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General

Caller Name	CRUZ HERNANDEZ	Dealer	PUENTE HILLS NISSAN
NNAnet user ID	XD562701	Contact Name	CRUZ HERNANDEZ
Tech Preferred Phone	916262224987	Customer Name	
Tech Preferred Email	cruzmhernandez@gmail.com	Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	Joshua Bredeson
Repair/Work Order	[REDACTED]	Mobile Phone	
Job/Line Number	A	Texting Status	
Created Day	Friday		

Incident Information

Customer Comments	CUSTOMER STATES VEHICLE LOOSES POWER TO ACCELERATE AND RPMS FLARE UP CHECK AND ADVISE	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	2022
Symptom Code Category	Experience/Occurrence	Archived VIN Model	VERSA SEDAN
Symptom	MISFIRE	Incident/RO Date	[REDACTED]
When does this concern occur?	INTERMITTENT	Calculated Days Down	182
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	NONE	Total Days Down	182
Observed Modifications & Accessories	NONE	Repair Attempts	0
		Current Mileage	7,720
		Vehicle Mileage Prior Value	
		Vehicle Purchased Miles	
		Primary DTC	
		Current DTC	[REDACTED]
		Past DTC	LASER/RADAR [REDACTED]
		Other DTCs	

TECH LINE Information

Subject	ECM sets [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?

Inspection Time/Notes Appointment Time:

Notes to Agent:

Notes for DTSM (Vehicle Concerns)

Contact Information

Name CRUZ HERNANDEZ

Phone 626-222-4987

Account Name PUENTE HILLS NISSAN

Mobile

Contact Type NNA Dealer Master

Email cruzmhernandez@gmail.com

Title Service Technician

Email Opt Out

Customer ID. [REDACTED]

Reports To

Contact Record Type Contact

Inactive Contact

Address Information

Mailing Address

Other Address

Additional Information

Fax

Lead Source

Home Phone

Birthdate

Work Phone

Department

Description

System Information

Created By [REDACTED]

Contact Owner NNAETL

Last Modified By [REDACTED]

Activity History

Email: [REDACTED]

Name

Task

Due Date [REDACTED]

Assigned To Joshua Bredeson

Last Modified Date/Time [REDACTED]

Comments Additional To: cruzmhernandez@gmail.com

CC: joshua.bredeson@nissan-usa.com

Attachment:

Subject: [REDACTED]

Body:

CRUZ HERNANDEZ,

Recommendation Good morning Cruz. This incident is currently is confirmed to be under engineering review. Unfortunately, because of this review, we do not recommend 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.

Thank you, [REDACTED] Josh B.TECH LINE

The TECH LINE Survey can be accessed by: [CLICKING HERE](#)
Updating a TECH LINE Case: Technician: Reply to this email; do not change the email subject line. From ASIST, Select TECH LINE Support Request, Enter your dealer code and select Update a Case.
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[REDACTED]

Dealer name: PUENTE HILLS NISSAN

Customer's Concerns:
CUSTOMER STATES VEHICLE LOOSES POWER TO ACCELERATE AND RPMS FLARE UP CHECK AND ADVISE
Technician Findings:
VERIFIED CONCERN, SCANNED VEHICLE FOR DTCS AND FOUND DTC [REDACTED] STORED IN ECM. PERFORMED DIAG PER ESM AND CHECKED HARNESS FOR CONTINUITY BETWEEN ECM CONNECTOR F10 TERMINAL 35 AND ELECTRIC INTAKE VALVE TIMING CONTROL MODULE CONNECTOR F70 TERMINAL 8. FOUND CONTINUITY EXSITED. ALSO FOUND OTHER CASES WITH SAME CONCERN AND INSPECTED INTAKE CAMSHAFT SENSOR AS PER OTHER CASES. STILL WAS UNABLE FOR DTC TO SET AGAIN. CUSTOMER DID MENTION THAT WHEN VEHICLE STARTS TO LACK POWER, HE WOULD SHUT VEHICLE AND RESTART VEHICLE AND VEHICLE WOULD NO LONGER LACK POWER , BUT WILL EVENTUALLY LACK POWER AFTER A WHILE OF DRIVING. I PERSONALLY WENT WITH THE CUSTOMER FOR A TEST DRIVE, WHEN HE DROPPED OFF VEHICLE AND EXPLAIN TO ME THAT IF WE SHUT IT OFF, VEHICLE WONT LACK POWER AND WE WOULD HAVE TO DRIVE IT FOR AN UNKNOWN AMOUNT OF TIME BEFORE VEHICLE WOULD START TO LACK POWER.

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[REDACTED]

Email: [REDACTED]

Name
Task

Assigned To Joshua Bredeson

Comments Additional To: cruzmhernandez@gmail.com
CC:
BCC: joshua.bredeson@nissan-usa.com
Attachment:

Subject: [REDACTED]

Body:
CRUZ HERNANDEZ,
TECH LINE's latest case update is below.
Recommendation

Good afternoon Cruz
We currently have an engineering review open on this DTC that applies to manual transmission vehicles only.
Engineering believes this can be triggered if the engine idle becomes too low while starting off from a stop.
Let's see if we can duplicate the concern by using the clutch to bring the engine idle down low to confirm.
We have reached out to engineering for more information on this case and to see if there are any repairs recommended.
Thank you for your patience with this case.

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Thank you, [REDACTED] Josh B.TECH LINE

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[REDACTED]

Dealer code: 5993

Dealer name: PUENTE HILLS NISSAN

Customer's Concerns:

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Technician Findings:

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[REDACTED]

Call

Name

Task

Due Date [REDACTED]

Assigned To Joshua Bredeson

[REDACTED]

Comments

Email: Case

Name

Task

Due Date [REDACTED]

Assigned To Joshua Bredeson

Last Modified Date/Time [REDACTED]

Comments Additional To: jeff.nafzger@nissan-usa.com
CC: jesse.adams@nissan-usa.com; johnny.jackson@nissan-usa.com
BCC: joshua.bredeson@nissan-usa.com
Attachment:

Subject: [REDACTED]

Body: [REDACTED]

Good afternoon Jeff!

Is there any fix for the [REDACTED] on manual trans Versa?

The customer has returned twice now due to the CEL coming on with this as the only DTC stored.

We assume this is from an engine stop condition but unsure as the tech cannot duplicate.

Please see additional case details below.

Thank you,

Joshua Bredeson Aftersales Dealer Support Nissan North America,

Inc.joshua.bredeson@nissan-usa.com Phone: FAX:

[REDACTED]

CITY OF INDUSTRY, CA 91748
United States
Phone: 6266262600

Fax:
PROBLEM ANALYSIS:
What?

Where?

When?

