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Case: [REDACTED]

General

Caller Name	JACK	Dealer	JOHNSON CITY NISSAN
NNAnet user ID	[REDACTED]	Contact Name	JACK HUGHES
Tech Preferred Phone	916822405754	Customer Name	
Tech Preferred Email	hunter2597@yahoo.com	Case Record Type	TECH LINE Cases
Preferred Contact Method	Phone	Case Owner	Brian Terk
Repair/Work Order	38084	Mobile Phone	
Job/Line Number	B	Texting Status	
Created Day	Tuesday		

Incident Information

Customer Comments	VEHCILE WILL NOT SHIFT	Customer Name	[REDACTED]
Verified	Yes	Vehicle	[REDACTED]
Question for TECH LINE	Have you seen this before?	VIN	[REDACTED]
Service Manual General Section	Engine	Archived VIN Make	
Service Manual Specific Section	Engine Control System	Archived VIN Year	2023
Symptom Code Category	Smells / Smoke	Archived VIN Model	Versa
Symptom	ABNORMAL SMELL	Incident/RO Date	[REDACTED]
When does this concern occur?	ALL TIMES	Calculated Days Down	6
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	NONE	Total Days Down	6
Observed Modifications & Accessories	NONE	Repair Attempts	0
		Current Mileage	877
		Vehicle Mileage Prior Value	
		Vehicle Purchased Miles	

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

TECH LINE Information

Subject	Reduced engine power [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	JACK HUGHES	Phone	682-240-5754
Account Name	JOHNSON CITY NISSAN	Mobile	
Contact Type	NNA Dealer Master	Email	hunter2597@yahoo.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] 2023 Versa; Reduced engine power [REDACTED]

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

Additional To: hunter2597@yahoo.com

CC:
BCC:
Attachment:

Subject: Case [REDACTED]

Body:

JACK,

TECH LINE's latest case update is below.

-RECOMMENDATION DETAIL:

-Thank you for calling in today Jack, it was great talking with you

-You noted that our connector and harness inspection results were OK

-However you found on one incident that when shifting to R that we were not in gear after releasing the clutch and having our foot off the APP

-It is likely that the manual transmission just did not engage into R if the vehicle had no movement and did not act like it was in gear

-Lets continue with our previous recommendations please, thank you

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

Thank you, _____ Brian TTECH 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]
[REDACTED]
[REDACTED] CITY NISSAN

Customer's Concerns:
VEHICLE WILL NOT SHIFT

Technician Findings:

C/S VEHICLE WILL NOT MOVE, AND WILL NOT ACCELERATE. VEHICLE IS SETTING A CODE [REDACTED] I DATA MONITOR INT/V TIMB1 AT IDLE IM GETTING 46.0-45.5 I ACTIVE TESTED THE INT/V AT 2500 RPM THE INT/V GOES DOWN TO 14.5 AND I WAS ABLE TO ADJUST IT AND IT WOULD GO UP TO BY 1 DEG AT A TIME. THE EXHAST STAYS AT 0 WHEN IM AT 2500 RPM. THE ENGINE RUNS VERY SMOOTH. IVE WIGGLE TESTED THE ECM CONNECTOR F10/F70 WITH NO CHANGE. PLEASE HELP.:

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 Michael Lemmons
Last Modified Date/Time [REDACTED]

Additional To: hunter2597@yahoo.com
CC:
BCC: michael.lemmons@nissan-usa.com
Attachment:

Subject: Case [REDACTED]

Body:

JACK,

Thank you for the details of your inspection.

We have seen this concern before due to harness or connector issues.

Please check for loose or backed out terminals in the F21, F70, and F71 connectors.

Replace the intake cam position sensor (phase) [REDACTED] if unable to find any harness or connector issue.

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

Thank you, _____ Michael L.TECH LINE

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Closed TECH LINE cases can be reopened.

Comments

[REDACTED]
Dealer name: JOHNSON CITY NISSAN

Customer's Concerns:

VEHCILE WILL NOT SHIFT

Technician Findings:

C/S VEHICILE WILL NOT MOVE, AND WILL NOT ACCELERATE. VEHICILE IS SETTING A CODE [REDACTED]

[REDACTED] THE INT/V GOES DOWN TO 14.5 AND I WAS ABLE TO ADJUST IT AND IT WOULD GO UP TO BY 1 DEG AT A TIME. THE EXHAST STAYS AT 0 WHEN IM AT 2500 RPM. THE ENGINE RUNS VERY SMOOTH. IVE WIGGLE TESTED THE ECM CONNECTOR F10/F70 WITH NO CHANGE. PLEASE HELP.:

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[REDACTED]

Emails

Case [REDACTED] **Versa; Reduced engine power** [REDACTED]

Message Date [REDACTED]

Has Attachment

Email Address **hunter2597@yahoo.com**

Status **Sent**

Subject **Case [REDACTED] 2023 Versa; Reduced engine power [REDACTED]**

Text Body **JACK,**

TECH LINE's latest case update is below.

