPERATED AT AUX COOLER

Repairs done & results : Repalced hose and clamp to resolve the issue.

Action for incident parts : Collected

## Vehicle details

VIN	: 5N1AR2MM7DC [REDACTED]	Engine type	: VQ35
Basic model	: PTH	Engine nr	: 413826
Prefix	:	Transmission	: A
		type	
Suffix	:	Transmission nr	:
Serial nr	:	Body type	:
Vehicle type	:	Grade	:
Plant code	: C	Airbag	: YES
Production date	: 5 -Jun-2013	ABS	: NO
Sold date	: 5 -Jul-2013	Air conditioning	: NO
Registration nr	:	Color code	: RBG

Customer name : XXXXXXXXXX  
DC Converter :  
No  
PBW ECU No :  
On Board :  
Charge No  
Electric PKB :  
ATR No

Truck features :  
Inverter No :  
  
Battery Pack No:  
Electric PKB :  
ECU No  
Electric Heater :  
Unit No

### Parts details

Part nr	Part name	Supplier	Quantity available
1.01558	Hose clamp		1
2.			
3.			
4.			

### Survey

IQS4 question : JD Power :  
nr  
APEAL question :  
nr

## NISSAN STRICTLY CONFIDENTIAL

**Technical Report**

Reference # : **NA-TR-2012-00810** Status : **Closed**  
 Target : Responsible : (--)  
 Subject : 2013 L50 CVT fluid leak from cooler line

**General**

Local reference#	: BH1692	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	: L50	Source of information	: Vehicle Evaluation (w/o customer)
		Customer impact	: L -Low or No Impact
Model year	: 2013	F1 cause	:
Priority & request comments			
VIN	: 5N1AL0MM8DC [REDACTED]	Production date	: 14-Mar-2012
Basic model	:	Sold date	:
Prefix	:	Engine type	: VQ35DE
Suffix	:	Engine nr	:
Serial nr	:	Transmission type	: FWD CVT3 -F09B
Vehicle type	: L50	Transmission nr	:
Plant code	: C		

**Comments****Related documents**

Link to project : [NA-PRO-2012-00857](#) 2013 L50 CVT fluid leak from cooler line  
 Link to Market : [NA-MREP-2012-](#) 2013 L50 CVT fluid leak from cooler

Reply [02136](#) line

## Related Documents

File Attachment	Attachment Type	Attachment description
<a href="#">Open</a>	Graphic	photo of the incident
<a href="#">Open</a>	Graphic	photo of the incident
<a href="#">Open</a>	Graphic	photo of the incident
<a href="#">Open</a>	Graphic	photo of the incident
<a href="#">Open</a>	Graphic	photo of the incident
<a href="#">Open</a>	Graphic	photo of the incident

## Coding block

Unit code : MLN\_L50 -Model PFP : 01558-00561  
 Line, North America,  
 L50

SM category : AT -Automatic Additional PFP :  
 Transmission

Cs code : ZR -oil / grease leak Ct code : 42 -fell off / loose /  
 poor connection

DTC code : Warr group : G1 -Automatic  
 code transmission

Phenomenon : Current 3MIS :  
 Value

Tread code : 10 -Powertrain F, s, s, s : No

## Incident details

Incident : 22 Miles Date of incident : 13-Apr-2012  
 mileage

Country or : Lisle, IL  
 town of incident

Dealer code : 70062 Dealer issue :  
 date

Dealer name : Infiniti of Lisle

Customer : Fluid leak from CVT cooler, found during PDI process.  
 complaint

Details of : - Dealer sales porter was driving the vehicle on the dealers  
 incident lot to the car wash area when the vehicle stopped moving  
 under power.  
 - Technician found a fluid leak from the CVT cooler line.  
 - TSM inspected the vehicle and verified the fluid leak.  
 - TSM found the rubber hose to one side of the A/T cooler  
 was no longer attached to the cooler metal pipe.

- TSM found the spring hose clamp was still in it's lock mode for assembly, see photos, which allowed the rubber hose to slip off the metal cooler pipe.
- This allowed all of the CVT fluid to leak.

Repairs done & results : The rubber hose was attached to the CVT cooler metal pipe and the spring clamp was secured to the hose to resolve the incident.

## Vehicle details

VIN	: 5N1AL0MM8DC [REDACTED]	Engine type	: VQ35DE
Basic model	:	Engine nr	:
Prefix	:	Transmission	: FWD CVT3 -F09B type
Suffix	:	Transmission nr	:
Serial nr	:	Body type	:
Vehicle type	: L50	Grade	:
Plant code	: C	Airbag	:
Production date	: 14-Mar-2012	ABS	:
Sold date	:	Air conditioning	:
Registration nr	:	Color code	:
Customer name	:	Truck features	:
DC Converter	:	Inverter No	:
No	:		
PBW ECU No	:	Battery Pack No:	
On Board	:	Electric PKB	:
Charge No	:	ECU No	:
Electric PKB	:	Electric Heater	:
ATR No	:	Unit No	:

## Parts details

Part nr	Part name	Supplier	Quantity available
1.01558-00561	Clamp		0
2.			
3.			
4.			

## Estimates & Survey

### NSC Estimates

Incident ratio	:	Cost of repair	:
Average mileage	:		

### Survey

IQS4 question	:	JD Power	:
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nr  
APEAL question :  
nr

## NISSAN STRICTLY CONFIDENTIAL

**Technical Report**

Reference # : **NA-TR-2012-01056** Status : **Closed**  
 Target : Responsible : (--)  
 Subject : 2012 L50/JX Vehicle lost power and fluid leaking from engine area

**General**

Local reference#	: SW1910c	Author	: Steve Wells
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	: L50	Source of information	: Dealer Report
		Customer impact	: H -High Impact
Model year	: 2013	F1 cause	: New vehicle - Lost power and fluid leaking from engine area
Priority & request comments	:		
VIN	: 5N1AL0MM5DC [REDACTED]	Production date	: 5 -Apr-2012
Basic model	: JX	Sold date	: 5 -May-2012
Prefix	:	Engine type	: VQ35
Suffix	:	Engine nr	: 174560
Serial nr	:	Transmission type	: A
Vehicle type	:	Transmission nr	:
Plant code	: C		

**Comments****Related documents**



Link to project : [NA-PRO-2012-00857](#) 2013 L50 CVT fluid leak from cooler line  
 Link to Market Reply : [NA-MREP-2012-02136](#) 2013 L50 CVT fluid leak from cooler line  
 :

#### Related Documents

File Attachment	Attachment Type	Attachment description
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<a href="#">Open</a>	Graphic	SW1910c 1.jpg
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<a href="#">Open</a>	Graphic	SW1910c 2.jpg
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#### Coding block

Unit code	: MLN_L50 -Model Line, North America, L50	PFP	: 01558-00561
SM category	: AT -Automatic Transmission	Additional PFP	: 31726-1XE0A
Cs code	: ZE -no or improper operation	Ct code	: 42 -fell off / loose / poor connection
DTC code	:	Warr group code	: G1 -Automatic transmission
Phenomenon	:	Current 3MIS Value	:
Tread code	: 10 -Powertrain	F, s, s, s	: No

#### Incident details

Incident mileage	: 383 Miles	Date of incident	: 14-May-2012
Country or town of incident	: Raleigh, NC		
Dealer code	: 72040	Dealer issue date	:
Dealer name	: Crossroads Infiniti		
Customer complaint	: My vehicle lost power and now there's a puddle of fluid under the engine area.		
Details of incident	: 1. How did the customer notice the incident Vehicle lost power and would not operate properly, fluid leak under engine area		
	: 2. What are the incident conditions Vehicle lost power due to CVT cooler lone clamps not being released to tension position at point of assembly		

### 3. Inspection done & result

TSM was informed of incident by Service Manager who provided all incident data, indicated the following:

Vehicle was driven to the dealer by the customer

When vehicle was pulled into shop the SES came ON

Customer waiting and irritated so the dealer technician did not print DTC list

(P0745 Line Press Solenoid Circuit and associated Solenoid Circuit/Function DTCs)

Technician noted that fluid drops were CVT fluid not engine oil

Technician checked and found loose retainer/hose clamps and one hose partially off its filter fitting at CVT filter assembly (see photo attachments)

Technician notes that hose clamps were still in pre-non tensioned position and were loose on the filter hoses

Root cause of leak was non-tensioned clamps at point of assembly

Installation of hose clamps tightened to proper tension resolved incident

Repairs done & results : 1. Repairs done

Verify, isolate, install new CVT filter hose clamps and ensure tension correct

### 2. Results

Incident resolved with installation of new CVT filter hose clamps and filling CVT fluid to proper operating level

## Vehicle details

VIN	: 5N1AL0MM5DC [REDACTED]	Engine type	: VQ35
Basic model	: JX	Engine nr	: 174560
Prefix	:	Transmission	: A
		type	
Suffix	:	Transmission nr	:
Serial nr	:	Body type	:
Vehicle type	:	Grade	:
Plant code	: C	Airbag	: YES
Production date	: 5 -Apr-2012	ABS	: NO
Sold date	: 5 -May-2012	Air conditioning	: YES
Registration nr	:	Color code	: QAA
Customer name	: [REDACTED]	Truck features	:
DC Converter	:	Inverter No	:
No			
PBW ECU No	:	Battery Pack No	:
On Board	:	Electric PKB	:
Charge No	:	ECU No	:
Electric PKB	:	Electric Heater	:
ATR No	:	Unit No	:

## Parts details

Part nr	Part name	Supplier	Quantity available
1.01558-00561	CVT Filter hose clamp	N/A	None- Attached/Repaired in field
2.31726-1XE0A	CVT filter assembly	N/A	None- Attached/Repaired in field
3.			
4.			

## Estimates & Survey

### NSC Estimates


Incident ratio : Cost of repair :  
Average :  
mileage

### Survey

IQS4 question : TR11 -Transmission-Fluid leaks JD Power :  
nr  
APEAL question : VI01 -Image-reliability/durability  
nr

## NISSAN STRICTLY CONFIDENTIAL


**Technical Report**

Reference # : **NA-TR-2012-01329** Status :  **Closed**

Target : Responsible : (--)

Subject : 2013 L50 CVT fluid leak at cooler- Fitting leaking at flare-Driver side

**General**

Local reference#	: JC1087	Author	: Jeff Childress
Priority	: M -Normal	Author organisation	: TSM
Request	: PI -Part Investigation	Originating country	: U.S.A.
Taskforce report	Yes	Destination region	: NA -North America
Model	: L50	Restricted Access	:
Model year	: 2013	Source of information	: Part/Vehicle Inspection
Priority & request comments	:	Customer impact	: M -Medium Impact
		F1 cause	:
VIN	: 5N1AL0MN8DC 	Production date	: 09-Mar-2012
Basic model	: JX35 FWD	Sold date	: 01-May-2012
Prefix	:	Engine type	: VQ35DE
Suffix	:	Engine nr	: 0164671
Serial nr	:	Transmission type	: FWD CVT3 -F09B
Vehicle type	:	Transmission nr	:
Plant code	: C		

**Comments****Related documents****Related Documents**

IPS	Status	Status Date	Target	Responsible
<a href="#">NA-IPS-2012-01362</a>				Chris BROWN

Parts Sent 12-Jun-2012 17-Jun-2012 - NA-NNA-PEI

File Attachment Attachment Type Attachment description  
[Open](#) PDF 5N1ALOMN8DC300970 incident photos

### Coding block

Unit code : MLN\_L50 -Model PFP : 21460-3JA0E  
 Line, North America,  
 L50  
 SM category : AT -Automatic Additional PFP :  
 Transmission  
 Cs code : ZR -oil / grease leak Ct code : 11 -scored /  
 scratched  
 DTC code : n/a Warr group : C2 -Cooling system  
 code for powertrain  
 Phenomenon : Not used for North Current 3MIS :  
 America Value  
 Tread code : 10 -Powertrain F, s, s, s : No

### Incident details

Incident : 2089 Miles Date of incident : 08-Jun-2012  
 mileage  
 Country or : Ft. Myers, FL  
 town of incident  
 Dealer code : 70529 Dealer issue :  
 date  
 Dealer name : Infiniti of Ft. Myers

Customer : Customer reported unusual humming noise when  
 complaint accelerating.

Details of : Customer complaint verified by shop foreman.  
 incident

Road test revealed "humming" type noise audible from engine compartment when vehicle accelerated under all load conditions.

Dealer technician reported incident noise consistent with hydraulic fluid cavitation noise.

Inspection with vehicle on hoist revealed green CVT fluid present on engine subframe, suspension components, and plastic engine drip tray.

Dealer contacted TSM for assistance.

TSM inspected vehicle at dealer on 6/8/12.

At TSM request, dealer technician cleaned excess fluid from engine compartment and filled CVT with approximately 3 quarts of NS-3 fluid.

Test drive in shop revealed "humming" noise eliminated.

Visual inspection revealed CVT fluid leak at transmission cooler line in bottom tank of radiator. [see attached photos]

TSM verified hose clamp tight and flexible line undamaged.

At TSM request, technician removed aluminum fitting from cooler.

Inspection revealed both sealing surfaces of flare fitting damaged; male section of fitting (cooler) appeared pitted/galled; female section appeared pock-marked. [see attached photos]

Repairs done & results : Dealer replaced radiator assembly P/N 21460-3JA0E and refilled CVT according to instructions shown on page TM-164 of ESM.

Inspection revealed fluid leak resolved.

Road test revealed normal CVT operation and no unusual noises noted.

TSM collected incident parts and will forward to NNA-FQI-TN for evaluation.

FedEx tracking number = 798499117724

## Vehicle details

VIN	: 5N1ALOMN8DC [REDACTED]	Engine type	: VQ35DE
Basic model	: JX35 FWD	Engine nr	: 0164671
Prefix	:	Transmission	: FWD CVT3 -F09B
		type	
Suffix	:	Transmission nr	:
Serial nr	:	Body type	:
Vehicle type	:	Grade	:
Plant code	: C	Airbag	: YES
Production date	: 09-Mar-2012	ABS	: YES
Sold date	: 01-May-2012	Air conditioning	: YES
Registration nr	:	Color code	: K23-C
Customer name	: FENG, Colin	Truck features	:
DC Converter	:	Inverter No	:
No			
PBW ECU No	:	Battery Pack No:	
On Board	:	Electric PKB	:
Charge No	:	ECU No	
Electric PKB	:	Electric Heater	:

ATR No

Unit No

## Parts details

Part nr	Part name	Supplier	Quantity available
1.21460-3JA0E	radiator	unknown	1
2.			
3.			
4.			

## Estimates &amp; Survey

## NSC Estimates

Incident ratio : Cost of repair :  
Average :  
mileage

## Survey

IQS4 question : TR10 -Transmission- Unusual noises JD Power : transmission leak  
nr  
APEAL question : ET16 -Trans-Overall rating  
nr

## NISSAN STRICTLY CONFIDENTIAL

**Technical Report**

Reference # : **NA-TR-2012-01453** Status : **Closed**  
 Target : Responsible : (--)  
 Subject : 2013 L50 CVT Fluid Leak From Radiator Fitting

**General**

Local reference#	: SL333	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	: L50	Source of information	: Part/Vehicle Inspection
		Customer impact	: H -High Impact
Model year	: 2013	F1 cause	: Noise and smells like smoke at 1 MIS
Priority & request comments	:		
VIN	: 5N1ALOMNXDC [REDACTED]	Production date	: 3 -Apr-2012
Basic model	: JX	Sold date	: 21-May-2012
Prefix	:	Engine type	: VQ35
Suffix	:	Engine nr	: 173784
Serial nr	:	Transmission type	: A
Vehicle type	:	Transmission nr	:
Plant code	: C		

**Comments****Related documents**

Link to project : [NA-PRO-2013-00913](#) 2013-L50-JX- TOC Fluid leak- Right side of Transmission cooler- Hose and Clamp present  
 Link to Market : [NA-MREP-2013-](#) 2013-L50-JX- TOC Fluid leak- Right



Reply [01313](#) side of Transmission cooler- Hose and  
Clamp present

:

## Related Documents

IPS	Status	Status Date	Target	Responsible
<a href="#">NA-IPS-2012-01472</a>	Parts Sent	21-Jun-2012	26-Jun-2012	Chris BROWN - NA-NNA-PEI

## File Attachment

[Open](#)[Open](#)

Attachment Type	Attachment description
Graphic	Oil leak from fitting identified by inspecton with mirror
Graphic	Incident 90° fitting on lower RH of radiator. (Tech removed foam seal during diagnosis of leak)

## Coding block

Unit code	: MLN_L50 -Model Line, North America, L50	PFP	: 21460-3JAOE
SM category	: LCD - Radiator/Thermostat/Hose	Additional PFP	:
Cs code	: ZR -oil / grease leak	Ct code	: 53 -poor sealing
DTC code	:	Warr group code	: C2 -Cooling system for powertrain
Phenomenon	:	Current 3MIS Value	:
Tread code	: 06 -Engine & Engine Cooling	F, s, s, s	: No

## Incident details

Incident mileage	: 2065 Miles	Date of incident:	12-Jun-2012
Country or town of incident	: Glendale, CA	Dealer issue date	:
Dealer code	: 71238	Dealer name	: Glendale Infiniti
Customer complaint	: I hear an engine noise and it smells like smoke.		
Details of incident	: 1.how did the customer notice the incident  2.What are the incident conditions While driving, a whine noise is evident and there is a smoky odor.  3.Inspection done & result Confirmed whine noise when vehicle is driven. Noise was traced to CVT assembly. When CVT fluid level was checked,		

no oil was visible on the dipstick. After adding 3 qts NS3 CVT fluid the level was midway between H and L marks on dipstick.

Oil was present on undercarriage of vehicle, including exhaust tube. With the vehicle on a lift and the engine running, oil dripped from the 90° CVT cooler line fitting where it enters the radiator on the lower RH side.

Tech attempted to check torque of fitting but it was not accessible with radiator installed.

Repairs done & results : 1. Repairs done  
Replace radiator assembly P/N 21460-3JA0E.

Tech states that he checked torque of the 90° fitting on the service part (not the incident part), and found that it was loose compared to the similar fitting on the LH side of the service part. Tech tightened 90° fitting to a similar torque as LH side before installing service part. Exact torque values not measured.

No torque check/adjustment was performed on the incident radiator assembly.

Refill CVT with NS3 fluid.

Clean undercarriage of excess oil.

## 2. Results

The incident is resolved. Incident part shipped to FQC-TN/CB.

## Vehicle details

VIN	: 5N1ALOMNXDC [REDACTED]	Engine type	: VQ35
Basic model	: JX	Engine nr	: 173784
Prefix	:	Transmission	: A
		type	
Suffix	:	Transmission nr	:
Serial nr	:	Body type	:
Vehicle type	:	Grade	:
Plant code	: C	Airbag	: YES
Production date	: 3 -Apr-2012	ABS	: NO
Sold date	: 21-May-2012	Air conditioning	: NO
Registration nr	:	Color code	: KH3
Customer name	: [REDACTED]	Truck features	:
DC Converter	:	Inverter No	:
No			
PBW ECU No	:	Battery Pack No:	
On Board	:	Electric PKB	:
Charge No	:	ECU No	
Electric PKB	:	Electric Heater	:

ATR No

Unit No

## Parts details

Part nr	Part name	Supplier	Quantity available
1.21460-3JA0E	Radiator assy		1
2.			
3.			
4.			

## Estimates &amp; Survey

## NSC Estimates

Incident ratio : Cost of repair :  
Average :  
mileage

## Survey

IQS4 question : TR11 -Transmission-Fluid JD Power :  
nr leaks  
APEAL question :  
nr

## NISSAN STRICTLY CONFIDENTIAL

**Technical Report**

Reference # : **NA-TR-2012-01572** Status : **Closed**  
 Target : Responsible : (--)  
 Subject : [TF] 2013 L50 (JX35) CVT fluid leak from cooler line

**General**

Local reference# : Author :  
 Priority : M -Normal Author organisation :  
 Request : PRCM -Production C/M Originating country : United States  
 Destination : NA -North America region  
 Taskforce report Yes Restricted Access :  
 Model : L50 Source of information : Dealer Report  
 Customer : M -Medium Impact impact  
 Model year : 2013 F1 cause :  
 Priority & request comments : This vehicle was not seen in person by a Nissan engineer. Information and photos were collected over the phone from the dealer.  
 Found transmission fluid low. Fluid was dripping onto steering rack, and was also at cooler bottom seal. Removed inner fender wall and found fluid was leaking from upper cooler line where clamp was not sprung. Lower line was OK. CVT Fluid was low about 3 quarts.