Extent?
Dealer Action/Observation:

INITIAL RECOMMENDATION:

[REDACTED]



Name
Task
Due Date [REDACTED]
Assigned To Joshua Bredeson
Last Modified Date/Time [REDACTED]
Comments

Additional To: cruzmhernandez@gmail.com
CC:
BCC: joshua.bredeson@nissan-usa.com
Attachment:

Subject: [REDACTED]

Body:
Cruz Hernandez,
TECH LINE's latest case update is below.
Recommendation

Thank you for the update, Cruz.

Once we are able to duplicate the concern then we need to see what value sin data monitor might be different from a known good vehicle.

This will help us get a better understanding of what may be the source of the loss of power.

If you need further assistance feel free to reach out to us anytime and we will be glad to answer any questions you may have.

Have a great day!

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Thank you, _____ Josh B.TECH LINE

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[REDACTED]
[REDACTED]
[REDACTED] HILLS NISSAN

Customer's Concerns:
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[REDACTED]

Call

Name
 Task
 Due Date [REDACTED]
 Assigned To **Joshua Bredeson**
 Last Modified Date/Time [REDACTED]
 Comments

[REDACTED]

Name
 Task
 Due Date [REDACTED]
 Assigned To **Joshua Bredeson**
 Last Modified Date/Time [REDACTED]
 Comments

Additional To: cruzhernandez@gmail.com
 CC:
 BCC: joshua.bredeson@nissan-usa.com
 Attachment:

Subject: Case [REDACTED]

Body:
 Cruz Hernandez,
 TECH LINE's latest case update is below.
 Recommendation

Good afternoon Cruz

This is not something we see in the database outside of some fuel pump concerns when the engine runs normally but has low power under accel with no DTCs.

Let's start with the basics here first.

Let's verify fuel pressure next and if we find the fuel pressure is above the minimum spec then we may need to compare data monitor readings from a known good similar vehicle to isolate a direction for diagnosis.

If you need further assistance feel free to reach out to us anytime and we will be glad to answer any questions you may have.

Have a great day!

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Thank you, _____ Josh B.TECH LINE

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[REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED] HILLS NISSAN

Customer's Concerns:
 CUSTOMER STATES VEHICLE LOOSES POWER TO ACCELERATE AND RPMS FLARE UP CHECK AND ADVISE

Technician Findings:
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[REDACTED]

immediately and delete all copies of the message.

Email: [REDACTED]

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

Joshua Bredeson
Additional To: cruzmherandez@gmail.com
CC:
BCC: joshua.bredeson@nissan-usa.com
Attachment:

Subject: Case [REDACTED]

Body:
Cruz Hernandez,
TECH LINE's latest case update is below.
Recommendation

Thank you for the update, Cruz.

I apologize for the confusion!

The most likely concern for this DTC after the actuator is the IVT control unit or a sprocket concern.

Let's swap the IVT control unit and if no change intake sprocket replacement is recommended.

If you need further assistance feel free to reach out to us anytime and we will be glad to answer any questions you may have.

Have a great day!

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Thank you, _____ Josh B.TECH LINE

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Comments

[REDACTED]

Dealer name: PUENTE HILLS NISSAN

Customer's Concerns:

CUSTOMER STATES VEHICLE LOOSES POWER TO ACCELERATE AND RPMS FLARE UP CHECK AND ADVISE

Technician Findings:

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Email: Case [REDACTED]

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

Phillip Page
Additional To: cruzmherandez@gmail.com
CC:

BCC: phillip.page@nissan-usa.com

Attachment:

Subject: [REDACTED]

Body:

Cruz,

TECH LINE's latest case update is below.

• Hello, Cruz! My name is Phil, and I will be assisting with your case today

• As I understand, we are diagnosing [REDACTED]

• We completed circuit inspections and replaced the eIVT actuator with no change

• [REDACTED] is related to the actuator position sensor input to the eIVT control unit

• If unresolved with the actuator replacement, we would next suspect:

1. A poor harness pin connection at F70 / F71

2. IVT control unit

3. Intake camshaft sprocket

• Let's check the pin connections

• Let's swap the IVT control unit from another vehicle and test drive

• Let's replace the intake sprocket if unresolved with IVT control unit and there are no harness issues

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Thank you, _____ Phil PageTECH LINE

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Dealer name: PUENTE HILLS NISSAN

Customer's Concerns:

CUSTOMER STATES VEHICLE LOOSES POWER TO ACCELERATE AND RPMS FLARE UP CHECK AND ADVISE

Technician Findings:

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Email: [REDACTED]

Name

Task

Due Date [REDACTED]

Assigned To Joshua Bredeson

Last Modified Date/Time [REDACTED]

Comments Additional To: cruzmhernandez@gmail.com

CC:

BCC: joshua.bredeson@nissan-usa.com

Attachment:

Subject: [REDACTED]

Body:

Cruz Hernandez,
TECH LINE's latest case update is below.
Recommendation

Good morning Cruz.

My name is Josh and I will be assisting you on this case from here.

We previously discussed removing and inspecting the timing control actuator, do you know if this was completed?

If not let's do that next and see if we find any trauma with the actuator, target button or sprocket as the next step.

If this was completed and no abnormalities were found please use data monitor to record all Engine signals and DTC trigger to provide us data on the engine signals when the DTC is triggered.

Be sure to save this as a .txt file and submit for review.

Keep me posted on your results.

Have a great day!

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Thank you, _____ Josh B.TECH LINE

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[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED] HILLS NISSAN

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[REDACTED]

Email: [REDACTED]

Name	[REDACTED]
Task	<input checked="" type="checkbox"/>
Due Date	[REDACTED]
Assigned To	Steve Berger
Last Modified Date/Time	[REDACTED]
Comments	Additional To: tonyvargas1134@gmail.com CC: BCC: steve.berger@nissan-usa.com Attachment: Subject: Case [REDACTED] Body: Tony,An E-IVT actuator is possible. In addition to the ESM diagnostic procedures, let's also remove the E-IVT actuator and inspect for any trauma. Swap or replace as needed and re-test. TECH LINE's latest case update is below. RECOMMENDATION: Just to confirm, which sensor was swapped? This DTC applies top the sensor that is in the E-IVT actuator. Was E-IVT actuator swapped?

We have also seen a case where there was interference form one of the ignition coils causing this DTC.

