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General

Caller Name	Kirk Henry	Dealer	STRAUB NISSAN
NNAnet user ID	[REDACTED]	Contact Name	Kirk Henry
Tech Preferred Phone	913042803894	Customer Name	
Tech Preferred Email	redricesr20s14@aol.com	Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	Adam Hoff
Repair/Work Order	[REDACTED]	Mobile Phone	
Job/Line Number	1	Texting Status	
Created Day	Monday		

Incident Information

Customer Comments	accelerator pedal to the floor will not go above 40mph tow in	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	2023
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	0
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	none	Total Days Down	0
Observed Modifications & Accessories	none	Repair Attempts	0
		Current Mileage	78
		Vehicle Mileage Prior Value	
		Vehicle Purchased	



- Miles
- Primary DTC
- Current DTC
- Past DTC
- Other DTCs

TECH LINE Information

Subject	Lack of acceleration. [REDACTED]	Resolution Action	
Status	Pending Dealer Reply	Resolution Object	
Confirmed Resolution	Pending	Field Inspection Indicator	<input type="checkbox"/>
Component Code Category	EF Engine Fuel Systems	NNA Field Inspection Date	
Component Code Issue	EFV THROTTLE CHAMBER	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	Kirk Henry	Phone	304-280-3894
Account Name	STRAUB NISSAN	Mobile	
Contact Type	NNA Dealer Master	Email	redricesr20s14@aol.com
Title	Service Technician	Email Opt Out	<input type="checkbox"/>
Customer ID.	5233DHENRK06	Reports To	
		Contact Record Type	Contact
		Inactive Contact	<input type="checkbox"/>

Address Information

Mailing Address	Other Address
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Additional Information

Fax	Lead Source
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Home Phone

Birthdate

Work Phone

Department

Description

System Information

Created By Managed Services, [REDACTED]

Contact Owner Managed Services

Last Modified By NNAETL, [REDACTED]

Activity History

Email: Case [REDACTED] 2023 VERSA SEDAN; Lack of acceleration. [REDACTED]

Name
Task
Due Date [REDACTED]
Assigned To Adam Hoff
Last Modified Date/Time [REDACTED]

Comments Additional To: redricesr20s14@aol.com
CC:
BCC: adam.hoff@nissan-usa.com
Attachment:

Subject: Case [REDACTED] 2023 VERSA SEDAN; Lack of acceleration. [REDACTED]

Body:
Kirk Henry,
TECH LINE's latest case update is below.
TSS recommendation:

Thank you for the case information.

We have a couple other cases of this with concerns at the camshaft position sensor connector or the harness itself needing to be replaced to resolve.

Check these connections and nearby harness for concerns and perform wiggle test to see if the code will set as confirmation.

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

Thank you, _____ Adam HTECH 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: STRAUB NISSAN

Customer's Concerns:
accelerator pedal to the floor will not go above 40mph tow in
Technician Findings:
customer states vehicle would not accelerate or go over 40mph, he has a code scanner and it showed [REDACTED], I assume he cleared it because all dtc shows no codes, I test drove vehicle 15 miles and had no issues.:

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
Task
Due Date
Assigned To **Adam Hoff**
Last Modified Date/Time [REDACTED]
Comments

Emails

Case [REDACTED]; 2023 VERSA SEDAN; Lack of acceleration. [REDACTED]

Message Date [REDACTED]
Has Attachment
Email Address **redricesr20s14@aol.com**
Status **Sent**
Subject **Case [REDACTED] 2023 VERSA SEDAN; Lack of acceleration. [REDACTED]**
Text Body **Kirk Henry,**

TECH LINE's latest case update is below.

**TSS recommendation:
Thank you for the case information.
We have a couple other cases of this with concerns at the camshaft position sensor connector or the harness itself needing to be replaced to resolve.
Check these connections and nearby harness for concerns and perform wiggle test to see if the code will set as confirmation.**

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

Thank you,

Adam H

TECH LINE

Updating a TECH LINE Case:

[REDACTED]

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: 78

Dealer code: [REDACTED]

Dealer name: STRAUB NISSAN

Customer's Concerns:
accelerator pedal to the floor will not go above 40mph tow in

Technician Findings:
customer states vehicle would not accelerate or go over 40mph, he has a code scanner and it showed [REDACTED], I assume he cleared it because all dtc shows no codes, I test drove vehicle 15 miles and had no issues.:

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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Adam Hoff
Technical Support Specialist
Aftersales Dealer Support

Nissan North America, Inc.
610 Enon Springs Road East
Smyrna, TN 37167
Phone: +1-615-223-4964 Fax: +1-615-967-3812

Case Comments

[REDACTED]		[REDACTED]	
User Public	Adam Hoff <input checked="" type="checkbox"/>	User Public	Survey Site Guest User <input checked="" type="checkbox"/>
Comment	TSS recommendation: Thank you for the case information. We have a couple other cases of this with	Comment	note this vehicle has a manual transmission

[REDACTED]

concerns at the camshaft position sensor connector or the harness itself needing to be replaced to resolve.
Check these connections and nearby harness for concerns and perform wiggle test to see if the code will set as confirmation.

User **Survey Site Guest User**

Public

Comment **Customer Comments: accelerator pedal to the floor will not go above 40mph tow in**
 Technician Findings: customer states vehicle would not accelerate or go over 40mph, he has a code scanner and it showed [REDACTED] I assume he cleared it because all dtc shows no codes, I test drove vehicle 15 miles and had no issues.
 Repairs Made: none
 Verified: No
 Question for TECH LINE: Have you seen this before?

Case History

User **Adam Hoff**

Connection

Action **Changed Subject to Lack of acceleration. [REDACTED]. Changed Status from Pending TECH LINE to Pending Dealer Reply.**

User **Adam Hoff**

Connection

Action **Changed Case Owner from TECH LINE Initial to Adam Hoff.**

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 STRAUB NISSAN. Created.**