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General

Caller Name	kenneth hodge	Dealer	NUCAR NISSAN OF TILTON
NNAnet user ID	dhodgk15	Contact Name	kenneth hodge
Tech Preferred Phone	916032333099	Customer Name	
Tech Preferred Email	kennethhodge0714@gmail.com	Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	Andrew Morris
Repair/Work Order	[REDACTED]	Mobile Phone	
Job/Line Number	5	Texting Status	
Created Day	Wednesday		

Incident Information

Customer Comments	VEHILCE LOSSES ALL POWER RPMS INCREASE EXTREMELY SLOWLY, WHEN THIS HAPPENS THE VEHICLE IS LIMITED TO ONLY 3000x RPMS,	Customer Name	[REDACTED]
Verified	No	Vehicle	[REDACTED]
Question for TECH LINE	Have you seen this before?	VIN	[REDACTED]
Service Manual General Section	Transmission & Drive-Line	Archived VIN Make	
Service Manual Specific Section	Clutch System	Archived VIN Year	2022
Symptom Code Category	Experience/Occurrence	Archived VIN Model	VERSA SEDAN
Symptom	LACK OF POWER NO ACCEL	Incident/RO Date	[REDACTED]
When does this concern occur?	INTERMITTENT	Calculated Days Down	279
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	no repairs made	Total Days Down	279
Observed Modifications & Accessories	none	Repair Attempts	1
		Current Mileage	5,237
		Vehicle Mileage Prior Value	



Vehicle Purchased Miles
 Primary DTC
 Current DTC
 Past DTC
 Other DTCs

TECH LINE Information

Subject	Intermittent lack of power N18	Resolution Action	NO ACTION
Status	Closed	Resolution Object	NOT APPLICABLE
Confirmed Resolution	No	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	kenneth hodge	Phone	603-233-3099
Account Name	NUCAR NISSAN OF TILTON	Mobile	
Contact Type	NNA Dealer Master	Email	kennethhodge0714@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
------------------------	----------------------

Additional Information

Fax
Home Phone
Work Phone
Description

Lead Source
Birthdate
Department

System Information

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

Activity History

Review Dealer Comment

Name
Task
Due Date [REDACTED]
Assigned To Andrew Morris
Last Modified Date/Time [REDACTED]
Comments

Email: Case [REDACTED] 2022 VERSA SEDAN; Intermittent lack of power [REDACTED]

Name
Task
Due Date [REDACTED]
Assigned To Andrew Morris
Last Modified Date/Time [REDACTED]
Comments

Additional To: kennethhodge0714@gmail.com
CC:
BCC: andrew.morris@nissan-usa.com
Attachment:

Subject: Case [REDACTED] 2022 VERSA SEDAN; Intermittent lack of power [REDACTED]

Body:

kenneth hodge,
TECH LINE's latest case update is below.
Recommendation:
Thank you Kenneth! Please let us know if we can help.

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

Thank you, _____ Andrew 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]
Dealer name: NUCAR NISSAN OF TILTON

Customer's Concerns:
VEHILCE LOSSES ALL POWER RPMS INCREASE EXTREMELY SLOWLY, WHEN THIS HAPPENS THE VEHICLE IS LIMITED TO ONLY 3000x RPMS,
Technician Findings:
haven't been able to duplicate concern , no dtc store in the system:

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]

Email: Case [REDACTED]; 2022 VERSA SEDAN; Intermittent lack of power [REDACTED]

Name
Task
Due Date [REDACTED]
Assigned To Andrew Morris
Last Modified Date/Time [REDACTED]
Comments

Additional To: kennethodge0714@gmail.com
CC:
BCC: andrew.morris@nissan-usa.com
Attachment:

Subject: Case [REDACTED] 2022 VERSA SEDAN; Intermittent lack of power [REDACTED]

Body:

kenneth hodge,
TECH LINE's latest case update is below.
Recommendation:

Thank you for the update Kenneth.