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Thank you, _____ Steve BTECH LINE

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[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED] HILLS NISSAN

Customer's Concerns:

CUSTOMER STATES VEHICLE LOOSES POWER TO ACCELERATE AND RPMS FLARE UP CHECK AND ADVISE

Technician Findings:

VERIFIED CONCERN, SCANNED VEHICLE FOR DTCS AND FOUND DTC [REDACTED] STORED IN ECM. PERFORMED DIAG PER ESM AND CHECKED HARNESS FOR CONTINUITY BETWEEN ECM CONNECTOR F10 TERMINAL 35 AND ELECTRIC INTAKE VALVE TIMING CONTROL MODULE CONNECTOR F70 TERMINAL 8. FOUND CONTINUITY EXSITED. ALSO FOUND OTHER CASES WITH SAME CONCERN AND INSPECTED INTAKE CAMSHAFT SENSOR AS PER OTHER CASES. STILL WAS UNABLE FOR DTC TO SET AGAIN. CUSTOMER DID MENTION THAT WHEN VEHICLE STARTS TO LACK POWER, HE WOULD SHUT VEHICLE AND RESTART VEHICLE AND VEHICLE WOULD NO LONGER LACK POWER , BUT WILL EVENTUALLY LACK POWER AFTER A WHILE OF DRIVING. I PERSONALLY WENT WITH THE CUSTOMER FOR A TEST DRIVE, WHEN HE DROPPED OFF VEHICLE AND EXPLAIN TO ME THAT IF WE SHUT IT OFF, VEHICLE WONT LACK POWER AND WE WOULD HAVE TO DRIVE IT FOR AN UNKNOWN AMOUNT OF TIME BEFORE VEHICLE WOULD START TO LACK POWER.:

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[REDACTED]

Email: [REDACTED]

Name
Task
Due Date [REDACTED]
Assigned To Steve Berger
Last Modified Date [REDACTED]
Comments

Additional To: tonyvargas1134@gmail.com
CC:
BCC: steve.berger@nissan-usa.com
Attachment:

Subject: Case [REDACTED]

Body:
Tony,

Just to confirm, which sensor was swapped? This DTC applies top the sensor that is in the E-IVT actuator. Was E-IVT actuator swapped?

We have also seen a case where there was interference form one of the ignition coils causing this DTC.

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

Thank you, _____ Steve BTECH 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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[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED] Dealer name: PUENTE HILLS NISSAN

Customer's Concerns:

CUSTOMER STATES VEHICLE LOOSES POWER TO ACCELERATE AND RPMS FLARE UP CHECK AND ADVISE

Technician Findings:

VERIFIED CONCERN, SCANNED VEHICLE FOR DTCS AND FOUND DTC [REDACTED] STORED IN ECM. PERFORMED DIAG PER ESM AND CHECKED HARNESS FOR CONTINUITY BETWEEN ECM CONNECTOR F10 TERMINAL 35 AND ELECTRIC INTAKE VALVE TIMING

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[REDACTED]

Email: [REDACTED]

Name
Task
Due Date [REDACTED]
Assigned To Steve Berger
Last Modified Date/Time [REDACTED]
Comments Additional To: tonyvargas1134@gmail.com
CC:
BCC: steve.berger@nissan-usa.com
Attachment:

Subject: Case [REDACTED]

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TECH LINE's latest case update is below.
Customer Comments: CUSTOMER STATES VEHICLE LOOSES POWER TO ACCELERATE AND RPMS FLARE UP CHECK AND ADVISE ?Technician Findings: VERFIED CONCERN, SCANNED VEHICLE FOR DTCS AND FOUND DTC [REDACTED] STORED IN ECM. PERFORMED DIAG PER ESM AND CHECKED HARNESS FOR CONTINUITY BETWEEN ECM CONNECTOR F10 TERMINAL 35 AND ELECTRIC INTAKE VALVE TIMING CONTROL MODULE CONNECTOR F70 TERMINAL 8. FOUND CONTINUITY EXSITED. ALSO FOUND OTHER CASES WITH SAME CONCERN AND INSPECTED INTAKE CAMSHAFT SENSOR AS PER OTHER CASES. STILL WAS UNABLE FOR DTC TO SET AGAIN. CUSTOMER DID MENTION THAT WHEN VEHICLE STARTS TO LACK POWER, HE WOULD SHUT VEHICLE AND RESTART VEHICLE AND VEHICLE WOULD NO LONGER LACK POWER , BUT WILL EVENTUALLY LACK POWER AFTER A WHILE OF DRIVING. I PERSONALLY WENT WITH THE CUSTOMER FOR A TEST DRIVE, WHEN HE DROPPED OFF VEHICLE AND EXPLAIN TO ME THAT IF WE SHUT IT OFF, VEHICLE WONT LACK POWER AND WE WOULD HAVE TO DRIVE IT FOR AN UNKNOWN AMOUNT OF TIME BEFORE VEHICLE WOULD START TO LACK POWER.

?Repairs Made: NONE
?Verified: Yes
?Current DTC: [REDACTED]
?Past DTC: LASER/RADAR [REDACTED] I do next?

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Thank you, [REDACTED] Steve BTECH LINE

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[REDACTED]

Dealer name: PUENTE HILLS NISSAN

Customer's Concerns:
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[REDACTED]

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[REDACTED]

Email: Case [REDACTED]

Name
Task
Due Date [REDACTED]
Assigned To Steve Berger
Last Modified Date/Time [REDACTED]
Comments Additional To: tonyvargas1134@gmail.com
CC:
BCC: steve.berger@nissan-usa.com
Attachment:

Subject: Case [REDACTED]

Body:
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?Repairs Made: NONE

?Verified: Yes

?Current DTC: [REDACTED]

?Question for TECH LINE: What test should I do next?

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Thank you, _____ Steve BTECH LINE

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[REDACTED]

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Emails

Case [REDACTED]

Message Date [REDACTED]

Has Attachment

Email Address **cruzmhernandez@gmail.com**

Status **Sent**

Subject **Case [REDACTED]**

Text Body **CRUZ HERNANDEZ,**

This incident is currently under engineering review. Unfortunately, because of this review, we do not recommend 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.

Thank you,

Josh B.

TECH LINE

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Updating a TECH LINE Case:

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[REDACTED]

Mileage: 7,720

Dealer code: [REDACTED]

Dealer name: PUENTE HILLS NISSAN

Customer's Concerns:

CUSTOMER STATES VEHICLE LOOSES POWER TO ACCELERATE AND RPMS FLARE UP CHECK AND ADVISE

Technician Findings:

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RE: Case [REDACTED]

Message Date [REDACTED]
Has Attachment
Email Address jeff.nafzger@nissan-usa.com
Status Read
Subject RE: Case [REDACTED]
Text Body No fix for [REDACTED] (manual) at this time. It appears to be associated with engine stopped due to clutch application but that has not been confirmed.

Jeff Nafzger
Nissan North America, Inc.
Field Quality Engineer
System Quality Improvement
Jeff.nafzger@nissan-usa.com<mailto:Jeff.nafzger@nissan-usa.com>
615-223-3581
615-584-0251

From: TECH LINE Email to Case <techline [REDACTED]>
To: Nafzger, Jeff <Jeff.Nafzger@Nissan-Usa.com>
Cc: Adams, Jesse <Jesse.Adams@Nissan-Usa.com>; Jackson, Johnny R <Johnny.Jackson@nissan-usa.com>
Subject: Case [REDACTED] Dealer PUENTE HILLS NISSAN; 2022 VERSA SEDAN; ECM sets [REDACTED]

[Image removed by sender.]

Good afternoon Jeff!
Is there any fix for the [REDACTED] on manual trans Versa?
The customer has returned twice now due to the CEL coming on with this as the only DTC stored.
We assume this is from an engine stop condition but unsure as the tech cannot duplicate.

