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General

Caller Name	chris ratliff	Dealer	CAMPBELL NISSAN OF EDMONDS
NNAnet user ID	dratl10	Contact Name	Christifer Ratliff
Tech Preferred Phone	914253446513	Customer Name	
Tech Preferred Email	christiferratliff@gmail.com	Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	Michael Cramer
Repair/Work Order	[REDACTED]	Mobile Phone	
Job/Line Number	a	Texting Status	
Created Day	Tuesday		

Incident Information

Customer Comments	there is a check engine light that intermittely comes on since driving, no drivability.	Customer Name	[REDACTED]
Verified	Yes	Vehicle	[REDACTED]
Question for TECH LINE	What test should I do next?	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?	CRUISE	Calculated Days Down	13
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	none	Total Days Down	13
Observed Modifications & Accessories	none	Repair Attempts	0
		Current Mileage	71
		Vehicle Mileage Prior Value	



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

TECH LINE Information

Subject	[REDACTED]	Resolution Action	
Status	Closed	Resolution Object	
Confirmed Resolution	Yes	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	Christifer Ratliff	Phone	425-344-6513
Account Name	CAMPBELL NISSAN OF EDMONDS	Mobile	
Contact Type	NNA Dealer Master	Email	christiferratliff@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	Lead Source
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Home Phone

Birthdate

Work Phone

Department

Description

System Information

Created By NNAETL, [REDACTED]

Contact Owner NNAETL

Last Modified By NNAETL, [REDACTED]

Activity History

Email: Case [REDACTED] 2023 VERSA SEDAN; [REDACTED]

Name

Task

Due Date [REDACTED]

Assigned To Michael Cramer

Last Modified Date/Time [REDACTED]

Comments Additional To: christiferratliff@gmail.com

CC:

BCC:

Attachment:

Subject: Case [REDACTED] 2023 VERSA SEDAN; [REDACTED]

Body:

chris ratliff,
TECH LINE's latest case update is below.
Recommendation:

- That's great news.
- Glad to hear the issue is pin pointed.
- Thank you for the detailed follow up and have a great day.

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

Thank you, _____ Mike Cramer 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: CAMPBELL NISSAN OF EDMONDS

Customer's Concerns:

there is a check engine light that intermittely comes on since driving, no drivability.

Technician Findings:

Found Hard set dt for [REDACTED] performe diagnostic procedures, confirmed, connector f70 terminal 8 to f10 terminal 35, has continuity, with no breaks, nor shorts to powers or grounds. tested pin fit at ecm with tool [REDACTED] tested ok. Found terminal 15 and 37 have bv when ignition on at the eivtc. Found in data monitor for int/v timign b1 showing 46.0 ca at idle, when per esm it should be 39 * CA. at this time performed a hard reset, and redata monitor values, found still showing 46. and hard set dtcs. after rechecking still found 45. 5 ca at idle for intake timing, do you suspect that it may need a learn procedure? or is there an update to fix this? also found in freeze frame data that the car tripped the dtc at 609 miles when the car only has 71.:

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]

Email: Case [REDACTED] 2023 VERSA SEDAN; [REDACTED]

Name

Task

Due Date [REDACTED]

Assigned To Michael Cramer

Last Modified Date/Time [REDACTED]

Comments Additional To: christiferratliff@gmail.com

CC:

BCC:

Attachment:

Subject: Case [REDACTED]; 2023 VERSA SEDAN; [REDACTED]

Body:

chris ratliff,
TECH LINE's latest case update is below.
Recommendation:

- Thank you for the update.
- If the issue continues to set codes and all ESM diagnosis point to it, let's replace the ECM and see where we stand.
- Take care and have a great day.

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Thank you, _____ Mike Cramer TECH LINE

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[REDACTED]

Dealer name: CAMPBELL NISSAN OF EDMONDS

Customer's Concerns:

there is a check engine light that intermittently comes on since driving, no drivability.

Technician Findings:

Found Hard set dt for [REDACTED] performe diagnostic procedures, confirmed, connector f70 terminal 8 to f10 terminal 35, has continuity, with no breaks, nor shorts to powers or grounds. tested pin fit at ecm with tool [REDACTED] tested ok. Found terminal 15 and 37 have bv when ignition on at the eivtc. Found in data monitoir for int/v timign b1 showing 46.0 ca at idle, when per esm it should be 39 * CA. at this time performed a hard reset, and redata monitor values, found still showing 46. and hard set dtcs. after rechecking still found 45. 5 ca at idle for intake timing, do you suspect that it may need a learn procedure? or is there an update to fix this? also found in freexe frame data that the car tripped the dtc at 609 miles when the car only has 71.:

[REDACTED]

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[REDACTED]

An email was sent to the Caller Name

Name
Task
Due Date
Assigned To **Michael Cramer**
Last Modified Date/Time [REDACTED]
Comments

Emails

Case [REDACTED] 2023 VERSA SEDAN; [REDACTED]

Message Date [REDACTED]
Has Attachment
Email Address **christiferratliff@gmail.com**
Status **Sent**
Subject **Case [REDACTED]; 2023 VERSA SEDAN; [REDACTED]**
Text Body **chris ratliff,**

TECH LINE's latest case update is below.

