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Case: [REDACTED]

General

Caller Name	GUILLERMO	Dealer	KEN GARFF NISSAN OF OREM
NNAnet user ID	[REDACTED]	Contact Name	Guillermo Gallegos
Tech Preferred Phone	918017627814	Customer Name	
Tech Preferred Email	guillermog@kengarff.com	Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	John Seaborn
Repair/Work Order	[REDACTED]	Mobile Phone	
Job/Line Number	1	Texting Status	
Created Day	Thursday		

Incident Information

Customer Comments	THAT WHEN SHE KILLS THE VEHICLE IT LOSES POWER, AND THAT IT DOESNT ACCELERAT.RPMS DO NOT GO UP CAPS SPEED AT 25-30MPH UNTILL SHE PARKS IT AND RESETS IT.	Customer Name	[REDACTED]
Verified	Yes	Vehicle	[REDACTED]
Question for TECH LINE	Have you seen this before?	VIN	[REDACTED]
Service Manual General Section	Engine	Archived VIN Make	
Service Manual Specific Section	Accelerator Control System	Archived VIN Year	2022
Symptom Code Category	Experience/Occurrence	Archived VIN Model	VERSA SEDAN
Symptom	LACK OF POWER NO ACCEL	Incident/RO Date	[REDACTED]
When does this concern occur?	GEAR 1	Calculated Days Down	1
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	NONE	Total Days Down	1
Observed Modifications & Accessories	NONE	Repair Attempts	0
		Current Mileage	890

Vehicle Mileage Prior Value

Vehicle Purchased Miles

Primary DTC

Current DTC [REDACTED]

Past DTC

Other DTCs

TECH LINE Information

Subject	Engine has a lack of power upon restart/post clutch induced engine stop. - N18-	Resolution Action	
Status	Pending Dealer Reply	Resolution Object	
Confirmed Resolution	Pending	Field Inspection Indicator	<input type="checkbox"/>
Component Code Category	EC Emission Controls	NNA Field Inspection Date	
Component Code Issue	ECS ECCS (SENSORS & SWITCHES)	FSSS	<input type="checkbox"/>
TECH LINE Template	ECC Initial Response	FSSS Date	
TREAD Component	06		
Date/Time Closed	[REDACTED]		
Description			
Recommendation Detail			

DTS Information

DTSM Inspection Date		DTSM Request Type	
DTSM Inspection Date Confirmed?	<input type="checkbox"/>	Inspection Time/Notes	Appointment Time: Notes to Agent:
Notes for DTSM (Vehicle Concerns)			

Contact Information

Name	Guillermo Gallegos	Phone	801-762-7814
Account Name	KEN GARFF NISSAN OF OREM	Mobile	
Contact Type	NNA Dealer Master	Email	g.gallegos08@hotmail.com
Title	Service Technician	Email Opt Out	<input type="checkbox"/>
Customer ID.	[REDACTED]	Reports To	
		Contact Record Type	Contact
		Inactive Contact	<input type="checkbox"/>

Address Information

Mailing Address

Other Address

Additional Information

Fax	Lead Source
Home Phone	Birthdate
Work Phone	Department
Description	

System Information

Created By	[REDACTED]	Contact Owner	NNAETL
Last Modified By	[REDACTED]		

Activity History

Email: [REDACTED] 2022 VERSA SEDAN; Engine has a lack of power upon restart/post clutch induced engine stop. [REDACTED]

Name	Task	Due Date	Assigned To	Last Modified Date/Time	Comments
[REDACTED]	<input checked="" type="checkbox"/>	[REDACTED]	John Seaborn	[REDACTED]	<p>Additional To: guillermog@kengarff.com CC: BCC: john.seaborniii@nissan-usa.com Attachment:</p> <p>Subject: [REDACTED] 2022 VERSA SEDAN; Engine has a lack of power upon restart/post clutch induced engine stop. [REDACTED]</p> <p>Body: Guillermo, TECH LINE's latest case update is below. Recommendation</p> <p>Guillermo,</p> <p>1) If understood correctly, the vehicle runs & drives fine with no codes when the clutch is operated properly.</p> <p>2) However, if the manual clutch is mis-operated, the engine stops running, [REDACTED] then sets & if the engine is immediately restarted it has a lack of power.</p> <p>3) If correct, please be advised that the database currently does not contain similar cases for [REDACTED]</p> <p>4) In addition, the incident is Not currently under engineering review for [REDACTED]</p> <p>5) Please keep in mind that the ECM & the IVT control unit are attempting to keep the engine running using IVT & EVT cam angle adjustment as the clutch is mis-operated, therefore, the IVT actuator does not instantaneously reset to base position with the engine not running. Therefore the ignition is cycled, voltage is removed from the actuator and it resets. This would be considered normal operation.</p> <p>Tech to reply to all on email response, if additional technical assistance is required.</p> <p>The TECH LINE Survey can be accessed by: CLICKING HERE</p> <p>Thank you, _____ John S.TECH LINE</p> <p>Updating a TECH LINE Case:Technician: Reply to this email; do not change the email subject line.</p>

immediately restarted it has a lack of power.

3) If correct, please be advised that the database currently does not contain similar cases for [REDACTED]

4) In addition, the incident is Not currently under engineering review for [REDACTED]

5) Please keep in mind that the ECM & IVT control unit are attempting to keep the engine running using IVT & EVT cam angle adjustment as the clutch is mis-operated, therefore, the IVT actuator does not instantaneously reset to base position with the engine not running. Therefore the ignition is cycled, voltage is removed from the actuator and it resets. This would be considered normal operation.

Tech to reply to all on email response, if additional technical assistance is required.

The **TECH LINE** Survey can be accessed by: **CLICKING HERE**

Thank you,

John S.