Please see additional case details below.

Thank you,

Joshua Bredeson
Aftersales Dealer Support
Nissan North America, Inc.
joshua.bredeson@nissan-usa.com
Phone:
FAX:

CALLER NAME: CRUZ HERNANDEZ
CUSTOMER NAME: [REDACTED]

YEAR/MODEL: 2022 VERSA SEDAN
MODEL CODE: [REDACTED]
MFG DATE: [REDACTED]
DEALER NAME: PUENTE HILLS NISSAN
17320 E GALE AVENUE
CITY OF INDUSTRY, CA 91748
United States
Phone: 6266262600
Fax:

PROBLEM ANALYSIS:
What?

Where?

When?

Extent?
Dealer Action/Observation:

INITIAL RECOMMENDATION:

LATEST UPDATE:
VEHICLE IS BACK NOW WITH DTC [REDACTED] SAME CONCERN

[Image removed by sender.]

Case [REDACTED]

Message Date [REDACTED]

Has Attachment

Email Address **cruzmhernandez@gmail.com**

Status **Sent**

Subject **Case [REDACTED]**

Text Body **CRUZ HERNANDEZ,**

TECH LINE's latest case update is below.

Recommendation

Good afternoon Cruz

We currently have an engineering review open on this DTC that applies to manual transmission vehicles only.

Engineering believes this can be triggered if the engine idle becomes too low while starting off from a stop.

Let's see if we can duplicate the concern by using the clutch to bring the engine idle down low to confirm.

We have reached out to engineering for more information on this case and to see if there are any repairs recommended.

Thank you for your patience with this case.

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

Thank you,

Josh B.

TECH LINE

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Mileage: 7,720

Dealer code: [REDACTED]

Dealer name: PUENTE HILLS NISSAN

Customer's Concerns:
CUSTOMER STATES VEHICLE LOOSES POWER TO ACCELERATE AND RPMS FLARE UP CHECK AND ADVISE

Technician Findings:
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Case [REDACTED] Dealer PUENTE HILLS NISSAN; 2022 VERSA SEDAN; ECM sets [REDACTED]

Message Date [REDACTED]

Has Attachment

Email Address jeff.nafzger@nissan-usa.com

Status Sent

Subject Case [REDACTED]

Please see additional case details below.

Thank you,

Joshua Bredeson

Aftersales Dealer Support
Nissan North America, Inc.
joshua.bredeson@nissan-usa.com
Phone:
FAX:

CALLER NAME: CRUZ HERNANDEZ
CUSTOMER [REDACTED]

YEAR/MODEL: 2022 VERSA SEDAN
MODEL [REDACTED]

Text Body

DEALER NAME: PUENTE HILLS NISSAN
17320 E GALE AVENUE
CITY OF INDUSTRY, CA 91748
United States
Phone: 6266262600
Fax:

PROBLEM ANALYSIS:
What?

Where?

When?

Extent?
Dealer Action/Observation:

INITIAL RECOMMENDATION:

LATEST UPDATE:
VEHICLE IS BACK NOW WITH [REDACTED] SAME CONCERN

SALESFORCE CASE LINK:
[REDACTED]

Case [REDACTED]

Message Date [REDACTED]

Has Attachment

Email Address **cruzmhernandez@gmail.com**

Status **Sent**

Subject **Case** [REDACTED]

Text Body **Cruz Hernandez,**

TECH LINE's latest case update is below.

Recommendation

Thank you for the update, Cruz.

Once we are able to duplicate the concern then we need to see what value sin data monitor might be different from a known good vehicle. This will help us get a better understanding of what may be the source of the loss of power.

If you need further assistance feel free to reach out to us anytime and we will be glad to answer any questions you may have.

Have a great day!

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

Thank you,

Josh B.

TECH LINE

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[REDACTED]
Mileage: 7,720

Dealer code: [REDACTED]

Dealer name: PUENTE HILLS NISSAN

Customer's Concerns:

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Re: Case [REDACTED]

Message Date [REDACTED]

Has Attachment

Email Address cruzmhernandez@gmail.com

Status Read

Subject Re: Case [REDACTED]

Text Body PROBLEM IS CONCERN IS INTERMITTENT. NO CLEAR WHAT ARE THE CONDITIONS FOR IT TO SET. BUT ONCE KEY IS CYCLED. CONCERN GOES AWAY. AS OF RIGHT NOW CONCERN IS NOT PRESENT. AND FUEL PUMP LOW PRESS HAS BEEN REPLACED AT A DIFFERENT DEALERSHIP

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

- > Cruz Hernandez,
- >
- > TECH LINE's latest case update is below.
- >
- >
- > Recommendation
- > Good afternoon Cruz
- > This is not something we see in the database outside of some fuel pump
- > concerns when the engine runs normally but has low power under accel with
- > no DTCs.
- > Let's start with the basics here first.
- > Let's verify fuel pressure next and if we find the fuel pressure is above
- > the minimum spec then we may need to compare data monitor readings from a
- > known good similar vehicle to isolate a direction for diagnosis.
- > If you need further assistance feel free to reach out to us anytime and we
- > will be glad to answer any questions you may have.
- > Have a great day!

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

> Thank you,

> Josh B.

> TECH LINE

> *Updating a TECH LINE Case:*

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>

>

> [REDACTED]

>

> Mileage: 7,720

>

> Dealer code: [REDACTED]

>

> Dealer name: PUENTE HILLS NISSAN

>

> Customer's Concerns:

> CUSTOMER STATES VEHICLE LOOSES POWER TO ACCELERATE AND RPMS FLARE UP CHECK AND ADVISE

>

>

> Technician Findings:

> VERIFIED CONCERN, SCANNED VEHICLE FOR DTCS AND FOUND DTC [REDACTED] STORED IN ECM. PERFORMED DIAG PER FSM AND CHECKED HARNESS FOR CONTINUITY BETWEEN ECM CONNECTOR F10 TERMINAL 35 AND ELECTRIC INTAKE VALVE TIMING CONTROL MODULE CONNECTOR F70 TERMINAL 8. FOUND CONTINUITY EXSITED. ALSO FOUND OTHER CASES WITH SAME CONCERN AND INSPECTED INTAKE CAMSHAFT SENSOR AS PER OTHER CASES. STILL WAS UNABLE FOR DTC TO SET AGAIN. CUSTOMER DID MENTION THAT WHEN VEHICLE STARTS TO LACK POWER, HE WOULD SHUT VEHICLE AND RESTART VEHICLE AND VEHICLE WOULD NO LONGER LACK POWER , BUT WILL EVENTUALLY LACK POWER AFTER A WHILE OF DRIVING. I PERSONALLY WENT WITH THE CUSTOMER FOR A TEST DRIVE, WHEN HE DROPPED OFF VEHICLE AND EXPLAIN TO ME THAT IF WE SHUT IT OFF, VEHICLE WONT LACK POWER AND WE WOULD HAVE TO DRIVE IT FOR AN UNKNOWN AMOUNT OF TIME BEFORE VEHICLE WOULD START TO LACK POWER.:

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>

>

> [REDACTED]

>

Case [REDACTED]

Message Date [REDACTED]

Has Attachment

Email Address cruzmhernandez@gmail.com

Status Sent

Subject Case [REDACTED]

Text Body Cruz Hernandez,

TECH LINE's latest case update is below.

