



- [Close Window](#)
- [Print This Page](#)
- [Expand All](#) | [Collapse All](#)



General

Caller Name	Benjamin Bacon	Dealer	MIDDLETOWN NISSAN
NNAnet user ID	dbacob80	Contact Name	Benjamin Bacon
Tech Preferred Phone	918602274593	Customer Name	
Tech Preferred Email	[REDACTED]	Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	Carlos Nunez
Repair/Work Order	[REDACTED]	Mobile Phone	
Job/Line Number	A	Texting Status	
Created Day	Wednesday		

Incident Information

Customer Comments	C/S INTERMITTANTLY WHEN STOPPED ON INCLINE CAR WILL NOT ACCELERATE, HAS NO POWER, SEEMS TO RESET WHEN CAR IS SHUT OFF	Customer Name	[REDACTED]
Verified	Yes	Vehicle	[REDACTED]
Question for TECH LINE	What is the most likely cause for this incident?	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	8/17/2023
When does this concern occur?	INTERMITTENT	Calculated Days Down	144
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	NONE	Total Days Down	144
Observed Modifications & Accessories	NONE	Repair Attempts	2
		Current Mileage	19,750
		Vehicle Mileage Prior Value	
		Vehicle Purchased Miles	
		Primary DTC	
		Current DTC	ECM P2615-00
		Past DTC	ABS C1109-16 LASER/RADAR C1A16-97
		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	EME CAMSHAFT, DRIVE SYSTEM, & TIMING BELT	FSSS	<input type="checkbox"/>



TECH LINE Template ECC Initial Response FSSS Date

TREAD Component 06

Date/Time Closed 1/8/2024 10:34 AM

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 Benjamin Bacon

Phone 860-483-1827

Account Name MIDDLETOWN NISSAN

Mobile

Contact Type NNA Dealer Master

Email bbacon@middletownnissan.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 Carlos Nunez

Last Modified Date/Time [REDACTED]

Comments Additional To: [REDACTED]
CC:
BCC: carlos.nunez@nissan-usa.com
Attachment:

Subject: Case [REDACTED]

Body:

Good Morning Benjamin,
Thank you for the update. My name is Carlos, and I will now be working this case.
We understand that dealer is still working with FQM for concern with [REDACTED] but has a concern with battery test results.
Battery replacement is recommended if tester shows to replace battery.
Please see Service Manager or Warranty Administrator regarding VCAT / warranty concerns.
Please continue to update case with progress with DTC [REDACTED] and continue working with dealer FQM to resolve concern.

The TECH LINE Survey can be accessed by: CLICKING HERE

Thank you, [REDACTED] Carlos N.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] 19,750

Dealer code: 5492

Dealer name: MIDDLETOWN NISSAN

Customer's Concerns:

C/S INTERMITTANTLY WHEN STOPPED ON INCLINE CAR WILL NOT ACCELERATE, HAS NO POWER, SEEMS TO RESET WHEN CAR IS SHUT OFF

Technician Findings:

B2615-CAMSHAFT POS SIG. HAVE BEEN UNABLE TO DUPLICATE. THIS IS THE SECOND TIME IT HAS BEEN BACK FOR THE SAME DTC. FFD SHOWS THAT IT HAS TRIPPED ON PROBABLY THE FIRST START OF THE DAY DURING CRANKING. I'VE SCOPED OUT THE CAM POS SIGNAL FROM THE VALVE TIMING CONTROL MODULE TO PIN 35 OF THE ECM. I HAVE A SQUARE WAVE SIGNAL THAT LOOKS NORMAL. I ALSO CHECKED THE ACTUAL CAM POSITION SENSOR SIGNAL TO PIN 34 OF THE ECM. AGAIN, I HAVE A SQUARE WAVE SIGNAL, BUT THE PATTERN DOESN'T MATCH THE ESM. I AM WONDERING IF THE ESM IS WRONG OR THE PATTERN IS WRONG. I TEND TO GO WITH THE ESM BEING WRONG SINCE NO DTC IS STORED AND THE ENGINE RUNS NORMALLY. I HAVE TESTED THE BATTERY-IT TESTS GOOD.:

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 [REDACTED]
Task
Due Date [REDACTED]
Assigned To Michael Aceves
Last Modified Date/Time [REDACTED]
Comments Additional To: nissanrx2k@yahoo.com

CC:
BCC:
Attachment:

Subject: Case [REDACTED] 2023 VERSA SEDAN; Engine MIL on [REDACTED]

Body:
Benjamin Bacon,
TECH LINE's latest case update is below.
Recommendation:

Thank you for the update Benjamin.

Please continue to work with the engineering staff previously in contact with you.

If unable to contact them, you can follow-up with TECH LINE and we will provide further assistance.

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

Thank you, [REDACTED] Michael ATECH 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] NISSAN

Customer's Concerns:

C/S INTERMITTANTLY WHEN STOPPED ON INCLINE CAR WILL NOT ACCELERATE, HAS NO POWER, SEEMS TO RESET WHEN CAR IS SHUT OFF

Technician Findings:

B2615-CAMSHAFT POS SIG. HAVE BEEN UNABLE TO DUPLICATE. THIS IS THE SECOND TIME IT HAS BEEN BACK FOR THE SAME DTC. FFD SHOWS THAT IT HAS TRIPPED ON PROBABLY THE FIRST START OF THE DAY DURING CRANKING. I'VE SCOPED OUT THE CAM POS SIGNAL FROM THE VALVE TIMING CONTROL MODULE TO PIN 35 OF THE ECM. I HAVE A SQUARE WAVE SIGNAL THAT LOOKS NORMAL. I ALSO CHECKED THE ACTUAL CAM POSITION SENSOR SIGNAL TO PIN 34 OF THE ECM. AGAIN, I HAVE A SQUARE WAVE SIGNAL, BUT THE PATTERN DOESN'T MATCH THE ESM. I AM WONDERING IF THE ESM IS WRONG OR THE PATTERN IS WRONG. I TEND TO GO WITH THE ESM BEING WRONG SINCE NO DTC IS STORED AND THE ENGINE RUNS NORMALLY. I HAVE

[REDACTED]

TESTED THE BATTERY-IT TESTS GOOD.:

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: [REDACTED]

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

Additional To: [REDACTED]
CC:
BCC:
Attachment:

Subject: Case [REDACTED]

Body:
Benjamin Bacon,
TECH LINE's latest case update is below.
Recommendation:

Benjamin, I tried to call you, but there was no answer.

We have some questions to ask...

-Are you able to duplicate the code at the dealership? If so, what are the conditions to set the DTC?

-If unable to duplicate, can you ask the customer for some additional info?

-We would like to know if the customer released the clutch too early which caused the engine to stop running.

-We are trying to find out if the DTC is related to that condition.

-They might not be willing to reveal that info, but its possible unless we ask.

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

Thank you, [REDACTED] Michael ATECH 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] NISSAN

Customer's Concerns:

C/S INTERMITTANTLY WHEN STOPPED ON INCLINE CAR WILL NOT ACCELERATE, HAS NO POWER, SEEMS TO RESET WHEN CAR IS SHUT OFF

Technician Findings:

B2615-CAMSHAFT POS SIG. HAVE BEEN UNABLE TO DUPLICATE. THIS IS THE SECOND TIME IT HAS BEEN BACK FOR THE SAME DTC. FFD SHOWS THAT IT HAS TRIPPED ON PROBABLY THE FIRST START OF THE DAY DURING CRANKING. I'VE SCOPED OUT THE CAM POS SIGNAL FROM THE VALVE TIMING CONTROL MODULE TO PIN 35 OF THE ECM. I HAVE A SQUARE WAVE SIGNAL THAT LOOKS NORMAL. I ALSO CHECKED THE ACTUAL CAM POSITION SENSOR SIGNAL TO PIN 34 OF THE ECM. AGAIN, I HAVE A SQUARE WAVE SIGNAL, BUT THE PATTERN DOESN'T MATCH THE ESM. I AM WONDERING IF THE ESM IS WRONG OR THE PATTERN IS WRONG. I TEND TO GO WITH THE ESM BEING WRONG SINCE NO DTC IS STORED AND THE ENGINE RUNS NORMALLY. I HAVE TESTED THE BATTERY-IT TESTS GOOD.:

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

[REDACTED]

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.

Email: RE: [REDACTED]

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

[REDACTED]

Comments

Additional To: jeff.nafzger@nissan-usa.com
CC: tatsuya.katayama@nissan-usa.com; jesse.adams@nissan-usa.com; johnny.jackson@nissan-usa.com
BCC:
Attachment: ~WRD0003.jpg

Subject: RE: [REDACTED]

Body:
I can ask, but I don't know if the customer will admit to it.

----- Original Message -----

From: Nafzger, Jeff [jeff.nafzger@nissan-usa.com]
Sent: [REDACTED]
To: tatsuya.katayama@nissan-usa.com; techlinesfdc@nissan-usa.com
Cc: jesse.adams@nissan-usa.com; johnny.jackson@nissan-usa.com
Subject: RE: Case [REDACTED]

Michael,

Thanks for the information, can you confirm if this DTC set after an engine stall during clutch engage/release. We have been able to duplicate this issue by stalling a MT Versa through failed clutch operation.

Thanks,

Jeff Nafzger

Nissan North America, Inc.
Field Quality Engineer

System Quality Improvement

jeff.nafzger@nissan-usa.com

615-223-3581

615-584-0251

From: TECH LINE Email to Case <techlinesfdc@nissan-usa.com>
Sent: [REDACTED]
To: Katayama, Tatsuya <tatsuya.katayama@nissan-usa.com>; 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 MIDDLETOWN NISSAN; 2023 VERSA SEDAN; Engine MIL on [REDACTED]

Good morning Jeff and Katayama-San,

Are you looking into Versa Sedan with manual transmission setting [REDACTED]

This one sets intermittently during engine start-up.

The IVT actuator has already been replaced.

I attached Freeze Frame Data if needed.

Please let me know if this is something you're looking into or I'll just keep working with the technician to further diagnose.

Please see additional case details below.

Thank you,

Michael Aceves

Technical Support Specialist

Aftersales Dealer Support

Nissan North America, Inc.

michael.aceves@nissan-usa.com

Phone: (615) 223-4850

FAX: (615) 967-2076

CALLER NAME: Benjamin Bacon

CUSTOMER NAME: [REDACTED]

VIN: [REDACTED]

MILEAGE: 19,750

DEALER CODE: [REDACTED]

YEAR/MODEL: 2023 VERSA SEDAN

MODEL CODE: [REDACTED]

MFG DATE: 2/22/2023

DEALER NAME: MIDDLETOWN NISSAN

1153 NEWFIELD ST
MIDDLETOWN, CT 06457

Phone: 8606326550
Fax:

PROBLEM ANALYSIS:

What?

Where?

When?

Extent?

Dealer Action/Observation:

INITIAL RECOMMENDATION:

LATEST UPDATE:

Recommendation:

Thank you for the update Benjamin.
Give me some time to look into this and I'll get back with you on the next step.

SALESFORCE CASE LINK:

<https://nissanna.my.salesforce.com/5002100002kpVfL>

[REDACTED]
Michael Aceves II
Technical Support Specialist
TECH LINE
Nissan North America, Inc.

