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General

Caller Name	LUIS MACIAS	Dealer	HAYWARD NISSAN
NNAnet user ID	[REDACTED]	Contact Name	HAYWARD NISSAN DUMMY DEALER CONTACT
Tech Preferred Phone	915105006750	Customer Name	
Tech Preferred Email	luismacias350z@gmail.com	Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	Kelby Hausman
Repair/Work Order	[REDACTED]	Mobile Phone	
Job/Line Number	A	Texting Status	
Created Day	Monday		

Incident Information

Customer Comments	Customer states the vehicle intermittently loses power, rpms fluctuates, and warning lights come on the dash.	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	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?	WHEN ACCEL	Calculated Days Down	3
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	NO REPAIRS MADE	Total Days Down	3
Observed Modifications & Accessories	NO MODIFICATIONS NO ACCESORIES	Repair Attempts	1
		Current Mileage	3,736



Vehicle Mileage Prior Value

Vehicle Purchased Miles

Primary DTC

Current DTC

Past DTC

Other DTCs

TECH LINE Information

Subject	Lack of power on acceleration N18 EC	Resolution Action	INSPECT
Status	Pending Dealer Reply	Resolution Object	ECCS (SENSORS & SWITCHES)
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	HAYWARD NISSAN DUMMY DEALER CONTACT	Phone	5103722800
Account Name	HAYWARD NISSAN	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

Other Address

Additional Information

Fax	Lead Source
Home Phone	Birthdate
Work Phone	Department
Description	

System Information

Created By	Timothy Freeman, [REDACTED]	Contact Owner	[REDACTED]
Last Modified By	NNAETL, [REDACTED]		

Activity History

Review Dealer Comment

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

Email: [REDACTED] 2022 VERSA SEDAN; Lack of power on acceleration [REDACTED]
[REDACTED]

Name	[REDACTED]
Task	<input checked="" type="checkbox"/>
Due Date	[REDACTED]
Assigned To	Kelby Hausman
Last Modified Date/Time	[REDACTED]
Comments	Additional To: luismacias350z@gmail.com

CC:
BCC: kelby.hausman@nissan-usa.com
Attachment:

Subject: Case [REDACTED]; 2022 VERSA SEDAN; Lack of power on acceleration [REDACTED]
[REDACTED]

Body:
Luis,
Thank you for the update.

With the abnormal noise from the fuel pump, let's replace the fuel pump and recheck for any concerns.

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

Thank you, _____ Kelby Hausman **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]

Dealer name: HAYWARD NISSAN

Customer's Concerns:

Customer states the vehicle intermittently loses power, rpms fluctuates, and warning lights come on the dash.

Technician Findings:

This vehicle is in for a lack of power on acceleration it has been to another dealer with same concern. Based on dba history I believe they performed an idle air re learn. Now the vehicle has returned on [REDACTED] When the vehicle was written up the concern was present and was verified with customer on road test. During road test we found that when accelerating from a stop or while driving the vehicle has an extreme lack of power. The vehicle is equipped with a manual transmission, the lack of power is so severe when accelerating from a stop on an incline the vehicle struggles in first gear with accelerator pedal fully pressed the rpms/and vehicle will very slowly start to pick up, once the vehicle is rolling the rpms only go up to 4000 and shifting into the following gear only results in very slow acceleration. during the road test the customer stated that if the engine is turned off the concern will "reset" and the lack of power will not be there. We also noted that during concern at idle in N the fuel pump can be heard operating louder than usual. The customer has informed us that the collision warning light will illuminate whe concern is present, he has also stated that when coming to idle at a stop he notices the rpm needle will fluctuate quickly very small amounts (i.e rpm needle vibrates and bounces between 650-900 rpm). He has provided us with video footage of rpm needle on idle and there is infact a very small fast fluctuation in rpm. Unfortunately we were unable to keep engine on as the vehicle came in with no appointment and we where unable to get to the vehicle that day. We installed a fuel pressure gauge and have driven it 20 miles with no concern presenting itself. The fuel pressure reds a steady 51 psi. We are aware that verification is key to proper diagnosis, while we attempt to verify the concern I am reaching out to see if there has been similar cases? Or if there is some monitors you would recommend to observe during our test drive.:

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[REDACTED]

Email: Case [REDACTED] 2022 VERSA SEDAN; Lack of power on acceleration [REDACTED]

Name
Task
Due Date [REDACTED]
Assigned To Kelby Hausman
Last Modified Date/Time [REDACTED]
Comments Additional To: luismacias350z@gmail.com
CC:
BCC: kelby.hausman@nissan-usa.com
Attachment:

Subject: Case [REDACTED] 2022 VERSA SEDAN; Lack of power on acceleration [REDACTED]

Body:
Luis,
Thank you for the case information.