Recommendation

Good afternoon Cruz

This is not something we see in the database outside of some fuel pump concerns when the engine runs normally but has low power under accel with no DTCS.

Let's start with the basics here first.

Let's verify fuel pressure next and if we find the fuel pressure is above the minimum spec then we may need to compare data monitor readings from a known good similar vehicle to isolate a direction for diagnosis.

If you need further assistance feel free to reach out to us anytime and we will be glad to answer any questions you may have.

Have a great day!

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

Thank you,

Josh B.

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: 7,720

Dealer code: [REDACTED]

Dealer name: PUENTE HILLS NISSAN

Customer's Concerns:

CUSTOMER STATES VEHICLE LOOSES POWER TO ACCELERATE AND RPMS FLARE UP CHECK AND ADVISE

Technician Findings:

VERIFIED CONCERN, SCANNED VEHICLE FOR DTCS AND FOUND DTC [REDACTED] STORED IN ECM. PERFORMED DIAG PER ESM AND CHECKED HARNESS FOR CONTINUITY BETWEEN ECM CONNECTOR F10 TERMINAL 35 AND ELECTRIC INTAKE VALVE TIMING CONTROL MODULE CONNECTOR F70 TERMINAL 8. FOUND CONTINUITY EXSITED. ALSO FOUND OTHER CASES WITH SAME CONCERN AND INSPECTED INTAKE CAMSHAFT SENSOR AS PER OTHER CASES. STILL WAS UNABLE FOR DTC TO SET AGAIN. CUSTOMER DID MENTION THAT WHEN VEHICLE STARTS TO LACK POWER, HE WOULD SHUT VEHICLE AND RESTART VEHICLE AND VEHICLE WOULD NO LONGER LACK POWER , BUT WILL EVENTUALLY LACK POWER AFTER A WHILE OF DRIVING. I PERSONALLY WENT WITH THE CUSTOMER FOR A TEST DRIVE, WHEN HE DROPPED OFF VEHICLE AND EXPLAIN TO ME THAT IF WE SHUT IT OFF, VEHICLE WONT LACK POWER AND WE WOULD HAVE TO DRIVE IT FOR AN UNKNOWN AMOUNT OF TIME BEFORE VEHICLE WOULD START TO LACK POWER.:

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[REDACTED]

Message Date [REDACTED]
Has Attachment
Email Address cruzmhernandez@gmail.com
Status Sent
Subject Case [REDACTED]
Text Body Cruz Hernandez,

[REDACTED]

TECH LINE's latest case update is below.

Recommendation

Thank you for the update, Cruz.

I apologize for the confusion!

The most likely concern for this DTC after the actuator is the IVT control unit or a sprocket concern.

Let's swap the IVT control unit and if no change intake sprocket replacement is recommended.

If you need further assistance feel free to reach out to us anytime and we will be glad to answer any questions you may have.

Have a great day!

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

Thank you,

Josh B.

TECH LINE

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[REDACTED]
[REDACTED]
[REDACTED]
Mileage: 7,720

Dealer code: [REDACTED]

Dealer name: PUENTE HILLS NISSAN

Customer's Concerns:

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 > [REDACTED]
 > [REDACTED]
 > Mileage: 7,720
 >
 > Dealer code: [REDACTED]
 >
 > Dealer name: PUENTE HILLS NISSAN
 >
 > Customer's Concerns:
 > CUSTOMER STATES VEHICLE LOOSES POWER TO ACCELERATE AND RPMS FLARE UP CHECK
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 > all copies of the message.
 >
 > [REDACTED]

Case [REDACTED]

Message Date [REDACTED]
 Has Attachment
 Email Address cruzmhernandez@gmail.com
 Status Sent
 Subject Case [REDACTED]
 Text Body Cruz Hernandez,

TECH LINE's latest case update is below.

RECOMMENDATION:

- Hello, Cruz! My name is Phil, and I will be assisting with your case today
- As I understand, we are diagnosing DTC [REDACTED]
- We completed circuit inspections and replaced the eIVT actuator with no change
- [REDACTED] is related to the actuator position sensor input to the eIVT control unit
- If unresolved with the actuator replacement, we would next suspect:
 1. A poor harness pin connection at F70 / F71
 2. IVT control unit
 3. Intake camshaft sprocket
- Let's check the pin connections
- Let's swap the IVT control unit from another vehicle and test drive
- Let's replace the intake sprocket if unresolved with IVT control unit and there are no harness issues

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

Thank you,

Phil Page

TECH LINE

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[REDACTED]
Mileage: 7,720

Dealer code: [REDACTED]

Dealer name: PUENTE HILLS NISSAN

Customer's Concerns:

CUSTOMER STATES VEHICLE LOOSES POWER TO ACCELERATE AND RPMS FLARE UP CHECK AND ADVISE

Technician Findings:

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Phillip M Page
Technical Support Specialist
Aftersales Dealer Support – TECH LINE
Nissan North America, Inc.

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Message Date [REDACTED]
Has Attachment
Email Address cruzmhernandez@gmail.com
Status Sent
Subject [REDACTED]
Text Body Cruz Hernandez,

TECH LINE's latest case update is below.

Recommendation

Good morning Cruz.

My name is Josh and I will be assisting you on this case from here.

We previously discussed removing and inspecting the timing control actuator, do you know if this was completed?

If not let's do that next and see if we find any trauma with the actuator, target button or sprocket as the next step.

If this was completed and no abnormalities were found please use data monitor to record all Engine signals and DTC trigger to provide us data on the engine signals when the DTC is triggered.

Be sure to save this as a .txt file and submit for review.

Keep me posted on your results.

Have a great day!

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

Thank you,

Josh B.

TECH LINE

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[REDACTED]
Mileage: 7,720

Dealer code: [REDACTED]

Dealer name: PUENTE HILLS NISSAN

Customer's Concerns:

CUSTOMER STATES VEHICLE LOOSES POWER TO ACCELERATE AND RPMS FLARE UP CHECK AND ADVISE

Technician Findings:

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Message Date [REDACTED]

Has Attachment

Email Address tonyvargas1134@gmail.com

Status **Sent**

Subject **Case [REDACTED]**

Text Body **Tony,**

TECH LINE's latest case update is below.

RECOMMENDATION:

Just to confirm, which sensor was swapped? This DTC applies top the sensor that is in the E-IVT actuator. Was E-IVT actuator swapped? We have also seen a case where there was interference form one of the ignition coils causing this DTC.

