

# QUALITY INFORMATION REPORT

ISSUE NO.	VEN2024XXX
DATE	10/4/2024
COUNTRY	Venezuela

CHARACTERISTIC				
Quality Type	<input checked="" type="checkbox"/> Critical	<input type="checkbox"/> Mass	<input type="checkbox"/> Common	
Fault Frequency	<input type="checkbox"/> Frequent	<input type="checkbox"/> Occasional	<input checked="" type="checkbox"/> For the first time	
Fault Quantity	1	Fault Rate	0,28%	

Failed Position and Fault Reason Type	System	Parts Quality	Appearance Quality	Assemble Quality	Others Problem
	Chassis	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Electric Equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Body	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Power Train	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A/C	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

FAILURE CONDITIONS							
Road Conditions	Speed (km/h)	Time of Failure	Rainy Conditions	Purpose	Loading Status	A/C	
<input checked="" type="checkbox"/> Downtown	<input checked="" type="checkbox"/> >80km/h	<input type="checkbox"/> Starting	<input type="checkbox"/> Light Rain	<input type="checkbox"/> Passenger transport	<input checked="" type="checkbox"/> One Person	<input checked="" type="checkbox"/> ON	
<input checked="" type="checkbox"/> Suburb	<input type="checkbox"/> >40km/h	<input type="checkbox"/> After Start	<input type="checkbox"/> Heavy Rain	<input type="checkbox"/> Household	<input checked="" type="checkbox"/> Two Person	<input type="checkbox"/> OFF	
<input checked="" type="checkbox"/> Highway	<input type="checkbox"/> <40km/h	<input type="checkbox"/> Start Up	<input type="checkbox"/> After Car Washing	<input checked="" type="checkbox"/> Rent	<input checked="" type="checkbox"/> Three Person		
<input type="checkbox"/> Mountain		<input checked="" type="checkbox"/> Accelerate	<input type="checkbox"/> After Rainy	<input type="checkbox"/> Long distance transport	<input checked="" type="checkbox"/> Four Person		
<input checked="" type="checkbox"/> Uphill		<input checked="" type="checkbox"/> Uniform	<input type="checkbox"/> Run in Deep water	<input type="checkbox"/> Others	<input type="checkbox"/> Five Person		
<input checked="" type="checkbox"/> Downhill		<input checked="" type="checkbox"/> Decelerate	<input type="checkbox"/> After Running in the Deep Water		<input type="checkbox"/> Over loading		
<input checked="" type="checkbox"/> Curves		<input type="checkbox"/> Brake					
<input type="checkbox"/> Dirt		<input checked="" type="checkbox"/> Intermittence					
<input type="checkbox"/> Uneven		<input type="checkbox"/> Rest					
<input type="checkbox"/> Level		<input type="checkbox"/> After High Speed					
<input type="checkbox"/> Gravel		<input type="checkbox"/> Turn Left					
<input type="checkbox"/> Snow		<input type="checkbox"/> Turn Right					
		<input type="checkbox"/> Traffic Jam					

### **PROBLEM DESCRIPTION(SYMPTOM)**

TRANSMISSION FAILURE LIGHT COMES ON STEADILY. WHEN REACHING A SPEED OF 100 KM/H. NO CHANGE IN BEHAVIOR OR ABNORMAL OPERATION IN THE TRANSMISSION IS PERCEIVED. ONCE THE SPEED IS DECREASED TO STOP THE VEHICLE, AND MAKE A SHIFT, ON THE LEVER, EITHER INTO ANOTHER GEAR OR REVERSE, A SENSATION OF HITTING IS PERCEIVED AND THEN THE SPEED NORMALLY ADJUSTS.

### **ANALYSIS AND INSPECTION**

THE FOLLOWING INSPECTION WAS CARRIED OUT:

1. THE CLIENT'S COMPLAINT WAS VERIFIED.
- 2.- VEHICLE MODEL: NEW ALSVIN
- 3.- ENGINE: 1.5. JL473QF.
- 4.- TRANSMISSION: DCT
- 5.- DRIVING: HIGHWAY.
- 6.- AMBIENT TEMPERATURE: 30 TO 34 DEGREES CENTIGRADE .
- 7.- FUEL: GASOLINE.

THE CONDITION IS PERCEIVED WHEN REACHING 100KMH.

#### **METHOD AND SUGGESTION**

THE FOLLOWING TEST WERE PROCEEDED, VERIFYING THE CUSTOMER'S CLAIM, AND THE FOLLOWING TESTS WERE PERFORMED:

1. ROAD TEST, WHERE THE CONDITION REPORTED BY THE CUSTOMER IS APPRECIATED.
2. ELECTRONIC CHECK WITH KT710 DIAGNOSTIC TOOL, FINDING THE FOLLOWING DTC:
  - P176100 OUTPUT SHAFT SPEED ERROR: CORRELATION ERROR OR GRADIENT ERROR.
  - P087700 CLUTCH 2 PRESSURE SENSOR: SIGNAL TOO LOW.

BASED ON THE ABOVE, A DIAGNOSTIC PROCEDURE WAS EXECUTED WHICH INVOLVED CHECKING THE CONNECTION STATUS OF THE TRANSMISSION PRESSURE SENSORS, AND THE STATE OF THE SENSORS DID NOT PRESENT ABNORMALITIES IN OPERATION AND STATE, AS IN THE TCU MODULE, THE EXTERNAL WIRING (BRANCH) THAT JOINS BOTH SETS. THEY HAVE NO ABNORMALITIES IN CONDITION, RESISTANCE OR OPERATION OR IN THE CONNECTIONS.

3. TRANSMISSION OIL CONDITION, WHICH COMPRISED THE FOLLOWING TWO TESTS:

- A. OIL LEVEL: NORMAL.
- B. OIL CONDITION: NORMAL. NO ODOR OR COLOR CHANGE OF IMPORTANCE.

4. AN ELECTRONIC LEARNING OF THE TRANSMISSION WAS PERFORMED WITH THE DIAGNOSTIC TOOL, SHOWING THE SAME CONDITION.

#### **END-CUSTOMER REQUEST**

THERE IS CONCERN ON THE PART OF THE CUSTOMERS AS IT IS A VEHICLES WITH VERY LOW MILEAGE THAT HAD A MAJOR BREAKDOWN IN THE GEARSHIFT PERFORMANCE.