This is not something we commonly see on this vehicle.

As you mentioned we will need to duplicate the concern again in order to continue with diagnosis.

If we are able to duplicate again, monitoring fuel pressure would be our next step.

With the concern described, and the fuel pump sounding louder than normal, low fuel pressure is a likely cause.

Let's also monitor battery voltage, IVT/EVT, MAF, Engine Speed, etc. for anything out of the ordinary during the concern.

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

Thank you, _____ Kelby Hausman**TECH LINE**

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[REDACTED]

Dealer name: HAYWARD NISSAN

Customer's Concerns:

Customer states the vehicle intermittently loses power, rpms fluctuates, and warning lights come on the dash.

Technician Findings:

This vehicle is in for a lack of power on acceleration it has been to another dealer with same concern. Based on dbs history I believe they performed an idle air re learn. Now the vehicle has returned on [REDACTED] When the vehicle was written up the concern was present and was verified with customer on road test. During road test we found that when accelerating from a stop or while driving the vehicle has an extreme lack of power. The vehicle is equipped with a manual transmission, the lack of power is so severe when accelerating from a stop on an incline the vehicle struggles in first gear with accelerator pedal fully pressed the rpms/and vehicle will very slowly start to pick up, once the vehicle is rolling the rpms only go up to 4000 and shifting into the following gear only results in very slow acceleration. during the road test the customer stated that if the engine is turned off the concern will "reset" and the lack of power will not be there. We also noted that during concern at idle in N the fuel pump can be heard operating louder than usual. The customer has informed us that the collision warning light will illuminate whe concern is present, he has also stated that when coming to idle at a stop he notices the rpm needle will fluctuate quickly very small amounts (i.e rpm needle vibrates and bounces between 650-900 rpm). He has provided us with video footage of rpm needle on idle and there is infact a very small fast fluctuation in rpm. Unfortunately we were unable to keep engine on as the vehicle came in with no appointment and we where unable to get to the vehicle that day. We installed a fuel pressure gauge and have driven it 20 miles with no concern presenting itself. The fuel pressure reds a steady 51 psi. We are aware that verification is key to proper diagnosis, while we attempt to verify the concern I am reaching out to see if there has been similar cases? Or if there is some monitors you would recommend to observe during our test drive.:

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[REDACTED]

Emails

Case [REDACTED]; 2022 VERSA SEDAN; Lack of power on acceleration [REDACTED]

Message Date [REDACTED]

[REDACTED]

Has Attachment

Email Address **luismacias350z@gmail.com**

Status **Sent**

Subject **Case [REDACTED] 2022 VERSA SEDAN; Lack of power on acceleration [REDACTED]**

Text Body **LUIS MACIAS,**

TECH LINE's latest case update is below.

Recommendation:

Thank you for the update.

With the abnormal noise from the fuel pump, let's replace the fuel pump and recheck for any concerns.

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

Thank you,

Kelby Hausman

TECH LINE

Updating a TECH LINE Case:

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[REDACTED]

Mileage: 3,736

Dealer code: [REDACTED]

Dealer name: HAYWARD NISSAN

Customer's Concerns:

Customer states the vehicle intermittently loses power, rpms fluctuates, and warning lights come on the dash.

