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General

Caller Name	chris cesnik	Dealer	HUBLER NISSAN
NNAnet user ID	dcesnc04	Contact Name	Chris Cesnik
Tech Preferred Phone	913178406118	Customer Name	
Tech Preferred Email	cesnik.christopher@sbcglobal.net	Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	Adam Hoff
Repair/Work Order	[REDACTED]	Mobile Phone	
Job/Line Number	A	Texting Status	
Created Day	Wednesday		

Incident Information

Customer Comments	check engine light is on	Customer Name	[REDACTED]
Verified	Yes	Vehicle	[REDACTED]
Question for TECH LINE	Can you help me find information?	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	5
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	none	Total Days Down	5
Observed Modifications & Accessories	none	Repair Attempts	0
		Current Mileage	266
		Vehicle Mileage Prior Value	
		Vehicle Purchased Miles	



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

TECH LINE Information

Subject	Engine MIL on. [REDACTED]	Resolution Action	
Status	Pending Dealer Reply	Resolution Object	
Confirmed Resolution	Pending	Field Inspection Indicator	<input type="checkbox"/>
Component Code Category	EM Engine Mechanical	NNA Field Inspection Date	
Component Code Issue	EMA ENGINE ASSEMBLY	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	Chris Cesnik	Phone	317-888-9227
Account Name	HUBLER NISSAN	Mobile	
Contact Type	NNA Dealer Master	Email	cesnik.christopher@sbcglobal.net
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	Assigned To	Last Modified Date/Time	Comments
[REDACTED]	<input checked="" type="checkbox"/>	[REDACTED]	Adam Hoff	[REDACTED]	<p>Additional To: cesnik.christopher@sbcglobal.net</p> <p>CC:</p> <p>BCC: adam.hoff@nissan-usa.com</p> <p>Attachment:</p> <p>Subject: [REDACTED]</p> <p>Body: chris cesnik, TECH LINE's latest case update is below. TSS recommendation:</p> <p>Thank you for the update.</p> <p>We can see that EPC does not show this part.</p> <p>It could be that it comes with the intake sprocket or similar and is what was meant.</p> <p>We recommend referring to what DPIC recommends ordering to get this replacement part.</p> <p>In other cases the part number for the actuator starts with [REDACTED] and is commonly replaced with the VTC control module.</p> <p>The TECH LINE Survey can be accessed by: CLICKING HERE</p> <p>Thank you, _____ Adam HTECH 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: HUBLER NISSAN</p> <p>Customer's Concerns: check engine light is on</p> <p>Technician Findings: vehicle came in with past code for [REDACTED] i checked continuity between connectors f10 and f70 it is okay. i wiggle tested the harness and cannot get the code to go to current. what else should i check? it is a manual btw if that makes any difference. thanks:</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</p>

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 [REDACTED]
 Task
 Due Date [REDACTED]
 Assigned To Adam Hoff
 Last Modified Date/Time [REDACTED]
 Comments Additional To: cesnik.christopher@sbcglobal.net
 CC:
 BCC: adam.hoff@nissan-usa.com
 Attachment:

Subject: Cas [REDACTED]

Body:
 chris cesnik,
 TECH LINE's latest case update is below.
 TSS recommendation:

Thank you for the case information.

In most cases the actuator is the cause but we have seen some others with the sprocket or IVT control unit.

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

Thank you, _____ Adam HTECH 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: HUBLER NISSAN

Customer's Concerns:
 check engine light is on
Technician Findings:

vehicle came in with past code for [REDACTED] i checked continuity between connectors f10 and f70 it is okay. i wiggle tested the harness and cannot get the code to go to current. what else should i check? it is a manual btw if that makes any difference. thanks:

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]

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.

Emails

Case [REDACTED]

Message Date [REDACTED]

Has Attachment

Email Address **cesnik.christopher@sbcglobal.net**

Status **Sent**

Subject **Case** [REDACTED]

Text Body **chris cesnik,**

TECH LINE's latest case update is below.

TSS recommendation:

Thank you for the update.

We can see that EPC does not show this part.

It could be that it comes with the intake sprocket or similar and is what was meant.

We recommend referring to what DPIC recommends ordering to get this replacement part.

In other cases the part number for the actuator starts with [REDACTED] and is commonly replaced with the VTC control module.

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

Thank you,

Adam 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.

