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**General**

Caller Name	Scott	Dealer	CHARLIE CLARK NISSAN
NNAnet user ID	Dschns27	Contact Name	Scott Schneider
Tech Preferred Phone	919564044114	Customer Name	
Tech Preferred Email	scottant90@gmail.com	Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	Andrew Hoy
Repair/Work Order	[REDACTED]	Mobile Phone	
Job/Line Number	A	Texting Status	
Created Day	Monday		

**Incident Information**

Customer Comments	C/S ENGINE LIGHT IS ON	Customer Name	[REDACTED]
Verified	Yes	Vehicle	[REDACTED]
Question for TECH LINE	Can you explain this to me?	VIN	[REDACTED]
Service Manual General Section	Engine	Archived VIN Make	
Service Manual Specific Section	Engine Control System	Archived VIN Year	2023
Symptom Code Category	Experience/Occurrence	Archived VIN Model	VERSA SEDAN
Symptom	MISFIRE	Incident/RO Date	[REDACTED]
When does this concern occur?	ALL TIMES	Calculated Days Down	9
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	NONE	Total Days Down	9
Observed Modifications & Accessories	NONE	Repair Attempts	0
		Current Mileage	6,658
		Vehicle Mileage Prior Value	
		Vehicle Purchased Miles	
		Primary DTC	
		Current DTC	
		Past DTC	ECM [REDACTED] LASER/RADAR [REDACTED]
		Other DTCs	



**TECH LINE Information**

Subject	ECM has [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?	<input type="checkbox"/>	Inspection Time/Notes	Appointment Time:
Notes for DTSM (Vehicle Concerns)			Notes to Agent:

**Contact Information**

Name	Scott Schneider	Phone	956-404-4114
Account Name	CHARLIE CLARK NISSAN	Mobile	
Contact Type	NNA Dealer Master	Email	scottant90@gmail.com
Title	Service Technician	Email Opt Out	<input type="checkbox"/>
Customer ID.	[REDACTED]	Reports To	
		Contact Record Type	Contact
		Inactive Contact	<input type="checkbox"/>

**Address Information**

Mailing Address	Other Address
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**Additional Information**

Fax	Lead Source
Home Phone	Birthdate
Work Phone	Department
Description	

**System Information**

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

**Activity History**

Email: Case [REDACTED]

Name  
Task   
Due Date [REDACTED]  
Assigned To Andrew Hoy  
Last Modified Date/Time [REDACTED]  
Comments Additional To: scottant90@gmail.com  
CC:  
BCC: andrew.hoy@nissan-usa.com  
Attachment:

Subject: Case [REDACTED]

Body:  
Scott,

Thank you for the case update.

My name is Andrew, and I will be assisting you on this case.

**Case summary:**

We have a 2023 Versa in that is setting [REDACTED] We did a visual inspection of the intake cam sensor connector (F21) and no trauma was found to the terminals.

We did find the proper spread terminal gauge tool for this connector. We should test pin fitment with terminal tool [REDACTED]

- The spring tool should fully compress before the terminal tool enters the connector. The spring tool should never enter or be forced into the connector as this can create a spread terminal condition.

We have seen previous similar cases have been resolved with EIVT Control Actuator and/or F-Harness replacement. Please thoroughly inspect all EIVT Actuator/EIVT Module related circuit integrity as well.

• [For Reference]

- o All circuit testing for shorts/opens & high resistance should include terminal inspections as well.
- o Ensure we utilize the correct STG in the recommended manner when testing.
- o All terminals should be sufficiently secured within their respective connector.
- o All related in-line/wire-to-wire connections should be physically inspected.
- o We need to ensure any circuit inspected is not shorted to power, ground or another circuit sharing its common connectors and conduit.
- o 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)
- o 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.

**Recommendation:**

- Let's focus on the circuits between the ECM and Intake CAM sensor.
- Let's focus on the circuits between the EIVT (F70) and the ECM.

If we confirm no circuit issues/connection related issues are present. We recommend replacement if the EIVT control actuator.

If additional assistance is needed on this case, please follow up with TECH LINE.

