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## MY23/N18/Alleged reduced power at times

<b>Title</b>	MY23/N18/Alleged reduced power at times	<b>Request Date</b>	[REDACTED]
<b>Status</b>	Completed	<b>DTSM Inspection Date</b>	[REDACTED]
<b>Owner</b>	[REDACTED]	<b>Report Date</b>	[REDACTED]
		<b>Age</b>	0
<b>Current Location Dealer Code</b>	[REDACTED]	<b>Request Type</b>	DTS Dealer
<b>Current Location Dealer Name</b>	FREEDOM NISSAN	<b>HK Request Type</b>	Non-Consumer
<b>VIN</b>	[REDACTED]	<b>Sub-Request Type</b>	DTS Managed
<b>Year/Model</b>	2023 VERSA SEDAN	<b>Legacy Requested Date</b>	
<b>Customer Name</b>	[REDACTED]	<b>Inspection Time/Notes</b>	
<b>Customer's Concern</b>		<b>Component Code Category</b>	EC Emission Controls
<b>Threat Level #</b>	1	<b>Component Code Issue</b>	ECU ELECTRONIC CONTROL UNIT
<b>CBB Eval Acceptance Time</b>			
<b>Repair Time</b>	1,396		
<b>Final Submitted Date</b>			
<b>Setup Date</b>			
<b>Setup Time</b>			
<b>Setup Status</b>			
<b>Hours to Respond</b>	0.00		
<b>Hours to Close</b>	0.00		

### Case Report

<b>Did DTSM and customer meet?</b>	Yes	<b>Customer Representative</b>	[REDACTED]
<b>Customer Meeting Summary</b>	DTSM met with customer via phone at the time of inspection.		
<b>DTSM physically inspected vehicle</b>	Yes	<b>Was DTSM able to duplicate concerns?</b>	No
<b>Did you Road Test?</b>	Yes	<b>Ending Mileage</b>	9,630
<b>Starting Mileage</b>	9,595	<b>Non OE Mod's or Accy's</b>	Yes
<b>Vehicle Condition</b>	Good	<b>Mod's or Accy's Description</b>	Vehicle equipped with studded snow tires at the time of inspection.
<b>Vehicle Condition Description</b>			
<b>Vehicle Findings</b>	The vehicle was inspected on Freedom Nissan [REDACTED]		

Concern:

- Customer states that the vehicle loses power at times.

Cause:

- P2615
- DTSM road tested vehicle without any abnormal operation.
- Concern consistent with open engineering review item.

Correction:

- No repair recommendation.
- DTSM advised dealer and customer that concern is under engineering review and that no repairs should be made.

<b>Repair Status</b>	Complete	<b>ETA</b>	
<b>Did DTSM meet with Dealer?</b>	Yes	<b>Dealer Representative</b>	Mort Shapiro DP
<b>Dealer Findings</b>	DTSM met with DP to discuss recent NER Dealer meeting, technician training, and SPA		
<b>Comments</b>			
<b>Created By</b>	[REDACTED]	<b>Last Modified By</b>	[REDACTED]

**Comments**

- Internal Comments
- External Comments
- RO Approval Comment
- Dealer Action/Observation
- Problem Analysis
- Initial Recommendation
- Latest Update

**Vehicle Disposition**

<b>Current Possession</b>	<b>CST Vendor Case Number</b>	
<b>Contact</b>		
<b>CBB Dealer Contact Phone</b>	<b>Approval Type</b>	
<b>CBB Vehicle Disposition</b>	<b>Vendor Approval Status</b>	
<b>CBB Findings</b>	<b>CBB Eval Acceptance Date</b>	
<b>Morley Managed Follow-Up Instructions</b>	<b>CBB Eval Rejection Count</b>	0
<b>RO Approval Status</b>	<b>Vendor Repair Status</b>	
<b>Vendor Repair Accepted Date</b>		

**Additional Information**

<b>Related Support Case</b>		<b>Related Support Case Subject</b>	
<b>Requesting Agent</b>		<b>Requesting Agent Phone Number</b>	
<b>Related CST</b>		<b>Goodwill Offered?</b>	<input type="checkbox"/>
<b>Technician Name</b>		<b>Goodwill Processed</b>	0
<b>Dealer Region</b>	26	<b>Current Mileage</b>	0
<b>Dealer Address</b>	1095 SHELBURNE ROAD SOUTH BURLINGTON, VT 05403	<b>Vehicle Service Contract</b>	
<b>Dealer Phone Number</b>	8028647400	<b>Is Validation Active?</b>	<input type="checkbox"/>
<b>Dealer Fax Number</b>			

**DTSM Field Inspection History**

<b>User</b>	<b>Michael Gorrill</b>
<b>Connection</b>	
<b>Action</b>	<b>Changed Report Date to [REDACTED] Changed Repair Status to Complete. Changed Was DTSM able to duplicate concerns? to No. Changed Vehicle Findings. Changed Status from Active to Completed. Changed Did DTSM meet with Dealer? to Yes. Changed Did DTSM and customer meet? to Yes. Changed Dealer Representative to Mort Shapiro DP. Changed Dealer Findings. Changed Customer Representative to [REDACTED]</b>
<b>User</b>	[REDACTED]
<b>Connection</b>	
<b>Action</b>	<b>Changed Vehicle Findings. Changed Threat Level to 1. Created.</b>