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

Thank you,

Steve B

TECH LINE

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Mileage: 7,720

Dealer code: [REDACTED]

Dealer name: PUENTE HILLS NISSAN

Customer's Concerns:

CUSTOMER STATES VEHICLE LOOSES POWER TO ACCELERATE AND RPMS FLARE UP CHECK AND ADVISE

Technician Findings:

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Steve Berger
Technical Support Specialist
Aftersales Dealer Support

Nissan North America, Inc.
610 Enon Springs Rd. East
Smyrna TN 37167
Phone: +1-615-223-4870
Fax: +1-615-967-2610
Steve.Berger@Nissan-USA.com
www.nissanusa.com

NISSAN GROUP OF NORTH AMERICA

[REDACTED]

Message Date [REDACTED]

Has Attachment

Email Address tonyvargas1134@gmail.com

Status Read

Subject Re: Case [REDACTED]

Text Body Sorry about that, the connector I was referring too, was for the camshaft position sensor on the intake side. I saw on a case where the white piece would not lock the connector properly and would cause concern and DTC to set. I was able to duplicate concern yesterday with same DTC [REDACTED] to set along with a new DTC to set. DTC [REDACTED] along with [REDACTED] both set after me driving the vehicle for about 2 miles give or take. I noticed the vehicle was sluggish while driving and having consult 3 on me, I pulled over, shut the vehicle off and turn it back on and immediately both dtcs set. Should I proceed with diag per esm for DTC [REDACTED] Or have you seen this concern before and can point me in the right direction?

On Fri, Jul 14, 2023, 3:20 PM TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:

- > Tony,
- >
- >
- > Just to confirm, which sensor was swapped? This DTC applies top the sensor
- > that is in the E-IVT actuator. Was E-IVT actuator swapped?
- > We have also seen a case where there was interference form one of the
- > ignition coils causing this DTC.
- >
- >
- >
- > The TECH LINE Survey can be accessed by: [CLICKING HERE](#)

[REDACTED]

Message Date [REDACTED]

Has Attachment

Email Address tonyvargas1134@gmail.com

Status Sent

Subject Case [REDACTED]

Text Body Tony,

TECH LINE's latest case update is below.

RECOMMENDATION:

Just to confirm, which sensor was swapped? This DTC applies top the sensor that is in the E-IVT actuator. Was E-IVT actuator swapped? We have also seen a case where there was interference form one of the ignition coils causing this DTC.

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Thank you,

Steve B

TECH LINE

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[REDACTED]

Mileage: 7,720

Dealer code: [REDACTED]

Dealer name: PUENTE HILLS NISSAN

Customer's Concerns:

CUSTOMER STATES VEHICLE LOOSES POWER TO ACCELERATE AND RPMS FLARE UP CHECK AND ADVISE

Technician Findings:

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NISSAN GROUP OF NORTH AMERICA

Case [REDACTED]

Message Date [REDACTED]

Has Attachment

Email Address tonyvargas1134@gmail.com

Status Sent

Subject Case [REDACTED]

Text Body Tony,

TECH LINE's latest case update is below.

Customer Comments: CUSTOMER STATES VEHICLE LOOSES POWER TO ACCELERATE AND RPMS FLARE UP CHECK AND ADVISE
 Technician Findings: VERIFIED CONCERN, SCANNED VEHICLE FOR DTCS AND FOUND DTC [REDACTED] STORED IN ECM. PERFORMED DIAG PER ESM AND CHECKED HARNESS FOR CONTINUITY BETWEEN ECM CONNECTOR F10 TERMINAL 35 AND ELECTRIC INTAKE VALVE TIMING CONTROL MODULE CONNECTOR F70 TERMINAL 8. FOUND CONTINUITY EXSITED. ALSO FOUND OTHER CASES WITH SAME CONCERN AND INSPECTED INTAKE CAMSHAFT SENSOR AS PER OTHER CASES. STILL WAS UNABLE FOR DTC TO SET AGAIN. CUSTOMER DID MENTION THAT WHEN VEHICLE STARTS TO LACK POWER, HE WOULD SHUT VEHICLE AND RESTART VEHICLE AND VEHICLE WOULD NO LONGER LACK POWER , BUT WILL EVENTUALLY LACK POWER AFTER A WHILE OF DRIVING. I PERSONALLY WENT WITH THE CUSTOMER FOR A TEST DRIVE, WHEN HE DROPPED OFF VEHICLE AND EXPLAIN TO ME THAT IF WE SHUT IT OFF, VEHICLE WONT LACK POWER AND WE WOULD HAVE TO DRIVE IT FOR AN UNKNOWN AMOUNT OF TIME BEFORE VEHICLE WOULD START TO LACK POWER.

Repairs Made: NONE

[REDACTED]

Question for TECH LINE: What test should I do next?

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

Thank you,

Steve B

TECH LINE

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[REDACTED]

Mileage: 7,720

Dealer code [REDACTED]

Dealer name: PUENTE HILLS NISSAN

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Steve Berger
Technical Support Specialist
Aftersales Dealer Support

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NISSAN GROUP OF NORTH AMERICA

Case [REDACTED]

Message Date [REDACTED]

Has Attachment

Email Address tonyvargas1134@gmail.com

Status Sent

Subject Case [REDACTED]

Text Body Tony,

TECH LINE's latest case update is below.

Customer Comments: CUSTOMER STATES VEHICLE LOOSES POWER TO ACCELERATE AND RPMS FLARE UP CHECK AND ADVISE
 Technician Findings: VERIFIED CONCERN, SCANNED VEHICLE FOR DTCS AND FOUND DTC [REDACTED] STORED IN ECM. PERFORMED DIAG PER ESM AND CHECKED HARNESS FOR CONTINUITY BETWEEN ECM CONNECTOR F10 TERMINAL 35 AND ELECTRIC INTAKE VALVE TIMING CONTROL MODULE CONNECTOR F70 TERMINAL 8. FOUND CONTINUITY EXSITED. ALSO FOUND OTHER CASES WITH SAME CONCERN AND INSPECTED INTAKE CAMSHAFT SENSOR AS PER OTHER CASES. STILL WAS UNABLE FOR DTC TO SET AGAIN. CUSTOMER DID MENTION THAT WHEN VEHICLE STARTS TO LACK POWER, HE WOULD SHUT VEHICLE AND RESTART VEHICLE AND VEHICLE WOULD NO LONGER LACK POWER , BUT WILL EVENTUALLY LACK POWER AFTER A WHILE OF DRIVING. I PERSONALLY WENT WITH THE CUSTOMER FOR A TEST DRIVE, WHEN HE DROPPED OFF VEHICLE AND EXPLAIN TO ME THAT IF WE SHUT IT OFF, VEHICLE WONT LACK POWER AND WE WOULD HAVE TO DRIVE IT FOR AN UNKNOWN AMOUNT OF TIME BEFORE VEHICLE WOULD START TO LACK POWER.

