



- [Close Window](#)
- [Print This Page](#)
- [Expand All](#) | [Collapse All](#)

Case: [REDACTED]

General

Caller Name	Travis Yates	Dealer	WALLACE NISSAN OF KINGSPORT
NNAnet user ID	[REDACTED]	Contact Name	WALLACE NISSAN OLDSMOBILE DUMMY DEALER CONTACT
Tech Preferred Phone	914233413352	Customer Name	
Tech Preferred Email	yates_travis@yahoo.com	Case Record Type	TECH LINE Cases
Preferred Contact Method	Phone	Case Owner	Steven Cooke
Repair/Work Order	[REDACTED]	Mobile Phone	
Job/Line Number	3	Texting Status	
Created Day	Wednesday		

Incident Information

Customer Comments	Car loses power when pulling hills and backfires when that happens	Customer Name	[REDACTED]
Verified	No	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	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?	UP HILL	Calculated Days Down	0
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	none	Total Days Down	0
Observed Modifications & Accessories	none	Repair Attempts	2
		Current Mileage	3,869
		Vehicle Mileage Prior Value	

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

TECH LINE Information

Subject	Lacks power climbing hills; backfiring, no [REDACTED]	Resolution Action
Status	Pending Dealer Reply	Resolution Object
Confirmed Resolution	Pending	Field Inspection Indicator <input type="checkbox"/>
Component Code Category	FE Fuel Supply / Exhaust	NNA Field Inspection Date
Component Code Issue	FEE FUEL RELATED (FLUID)	FSSS <input type="checkbox"/>
TECH LINE Template	ECC Initial Response	FSSS Date
TREAD Component	07	
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	WALLACE NISSAN OLDSMOBILE DUMMY DEALER CONTACT	Phone	4232885500
Account Name	WALLACE NISSAN OF KINGSPORT	Mobile	
Contact Type	Other	Email	
Title		Email Opt Out	<input type="checkbox"/>
Customer ID.		Reports To	
		Contact Record Type	Contact
		Inactive Contact	<input type="checkbox"/>

Address Information

Mailing Address	2733 E STONE DR KINGSPORT, TN 37660	Other Address
-----------------	--	---------------

Additional Information

Fax	Lead Source
Home Phone	Birthdate
Work Phone	Department
Description	

System Information

Created By	Joshua Olimer, [REDACTED]	Contact Owner	Managed Services
Last Modified By	NNAETL, [REDACTED]		

Activity History

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

Name	
Task	<input checked="" type="checkbox"/>
Due Date	[REDACTED]
Assigned To	Steven Cooke
Last Modified Date/Time	[REDACTED]
Comments	<p>Additional To: yates_travis@yahoo.com CC: BCC: steven.cooke@nissan-usa.com Attachment:</p> <p>Subject: Case [REDACTED] 2022 VERSA SEDAN; [REDACTED] Body: Travis—Thank you for contacting TECH LINE this morning; it was good to speak with you regarding this case. I apologize for the delayed email.</p> <p>TECH LINE Recommendations:</p> <p>As we discussed, TECH LINE recommends to gather a little more information from the customer related to this concern.</p> <p>Please inquire with the customer about the concern and fuel system:</p> <ul style="list-style-type: none"> • What is the fuel level of the vehicle when concern occurs? • Does the vehicle begin to lack power at the start of the hill or after beginning to climb? • Does a key cycle resolve the concern? <p>If we find that a pattern of lack of power is occurring with a fuel level less than 25% (for example), then we may recommend to the customer to ensure the fuel level remains above the range when the concern occurs and continue to monitor.</p> <p>If we find that the fuel level is not a concern but key cycles typically resolve the issue, although we don't have a DTC to work with, we will begin trying to isolate a circuit or control concern.</p>

Please update the case with your progress and findings.

If you have any additional questions or require any further assistance, please feel free to reply to this email and TECH LINE will be glad to support you.

Have a good day, Travis.

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

Thank you, _____ Steve CTECH 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: WALLACE NISSAN OF KINGSPORT

Customer's Concerns:

Car loses power when pulling hills and backfires when that happens

Technician Findings:

Customer states the car loses power when pulling hills and will sometimes backfire. I drove the car 7 miles today on various hills and could not duplicate the condition. I rode with the customer on a previous visit and he could not duplicate the concern either. No DTC's stored in the engine computer. Does have history [REDACTED] in the abs module:

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]

Call

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

An email was sent to the Caller Name

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

[REDACTED]

An email was sent to the Caller Name

Name
Task
Due Date
Assigned To **Steven Cooke**
Last Modified Date/Time [REDACTED]
Comments

Attachments

Size 97KB Ownership Steven Cooke View Download Last Modified [REDACTED]	Size 299KB Ownership Steven Cooke View Download Last Modified [REDACTED]
Size 243KB Ownership Steven Cooke View Download Last Modified [REDACTED]	Size 118KB Ownership Steven Cooke View Download Last Modified [REDACTED]

Emails

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

Message Date [REDACTED]
Has Attachment
Email Address **yates_travis@yahoo.com**
Status **Sent**
Subject **Case [REDACTED]; 2022 VERSA SEDAN; [REDACTED]**
Text Body **Travis Yates,**

TECH LINE's latest case update is below.

