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Case: [REDACTED]

General

Caller Name	Billy	Dealer	MODERN NISSAN OF CONCORD
NNAnet user ID	DCARLB52	Contact Name	Billy Carlson
Tech Preferred Phone	919805214093	Customer Name	
Tech Preferred Email	[REDACTED]	Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	Michael Lemmons
Repair/Work Order	[REDACTED]	Mobile Phone	
Job/Line Number	A	Texting Status	
Created Day	Monday		

Incident Information

Customer Comments	Customer states vehicle has a difficult time accelerating. Takes a long time to change gears. It is intermittent but acting up now.	Customer Name	BARRY FELICIANO
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	Experience/Occurrence	Archived VIN Model	Versa
Symptom	MISFIRE	Incident/RO Date	[REDACTED]
When does this concern occur?	INTERMITTENT	Calculated Days Down	210
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	NONE	Total Days Down	210
Observed Modifications & Accessories	NONE	Repair Attempts	0
		Current Mileage	12,880
		Vehicle Mileage Prior Value	

[REDACTED]

Vehicle Purchased Miles
 Primary DTC
 Current DTC ECM [REDACTED]
 Past DTC
 Other DTCs

TECH LINE Information

Subject	Reduced power [REDACTED]	Resolution Action
Status	Closed	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	Billy Carlson	Phone	704-788-2110
Account Name	MODERN NISSAN OF CONCORD	Mobile	
Contact Type	NNA Dealer Master	Email	[REDACTED]
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
Home Phone
Work Phone
Description

Lead Source
Birthdate
Department

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]	Michael Lemmons	[REDACTED]	<p>Additional To: billyjcarlson@yahoo.com CC: BCC: michael.lemmons@nissan-usa.com Attachment:</p> <p>Subject: Case [REDACTED] Body: Billy, Thank you for the details. [REDACTED] indicates an abnormal intake cam position signal. This code causes a failsafe which would explain the customers concern about loss of power. In most cases for new or low mileage vehicles we have found a loose or backed out pin in one of the connectors. Check the terminals in the F70, F72, and F71 connectors. Load test the two power supplies to F70 pin 15 and 37. Check pins 18 and 25 in the E8/F8 connector. Loosen and retighten ground F60. If unable to find any evidence of a harness or connector issue then replace the electric IVT actuator.</p> <p>The TECH LINE Survey can be accessed by: CLICKING HERE</p> <p>Thank you, _____ Michael L.TECH LINE</p> <p>Updating a TECH LINE Case: Technician: Reply to this email; do not change the email subject line. Email file attachments are limited to 6MB. From ASIST, Select TECH LINE Support Request, Enter your dealer code and select Update a Case. If no response, we will assume additional assistance is not required and the case will be closed. Closed TECH LINE cases can be reopened.</p> <p>[REDACTED]</p> <p>Dealer name: MODERN NISSAN OF CONCORD</p> <p>Customer's Concerns: Customer states vehicle has a difficult time accelerating. Takes a long time to change gears. It is intermittent but acting up now.</p> <p>Technician Findings: Customer states when driving the vehicle it was difficult to accelerate at times. Vehicle has a manual transmission. Test drove vehicle with customer and verified complaint. Customer stated if vehicle was turned off and re-started, vehicle would function normally again. Found code [REDACTED] is stored. Checked pins on connector, performed wiggle test of harness after clearing code. Could not duplicate incident again. To me this cannot be a sensor problem if once the code goes to past, the vehicle operates correctly. I did see a few on the database search but no actual repairs.:</p>

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

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

[REDACTED]

An email was sent to the Caller Name

Name
Task
Due Date
Assigned To **Michael Lemmons**
Last Modified Date/Time [REDACTED]
Comments

An email was sent to the Caller Name

Name
Task
Due Date
Assigned To **Michael Lemmons**
Last Modified Date/Time [REDACTED]
Comments

Emails

Case [REDACTED]

Message Date [REDACTED]
Has Attachment
Email Address **techline@nissan-usa.com**
Status **Read**
Subject **Case [REDACTED]**
Text Body **From: William Carlson**

To: NNA TECH LINE <techline@nissan-usa.com>
Subject: Re: [REDACTED]

Vehicle left without repair and did not return Sent from my iPhone On [REDACTED] **TECH LINE** <techline@nissan-usa.com> wrote: Billy, We noticed that case number [REDACTED] does not have a confirmed resolution.Help us improve

Vehicle left without repair and did not return Sent from my iPhone

On [REDACTED] **TECH LINE** <techline@nissan-usa.com> wrote:

[Image removed by sender.]