- Engineering is currently investigation [REDACTED] INTAKE CAMSHAFT POSITION SENSOR on manual transmission Versas causing a lack of power/throttle response until an ignition cycle.
- With the concern only occurring for us one time, and us not being able to isolate the cause to a specific component, we would not recommend making any repairs at this time.
- We understand the customer has a legitimate concern, and what we want to avoid is recommending any unnecessary repairs that may not resolve their concern. Please assure the customer that this is part of Nissan's commitment to continuous improvement of our products.
- If Engineering concludes that further action is needed, typically a publication of some kind will be released; not all engineering reviews result in a vehicle repair, or additional required action.

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

Thank you, _____ Andrew M.TECH LINE

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[REDACTED]

Dealer name: NUCAR NISSAN OF TILTON

Customer's Concerns:

VEHILCE LOSSES ALL POWER RPMS INCREASE EXTREMELY SLOWLY, WHEN THIS HAPPENS THE VEHICLE IS LIMITED TO ONLY 3000x RPMS,

Technician Findings:

haven't been able to duplicate concern , no dtc store in the system:

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]

Email: Case [REDACTED] 2022 VERSA SEDAN; Intermittent lack of power [REDACTED]

Name	[REDACTED]
Task	<input checked="" type="checkbox"/>
Due Date	[REDACTED]
Assigned To	Andrew Morris
Last Modified Date/Time	[REDACTED]
Comments	<p>Additional To: kennethhodge0714@gmail.com CC: BCC: andrew.morris@nissan-usa.com Attachment:</p> <p>Subject: Case [REDACTED]; 2022 VERSA SEDAN; Intermittent lack of power [REDACTED]</p> <p>Body: Kenneth Hodge, TECH LINE's latest case update is below. Recommendation: That sounds like a plan Kenneth. • Unfortunately without DTCs to give us a starting point, duplication will be necessary before we can make any repairs.</p> <p>The TECH LINE Survey can be accessed by: CLICKING HERE</p> <p>Thank you, _____ Andrew M.TECH 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: NUCAR NISSAN OF TILTON</p> <p>Customer's Concerns: VEHILCE LOSSES ALL POWER RPMS INCREASE EXTREMELY SLOWLY, WHEN THIS HAPPENS THE VEHICLE IS LIMITED TO ONLY 3000x RPMS, Technician Findings: haven't been able to duplicate concern , no dtc store in the system:</p> <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. 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.</p>

Email: Case [REDACTED]; 2022 VERSA SEDAN; Intermittent lack of power [REDACTED]

Name

Task

Due Date [REDACTED]

Assigned To Andrew Morris

Last Modified Date/Time [REDACTED]

Comments Additional To: kennethhodge0714@gmail.com

CC:

BCC: andrew.morris@nissan-usa.com

Attachment:

Subject: Case [REDACTED] 2022 VERSA SEDAN; Intermittent lack of power [REDACTED]

Body:

Kenneth Hodge,
TECH LINE's latest case update is below.
Recommendation:

Thank you for taking the time to discuss this case with us Kenneth. Below is a recap of our recent conversation. Please follow up if additional assistance is needed and we will be happy to help.

Incoming call:

- Second visit for this concern.
- Vehicle has manual transmission.
- Technician has been unable to duplicate the concern.
- DBS history states that when concern duplicated previously, it happened for the whole drive cycle.
- Advised tech to inspect the 12v battery as we have seen low voltage cause intermittent concerns in the past. This could also explain why the concern resolved after a key cycle previously, and could also explain the concern occurring in extreme temperatures.
- SIGMA shows no relevant DTC history.
- Vehicle has clean CarFax report.

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

Thank you, _____ Andrew M.TECH LINE

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[REDACTED]

Dealer name: NUCAR NISSAN OF TILTON

Customer's Concerns:

VEHILCE LOSSES ALL POWER RPMS INCREASE EXTREMELY SLOWLY, WHEN THIS HAPPENS THE VEHICLE IS LIMITED TO ONLY 3000x RPMS,

Technician Findings:

haven't been able to duplicate concern , no dtc store in the system:

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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sender immediately and delete all copies of the message.