Technician Findings:

This vehicle is in for a lack of power on acceleration it has been to another dealer with same concern. Based on db's history I believe they performed an idle air re learn. Now the vehicle has returned on [REDACTED] When the vehicle was written up the concern was present and was verified with customer on road test. During road test we found that when accelerating from a stop or while driving the vehicle has an extreme lack of power. The vehicle is equipped with a manual transmission, the lack of power is so severe when accelerating from a stop on an incline the vehicle struggles in first gear with accelerator pedal fully pressed the rpms/and vehicle will very slowly start to pick up, once the vehicle is rolling the rpms only go up to 4000 and shifting into the following gear only results in very slow acceleration. during the road test the customer stated that if the engine is turned off the concern will "reset" and the lack of power will not be there. We also noted that during concern at idle in N the fuel pump can be heard operating louder than usual. The customer has informed us that the collision warning light will illuminate whe concern is present, he has also stated that when coming to idle at a stop he notices the rpm needle will fluctuate quickly very small amounts (i.e rpm needle vibrates and bounces between 650-900 rpm). He has provided us with video footage of rpm needle on idle and there is infact a very small fast fluctuation in rpm. Unfortunately we were unable to keep engine on as the vehicle came in with no appointment and we where unable to get to the vehicle that day. We installed a fuel pressure gauge and have driven it 20 miles with no concern presenting itself. The fuel pressure reds a steady 51 psi. We are aware that verification is key to proper diagnosis, while we attempt to verify the concern I am reaching out to see if there has been similar cases? Or if there is some monitors you would recommend to observe during our test drive.:

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Kelby Hausman
Technical Support Specialist
Aftersales Dealer Support – TECH LINE

Nissan North America, Inc.
Phone: +1 615-223-4887
Fax: +1 615-984-5234

Case [REDACTED]; 2022 VERSA SEDAN; Lack of power on acceleration [REDACTED]

Message Date [REDACTED]

Has Attachment

Email Address **luismacias350z@gmail.com**

Status **Sent**

Subject **Case [REDACTED] 2022 VERSA SEDAN; Lack of power on acceleration [REDACTED]**

Text Body **LUIS MACIAS,**

TECH LINE's latest case update is below.

Recommendation:
Thank you for the case information.

This is not something we commonly see on this vehicle.
As you mentioned we will need to duplicate the concern again in order to continue with diagnosis.

If we are able to duplicate again, monitoring fuel pressure would be our next step.
With the concern described, and the fuel pump sounding louder than normal, low fuel pressure is a likely cause.

Let's also monitor battery voltage, IVT/EVT, MAF, Engine Speed, etc. for anything out of the ordinary during the concern.

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Thank you,

Kelby Hausman

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.

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[REDACTED]

Mileage: 3,736

Dealer code: 5191

Dealer name: HAYWARD NISSAN

Customer's Concerns:

Customer states the vehicle intermittently loses power, rpms fluctuates, and warning lights come on the dash.

Technician Findings:

This vehicle is in for a lack of power on acceleration it has been to another dealer with same concern. Based on db's history I believe they performed an idle air re learn. Now the vehicle has returned on [REDACTED]. When the vehicle was written up the concern was present and was verified with customer on road test. During road test we found that when accelerating from a stop or while driving the vehicle has an extreme lack of power. The vehicle is equipped with a manual transmission, the lack of power is so severe when accelerating from a stop on an incline the vehicle struggles in first gear with accelerator pedal fully pressed the rpms/and vehicle will very slowly start to pick up, once the vehicle is rolling the rpms only go up to 4000 and shifting into the following gear only results in very slow acceleration. during the road test the customer stated that if the engine is turned off the concern will "reset" and the lack of power will not be there. We also noted that during concern at idle in N the fuel pump can be heard operating louder than usual. The customer has informed us that the collision warning light will illuminate whe concern is present, he has also stated that when coming to idle at a stop he notices the rpm needle will fluctuate quickly very small amounts (i.e rpm needle vibrates and bounces between 650-900 rpm). He has provided us with video footage of rpm needle on idle and there is infact a very small fast fluctuation in rpm. Unfortunately we were unable to keep engine on as the vehicle came in with no appointment and we where unable to get to the vehicle that day. We installed a fuel pressure gauge and have driven it 20 miles with no concern presenting itself. The fuel pressure reads a steady 51 psi. We are aware that verification is key to proper diagnosis, while we attempt to verify the concern I am reaching out to see if there has been similar cases? Or if there is some monitors you would recommend to observe during our test drive.:

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Kelby Hausman
Technical Support Specialist
Aftersales Dealer Support – TECH LINE

Nissan North America, Inc.
Phone: +1 615-223-4887
Fax: +1 615-984-5234

Case Comments

[REDACTED]

User **NNAETL**
Public
Comment **The Case was reassigned from Luis Macias [REDACTED] to HAYWARD NISSAN DUMMY DEALER CONTACT [REDACTED]**

User **Kelby Hausman**
Public
Comment **Recommendation:
Thank you for the update.

