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General

Caller Name	Juan Carlos Sierra	Dealer	GWINNETT PLACE NISSAN
NNAnet user ID	[REDACTED]	Contact Name	GWINNETT PLACE NISSAN DUMMY DEALER CONTACT
Tech Preferred Phone	914042472667	Customer Name	
Tech Preferred Email	juancsierra89@gmail.com	Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	Joe Sabba
Repair/Work Order	[REDACTED]	Mobile Phone	
Job/Line Number	A	Texting Status	
Created Day	Monday		

Incident Information

Customer Comments	Service light came on	Customer Name	[REDACTED]
Verified	No	Vehicle	[REDACTED]
Question for TECH LINE	Have you seen this before?	VIN	[REDACTED]
Service Manual General Section	Electrical & Power Control	Archived VIN Make	
Service Manual Specific Section	Engine Control System	Archived VIN Year	2023
Symptom Code Category	General	Archived VIN Model	VERSA SEDAN
Symptom	CHECK ENGINE LIGHT	Incident/RO Date	6/5/2023
When does this concern occur?	ALL TIMES	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	190
		Vehicle Mileage Prior Value	
		Vehicle Purchased	



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

TECH LINE Information

Subject	[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	ECU ELECTRONIC CONTROL UNIT	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	GWINNETT PLACE NISSAN DUMMY DEALER CONTACT	Phone	7704767771
Account Name	GWINNETT PLACE 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	2555 PLEASANT HILL RD DULUTH, GA 30096	Other Address	
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Additional Information

[REDACTED]

Fax
Home Phone
Work Phone
Description

Lead Source
Birthdate
Department

System Information

Created By Kenneth Lovett, [REDACTED] Contact Owner Managed Services
Last Modified By [REDACTED]

Activity History

Email: Case 48992763; 2023 VERSA SEDAN; N18 P2615-00 [ref:_00DA09j8L_5002I2ie9rK:ref]

Name
Task
Due Date [REDACTED]
Assigned To Joe Sabba
Last Modified Date/Time [REDACTED]

Comments Additional To: juancsierra89@gmail.com
CC:
BCC: joe.sabba@nissan-usa.com
Attachment:

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

Body:
Juan Carlos Sierra,
TECH LINE's latest case update is below.
Thank you for the information on this case.

Previous similar cases have been resolved with EIVT Control Actuator and/or F-Harness replacement.

Please thoroughly re-evaluate all EIVT Actuator/EIVT Module related circuit integrity.

[Reference]

All circuit testing for shorts, opens & high resistance should include terminal inspections as well.

Ensure we utilize the correct STG in the recommended manner when testing.

All terminals should be sufficiently secured within their respective connector.

All related in-line/wire-to-wire connections should be physically inspected.

We need to ensure any circuit inspected is not shorted to power, ground or another circuit sharing its common connectors and conduit.

Measuring continuity alone does not necessarily guarantee circuit integrity.

A single strand of conductor in a damaged wire can measure with acceptable continuity but not carry the functioning load of the circuit when operating.

Utilize loaded circuit voltage drop testing as necessary.

(Reference the Fall 2011, FEB/MAR 2016 & AUG/SEPT 2019 TECH TALKS for additional information regarding Voltage Drop Testing)

Any suspect circuits can be replaced with new wiring and terminals for testing purposes.

(The original circuit should be de-pinned/removed for testing)

Any ground circuits can be supplemented also during testing.

Scope to be utilized as necessary for functional circuit confirmations.

When inspecting CAN Circuits, operation voltages should be obtained along with confirming presence/function of Terminating Resistors.

Document and provide all test & inspection results.

Be descriptive & specific, include connector & terminal numbers along with setting of DVOM & lead placement.

Measurements obtained should be transcribed exactly as displayed.

Unless otherwise noted, the majority of tests/inspections should be conducted by back-probing the relevant circuit terminal.

If no circuit concerns noted, replace Actuator then re-evaluate.

If any additional assistance is desired, let's plan on working together via-Lenz.