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

Thank you, \_\_\_\_\_ Andrew H. 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: CHARLIE CLARK NISSAN

Customer's Concerns:

C/S ENGINE LIGHT IS ON

Technician Findings:

FOUND CODE P2615 FOR CAM SHAFT POSITION SIGNAL. ALL CONNECTIONS ARE GOOD. CODE IS PAST. I SAW SOME DATA BASE SEARCHES ABOUT REPLACING THE SENSOR AND PIGTAIL. IS THERE A PIN FIT ISSUE ON THAT CONNECTOR? IS IT THE INTAKE OR EXHAUST CAM SENSOR THAT IS SETTING THAT CODE?:

This TECH LINE recommendation is given based solely on the information provided by the dealer. TECH LINE bases repair recommendations on time to repair, quality of repair, and ease of repair, regardless of who is paying for the repair or whether or not the vehicle is covered under warranty. Ultimately, it is the responsibility of the dealer to determine whether the work will be performed under warranty, a service contract, goodwill, customer pay, or dealer internal.

This communication may contain information that is proprietary, privileged, confidential, or otherwise legally protected from disclosure, and is intended to be received and read only by certain individuals. If it has been misdirected, or if you suspect you have received this in error, you are not authorized to read, print, retain, copy, or disseminate this message or any part of it. Please notify the sender immediately and delete all copies of the message.

[REDACTED]

Email: Case [REDACTED]

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

Comments  
Additional To: scottant90@gmail.com  
CC:  
BCC: john.seaborniii@nissan-usa.com  
Attachment:

Subject: Case [REDACTED]

Body:

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

- 1) Great question & thanks for the information on this one!
  - 2) To answer the question, P2615 is in regards to the intake cam position sensor and we have seen similar cases on N18 that had circuit or pin fit root causes.
  - 3) As our next step, let's determine if a circuit or pin fit concern is present & if present, repair as needed.
  - 4) Please inspect pin fit & connector integrity at all pins in the intake camshaft position sensor circuits, including at the ECM.
  - 5) Next, let's test the intake camshaft position sensor circuits for an intermittent open or short, using a DVOM, while performing a harness flex test.
- Tech to reply to all on email response, if additional technical assistance is required.

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

Thank you, \_\_\_\_\_ John S.TECH LINE

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[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED] CLARK NISSAN

Customer's Concerns:  
C/S ENGINE LIGHT IS ON  
Technician Findings:  
FOUND CODE [REDACTED] FOR CAM SHAFT POSITION SIGNAL. ALL CONNECTIONS ARE GOOD. CODE IS PAST. I SAW SOME DATA BASE SEARCHES ABOUT REPLACING THE SENSOR AND PIGTAIL. IS THERE A PIN FIT ISSUE ON THAT CONNECTOR? IS IT THE INTAKE OR EXHAUST CAM SENSOR THAT IS SETTING THAT CODE?:

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[REDACTED]

**Emails**

**Case** [REDACTED]

Message Date [REDACTED]  
Has Attachment   
Email Address **scottant90@gmail.com**  
Status **Sent**  
Subject **Case [REDACTED]**  
Text Body **Scott,**

TECH LINE's latest case update is below.

**TSS Recommendation:**

Thank you for the case update.

My name is Andrew, and I will be assisting you on this case.

**Case summary:**

We have a 2023 Versa in that is setting [REDACTED] We did a visual inspection of the intake cam sensor connector (F21) and no trauma was found to the terminals.

We did find the proper spread terminal gauge tool for this connector. We should test pin fitment with terminal tool J-

- The spring tool should fully compress before the terminal tool enters the connector. The spring tool should never enter or be forced into the connector as this can create a spread terminal condition.

We have seen previous similar cases have been resolved with EIVT Control Actuator and/or F-Harness replacement. Please thoroughly inspect all EIVT Actuator/EIVT Module related circuit integrity as well.

- [For Reference]
  - o All circuit testing for shorts/opens & high resistance should include terminal inspections as well.
  - o Ensure we utilize the correct STG in the recommended manner when testing.
  - o All terminals should be sufficiently secured within their respective connector.
  - o All related in-line/wire-to-wire connections should be physically inspected.

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

**Recommendation:**

- Let's focus on the circuits between the ECM and Intake CAM sensor.
- Let's focus on the circuits between the EIVT (F70) and the ECM.

If we confirm no circuit issues/connection related issues are present. We recommend replacement if the EIVT control actuator.

If additional assistance is needed on this case, please follow up with TECH LINE.

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

Thank you,

---

Andrew H.

TECH LINE

**Updating a TECH LINE Case:**

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From ASIST, Select TECH LINE Support Request, Enter your dealer code and select Update a Case.