VIN : 5N1AL0MM5DC [REDACTED] Production date : 3 -Apr-2012  
 Basic model : JX Sold date : 26-May-2012  
 Prefix : Engine type : VQ35  
 Suffix : Engine nr : 173626  
 Serial nr : Transmission : A  
 type  
 Vehicle type : Transmission nr :  
 Plant code : C

**Comments**

## Related documents

Link to project : [NA-PRO-2013-00700](#) 2013-JX-L50-ATOC-Cooler hose clamps not released -After C/M 6-8-12

Link to Market Reply : [NA-MREP-2013-01317](#) 2013-JX-L50-ATOC-Cooler hose clamps not released -After C/M 6-8-12

:

## Related Documents

File Attachment	Attachment Type	Attachment description
<a href="#">Open</a>	EX	Photo of unreleased clamp at upper cooler line on incident vehicle MY13 JX (VIN: 5N1AL0MM5DC[REDACTED]).

## Coding block

Unit code	: DCH_AT -Auto Trans	PFP	: 01558
SM category	: AT -Automatic Transmission	Additional PFP	:
Cs code	: ZL -noise (except BC DD ZM)	Ct code	: 42 -fell off / loose / poor connection
DTC code	:	Warr group code	: G1 -Automatic transmission
Phenomenon	:	Current 3MIS Value	:
Tread code	: 10 -Powertrain	F, s, s, s	: No

## Incident details

Incident mileage	: 913 Miles	Date of incident	: 11-Jun-2012
Country or town of incident	: Hanover, Massachusetts	Dealer issue date	:
Dealer code	: 71514		
Dealer name	: Prime Infiniti of Hanover		
Customer complaint	: CUSTOMER STATES THERE IS A SCRAPPING NOISE, JUST ON START UP, START TO MOVE AND HEAR THE NOISE, HOT OR COLD. EVERY TIME.		
Details of incident	: This vehicle was not seen in person by a Nissan Engineer. Photos and information were gather over the phone from the dealer.		

1. how did the customer notice the incident  
 Customer noticed the incident when first moving the vehicle each time after starting it. (no prior warranty concerns)

2. What are the incident conditions  
 Under all conditions the customer hears the noise.

3. Inspection done & result  
 Dealer checked power steering fluid, checked OK.  
 Found transmission fluid low. Fluid was dripping onto steering rack, and was also at cooler bottom seal. Removed inner fender wall and found fluid was leaking from upper cooler line where clamp was not sprung. Lower line was OK. CVT Fluid was low about 3 quarts.

Repairs done & results : 1. Repairs done  
 Dealer sprung clamp (released clamp to tighten line seal), cleaned area, filled CVT fluid, and road tested  
 2. Results  
 Leak and noise are resolved.

## Vehicle details

VIN	: 5N1AL0MM5DC [REDACTED]	Engine type	: VQ35
Basic model	: JX	Engine nr	: 173626
Prefix	:	Transmission	: A
		type	
Suffix	:	Transmission nr	:
Serial nr	:	Body type	:
Vehicle type	:	Grade	:
Plant code	: C	Airbag	: YES
Production date	: 3 -Apr-2012	ABS	: NO
Sold date	: 26-May-2012	Air conditioning	: NO
Registration nr	:	Color code	: QAA
Customer name	: [REDACTED]	Truck features	:
DC Converter	:	Inverter No	:
No			
PBW ECU No	:	Battery Pack No	:
On Board	:	Electric PKB	:
Charge No	:	ECU No	:
Electric PKB	:	Electric Heater	:
ATR No	:	Unit No	:

## Parts details

Part nr	Part name	Supplier	Quantity available
1.01558-00561	Clamp		
2.			
3.			

4.

## Estimates & Survey

### NSC Estimates

Incident ratio : Cost of repair :  
Average :  
mileage

### Survey

IQS4 question : TR10 -Transmission- JD Power :  
nr Unusual noises  
APEAL question : ET16 -Trans-Overall  
nr rating

## NISSAN STRICTLY CONFIDENTIAL

**Technical Report**

Reference # : **NA-TR-2012-02594** Status : **Closed**  
 Target : Responsible : (--)  
 Subject : 2013 L50 CVT oil cooler line clamp not tight

**General**

Local reference#	: BH1791	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	: L50	Source of information	: Vehicle Evaluation (w/o customer)
		Customer impact	: L -Low or No Impact
Model year	: 2013	F1 cause	:
Priority & request comments			
VIN	: 5N1AL0MM3DC [REDACTED]	Production date	: 20-Sep-2012
Basic model	:	Sold date	:
Prefix	:	Engine type	: VQ35DE
Suffix	:	Engine nr	:
Serial nr	:	Transmission type	: FWD CVT -F09A
Vehicle type	: L50	Transmission nr	:
Plant code	: C		

**Comments****Related documents**

Link to project : [NA-PRO-2013-00700](#) 2013-JX-L50-ATOC-Cooler hose clamps not released -After C/M 6-8-12



Link to Market : [NA-MREP-2013-01317](#) 2013-JX-L50-ATOC-Cooler hose  
 Reply : clamps not released -After C/M 6-8-12

:

### Related Documents

File Attachment	Attachment Type	Attachment description
<a href="#">Open</a>	Graphic	photo of the incident

### Coding block

Unit code	: MLN_L50 -Model Line, North America, L50	PFP	: 01558-00561
SM category	: ATH -Case, fitting, line & torque converter	Additional PFP	:
Cs code	: ZR -oil / grease leak	Ct code	: 42 -fell off / loose / poor connection
DTC code	:	Warr group code	: G1 -Automatic transmission
Phenomenon	:	Current 3MIS Value	:
Tread code	: 10 -Powertrain	F, s, s, s	: No

### Incident details

Incident mileage	: 11 Miles	Date of incident	: 23-Oct-2012
Country or town of incident	: Lisle, IL	Dealer issue date	:
Dealer code	: 70062	Dealer issue date	:
Dealer name	: Infiniti of Lisle		
Customer complaint	: None, incident found during the PDI process.		
Details of incident	: - Technician finished the exterior inspection of the vehicle during the PDI process and was driving the vehicle into the shop for the mechanical inspection. - During this short drive, the vehicle stopped moving while driving at 10 MPH. - Technician found oil leaking from the front of the vehicle. - With the vehicle in the shop and on the lift, the technician found the rubber hose from the CVT assembly to the external oil cooler was no longer attached. - Technician found the spring type hose clamp for the hose		

was not tight. See photo.

- Technician found the spring type hose clamp was in it's assembly mode and was not released to allow clamping force.

Repairs done & results : - Technician released the spring clamp from assembly mode to full clamping force mode.  
- Technician added 3 quarts of NS-2 CVT fluid to the CVT to resolve the incident.

## Vehicle details

VIN	: 5N1AL0MM3DC [REDACTED]	Engine type	: VQ35DE
Basic model	:	Engine nr	:
Prefix	:	Transmission	: FWD CVT -F09A
		type	
Suffix	:	Transmission nr	:
Serial nr	:	Body type	:
Vehicle type	: L50	Grade	:
Plant code	: C	Airbag	:
Production date	: 20-Sep-2012	ABS	:
Sold date	:	Air conditioning	:
Registration nr	:	Color code	:
Customer name	:	Truck features	:
DC Converter	:	Inverter No	:
No			
PBW ECU No	:	Battery Pack No:	
On Board	:	Electric PKB	:
Charge No		ECU No	
Electric PKB	:	Electric Heater	:
ATR No		Unit No	

## Parts details

Part nr	Part name	Supplier	Quantity available
1.01558-00561	Clamp		0
2.			
3.			
4.			

## Estimates & Survey

### NSC Estimates

Incident ratio	:	Cost of repair	:
Average mileage	:		

### Survey

IQS4 question :  
nr  
APEAL question :  
nr

JD Power :

## NISSAN STRICTLY CONFIDENTIAL

**Technical Report**

Reference # : **NA-TR-2012-02607** Status : **Closed**  
 Target : Responsible : (--)  
 Subject : 2013 L50 JX35 Transmission cooler line disconnected, clamp not installed, P0746, P0868

**General**

Local reference#	: CS-12-266	Author	: Charles SEYMOUR
Priority	: H -High Priority	Author organisation	: TSM
Request	: PRCM -Production C/M	Originating country	: U.S.A.
Taskforce report	Yes	Destination region	: NA -North America
Model	: L50	Restricted Access	:
Model year	: 2013	Source of information	: Dealer Report
Priority & request comments	:	Customer impact	: H -High Impact
VIN	: 5N1AL0MM6DC [REDACTED]	F1 cause	:
Basic model	: JX	Production date	: 9 -Oct-2012
Prefix	:	Sold date	: 26-Oct-2012
Suffix	:	Engine type	: VQ35
Serial nr	:	Engine nr	: 249200
Vehicle type	:	Transmission type	: A
Plant code	: C	Transmission nr	:

**Comments****Related documents**

Link to project : [NA-PRO-2012-02413](#) REACT 2013 JX35 (L50) - CVT Filter Assembly Hose Clamp Not Secured

Properly found at PDI  
 REACT 2013 JX35 (L50) - CVT Filter  
 Assembly Hose Clamp Not Secured  
 Properly found at PDI

Link to Market : [NA-MREP-2013-00013](#)  
 Reply

:

#### Related Documents

PS	Issued	function	Target	Responsible
<a href="#">NA-PS-2012-00583</a>	16-Nov-2012	link	-	-

File Attachment      Attachment Type      Attachment description

[Open](#)      PDF      Photo of CVT oil cooler line on the cooler with clamp not attached. Close up of hose end does not exhibit witness marks from clamping force

#### Coding block

Unit code : MLN\_L50 -Model Line, North America, L50      PFP : 310C0-1XE1C

SM category : ATH -Case, fitting, line & torque converter      Additional PFP :

Cs code : ZR -oil / grease leak      Ct code : 42 -fell off / loose / poor connection

DTC code : P0746, P0868      Warr group code : G1 -Automatic transmission

Phenomenon :      Current 3MIS Value :

Tread code : 10 -Powertrain      F, s, s, s : No

#### Incident details

Incident mileage : 31 Miles      Date of incident : 27-Oct-2012

Country or town of incident : Pittsburg, PA

Dealer code : 70540      Dealer issue date :

Dealer name : Cochran Infiniti of South Hills

Customer complaint : Customer states: The vehicle lacks power and will not move

Details of incident : 1.how did the customer notice the incident  
 Vehicle does not move when placed in drive or reverse.

## 2.What are the incident conditions

## 3.Inspection done & result

Technician inspected vehicle when delivered to dealership and confirmed the incident drivability concern stated by the customer

### Techline Notation:

Incident Topic: TRANS LINE CAME OFF, NO FLUID  
 INCIDENT NUMBER FI1217163 DATE 10/27/12  
 TSS CODE (PRIMARY, SECONDARY)..... 166 166 TYPE F  
 CALLER NAME..... JOHN SWINCONIS  
 CUSTOMER NAME, INCIDENT DATE..... [REDACTED]  
 [REDACTED] 10-26-12  
 VIN, MILEAGE(CURRENT, INITIAL).... 5N1AL0MM6DC [REDACTED]  
 31 0  
 DEALER CODE, PHONE NUM..... 70540 4122453636  
 MDL, YEAR, DSTRB, MFG DT, INSRV DT JX 13 USA 10-09-  
 12 10-26-12  
 MDL CD, TRNS, BODY TP, SERIES, ENG 84213 A WAG L50  
 VQ35  
 DEALER NAME..... COCHRAN INFINITI SO HILLS  
 DEALER CITY, STATE, REGION..... PITTSBURGH PA 72  
 OTHER TECH LINE REPORTS.....  
 CA REPORTS.....  
 RESPONSE DATE, OPEN DATE..... 10-27-12 10-27-12  
 ASSIGNMENT LEVEL..... 0  
 HEADS UP, H/U DATE, DIRECT CONTACT Y 10-27-12  
 4123433200  
 PROJECT NUMBER..... L1  
 \*\* DEALER ACTION/OBSERVATION:  
 \*\* VERIFIED Y REPAIR ATTEMPTS 1\_DAYS DOWN \_1\_ :  
 -VERIFIED, TRANSMISSION IS SLIPPING SEVERELY AND  
 MAKING A GRINDING NOISE  
 -FOUND THAT VEHICLE IS LEAKING CVT FLUID  
 -UPON INSPECTION, FOUND THAT COOLER LINE AT  
 TRANSMISSION FELL OFF, WAS  
 NOT SECURE  
 -NO CVT FLUID IN TRANSMISSION  
 -HAS CODES:  
 P0746 PRS CNT SOL/A FCTN  
 P0868 SEC/PRESS DOWN  
 TECHLINE RECOMMENDED REPLACEMENT OF CVT

TSM reviewed incident conditions with technician and recommended CVT fluid fill to determine level of residual fluid remaining, based on fluid added.  
 Technician stated to TSM that the customer drove for 10-15 miles with vehicle performance degrading till the vehicle would not move.  
 The vehicle was parked at home.

The vehicle was flat bed transferred to the dealer for inspection.

Repairs done & results : 1. Repairs done  
Repairs in process, CVT replacement

2. Results  
Repairs in process

## Vehicle details

VIN	: 5N1AL0MM6DC [REDACTED]	Engine type	: VQ35
Basic model	: JX	Engine nr	: 249200
Prefix	:	Transmission	: A
		type	
Suffix	:	Transmission nr	:
Serial nr	:	Body type	:
Vehicle type	:	Grade	:
Plant code	: C	Airbag	: YES
Production date	: 9 -Oct-2012	ABS	: NO
Sold date	: 26-Oct-2012	Air conditioning	: NO
Registration nr	:	Color code	: QAA
Customer name	: [REDACTED]	Truck features	:
DC Converter	:	Inverter No	:
No			
PBW ECU No	:	Battery Pack No	:
On Board	:	Electric PKB	:
Charge No	:	ECU No	:
Electric PKB	:	Electric Heater	:
ATR No	:	Unit No	:

## Parts details

Part nr	Part name	Supplier	Quantity available
1.310C0-1XE1C	Transmission		1
2.			
3.			
4.			

## Estimates & Survey

### NSC Estimates

Incident ratio	:	Cost of repair	:
Average mileage	:		

### Survey

IQS4 question : TR11 -Transmission-Fluid JD Power :  
nr leaks

APEAL question : ET16 -Trans-Overall  
nr rating



## NISSAN STRICTLY CONFIDENTIAL

**Technical Report**

Reference # : **NA-TR-2012-02749** Status : **Closed**  
 Target : Responsible : (--)  
 Subject : 2013 L50/JX CVT fluid leak at filter: poor assembly quality, vehicle will not move

**General**

Local reference#	: SW2033c	Author	: Steve Wells
Priority	: M -Normal	Author organisation	: TSM
Request	: PRCM -Production C/M	Originating country	: U.S.A.
Taskforce report	: Yes	Destination region	: NA -North America
Model	: L50	Restricted Access	
Model year	: 2013	Source of information	: Dealer Report
		Customer impact	: H -High Impact
		F1 cause	: Newly purchase vehicle with excessive CVT fluid leak that required vehicle tow to dealer - poor build quality perception
Priority & request comments	:		
VIN	: 5N1AL0MN3DC [REDACTED]	Production date	: 29-Sep-2012
Basic model	: 2013 JX35 FWD - 84113	Sold date	: 31-Oct-2012
Prefix	:	Engine type	: VQ35
Suffix	:	Engine nr	: 242568
Serial nr	:	Transmission type	: RE0F09B CVT
Vehicle type	:	Transmission nr	:
Plant code	: C		

**Comments**

## Related documents

Link to project : [NA-PRO-2012-02413](#) REACT 2013 JX35 (L50) - CVT Filter Assembly Hose Clamp Not Secured Properly found at PDI

Link to Market Reply : [NA-MREP-2013-00013](#) REACT 2013 JX35 (L50) - CVT Filter Assembly Hose Clamp Not Secured Properly found at PDI

:

## Related Documents

File Attachment	Attachment Type	Attachment description
<a href="#">Open</a>	Graphic	SW2033c.jpg

## Coding block

Unit code	: MLN_L50 -Model Line, North America, L50	PFP	: 01558-00751
SM category	: AT -Automatic Transmission	Additional PFP	: 310C0-1XE1B
Cs code	: ZR -oil / grease leak	Ct code	: 41 -improper adjustment / poor fit or installation
DTC code	:	Warr group code	: G1 -Automatic transmission
Phenomenon	:	Current 3MIS Value	:
Tread code	: 10 -Powertrain	F, s, s, s	: No

## Incident details

Incident mileage	: 435 Miles	Date of incident	: 21-Nov-2012
Country or town of incident	: Charlotte, NC		
Dealer code	: 71042	Dealer issue date	:
Dealer name	: Infiniti of Charlotte (Sonic Group)		
Customer complaint	: I just purchased my new car a week ago, the car would suddenly not move, I got out and noticed a large puddle of oil under the front of the car. I had to have it towed to the dealer. I am so disappointed in this and will be hard to		

forget in my first week of owning it.

#### Details of incident

- : 1. How did the customer notice the incident  
While driving vehicle would suddenly not move in any gear, after parking, and exiting vehicle large puddle of oil noticed under vehicle
2. What are the incident conditions  
Large puddle of oil under front engine/transmission area
3. Inspection done & result  
TSM informed of incident by Service Manager who provided all incident details indicated the following:  
Vehicle arrived at the dealer on tow truck  
Shop Foreman inspected and noted excessive amounts of oil under left front area  
He removed splash shield and noted it was full of oil  
He inspected engine transmission area and isolated incident to CVT transmission filter assembly pressure hose was loose - spring clamp not in correct position  
One of the cooling line spring type hose clamp had not been installed properly allowing line to come off under pressure and evacuate a large quantity of CVT fluid over the left side engine transmission area  
TSM contacted and dealer instructed to check fluid level NG none shown on dipstick  
Loosened drain plug to check color, smell, and signs of metallic debris - none/OK  
Fill until at proper level, 4.2 quarts to achieve level to max line  
Clear all DTCs that were caused by loss of CVT fluid  
Road test indicates all incidents all resolved  
Return to dealer and thoroughly clean bottom side and engine/trans area to remove excessive CVT oil residue  
Root cause of poor clamp installation is under investigation

Repairs done & results : 1. Repairs done  
Verify, isolate, order-replace miss-installed CVT cooler hose clamps and top-up/fill with NS-3 CVT fluid

2. Results  
Incident resolved by installing new hose clamps to proper position and filling with fluid  
Root cause is under investigation

#### Vehicle details

VIN : 5N1AL0MN3DC [REDACTED] Engine type : VQ35  
Basic model : 2013 JX35 FWD - Engine nr : 242568

84113

Prefix	:		Transmission	:	REOF09B CVT type
Suffix	:		Transmission nr	:	
Serial nr	:		Body type	:	
Vehicle type	:		Grade	:	
Plant code	:	C	Airbag	:	YES
Production date	:	29-Sep-2012	ABS	:	NO
Sold date	:	31-Oct-2012	Air conditioning	:	NO
Registration nr	:		Color code	:	QAA MOONLIGHT WHITE
Customer name	:	████████████████████	Truck features	:	
DC Converter	:		Inverter No	:	
No	:			:	
PBW ECU No	:		Battery Pack No	:	
On Board	:		Electric PKB	:	
Charge No	:		ECU No	:	
Electric PKB	:		Electric Heater	:	
ATR No	:		Unit No	:	

### Parts details

Part nr	Part name	Supplier	Quantity available
1.01558-00751	SPRING TYPE HOSE CLAMP	N/A	NONE INSTALLED TO CORRECT POSITION TO STOP EXCESSIVE CVT FLUID LEAK
2.310C0-1XE1B	CVT assembly	JATCO	None - post repair tests OK
3.			
4.			