Recommendation:

- That's great news.
- Glad to hear the issue is pin pointed.
- Thank you for the detailed follow up and have a great day.

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

Thank you,

Mike Cramer

TECH LINE

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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: 71

Dealer code: [REDACTED]

Dealer name: CAMPBELL NISSAN OF EDMONDS

Customer's Concerns:

there is a check engine light that intermittently comes on since driving, no drivability.

Technician Findings:

Found Hard set dt for [REDACTED] performe diagnostic procedures, confirmed, connector f70 terminal 8 to f10 terminal 35, has contiunity, with no breaks, nor shorts to powers or grounds. tested pin fit at ecm with tool [REDACTED] tested ok. Found terminal 15 and 37 have bv when ignition on at the eivtc. Found in data monitoir for int/v timign b1 showing 46.0 ca at idle, when per esm it should be 39 * CA. at this time performed a hard reset, and redata monitor values, found still showing 46. and hard set dtcs. after rechecking still found 45. 5 ca at idle for intake timing, do you suspect that it may need a learn procedure? or is there an update to fix this? also found in freexe frame data that the car tripped the dtc at 609 miles when the car only has 71.:

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Case [REDACTED] 2023 VERSA SEDAN; [REDACTED]

Message Date [REDACTED]

Has Attachment

Email Address techline@nissan-usa.com

Status Read

Subject Case [REDACTED] 2023 VERSA SEDAN; [REDACTED]

Text Body From: Christifer Ratliff <christiferratliff@gmail.com>
Sent: [REDACTED]

To: NNA TECH LINE <techline@nissan-usa.com>

Subject: Re: [REDACTED]

After replacing the ecm and performing all post operation procedures / additional services now cam angle was correct via data monitor, and no return dtcs at this time. On [REDACTED] PM TECH LINE <techline@nissan-usa.com>

After replacing the ecm and performing all post operation procedures / additional services now cam angle was correct via data monitor, and no return dtcs at this time.

On [REDACTED] TECH LINE <techline@nissan-usa.com<mailto:techline@nissan-usa.com>> wrote:

[Image removed by sender.]

chris ratliff,

We noticed that case number [REDACTED] does not have a confirmed resolution.

Help us improve your database search by updating your case. Pick 1 of 4 ways to update your case.

- Update the case through the Case Creation Portal. [Click Here.](#)

[REDACTED]

or

- Reply All to the last email from the case.

or

- Contact us through Chat. [Click Here.](#)

[REDACTED]

or

- Call TECH LINE at 1-800-662-3497 and enter your case number when prompted

How was your TECH LINE experience? Let us know on the Survey. [Click](#)

[REDACTED]

Thank you,

Michael Cramer

[REDACTED]

Mileage: 71

Dealer code: [REDACTED]

Dealer name: CAMPBELL NISSAN OF EDMONDS

Customer's Concerns:

there is a check engine light that intermittnely comes on since driving, no drivability.

Technician Findings:

Found Hard set dt for [REDACTED]. performe diagnostic procedures, confirmed, connector f70 terminal 8 to f10 terminal 35, has contiunity, with no breaks, nor shorts to powers or grounds. tested pin fit at ecm with tool [REDACTED] 6, tested ok. Found terminal 15 and 37 have bv when ignition on at the eivtc. Found in data monitoir for int/v timign b1 showing 46.0 ca at idle, when per esm it should be 39 * CA. at this time performed a hard reset, and redata monitor values, found still showing 46. and hard set dtcs. after rechecking still found 45. 5 ca at idle

for intake timing, do you suspect that it may need a learn procedure? or is there an update to fix this? also found in freexe frame data that the car tripped the dtc at 609 miles when the car only has 71.:

Case [REDACTED]

Message Date [REDACTED]
Has Attachment
Email Address christiferratliff@gmail.com
Status Sent
Subject Case [REDACTED]
Text Body chris ratliff,

TECH LINE's latest case update is below.

Recommendation:

- Thank you for the update.
- If the issue continues to set codes and all ESM diagnosis point to it, let's replace the ECM and see where we stand.
- Take care and have a great day.