TECH LINE Recommendations:

Travis—
Thank you for contacting TECH LINE this morning; it was good to speak with you regarding this case.

As we discussed, TECH LINE recommends to gather a little more information from the customer related to this concern.

- Please inquire with the customer about the concern and fuel system:**
- **What is the fuel level of the vehicle when concern occurs?**
 - **Does the vehicle begin to lack power at the start of the hill or after beginning to climb?**
 - **Does a key cycle resolve the concern?**

If we find that a pattern of lack of power is occurring with a fuel level less than 25% (for example), then we may recommend to the customer to ensure the fuel level remains above the range when the concern occurs and continue to monitor.

If we find that the fuel level is not a concern but key cycles typically resolve the issue, although we don't have a DTC to work with, we will begin trying to isolate a circuit or control concern.

Please update the case with your progress and findings.
If you have any additional questions or require any further assistance, please feel free to reply to this email and TECH LINE will be glad to support you.

Have a good day, Travis.

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

Thank you,

Steve C

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: 3,869

Dealer code: 3256

Dealer name: WALLACE NISSAN OF KINGSPORT

Customer's Concerns:

Car loses power when pulling hills and backfires when that happens

Technician Findings:

Customer states the car loses power when pulling hills and will sometimes backfire. I drove the car 7 miles today on various hills and could not duplicate the condition. I rode with the customer on a previous visit and he could not duplicate the concern either. No DTC's stored in the engine computer. Does have history C1109-16 in the abs module:

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.

User **NNAETL**
Public

Comment **The Case was reassigned from TRAVIS YATES**
[REDACTED]

User **Steven Cooke**
Public

TECH LINE Recommendations:

Travis—
Thank you for contacting **TECH LINE** this morning; it was good to speak with you regarding this case.

User **Steven Cooke**
Public

Comment **TECH LINE received incoming call from Technician**
[REDACTED]

Customer has returned with concern of lack of power and backfiring when climbing a hill. [Vehicle is equipped with 5-speed manual transmission]
Technician is unable to duplicate the concern; customer was unable to duplicate on a test drive. Concern occurs on secondary roads at speeds 30 – 50mph.
When the concern occurs, the issue is unresolved with downshifts.
Technician test drove uphill allowing engine speeds to drop to 1500RPM before downshifting without issue.
No other drivability concerns have been noted.

As we discussed, **TECH LINE** recommends to gather a little more information from the customer related to this concern.

Please inquire with the customer about the concern and fuel system:
• What is the fuel level of the vehicle when concern occurs?
• Does the vehicle begin to lack power at the start of the hill or after beginning to climb?
• Does a key cycle resolve the concern?

If we find that a pattern of lack of power is occurring with a fuel level less than 25% (for example), then we may recommend to the customer to ensure the fuel level remains above the range when the concern occurs and continue to monitor.

If we find that the fuel level is not a concern but key cycles typically resolve the issue, although we don't have a DTC to work with, we will begin trying to isolate a circuit or control concern.

Please update the case with your progress and findings.
If you have any additional questions or require any further assistance, please feel free to reply to this email and **TECH LINE** will be glad to support you.

Have a good day, Travis.

User **Survey Site Guest User**
Public

Comment **Customer Comments: Car loses power when pulling hills and backfires when that happens**
 Technician Findings: Customer states the car loses power when pulling hills and will sometimes backfire. I drove the car 7 miles today on various hills and could not duplicate the condition. I rode with the customer on a previous visit and he could not duplicate the concern either. No DTC's stored in the engine computer. Does have history [REDACTED] in the abs module

- Repairs Made: none
- Verified: No
- Past DTC: ABS [REDACTED] LASER/RADAR [REDACTED]
- Question for TECH LINE: Have you seen this before?

DTSM Field Inspections
2023 Versa loss of power

Status **Completed**

Owner First Name **Gary**

DTSM Team **SER**

Vehicle [REDACTED]

Case History

User **Steven Cooke**

Connection

Action **Changed Subject to Lacks power climbing hills; backfiring, no [REDACTED] Changed Status from Caller In Queue to Pending Dealer Reply.**

User **Steven Cooke**

Connection

Action **Changed Case Owner from TECH LINE Phone to Steven Cooke.**

User **ATOS Integration User**

Connection

Action **Changed Status from Pending TECH LINE to Caller In Queue.**

User **Survey Site Guest User**

Connection

Action **Changed Preferred Contact Method to Phone. Changed Case Owner from TECH LINE Stage to TECH LINE Phone.**

User **Survey Site Guest User**

Connection

Action **Changed Status from Open to Pending TECH LINE. Changed Account Name to WALLACE NISSAN OF KINGSPORT. Changed [REDACTED] Created.**