TECH LINE

Updating a **TECH LINE** Case:

Technician: Reply to this email; do not change the email subject line. Email file attachments are limited to 6MB.

From ASIST, Select **TECH LINE** Support Request, Enter your dealer code and select Update a Case.

If no response, we will assume additional assistance is not required and the case will be closed. Closed **TECH LINE** cases can be reopened.

[REDACTED]

Mileage: 890

Dealer code: [REDACTED]

Dealer name: KEN GARFF NISSAN OF OREM

Customer's Concerns:

THAT WHEN SHE KILLS THE VEHICLE IT LOSES POWER, AND THAT IT DOESNT ACCELERAT.RPMS DO NOT GO UP CAPS SPEED AT 25-30MPH UNTILL SHE PARKS IT AND RESETS IT.

Technician Findings:

VEHICLE HAS 5 SPEED MANUAL TRANS, WHEN VEHICLE STALLS AND DIES AND THEN YOU RE START

THE VEHICLE HAS LACK OF ACCELERATION. VEHICLE NEEDS TO BE TURNED OFF WAIT ABOUT 10-15 SECONDS AND RE START, VEHICLE STARTS TO DRIVE NORMAL. HAVE NOTICED WHEN YOU STALL OUT THE VEHICLE [REDACTED] COMES ON. WHEN VEHICLE IS DRIVEN NORMAL AND YOU DONT STALL IT OUT DTCS DO NOT COME ON AND DRIVES NORMAL.:

This TECH LINE recommendation is given based solely on the information provided by the dealer. TECH LINE bases repair recommendations on time to repair, quality of repair, and ease of repair, regardless of who is paying for the repair or whether or not the vehicle is covered under warranty. Ultimately, it is the responsibility of the dealer to determine whether the work will be performed under warranty, a service contract goodwill, customer pay, or dealer internal.

This communication may contain information that is proprietary, privileged, confidential, or otherwise legally protected from disclosure, and is intended to be received and read only by certain individuals. If it has been misdirected, or if you suspect you have received this in error, you are not authorized to read, print, retain, copy, or disseminate this message or any part of it. Please notify the sender immediately and delete all copies of the message.

Case Comments

	<p>User John Seaborn</p>	<p>User Survey Site Guest User</p>
<p>Public <input checked="" type="checkbox"/></p>	<p>Public <input checked="" type="checkbox"/></p>	<p>Public <input checked="" type="checkbox"/></p>
	<p>Recommendation Guillermo,</p> <p>1) If understood correctly, the vehicle runs & drives fine with no codes when the clutch is operated properly.</p> <p>2) However, if the manual clutch is mis-operated, the engine stops running, [REDACTED] then sets & if the engine is immediately restarted it has a lack of power.</p> <p>3) If correct, please be advised that the database currently does not contain similar cases for N18.</p> <p>4) In addition, the incident is Not currently under engineering review for [REDACTED]</p> <p>5) Please keep in mind that the ECM & IVT control unit are attempting to keep the engine running using IVT & EVT cam angle adjustment as the clutch is mis-operated, therefore, the IVT actuator does not instantaneously reset to base position with the engine not running. Therefore the ignition is cycled, voltage is removed from the actuator and it resets. This would be considered normal operation.</p> <p>Tech to reply to all on email response, if additional technical assistance is required.</p>	<p>Customer Comments: THAT WHEN SHE KILLS THE VEHICLE IT LOSES POWER, AND THAT IT DOESNT ACCELERAT.RPMS DO NOT GO UP CAPS SPEED AT 25-30MPH UNTILL SHE PARKS IT AND RESETS IT.</p> <p><input type="checkbox"/> Technician Findings: VEHICLE HAS 5 SPEED MANUAL TRANS, WHEN VEHICLE STALLS AND DIES AND THEN YOU RE START THE VEHICLE HAS LACK OF ACCELERATION. VEHICLE NEEDS TO BE TURNED OFF WAIT ABOUT 10-15 SECONDS AND RE START, VEHICLE STARTS TO DRIVE NORMAL. HAVE NOTICED WHEN YOU STALL OUT THE VEHICLE [REDACTED] COMES ON. WHEN VEHICLE IS DRIVEN NORMAL AND YOU DONT STALL IT OUT DTCS DO NOT COME ON AND DRIVES NORMAL.</p> <p><input type="checkbox"/> Repairs Made: NONE</p> <p><input type="checkbox"/> Verified: Yes</p> <p><input type="checkbox"/> Current DTC: ECM [REDACTED]</p> <p><input type="checkbox"/> Question for TECH LINE: Have you seen this before?</p>
<p>Comment</p>		<p>Comment</p>

Case History

	<p>User John Seaborn</p>
<p>Connection</p>	
<p>Action</p>	<p>Changed Subject from Engine has a lack of power upon restart/post clutch induced engine shut down. [REDACTED] to Engine has a lack of power upon restart/post clutch induced engine stop. [REDACTED]</p>
	<p>User John Seaborn</p>
<p>Connection</p>	
<p>Action</p>	<p>Changed Subject to Engine has a lack of power upon restart/post clutch induced engine shut down. [REDACTED] Changed Status from Pending TECH LINE to Pending Dealer Reply. Closed.</p>

User	John Seaborn
Connection	
Action	Changed Case Owner from TECH LINE Initial to John Seaborn.

User	Survey Site Guest User
Connection	
Action	Changed Preferred Contact Method to Email. Changed Case Owner from TECH LINE Stage to TECH LINE Initial.

User	Survey Site Guest User
Connection	
Action	Changed Status from Open to Pending TECH LINE. Changed Account Name to KEN GARFF NISSAN OF OREM. Created.