Repairs Made: NONE

Verified: Yes

[REDACTED]

[REDACTED]

Question for TECH LINE: What test should I do next?

[REDACTED]

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

Thank you,

Steve B

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: 7,720

Dealer code: [REDACTED]

Dealer name: PUENTE HILLS NISSAN

Customer's Concerns:
CUSTOMER STATES VEHICLE LOOSES POWER TO ACCELERATE AND RPMS FLARE UP CHECK AND ADVISE

Technician Findings:
VERIFIED CONCERN, SCANNED VEHICLE FOR DTCS AND FOUND DTC [REDACTED] STORED IN ECM. PERFORMED DIAG PER ESM AND CHECKED HARNESS FOR CONTINUITY BETWEEN ECM CONNECTOR F70 TERMINAL 35 AND ELECTRIC INTAKE VALVE TIMING CONTROL MODULE CONNECTOR F70 TERMINAL 8. FOUND CONTINUITY EXSITED. ALSO FOUND OTHER CASES WITH SAME CONCERN AND INSPECTED INTAKE CAMSHAFT SENSOR AS PER OTHER CASES. STILL WAS UNABLE FOR DTC TO SET AGAIN. CUSTOMER DID MENTION THAT WHEN VEHICLE STARTS TO LACK POWER, HE WOULD SHUT VEHICLE AND RESTART VEHICLE AND VEHICLE WOULD NO LONGER LACK POWER , BUT WILL EVENTUALLY LACK POWER AFTER A WHILE OF DRIVING. I PERSONALLY WENT WITH THE CUSTOMER FOR A TEST DRIVE, WHEN HE DROPPED OFF VEHICLE AND EXPLAIN TO ME THAT IF WE SHUT IT OFF, VEHICLE WONT LACK POWER AND WE WOULD HAVE TO DRIVE IT FOR AN UNKNOWN AMOUNT OF TIME BEFORE VEHICLE WOULD START TO LACK POWER.:

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NISSAN GROUP OF NORTH AMERICA

Case Comments

User [REDACTED]
 User Joshua Bredeson
 Public
Recommendation
 Good afternoon Cruz
 We currently have an engineering review open on this DTC that applies to manual transmission vehicles only. Engineering believes this can be triggered if the engine idle becomes too low while starting off from a stop. Let's see if we can duplicate the concern by using the clutch to bring the engine idle down low to confirm. We have reached out to engineering for more information on this case and to see if there are any repairs recommended. Thank you for your patience with this case.

User [REDACTED]
 User Joshua Bredeson
 Public
Recommendation
 Thank you for the update, Cruz. Once we are able to duplicate the concern then we need to see what value sin data monitor might be different from a known good vehicle. This will help us get a better understanding of what may be the source of the loss of power. If you need further assistance feel free to reach out to us anytime and we will be glad to answer any questions you may have. Have a great day!

User [REDACTED]
 User Joshua Bredeson
 Public
Recommendation
 Good afternoon Cruz
 This is not something we see in the database outside of some fuel pump concerns when the engine runs normally but has low power under accel with no DTCs. Let's start with the basics here first. Let's verify fuel pressure next and if we find the fuel pressure is above the minimum spec then we may need to compare data monitor readings from a known good similar vehicle to isolate a direction for diagnosis. If you need further assistance feel free to reach out to us anytime and we will be glad to answer any questions you may have. Have a great day!

User [REDACTED]
 User Joshua Bredeson
 Public
Recommendation
 Thank you for the update, Cruz. I apologize for the confusion! The most likely concern for this DTC after the actuator is the IVT control unit or a sprocket concern. Let's swap the IVT control unit and if no change intake sprocket replacement is recommended. If you need further assistance feel free to reach out to us anytime and we will be glad to answer any questions you may have. Have a great day!

User [REDACTED]
 User Phillip Page
 Public
RECOMMENDATION:
 • Hello, Cruz! My name is Phil, and I will be assisting with your case today
 • As I understand, we are diagnosing DTC [REDACTED]
 • We completed circuit inspections and replaced the eIVT actuator with no change
 • [REDACTED] is related to the actuator position sensor input to the eIVT control unit

User [REDACTED]
 User Survey Site Guest User
 Public
Comment VEHICLE IS BACK NOW WITH DTC [REDACTED] SAME CONCERN

User [REDACTED]
 User Joshua Bredeson
 Public
Email reply
 PROBLEM IS CONCERN IS INTERMITTENT. NO CLEAR WHAT ARE THE CONDITIONS FOR IT TO SET. BUT ONCE KEY IS CYCLED. CONCERN GOES AWAY. AS OF RIGHT NOW CONCERN IS NOT PRESENT. AND FUEL PUMP LOW PRESS HAS BEEN REPLACED AT A DIFFERENT DEALERSHIP

User [REDACTED]
 User [REDACTED] Guest User
 Public
Comment CAR CAME BACK AND ROAD TEST WITH HIM VEHICLE HAD NO ACCELERATION POWER WITH W.O.T. NO DTC PRESENT. HAVE YOU SEEN ANY INCIDENTS. ?

User [REDACTED]
 User Joshua Bredeson
 Public
Email reply
 well the eivt actuator was replaced cause that was the information i had received from advisor that techline had recommended. so that component was already replaced. but as far as the checking pin fit and swapping module i will make sure that gets checked. any other things i need to keep an eye for.? as i stated was asked to take over vehicle. so dont know what was mention to prior tech

User [REDACTED]
 User Joshua Bredeson
 Public
Recommendation
 Good morning Cruz. My name is Josh and I will be assisting you on this case from here. We previously discussed removing and inspecting the timing control actuator, do you know if this was completed? If not let's do that next and see if we find any trauma with the actuator, target button or sprocket as the next step. If this was completed and no abnormalities were found please use data monitor to record all Engine signals and DTC trigger to provide us data on the engine signals when the DTC is triggered. Be sure to save this as a .txt file and submit for review. Keep me posted on your results. Have a great day!

User [REDACTED]
 User Steve Berger
 Public
RECOMMENDATION:

Comment An E-IVT actuator is possible. In addition to the ESM diagnostic procedures, let's also remove the E-IVT actuator and inspect for any trauma. Swap or replace as needed and re-test.

User [REDACTED]
 User Steve Berger
 Public
RECOMMENDATION:

Just to confirm, which sensor was swapped? This DTC applies top the sensor that is in the E-IVT actuator. Was E-IVT actuator

- If unresolved with the actuator replacement, we would next suspect:
 1. A poor harness pin connection at F70 / F71
 2. IVT control unit
 3. Intake camshaft sprocket
- Let's check the pin connections
- Let's swap the IVT control unit from another vehicle and test drive
- Let's replace the intake sprocket if unresolved with IVT control unit and there are no harness issues

swapped?
 We have also seen a case where there was interference from one of the ignition coils causing this DTC.