Thank you, _____ Joe S.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: GWINNETT PLACE NISSAN

Customer's Concerns:

Service light came on

Technician Findings:

vehicle came with check engine light on. DTC [REDACTED] is present. service manual indicates to Check the continuity between ECM harness connector and electric intake valve timing control module harness connector from connector F10 Terminal 35 to connector F70 Terminal 8. continuity is present and also check for short to ground and short to power. no short to ground and power present. what should be the next step.:

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	<input checked="" type="checkbox"/>
Due Date	
Assigned To	Joe Sabba
Last Modified Date/Time	[REDACTED]
Comments	

An email was sent to the Caller Name

[REDACTED]

Name
 Task
 Due Date
 Assigned To **Joe Sabba**
 Last Modified Date/Time [REDACTED]
 Comments

An email was sent to the Caller Name

Name
 Task
 Due Date
 Assigned To **Joe Sabba**
 Last Modified Date/Time [REDACTED]
 Comments

Emails

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

Message Date [REDACTED]
 Has Attachment
 Email Address **juancsierra89@gmail.com**
 Status **Sent**
 Subject **Case [REDACTED]; 2023 VERSA SEDAN;** [REDACTED]
 Text Body **Juan Carlos Sierra,**

TECH LINE's latest case update is below.

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[Reference]

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

Thank you,

Joe S.

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: 190

Dealer code: 3611

Dealer name: GWINNETT PLACE NISSAN

Customer's Concerns:
Service light came on

Technician Findings:

vehicle came with check engine light on. DTC P2615-00 is present. service manual indicates to Check the continuity between ECM harness connector and electric intake valve timing control module harness connector from connector F10 Terminal 35 to connector F70 Terminal 8. continuity is present and also check for short to ground and short to power. no short to ground and power present. what should be the next step.:

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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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.

Case Comments

[REDACTED]	[REDACTED]
<p>User NNAETL</p> <p>Public <input checked="" type="checkbox"/></p> <p>Comment The Case was reassigned from JUAN SIERRA [REDACTED] to GWINNETT PLACE NISSAN DUMMY DEALER CONTACT [REDACTED]</p>	<p>User Joe Sabba</p> <p>Public <input checked="" type="checkbox"/></p> <p>Comment Thank you for the information on this case. Previous similar cases have been resolved with EIVT Control Actuator and/or F-Harness replacement. Please thoroughly re-evaluate all EIVT Actuator/EIVT Module related circuit integrity. [Reference] All circuit testing for shorts, opens & high resistance should include terminal inspections as well. Ensure we utilize the correct STG in the recommended manner when testing. All terminals should be sufficiently secured within their respective connector. All related in-line/wire-to-wire connections should be physically inspected. We need to ensure any circuit inspected is not shorted to power, ground or another circuit sharing its common connectors and conduit. Measuring continuity alone does not necessarily guarantee circuit integrity. A single strand of conductor in a damaged wire can measure with acceptable continuity but not carry the functioning load of the circuit when operating. Utilize loaded circuit voltage drop testing as necessary.</p>

6/5/2023 10:04 AM

<p>User Survey Site Guest User</p> <p>Public <input checked="" type="checkbox"/></p> <p>Comment Customer Comments: Service light came on <input type="checkbox"/> Technician Findings: vehicle came with check engine light on. DTC [REDACTED] is present. service manual indicates to Check the continuity between ECM harness connector and electric intake valve timing control module harness connector from connector F10 Terminal 35 to connector F70 Terminal 8. continuity is present and also check for short to ground and short to power. no short to ground and power present. what should be the next step. <input type="checkbox"/> Repairs Made: none <input type="checkbox"/> Verified: No <input type="checkbox"/> Current DTC: ECM [REDACTED] <input type="checkbox"/> Past DTC: ECM [REDACTED] <input type="checkbox"/> Question for TECH LINE: Have you seen this before?</p>	<p>Comment (Reference the Fall 2011, FEB/MAR 2016 & AUG/SEPT 2019 TECH TALKS for additional information regarding Voltage Drop Testing) Any suspect circuits can be replaced with new wiring and terminals for testing purposes. (The original circuit should be de-pinned/removed for testing) Any ground circuits can be supplemented also during testing. Scope to be utilized as necessary for functional circuit confirmations. When inspecting CAN Circuits, operation voltages should be obtained along with confirming presence/function of Terminating Resistors. Document and provide all test & inspection results. Be descriptive & specific, include connector & terminal numbers along with setting of DVOM & lead placement. Measurements obtained should be transcribed exactly as displayed. Unless otherwise noted, the majority of tests/inspections should be conducted by back-probing the relevant circuit terminal. If no circuit concerns noted, replace Actuator then re-evaluate. If any additional assistance is desired, let's plan on working together via-Lenz.</p>
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Case History

[REDACTED]

User **Joe Sabba**
Connection
Action **Changed Subject to [REDACTED]. Changed Status from Pending TECH LINE to Pending Dealer Reply.**

User **Joe Sabba**
Connection
Action **Changed Case Owner from TECH LINE Initial to Joe Sabba.**

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 GWINNETT PLACE NISSAN. Created.**