### Estimates & Survey

#### NSC Estimates


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

#### Survey

IQS4 question nr	:	TR11 -Transmission-Fluid leaks	JD Power	:	
APEAL question nr	:	VI01 -Image-reliability/durability		:	

## NISSAN STRICTLY CONFIDENTIAL


**Technical Report**

Reference # : **NA-TR-2012-02750** Status :  **Linked**

Target : 21-Dec-2013 Responsible : Chris PARR (NA-NNA-PEI)

Subject : 2013 R52/Pathfinder Heavy CVT Fluid leak at radiator cooler line attachment

**General**

Local reference#	: SW2034c	Author	: Steve Wells
Priority	: M -Normal	Author organisation	: TSM
Request	: PI -Part Investigation	Originating country	: U.S.A.
Taskforce report	Yes	Destination region	: NA -North America
Model	: R52	Restricted Access	:
Model year	: 2013	Source of information	: Part/Vehicle Inspection
		Customer impact	: H -High Impact
		F1 cause	: Requires CVT replacement due to excessive fluid loss from detached cooler hose
Priority & request comments	:		
VIN	: 5N1AR2MM7DC 	Production date	: 25-Sep-2012
Basic model	: PTH	Sold date	: 29-Oct-2012
Prefix	:	Engine type	: VQ35
Suffix	:	Engine nr	: 238575
Serial nr	:	Transmission type	: A
Vehicle type	:	Transmission nr	: 3WX0C-Z705469
Plant code	: C		

**Comments**

## Related documents

Link to project : [NA-PRO-2012-02827](#) R52 2013 - AT Fluid Leak at Cooler Hose

## Related Documents

File Attachment	Attachment Type	Attachment description
<a href="#">Open</a>	Graphic	SW2034c 1.jpg
<a href="#">Open</a>	Graphic	SW2034c 2.jpg
<a href="#">Open</a>	Graphic	SW2034c 3.jpg
<a href="#">Open</a>	Graphic	SW2034c 4.jpg

## Coding block

Unit code	: MLN_R52 -Model Line, North America, R52	PFP	: 31020
SM category	: AT -Automatic Transmission	Additional PFP	: 21460
Cs code	: BD -AT - will not shift	Ct code	: 42 -fell off / loose / poor connection
DTC code	:	Warr group code	: C2 -Cooling system for powertrain
Phenomenon	:	Current 3MIS Value	:
Tread code	: 10 -Powertrain	F, s, s, s	: No

## Incident details

Incident mileage	: 488 Miles	Date of incident	: 23-Nov-2012
Country or town of incident	: Chattanooga, TN	Dealer issue date	:
Dealer code	: 3855		
Dealer name	: Hunt Nissan		
Customer complaint	: There is a large puddle of oil under the front of the vehicle and it will not move.		
Details of incident	: 1. How did the customer notice the incident Customer noted large puddle of oil under right front area of vehicle		
	: 2. What are the incident conditions		

Large puddle of oil under right front of vehicle, SES lights ON, and vehicle will not move in any gear

### 3. Inspection done & result

TSM had discussed incident with dealer Service Manager before scramble inspection and was instructed to replace cooler hose and spring clamp, road test, and report results OK No drivability issues

Technician indicated heavy fluid leak at right side radiator cooler fitting - hose was not attached even though the spring clamp was in its proper position - hose pulled off easily with clamp in place

TSM was contacted by Systems Engineer and requested to scramble, deliver and collect incident parts

TSM inspected the vehicle and discussed incident with technician and was informed that after installing the new transmission cooler hose and spring clamp; the transmission required almost 8 quarts of fluid to reach MAX level. (7.9 quarts)

TSM discussed the amount of fluid required with Systems Engineer and it was determined that due to possible long term durability issues due to fluid starvation that CVT assembly should be replaced and to collect incident radiator with incident hose assembly that was detached from cooler fitting

Incident OE parts will be collected and shipped to FOC for analysis upon installation of ordered parts

Root cause of incident is under investigation

CVT S/N 3WX0C-Z705469

Repairs done & results : 1. Repairs done  
Verify, isolate, order-replace-collect incident radiator-CVT cooler hose, and CVT assembly for FOC analysis

### 2. Results

Repairs in process

Root cause is under investigation

## Vehicle details

VIN	: 5N1AR2MM7DC [REDACTED]	Engine type	: VQ35
Basic model	: PTH	Engine nr	: 238575
Prefix	:	Transmission	: A
		type	
Suffix	:	Transmission nr	: 3WX0C-Z705469
Serial nr	:	Body type	:
Vehicle type	:	Grade	:
Plant code	: C	Airbag	: YES
Production date	: 25-Sep-2012	ABS	: NO
Sold date	: 29-Oct-2012	Air conditioning	: NO

Registration nr :	Color code :	RBG
Customer name : ENTERPRISE RENT A CAR	Truck features :	
DC Converter No :	Inverter No :	
PBW ECU No :	Battery Pack No:	
On Board :	Electric PKB :	
Charge No :	ECU No :	
Electric PKB ATR No :	Electric Heater Unit No :	

## Parts details

Part nr	Part name	Supplier	Quantity available
1.31020	CVT transmission assembly	JATCO	1 available upon repair completion
2.21460	Radiator assembly	CSK	1 available upon repair completion
3.			
4.			

## Estimates & Survey

### NSC Estimates

Incident ratio :	Cost of repair :
Average mileage :	

### Survey

IQS4 question nr :	TR11 -Transmission-Fluid leaks	JD Power :
APEAL question nr :	VI01 -Image-reliability/durability	



## NISSAN STRICTLY CONFIDENTIAL

**Technical Report**

Reference # : **NA-TR-2012-02752** Status : **Closed**  
 Target : Responsible : (--)  
 Subject : 2013(L50) JX35 - AWD - Vehicle Will Not Move - CVT - AT Fluid Leak - Hose Clamps Loose

**General**

Local reference# : DS2099c Author : Dick Schwartz  
 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 : L50 Source of information : Vehicle Evaluation (w/o customer)  
 Customer impact : H -High Impact  
 F1 cause :  
 Model year : 2013  
 Priority & request comments :  
 VIN : 5N1AL0MM1DC [REDACTED] Production date : 8 -Oct-2012  
 Basic model : JX35 - AWD Sold date : 29-Oct-2012  
 Prefix : Engine type : VQ35  
 Suffix : Engine nr : 248468  
 Serial nr : Transmission type : A  
 Vehicle type : Transmission nr :  
 Plant code : C

**Comments****Related documents**

Link to project : [NA-PRO-2012-02413](#) REACT 2013 JX35 (L50) - CVT Filter Assembly Hose Clamp Not Secured Properly found at PDI  
 Link to Market : [NA-MREP-2013-](#) REACT 2013 JX35 (L50) - CVT Filter

Reply

[00013](#)Assembly Hose Clamp Not Secured  
Properly found at PDI

:

## Related Documents

IPS	Status	Status Date	Target	Responsible
<a href="#">NA-IPS-2012-02881</a>	Parts Sent	16-Nov-2012	21-Nov-2012	Chris BROWN - NA-NNA-PEI

## File Attachment

[Open](#)

Attachment Type	Attachment description
PDF	1- VIN Plate - B Pillar 2- VIN Plate - Dash board 3- NYS Temp Registration Sticker 4- Odometer 5- Rear of vehicle - ID 6- AT External Cooler - One Line came loose - One line clamp not tight 7- Cooler hose clamp - In locked installation mode. 8- Cooling hose came loose - No witness marks.

## Coding block

Unit code	: MLN_L50 -Model Line, North America, L50	PFP	: 01558-00751
SM category	: AT -Automatic Transmission	Additional PFP	: 21631-3JA0A, 21636-3JA0A
Cs code	: ZR -oil / grease leak	Ct code	: 42 -fell off / loose / poor connection
DTC code	:	Warr group code	: C2 -Cooling system for powertrain
Phenomenon	:	Current 3MIS Value	:
Tread code	: 10 -Powertrain	F, s, s, s	: No

## Incident details

Incident mileage	: 27 Miles	Date of incident	: 12-Nov-2012
Country or town of incident	: White Plains, NY		
Dealer code	: 70221	Dealer issue date	:
Dealer name	: Pepe Infiniti		
Customer complaint	: The customer states: 1- Fluid under the car. 2- The car will not drive. 3- The car will nto move in Drive or Reverse		
Details of incident	: 1.how did the customer notice the incident 2.What are the incident conditions		

## 3. Inspection done &amp; result:

- The dealership technician verified the customer complaint.
- Found ATF under the vehicle.
- Found that a hose came loose from the AT External Cooler.
- There was not clamp on the hose. See photographs.

## 4. TSM inspected at the dealership:

- Found that one of the coole hoses came loose from the external AT cooling radiator.
- The hose clamp was not on the hose.
- Found the hose clamp on the front gravel pan.
- The hose clamp was in the "locked installation mode" .

## 5. Ispected the other hose on the external AT cooling radiator.

- This hose was still in corrected position on the cooler pipe.
- The hose clamp was on the hose.
- The clamp was loose.
- This clamp was also in the "locked installation mode".

## 6. All other hose clamps in this area were tight on their respective hoses.

Repairs done & : 1. Repairs done  
results

- The dealership technician replaced all 4 hose clamps and the two hoses.
  - Added CVT Fluid (NS3) to the correct level.
2. Results:
- The incident is corrected at this time.

## Vehicle details

VIN	: 5N1AL0MM1DC [REDACTED]	Engine type	: VQ35
Basic model	: JX35 - AWD	Engine nr	: 248468
Prefix	:	Transmission	: A
		type	
Suffix	:	Transmission nr	:
Serial nr	:	Body type	:
Vehicle type	:	Grade	:
Plant code	: C	Airbag	: YES
Production date	: 8 -Oct-2012	ABS	: NO
Sold date	: 29-Oct-2012	Air conditioning	: NO
Registration nr	:	Color code	: K50
Customer name	: [REDACTED]	Truck features	:
DC Converter	:	Inverter No	:
No			
PBW ECU No	:	Battery Pack No:	
On Board	:	Electric PKB	:
Charge No	:	ECU No	:
Electric PKB	:	Electric Heater	:
ATR No	:	Unit No	:

## Parts details

Part nr	Part name	Supplier	Quantity available
1.01558-00751	Clamp		3

2.	Hose	1
3.		
4.		

## Estimates & Survey

### NSC Estimates

Incident ratio	:		Cost of repair	:
Average	:			
mileage				

### Survey

IQS4 question	:	RH22 -Ride&Handling-	JD Power	:
nr		Other Problems		
APEAL question	:	VI01 -Image-		
nr		reliability/durability		

## NISSAN STRICTLY CONFIDENTIAL

**Technical Report**

Reference # : **NA-TR-2012-02996** Status : **Closed**  
 Target : Responsible : (--)  
 Subject : 2013 R52 CVT cooler line fell off cooler

**General**

Local reference#	: BH1819	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	: R52	Source of information	: Vehicle Evaluation (w/o customer)
		Customer impact	: H -High Impact
Model year	: 2013	F1 cause	:
Priority & request comments	:		
VIN	: 5N1AR2MM2DC [REDACTED]	Production date	: 01-Oct-2012
Basic model	:	Sold date	: 23-Nov-2012
Prefix	:	Engine type	: VQ35DE
Suffix	:	Engine nr	:
Serial nr	:	Transmission type	: FWD CVT3 -F09B
Vehicle type	: R52	Transmission nr	:
Plant code	: C		

**Comments****Related documents**

Link to project : [NA-PRO-2012-02947](#) R52 2013 - AT Fluid Leak at Cooler Hose- Plant C/M  
 Link to Market : [NA-MREP-2012-](#) R52 2013 - AT Fluid Leak at Cooler

Reply [02608](#) Hose- Plant C/M

:

## Related Documents

File Attachment	Attachment Type	Attachment description
<a href="#">Open</a>	Graphic	photo of the incident
<a href="#">Open</a>	Graphic	photo of the incident
<a href="#">Open</a>	Graphic	photo of the incident
<a href="#">Open</a>	Graphic	Photo of Radiator Build date

## Coding block

Unit code : MLN\_R52 -Model PFP : 21460-3JA0A  
 Line, North America,  
 R52

SM category : ATH -Case, fitting, Additional PFP :  
 line & torque  
 converter

Cs code : HD -MIL light on Ct code : 42 -fell off / loose /  
 poor connection

DTC code : Warr group : C3 -Cooling system  
 code other than C1 & C2

Phenomenon : Current 3MIS :  
 Value

Tread code : 10 -Powertrain F, s, s, s : No

## Incident details

Incident mileage : 1150 Miles Date of incident : 13-Dec-2012

Country or town of incident : Naperville, IL

Dealer code : 3089 Dealer issue date :

Dealer name : Gerald Nissan

Customer complaint : Vehicle towed in, loss of power.

Details of incident : - TSM inspected the vehicle and found the CVT cooler line  
 fell of the CVT cooler/radiator assembly.  
 - TSM verified that only one clamp was on the fluid line.  
 - TSM could install cooler line to the fitting with the clamp in  
 place and then pull the line off the fitting with the clamp in  
 place.  
 - TSM measured the fitting on the radiator for the CVT  
 cooler:

- Tube = 0.340"
- Nipple = 0.354"
- Spec = 0.381"
- NNA-FQC engineer sent technician a new fitting for the radiator.

Repairs done & results : Technician installed the new fitting and double clamped the hose to the fitting. CVT was filled with fluid and the incident was resolved.

## Vehicle details

VIN	: 5N1AR2MM2DC [REDACTED]	Engine type	: VQ35DE
Basic model	:	Engine nr	:
Prefix	:	Transmission	: FWD CVT3 -F09B type
Suffix	:	Transmission nr	:
Serial nr	:	Body type	:
Vehicle type	: R52	Grade	:
Plant code	: C	Airbag	:
Production date	: 01-Oct-2012	ABS	:
Sold date	: 23-Nov-2012	Air conditioning	:
Registration nr	:	Color code	:
Customer name	:	Truck features	:
DC Converter	: No	Inverter No	:
PBW ECU No	:	Battery Pack No:	:
On Board	:	Electric PKB	:
Charge No	:	ECU No	:
Electric PKB	:	Electric Heater	:
ATR No	:	Unit No	:

## Parts details

Part nr	Part name	Supplier	Quantity available
1.21460-3JA0A	Radiator		0
2.			
3.			
4.			

## Estimates & Survey

### NSC Estimates

Incident ratio	:	Cost of repair	:
Average mileage	:		

### Survey

IQS4 question :  
nr  
APEAL question :  
nr

JD Power :



## NISSAN STRICTLY CONFIDENTIAL

**Technical Report**

Reference # : **NA-TR-2012-03063** Status : **Closed**  
 Target : Responsible : (--)  
 Subject : 2013(R52) Pathfinder - AT Fluid Leak - Hose Came Loose - Hoses W/Double Clamps/Radiator

**General**

Local reference#	: DS2108c	Author	: Dick Schwartz
Priority	: H -High Priority	Author organisation	: TSM
Request	: FFCM -Field fix C/M	Originating country	: U.S.A.
Taskforce report	Yes	Destination region	: NA -North America
Model	: R52	Restricted Access	:
Model year	: 2013	Source of information	: Vehicle Evaluation (w/o customer)
Priority & request comments	:	Customer impact	: H -High Impact
		F1 cause	:
VIN	: 5N1AR2MMXD [REDACTED]	Production date	: 01-Oct-2012
Basic model	: 25213 - 4x4 - SV	Sold date	: 14-Nov-2012
Prefix	:	Engine type	: VQ35HR
Suffix	:	Engine nr	:
Serial nr	:	Transmission type	:
Vehicle type	:	Transmission nr	:
Plant code	:		

**Comments****Related documents**

Link to project : [NA-PRO-2012-02947](#) R52 2013 - AT Fluid Leak at Cooler Hose- Plant C/M

Link to Market : [NA-MREP-2012-02608](#)  
Reply :

R52 2013 - AT Fluid Leak at Cooler  
Hose- Plant C/M

#### Related Documents

IPS	Status	Status Date	Target	Responsible
<a href="#">NA-IPS-2012-03237</a>	Closed	03-Jan-2013	-	-

File Attachment	Attachment Type	Attachment description
<a href="#">Open</a>	PDF	1- VIN Plate 2- Odometer 3- VIN Plate - Dash Board 4- Rear fo vehicle - ID 5- Location of loose AT cooling hose. 6- Radiator/AT cooling line fitting -

#### Coding block

Unit code	: MLN_R52 -Model Line, North America, R52	PFP	: 21631-3KA0A
SM category	: AT -Automatic Transmission	Additional PFP	: 21460-3JA1B
Cs code	: AE -lack of power / poor acceleration	Ct code	: 42 -fell off / loose / poor connection
DTC code	:	Warr group code	: C2 -Cooling system for powertrain
Phenomenon	:	Current 3MIS Value	:
Tread code	: 10 -Powertrain	F, s, s, s	: No

#### Incident details

Incident mileage	: 627 Miles	Date of incident	: 29-Nov-2012
Country or town of incident	: Hartford, CT	Dealer issue date	:
Dealer code	: 2148	Dealer name	: Hart Nissan
Customer complaint	: The customer states: 1- There is a fluid leak under the car. 2- The car will not move.		
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 comments.
- There is a large fluid leak under the vehicle - The leak is AT Fluid (CVT)
- The AT cooling hose to the radiator has come loose.
- All the hose clamps are in place properly.

Repairs done & results : 1. Repairs done

- The dealership replaced all the cooling hoses, radiator and clamps.
- One additional clamp installed on the hose/fitting where the hose came loose.

2. Results:

- The incident is resolved at this time.

## Vehicle details

VIN	: 5N1AR2MMXDC [REDACTED]	Engine type	: VQ35HR
Basic model	: 25213 - 4x4 - SV	Engine nr	:
Prefix	:	Transmission	:
		type	:
Suffix	:	Transmission nr	:
Serial nr	:	Body type	:
Vehicle type	:	Grade	:
Plant code	:	Airbag	:
Production date	: 01-Oct-2012	ABS	:
Sold date	: 14-Nov-2012	Air conditioning	:
Registration nr	:	Color code	:
Customer name	: Alamo Rent-A Car	Truck features	:
DC Converter	:	Inverter No	:
No			
PBW ECU No	:	Battery Pack No:	
On Board	:	Electric PKB	:
Charge No	:	ECU No	:
Electric PKB	:	Electric Heater	:
ATR No	:	Unit No	:

## Parts details

Part nr	Part name	Supplier	Quantity available
1.01558-00451	clamp		5
2.21631-3KA0A	hose		1
3.21635-3JA0A	hose		1
4.21460-3JA1B	Radiator		1

## Estimates & Survey

### NSC Estimates

Incident ratio	:	Cost of repair	:
Average	:		

mileage


Survey

IQS4 question : EN07 -Engine-Lacks JD Power :  
nr power


APEAL question : VI01 -Image-  
nr reliability/durability

## NISSAN STRICTLY CONFIDENTIAL

**Technical Report**

Reference # : **NA-TR-2012-03066** Status :  **Linked**  
 Target : 21-Apr-2013 Responsible : (--)  
 Subject : 2013 R52 CVT Cooler Hose Not Secure

**General**

Local reference#	: SB2375	Author	: Steve Ballmer
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	: R52	Source of information	: Part/Vehicle Inspection
		Customer impact	: L -Low or No Impact
Model year	: 2013	F1 cause	:
Priority & request comments	:		
VIN	: 5N1AR2MN1DC 	Production date	: 1 -Oct-2012
Basic model	: PTH	Sold date	: 29-Oct-2012
Prefix	:	Engine type	: VQ35
Suffix	:	Engine nr	: 243459
Serial nr	:	Transmission type	: A
Vehicle type	:	Transmission nr	:
Plant code	: C		

**Comments****Related documents**

Link to project	: <a href="#">NA-PRO-2012-02827</a>	R52 2013 - AT Fluid Leak at Cooler Hose
Link to Market Reply	: <a href="#">NA-MREP-2012-02608</a>	R52 2013 - AT Fluid Leak at Cooler Hose- Plant C/M
	:	

**Related Documents**

IPS	Status	Status Date	Target	Responsible
<a href="#">NA-IPS-2013-00102</a>	Closed	18-Jan-2013	-	-
File Attachment	Attachment Type	Attachment description		
<a href="#">Open</a>	Word document with Photos	SB2375 R52 CVT Cooler Hose Not Secure		

### Coding block

Unit code	: MLN_R52 -Model Line, North America, R52	PFP	: 21635-3KA0A
SM category	: ATH -Case, fitting, line & torque converter	Additional PFP	:
Cs code	: BD -AT - will not shift	Ct code	: 42 -fell off / loose / poor connection
DTC code	:	Warr group code	: G1 -Automatic transmission
Phenomenon	:	Current 3MIS Value	:
Tread code	: 10 -Powertrain	F, s, s, s	: No

### Incident details

Incident mileage	: 1754 Miles	Date of incident:	20-Dec-2012
Country or town of incident	: SCOTTSDALE, AZ	Dealer issue date	:
Dealer code	: 3384		
Dealer name	: PINNACLE NISSAN		
Customer complaint	: It stopped on the freeway, and wouldn't move.		
Details of incident	: 1.how did the customer notice the incident  The vehicle slowed while driving.  2.What are the incident conditions  No known relevant conditions. - This incident occurs 100% of the time.  3.Inspection done & result  CVT cooler hose was separated from the tube at the cooler (radiator). - The clamp was on the seperated hose.  Additional observations: - The clamp was positioned ~ 14mm from the hose end.		

Similar to 2/2 non-incident vehicles.

- The incident tube "bead" diameter was smaller than the part provided by FQI. 9.13-9.15mm vs. 9.25-9.28mm.
- The incident tube "bead" does not feel as sharp as the tube provided by FQI. Subjective judgment.

Repairs done & : 1. Repairs done  
results

Replace tube, hose, and clamp.

2. Results

Incident resolved.