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

Thank you,

Mike Cramer

TECH LINE

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[REDACTED]

Mileage: 71

Dealer code: [REDACTED]

Dealer name: CAMPBELL NISSAN OF EDMONDS

Customer's Concerns:

there is a check engine light that intermittently comes on since driving, no drivability.

Technician Findings:

Found Hard set dt for [REDACTED] performe diagnostic procedures, confirmed, connector f70 terminal 8 to f10 terminal 35, has contiunity, with no breaks, nor shorts to powers or grounds. tested pin fit at ecm with tool [REDACTED] tested ok. Found terminal 15 and 37 have bv when ignition on at the eivtc. Found in data monitoir for int/v timign b1 showing 46.0 ca at idle, when per esm it should be 39 * CA. at this time performed a hard reset, and redata monitor values, found still showing 46. and hard set dtcs. after rechecking still found 45. 5 ca at idle for intake timing, do you suspect that it may need a learn procedure? or is there an update to fix this? also found in freexe frame data that the car tripped the dtc at 609 miles when the car only has 71.:

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Case Comments

[REDACTED]	[REDACTED]
User Public	User Public
Michael Cramer ✓	Michael Cramer ✓
Recommendation:	Tech email reports:
Comment	Comment
<ul style="list-style-type: none"> • That's great news. • Glad to hear the issue is pin pointed. • Thank you for the detailed follow up and have a great day. 	<ul style="list-style-type: none"> • After replacing the ecm and performing all post operation procedures / additional services now cam angle was correct via data monitor, and no return dtcs at this time.

[REDACTED]	[REDACTED]
User Public	User Public
Michael Cramer ✓	Survey Site Guest User ✓
Recommendation:	Comment
Comment	Customer Comments: there is a check engine light that intermittently comes on since driving, no drivability.
<ul style="list-style-type: none"> • Thank you for the update. • If the issue continues to set codes and all ESM diagnosis point to it, let's replace the ECM and see where we stand. • Take care and have a great day. 	<input type="checkbox"/> Technician Findings: Found Hard set dt for [REDACTED] performe diagnostic procedures, confirmed, connector f70 terminal 8 to f10 terminal 35, has contiunity, with no breaks, nor shorts to powers or grounds. tested pin fit at ecm with tool [REDACTED] tested ok. Found terminal 15 and 37 have bv when ignition on at the eivtc. Found in data monitoir for int/v timign b1 showing 46.0 ca at idle, when per esm it should be 39 * CA. at this time performed a hard reset, and redata monitor values, found still showing 46. and hard set dtcs. after rechecking still found 45. 5 ca at idle for intake timing, do you suspect that it may need a learn procedure? or is there an update to fix this? also found in freexe

frame data that the car tripped the dtc at 609 miles when the car only has 71.
 Repairs Made: none
 Verified: Yes
 Current DTC: ECM [REDACTED]
 Question for TECH LINE: What test should I do next?

Case History

[REDACTED]	User	Michael Cramer
[REDACTED]	Connection	
[REDACTED]	Action	Changed Status from Pending Dealer Reply to Closed. Changed Status from Pending TECH LINE to Pending Dealer Reply.
[REDACTED]	User	Michael Cramer
[REDACTED]	Connection	
[REDACTED]	Action	Changed Case Owner from TECH LINE Tier 2 to Michael Cramer.
[REDACTED]	User	Michael Cramer
[REDACTED]	Connection	
[REDACTED]	Action	Changed Case Owner from Michael Cramer to TECH LINE Tier 2.
[REDACTED]	User	Managed Services
[REDACTED]	Connection	
[REDACTED]	Action	Changed First Call Resolution from Yes to No. Changed Reopen Date to [REDACTED]. Changed Status from Pending Dealer Reply to Pending TECH LINE.
[REDACTED]	User	Michael Cramer
[REDACTED]	Connection	
[REDACTED]	Action	Changed Case Owner from TECH LINE Initial 1 to Michael Cramer.
[REDACTED]	User	Michael Cramer
[REDACTED]	Connection	
[REDACTED]	Action	Changed Status from Pending TECH LINE to Pending Dealer Reply.
[REDACTED]	User	Michael Cramer
[REDACTED]	Connection	
[REDACTED]	Action	Changed Subject to [REDACTED]
[REDACTED]	User	Survey Site Guest User
[REDACTED]	Connection	
[REDACTED]	Action	Changed Preferred Contact Method to Email. Changed Case Owner from TECH LINE Stage to TECH LINE Initial 1.
[REDACTED]	User	Survey Site Guest User
[REDACTED]	Connection	
[REDACTED]	Action	Changed Status from Open to Pending TECH LINE. Changed Account Name to CAMPBELL NISSAN OF EDMONDS. Created.

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