Attachments

Size	3.11MB	Size	3.11MB
Ownership	Managed Services	Ownership	Managed Services
View	View file	View	View file
Last Modified	[REDACTED]	Last Modified	[REDACTED]

Emails

Case [REDACTED] **2022 VERSA SEDAN; Intermittent lack of power** [REDACTED]

Message Date [REDACTED]
 Has Attachment
 Email Address **kennethhodge0714@gmail.com**
 Status **Sent**
 Subject **Case [REDACTED]; 2022 VERSA SEDAN; Intermittent lack of power [REDACTED]**
 Text Body **kenneth hodge,**

TECH LINE's latest case update is below.

Recommendation:
Thank you Kenneth! Please let us know if we can help.

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

Thank you,

Andrew 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: 5,237

Dealer code: [REDACTED]

Dealer name: NUCAR NISSAN OF TILTON

Customer's Concerns:
VEHICLE LOSSES ALL POWER RPMS INCREASE EXTREMELY SLOWLY, WHEN THIS HAPPENS THE VEHICLE IS LIMITED TO ONLY 3000x RPMS,

Technician Findings:
haven't been able to duplicate concern , no dtc store in the system:

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Re: Case [REDACTED] 2022 VERSA SEDAN; Intermittent lack of power [REDACTED]

Message Date [REDACTED]
Has Attachment
Email Address kennethodge0714@gmail.com
Status Read
Subject Re: Case [REDACTED] 2022 VERSA SEDAN; Intermittent lack of power [REDACTED]
Text Body thank you so much i will pass on this information to the service advisor and customer

On Tue, [REDACTED] TECH LINE Email to Case <techlinesrtdc@nissan-usa.com> wrote:

- > kenneth hodge,
- >
- > TECH LINE's latest case update is below.
- >
- >
- > Recommendation:
- > Thank you for the update Kenneth.
- > • Engineering is currently investigation [REDACTED] INTAKE CAMSHAFT POSITION
- > SENSOR on manual transmission Versas causing a lack of power/throttle
- > response until an ignition cycle.

- > • With the concern only occurring for us one time, and us not being able
- > to isolate the cause to a specific component, we would not recommend making
- > any repairs at this time.
- > • We understand the customer has a legitimate concern, and what we want to
- > avoid is recommending any unnecessary repairs that may not resolve their
- > concern. Please assure the customer that this is part of Nissan's
- > commitment to continuous improvement of our products.
- > • If Engineering concludes that further action is needed, typically a
- > publication of some kind will be released; not all engineering reviews
- > result in a vehicle repair, or additional required action.

>
>
>

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

> [REDACTED]

>
>
>
>
>

> Thank you,

> _____

> Andrew 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: 5,237

>

> Dealer code: [REDACTED]

>

> Dealer name: NUCAR NISSAN OF TILTON

>

> Customer's Concerns:

> VEHICLE LOSSES ALL POWER RPMS INCREASE EXTREMELY SLOWLY, WHEN THIS HAPPENS
> THE VEHICLE IS LIMITED TO ONLY 3000x RPMS,

>
>

> Technician Findings:

> haven't been able to duplicate concern , no dtc store in the system:

>
>
>

>
 > 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.
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>
 >
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 > message or any part of it. Please notify the sender immediately and delete
 > all copies of the message.

>
 [REDACTED]
 >

Case [REDACTED] **2022 VERSA SEDAN; Intermittent lack of power** [REDACTED]

Message Date [REDACTED]
 Has Attachment
 Email Address kennethhodge0714@gmail.com
 Status Sent
 Subject Case [REDACTED] **2022 VERSA SEDAN; Intermittent lack of power** [REDACTED]
 Text Body kenneth hodge,

TECH LINE's latest case update is below.

Recommendation:

Thank you for the update Kenneth.

- Engineering is currently investigation [REDACTED] **INTAKE CAMSHAFT POSITION SENSOR** on manual transmission Versas causing a lack of power/throttle response until an ignition cycle.
- With the concern only occurring for us one time, and us not being able to isolate the cause to a specific component, we would not recommend making any repairs at this time.
- We understand the customer has a legitimate concern, and what we want to avoid is recommending any unnecessary repairs that may not resolve their concern. Please assure the customer that this is part of Nissan's commitment to continuous improvement of our products.
- If Engineering concludes that further action is needed, typically a publication of some kind will be released; not all engineering reviews result in a vehicle repair, or additional required action.