-RECOMMENDATION DETAIL:

-Thank you for calling in today Jack, it was great talking with you

-You noted that our connector and harness inspection results were OK

-However you found on one incident that when shifting to R that we were not in gear after releasing the clutch and having our foot off the APP

-It is likely that the manual transmission just did not engage into R if the vehicle had no movement and did not act like it was in gear

-Lets continue with our previous recommendations please, thank you

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

Thank you,

Brian T

TECH LINE

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Case #: [REDACTED]

Dealer name: JOHNSON CITY NISSAN

Customer's Concerns:
VEHCILE WILL NOT SHIFT

Technician Findings:
C/S VEHICILE WILL NOT MOVE, AND WILL NOT ACCELERATE. VEHICILE IS SETTING A CODE [REDACTED] HE
INT/V GOES DOWN TO 14.5 AND I WAS ABLE TO ADJUST IT AND IT WOULD GO UP TO BY 1 DEG AT A TIME.
THE EXHAST STAYS AT 0 WHEN IM AT 2500 RPM. THE ENGINE RUNS VERY SMOOTH. IVE WIGGLE TESTED
THE ECM CONNECTOR F10/F70 WITH NO CHANGE. PLEASE HELP.:

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Brian Terk
Nissan North America, Inc.
Technical Support Specialist 2
TECH LINE
Vehicle Technical Support

Case [REDACTED]

Message Date [REDACTED]
Has Attachment
Email Address hunter2597@yahoo.com
Status Sent
Subject Case [REDACTED]
Text Body JACK,

TECH LINE's latest case update is below.

Recommendation:
Thank you for the details of your inspection.
We have seen this concern before due to harness or connector issues.
Please check for loose or backed out terminals in the F21, F70, and F71 connectors.
Replace the intake cam position sensor (phase) F21 if unable to find any harness or connector issue.

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

Thank you,

Michael L.

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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[REDACTED]

Mileage: 877

Dealer code: [REDACTED]

Dealer name: JOHNSON CITY NISSAN

**Customer's Concerns:
VEHCILE WILL NOT SHIFT**

**Technician Findings:
C/S VEHICILE WILL NOT MOVE, AND WILL NOT ACCELERATE. VEHICILE IS SETTING A CODE [REDACTED] I DATA MONITOR INT/V TIMB1 AT IDLE IM GETTING 46.0-45.5 I ACTIVE TESTED THE INT/V AT 2500 RPM THE INT/V GOES DOWN TO 14.5 AND I WAS ABLE TO ADJUST IT AND IT WOULD GO UP TO BY 1 DEG AT A TIME. THE EXHAST STAYS AT 0 WHEN IM AT 2500 RPM. THE ENGINE RUNS VERY SMOOTH. IVE WIGGLE TESTED THE ECM CONNECTOR F10/F70 WITH NO CHANGE. PLEASE HELP.:**

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Michael Lemmons
 Nissan North America, Inc.
 Technical Support Specialist, TECH LINE
 Michael.Lemmons@nissan-usa.com
 phone: +1 615-223-4856
 fax: +1 615-967-3314

Case Comments

User Public	User Brian Terk <input checked="" type="checkbox"/>	User Michael Lemmons <input checked="" type="checkbox"/>
Comment	<p>-RECOMMENDATION DETAIL: -Thank you for calling in today Jack, it was great talking with you -You noted that our connector and harness inspection results were OK -However you found on one incident that when shifting to R that we were not in gear after releasing the clutch and having our foot off the APP -It is likely that the manual transmission just did not engage into R if the vehicle had no movement and did not act like it was in gear -Lets continue with our previous recommendations please, thank you</p>	<p>Recommendation: Thank you for the details of your inspection. We have seen this concern before due to harness or connector issues. Please check for loose or backed out terminals in the F21, F70, and F71 connectors. Replace the intake cam position sensor (phase) F21 if unable to find any harness or connector issue.</p>

User Public	User Survey Site Guest User <input checked="" type="checkbox"/>
Comment	<p>Customer Comments: VEHICILE WILL NOT SHIFT <input type="checkbox"/> Technician Findings: C/S VEHICILE WILL NOT MOVE, AND WILL NOT ACCELERATE. VEHICILE IS SETTING A CODE [REDACTED] I DATA MONITOR INT/V TIMB1 AT IDLE IM GETTING 46.0-45.5 I ACTIVE TESTED THE INT/V AT 2500 RPM THE INT/V GOES DOWN TO 14.5 AND I WAS ABLE TO ADJUST IT AND IT WOULD GO UP TO BY 1 DEG AT A TIME. THE EXHAST STAYS AT 0 WHEN IM AT 2500 RPM. THE ENGINE RUNS VERY SMOOTH. IVE WIGGLE TESTED THE ECM CONNECTOR F10/F70 WITH NO CHANGE. PLEASE HELP. <input type="checkbox"/> Repairs Made: NONE <input type="checkbox"/> Verified: Yes <input type="checkbox"/> Current DTC: ECM [REDACTED] <input type="checkbox"/> Question for TECH LINE: Have you seen this before?</p>

Case History

User	User Brian Terk

[REDACTED]
Connection

Action **Changed Status from Caller In Queue to Pending Dealer Reply.**

User **Brian Terk**

Connection

Action **Changed Case Owner from Michael Lemmons to Brian Terk.**

User **ATOS Integration User**

Connection

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

User **Michael Lemmons**

Connection

Action **Changed Subject to Reduced engine power [REDACTED] Changed Status from Caller In Queue to Pending Dealer Reply.**

User **Michael Lemmons**

Connection

Action **Changed Case Owner from TECH LINE Phone to Michael Lemmons.**

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 JOHNSON CITY NISSAN. Created.**