## Vehicle details

VIN	: 5N1AR2MN1DC [REDACTED]	Engine type	: VQ35
Basic model	: PTH	Engine nr	: 243459
Prefix	:	Transmission	: A
		type	
Suffix	:	Transmission nr	:
Serial nr	:	Body type	:
Vehicle type	:	Grade	:
Plant code	: C	Airbag	: YES
Production date	: 1 -Oct-2012	ABS	: NO
Sold date	: 29-Oct-2012	Air conditioning	: NO
Registration nr	:	Color code	: NAH
Customer name	: [REDACTED]	Truck features	:
DC Converter	:	Inverter No	:
No			
PBW ECU No	:	Battery Pack No	:
On Board	:	Electric PKB	:
Charge No	:	ECU No	:
Electric PKB	:	Electric Heater	:
ATR No	:	Unit No	:

## Parts details

Part nr	Part name	Supplier	Quantity available
1.21635-3KA0A	COOLER HOSE		1
2.N/A (PROVIDED BY FQI)	TUBE		1
3.			
4.			

## Estimates & Survey

### NSC Estimates

Incident ratio	:	Cost of repair	:
Average mileage	:		

## Survey

IQS4 question : TR12 -Transmission-      JD Power      : 15  
nr                      Other Problems

APEAL question : VI01 -Image-  
nr                      reliability/durability



## NISSAN STRICTLY CONFIDENTIAL

**Technical Report**

Reference # : **NA-TR-2012-03071** Status : **Closed**  
 Target : Responsible : (--)  
 Subject : 2013(R52) - CVT Cooling Hose Came Loose - Right Side and Left Side - Install Double Clamps

**General**

Local reference#	: DS2117c	Author	: Dick Schwartz
Priority	: M -Normal	Author organisation	: TSM
Request	: PRCM -Production C/M	Originating country	: U.S.A.
Taskforce report	Yes	Destination region	: NA -North America
Model	: R52	Restricted Access	:
Model year	: 2013	Source of information	: Dealer Report
Priority & request comments	:	Customer impact	: H -High Impact
VIN	: 5N1AR2MM9DC [REDACTED]	F1 cause	:
Basic model	: PTH - 25413 - AWD	Production date	: 1 -Oct-2012
Prefix	:	Sold date	: 17-Nov-2012
Suffix	:	Engine type	: VQ35
Serial nr	:	Engine nr	: 243147
Vehicle type	:	Transmission type	: A
Plant code	: C	Transmission nr	:

**Comments****Related documents**

Link to project : [NA-PRO-2012-02947](#) R52 2013 - AT Fluid Leak at Cooler Hose- Plant C/M

Link to Market : [NA-MREP-2012-02608](#)  
Reply :

R52 2013 - AT Fluid Leak at Cooler  
Hose- Plant C/M

## Related Documents

IPS	Status	Status Date	Target	Responsible
<a href="#">NA-IPS-2012-03254</a>	Closed	02-Jan-2013	-	-

File Attachment	Attachment Type	Attachment description
<a href="#">Open</a>	PDF	1- VIN Plate 2- Odometer 3- Rear of vehicle - ID 4- CVT cooling hose - Right side - Radiator - two clamps. 5- CVT cooling hose - Left side - Radiator - Two clamps. 6- Incident radiator - CVT cooling hose fittings- right side and left side.
<a href="#">Open</a>	PDF	1- FIX Report - FI-1230365

## Coding block

Unit code	: MLN_R52 -Model Line, North America, R52	PFP	: 21631-3KA0A
SM category	: AT -Automatic Transmission	Additional PFP	: 01558-00451
Cs code	: ZF -slipping / will not engage	Ct code	: 42 -fell off / loose / poor connection
DTC code	:	Warr group code	: C2 -Cooling system for powertrain
Phenomenon	:	Current 3MIS Value	:
Tread code	: 10 -Powertrain	F, s, s, s	: No

## Incident details

Incident mileage	: 680 Miles	Date of incident	: 19-Dec-2012
Country or town of incident	: Brooklyn, NY		
Dealer code	: 3403	Dealer issue date	:
Dealer name	: Bay Ridge Nissan		
Customer complaint	: The customer states: 1- The vehicle lost all power while driving. 2- Towed truck to the dealership.		
Details of incident	: 1.how did the customer notice the incident 2.What are the incident conditions		

## 3. Inspection done &amp; result:

12/12/12:

- Vehicle towed in for no power
- The dealership technician verified the customer complaint.
- Found a lot of oil under the vehicle.
- Found that the CVT cooling hose came loose from the radiator on the right side.
- Re-installed hose and "tightened" hose clamps.

12/19/12:

- Vehicle towed into dealership again for no power.
- Technician found that the CVT cooling hose came off the radiator on the right side AGAIN.
- The hose came off the radiator fitting. See photographs of radiator fitting.

## 4. Technician called Techline:

- FI-1230365 - See file attached.
- Techline advised the replaced the cooling hose, radiator and hose clamps.
- Put two hose clamps on the right side cooling hose at the radiator fitting. See photos.

## 5. Completed repairs:

- Technician was beginning the road test.
- After a few feet of driving, the vehicle again lost power
- Found that the CVT cooling hose came off the radiator on the left side.
- The right side hose on the radiator was OK.

Repairs done & :  
results

1. Repairs done
  - The left side CVT cooling hose was reinstalled using two hose clamps. See photographs.
  - One clamp was the Nissan "Spring" type clamp.
  - The other clamp was a stainless steel "screw" type clamp. See photographs.

## 2. Results:

- The technician road tested the vehicle - OK
- The technician stall tested the CVT - OK
- The incident is corrected; at this time.

## Vehicle details

VIN	: 5N1AR2MM9DC [REDACTED]	Engine type	: VQ35
Basic model	: PTH - 25413 - AWD	Engine nr	: 243147
Prefix	:	Transmission	: A
		type	
Suffix	:	Transmission nr	:
Serial nr	:	Body type	:
Vehicle type	:	Grade	:
Plant code	: C	Airbag	: YES
Production date	: 1 -Oct-2012	ABS	: NO

Sold date	: 17-Nov-2012	Air conditioning	: NO
Registration nr	:	Color code	: KH3
Customer name	: [REDACTED]	Truck features	:
DC Converter No	:	Inverter No	:
PBW ECU No On Board	:	Battery Pack No:	
Charge No	:	Electric PKB	:
Electric PKB	:	ECU No	
ATR No	:	Electric Heater	:
		Unit No	

## Parts details

Part nr	Part name	Supplier	Quantity available
1.21631-3KA0A	Hose - Cooling AT		1
2.01558-00451	Clamps		2
3.21460-3JA0E	Radiator		1
4.			

## Estimates & Survey

### NSC Estimates

Incident ratio	:	Cost of repair	:
Average mileage	:		

### Survey

IQS4 question nr	: EN07 -Engine-Lacks power	JD Power	:
APEAL question nr	: VI01 -Image-reliability/durability		

## NISSAN STRICTLY CONFIDENTIAL

**Technical Report**

Reference # : **NA-TR-2013-00040** Status : **Closed**  
 Target : Responsible : (--)  
 Subject : 2013 R52 Pathfinder transmission cooler line on radiator not secure, fluid leaked

**General**

Local reference# : CS-13-003 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 : Yes Restricted Access :  
 Model : R52 Source of information : Vehicle Evaluation (w/o customer)  
 Customer impact : H -High Impact  
 Model year : 2013 F1 cause :  
 Priority & request comments :  
 VIN : 5N1AR2MM4DC [REDACTED] Production date : 1 -Oct-2012  
 Basic model : PTH Sold date : 14-Dec-2012  
 Prefix : Engine type : VQ35  
 Suffix : Engine nr : 244055  
 Serial nr : Transmission type : A  
 Vehicle type : Transmission nr :  
 Plant code : C

**Comments****Related documents**

Link to project : [NA-PRO-2012-02947](#) R52 2013 - AT Fluid Leak at Cooler Hose- Plant C/M

Link to Market : [NA-MREP-2012-02608](#) R52 2013 - AT Fluid Leak at Cooler  
 Reply : [02608](#) Hose- Plant C/M

## Related Documents

File Attachment	Attachment Type	Attachment description
<a href="#">Open</a>	PDF	VIN Plate, Door Sticker, Incident transmission cooler line with single clamp, radiator tubing to trans cooler and resolved incident on customer's vehicle after installation of two screw clamps

## Coding block

Unit code	: MLN_R52 -Model Line, North America, R52	PFP	: 21460-3JA1B, 21631-3KA0A
SM category	: LCD - Radiator/Thermostat/Hose	Additional PFP	: 01558-00561
Cs code	: ZE -no or improper operation	Ct code	: 42 -fell off / loose / poor connection
DTC code	:	Warr group code	: C2 -Cooling system for powertrain
Phenomenon	:	Current 3MIS Value	:
Tread code	: 10 -Powertrain	F, s, s, s	: No

## Incident details

Incident mileage	: 914 Miles	Date of incident	: 07-Jan-2013
Country or town of incident	: Coraopolis, PA	Dealer code	: 1910
Dealer name	: West Hills Nissan	Dealer issue date	:
Customer complaint	: Customer states: Vehicle had no power, stopped moving. Had to tow into dealer		
Details of incident	: 1.how did the customer notice the incident Vehicle stopped moving. Vehicle towed to dealer		
	2.What are the incident conditions		
	3.Inspection done & result Technician inspected vehicle and observed the transmission line had come off the transmission cooler fitting at the radiator (RH-Passenger side). (photos)		

TSM inspected vehicle and confirmed the incident conditions. TSM contacted engineer (JC) regarding the incident who recommended double hose clamps on the radiator hose fitting.

Technician installed two screw hose clamps on the radiator hose fitting (photo)

Repairs done & results : 1. Repairs done  
Two screw hose clamps were installed on the radiator cooler line at the radiator (photo).  
Transmission fluid level was filled and checked per ESM.  
Vehicle was road tested - OK  
No incident parts collected from this vehicle.

2. Results  
Incident conditions resolved  
Vehicle returned to customer

## Vehicle details

VIN	: 5N1AR2MM4DC [REDACTED]	Engine type	: VQ35
Basic model	: PTH	Engine nr	: 244055
Prefix	:	Transmission	: A
		type	
Suffix	:	Transmission nr	:
Serial nr	:	Body type	:
Vehicle type	:	Grade	:
Plant code	: C	Airbag	: YES
Production date	: 1 -Oct-2012	ABS	: NO
Sold date	: 14-Dec-2012	Air conditioning	: NO
Registration nr	:	Color code	: KH3
Customer name	: [REDACTED]	Truck features	:
DC Converter	:	Inverter No	:
No			
PBW ECU No	:	Battery Pack No	:
On Board	:	Electric PKB	:
Charge No	:	ECU No	:
Electric PKB	:	Electric Heater	:
ATR No	:	Unit No	:

## Parts details

Part nr	Part name	Supplier	Quantity available
1.21460-3JA1B	Radiator		0, No part collected
2.21631-3KA0A	Hose		0, No part collected
3.01558-00561	Clamp		0, No part collected

collected

4.

## Estimates & Survey

### NSC Estimates

Incident ratio : Cost of repair :  
Average :  
mileage


### Survey

IQS4 question : TR11 -Transmission-Fluid JD Power :  
nr leaks  
APEAL question : ET16 -Trans-Overall  
nr rating



## NISSAN STRICTLY CONFIDENTIAL

**Technical Report**

Reference # : **NA-TR-2013-00041** Status :  **Linked**

Target : 27-Sep-2013 Responsible : Chris PARR (NA-NNA-PEI)

Subject : 2013 R52 Pathfinder transmission cooler line on radiator not secure, fluid leaked

**General**

Local reference#	: CS-13-005	Author	: Charles SEYMOUR
Priority	: H -High Priority	Author organisation	: TSM
Request	: PRCM -Production C/M	Originating country	: U.S.A.
Taskforce report	Yes	Destination region	: NA -North America
Model	: R52	Restricted Access	:
Model year	: 2013	Source of information	: Vehicle Evaluation (w/o customer)
Priority & request comments	:	Customer impact	: H -High Impact
VIN	: 5N1AR2MM1DC [REDACTED]	F1 cause	:
Basic model	: Pathfinder	Production date	: 28-Sep-2012
Prefix	:	Sold date	:
Suffix	:	Engine type	: VQ35DE
Serial nr	:	Engine nr	:
Vehicle type	:	Transmission type	: AT
Plant code	: C	Transmission nr	:

**Comments****Related documents**

Link to project : [NA-PRO-2012-02827](#) R52 2013 - AT Fluid Leak at Cooler Hose

## Related Documents

IPS	Status	Status Date	Target	Responsible
<a href="#">NA-IPS-2013-01154</a>	Closed	09-Apr-2013		-
<a href="#">NA-IPS-2013-00070</a>	Draft	09-Jan-2013		Charles SEYMOUR - NA-TSM-ALL

File Attachment	Attachment Type	Attachment description
<a href="#">Open</a>	PDF	Photos of VIN Plate, Door Sticker and transmission cooler hose after installation of two screw hose clamps.

## Coding block

Unit code	: MLN_R52 -Model Line, North America, R52	PFP	: 21460-3JA1B, 21631-3KA0A
SM category	: LCD - Radiator/Thermostat/Hose	Additional PFP	: 01558-00561
Cs code	: ZE -no or improper operation	Ct code	: 42 -fell off / loose / poor connection
DTC code	:	Warr group code	: C2 -Cooling system for powertrain
Phenomenon	:	Current 3MIS Value	:
Tread code	: 10 -Powertrain	F, s, s, s	: No

## Incident details

Incident mileage	: 958 Miles	Date of incident	: 07-Jan-2013
Country or town of incident	: Coraopolis, PA	Dealer issue date	:
Dealer code	: 1910	Dealer name	: West Hills Nissan
Customer complaint	: Customer states: Vehicle had no power, stopped moving. Had to tow into dealer		
Details of incident	: 1.how did the customer notice the incident Vehicle stopped moving. Vehicle towed to dealer for repairs		
	2.What are the incident conditions		
	3.Inspection done & result Technician inspected vehicle and observed the transmission line had come off the transmission cooler fitting at the		

radiator (RH-Passenger side). (photos)

TSM inspected vehicle and confirmed the incident conditions. TSM contacted engineer (JC) regarding the incident who recommended double hose clamps on the radiator hose fitting.

Technician installed two screw hose clamps on the radiator hose fitting (photo)

Repairs done & results : 1. Repairs done  
2 screw hose clamps were installed on the hose to the radiator (RH, passenger side).  
Fluid level was filled and checked per ESM  
Vehicle was road tested and checked for function and noise - OK  
Radiator and hose assembly to be collected for inspection by engineering.

2. Results  
Incident conditions are resolved.

## Vehicle details

VIN	: 5N1AR2MM1DC [REDACTED]	Engine type	: VQ35DE
Basic model	: Pathfinder	Engine nr	:
Prefix	:	Transmission	: AT
		type	
Suffix	:	Transmission nr	:
Serial nr	:	Body type	:
Vehicle type	:	Grade	:
Plant code	: C	Airbag	:
Production date	: 28-Sep-2012	ABS	:
Sold date	:	Air conditioning	:
Registration nr	:	Color code	:
Customer name	: Dealer Inventory	Truck features	:
DC Converter	:	Inverter No	:
No			
PBW ECU No	:	Battery Pack No:	
On Board	:	Electric PKB	:
Charge No	:	ECU No	:
Electric PKB	:	Electric Heater	:
ATR No	:	Unit No	:

## Parts details

Part nr	Part name	Supplier	Quantity available
1.21460-3JA1B	Raidator		0, No part collected
2.21631-3KA0A	Hose Assy		0, no part

3.01558-00561

Clamp

collected  
0, no part  
collected

4.

## Estimates & Survey

### NSC Estimates

Incident ratio : Cost of repair :  
Average :  
mileage :

### Survey

IQS4 question : TR11 -Transmission-Fluid JD Power :  
nr leaks  
APEAL question : VI01 -Image-  
nr reliability/durability

## NISSAN STRICTLY CONFIDENTIAL

**Technical Report**

Reference # : **NA-TR-2013-00300** Status : **Closed**  
 Target : Responsible : (--)  
 Subject : 2013 R52 Pathfinder transmission cooler line came off radiator fitting

**General**

Local reference#	: CS-13-040	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	Yes	Restricted Access	:
Model	: R52	Source of information	: Dealer Report
		Customer impact	: H -High Impact
Model year	: 2013	F1 cause	:
Priority & request comments	:		
VIN	: 5N1AR2MM0DC [REDACTED]	Production date	: 26-Sep-2012
Basic model	: PTH	Sold date	: 3 -Dec-2012
Prefix	:	Engine type	: VQ35
Suffix	:	Engine nr	: 239862
Serial nr	:	Transmission type	: A
Vehicle type	:	Transmission nr	:
Plant code	: C		

**Comments****Related documents**

Link to project : [NA-PRO-2013-00724](#) 2013-L50-JX- TOC cooler line separated from radiator- Right side

Link to Market : [NA-MREP-2013-01315](#)  
Reply

(Pre 10-4)  
2013-L50-JX- TOC cooler line  
separated from radiator- Right side  
(Pre 10-4)

:

Related Documents

**No documents found**

### Coding block

Unit code	: MLN_R52 -Model Line, North America, R52	PFP	: 21631-3KA0A
SM category	: ATH -Case, fitting, line & torque converter	Additional PFP	: 01558-00561
Cs code	: ZR -oil / grease leak	Ct code	: 42 -fell off / loose / poor connection
DTC code	:	Warr group code	: G1 -Automatic transmission
Phenomenon	:	Current 3MIS Value	:
Tread code	: 10 -Powertrain	F, s, s, s	: No

### Incident details

Incident mileage	: 1738 Miles	Date of incident	: 01-Feb-2013
Country or town of incident	: Allentown, PA	Dealer issue date	:
Dealer code	: 5138	Dealer name	: Kelly Nissan
Customer complaint	: Customer States: Vehicle stopped moving, had towed to dealership		
Details of incident	: 1.how did the customer notice the incident Vehicle failed to maintain forward movement in drive.		
	2.What are the incident conditions Vehicle towed to dealership		
	3.Inspection done & result Technician inspected vehicle and confirmed the incident lack		

of forward movement condition

Technician inspected vehicle and observed the cooler line to the radiator had come off the radiator and transmission fluid had leaked

Technician confirmed there was a hose clamp that remained on the hose after it came off the radiator fitting

TSM recommended re-installation of hose and addition of second hose clamp.

Refill fluid and road test vehicle, check for noise

Service manager road tested vehicle after repairs - OK

Repairs done & : 1. Repairs done

results

Transmission cooler line replaced on cooler fitting on radiator.

Second hose clamp was installed on cooler hose

Fluid filled to appropriate level, per ESM

Vehicle road tested - OK

2. Results

Incident conditions are resolved.

Vehicle returned to customer

## Vehicle details

VIN	: 5N1AR2MM0DC [REDACTED]	Engine type	: VQ35
Basic model	: PTH	Engine nr	: 239862
Prefix	:	Transmission	: A
		type	
Suffix	:	Transmission nr	:
Serial nr	:	Body type	:
Vehicle type	:	Grade	:
Plant code	: C	Airbag	: YES
Production date	: 26-Sep-2012	ABS	: NO
Sold date	: 3 -Dec-2012	Air conditioning	: NO
Registration nr	:	Color code	: RBG
Customer name	: [REDACTED]	Truck features	:
DC Converter	:	Inverter No	:
No			
PBW ECU No	:	Battery Pack No	:
On Board	:	Electric PKB	:
Charge No	:	ECU No	:
Electric PKB	:	Electric Heater	:
ATR No	:	Unit No	:

## Parts details

Part nr	Part name	Supplier	Quantity available
1.21631-3KA0A	Transmission		0, part not

2.01558-00561	Cooler Hose Clamp	collected -1, Additional clamp added
3.		
4.		

## Estimates & Survey

### NSC Estimates

Incident ratio	:		Cost of repair	:
Average	:			
mileage				


### Survey

IQS4 question	:	TR11 -Transmission-Fluid	JD Power	:
nr		leaks		
APEAL question	:	ET16 -Trans-Overall		
nr		rating		



## NISSAN STRICTLY CONFIDENTIAL

**Technical Report**

Reference # : **NA-TR-2013-00349** Status :  **Linked**  
 Target : 24-Oct-2013 Responsible : Chris PARR (NA-NNA-PEI)  
 Subject : 2013 R52 CVT cooler lines leaking (3) radiators were replaced for coolant leak

**General**

Local reference#	: PDR52coolerlines	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	: R52	Source of information	: Part/Vehicle Inspection
Model year	: 2013	Customer impact	: H -High Impact
Priority & request comments	:	F1 cause	:
VIN	: 5N1AR2MM6DC [REDACTED]	Production date	: 29-Sep-2012
Basic model	: PATHFINDER	Sold date	: 12-Nov-2012
Prefix	: R52	Engine type	: VQ35
Suffix	:	Engine nr	: 242132
Serial nr	:	Transmission type	: A
Vehicle type	:	Transmission nr	:
Plant code	: C		

**Comments****Related documents**

**Link to project** : [NA-PRO-2012-02827](#) R52 2013 - AT Fluid Leak at Cooler Hose

**Related Documents**

IPS	Status	Status Date	Target	Responsible
<a href="#">NA-IPS-2013-00354</a>	Closed	06-Jun-2013	-	
<b>File Attachment</b>	<b>Attachment Type</b>	<b>Attachment description</b>		
<a href="#">Open</a>	PDF	Photo of radiators.		

