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Case: [REDACTED]

General

Caller Name	Austen	Dealer	DEERY BROTHERS NISSAN
NNAnet user ID	[REDACTED]	Contact Name	Austen Totsch
Tech Preferred Phone	913093131196	Customer Name	
Tech Preferred Email	atotsch15@gmail.com	Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	Dave Sattler
Repair/Work Order	[REDACTED]	Mobile Phone	
Job/Line Number	c	Texting Status	
Created Day	Wednesday		

Incident Information

Customer Comments	Vehicle went into limp mode	Customer Name	[REDACTED]
Verified	Yes	Vehicle	[REDACTED]
Question for TECH LINE	Other - Ask Question in Technician Findings	VIN	[REDACTED]
Service Manual General Section	Engine	Archived VIN Make	
Service Manual Specific Section	Engine Control System	Archived VIN Year	2022
Symptom Code Category	Experience/Occurrence	Archived VIN Model	VERSA SEDAN
Symptom	MISFIRE	Incident/RO Date	[REDACTED]
When does this concern occur?	IN DRIVE	Calculated Days Down	0
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	resecurd intake cam sensor secondary white terminal lock	Total Days Down	0
Observed Modifications & Accessories	none	Repair Attempts	1
		Current Mileage	12,212
		Vehicle Mileage Prior Value	

Vehicle Purchased
Miles
Primary DTC
Current DTC [REDACTED]
Past DTC
Other DTCs

TECH LINE Information

Subject	MIL [REDACTED] INTAKE CAMSHAFT POSITION SENSOR	Resolution Action
Status	Pending Dealer Reply	Resolution Object
Confirmed Resolution	Pending	Field Inspection Indicator <input type="checkbox"/>
Component Code Category	EL Electrical	NNA Field Inspection Date
Component Code Issue	ELA CONNECTORS/ELEC DEFROST/FUSE/WIRING	FSSS <input type="checkbox"/>
TECH LINE Template	ECC Initial Response	FSSS Date
TREAD Component	13	
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 for DTSM (Vehicle Concerns)			Notes to Agent:

Contact Information

Name	Austen Totsch	Phone	319-752-6600
Account Name	DEERY BROTHERS NISSAN	Mobile	
Contact Type	NNA Dealer Master	Email	atotsch15@gmail.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
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Additional Information



Fax
Home Phone
Work Phone
Description

Lead Source
Birthdate
Department

System Information

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

Activity History

Email: Case [REDACTED] 2022 VERSA SEDAN; MIL [REDACTED]

Name
Task
Due Date
Assigned To

Comments Additional To: atotsch15@gmail.com
CC:
BCC: dave.sattler@nissan-usa.com
Attachment:

Subject: Case [REDACTED] 2022 VERSA SEDAN; MIL [REDACTED]

Body:
Austen,
TECH LINE's latest case update is below.
Recommendation:

Thank you for the case information, Austen.

We have a vehicle in with a mil on and a DTC stored for intake cam sensor.

Last visit found this same incident [REDACTED] connector not fully seated and lock in place, no visible incident found to connector or sensor.

Vehicle has now returned with same incident, DTC with the F21 connector again not locked in place.

With the [REDACTED] connector not staying locked in place, we will replace the connector [REDACTED] with a new connector [REDACTED] replace cam sensor as well.

If further assistance is needed contact TECH LINE anytime

The TECH LINE Survey can be accessed by: [CLICKING HERE](#)

Thank you, _____ Dave STECH 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]

Dealer name: DEERY BROTHERS NISSAN

Customer's Concerns:

Vehicle went into limp mode

Technician Findings:

Vehicle originally came in for going into limp mode intermittently. Scanned vehicle, code [REDACTED]. Vehicle was operating normally for me so check for similar cases. Found multiple cases where the secondary terminal lock on connector [REDACTED] was loose causing a poor connection. Inspected [REDACTED] and found the white secondary lock was loose, removed lock and found no damage or wear. Reinstalled lock with audible click, reconnected connector, test drove, vehicle was ok. Now almost a month later vehicle returned for same problem. Again the white lock on [REDACTED] was loose and can audibly click back into place. What repair should be made now?:

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.