Email: Case [REDACTED]

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

Comments **Additional To:** tatsuya.katayama@nissan-usa.com; jeff.nafzger@nissan-usa.com
CC: jesse.adams@nissan-usa.com; johnny.jackson@nissan-usa.com
BCC:
Attachment: Freeze Frame Data.jpg

Subject: Case [REDACTED]

Body:
Good morning Jeff and Katayama-San,
Are you looking into Versa Sedan with manual transmission setting DTC [REDACTED]
This one sets intermittently during engine start-up.The IVT actuator has already been replaced.I attached Freeze Frame Data if needed.
Please let me know if this is something your looking into or I'll just keep working with the technician to further diagnose.

Please see additional case details below.
Thank you,

Michael Aceves Technical Support Specialist Aftersales Dealer Support Nissan North America,
inc.michael.aceves@nissan-usa.com Phone: (615) 223-4850 FAX: (615) 967-2076

CALLER NAME: Benjamin Bacon **CUSTOMER NAME:** [REDACTED] 19,750 **DEALER**
CODE: [REDACTED] **2023 VERSA SEDAN** **MODEL CODE:** 10053 **MFG DATE:** 2/22/2023 **DEALER NAME:** MIDDLETOWN
NISSAN 1153 NEWFIELD ST
MIDDLETOWN, CT 06457

Phone: 8606326550

Fax:

PROBLEM ANALYSIS:

What?

Where?

When?

Extent?

Dealer Action/Observation:

INITIAL RECOMMENDATION:

LATEST UPDATE: Recommendation:

Thank you for the update Benjamin.

Give me some time to look into this and I'll get back with you on the next step.
SALESFORCE CASE LINK: <https://nissanna.my.salesforce.com/5002100002kpVfL>

[REDACTED]

Email: Case [REDACTED] 2023 VERSA SEDAN; Engine MIL on [REDACTED]

Name
Task
Due Date 9/27/2023
Assigned To Michael Aceves
Last Modified Date/Time [REDACTED]

Additional To: [REDACTED]
CC:
BCC:
Attachment:

Subject: Case [REDACTED]

Body:
Benjamin Bacon,
TECH LINE's latest case update is below.
Recommendation:

Thank you for the update Benjamin.

Give me some time to look into this and I'll get back with you on the next step.

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

Thank you, _____ Michael ATECH 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.

Comments

[REDACTED]
[REDACTED]
[REDACTED] NISSAN

Customer's Concerns:

C/S INTERMITTANTLY WHEN STOPPED ON INCLINE CAR WILL NOT ACCELERATE, HAS NO POWER, SEEMS TO RESET WHEN CAR IS SHUT OFF

Technician Findings:

B2615-CAMSHAFT POS SIG. HAVE BEEN UNABLE TO DUPLICATE. THIS IS THE SECOND TIME IT HAS BEEN BACK FOR THE SAME DTC. FFD SHOWS THAT IT HAS TRIPPED ON PROBABLY THE FIRST START OF THE DAY DURING CRANKING. I'VE SCOPED OUT THE CAM POS SIGNAL FROM THE VALVE TIMING CONTROL MODULE TO PIN 35 OF THE ECM. I HAVE A SQUARE WAVE SIGNAL THAT LOOKS NORMAL. I ALSO CHECKED THE ACTUAL CAM POSITION SENSOR SIGNAL TO PIN 34 OF THE ECM. AGAIN, I HAVE A SQUARE WAVE SIGNAL, BUT THE PATTERN DOESN'T MATCH THE ESM. I AM WONDERING IF THE ESM IS WRONG OR THE PATTERN IS WRONG. I TEND TO GO WITH THE ESM BEING WRONG SINCE NO DTC IS STORED AND THE ENGINE RUNS NORMALLY. I HAVE TESTED THE BATTERY-IT TESTS GOOD.:

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: [REDACTED]

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

Additional To: nissannx2k@yahoo.com
CC:
BCC: adam.hoff@nissan-usa.com
Attachment:

Subject: Case [REDACTED]

Body:

Benjamin Bacon,
TECH LINE's latest case update is below.
TSS recommendation:

Thank you for the case information.