User Survey Site Guest User

Public

Comment WAS ADVISE BY PRIOR TEST TO REPLACE E-IVT PER YOUR RECOMMENDATION. TECH WAS NOT HERE NOR EMAILS PRINTED OUT. SO I TOOK OVER AND INSTALLED E-IVT AS PER TECH WAS ADVISED. ROAD TEST ALL DAY RELEASE VEHICLE CUSTOMER CAME IN ON NEXT DAY (PRESUMING CONCERN IS PRESENT UPON COLD STARTS) WITH DTC AND LACK OF POWER WAS NOTED WHEN CUSTOMER DROP OFF VEHICLE AT DEALERSHIP. WHAT IS MY NEXT INSPECTION DTC [REDACTED] IS THE ONLY ONE THAT HAS RETURN. PLEASE FOWARD TO CRUZHHERNANDEZ@GMAIL.COM AS ILL BE TAKEN OVER THIS VEHICLE IN DIAGNOSIS.

User Steve Berger

Public

TECH EMAIL REPLY:

Comment Sorry about that, the connector I was referring too, was for the camshaft position sensor on the intake side. I saw on a case where the white piece would not lock the connector properly and would cause concern and DTC to set. I was able to duplicate concern yesterday with same DTC [REDACTED] to set along with a new DTC to set. DTC [REDACTED] along with P2615-00 both set after me driving the vehicle for about 2 miles give or take. I noticed the vehicle was sluggish while driving and having consult 3 on me, I pulled over, shut the vehicle off and turn it back on and immediately both dtcs set. Should I proceed with diag per esm for DTC [REDACTED]? Or have you seen this concern before and can point me in the right direction?

User Survey Site Guest User

Public

Customer Comments: CUSTOMER STATES VEHICLE LOOSES POWER TO ACCELERATE AND RPMS FLARE UP CHECK AND ADVISE

Technician Findings: [REDACTED] STORED IN ECM. PERFORMED DIAG PER ESM AND CHECKED HARNESS FOR CONTINUITY BETWEEN ECM CONNECTOR F10 TERMINAL 35 AND ELECTRIC INTAKE VALVE TIMING CONTROL MODULE CONNECTOR F70 TERMINAL 8. FOUND CONTINUITY EXSITED. ALSO FOUND OTHER CASES WITH SAME CONCERN AND INSPECTED INTAKE CAMSHAFT SENSOR AS PER OTHER CASES. STILL WAS UNABLE FOR DTC TO SET AGAIN. CUSTOMER DID MENTION THAT WHEN VEHICLE STARTS TO LACK POWER, HE WOULD SHUT VEHICLE AND RESTART VEHICLE AND VEHICLE WOULD NO LONGER LACK POWER , BUT WILL EVENTUALLY LACK POWER AFTER A WHILE OF DRIVING. I PERSONALLY WENT WITH THE CUSTOMER FOR A TEST DRIVE, WHEN HE DROPPED OFF VEHICLE AND EXPLAIN TO ME THAT IF WE SHUT IT OFF, VEHICLE WONT LACK POWER AND WE WOULD HAVE TO DRIVE IT FOR AN UNKNOWN AMOUNT OF TIME BEFORE VEHICLE WOULD START TO LACK POWER.

- Repairs Made: NONE
- Verified: Yes
- Current DTC: ECM [REDACTED]
- Past DTC: LASER/RADAR [REDACTED]
- Question for TECH LINE: What test should I do next?

DTSM Field Inspections

22 N18 [REDACTED]

Status Completed

Created Date [REDACTED]

DTSM Inspection Date [REDACTED]
[REDACTED]
[REDACTED]

Case History

[REDACTED]

User **Joshua Bredeson**

Connection

Action **Changed Status from Pending TECH LINE to Pending Dealer Reply.**

[REDACTED]

User **Managed Services**

Connection

Action **Changed Reopen Date from [REDACTED] Changed Status from Pending Dealer Reply to Pending TECH LINE.**

[REDACTED]

User **Joshua Bredeson**

Connection

Action **Changed Status from Pending TECH LINE to Pending Dealer Reply.**

[REDACTED]

User **Survey Site Guest User**

Connection

Action **Changed Reopen Date from [REDACTED] Changed Status from Pending Dealer Reply to Pending TECH LINE.**

[REDACTED]

User **Survey Site Guest User**

Connection

Action **Changed Caller Name from Cruz Hernandez to CRUZ HERNANDEZ.**

[REDACTED]

User **Joshua Bredeson**

Connection

Action **Changed Status from Pending TECH LINE to Pending Dealer Reply.**

[REDACTED]

User **Survey Site Guest User**

Connection

Action **Changed Reopen Date from [REDACTED] . Changed Status from Pending Dealer Reply to Pending TECH LINE.**

[REDACTED]

User **Joshua Bredeson**

Connection

Action **Changed Status from Pending TECH LINE to Pending Dealer Reply.**

[REDACTED]

User **Managed Services**

Connection

Action **Changed Status from Open to Pending TECH LINE.**

[REDACTED]

User **Phillip Page**

Connection

Action **Changed Reopen Date from [REDACTED] . Changed Status from Pending Dealer Reply to Open.**

[REDACTED]

User **Joshua Bredeson**

Connection

Action **Changed Status from Pending TECH LINE to Pending Dealer Reply.**

[REDACTED]

User **Joshua Bredeson**

Connection

Action **Changed Case Owner from Phillip Page to Joshua Bredeson.**

[REDACTED]

User **Phillip Page**

Connection

[REDACTED]

Action **Changed Case Owner from TECH LINE Tier 2 to Phillip Page.**

User **Timothy Affourtit**

Connection

Action **Changed Case Owner from Steve Berger to TECH LINE Tier 2.**

User **Survey Site Guest User**

Connection

Action **Changed Reopen Date from [REDACTED] Changed Status from Pending Dealer Reply to Pending TECH LINE. Changed Contact Name from ANTONIO VARGAS to CRUZ HERNANDEZ.**

Guest User

Connection

Action **Changed Caller Name from Tony to Cruz Hernandez. Changed Tech Preferred Email from tonyvargas1134@gmail.com to cruzmhernandez@gmail.com. Changed Tech Preferred Phone from [REDACTED]**

User **Steve Berger**

Connection

Action **Changed Status from Pending TECH LINE to Pending Dealer Reply.**

User **Managed Services**

Connection

Action **Changed First Call Resolution from Yes to No. Changed Reopen Date to [REDACTED] Changed Status from Pending Dealer Reply to Pending TECH LINE.**

User **Steve Berger**

Connection

Action **Changed Subject to ECM sets [REDACTED]. Changed Status from Pending TECH LINE to Pending Dealer Reply.**

User **Steve Berger**

Connection

Action **Changed Case Owner from TECH LINE Initial 1 to Steve Berger.**

User **Survey Site Guest User**

Connection

Action **Changed Preferred Contact Method to Email. Changed Case Owner from TECH LINE Stage to TECH LINE Initial 1.**

User **Survey Site Guest User**

Connection

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