**Coding block**

Unit code	: MLN_R52 -Model Line, North America, R52	PFP	: 21460-3JA0E
SM category	: LCD - Radiator/Thermostat/Hose	Additional PFP	:
Cs code	: ZQ -water / coolant leaking / entering	Ct code	: 03 -bent / distorted / deformed / twisted
DTC code	:	Warr group code	: C3 -Cooling system other than C1 & C2
Phenomenon	:	Current 3MIS Value	:
Tread code	: 06 -Engine & Engine Cooling	F, s, s, s	: No

**Incident details**

Incident mileage : 728 Miles Date of incident : 21-Jan-2013

Country or town of incident : LAKEWOOD, OH  
 Dealer code : 3779 Dealer issue date :  
 Dealer name : NISSAN OF N. OLMSTED

Customer complaint : TRANSMISSION LEAKING AT COOLER LINES. REPLACED RADIATOR AND COOLER HOSES, BUT NEW RADIATORS WERE LEAKING COOLANT.

Details of incident : Customer complaint/Inspection done & result:  
 This is a dealer report.  
 Dealer states that customer brought vehicle into dealer for the complaint of CVT fluid leaking on the ground. Technician found CVT cooler lines leaking and observed that the single clamp did not hold the cooler line to the radiator. Technician installed new clamps and double clamped the lines.  
 Technician still observed CVT fluid seepage from the line after replacing the clamps. Technician installed new cooler lines and radiator. Technician noted coolant leaking down the side of the 2nd radiator.  
 Technician installed a new 3rd radiator and the radiator was found twisted and started to leak at the bottom hose. Please see photos of all (3) radiators in related documents.  
 Incident was resolved after installing a 4th radiator assembly.  
 TSM will ship original radiator, 2nd radiator, and 3rd radiator replacement back to CP at FQI for further analysis.

Repairs done & results : 1. Repairs done:  
 Replaced radiator, cooler lines, and double clamped CVT cooler lines  
 2. Results:  
 Incident resolved.

## Vehicle details

VIN	: 5N1AR2MM6DC [REDACTED]	Engine type	: VQ35
Basic model	: PATHFINDER	Engine nr	: 242132
Prefix	: R52	Transmission type	: A
Suffix	:	Transmission nr	:
Serial nr	:	Body type	:
Vehicle type	:	Grade	:
Plant code	: C	Airbag	: YES
Production date	: 29-Sep-2012	ABS	:
Sold date	: 12-Nov-2012	Air conditioning	:
Registration nr	:	Color code	: QAA
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. 21460-3JA0E	RADIATOR	N/A	3
2.			
3.			
4.			

## Estimates & Survey

### NSC Estimates

Incident ratio : Cost of repair :  
 Average mileage :

### Survey

IQS4 question nr : JD Power :  
 APEAL question nr :



## NISSAN STRICTLY CONFIDENTIAL

**Technical Report**

Reference # : **NA-TR-2013-00558** Status : **Closed**  
 Target : Responsible : (--)  
 Subject : 2013 R52 Transmission Line Dislodged

**General**

Local reference#	: tp021324	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	: R52	Source of information	: Part/Vehicle Inspection
		Customer impact	: H -High Impact
Model year	: 2013	F1 cause	: initial quality
Priority & request comments	: No parts collected		
VIN	: 5N1AR2MN4DC [REDACTED]	Production date	: 9 -Jan-2013
Basic model	: PTH	Sold date	: 17-Feb-2013
Prefix	:	Engine type	: VQ35
Suffix	:	Engine nr	: 315086
Serial nr	:	Transmission type	: A
Vehicle type	:	Transmission nr	:
Plant code	: C		

**Comments****Related documents**

Link to project : [NA-PRO-2013-00656](#) 2013-R52-Pathfinder - AT Fluid Leak-Radiator Cooler- (Engine side)  
 Link to Market : [NA-MREP-2013-](#) 2013-R52-Pathfinder - AT Fluid Leak-

Reply [01677](#) Radiator Cooler- (Engine side)

:

#### Related Documents

File Attachment	Attachment Type	Attachment description
<a href="#">Open</a>	PDF	closeup of missing clamp area

#### Coding block

Unit code	: DCH_AT -Auto Trans	PFP	: 01558-00561 clamp
SM category	: ATH -Case, fitting, line & torque converter	Additional PFP	: 21631
Cs code	: ZY -part(s) missing	Ct code	: 41 -improper adjustment / poor fit or installation
DTC code	:	Warr group code	: G1 -Automatic transmission
Phenomenon	:	Current 3MIS Value	:
Tread code	: 10 -Powertrain	F, s, s, s	: No

#### Incident details

Incident mileage	: 206 Miles	Date of incident	: 21-Feb-2013
Country or town of incident	: HUNTINGTON BEACH, CA	Dealer issue date	: 21-Feb-2013
Dealer code	: 5163		
Dealer name	: SURF CITY NISSAN		
Customer complaint	: While driving vehicle smoke started coming from vents and hood. the vehicle stopped running.  Owner requested repurchase due to this incident.		
Details of incident	: 1.how did the customer notice the incident While driving  2.What are the incident conditions 100% of the time  3.Inspection done & result Verified customer concern Noted oil covering the underbody. Visual inspecting and it was noted that the transmission hose was not connected to the transmission		

During the inspection of the underbody and surroundings we were unable to find the hose clamp.

Close-up inspection noted that the hose had NO WITNESS MARKS from a Clamp being installed.  
See photos.

Repairs done & results : 1. Repairs done  
Reinstalled hose and replaced the missing clamp  
Replaced the transmission fluid  
2. Results  
Incident resolved

## Vehicle details

VIN	: 5N1AR2MN4DC [REDACTED]	Engine type	: VQ35
Basic model	: PTH	Engine nr	: 315086
Prefix	:	Transmission	: A
		type	
Suffix	:	Transmission nr	:
Serial nr	:	Body type	:
Vehicle type	:	Grade	:
Plant code	: C	Airbag	: YES
Production date	: 9 -Jan-2013	ABS	: NO
Sold date	: 17-Feb-2013	Air conditioning	: NO
Registration nr	:	Color code	: K23
Customer name	: [REDACTED]	Truck features	:
DC Converter	:	Inverter No	:
No			
PBW ECU No	:	Battery Pack No	:
On Board	:	Electric PKB	:
Charge No	:	ECU No	:
Electric PKB	:	Electric Heater	:
ATR No	:	Unit No	:

## Parts details

Part nr	Part name	Supplier	Quantity available
1.01558-00561	clamp		
2.21631	hose not replaced		
3.			
4.			

## Estimates & Survey

### NSC Estimates

Incident ratio	:	Cost of repair	:
Average mileage	:		

## Survey

IQS4 question : TR11 -Transmission-Fluid JD Power :  
nr leaks

APEAL question : ET16 -Trans-Overall  
nr rating

## NISSAN STRICTLY CONFIDENTIAL

**Technical Report**

Reference # : **NA-TR-2013-00611** Status : **Closed**  
 Target : Responsible : (--)  
 Subject : 2013 L50 JX35 Transmission line separated from radiator fitting, C1A24, P0746, P0868

**General**

Local reference#	: CS-13-063	Author	: Charles SEYMOUR
Priority	: H -High Priority	Author organisation	: TSM
Request	: PRCM -Production C/M	Originating country	: U.S.A.
Taskforce report	Yes	Destination region	: NA -North America
Model	: L50	Restricted Access	:
Model year	: 2013	Source of information	: Vehicle Evaluation (w/o customer)
Priority & request comments	:	Customer impact	: H -High Impact
		F1 cause	:
VIN	: 5N1ALOMMXD [REDACTED]	Production date	: 26-Sep-2012
Basic model	: JX	Sold date	: 18-Oct-2012
Prefix	:	Engine type	: VQ35
Suffix	:	Engine nr	: 240061
Serial nr	:	Transmission type	: A
Vehicle type	:	Transmission nr	:
Plant code	: C		

**Comments****Related documents**

Link to project : [NA-PRO-2013-00724](#) 2013-L50-JX- TOC cooler line separated from radiator- Right side



Link to Market : [NA-MREP-2013-01315](#)  
Reply

(Pre 10-4)  
2013-L50-JX- TOC cooler line  
separated from radiator- Right side  
(Pre 10-4)

:

#### Related Documents

IPS	Status	Status Date	Target	Responsible
<a href="#">NA-IPS-2013-00720</a>	Closed	06-Jun-2013	-	-

File Attachment	Attachment Type	Attachment description
<a href="#">Open</a>	T/L	F11249495 Techline Report on transmission incident
<a href="#">Open</a>	PDF	Photos of ODO, VIN plate, dealer photos of incident hose separated from cooler fitting, TSM photos of hose after reinstallation, reference scale in photos and measurement of fitting OD.

#### Coding block

Unit code	: MLN_L50 -Model Line, North America, L50	PFP	: 21460-3JAOE, 21631-3JAOE
SM category	: ATH -Case, fitting, line & torque converter	Additional PFP	: 01558-00561, 21606-3JA0A
Cs code	: ZR -oil / grease leak	Ct code	: 42 -fell off / loose / poor connection
DTC code	: C1A24, P0746, P0868	Warr group code	: G1 -Automatic transmission
Phenomenon	:	Current 3MIS Value	:
Tread code	: 10 -Powertrain	F, s, s, s	: No

#### Incident details

Incident mileage	: 2649 Miles	Date of incident	: 26-Feb-2013
Country or town of incident	: Bethesda, MD	Dealer issue date	:
Dealer code	: 70226	Dealer name	: Jim Coleman Infiniti
Customer complaint	: CUSTOMER COMMENT: CAR WILL NOT MOVE, WILL START AND SHIFT TO REV AND DRIVE Incident happened in parking lot		

Details of incident : 1. how did the customer notice the incident  
Vehicle will not move when started and placed in drive or reverse

2. What are the incident conditions  
Customer is a doctor and was in the parking lot of the hospital looking for a parking lot when the vehicle stopped moving. Upon return to home after loaner vehicle was provided, customer noticed oil spots on the drive way. Customer's drive to work is approximately 10 miles. Vehicle was at dealership 1 week prior to this event and no fluid leakage was observed.

3. Inspection done & result  
Technician Comments from F11249495:  
. \*\* DEALER ACTION/OBSERVATION:  
. \*\* VERIFIED Y REPAIR ATTEMPTS 1\_DAYS DOWN \_1\_:  
. - VEHICLE WOULD NOT MOVE  
. - FOUND LOWER COOLER HOSE HAS DISCONNECTED FROM RADIATOR  
. - REINSTALLED COOLER HOSE AND ADDED 6 QUARTS OF FLUID BUT IS STILL NOT FULL  
. - REINSTALLED ORIGINAL CLAMP TO GET VEHICLE INTO SHOP  
. - VEHICLE HAS 1 CLAMP AT COOLER LINE

. OBSERVED DTC C1A24 NP RANGE ( NP4 )  
. P0746 PRS CNT SOL/A FCTN ( L1 )  
. P0868 SEC/PRESS DOWN ( L6 )

. CUSTOMER REPORTED THIS OCCURRED IN A PARKING LOT

Vehicle was towed to dealership

TSM inspected vehicle and observed the line was reinstalled by the technician.  
TSM observed a single hose clamp on the incident line (photos)  
TSM requested collection of incident parts identified by engineering (CP)

Repairs done & results : 1. Repairs done  
Transmission, Radiator, Transmission Cooler, Hoses and clamps to be replaced  
All incident parts to be collected for inspection by engineering (CP)

2. Results  
Incident repairs in process

## Vehicle details

VIN	: 5N1AL0MMXDC [REDACTED]	Engine type	: VQ35
Basic model	: JX	Engine nr	: 240061
Prefix	:	Transmission	: A
		type	
Suffix	:	Transmission nr	:
Serial nr	:	Body type	:
Vehicle type	:	Grade	:
Plant code	: C	Airbag	: YES
Production date	: 26-Sep-2012	ABS	: NO
Sold date	: 18-Oct-2012	Air conditioning	: NO
Registration nr	:	Color code	: FAJ
Customer name	: [REDACTED]	Truck features	:
DC Converter	:	Inverter No	:
No			
PBW ECU No	:	Battery Pack No	:
On Board	:	Electric PKB	:
Charge No	:	ECU No	:
Electric PKB	:	Electric Heater	:
ATR No	:	Unit No	:

## Parts details

Part nr	Part name	Supplier	Quantity available
1.21460-3JA0E	Radiator		1
2.21631-3JA0E	Hose, Transmission Cooler		1
3.01558-00561	Clamp		1
4.21606-3JA0A	Cooler Assy		1

## Estimates & Survey

### NSC Estimates

Incident ratio	:	Cost of repair	:
Average	:		
mileage	:		

### Survey

IQS4 question nr	: TR11 -Transmission-Fluid leaks	JD Power	:
APEAL question nr	: ET16 -Trans-Overall rating		

## NISSAN STRICTLY CONFIDENTIAL

**Technical Report**

Reference # : **NA-TR-2013-00637** Status : **Closed**  
 Target : Responsible : (--)  
 Subject : 2013 L50 JX35 Transmission has no forward or reverse, cooler line separated from radiator

**General**

Local reference# : CS-13-064 Author : Charles SEYMOUR  
 Priority : H -High Priority Author organisation : TSM  
 Request : PRCM -Production C/M Originating country : U.S.A.  
 Destination : NA -North America region  
 Taskforce report : Yes Restricted Access :  
 Model : L50 Source of information : Dealer Report  
 Customer impact : H -High Impact  
 Model year : 2013 F1 cause :  
 Priority & request comments :  
 VIN : 5N1AL0MM2DC [REDACTED] Production date : 1 -Oct-2012  
 Basic model : JX Sold date : 28-Nov-2012  
 Prefix : Engine type : VQ35  
 Suffix : Engine nr : 242118  
 Serial nr : Transmission type : A  
 Vehicle type : Transmission nr :  
 Plant code : C

**Comments****Related documents**

Link to project : [NA-PRO-2013-00724](#) 2013-L50-JX- TOC cooler line separated from radiator- Right side

Link to Market : [NA-MREP-2013-01315](#) (Pre 10-4)  
 Reply : 2013-L50-JX- TOC cooler line separated from radiator- Right side (Pre 10-4)

#### Related Documents

File Attachment	Attachment Type	Attachment description
<a href="#">Open</a>	PDF	Photos of the VIN sticker, ODO and transmission cooler line separated from the radiator fitting.

#### Coding block

Unit code	: MLN_L50 -Model Line, North America, L50	PFP	: 21460-3JA0E, 01558-00561
SM category	: ATH -Case, fitting, line & torque converter	Additional PFP	: 21631-3JA0E
Cs code	: ZR -oil / grease leak	Ct code	: 42 -fell off / loose / poor connection
DTC code	:	Warr group code	: G1 -Automatic transmission
Phenomenon	:	Current 3MIS Value	:
Tread code	: 10 -Powertrain	F, s, s, s	: No

#### Incident details

Incident mileage	: 3832 Miles	Date of incident	: 04-Feb-2013
Country or town of incident	: Maple Shade, NJ		
Dealer code	: 70211	Dealer issue date	:
Dealer name	: Holman Infiniti		
Customer complaint	: Customer states: The vehicle will not move in drive or reverse		
Details of incident	: 1.how did the customer notice the incident No forward or reverse movement.		
	: 2.What are the incident conditions Issue: Vehicle towed in.		
	: 3.Inspection done & result		

Technician inspected vehicle and observed the CVT cooler line separated from the radiator fitting on the right side (photos)

Technician reinstalled line and added a second hose clamp. Technician filled the transmission with CVT fluid and the vehicle was road tested

Technician stated there were no drivability concerns observed during the road test

No incident parts collected

Repairs done & results : 1. Repairs done  
Transmission line reinstalled on cooler fitting  
A second hose clamp was installed on the hose  
Vehicle was road tested - OK  
No fluid leaks were observed after repairs were performed  
No incident parts collected

2. Results  
Incident conditions are resolved  
Vehicle returned to customer

## Vehicle details

VIN	: 5N1AL0MM2DC [REDACTED]	Engine type	: VQ35
Basic model	: JX	Engine nr	: 242118
Prefix	:	Transmission	: A
		type	
Suffix	:	Transmission nr	:
Serial nr	:	Body type	:
Vehicle type	:	Grade	:
Plant code	: C	Airbag	: YES
Production date	: 1 -Oct-2012	ABS	: NO
Sold date	: 28-Nov-2012	Air conditioning	: NO
Registration nr	:	Color code	: EAJ
Customer name	: [REDACTED]	Truck features	:
DC Converter	:	Inverter No	:
No			
PBW ECU No	:	Battery Pack No	:
On Board	:	Electric PKB	:
Charge No	:	ECU No	:
Electric PKB	:	Electric Heater	:
ATR No	:	Unit No	:


## Parts details

Part nr	Part name	Supplier	Quantity available
1.21460-3JAOE, 01558-00561	radiator, clamp		0/0




## NISSAN STRICTLY CONFIDENTIAL

**Technical Report**

Reference # : **NA-TR-2013-00657** Status :  **Linked**  
 Target : 16-Nov-2013 Responsible : Chris PARR (NA-NNA-PEI)  
 Subject : 2013 R52 CVT Cooler Hose Not Secure

**General**

Local reference#	: SB2403	Author	: Steve Ballmer
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	: R52	Source of information	: Dealer Report
		Customer impact	: L -Low or No Impact
Model year	: 2013	F1 cause	:
Priority & request comments			
VIN	: 5N1AR2MM1DC 	Production date	: 2 -Oct-2012
Basic model	: PTH	Sold date	: 23-Jan-2013
Prefix	:	Engine type	: VQ35
Suffix	:	Engine nr	: 244577
Serial nr	:	Transmission type	: A
Vehicle type	:	Transmission nr	:
Plant code	: C		

**Comments****Related documents**

Link to project : [NA-PRO-2012-02827](#) R52 2013 - AT Fluid Leak at Cooler Hose



## Related Documents

File Attachment	Attachment Type	Attachment description
<a href="#">Open</a>	Word document with Photos	SB2403 R52 CVT Cooler Hose Not Secure

## Coding block

Unit code	: MLN_R52 -Model Line, North America, R52	PFP	: 21635-3KA0A
SM category	: ATH -Case, fitting, line & torque converter	Additional PFP	:
Cs code	: BD -AT - will not shift	Ct code	: 42 -fell off / loose / poor connection
DTC code	:	Warr group code	: G1 -Automatic transmission
Phenomenon	:	Current 3MIS Value	:
Tread code	: 10 -Powertrain	F, s, s, s	: No

## Incident details

Incident mileage	: 31 Miles	Date of incident	: 14-Feb-2013
Country or town of incident	: TEMPE, AZ	Dealer issue date	:
Dealer code	: 3006		
Dealer name	: POWER NISSAN TEMPE		
Customer complaint	: It's leaking alot, and I had to be towed.		
Details of incident	: 1.how did the customer notice the incident They noticed that the vehicle would not move in any CVT range. 2.What are the incident conditions No known relevant conditions. - The incident was first noticed immediately following a cold start. - Ambient weather conditions were ~ 53F, 40% humidity.		

### 3. Inspection done & result

Due to critical customer (Enterprise Rent A Car, vehicle was needed for busy season) the repair was made before TSM Investigation.

- This information is provided by the Technician.

The CVT cooler hose was separated from the tube at the cooler (radiator).

Root cause not determined.

- The hose clamp was positioned correctly on the hose (~ 12 mm from the end).

- The hose clamp was in the released position, applying designed clamping force on hose.

- The tube "bead" appeared to be normal configuration, with no deformation.

- Re-assembly was easy, with nothing abnormal observed by the Technician.

Repairs done & : 1. Repairs done results

Re-install CVT cooler hose.

- The Technician used a worm-drive hose clamp.

2. Results

Incident resolved.

3. Incident Parts

No parts collected or shipped.