We agree that the ESM is likely incorrect.

A great way to confirm this is checking a known good vehicle if one becomes available.

We checked our database and pulled up the VIN from an older case to see what repair was done on DBS and shows replacement of the intake timing actuator to resolve that case.

With no other concerns identified we recommend performing the same repair on this one and retesting.

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: MIDDLETOWN NISSAN

Customer's Concerns:

C/S INTERMITTANTLY WHEN STOPPED ON INCLINE CAR WILL NOT ACCELERATE, HAS NO POWER, SEEMS TO RESET WHEN CAR IS SHUT OFF

Technician Findings:

B2615-CAMSHAFT POS SIG. HAVE BEEN UNABLE TO DUPLICATE. THIS IS THE SECOND TIME IT HAS BEEN BACK FOR THE SAME DTC. FFD SHOWS THAT IT HAS TRIPPED ON PROBABLY THE FIRST START OF THE DAY DURING CRANKING. I'VE SCOPED OUT THE CAM POS SIGNAL FROM THE VALVE TIMING CONTROL MODULE TO PIN 35 OF THE ECM. I HAVE A SQUARE WAVE SIGNAL THAT LOOKS NORMAL. I ALSO CHECKED THE ACTUAL CAM POSITION SENSOR SIGNAL TO PIN 34 OF THE ECM. AGAIN, I HAVE A SQUARE WAVE SIGNAL, BUT THE PATTERN DOESN'T MATCH THE ESM. I AM WONDERING IF THE ESM IS WRONG OR THE PATTERN IS WRONG. I TEND TO GO WITH THE ESM BEIING WRONG SINCE NO DTC IS STORED AND THE ENGIONE RUNS NORMALLY. I HAVE TESTED THE BATTERY-IT TESTS GOOD.:

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	[REDACTED]
Task	<input checked="" type="checkbox"/>
Due Date	[REDACTED]
Assigned To	Adam Hoff
Last Modified Date/Time	[REDACTED]
Comments	[REDACTED]

Attachments

Size	8.65MB	Size	5.33MB
Ownership	Managed Services	Ownership	Managed Services
View	View file	View	View file
Last Modified	[REDACTED]	Last Modified	[REDACTED]
Size	2.92MB	Size	5.51MB
Ownership	Managed Services	Ownership	Managed Services
View	View file	View	View file
Last Modified	[REDACTED]	Last Modified	[REDACTED]

Emails

Case	[REDACTED]
Message Date	[REDACTED]

Has Attachment

Email Address nissannx2k@yahoo.com

Status Sent

Subject Case [REDACTED]

TECH LINE's latest case update is below.

RECOMMENDATION:

Thank you for the update.

We understand that dealer is still working with FQM for concern with P2615, but has a concern with battery test results.

Battery replacement is recommended if tester shows to replace battery.

Please see Service Manager or Warranty Administrator regarding VCAT / warranty concerns.

Please continue to update case with progress with DTC [REDACTED] and continue working with dealer FQM to resolve concern.

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

Thank you,

Carlos N.

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: 19,750

Dealer code: [REDACTED]

Dealer name: MIDDLETOWN NISSAN

Customer's Concerns:

C/S INTERMITTANTLY WHEN STOPPED ON INCLINE CAR WILL NOT ACCELERATE, HAS NO POWER, SEEMS TO RESET WHEN CAR IS SHUT OFF

Technician Findings:

B2615-CAMSHAFT POS SIG. HAVE BEEN UNABLE TO DUPLICATE. THIS IS THE SECOND TIME IT HAS BEEN BACK FOR THE SAME DTC. FFD SHOWS THAT IT HAS TRIPPED ON PROBABLY THE FIRST START OF THE DAY DURING CRANKING. I'VE SCOPED OUT THE CAM POS SIGNAL FROM THE VALVE TIMING CONTROL MODULE TO PIN 35 OF THE ECM. I HAVE A SQUARE WAVE SIGNAL THAT LOOKS NORMAL. I ALSO CHECKED THE ACTUAL CAM POSITION SENSOR SIGNAL TO PIN 34 OF THE ECM. AGAIN, I HAVE A SQUARE WAVE SIGNAL, BUT THE PATTERN DOESN'T MATCH THE ESM. I AM WONDERING IF THE ESM IS WRONG OR THE PATTERN IS WRONG. I TEND TO GO WITH THE ESM BEING WRONG SINCE NO DTC IS STORED AND THE ENGINE RUNS NORMALLY. I HAVE TESTED THE BATTERY-IT TESTS GOOD.:

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.

Case [REDACTED]

Message Date [REDACTED]
Has Attachment
Email Address techlinesfdc@nissan-usa.com
Status Read
Subject Case [REDACTED]

From: Benjamin Bacon <bbacon@middletownnissan.com>
Sent: [REDACTED]
To: TECH LINE Sales Force [REDACTED]

Good afternoon. This 23 Versa came back with the same symptoms. When I checked for DTCs, the [REDACTED] was not stored, but [REDACTED] [Abnormal] was tripped in the ABS module, with the FFD showing about the same mileage as when the [REDACTED]

Sender

Text Body

This message came from outside your organization.

Good afternoon. This 23 Versa came back with the same symptoms. When I checked for DTCs, the [REDACTED] was not stored, but [REDACTED] [Abnormal] was tripped in the ABS module, with the FFD showing about the same mileage as when the customer reported the occurrence. I tested the battery with the [REDACTED] which returns a result of "Good-Recharge". I performed a diagnostic charge with the [REDACTED], which returned a result of "Replace Battery" and degradation/sulfation as the cause. Re-testing with the [REDACTED] returns a result of good battery. I have attached all battery results. I am unsure what to do as I would like to put a battery in this thing, but the diagnostic charge test is not a VCAT approved procedure for battery replacement authorization. I have messaged my FQM who has been helping me with this vehicle. This is more of an update and if you have any suggestions on how to proceed. Thanks.
Ben Bacon

Case [REDACTED]

Message Date [REDACTED]
Has Attachment
Email Address nissannx2k@yahoo.com
Status Sent
Subject [REDACTED]

Text Body

Benjamin Bacon,

TECH LINE's latest case update is below.

Recommendation:

Thank you for the update Benjamin.
Please continue to work with the engineering staff previously in contact with you.
If unable to contact them, you can follow-up with TECH LINE and we will provide further assistance.

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

Thank you,

Michael A

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: 19,750

Dealer code: [REDACTED]

Dealer name: MIDDLETOWN NISSAN

Customer's Concerns:

C/S INTERMITTANTLY WHEN STOPPED ON INCLINE CAR WILL NOT ACCELERATE, HAS NO POWER, SEEMS TO RESET WHEN CAR IS SHUT OFF

Technician Findings:

[REDACTED] POS SIG. HAVE BEEN UNABLE TO DUPLICATE. THIS IS THE SECOND TIME IT HAS BEEN BACK FOR THE SAME DTC. FFD SHOWS THAT IT HAS TRIPPED ON PROBABLY THE FIRST START OF THE DAY DURING CRANKING. I'VE SCOPED OUT THE CAM POS SIGNAL FROM THE VALVE TIMING CONTROL MODULE TO PIN 35 OF THE ECM. I HAVE A SQUARE WAVE SIGNAL THAT LOOKS NORMAL. I ALSO CHECKED THE ACTUAL CAM POSITION SENSOR SIGNAL TO PIN 34 OF THE ECM. AGAIN, I HAVE A SQUARE WAVE SIGNAL, BUT THE PATTERN DOESN'T MATCH THE ESM. I AM WONDERING IF THE ESM IS WRONG OR THE PATTERN IS WRONG. I TEND TO GO WITH THE ESM BEING WRONG SINCE NO DTC IS STORED AND THE ENGINE RUNS NORMALLY. I HAVE TESTED THE BATTERY-IT TESTS GOOD.:

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.

