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**General**

<b>Caller Name</b>	Tyler Rau	<b>Dealer</b>	JANESVILLE NISSAN
<b>NNAnet user ID</b>	[REDACTED]	<b>Contact Name</b>	Tyler Rau
<b>Tech Preferred Phone</b>	916083020284	<b>Customer Name</b>	
<b>Tech Preferred Email</b>	speedmanrc@gmail.com	<b>Case Record Type</b>	TECH LINE Cases
<b>Preferred Contact Method</b>	Email	<b>Case Owner</b>	Matthew Mead
<b>Repair/Work Order</b>	[REDACTED]	<b>Mobile Phone</b>	
<b>Job/Line Number</b>	1	<b>Texting Status</b>	
<b>Created Day</b>	Wednesday		

**Incident Information**

<b>Customer Comments</b>	check engine light keep coming on and off	<b>Customer Name</b>	[REDACTED]
<b>Verified</b>	Yes	<b>Vehicle</b>	[REDACTED]
<b>Question for TECH LINE</b>	What is the most likely cause for this incident?	<b>VIN</b>	[REDACTED]
<b>Service Manual General Section</b>	Engine	<b>Archived VIN Make</b>	
<b>Service Manual Specific Section</b>	Engine Control System	<b>Archived VIN Year</b>	2023
<b>Symptom Code Category</b>	Experience/Occurrence	<b>Archived VIN Model</b>	VERSA SEDAN
<b>Symptom</b>	MISFIRE	<b>Incident/RO Date</b>	[REDACTED]
<b>When does this concern occur?</b>	INTERMITTENT	<b>Calculated Days Down</b>	0
<b>Is single occurrence or a pattern?</b>		<b>Additional Days Down</b>	
<b>Repairs Made</b>	Intake cam position sensor and pigtail.	<b>Total Days Down</b>	0
<b>Observed Modifications &amp; Accessories</b>	stock, factory	<b>Repair Attempts</b>	1
		<b>Current Mileage</b>	643
		<b>Vehicle Mileage Prior Value</b>	



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

**TECH LINE Information**

Subject	ECM stores [REDACTED]	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 for DTSM (Vehicle Concerns)			Notes to Agent:

**Contact Information**

Name	Tyler Rau	Phone	608-302-0284
Account Name	JANESVILLE NISSAN	Mobile	
Contact Type	NNA Dealer Master	Email	speedmanrc@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]; 2023 VERSA SEDAN; ECM stores [REDACTED]

Name	Task	Due Date	Assigned To	Last Modified Date/Time	Comments
[REDACTED]	<input checked="" type="checkbox"/>	[REDACTED]	Matthew Mead	[REDACTED]	<p>Additional To: speedmanrc@gmail.com            CC:            BCC:            Attachment:</p> <p><b>Subject:</b> [REDACTED] 2023 VERSA SEDAN; ECM stores [REDACTED]            [REDACTED]</p> <p><b>Body:</b>            Tyler Rau,            TECH LINE's latest case update is below.  <b>Recommendation:</b>            - Thank you for documenting the Intake Camshaft Position Sensor and connector have been replaced.            - The ECM will monitor the Intake Camshaft position sensor when cranking (low RPM) in order to produce accurately timed spark and fuel injector pulse.            - In previous cases we most commonly see F-harness repair or replacement resolve this DTC.            - Please test the 12v battery and charge or replace the battery as needed.            - Visually inspect the terminals 32,33, and 34 of the ECM for signs of a poor connection or trauma.            - If no concerns are found please replace the F-harness/EGI harness.</p> <p>The TECH LINE Survey can be accessed by: <a href="#">CLICKING HERE</a></p> <p>Thank you, _____ Matt MTECH LINE</p> <p>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.</p> <p>[REDACTED]</p> <p>Dealer name: JANESVILLE NISSAN</p> <p><b>Customer's Concerns:</b>            check engine light keep coming on and off  <b>Technician Findings:</b>            Check engine light on and off more or less since new. Last visit at 339 miles [REDACTED] past code and check engine light off. Replaced the intake cam position sensor and pigtail since the center lock on the connector was loose when removed from the sensor. Also didn't fit very snug when plugged in and clicked. Back again with concern of check engine light being on then off. No drivability issue that I've been told. Car is manual/clutch/3rd pedal:</p>

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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[REDACTED]

**An email was sent to the Caller Name**

Name  
Task   
Due Date  
Assigned To **Matthew Mead**  
Last Modified Date/Time [REDACTED]  
Comments