### Vehicle details

VIN	: 5N1AR2MM1DC [REDACTED]	Engine type	: VQ35
Basic model	: PTH	Engine nr	: 244577
Prefix	:	Transmission	: A
		type	
Suffix	:	Transmission nr	:
Serial nr	:	Body type	:
Vehicle type	:	Grade	:
Plant code	: C	Airbag	: YES
Production date	: 2 -Oct-2012	ABS	: NO
Sold date	: 23-Jan-2013	Air conditioning	: NO
Registration nr	:	Color code	: K23
Customer name	: ENTERPRISE RENT A CAR	Truck features	:
DC Converter	:	Inverter No	:

No		
PBW ECU No	:	Battery Pack No:
On Board	:	Electric PKB
Charge No		ECU No
Electric PKB	:	Electric Heater
ATR No		Unit No

## Parts details

Part nr	Part name	Supplier	Quantity available
1.21635-3KA0A	COOLER HOSE		0 (INSTALLED)
2.			
3.			
4.			

## Estimates & Survey

### NSC Estimates

Incident ratio	:	Cost of repair	:
Average	:		
mileage			

### Survey

IQS4 question nr	:	TR12 -Transmission- Other Problems	JD Power	:	15
APEAL question nr	:	VI01 -Image- reliability/durability			

## NISSAN STRICTLY CONFIDENTIAL

**Technical Report**

Reference # : **NA-TR-2013-00722** Status : **Closed**

Target : Responsible : (--)

Subject : 2013)L50) JX35 - CVT Fluid Loss - Cooling Hose Came Loose - Hose, Clamps and Radiator

## General

Local reference#	: DS2162c	Author	: Dick Schwartz
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	: L50	Source of information	: Vehicle Evaluation (w/o customer)
		Customer impact	: H -High Impact
Model year	: 2013	F1 cause	:
Priority & request comments	:		
VIN	: 5N1AL0MM1DC [REDACTED]	Production date	: 9 -Jul-2012
Basic model	: JX35	Sold date	: 24-Oct-2012
Prefix	:	Engine type	: VQ35
Suffix	:	Engine nr	: 207253
Serial nr	:	Transmission type	: A
Vehicle type	:	Transmission nr	:
Plant code	: C		

**Comments**

## Related documents

Link to project : [NA-PRO-2013-00724](#) 2013-L50-JX- TOC cooler line separated from radiator- Right side

Link to Market : [NA-MREP-2013-01315](#)  
 Reply : (Pre 10-4)  
 2013-L50-JX- TOC cooler line separated from radiator- Right side (Pre 10-4)

#### Related Documents

IPS	Status	Status Date	Target	Responsible
<a href="#">NA-IPS-2013-00863</a>	Closed	06-Jun-2013	-	-
<a href="#">NA-IPS-2013-00854</a>	Closed	06-Jun-2013	-	-

File Attachment	Attachment Type	Attachment description
<a href="#">Open</a>	PDF	1- VIN plate 2- VIN Plate - Dash Board 3- Odometer 4- Rear of vehicle - ID 5- Loose AT cooling hose - Several photos 6- Radiator fitting - Hose came loose 7- Other AT cooling hoses and clamps - All OK 8- CVT overall - Confirmed VIN plate on CVT 9- CVT serial number tag.

#### Coding block

Unit code	: DCH_AT -Auto Trans	PFP	: 21635-3JA0A
SM category	: AT -Automatic Transmission	Additional PFP	: 21460-3JA0E, 310CN-1XE1C
Cs code	: AE -lack of power / poor acceleration	Ct code	: 42 -fell off / loose / poor connection
DTC code	:	Warr group code	: C2 -Cooling system for powertrain
Phenomenon	:	Current 3MIS Value	:
Tread code	: 10 -Powertrain	F, s, s, s	: No

#### Incident details

Incident mileage	: 6,527 Miles	Date of incident	: 22-Feb-2013
Country or town of incident	: Manhasset, NY	Dealer issue date	:
Dealer code	: 71014		
Dealer name	: Infiniti of Massapequa		
Customer complaint	: The customer states: 1- The car stopped moving 2- Towed to the dealership		
Details of	: 1.how did the customer notice the incident		

## incident

## 2.What are the incident conditions

## 3.Inspection done &amp; result:

- The dealership technician verified that the vehicle will not move.
- Found low CVT fluid level
- Found a CVT cooling hose hanging down from the radiator
- The hose clamp was still on hose
- The clamp was in the "released" position.

## 4. TSM inspected:

- The CVT cooling hose from right side of radiator came loose.
- The hose clamp was on hose.
- The clamp was in the released position.

## 5. The vehicle is NOT equipped with a tow hitch.

## 6. The dealership technician filled the CVT with fluid

- Reinstalled the loose hose with two clamps.
- Road test showed that the CVT was OK.

## 7. CVT replacement was requested by Smyrna engineer.

## 8. Stored DTC's:

- P0868 - Fluid Press Low - Past
- C1A16 - Radar Blocked - Past

## Repairs done &amp; : 1. Repairs done

## results

- The dealership replaced:
  - Radiator
  - All cooling hoses and clamps
  - The CVT assembly
  - The external CVT fluid cooling radiator

## 2. Results

## Vehicle details

VIN	: 5N1AL0MM1DC [REDACTED]	Engine type	: VQ35
Basic model	: JX35	Engine nr	: 207253
Prefix	:	Transmission	: A
		type	
Suffix	:	Transmission nr	:
Serial nr	:	Body type	:
Vehicle type	:	Grade	:
Plant code	: C	Airbag	: YES
Production date	: 9 -Jul-2012	ABS	: NO
Sold date	: 24-Oct-2012	Air conditioning	: NO
Registration nr	: GBM0450	Color code	: K50
Customer name	: [REDACTED]	Truck features	:
DC Converter	:	Inverter No	:
No			
PBW ECU No	:	Battery Pack No:	
On Board	:	Electric PKB	:

Charge No		ECU No	
Electric PKB	:	Electric Heater	:
ATR No		Unit No	

## Parts details

Part nr	Part name	Supplier	Quantity available
1.21460-1JAOE	Radiator		1
2.21631-3JAOE	AT hose		1
3.310CN-1XE1C	CVT Assembly		1
4.21636-1XE0A	Hose		1

## Estimates & Survey

### NSC Estimates

Incident ratio	:	Cost of repair	:
Average	:		
mileage			

### Survey

IQS4 question nr	:	TR11 -Transmission-Fluid leaks	JD Power	:
APEAL question nr	:	VI01 -Image-reliability/durability		

## NISSAN STRICTLY CONFIDENTIAL

**Technical Report**

Reference # : **NA-TR-2013-00736** Status : **Closed**  
 Target : Responsible : (--)  
 Subject : 2013 L50/JX35 Heavy fluid leak from front right area of vehicle

**General**

Local reference#	: SW2099c	Author	: Steve Wells
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	: L50	Source of information	: Part/Vehicle Inspection
		Customer impact	: H -High Impact
Model year	: 2013	F1 cause	: 2013 L50/JX35 Heavy fluid leak form front left area of vehicle
Priority & request comments	:		
VIN	: 5N1AL0MM5DC [REDACTED]	Production date	: 12-Sep-2012
Basic model	: JX	Sold date	: 27-Sep-2012
Prefix	:	Engine type	: VQ35
Suffix	:	Engine nr	: 230880
Serial nr	: JLJNLTWL50EU7--BA-	Transmission type	: A
Vehicle type	:	Transmission nr	:
Plant code	: C		

**Comments****Related documents**



Link to project : [NA-PRO-2013-00913](#) 2013-L50-JX- TOC Fluid leak- Right side of Transmission cooler- Hose and Clamp present

Link to Market Reply : [NA-MREP-2013-01313](#) 2013-L50-JX- TOC Fluid leak- Right side of Transmission cooler- Hose and Clamp present

:

### Related Documents

File Attachment	Attachment Type	Attachment description
<a href="#">Open</a>	Graphic	SW2099c 1.jpg
<a href="#">Open</a>	Graphic	SW2099c 2.jpg
<a href="#">Open</a>	Graphic	SW2099c 3.jpg
<a href="#">Open</a>	Graphic	SW2099c 4.jpg
<a href="#">Open</a>	Graphic	SW2099c 5.jpg
<a href="#">Open</a>	Graphic	SW2099c 6.jpg
<a href="#">Open</a>	Graphic	SW2099c 7.jpg
<a href="#">Open</a>	Graphic	SW2099c 8.jpg
<a href="#">Open</a>	Graphic	SW2099c 9.jpg

### Coding block

Unit code	: MLN_L50 -Model Line, North America, L50	PFP	: 21631-3JA0E
SM category	: LCD - Radiator/Thermostat/Hose	Additional PFP	: 21460-3JA1A
Cs code	: ZR -oil / grease leak	Ct code	: 53 -poor sealing
DTC code	:	Warr group code	: C2 -Cooling system for powertrain
Phenomenon	:	Current 3MIS Value	:
Tread code	: 10 -Powertrain	F, s, s, s	: No

### Incident details

Incident mileage	: 3962 Miles	Date of incident	: 08-Mar-2013
Country or town of incident	: Chattanooga, TN		
Dealer code	: 73233	Dealer issue date	:
Dealer name	: Kelly Infiniti		
Customer complaint	: I'm starting to get an oil smell from the engine area when I'm driving.		

Details of incident : 1. How did the customer notice the incident  
While driving at normal road speeds, recently started to notice oil type smell

2. What are the incident conditions  
Oil smell from engine/transmission area while driving

3. Inspection done & result  
TSM inspected vehicle at request of FQC Systems engineer  
TSM noted oil residue on mist of the vehicle underside  
TSM noted heaviest and potential leak area appears to be lower right radiator/CVT cooler line junction at lower right side of radiator  
See photo attachments  
NO DTC, NO drivability issues, oil smell and leak complaint confirmed  
TSM contacted Systems Engineer to discuss and a scramble was arranged  
Dealer instructed to leave vehicle in current condition so it could be inspected/investigated in OE condition  
Dealer complied and vehicle left on lift for Systems engineer arrival  
Systems Engineer inspected oil level, condition, smell, and requested to dealer that he would want collect incident radiator, hoses, clamps for FQC and supplier analysis  
Parts being ordered " repairs in process  
Root causes of CVT fluid leak at lower right cooler line attachment are under investigation

Repairs done & results : 1. Repairs done  
Verify, isolate, order-replace-collect radiator, CVT cooler hose, and hose retaining clamps

2. Results  
Repairs in process  
Root causes under investigation

## Vehicle details

VIN	: 5N1AL0MM5DC [REDACTED]	Engine type	: VQ35
Basic model	: JX	Engine nr	: 230880
Prefix	:	Transmission	: A
Suffix	:	type	
Serial nr	: JLJNLTWL50EU7--BA-	Transmission nr	:
Vehicle type	:	Body type	:
Plant code	: C	Grade	:
Production date	: 12-Sep-2012	Airbag	: YES
Sold date	: 27-Sep-2012	ABS	: NO
Registration nr	:	Air conditioning	: NO
		Color code	: KH3

Customer name :	[REDACTED]	Truck features :	
DC Converter No :		Inverter No :	
PBW ECU No On Board :		Battery Pack No :	
Charge No :		Electric PKB :	
Electric PKB ATR No :		ECU No :	
		Electric Heater :	
		Unit No :	

## Parts details

Part nr	Part name	Supplier	Quantity available
1.21460-3JA1A	RADIATOR	n/a	Collected by FQC Systems inspector
2.21631-3JA0E	A/T COOLER HOSE	n/a	Collected by FQC Systems inspector
3.01558-00561	HOSE CLAMP	n/a	Collected by FQC Systems inspector
4.			

## Estimates & Survey

### NSC Estimates

Incident ratio :		Cost of repair :	
Average mileage :			

### Survey

IQS4 question nr :	TR11 -Transmission-Fluid leaks	JD Power :	
APEAL question nr :	VI01 -Image-reliability/durability		

## NISSAN STRICTLY CONFIDENTIAL

**Technical Report**

Reference # : **NA-TR-2013-00774** Status : **Closed**  
 Target : Responsible : (--)  
 Subject : 2013(L50) JX35 - Vehicle Does Not Move - CVT Fluid Leak - Cooling Hose Came Loose

**General**

Local reference#	: DS2165c	Author	: Dick Schwartz
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	: L50	Source of information	: Vehicle Evaluation (w/o customer)
		Customer impact	: H -High Impact
Model year	: 2013	F1 cause	:
Priority & request comments	:		
VIN	: 5N1AL0MM6DC [REDACTED]	Production date	: 1 -Oct-2012
Basic model	: JX35-AWD	Sold date	: 21-Nov-2012
Prefix	:	Engine type	: VQ35
Suffix	:	Engine nr	: 243364
Serial nr	:	Transmission type	: A
Vehicle type	:	Transmission nr	:
Plant code	: C		

**Comments****Related documents**

Link to project : [NA-PRO-2013-00724](#) 2013-L50-JX- TOC cooler line separated from radiator- Right side

Link to Market : [NA-MREP-2013-01315](#)  
 Reply : [NA-MREP-2013-01315](#)

(Pre 10-4)  
 2013-L50-JX- TOC cooler line  
 separated from radiator- Right side  
 (Pre 10-4)

#### Related Documents

IPS	Status	Status Date	Target	Responsible
<a href="#">NA-IPS-2013-01022</a>	Cancelled	28-Mar-2013		-
<a href="#">NA-IPS-2013-01016</a>	Closed	09-Jul-2013		-

File Attachment      Attachment Type      Attachment description

[Open](#)      PDF      1- VIN Plate 2- VIN Plate - Dash Board 3- Odometer - 4- Loose CVT cooling hose -clamp still in place

#### Coding block

Unit code : MLN\_L50 -Model Line, North America, L50      PFP : 21631,310CN-1XE1C

SM category : AT -Automatic Transmission      Additional PFP : 21635-3JA0A

Cs code : AE -lack of power / poor acceleration      Ct code : 42 -fell off / loose / poor connection

DTC code :      Warr group code : G1 -Automatic transmission

Phenomenon :      Current 3MIS Value : 0.0180

Tread code : 10 -Powertrain      F, s, s, s : No

#### Incident details

Incident mileage : 4,077 Miles      Date of incident : 04-Mar-2013

Country or town of incident : Manhasset, NY

Dealer code : 71014      Dealer issue date :

Dealer name : Infiniti of Manhasset

Customer complaint : The customer states:  
 1- The car started and then stopped.  
 2- Fluid dropped out of the car.  
 3- There is smoke coming from the front of the vehicle.  
 4- The vehicle was towed to dealership.

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

## incident

2.What are the incident conditions

3.Inspection done & result:

- The dealership technician verified that the vehicle will not move.

- Stored codes: for low CVT fluid pressure.

4. Found CVT cooling hose hangin down by radiator.

5. TSM inspected:

- The cooling hose came loose from the right side bottom of the radiator.

- The spring type hose clamp is in place on the the hose.  
(One clamp.)

- The clamp is not in the installation position.

6. The CVT was filled with fluid, the hose was reinstalled onto the radiator using two clamps.

- The vehicle was road tested - OK

Repairs done & : 1. Repairs done

results

- The radiator, CVT assembly and all hoses were replaced.

- The external cooler was replaced.

- All hoses were installed using two clamps.

2. Results:

- The incident is resolved.

## Vehicle details

VIN	: 5N1AL0MM6DC [REDACTED]	Engine type	: VQ35
Basic model	: JX35-AWD	Engine nr	: 243364
Prefix	:	Transmission	: A
		type	
Suffix	:	Transmission nr	:
Serial nr	:	Body type	:
Vehicle type	:	Grade	:
Plant code	: C	Airbag	: YES
Production date	: 1 -Oct-2012	ABS	: NO
Sold date	: 21-Nov-2012	Air conditioning	: NO
Registration nr	: GCK8061	Color code	: NAB
Customer name	: DAVIDSON AMY	Truck features	:
DC Converter	:	Inverter No	:
No			
PBW ECU No	:	Battery Pack No:	
On Board	:	Electric PKB	:
Charge No		ECU No	
Electric PKB	:	Electric Heater	:
ATR No		Unit No	

## Parts details

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

1.310CN-1EX1C	CVT	1
2.21606-3JA0A	External Cooler	1
3.21460-3JA0E	Radiator	1
4.21636-1EX0A	hose	1

## Estimates & Survey

### NSC Estimates

Incident ratio : Cost of repair :  
 Average :  
 mileage

### Survey

IQS4 question : TR12 -Transmission- JD Power :  
 nr Other Problems  
 APEAL question : VI01 -Image-  
 nr reliability/durability

## NISSAN STRICTLY CONFIDENTIAL

**Technical Report**

Reference # : **NA-TR-2013-00785** Status : **Closed**  
 Target : Responsible : (--)  
 Subject : 2013 L50 CVT cooler lines leaking

**General**

Local reference#	: PDL50coolerlines	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	: L50	Source of information	: Vehicle Evaluation (w/o customer)
		Customer impact	: M -Medium Impact
Model year	: 2013	F1 cause	:
Priority & request comments			
VIN	: 5N1ALOMM0DC [REDACTED]	Production date	: 25-Jul-2012
Basic model	: JX35	Sold date	: 20-Sep-2012
Prefix	: L50	Engine type	: VQ35
Suffix	:	Engine nr	: 213663
Serial nr	:	Transmission type	: CVT
Vehicle type	:	Transmission nr	:
Plant code	: C		

**Comments****Related documents**

Link to project : [NA-PRO-2013-00896](#) 2013-JX-L50- CVT TOC cooler lines leaking-Center Splice Location- Clamp present on hose.



Link to Market : [NA-MREP-2013-01311](#) 2013-JX-L50- CVT TOC cooler lines leaking-Center Splice Location- Clamp present on hose.

:

## Related Documents

IPS	Status	Status Date	Target	Responsible
<a href="#">NA-IPS-2013-00898</a>	Closed	06-Jun-2013		-
File Attachment	Attachment Type	Attachment description		
<a href="#">Open</a>	PDF	Photos of cooler line fittings.		

## Coding block

Unit code	: MLN_L50 -Model Line, North America, L50	PFP	: 21631-3JA0B, 01558-00451
SM category	: AT -Automatic Transmission	Additional PFP	: 21606-3KA2A, 21606-3JA0A
Cs code	: ZR -oil / grease leak	Ct code	: 42 -fell off / loose / poor connection
DTC code	:	Warr group code	: G1 -Automatic transmission
Phenomenon	:	Current 3MIS Value	:
Tread code	: 10 -Powertrain	F, s, s, s	: No

## Incident details

Incident mileage	: 13889 Miles	Date of incident	: 08-Mar-2013
Country or town of incident	: ROCKY RIVER, OH		
Dealer code	: 70531	Dealer issue date	:
Dealer name	: AIRPORT INFINIIT		
Customer complaint	: CVT COOLER LINES LEAKING.		
Details of incident	: Customer complaint/Inspection done & result:  Customer states when putting the vehicle in drive or reverse the engine stops running. Please see related TR-2013-00782.  Technician confirmed incident and also noted CVT transmission cooler lines were separated, pushed backwards		

under the radiator, the fitting was also leaking.

TCM codes stored were P0746 pressure control solenoid A and P0868 secondary pressure low. Fluid level and condition appear to be ok.

FQI engineer requested TSM to scramble to dealer.

TSM visited dealer. TSM confirmed codes and incident complaint when putting vehicle into drive or reverse the engine would stop running. This incident happened with the engine at cold temperatures. After the engine warmed to operating temperature the transmission could be shifted into drive or reverse and the vehicle would move.

TSM noted cooler line hoses on the fitting under the radiator were slightly backed away and were slightly leaking. Please see photos of cooler lines in related documents.

FQI engineer requested to collect the radiator and cooler hoses for evaluation.

TSM instructed technician to replace radiator and all transmission cooler lines and keep them intact for further analysis.

TSM will have parts shipped to CP at FQI for further analysis.

Dealer in the process of replacing CVT and CVT cooler line hoses.

Repairs done & results : 1. Repairs done:  
Dealer in the process of replacing CVT and related cooler lines.