Michael Aceves II
Technical Support Specialist
TECH LINE

Nissan North America, Inc.

Case [REDACTED]

Message Date [REDACTED]
Has Attachment
Email Address techlinesfdc@nissan-usa.com
Status Read
Subject Case [REDACTED]
Text Body From: Benjamin Bacon <bbacon [REDACTED]>

To: TECH LINE Sales Force Case Creation (EXTERNAL) <TechLineSFDC@nissan-usa.com>
Subject: Case [REDACTED]

Good afternoon. This 2023 Versa returned today with the same [REDACTED] and symptom of lack of power. Past status [REDACTED] stored as well. VTC actuator was replaced, and vehicle came back a week later. Both intake and exhaust [REDACTED]

This Message Is From an External Sender

This message came from outside your organization.

[REDACTED]
Good afternoon. This 2023 Versa returned today with the same [REDACTED] and symptom of lack of power. Past status [REDACTED] stored as well. VTC actuator was replaced, and vehicle came back a week later. Both intake and exhaust cam sensors were replaced per engineering request, now vehicle has returned about 2 weeks later. I was able to scan the vehicle during the first DTC trip since the customer drove it right here and did not shut off the engine to reset anything. The customer said he started the vehicle normally, backed out of his driveway, then drove forward and noticed the lack of power. MIL was not on due to being a 1st trip. Attached is the ALL SYSTEMS DIAG .asd file, can comm saved files and the battery/start/charge test results. I will also give my FQM a heads up as he has been assisting with this vehicle as well. Please direct further communications to my work email [REDACTED]

[REDACTED] or my new phone number 860-483-1827. Thank you.

Message Date [REDACTED]
Has Attachment
Email Address nissannx2k@yahoo.com
Status Sent
Subject Case [REDACTED]
Text Body Benjamin Bacon,

TECH LINE's latest case update is below.

Recommendation:
Benjamin, I tried to call you, but there was no answer.
We have some questions to ask...

- Are you able to duplicate the code at the dealership? If so, what are the conditions to set the DTC?
- If unable to duplicate, can you ask the customer for some additional info?
- We would like to know if the customer released the clutch too early which caused the engine to stop running.
- We are trying to find out if the DTC is related to that condition.
- They might not be willing to reveal that info, but its possible unless we ask.

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

Thank you,

Michael A

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.

VIN: [REDACTED]

Mileage: 19,750

Dealer code: [REDACTED]

Dealer name: MIDDLETOWN NISSAN

Customer's Concerns:

C/S INTERMITTANTLY WHEN STOPPED ON INCLINE CAR WILL NOT ACCELERATE, HAS NO POWER, SEEMS TO RESET WHEN CAR IS SHUT OFF

Technician Findings:

B2615-CAMSHAFT POS SIG. HAVE BEEN UNABLE TO DUPLICATE. THIS IS THE SECOND TIME IT HAS BEEN BACK FOR THE SAME DTC. FFD SHOWS THAT IT HAS TRIPPED ON PROBABLY THE FIRST START OF THE DAY DURING CRANKING. I'VE SCOPED OUT THE CAM POS SIGNAL FROM THE VALVE TIMING CONTROL MODULE TO PIN 35 OF THE ECM. I HAVE A SQUARE WAVE SIGNAL THAT LOOKS NORMAL. I ALSO CHECKED THE ACTUAL CAM POSITION SENSOR SIGNAL TO PIN 34 OF THE ECM. AGAIN, I HAVE A SQUARE WAVE SIGNAL, BUT THE PATTERN DOESN'T MATCH THE ESM. I AM WONDERING IF THE ESM IS WRONG OR THE PATTERN IS WRONG. I TEND TO GO WITH THE ESM BEING WRONG SINCE NO DTC IS STORED AND THE ENGINE RUNS NORMALLY. I HAVE TESTED THE BATTERY-IT TESTS GOOD.:

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.