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

Thank you,

 Andrew 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: 5,237

Dealer code: [REDACTED]

Dealer name: NUCAR NISSAN OF TILTON

Customer's Concerns:

VEHILCE LOSSES ALL POWER RPMS INCREASE EXTREMELY SLOWLY, WHEN THIS HAPPENS THE VEHICLE IS LIMITED TO ONLY 3000x RPMS,

Technician Findings:

haven't been able to duplicate concern , no dtc store in the system:

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Case [REDACTED] **2022 VERSA SEDAN; Intermittent lack of power** [REDACTED]

Message Date [REDACTED]

Has Attachment

Email Address kennethhodge0714@gmail.com

[REDACTED]

Status **Sent**

Subject **Case [REDACTED]; 2022 VERSA SEDAN; Intermittent lack of power [REDACTED]**

Text Body **Kenneth Hodge,**

TECH LINE's latest case update is below.

Recommendation:

That sounds like a plan Kenneth.

- **Unfortunately without DTCs to give us a starting point, duplication will be necessary before we can make any repairs.**

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

Thank you,

Andrew 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.

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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: 5,237

Dealer code: [REDACTED]

Dealer name: NUCAR NISSAN OF TILTON

Customer's Concerns:

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Technician Findings:
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Re: Case [REDACTED] 2022 VERSA SEDAN; Intermittent lack of power [REDACTED]

Message Date [REDACTED]
Has Attachment
Email Address kennethhodge0714@gmail.com
Status Read
Subject Re: Case [REDACTED]; 2022 VERSA SEDAN; Intermittent lack of power [REDACTED]
Text Body test / charge battery - battery its good i will continue to try to duplicate concern if i cant get it to do it i will return vehicle to customer thank you so much

On Wed, [REDACTED] **TECH LINE** Email to Case <techlinesfdc@nissan-usa.com> wrote:

- > Kenneth Hodge,
- >
- > **TECH LINE's** latest case update is below.
- >
- >
- > **Recommendation:**
- > Thank you for taking the time to discuss this case with us Kenneth. Below
- > is a recap of our recent conversation. Please follow up if additional
- > assistance is needed and we will be happy to help.
- >
- > **Incoming call:**
- > • Second visit for this concern.
- > • Vehicle has manual transmission.
- > • Technician has been unable to duplicate the concern.
- > • **DBS** history states that when concern duplicated previously, it happened
- > for the whole drive cycle.
- > • Advised tech to inspect the 12v battery as we have seen low voltage
- > cause intermittent concerns in the past. This could also explain why the
- > concern resolved after a key cycle previously, and could also explain the
- > concern occurring in extreme temperatures.
- > • **SIGMA** shows no relevant **DTC** history.
- > • Vehicle has clean CarFax report.
- >
- >
- >
- > **The TECH LINE Survey can be accessed by: [CLICKING HERE](#)**
- > [REDACTED]
- >
- >
- >

>
>
> Thank you,
>
> _____
>
> Andrew 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.**
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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]
> [REDACTED]
> **Customer name: NUCAR NISSAN OF TILTON**
> [REDACTED]
>
> **Mileage: 5,237**
>
> **Dealer code: [REDACTED]**
>
> **Dealer name: NUCAR NISSAN OF TILTON**
>
> **Customer's Concerns:**
> **VEHILCE LOSSES ALL POWER RPMS INCREASE EXTREMELY SLOWLY, WHEN THIS HAPPENS**
> **THE VEHICLE IS LIMITED TO ONLY 3000x RPMS,**
>
>
> **Technician Findings:**
> **haven't been able to duplicate concern , no dtc store in the system:**
>
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>
>
> **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,**
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> **all copies of the message.**
>
>
>

[REDACTED]
>

Case [REDACTED] 2022 VERSA SEDAN; Intermittent lack of power [REDACTED]

Message Date [REDACTED]

Has Attachment

Email Address kennethhodge0714@gmail.com

Status Sent

Subject Case [REDACTED] 2022 VERSA SEDAN; Intermittent lack of power [REDACTED]

Text Body Kenneth Hodge,

TECH LINE's latest case update is below.

Recommendation:

Thank you for taking the time to discuss this case with us Kenneth. Below is a recap of our recent conversation. Please follow up if additional assistance is needed and we will be happy to help.