## Vehicle details

VIN	: 5N1ALOMM0DC [REDACTED]	Engine type	: VQ35
Basic model	: JX35	Engine nr	: 213663
Prefix	: L50	Transmission	: CVT
Suffix	:	type	
Serial nr	:	Transmission nr	:
Vehicle type	:	Body type	:
Plant code	: C	Grade	:
Production date	: 25-Jul-2012	Airbag	: YES
Sold date	: 20-Sep-2012	ABS	:
Registration nr	:	Air conditioning	:
		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
1.21631-3JA0B	HOSE	N/A	1
2.01558-00451	CLAMPS	N/A	8
3.21606-3KA2A	TRANS COOLER	N/A	1
4.21606-3JA0A	HOSE	N/A	1

## Estimates & Survey

### NSC Estimates

Incident ratio :	Cost of repair :
Average mileage :	

### Survey

IQS4 question nr :	JD Power :
APEAL question nr :	

## NISSAN STRICTLY CONFIDENTIAL

**Technical Report**

Reference # : **NA-TR-2013-00807** Status : **Closed**  
 Target : Responsible : (--)  
 Subject : 2013 L50 Oil Leak From CVT - Oil Cooler Line Clamp Not Secure

**General**

Local reference#	: SL520	Author	: Steve LIEN T
Priority	: M -Normal	Author organisation	: TSM
Request	: PRCM -Production C/M	Originating country	: U.S.A.
Taskforce report	Yes	Destination region	: NA -North America
Model	: L50	Restricted Access	:
Model year	: 2013	Source of information	: Dealer Report
Priority & request comments	:	Customer impact	: H -High Impact
VIN	: 5N1AL0MN8DC [REDACTED]	F1 cause	: Tow in for repair at 152 miles
Basic model	: JX	Production date	: 11-Dec-2012
Prefix	:	Sold date	: 08-Feb-2013
Suffix	:	Engine type	: VQ35
Serial nr	:	Engine nr	: 299892
Vehicle type	:	Transmission type	: A
Plant code	:	Transmission nr	:

**Comments****Related documents**

Link to project : [NA-PRO-2013-00897](#) 2013-JX-L50-Leak From CVT Cooler-Transmission Side-Clamp unreleased-

After C/M 10/26

Link to Market : [NA-MREP-2013-01040](#)  
 Reply

2013-JX-L50-Leak From CVT Cooler-  
 Transmission Side-Clamp unreleased-  
 After C/M 10/26

:

### Related Documents

File Attachment	Attachment Type	Attachment description
<a href="#">Open</a>	Graphic	Photo of incident hose and clamp
<a href="#">Open</a>	Graphic	Photo of incident hose and clamp

### Coding block

Unit code	: MLN_L50 -Model Line, North America, L50	PFP	: CLAMP
SM category	: ATH -Case, fitting, line & torque converter	Additional PFP	:
Cs code	: ZR -oil / grease leak	Ct code	: 41 -improper adjustment / poor fit or installation
DTC code	:	Warr group code	: G1 -Automatic transmission
Phenomenon	:	Current 3MIS Value	:
Tread code	: 10 -Powertrain	F, s, s, s	: No

### Incident details

Incident mileage	: 152 Miles	Date of incident	: 15-Feb-2013
Country or town of incident	: Torrance, CA		
Dealer code	: 71105	Dealer issue date	:
Dealer name	: Infiniti South Bay		
Customer complaint	: There is a lot of oil leaking from under my car. Vehicle towed in for repair.		
Details of incident	: 1.how did the customer notice the incident Observed large oil leak under vehicle in parking spot.  2.What are the incident conditions Customer noticed incident when vehicle ws parked. No driveability incident reported.		

### 3. Inspection done & result

Dealer found CVT cooler line had disconnected from fitting.  
Found clamp for cooler line was not released from open position.

Please see photos in Related documents.

Repairs done & results : 1. Repairs done

Re-attach cooler line to fitting and release clamp so it applies proper clamping force to line.  
Refill CVT fluid (7 qts.)

### 2. Results

The vehicle drives correctly and the oil leak is eliminated.  
No parts collected - no IPS.

## Vehicle details

VIN	: 5N1ALOMN8DC [REDACTED]	Engine type	: VQ35
Basic model	: JX	Engine nr	: 299892
Prefix	:	Transmission	: A
		type	
Suffix	:	Transmission nr	:
Serial nr	:	Body type	:
Vehicle type	:	Grade	:
Plant code	:	Airbag	: Y
Production date	: 11-Dec-2012	ABS	:
Sold date	: 08-Feb-2013	Air conditioning	: Y
Registration nr	:	Color code	: KH3
Customer name	:	Truck features	:
DC Converter	:	Inverter No	:
No			
PBW ECU No	:	Battery Pack No	:
On Board	:	Electric PKB	:
Charge No	:	ECU No	:
Electric PKB	:	Electric Heater	:
ATR No	:	Unit No	:

## Parts details

Part nr	Part name	Supplier	Quantity available
1.	CLAMP		0
2.			
3.			
4.			

## Estimates & Survey

NSC Estimates

Incident ratio : Cost of repair :  
Average :  
mileage


### Survey

IQS4 question : TR11 -Transmission-Fluid JD Power :  
nr leaks

APEAL question :  
nr

## NISSAN STRICTLY CONFIDENTIAL


**Technical Report**

Reference # : **NA-TR-2013-00815** Status :  **Linked**

Target : 04-Dec-2013 Responsible : Chris BROWN (NA-NNA-PEI)

Subject : REACT 2013 (R52) Pathfinder CVT Fluid Leak from Cooler Hose Lower RHS Radiator post repair

**General**

Local reference#	:	Author	:
Priority	:	Author organisation	:
Request	:	Originating country	: U.S.A.
		Destination region	: NA -North America
Taskforce report	: Yes	Restricted Access	:
Model	: R52	Source of information	: Dealer Report
		Customer impact	: M -Medium Impact
Model year	: 2013	F1 cause	:
Priority & request comments	:		
VIN	: 5N1AR2MM3DC 	Production date	: 27-Sep-2012
Basic model	: PTH	Sold date	: 12-Dec-2012
Prefix	:	Engine type	: VQ35
Suffix	:	Engine nr	: 240512
Serial nr	:	Transmission type	: A
Vehicle type	:	Transmission nr	:
Plant code	: C		

**Comments****Related documents**

Link to project : [NA-PRO-2012-02827](#) R52 2013 - AT Fluid Leak at Cooler Hose



## Related Documents

IPS	Status	Status Date	Target	Responsible
<a href="#">NA-IPS-2013-00910</a>	Closed	06-Jun-2013	-	-
File Attachment	Attachment Type	Attachment description		
<a href="#">Open</a>	EX	Incident Summary with Dealer RO and FI 1251655		

## Coding block

Unit code	: DCH_AT -Auto Trans	PFP	: 21631
SM category	: AT -Automatic Transmission	Additional PFP	: 31020
Cs code	: ZF -slipping / will not engage	Ct code	: 42 -fell off / loose / poor connection
DTC code	:	Warr group code	: G1 -Automatic transmission
Phenomenon	: Not used for North America	Current 3MIS Value	:
Tread code	: 10 -Powertrain	F, s, s, s	: No

## Incident details

Incident mileage	: 2161 Miles	Date of incident	: 05-Mar-2013
Country or town of incident	: Tewksbury, Massachusetts		
Dealer code	: 5374	Dealer issue date	: 05-Mar-2013
Dealer name	: Auto Fair Nissan of Tewksbury		
Customer complaint	: Vehicle was not see in-person by FQI engineer. Information was gathered from dealer.  "Vehicle will start ...and only shifts into Neutral. Vehicle is leaking fluid and is not drivable. "		
Details of incident	: Vehicle had come in prior for same concern on 2/15/2013 at 2063 miles. Customer States that "THE COOLANT SYSTEM FAILED WHILE DRIVING." Vehicle was towed to dealership. Vehicle will start, but will shift only into Neutral. Dealer found the following DTCs: P2813 - Select Solenoid P0776 - Pressure Control Solenoid B P0965 -Pressure Control Solenoid B Dealer found the cooler hose at the lower right side of the		

radiator was detached. One clamp was attached tight at the hose end. Hose was cleaned off, dried and secured to the radiator with the same clamp. Dealer test drove and found transmission was chattering at 30mph. Dealer determined there was an internal failure to the transmission and replaced transmission to resolve concern. Vehicle was test driven and returned to customer on 3/2/2013 with 2094 miles.

On 3/5/2013 with 2161 miles customer returned to dealership

1. how did the customer notice the incident

Customer states on 3/4/2013 VEHICLE WILL START... CAN SHIFT TO NEUTRAL vehicle could not be driven. COOLANT SYSTEM INDICATOR IS NOT FUNCTIONING PROPERLY. COOLANT INDICATOR WILL NOT MOVE FROM COOL, EVEN WHEN VEHICLE IS HOT AND IT HAS BEEN DRIVEN. VEHICLE INDICATOR IS ALSO READING THAT COOLANT IS LOW.

2. What are the incident conditions

Dealer found hose had disconnected again at the lower right of the radiator. Clamp is still connected to detached hose end. Technician stated the hose felt "squishy and flexible" the second time the vehicle had come in. During the vehicle's first visit the hose had felt more rigid.

3. Inspection done & result

Dealer called techline (FI 1251655) and was advised to change out cooler line between transmission to radiator, clamp, transmission and radiator.

Repairs done & : 1. Repairs done  
results

Dealer replaced cooler line between transmission to radiator, clamp, transmission and radiator. Per techline, dealer installed a second clamp at the hose attachment to lower right of radiator.

2. Results

Incident resolved.

## Vehicle details

VIN	: 5N1AR2MM3DC [REDACTED]	Engine type	: VQ35
Basic model	: PTH	Engine nr	: 240512
Prefix	:	Transmission	: A
		type	
Suffix	:	Transmission nr	:
Serial nr	:	Body type	:
Vehicle type	:	Grade	:
Plant code	: C	Airbag	: YES

Production date :	27-Sep-2012	ABS :	NO
Sold date :	12-Dec-2012	Air conditioning :	NO
Registration nr :		Color code :	QAA
Customer name :	[REDACTED]	Truck features :	
DC Converter No :		Inverter No :	
PBW ECU No On Board Charge No :		Battery Pack No :	
Electric PKB ATR No :		Electric PKB ECU No :	
		Electric Heater Unit No :	

## Parts details

Part nr	Part name	Supplier	Quantity available
1.21631-3KA0A	Hose-A		1
2.21460-3JA0E	radiator		1
3.31020-3WX0E	transaxle		1
4.01558-00561	Clamp		1

## Estimates & Survey

### NSC Estimates


Incident ratio :	Cost of repair :
Average mileage :	

### Survey

IQS4 question nr :	TR11 -Transmission-Fluid leaks	JD Power :
APEAL question nr :	ET16 -Trans-Overall rating	

## NISSAN STRICTLY CONFIDENTIAL


**Technical Report**

Reference # : **NA-TR-2013-00876** Status :  **Linked**

Target : 21-Dec-2013 Responsible : Chris PARR (NA-NNA-PEI)

Subject : 2013 R52/Pathfinder While driving the right lower CVT cooler hose popped off

**General**

Local reference#	: SW2111c	Author	: Steve Wells
Priority	: M -Normal	Author organisation	: TSM
Request	: FFCM -Field fix C/M	Originating country	: U.S.A.
Taskforce report	Yes	Destination region	: NA -North America
Model	: R52	Restricted Access	:
Model year	: 2013	Source of information	: Part/Vehicle Inspection
		Customer impact	: H -High Impact
		F1 cause	: Lower CVT cooler line popped off while driving - CVT requires replacement
Priority & request comments	:		
VIN	: 5N1AR2MM0DC 	Production date	: 26-Sep-2012
Basic model	: PTH	Sold date	: 29-Oct-2012
Prefix	:	Engine type	: VQ35
Suffix	:	Engine nr	: 240140
Serial nr	: VLJNLEZR52EU7-----	Transmission type	: A
Vehicle type	:	Transmission nr	:
Plant code	: C		

**Comments**

## Related documents

Link to project : [NA-PRO-2012-02827](#) R52 2013 - AT Fluid Leak at Cooler Hose

## Related Documents

File Attachment	Attachment Type	Attachment description
<a href="#">Open</a>	Graphic	SW2111c.1.JPG
<a href="#">Open</a>	Graphic	SW2111c.2.JPG
<a href="#">Open</a>	Graphic	SW2111c.3.JPG
<a href="#">Open</a>	Graphic	SW2111c.4.JPG

## Coding block

Unit code	: MLN_R52 -Model Line, North America, R52	PFP	: 21631-3KA0A
SM category	: AT -Automatic Transmission	Additional PFP	: 3102M-3WX0C
Cs code	: AE -lack of power / poor acceleration	Ct code	: 42 -fell off / loose / poor connection
DTC code	:	Warr group code	: G1 -Automatic transmission
Phenomenon	:	Current 3MIS Value	:
Tread code	: 10 -Powertrain	F, s, s, s	: Yes

## Incident details

Incident mileage	: 10500 Miles	Date of incident	: 27-Mar-2013
Country or town of incident	: Nashville, TN	Dealer issue date	:
Dealer code	: 5136		
Dealer name	: Action Nissan		
Customer complaint	: While driving the vehicle suddenly lost power and would not accelerate. There was some smoke coming from under the vehicle as well		
Details of incident	: 1. How did the customer notice the incident While driving the vehicle		
	: 2. What are the incident conditions Sudden loss of power, no acceleration, excessive oil leak		

under front of vehicle

### 3. Inspection done & result

TSM informed of incident by Service Manager who provided incident data indicated the following:

Vehicle arrived at the dealer in a tow truck

No movement incident confirmed

Vehicle pushed into shop and raised on lift

Technician immediately noticed right lower CVT cooling hose at radiator was not attached

Technician noted excessive amounts of CVT oil in/on the surrounding areas, engine, exhaust, frame, lower front engine cover etc...

See attached photos

TSM and Systems Engineer contacted and investigation requested

TSM confirmed oil residue from excessive leak

TSM interviewed technician on lower coolant hose and clamp location when he first noticed it

Clamp was placed in original location on cooler hose (see photos)

TSM noted even with (single/one) clamp in place on same OE location that hose would slide off

TSM discussed with Systems Engineer and was requested to collect CVT assembly, radiator, cooler hose, and retaining clamp

CVT on Back order and all parts will be supplied once back order parts arrive and are installed

Root causes of CVT right lower hose coming off are under investigation

Repairs done & results : 1. Repairs done  
Verify, isolate, order-replace-collect OE CVT, radiator, right lower cooler hose and clamp

### 2. Results

Repairs in process - awaiting Back Order parts arrival

Root causes of incident are under investigation

## Vehicle details

VIN	: 5N1AR2MM0DC [REDACTED]	Engine type	: VQ35
Basic model	: PTH	Engine nr	: 240140
Prefix	:	Transmission	: A
		type	
Suffix	:	Transmission nr	:
Serial nr	: VLJNLEZR52EU7-----	Body type	:
Vehicle type	:	Grade	:
Plant code	: C	Airbag	: YES
Production date	: 26-Sep-2012	ABS	: NO

Sold date	: 29-Oct-2012	Air conditioning	: NO
Registration nr	:	Color code	: RBG
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	:
Electric PKB ATR No	:	ECU No	
		Electric Heater	:
		Unit No	

## Parts details

Part nr	Part name	Supplier	Quantity available
1.3102M-3WX0C	CVT ASSBLY	JATCO	1 UPON REPAIR COMPLETION
2.21460-3JA0E	RADIATOR ASSBLY	N/A	1 UPON REPAIR COMPLETION
3.21631-3KA0A	CVT COOLER HOSE	N/A	1 UPON REPAIR COMPLETION
4.01558-00561	CVT COOLER HOSE CLAMP	N/A	1 UPON REPAIR COMPLETION

## Estimates & Survey

### NSC Estimates

Incident ratio	:	Cost of repair	:
Average mileage	:		

### Survey

IQS4 question nr	: TR10 -Transmission- Unusual noises	JD Power	:
APEAL question nr	: VI01 -Image-reliability/durability		

## NISSAN STRICTLY CONFIDENTIAL

**Technical Report**

Reference # : **NA-TR-2013-00918** Status : **Closed**  
 Target : Responsible : (--)  
 Subject : 2013 L50 JX35 Transmission line came off passenger side radiator fitting

**General**

Local reference#	: CS-13-085	Author	: Charles SEYMOUR
Priority	: H -High Priority	Author organisation	: TSM
Request	: PRCM -Production C/M	Originating country	: U.S.A.
Taskforce report	Yes	Destination region	: NA -North America
Model	: L50	Restricted Access	:
Model year	: 2013	Source of information	: Dealer Report
Priority & request comments	:	Customer impact	: H -High Impact
VIN	: 5N1AL0MM0DC [REDACTED]	F1 cause	:
Basic model	: JX	Production date	: 26-Sep-2012
Prefix	:	Sold date	: 27-Nov-2012
Suffix	:	Engine type	: VQ35
Serial nr	:	Engine nr	: 239966
Vehicle type	:	Transmission type	: A
Plant code	: C	Transmission nr	:

**Comments****Related documents**

Link to project : [NA-PRO-2013-00724](#) 2013-L50-JX- TOC cooler line separated from radiator- Right side



Link to Market : [NA-MREP-2013-01315](#) (Pre 10-4)  
 Reply : 2013-L50-JX- TOC cooler line separated from radiator- Right side (Pre 10-4)

#### Related Documents

File Attachment	Attachment Type	Attachment description
<a href="#">Open</a>	PDF	Photos of VIN sticker, transmission line detached from radiator fitting, ODO and measurement of clamp to end of hose (0.75", ~19mm)

#### Coding block

Unit code	: MLN_L50 -Model Line, North America, L50	PFP	: 21631-3JA0B
SM category	: LCD - Radiator/Thermostat/Hose	Additional PFP	:
Cs code	: ZE -no or improper operation	Ct code	: 42 -fell off / loose / poor connection
DTC code	:	Warr group code	: C2 -Cooling system for powertrain
Phenomenon	:	Current 3MIS Value	:
Tread code	: 10 -Powertrain	F, s, s, s	: No

#### Incident details

Incident mileage	: 2348 Miles	Date of incident	: 27-Mar-2013
Country or town of incident	: West Long Branch, NJ	Dealer code	: 70214
Dealer name	: Circle Infiniti	Dealer issue date	:
Customer complaint	: Customer states: The vehicle lost power and stopped moving forward. Customer pulled off roadway and had vehicle towed to dealer.		
Details of incident	: 1.how did the customer notice the incident Vehicle failed to maintain forward movement while driving		
	: 2.What are the incident conditions		
	: 3.Inspection done & result Technician inspected vehicle and observed fluid present at		

the front of the vehicle

Technician observed the transmission cooler line detached from the radiator fitting on the passenger side (photo)

Technician used rule to measure distance from end of hose to clamp - (0.75", 19mm)(photo)

Technician replaced the hose on the fitting and added a second hose clamp as per TSM recommendation.

Technician filled the transmission with fluid and road tested vehicle.

Technician checked for any DTCs - none observed

Technician reports there were no irregular drivability concerns observed during the road test

Repairs done & : 1. Repairs done

results

Transmission cooler line replaced on radiator fitting

Second hose clamp was installed on transmission cooler line at incident location

Transmission fluid was filled to specification

Vehicle was road tested - OK

2. Results

Incident conditions resolved

Vehicle returned to customer

## Vehicle details

VIN	: 5N1ALOMMOD [REDACTED]	Engine type	: VQ35
Basic model	: JX	Engine nr	: 239966
Prefix	:	Transmission	: A
		type	
Suffix	:	Transmission nr	:
Serial nr	:	Body type	:
Vehicle type	:	Grade	:
Plant code	: C	Airbag	: YES
Production date	: 26-Sep-2012	ABS	: NO
Sold date	: 27-Nov-2012	Air conditioning	: NO
Registration nr	:	Color code	: EAJ
Customer name	: [REDACTED]	Truck features	:
DC Converter	:	Inverter No	:
No			
PBW ECU No	:	Battery Pack No	:
On Board	:	Electric PKB	:
Charge No	:	ECU No	:
Electric PKB	:	Electric Heater	:
ATR No	:	Unit No	:

## Parts details

Part nr	Part name	Supplier	Quantity available
1.21631-3JA0B	Hose -		No part collected

Transmission  
cooler

- 2.
- 3.
- 4.