Billy,

We noticed that case number [REDACTED] does not have a confirmed resolution.

Help us improve your database search by updating your case.Pick 1 of 4 ways to update your case.

- Update the case through the Case Creation Portal. Click Here.

[REDACTED]

[REDACTED]

or

• Reply All to the last email from the case.

or

• Contact us through Chat. [Click Here.](#)

[REDACTED]

or

• Call TECH LINE at 1-800-662-3497 and enter your case number when prompted

How was your TECH LINE experience? Let us know on the Survey. [Click](#)

Her

[REDACTED]

Thank you,

Michael Lemmons

[REDACTED]

Mileage: 12,880

Dealer code: [REDACTED]

Dealer name: MODERN NISSAN OF CONCORD

Customer's Concerns:

Customer states vehicle has a difficult time accelerating. Takes a long time to change gears. It is intermittent but acting up now.

Technician Findings:

Customer states when driving the vehicle it was difficult to accelerate at times. Vehicle has a manual transmission. Test drove vehicle with customer and verified complaint. Customer stated if vehicle was turned off and re-started, vehicle would function normally again. Found code [REDACTED] is stored. Checked pins on connector, performed wiggle test of harness after clearing code. Could not duplicate incident again. To me this cannot be a sensor problem if once the code goes to past, the vehicle operates correctly. I did see a few on the database search but no actual repairs.:

Case

[REDACTED]

Message Date [REDACTED]

Has Attachment

Email Address billyjcarlson@yahoo.com

Status **Sent**

Subject **Case** [REDACTED]

Text Body **Billy,**

TECH LINE's latest case update is below.

Recommendation:

Thank you for the details.

P2615 indicates an abnormal intake cam position signal.

[REDACTED]

This code causes a failsafe which would explain the customers concern about loss of power. In most cases new or low mileage vehicles we have found a loose or backed out pin in one of the connectors.

Check the terminals in the F70, F72, and F71 connectors.

Load test the two power supplies to F70 pin 15 and 37.

Check pins 18 and 25 in the E8/F8 connector.

Loosen and retighten ground F60.

If unable to find any evidence of a harness or connector issue then replace the electric IVT actuator.

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.

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: 12,880

Dealer code: [REDACTED]

Dealer name: MODERN NISSAN OF CONCORD

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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

[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
User Public	Michael Lemmons <input checked="" type="checkbox"/>	User Public	Michael Lemmons <input checked="" type="checkbox"/>
Comment	Received email from tech: Vehicle left without repair and did not return	Comment	Recommendation: Thank you for the details. [REDACTED] indicates an abnormal intake cam position signal.
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
User Public	Survey Site Guest User <input checked="" type="checkbox"/>	User Public	Survey Site Guest User <input checked="" type="checkbox"/>
Comment	Customer Comments: Customer states vehicle has a difficult time accelerating. Takes a long time to change gears. It is intermittent but acting up now. <input type="checkbox"/> Technician Findings: Customer states when driving the vehicle it was difficult to accelerate at times. Vehicle has a manual transmission. Test drove vehicle with customer and verified complaint. Customer stated if vehicle was turned off and re-started, vehicle would function normally again. Found code [REDACTED] is stored. Checked pins on connector, performed wiggle test of harness after clearing code. Could not duplicate incident again. To me this cannot be a sensor problem if once the code goes to past, the vehicle operates correctly. I did see a few on the database search but no actual repairs. <input type="checkbox"/> Repairs Made: NONE <input type="checkbox"/> Verified: Yes <input type="checkbox"/> Current DTC: ECM [REDACTED] <input type="checkbox"/> [REDACTED] Have you seen this before?	Comment	This code causes a failsafe which would explain the customers concern about loss of power. In most cases new or low mileage vehicles we have found a loose or backed out pin in one of the connectors. Check the terminals in the F70, F72, and F71 connectors. Load test the two power supplies to F70 pin 15 and 37. Check pins 18 and 25 in the E8/F8 connector. Loosen and retighten ground F60. If unable to find any evidence of a harness or connector issue then replace the electric IVT actuator.

User **Michael Lemmons**
Connection
Action **Changed Status from Pending Dealer Reply to Closed. Changed Status from Pending TECH LINE to Pending Dealer Reply.**

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

User **Michael Lemmons**
Connection
Action **Changed Subject to Reduced power [REDACTED]. Changed Status from Pending TECH LINE to Pending Dealer Reply.**

User **Michael Lemmons**
Connection
Action **Changed Case Owner from TECH LINE Initial 1 to Michael Lemmons.**

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 MODERN NISSAN OF CONCORD. Created.**