With the abnormal noise from the fuel pump, let's replace the fuel pump and recheck for any concerns.**

[REDACTED]

User **Survey Site Guest User**
Public
Comment **We test drove the vehicle this morning with no concern verification. We removed the fuel pressure gauge and parked the vehicle waiting to be released. Once the vehicle was moved by our detail department they brought to our attention that there was no acceleration. We drove the vehicle again and verified the lack of power and again the fuel pump sounded louder then usual. We were forced to turn the engine off in order to re install fuel pressure gauge however the concern**

User **Kelby Hausman**
Public
Comment **Recommendation:
Thank you for the case information.

This is not something we commonly see on this vehicle.
As you mentioned we will need to duplicate the concern again in order to continue with diagnosis.**

went away upon cycling ignition. With the way that concern presents itself we are finding it difficult to verify the concern while the pressure gauge is hooked up. My service manager has instructed to reach out again and ask what is the most likely cause of the concern given the information we have , or what would be the best way to approach the concern.

If we are able to duplicate again, monitoring fuel pressure would be our next step. With the concern described, and the fuel pump sounding louder than normal, low fuel pressure is a likely cause.

Let's also monitor battery voltage, IVT/EVT, MAF, Engine Speed, etc. for anything out of the ordinary during the concern.

User Survey Site Guest User
Public
Comment .

User Survey Site Guest User
Public
Comment
Customer Comments: Customer states the vehicle intermittently loses power, rpms fluctuates, and warning lights come on the dash.
 Technician Findings: This vehicle is in for a lack of power on acceleration it has been to another dealer with same concern. Based on dbs history I believe they performed an idle air re learn. Now the vehicle has returned on [REDACTED] When the vehicle was written up the concern was present and was verified with customer on road test. During road test we found that when accelerating from a stop or while driving the vehicle has an extreme lack of power. The vehicle is equipped with a manual transmission, the lack of power is so severe when accelerating from a stop on an incline the vehicle struggles in first gear with accelerator pedal fully pressed the rpms/and vehicle will very slowly start to pick up, once the vehicle is rolling the rpms only go up to 4000 and shifting into the following gear only results in very slow acceleration. during the road test the customer stated that if the engine is turned off the concern will "reset" and the lack of power will not be there. We also noted that during concern at idle in N the fuel pump can be heard operating louder than usual. The customer has informed us that the collision warning light will illuminate whe concern is present, he has also stated that when coming to idle at a stop he notices the rpm needle will fluctuate quickly very small amounts (i.e rpm needle vibrates and bounces between 650-900 rpm). He has provided us with video footage of rpm needle on idle and there is infact a very small fast fluctuation in rpm. Unfortunately we were unable to keep engine on as the vehicle came in with no appointment and we where unable to get to the vehicle that day. We installed a fuel pressure gauge and have driven it 20 miles with no concern presenting itself. The fuel pressure reds a steady 51 psi. We are aware that verification is key to proper diagnosis, while we attempt to verify the concern I am reaching out to see if there has been similar cases? Or if there is some monitors you would recommend to observe during our test drive.
 Repairs Made: NO REPAIRS MADE
 Verified: Yes
 Question for TECH LINE: Have you seen this before?

Case History

User Kelby Hausman
Connection

Action **Changed Status from Pending TECH LINE to Pending Dealer Reply.**

User **Survey Site Guest User**

Connection

Action **Changed First Call Resolution from Yes to No. Changed Reopen Date to [REDACTED]. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

User **Kelby Hausman**

Connection

Action **Changed Subject to Lack of power on acceleration N18 EC. Changed Status from Pending TECH LINE to Pending Dealer Reply.**

User **Kelby Hausman**

Connection

Action **Changed Case Owner from TECH LINE Initial 1 to Kelby Hausman.**

User **Survey Site Guest User**

Connection

Action **Changed Preferred Contact Method to Email. Changed Case Owner from TECH LINE Stage to TECH LINE Initial 1.**

User **Survey Site Guest User**

Connection

Action **Changed Status from Open to Pending TECH LINE. Changed Account Name to HAYWARD NISSAN. Changed VIN from [REDACTED] Created.**