Estimates & Survey

NSC Estimates

Incident ratio : Cost of repair :  
Average :  
mileage

Survey

IQS4 question : TR11 -Transmission-Fluid JD Power :  
nr leaks  
APEAL question : ET16 -Trans-Overall  
nr rating

## NISSAN STRICTLY CONFIDENTIAL

**Technical Report**

Reference # : **NA-TR-2013-00920** Status : **Closed**  
 Target : Responsible : (--)  
 Subject : 2013 L50 CVT Cooler Hose Not Secure

**General**

Local reference#	: SB2434	Author	: Steve Ballmer
Priority	: M -Normal	Author organisation	: TSM
Request	: PRCM -Production C/M	Originating country	: U.S.A.
Taskforce report	Yes	Destination region	: NA -North America
Model	: L50	Restricted Access	:
Model year	: 2013	Source of information	: Dealer Report
Priority & request comments	:	Customer impact	: H -High Impact
VIN	: 5N1AL0MN7DC [REDACTED]	F1 cause	: Interrupted vacation.
Basic model	: L50 JX	Production date	: 01-Oct-2012
Prefix	:	Sold date	: 27-Dec-2012
Suffix	:	Engine type	: VQ35DE
Serial nr	:	Engine nr	:
Vehicle type	:	Transmission	: FWD CVT4 -F10B type
Plant code	:	Transmission nr	:

**Comments****Related documents**

Link to project : [NA-PRO-2013-00724](#) 2013-L50-JX- TOC cooler line separated from radiator- Right side

Link to Market : [NA-MREP-2013-01315](#)  
Reply

(Pre 10-4)  
2013-L50-JX- TOC cooler line  
separated from radiator- Right side  
(Pre 10-4)

:

Related Documents

## No documents found

### Coding block

Unit code	: MLN_L50 -Model Line, North America, L50	PFP	: 21635-3KAOA
SM category	: ATH -Case, fitting, line & torque converter	Additional PFP	:
Cs code	: BD -AT - will not shift	Ct code	: 42 -fell off / loose / poor connection
DTC code	:	Warr group code	: G1 -Automatic transmission
Phenomenon	:	Current 3MIS Value	:
Tread code	: 10 -Powertrain	F, s, s, s	: No

### Incident details

Incident mileage	: 4,709 Miles	Date of incident	: 21-Mar-2013
Country or town of incident	: PHOENIX, AZ		
Dealer code	: 72083	Dealer issue date	:
Dealer name	: INFINITI OF PEORIA		
Customer complaint	: Car won't move in D or R.		
Details of incident	: 1.how did the customer notice the incident  The vehicle stopped while driving on the freeway (TX -> CA).  2.What are the incident conditions  No known relevant conditions.		

- The incident occurred after driving ~ 7 hours on the freeway.
- Ambient weather conditions were ~ 74F, 20% humidity.

### 3. Inspection done & result

The CVT cooler hose was separated from the tube at the cooler (radiator).

Root cause not determined.

- The hose clamp was positioned correctly on the hose (~ 12 mm from the end).
- The hose clamp was in the released position, applying designed clamping force on hose.
- The tube "bead" appeared to be normal configuration, with no deformation.
- Re-assembly was easy, with nothing abnormal observed by the Technician.

Repairs done & : 1. Repairs done results

Replace CVT assy.

- Due to incident conditions (freeway driving).

Re-install CVT cooler hose.

- The Technician used a worm-drive hose clamp.

### 2. Results

Incident resolved.

### 3. Incident Parts

No parts collected or shipped.

## Vehicle details

VIN	: 5N1AL0MN7DC [REDACTED]	Engine type	: VQ35DE
Basic model	: L50 JX	Engine nr	:
Prefix	:	Transmission	: FWD CVT4 -F10B type
Suffix	:	Transmission nr	:
Serial nr	:	Body type	:
Vehicle type	:	Grade	:
Plant code	:	Airbag	:
Production date	: 01-Oct-2012	ABS	:
Sold date	: 27-Dec-2012	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
1.21635-3KA0A	COOLER HOSE		0 (INSTALLED)
2.			
3.			
4.			

## Estimates & Survey

### NSC Estimates

Incident ratio :		Cost of repair :	
Average mileage :			

### Survey

IQS4 question nr :	TR12 -Transmission- Other Problems	JD Power :	15
APEAL question nr :	VI01 -Image- reliability/durability		

## NISSAN STRICTLY CONFIDENTIAL

**Technical Report**

Reference # : **NA-TR-2013-00956** Status : **Closed**  
 Target : Responsible : (--)  
 Subject : 2013(L50) JX35 - CVT Fluid Loss - Cooling Hose Came Loose - Hose Clamp

**General**

Local reference#	: DS2180c	Author	: Dick Schwartz
Priority	: M -Normal	Author organisation	: TSM
Request	: PRCM -Production C/M	Originating country	: U.S.A.
Taskforce report	Yes	Destination region	: NA -North America
Model	: L50	Restricted Access	:
Model year	: 2013	Source of information	: Dealer Report
Priority & request comments	:	Customer impact	: H -High Impact
VIN	: 5N1AL0MM8DC [REDACTED]	F1 cause	:
Basic model	: JX35	Production date	: 1 -Nov-2012
Prefix	:	Sold date	: 7 -Mar-2013
Suffix	:	Engine type	: VQ35
Serial nr	:	Engine nr	: 267451
Vehicle type	:	Transmission type	: A
Plant code	: C	Transmission nr	:

**Comments****Related documents**

Link to project : [NA-PRO-2013-00700](#) 2013-JX-L50-ATOC-Cooler hose clamps not released -After C/M 6-8-12  
 Link to Market : [NA-MREP-2013-](#) 2013-JX-L50-ATOC-Cooler hose



Reply

[01317](#)

clamps not released -After C/M 6-8-12

:

## Related Documents

IPS	Status	Status Date	Target	Responsible
<a href="#">NA-IPS-2013-01097</a>	Parts Sent	02-Apr-2013	02-Apr-2013	Chris PARR - NA-NNA-PEI

## File Attachment

[Open](#)

## Attachment Type Attachment description

PDF

1- VIN Label 2- VIN Plate - Dash Board 3- odometer 4- Rear of vehicle - ID 5- External CVT cooling radiator - hoses 6- Lower hose clamp not closed - installed in open position - Locked

## Coding block

Unit code	: DCH_AT -Auto Trans	PFP	: 01558-00751
SM category	: LC -Engine Lubrication & Cooling Systems	Additional PFP	: 21636-3JA0A
Cs code	: ZE -no or improper operation	Ct code	: 42 -fell off / loose / poor connection
DTC code	:	Warr group code	: C2 -Cooling system for powertrain
Phenomenon	:	Current 3MIS Value	:
Tread code	: 10 -Powertrain	F, s, s, s	: No

## Incident details

Incident mileage	: 101 Miles	Date of incident:	14-Mar-2013
Country or town of incident	: White Plains, NY		
Dealer code	: 70221	Dealer issue date	:
Dealer name	: Pepe Infiniti		
Customer complaint	: The customer states: 1- The vehicle will not move. 2- There is fluid on the ground.		
Details of incident	: 1.how did the customer notice the incident  2.What are the incident conditions  3.Inspection done & result: - The dealership technician confirmed that the vehicle will not move.		

- The engine operates normally.
- Found oil under the vehicle and all over the underside of the vehicle.
- The CVT cooling hose came loose from the external CVT cooling radiator. Lower hose.
- 4. Found that the spring type hose clamp on this hose was in the open and locked position.
  - the clamp was not tight on the cooling hose.
- 5. The upper hose was still attached to the external cooler;
  - The spring type hose clamp was also in the open and locked position.
- 6. Codes stored:
  - Engine: P1700 - CVT C/U Function
  - P1778 - Step Motor
  - BCM: U1000 - Can Comm
  - Transmission: P0725 - Engine Speed
  - P0746 - PC Solenoid A
  - P0868 - Fluid Press Low
  - P1778 - Step Motor

- Repairs done & : 1. Repairs done  
results
- The technician replaced the hoses, hose clamps and external cooler.
2. Results:
- The incident is corrected at this time.

## Vehicle details

VIN	: 5N1AL0MM8DC [REDACTED]	Engine type	: VQ35
Basic model	: JX35	Engine nr	: 267451
Prefix	:	Transmission	: A
		type	
Suffix	:	Transmission nr	:
Serial nr	:	Body type	:
Vehicle type	:	Grade	:
Plant code	: C	Airbag	: YES
Production date	: 1 -Nov-2012	ABS	: NO
Sold date	: 7 -Mar-2013	Air conditioning	: NO
Registration nr	: NYC27	Color code	: K50
Customer name	: [REDACTED]	Truck features	:
DC Converter	:	Inverter No	:
No			
PBW ECU No	:	Battery Pack No:	
On Board	:	Electric PKB	:
Charge No	:	ECU No	:
Electric PKB	:	Electric Heater	:
ATR No	:	Unit No	:

## Parts details

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

1.01558-00751	clamp	1
2.21606-3KA2A	Cooler	1
3.21636-3JA0A	Hose	1
4.		

## Estimates & Survey

### NSC Estimates

Incident ratio : Cost of repair :  
Average :  
mileage

### Survey

IQS4 question : RH22 -Ride&Handling- JD Power :  
nr Other Problems  
APEAL question : VI01 -Image-  
nr reliability/durability

## NISSAN STRICTLY CONFIDENTIAL

**Technical Report**

Reference # : **NA-TR-2013-01572** Status : **Closed**  
 Target : Responsible : (--)  
 Subject : 2013 L50 JX35 Transmission cooler line leaking at center connection fitting after CM

**General**

Local reference#	: CS-13-130	Author	: Charles SEYMOUR
Priority	: H -High Priority	Author organisation	: TSM
Request	: PRCM -Production C/M	Originating country	: U.S.A.
Taskforce report	Yes	Destination region	: NA -North America
Model	: L50	Restricted Access	:
Model year	: 2013	Source of information	: Dealer Report
Priority & request comments	:	Customer impact	: H -High Impact
VIN	: 5N1AL0MM4DC [REDACTED]	F1 cause	:
Basic model	: JX35	Production date	: 01-May-2013
Prefix	:	Sold date	:
Suffix	:	Engine type	: VQ35DE
Serial nr	:	Engine nr	:
Vehicle type	:	Transmission type	: AT
Plant code	: C	Transmission nr	:

**Comments****Related documents**

Link to project : [NA-PRO-2013-02554](#) 2013 L50 JX35 Transmission cooler line leaking at center connection

fitting after CM  
 2013 L50 JX35 Transmission cooler  
 line leaking at center connection  
 fitting after CM

Link to Market : [NA-MREP-2013-02735](#)  
 Reply

:

#### Related Documents

IPS	Status	Status Date	Target	Responsible
<a href="#">NA-IPS-2013-01763</a>	Closed	16-Aug-2013	-	-

File Attachment	Attachment Type	Attachment description
<a href="#">Open</a>	Vid	Quick Time video of the incident CVT cooler line leaking
<a href="#">Open</a>	PDF	Photo of incident hose leak location with fluid present and measurement reference.

#### Coding block

Unit code : MLN\_L50 -Model PFP : 21631  
 Line, North America,  
 L50

SM category : ATH -Case, fitting, Additional PFP :  
 line & torque  
 converter

Cs code : ZR -oil / grease leak Ct code : 53 -poor sealing  
 DTC code : Warr group : C2 -Cooling system  
 code for powertrain

Phenomenon : Current 3MIS :  
 Value

Tread code : 10 -Powertrain F, s, s, s : No

#### Incident details

Incident : 44 Miles Date of incident : 22-May-2013  
 mileage

Country or : Maple Shade, NJ  
 town of incident

Dealer code : 70211 Dealer issue :  
 date

Dealer name : Holman Infiniti

Customer : Dealer states: There is CVT fluid leaking from the cooler line  
 complaint hose center connection below the radiator.

Details of : 1.how did the customer notice the incident  
 incident Technician observed fluid leaking at center connection of CVT  
 cooler line below the radiator

2.What are the incident conditions  
Vehicle observation at PDI

### 3.Inspection done & result

Technician observed fluid spray on underside of vehicle from front to rear bumper

Technician observed fluid leaking at center connection point of CVT cooler hose with engine running (video)(photo)

Technician contacted TSM who recommended replacement of complete cooler hose assembly without any alteration to position or clamping of center connection point of hose.

Repairs done & results : 1. Repairs done  
Repairs in process - CVT cooler hose to be replaced

2. Results  
Repairs in process

### Vehicle details

VIN	: 5N1AL0MM4DC [REDACTED]	Engine type	: VQ35DE
Basic model	: JX35	Engine nr	:
Prefix	:	Transmission	: AT
		type	
Suffix	:	Transmission nr	:
Serial nr	:	Body type	:
Vehicle type	:	Grade	:
Plant code	: C	Airbag	:
Production date	: 01-May-2013	ABS	:
Sold date	:	Air conditioning	:
Registration nr	:	Color code	:
Customer name	: Dealer Inventory	Truck features	:
DC Converter	:	Inverter No	:
No			
PBW ECU No	:	Battery Pack No:	
On Board	:	Electric PKB	:
Charge No	:	ECU No	:
Electric PKB	:	Electric Heater	:
ATR No	:	Unit No	:

### Parts details

Part nr	Part name	Supplier	Quantity available
1.21631-3JA0E	Hose-Oil Cooler Auto Trans		1
2.			
3.			
4.			

## Estimates & Survey

### NSC Estimates

Incident ratio : Cost of repair :  
Average :  
mileage

### Survey

IQS4 question : TR11 -Transmission-Fluid JD Power :  
nr leaks  
APEAL question : ET16 -Trans-Overall  
nr rating

## NISSAN STRICTLY CONFIDENTIAL

**Technical Report**

Reference # : **NA-TR-2013-02285** Status : **Closed**  
 Target : Responsible : (--)  
 Subject : REACT-2013 (L50) JX35 - CVT Fluid Leak Due to Cooler Hose Clamp Not Released (Feb 13 Prod)

**General**

Local reference#	:	Author	:	Chris PARR
Priority	:	Author organisation	:	NNA
Request	:	Originating country	:	
Taskforce report	Yes	Restricted Access	:	
Model	:	Source of information	:	
Model year	:	Customer impact	:	M -Medium Impact
Priority & request comments	:	F1 cause	:	
VIN	:	Production date	:	13-Feb-2013
Basic model	:	Sold date	:	27-Mar-2013
Prefix	:	Engine type	:	VQ35
Suffix	:	Engine nr	:	338393
Serial nr	:	Transmission type	:	A
Vehicle type	:	Transmission nr	:	
Plant code	:		:	C

**Comments****Related documents**

Link to project : [NA-PRO-2013-00700](#) 2013-JX-L50-ATOC-Cooler hose clamps not released -After C/M 6-8-12



## Related Documents

IPS	Status	Status Date	Target	Responsible
<a href="#">NA-IPS-2013-01126</a>	Cancelled	24-May-2013		-
File Attachment	Attachment Type	Attachment description		
<a href="#">Open</a>	Vid	CVT Cooler Hose Clamp Not Released		

## Coding block

Unit code	: MLN_L50 -Model Line, North America, L50	PFP	: 01558
SM category	: ATH -Case, fitting, line & torque converter	Additional PFP	: 21636
Cs code	: ZR -oil / grease leak	Ct code	: 41 -improper adjustment / poor fit or installation
DTC code	:	Warr group code	: G1 -Automatic transmission
Phenomenon	: Not used for North America	Current 3MIS Value	:
Tread code	: 10 -Powertrain	F, s, s, s	: No

## Incident details

Incident mileage	: 149 Miles	Date of incident:	: 29-Mar-2013
Country or town of incident	: Pleasanton	Dealer issue date	:
Dealer code	:	Dealer issue date	:
Dealer name	:		
Customer complaint	: Customer states there is fluid leaking from front end of the vehicle.		
Details of incident	: Dealer confirmed fluid leak at the left front of the vehicle.  The hose clamp for the upper hose at the external cooler was found to be unreleased.  The incident hose clamp could be easily rotated around the hose (refer to attached video).		
Repairs done & results	: The incident cooler hose and both clamps will be replaced as requested by NNA-FQI engineer.		

## Vehicle details

VIN	: 5N1AL0MM9DC [REDACTED]	Engine type	: VQ35
Basic model	: JX	Engine nr	: 338393
Prefix	:	Transmission	: A
		type	:
Suffix	:	Transmission nr	:
Serial nr	:	Body type	:
Vehicle type	:	Grade	:
Plant code	: C	Airbag	: YES
Production date	: 13-Feb-2013	ABS	: NO
Sold date	: 27-Mar-2013	Air conditioning	: NO
Registration nr	:	Color code	: QAA
Customer name	: [REDACTED]	Truck features	:
DC Converter	:	Inverter No	:
No	:		:
PBW ECU No	:	Battery Pack No	:
On Board	:	Electric PKB	:
Charge No	:	ECU No	:
Electric PKB	:	Electric Heater	:
ATR No	:	Unit No	:

## Parts details

Part nr	Part name	Supplier	Quantity available
1.01558-00751	Clamp - Hose		2
2.21636-3JA0A	Hose - A/T		1
3.			
4.			

## Estimates &amp; Survey

## NSC Estimates

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

## Survey

IQS4 question nr	: TR11 -Transmission-Fluid leaks	JD Power	:
APEAL question nr	:		:

## NISSAN STRICTLY CONFIDENTIAL

**Technical Report**

Reference # : **NA-TR-2013-02326** Status : **Closed**  
 Target : Responsible : (--)  
 Subject : REACT - 2013 (L50) JX35 - CVT Fluid Leak at Cooler Hose Inlet to Radiator

**General**

Local reference#	:	Author	:	Chris PARR
Priority	:	Author organisation	:	NNA
Request	:	Originating country	:	
Taskforce report	Yes	Restricted Access	:	
Model	:	Source of information	:	
Model year	:	Customer impact	:	L -Low or No Impact
Priority & request comments	:	F1 cause	:	
VIN	:	Production date	:	26-Sep-2012
Basic model	:	Sold date	:	20-Oct-2012
Prefix	:	Engine type	:	VQ35
Suffix	:	Engine nr	:	239526
Serial nr	:	Transmission type	:	A
Vehicle type	:	Transmission nr	:	
Plant code	:			C

**Comments****Related documents**

Link to project : [NA-PRO-2013-00724](#) 2013-L50-JX- TOC cooler line separated from radiator- Right side (Pre 10-4)

**Related Documents**

IPS	Status	Status Date	Target	Responsible
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[NA-IPS-2013-01220](#)

Parts Sent

11-Apr-2013

16-Apr-2013

Chris PARR -  
NA-NNA-PEI

File Attachment	Attachment Type	Attachment description
<a href="#">Open</a>	PDF	CVT Fluid Leak
<a href="#">Open</a>	Vid	CVT fluid leak

## Coding block

Unit code : MLN\_L50 -Model PFP : 21631  
Line, North America,  
L50

SM category : AT -Automatic Additional PFP : 01558  
Transmission

Cs code : ZR -oil / grease leak Ct code : 42 -fell off / loose /  
poor connection

DTC code : Warr group : C2 -Cooling system  
code for powertrain

Phenomenon : Not used for North Current 3MIS :  
America Value

Tread code : 10 -Powertrain F, s, s, s : No

## Incident details

Incident : 8512 Miles Date of incident : 06-Apr-2013  
mileage

Country or : Pleasanton  
town of incident

Dealer code : Dealer issue :  
date

Dealer name :

Customer : None - customer was not aware of any oil leak.  
complaint

Details of : When performing routine maintenance service, dealer  
incident technician noticed evidence of oil leak at the right front side  
of the engine area (oil residue on the engine undercover).

Inspection showed oil had sprayed onto the areas around the alternator and compressor areas. Closer inspection showed the foam seal around the right lower portions of the radiator was saturated with oil.

The CVT oil cooler hose at the inlet pipe to the radiator appeared to be connected correctly with single hose clamp. The retaining clamp was confirmed to be properly released and secured on the correct side of the radiator tube flare.

However, when checking this cooler hose for tightness, it

was found that it could be easily rotated or moved (refer to attached video which was taken in the "original" condition). It appears the CVT fluid leaked between the hose and the pipe.

The hose was removed to compare the fluid to the type of oil residue that was found (new CVT fluid has a blue tint but after use, it turns to a yellowish color). The hose was reinstalled back to the "original" position.

Repairs done & results : The radiator, cooler hose and clamp were replaced as requested by FOI engineer.

Technician states he measured 59oz of CVT fluid back into the system after replacing the components.

## Vehicle details

VIN	: 5N1AL0MM2DC [REDACTED]	Engine type	: VQ35
Basic model	: JX	Engine nr	: 239526
Prefix	:	Transmission	: A
		type	
Suffix	:	Transmission nr	:
Serial nr	:	Body type	:
Vehicle type	:	Grade	:
Plant code	: C	Airbag	: YES
Production date	: 26-Sep-2012	ABS	: NO
Sold date	: 20-Oct-2012	Air conditioning	: NO
Registration nr	:	Color code	: KH3
Customer name	: [REDACTED]	Truck features	:
DC Converter	:	Inverter No	:
No			
PBW ECU No	:	Battery Pack No	:
On Board	:	Electric PKB	:
Charge No	:	ECU No	:
Electric PKB	:	Electric Heater	:
ATR No	:	Unit No	:

## Parts details

Part nr	Part name	Supplier	Quantity available
1.21460-3JA0E	Radiator		1
2.21631-3JA0E	Hose		1
3.01558-00451	Hose Clamp		1
4.			

## Estimates & Survey

### NSC Estimates

Incident ratio	:	Cost of repair	:
Average	:		

mileage

Survey

IQS4 question : TR11 -Transmission-Fluid JD Power :  
nr leaks

APEAL question : VI01 -Image-  
nr reliability/durability

PE13-029

NISSAN

11/7/2013

ATTACHMENT C

NISSAN 11-7-2013,

ATTACHMENT A

REQUEST NUMBER 4

DOCUMENTS

FIELD REPORTS