Incoming call:

- Second visit for this concern.
- Vehicle has manual transmission.
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- SIGMA shows no relevant DTC history.
- Vehicle has clean CarFax report.

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

Thank you,

Andrew 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.

Customer name: NUCAR NISSAN OF TILTON

Mileage: 5,237

Dealer code: [REDACTED]

Dealer name: NUCAR NISSAN OF TILTON

Customer's Concerns:

VEHICLE LOSSES ALL POWER RPMS INCREASE EXTREMELY SLOWLY, WHEN THIS HAPPENS THE VEHICLE IS LIMITED TO ONLY 3000x RPMs,

Technician Findings:

haven't been able to duplicate concern , no dtc store in the system:

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.

Case Comments

[REDACTED]	[REDACTED]
<p>User Andrew Morris</p> <p>Public <input checked="" type="checkbox"/></p> <p>Comment Recommendation: Thank you Kenneth! Please let us know if we can help.</p>	<p>User Andrew Morris</p> <p>Public <input checked="" type="checkbox"/></p> <p>Comment Technician replied by email: thank you so much i will pass on this information to the service advisor and customer</p>
[REDACTED]	[REDACTED]
<p>User Andrew Morris</p> <p>Public <input checked="" type="checkbox"/></p> <p>Comment Recommendation: Thank you for the update Kenneth. • Engineering is currently investigation [REDACTED] INTAKE CAMSHAFT POSITION SENSOR on manual transmission Versas causing a lack of power/throttle response until an ignition cycle. • With the concern only occurring for us one time, and us not being able to isolate the cause to a specific component, we would not recommend making any repairs at this time. • We understand the customer has a legitimate concern, and what we want to avoid is recommending any unnecessary repairs that may not resolve their concern. Please assure the customer that this is part of Nissan's commitment</p>	<p>User Survey Site Guest User</p> <p>Public <input checked="" type="checkbox"/></p> <p>Comment vehicle fist visit was [REDACTED] with no issue found back in [REDACTED] customer return and mention the issue its happening and that the vehicle its running out side. test drive was perform and i was able to confirm the vehicle had a lack of power mostly going up hills. rpm will not go over 3k rpm. scan vehicle for dtc and found dtc [REDACTED] store in the system. dtc was current. check assist for any available tsb no tsb were found for this concern. cycle the key to see what happen after key was cylice the vehicle dtc went past code perform test drive again now everything its working as design. esm diag flow chart was use to diag this concern. first step its to make sure dtc [REDACTED] its not store in the system. dtc [REDACTED] its not store currently in the</p>

to continuous improvement of our products.
• If Engineering concludes that further action is needed, typically a publication of some kind will be released; not all engineering reviews result in a vehicle repair, or additional required action.

system next step was to check CMP sensor signal that also seem ok. that's where the test end. due to the customer returning multiple times harness wiggle test was perform with no change. check pin fitment that's also ok. inspect all the ground related to this concern they also seem fine. check EIVT power supply circuit that's also its fine at the moment of the inspection due to issue been so intermittent i decide to just replace the Intake came sensor. explain to the customer of the work that's was perform. clear dtc this was back in [REDACTED]. now [REDACTED] customer return with the same concern i have not been able to duplicate the concern. scan vehicle for dtc there no dtc store in the ecm or tcm. check for tsb again still no tsb for this concern. check techline data base and i was able to fine a related case [REDACTED] with no solution. every test result its good. there no dtc, i have only been able to duplicate the concern once what's should be the next step i should take?

User Andrew Morris
Public
Comment Recommendation:
That sounds like a plan Kenneth.
• Unfortunately without DTCs to give us a starting point, duplication will be necessary before we can make any repairs.

User Andrew Morris
Public
Comment Recommendation:
Thank you for taking the time to discuss this case with us Kenneth. Below is a recap of our recent conversation. Please follow up if additional assistance is needed and we will be happy to help.

Incoming call:
• Second visit for this concern.
• Vehicle has manual transmission.
• Technician has been unable to duplicate the concern.
• DBS history states that when concern duplicated previously, it happened for the whole drive cycle.
• Advised tech to inspect the 12v battery as we have seen low voltage cause intermittent concerns in the past. This could also explain why the concern resolved after a key cycle previously, and could also explain the concern occurring in extreme temperatures.
• SIGMA shows no relevant DTC history.
• Vehicle has clean CarFax report.