[REDACTED]

An email was sent to the Caller Name

Name	[REDACTED]
Task	<input checked="" type="checkbox"/>
Due Date	[REDACTED]
Assigned To	Dave Sattler
Last Modified Date/Time	[REDACTED]
Comments	[REDACTED]

Emails

Case [REDACTED] 2022 VERSA SEDAN; MIL [REDACTED]

Message Date	[REDACTED]
Has Attachment	<input type="checkbox"/>
Email Address	atotsch15@gmail.com
Status	Sent
Subject	Case [REDACTED]; 2022 VERSA SEDAN; MIL [REDACTED]
Text Body	Austen,

TECH LINE's latest case update is below.

Recommendation:
Thank you for the case information, Austen.

We have a vehicle in with a mil on and a DTC stored for intake cam sensor.

Last visit found this same incident DTC we found the F21 connector not fully seated and lock in place, no

[REDACTED]

visible incident found to connector or sensor.

Vehicle has now returned with same incident, DTC with the F21 connector again not locked in place.

With the F21 connector not staying locked in place, we will replace the connector [REDACTED] with a new connector [REDACTED] replace cam sensor as well.

If further assistance is needed contact **TECH LINE** anytime

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

Thank you,

Dave 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: 12,212

Dealer code: [REDACTED]

Dealer name: **DEERY BROTHERS NISSAN**

Customer's Concerns:
Vehicle went into limp mode

Technician Findings:
Vehicle originally came in for going into limp mode intermittently. Scanned vehicle, code p2615. Vehicle was [REDACTED]

operating normally for me so check for similar cases. Found multiple cases where the secondary terminal lock on connector F21 was loose causing a poor connection. Inspected F21 and found the white secondary lock was loose, removed lock and found no damage or wear. Reinstalled lock with audible click, reconnected connector, test drove, vehicle was ok. Now almost a month later vehicle returned for same problem. Again the white lock on F21 was loose and can audibly click back into place. What repair should be made now?:

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.

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Case Comments

[REDACTED]	[REDACTED]
<p>User Dave Sattler Public <input checked="" type="checkbox"/></p> <p>Recommendation: Thank you for the case information, Austen.</p> <p>We have a vehicle in with a mil on and a DTC stored for intake cam sensor.</p> <p>Last visit found this same incident DTC we found the F21 connector not fully seated and lock in place, no visible incident found to connector or sensor.</p> <p>Vehicle has now returned with same incident, DTC with the F21 connector again not locked in place.</p> <p>With the F21 connector not staying locked in place, we will replace the connector F21=RH03FB with a new connector [REDACTED] replace cam sensor as well.</p> <p>If further assistance is needed contact TECH LINE anytime</p>	<p>User Survey Site Guest User Public <input checked="" type="checkbox"/></p> <p>Customer Comments: Vehicle went into limp mode <input type="checkbox"/> Technician Findings: Vehicle originally came in for going into limp mode intermittently. Scanned vehicle, code [REDACTED] Vehicle was operating normally for me so check for similar cases. Found multiple cases where the secondary terminal lock on connector F21 was loose causing a poor connection. Inspected F21 and found the white secondary lock was loose, removed lock and found no damage or wear. Reinstalled lock with audible click, reconnected connector, test drove, vehicle was ok. Now almost a month later vehicle returned for same problem. Again the white lock on F21 was loose and can audibly click back into place. What repair should be made now? <input type="checkbox"/> Repairs Made: resecured intake cam sensor secondary white terminal lock <input type="checkbox"/> Verified: Yes <input type="checkbox"/> Current DTC: ECM [REDACTED] Other - Ask Question in Technician Findings</p>

Case History

[REDACTED]
<p>User Dave Sattler Connection Action Changed Subject to MIL [REDACTED] INTAKE CAMSHAFT POSITION SENSOR. Changed Status from Pending TECH LINE to Pending Dealer Reply.</p>
[REDACTED]
<p>User Dave Sattler Connection Action Changed Case Owner from TECH LINE Initial to Dave Sattler.</p>
[REDACTED]
<p>User Survey Site Guest User Connection</p>

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 DEERY BROTHERS NISSAN. Changed VIN from [REDACTED] Created.**

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