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[REDACTED]

Mileage: 6,658

Dealer code: [REDACTED]

Dealer name: CHARLIE CLARK NISSAN

Customer's Concerns:  
C/S ENGINE LIGHT IS ON

**Technician Findings:**

**FOUND CODE [REDACTED] FOR CAM SHAFT POSITION SIGNAL. ALL CONNECTIONS ARE GOOD. CODE IS PAST. I SAW SOME DATA BASE SEARCHES ABOUT REPLACING THE SENSOR AND PIGTAIL. IS THERE A PIN FIT ISSUE ON THAT CONNECTOR? IS IT THE INTAKE OR EXHAUST CAM SENSOR THAT IS SETTING THAT CODE?:**

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**Andrew Hoy**  
Technical Support Specialist  
Aftersales Dealer Support – TECH LINE

Nissan Motor Co., Ltd.  
Phone: +1 (615)-223-4827

**Re: Case** [REDACTED]

Message [REDACTED]

Has Attachment

Email Address **scottant90@gmail.com**

Status **Read**

Subject **Re: Case** [REDACTED]

Text Body

The connector at the intake cam sensor is secure and free of damage. No pins looked damaged or bent. Performed wiggle test and the code did not set current. Our internet is down today so I can see which pins are what and we don't have any pin fit tools small enough for this connector

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

- > Scott,
- >
- > TECH LINE's latest case update is below.
- >
- >
- > Recommendation
- > Scott,
- > 1) Great question & thanks for the information on this one!
- > 2) To answer the question, [REDACTED] is in regards to the intake cam position sensor and we have seen similar cases on N18 that had circuit or pin fit > root causes.
- > 3) As our next step, let's determine if a circuit or pin fit concern is > present & if present, repair as needed.
- > 4) Please inspect pin fit & connector integrity at all pins in the intake > camshaft position sensor circuits, including at the ECM.
- > 5) Next, let's test the intake camshaft position sensor circuits for an > intermittent open or short, using a DVOM, while performing a harness flex > test.
- > Tech to reply to all on email response, if additional technical assistance > is required.
- >
- >
- >
- > The TECH LINE Survey can be accessed by: [CLICKING HERE](#)

[REDACTED]

- >
- >
- >
- >
- >

> Thank you,

>

> \_\_\_\_\_

>

> John 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.

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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: 6,658

>

> Dealer code: [REDACTED]

>

> Dealer name: CHARLIE CLARK NISSAN

>

> Customer's Concerns:

> C/S ENGINE LIGHT IS ON

>

>

> Technician Findings:

> FOUND CODE [REDACTED] FOR CAM SHAFT POSITION SIGNAL. ALL CONNECTIONS ARE GOOD.

> CODE IS PAST. I SAW SOME DATA BASE SEARCHES ABOUT REPLACING THE SENSOR AND

> PIGTAIL. IS THERE A PIN FIT ISSUE ON THAT CONNECTOR? IS IT THE INTAKE OR

> EXHAUST CAM SENSOR THAT IS SETTING THAT CODE?:

>

>

>

>

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

> all copies of the message.

>

>

> [REDACTED]

>

Message Date [REDACTED]

Has Attachment

Email Address **scottant90@gmail.com**

Status **Sent**

Subject **Case [REDACTED]**

Text Body **Scott,**

**TECH LINE's latest case update is below.**

**Recommendation**

**Scott,**

- 1) Great question & thanks for the information on this one!**
  - 2) To answer the question, [REDACTED] is in regards to the intake cam position sensor and we have seen similar cases on N18 that had circuit or pin fit root causes.**
  - 3) As our next step, let's determine if a circuit or pin fit concern is present & if present, repair as needed.**
  - 4) Please inspect pin fit & connector integrity at all pins in the intake camshaft position sensor circuits, including at the ECM.**
  - 4) Next, let's test the intake camshaft position sensor circuits for an intermittent open or short, using a DVOM, while performing a harness flex test.**
- Tech to reply to all on email response, if additional technical assistance is required.**

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

**Thank you,**

\_\_\_\_\_  
**John 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: 6,658**

**Dealer code: [REDACTED]**

**Dealer name: CHARLIE CLARK NISSAN**

Customer's Concerns:  
C/S ENGINE LIGHT IS ON

Technician Findings:  
FOUND CODE [REDACTED] FOR CAM SHAFT POSITION SIGNAL. ALL CONNECTIONS ARE GOOD. CODE IS PAST. I SAW SOME DATA BASE SEARCHES ABOUT REPLACING THE SENSOR AND PIGTAIL. IS THERE A PIN FIT ISSUE ON THAT CONNECTOR? IS IT THE INTAKE OR EXHAUST CAM SENSOR THAT IS SETTING THAT CODE?:

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Case Comments

<p>User Andrew Hoy Public <input checked="" type="checkbox"/> Comment TSS Recommendation:  Thank you for the case update.  My name is Andrew, and I will be assisting you on this case.  Case summary: We have a 2023 Versa in that is setting [REDACTED]. We did a visual inspection of the intake cam sensor connector (F21) and no trauma was found to the terminals.</p>	<p>User Andrew Hoy Public <input checked="" type="checkbox"/> Comment Dealer Replied update:  The connector at the intake cam sensor is secure and free of (trauma). No pins looked (trauma) or bent. Performed wiggle test and the code did not set current. Our internet is down today so I can see which pins are what and we don't have any pin fit tools small enough for this connector</p>
<p>We did find the proper spread terminal gauge tool for this connector [REDACTED] • The spring tool should fully compress before the terminal tool enters the connector. The spring tool should never enter or be forced into the connector as this can create a spread terminal condition.  We have seen previous similar cases have been resolved with EIVT Control Actuator and/or F-Harness replacement. Please thoroughly inspect all EIVT Actuator/EIVT Module related circuit integrity as well. • [For Reference] o All circuit testing for shorts/opens &amp; high resistance should include terminal inspections as well. o Ensure we utilize the correct STG in the recommended manner when testing. o All terminals should be sufficiently secured within their respective connector. o All related in-line/wire-to-wire connections should be physically inspected. o We need to ensure any circuit inspected is not shorted to power, ground or another circuit sharing its common connectors and conduit. o 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. <input type="checkbox"/> Utilize loaded circuit voltage drop testing as necessary. (Reference the Fall 2011, FEB/MAR 2016 &amp;</p>	<p>User Survey Site Guest User Public <input checked="" type="checkbox"/> Comment Customer Comments: C/S ENGINE LIGHT IS ON <input type="checkbox"/> Technician Findings: FOUND CODE [REDACTED] FOR CAM SHAFT POSITION SIGNAL. ALL CONNECTIONS ARE GOOD. CODE IS PAST. I SAW SOME DATA BASE SEARCHES ABOUT REPLACING THE SENSOR AND PIGTAIL. IS THERE A PIN FIT ISSUE ON THAT CONNECTOR? IS IT THE INTAKE OR EXHAUST CAM SENSOR THAT IS SETTING THAT CODE? <input type="checkbox"/> Repairs Made: NONE <input type="checkbox"/> Verified: Yes <input type="checkbox"/> Past DTC: ECM [REDACTED] <input type="checkbox"/> Question for TECH LINE: Can you explain this to me?</p>

AUG/SEPT 2019 TECH TALKS for additional information regarding Voltage Drop Testing)

o 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.

**Recommendation:**

- Let's focus on the circuits between the ECM and Intake CAM sensor.
- Let's focus on the circuits between the EIVT (F70) and the ECM.

If we confirm no circuit issues/connection related issues are present. We recommend replacement if the EIVT control actuator.

If additional assistance is needed on this case, please follow up with TECH LINE.



User **John Seaborn**

Public

**Recommendation**  
**Scott,**

Comment

- 1) Great question & thanks for the information on this one!
  - 2) To answer the question, [REDACTED] is in regards to the intake cam position sensor and we have seen similar cases on N18 that had circuit or pin fit root causes.
  - 3) As our next step, let's determine if a circuit or pin fit concern is present & if present, repair as needed.
  - 4) Please inspect pin fit & connector integrity at all pins in the intake camshaft position sensor circuits, including at the ECM.
  - 4) Next, let's test the intake camshaft position sensor circuits for an intermittent open or short, using a DVOM, while performing a harness flex test.
- Tech to reply to all on email response, if additional technical assistance is required.



User **Andrew Hoy**

Connection

Action **Changed Status from Open to Pending Dealer Reply.**



User **Andrew Hoy**

Connection

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



User **Andrew Hoy**

Connection

Action **Changed Case Owner from TECH LINE Tier 2 to Andrew Hoy.**



User **John Seaborn**

Connection

Action **Changed Case Owner from John Seaborn to TECH LINE Tier 2.**



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 **John Seaborn**

Connection

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

---

User **John Seaborn**

Connection

Action **Changed Case Owner from TECH LINE Initial 1 to John Seaborn.**

---

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 CHARLIE CLARK NISSAN. Created.**