**Attachments**

**20230412\_140704[1].jpg**

Size **2.56MB**  
Ownership **Managed Services**  
View [View file](#)  
Last Modified [REDACTED]

**Emails**

[REDACTED] **2023 VERSA SEDAN; ECM stores** [REDACTED]

Message Date [REDACTED]  
Has Attachment   
Email Address **speedmanrc@gmail.com**  
Status **Sent**  
Subject **Case [REDACTED] 2023 VERSA SEDAN; ECM stores [REDACTED]**  
Text Body **Tyler Rau,**

**TECH LINE's latest case update is below.**

**Recommendation:**

- Thank you for documenting the Intake Camshaft Position Sensor and connector have been replaced.
- The ECM will monitor the Intake Camshaft position sensor when cranking (low RPM) in order to produce accurately timed spark and fuel injector pulse.
- In previous cases we most commonly see F-harness repair or replacement resolve this DTC.
- Please test the 12v battery and charge or replace the battery as needed.
- Visually inspect the terminals 32,33, and 34 of the ECM for signs of a poor connection or trauma.
- If no concerns are found please replace the F-harness/EGI harness.

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

**Thank you,**

[REDACTED]

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Matt M

**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:** 643

**Dealer code:** [REDACTED]

**Dealer name:** JANESVILLE NISSAN

**Customer's Concerns:**  
check engine light keep coming on and off

**Technician Findings:**  
Check engine light on and off more or less since new. Last visit at 339 miles [REDACTED] past code and check engine light off. Replaced the intake cam position sensor and pigtail since the center lock on the connector was loose when removed from the sensor. Also didn't fit very snug when plugged in and clicked. Back again with concern of check engine light being on then off. No drivability issue that I've been told. Car is manual/clutch/3rd pedal:

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**Case Comments**

[REDACTED]	[REDACTED]	[REDACTED]
User Public	User <b>Matthew Mead</b> <input checked="" type="checkbox"/>	User <b>Survey Site Guest User</b> <input checked="" type="checkbox"/>
Comment	Recommendation: - Thank you for documenting the Intake Camshaft Position Sensor and connector have been replaced. - The ECM will monitor the Intake Camshaft position sensor when cranking (low RPM) in order to produce accurately timed spark and fuel injector pulse. - In previous cases we most commonly see F-harness repair or replacement resolve this DTC. - Please test the 12v battery and charge or replace the battery as needed. - Visually inspect the terminals 32,33, and 34 of the ECM for signs of a poor connection or trauma. - If no concerns are found please replace the F-harness/EGI harness.	Comment Oh took a pic of the freeze frame, I forgot where to enter that in unless the case has to be made then updated. This time the engine speed is 150rpm, last time the code set at 400 rpm. Why is it checking for issues at such a low RPM?

[REDACTED]	[REDACTED]	
User Public	User <b>Survey Site Guest User</b> <input checked="" type="checkbox"/>	
Comment	Customer Comments: check engine light keep coming on and off <input type="checkbox"/> Technician Findings: Check engine light on and off more or less since new. Last visit at 339 miles [REDACTED] past code and check engine light off. Replaced the intake cam position sensor and pigtail since the center lock on the connector was loose when removed from the sensor. Also didn't fit very snug when plugged in and clicked. Back again with concern of check engine light being on then off. No drivability issue that I've been told. Car is manual/clutch/3rd pedal <input type="checkbox"/> Repairs Made: Intake cam position sensor and pigtail. <input type="checkbox"/> Verified: Yes <input type="checkbox"/> Past DTC: ECM [REDACTED] <input type="checkbox"/> Question for TECH LINE: What is the most likely cause for this incident?	

**Case History**

[REDACTED]	[REDACTED]	
User	User <b>Matthew Mead</b>	
Connection	[REDACTED]	
Action	Changed Subject to ECM stores [REDACTED]. Changed Status from Pending TECH LINE to Pending Dealer Reply.	
[REDACTED]	[REDACTED]	
User	User <b>Matthew Mead</b>	
Connection	[REDACTED]	
Action	Changed Case Owner from TECH LINE Initial to Matthew Mead.	
[REDACTED]	[REDACTED]	
User	User <b>Survey Site Guest User</b>	
Connection	[REDACTED]	
Action	Changed Preferred Contact Method to Email. Changed Case Owner from TECH LINE Stage to TECH LINE Initial.	
[REDACTED]	[REDACTED]	

User **Survey Site Guest User**

Connection

Action **Changed Status from Open to Pending TECH LINE. Changed Account Name to JANESVILLE NISSAN. Created.**

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