User Andrew Morris
Public
Comment Technician replied by email:
test / charge battery - battery its good i will continue to try to duplicate concern if i cant get it to do it i will return vehicle to customer thank you so much

User Survey Site Guest User
Public
Comment Customer Comments: VEHILCE LOSSES ALL POWER RPMS INCREASE EXTREMELY SLOWLY, WHEN THIS HAPPENS THE VEHICLE IS LIMITED TO ONLY 3000x RPMS,
 Technician Findings: haven't been able to duplicate concern , no dtc store in the system
 Repairs Made: no repairs made
 Verified: No
 Question for TECH LINE: Have you seen this before?

User Survey Site Guest User
Public
Comment VEHILCE LOSSES ALL POWER AND RPMS INCREASE EXTREMELY SLOWLY, WHEN THIS HAPPENS THE VEHICLE IS LIMITED TO ONLY 3000x RPMS, VEHICLE HOLDS SHIFT POINT AT 3K RPMS AND WILL NOT ALLOW IT TO RISE PAST THAT POINT. GUEST STATES THIs IS NOT PIN POINTED TO 1 GEAR, HAPPENS IN ALL GEARS, WHEN HAPPENING THE GUEST CAN SHIFT TO NEXT GEAR BUT STILL GETS HELD AT 3K RPM AND WILL NOT LET VEHICLE GO PAST THAT THRESHOLD. GUEST STATES THAT THE FEW TIMES THIS HAS HAPPENED IT HAS BEEN EITHER EXTREMELY COLD OR HOT OUT AND VEHICLE HAS SATYED IDLING FOR A WHILE BEFROE DRIVEN.

Case History

User Andrew Morris
Connection
Action Changed Status from Pending Dealer Reply to Closed. Changed Status from Pending TECH LINE to Pending Dealer Reply.

User **Managed Services**
Connection
Action **Changed Reopen Date from [REDACTED]. Changed Status from Closed to Pending TECH LINE.**

User **Andrew Morris**
Connection
Action **Changed Status from Pending Dealer Reply to Closed. Changed Status from Pending TECH LINE to Pending Dealer Reply.**

User **Survey Site Guest User**
Connection
Action **Changed Reopen Date from [REDACTED] Changed Status from Closed to Pending TECH LINE. Changed Preferred Contact Method from Phone to Email.**

User **Survey Site Guest User**
Connection
Action **Changed Caller Name from Kenneth Hodge to kenneth hodge. Changed Dealer from Nissan of Salem to NUCAR NISSAN OF TILTON.**

User **Survey Site Guest User**
Connection
Action **Changed Dealer from NUCAR NISSAN OF TILTON to Nissan of Salem.**

User **Andrew Morris**
Connection
Action **Changed Status from Pending Dealer Reply to Closed. Changed Status from Open to Pending Dealer Reply.**

User **Andrew Morris**
Connection
Action **Changed Status from Pending TECH LINE to Open.**

User **Managed Services**
Connection
Action **Changed First Call Resolution from Yes to No. Changed Reopen Date to [REDACTED]. Changed Status from Closed to Pending TECH LINE.**

User **Andrew Morris**
Connection
Action **Changed Status from Pending Dealer Reply to Closed. Changed Status from Caller In Queue to Pending Dealer Reply.**

User **Andrew Morris**
Connection
Action **Changed Subject to Intermittent lack of power [REDACTED]**

User **Andrew Morris**
Connection
Action **Changed Case Owner from TECH LINE Phone to Andrew Morris.**

User **ATOS Integration User**
Connection
Action **Changed Status from Pending TECH LINE to Caller In Queue.**

User **Survey Site Guest User**
Connection
Action **Changed Preferred Contact Method to Phone. Changed Case Owner from TECH LINE Stage to TECH LINE Phone.**

User **Survey Site Guest User**
Connection
Action **Changed Status from Open to Pending TECH LINE. Changed Account Name to NUCAR NISSAN OF TILTON. Created.**