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Mileage: 266

Dealer code: [REDACTED]

Dealer name: HUBLER NISSAN

Customer's Concerns:
check engine light is on

Technician Findings:
vehicle came in with past code for [REDACTED]. i checked continuity between connectors f10 and f70 it is okay. i wiggle tested the harness and cannot get the code to go to current. what else should i check? it is a manual btw if that makes any difference. thanks:

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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Adam Hoff
Technical Support Specialist
Aftersales Dealer Support

Nissan North America, Inc.
610 Enon Springs Road East
Smyrna, TN 37167
Phone: +1-615-223-4964 Fax: +1-615-967-3812

Re: Case [REDACTED]

Message Date [REDACTED]
 Has Attachment
 Email Address cesnik.christopher@sbcglobal.net
 Status Read
 Subject Re: Case [REDACTED]
 Text Body I'm trying to replace the intake timing actuator on this vehicle but parts can't find a part number for it and they called Nissan and they said you have to replace the intake to get it but that doesn't make any sense to me. Just wondering if you had any info on a part number by chance. Thanks

Sent from AT&T Yahoo Mail for iPhone

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

[REDACTED]

||
||
|

| chris cesnik,

TECH LINE's latest case update is below.

TSS recommendation:

Thank you for the case information.

In most cases the actuator is the cause but we have seen some others with the sprocket or IVT control unit.

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

Thank you,

Adam 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]

Mileage: 266

Dealer code: [REDACTED]

Dealer name: HUBLER NISSAN

Customer's Concerns:
check engine light is on

Technician Findings:
vehicle came in with past code for [REDACTED] i checked continuity between connectors f10 and f70 it is okay. i wiggle tested the harness and cannot get the code to go to current. what else should i check? it is a manual btw if that makes any difference. thanks:

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]

Case [REDACTED]

Message Date [REDACTED]

Has Attachment

Email Address cesnik.christopher@sbcglobal.net

Status Sent

[REDACTED]

Subject [REDACTED]

Text Body chris cesnik,

TECH LINE's latest case update is below.

TSS recommendation:

Thank you for the case information.

In most cases the actuator is the cause but we have seen some others with the sprocket or IVT control unit.

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

Thank you,

Adam 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]

Mileage: 266

Dealer code: 2683

Dealer name: HUBLER NISSAN

Customer's Concerns:
check engine light is on

Technician Findings:

vehicle came in with past code for [REDACTED]. i checked continuity between connectors f10 and f70 it is okay. i wiggle tested the harness and cannot get the code to go to current. what else should i check? it is a manual btw if that makes any difference. thanks:

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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Adam Hoff
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Smyrna, TN 37167
Phone: +1-615-223-4964 Fax: +1-615-967-3812

Case Comments

<p>[REDACTED]</p> <hr/> <p>User Adam Hoff Public <input checked="" type="checkbox"/></p> <p>Comment TSS recommendation: Thank you for the update. We can see that EPC does not show this part. It could be that it comes with the intake sprocket or similar and is what was meant. We recommend referring to what DPIC recommends ordering to get this replacement part. In other cases the part number for the actuator starts with [REDACTED] and is commonly replaced with the VTC control module.</p>	<p>[REDACTED]</p> <hr/> <p>User Adam Hoff Public <input checked="" type="checkbox"/></p> <p>Comment Email response from dealer: I'm trying to replace the intake timing actuator on this vehicle but parts can't find a part number for it and they called Nissan and they said you have to replace the intake to get it but that doesn't make any sense to me. Just wondering if you had any info on a part number by chance. Thanks</p>
<p>[REDACTED]</p> <hr/> <p>User Adam Hoff Public <input checked="" type="checkbox"/></p> <p>Comment TSS recommendation: Thank you for the case information. In most cases the actuator is the cause but we have seen some others with the sprocket or IVT control unit.</p>	<p>[REDACTED]</p> <hr/> <p>User Survey Site Guest User Public <input checked="" type="checkbox"/></p> <p>Comment Customer Comments: check engine light is on <input type="checkbox"/> Technician Findings: vehicle came in with past code for [REDACTED] i checked continuity between connectors f10 and f70 it is okay. i wiggle tested the harness and cannot get the code to go to current. what else should i check? it is a manual btw if that makes any difference. thanks <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 help me find information?</p>

User **Adam Hoff**
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 **Adam Hoff**
Connection
Action **Changed Subject to Engine MIL on. [REDACTED]. Changed Status from Pending TECH LINE to Pending Dealer Reply.**

User **Adam Hoff**
Connection
Action **Changed Case Owner from TECH LINE Initial to Adam Hoff.**

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

User **Survey Site Guest User**
Connection
Action **Changed Status from Open to Pending TECH LINE. Changed Account Name to HUBLER NISSAN. Changed [REDACTED] from [REDACTED]. Created.**