Michael Aceves II
Technical Support Specialist
TECH LINE

Nissan North America, Inc.



Message Date [REDACTED]
Has Attachment
Email Address jeff.nafzger@nissan-usa.com
Status Sent
Subject RE: Case [REDACTED] Dealer MIDDLETOWN NISSAN; 2023 VERSA SEDAN; Engine MIL on [REDACTED]
Text Body I can ask, but I don't know if the customer will admit to it.

----- Original Message -----

From: Nafzger, Jeff [jeff.nafzger@nissan-usa.com]
Sent: [REDACTED]
To: tatsuya.katayama@nissan-usa.com; techlinesfdc@nissan-usa.com
Cc: jesse.adams@nissan-usa.com; johnny.jackson@nissan-usa.com
Subject: RE: [REDACTED] Dealer [REDACTED]

Michael,

Thanks for the information, can you confirm if this DTC set after an engine stall during clutch engage/release. We have been able to duplicate this issue by stalling a MT Versa through failed clutch operation.

Thanks,

Jeff Nafzger

Nissan North America, Inc.
Field Quality Engineer

System Quality Improvement

jeff.nafzger@nissan-usa.com

615-223-3581

615-584-0251



From: TECH LINE Email to Case <techlinesfdc@nissan-usa.com>
Sent: [REDACTED]
To: Katayama, Tatsuya <tatsuya.katayama@nissan-usa.com>; Nafzger, Jeff <Jeff.Nafzger@Nissan-Usa.com>
Cc: Adams, Jesse <Jesse.Adams@Nissan-Usa.com>; Jackson, Johnny R <Johnny.Jackson@nissan-usa.com>
Subject: [REDACTED] Dealer MIDDLETOWN NISSAN; 2023 VERSA SEDAN; Engine MIL on [REDACTED]

Good morning Jeff and Katayama-San,

Are you looking into Versa Sedan with manual transmission setting [REDACTED]

This one sets intermittently during engine start-up.

The IVT actuator has already been replaced.

I attached Freeze Frame Data if needed.

Please let me know if this is something your looking into or I'll just keep working with the technician to further diagnose.

Please see additional case details below.

Thank you,

Michael Aceves
Technical Support Specialist
Aftersales Dealer Support
Nissan North America, Inc.
michael.aceves@nissan-usa.com
Phone: (615) 223-4850
FAX: (615) 967-2076

CALLER NAME: Benjamin Bacon

CUSTOMER NAME: [REDACTED]

VIN: [REDACTED]

MILEAGE: 19,750

DEALER CODE: [REDACTED]

YEAR/MODEL: 2023 VERSA SEDAN

[REDACTED]
[REDACTED]
DEALER NAME: MIDDLETOWN NISSAN

1153 NEWFIELD ST
MIDDLETOWN, CT 06457

Phone: 8606326550
Fax:

PROBLEM ANALYSIS:
What?

Where?

When?

Extent?
Dealer Action/Observation:

INITIAL RECOMMENDATION:

LATEST UPDATE:

Recommendation:
Thank you for the update Benjamin.
Give me some time to look into this and I'll get back with you on the next step.

SALESFORCE CASE LINK:

[REDACTED]

[REDACTED]

Michael Aceves II
Technical Support Specialist
TECH LINE

Nissan North America, Inc.

RE: Case [REDACTED] Dealer MIDDLETOWN NISSAN; 2023 VERSA SEDAN; Engine MIL on [REDACTED]

Message Date [REDACTED]

Has Attachment

Email Address jeff.nafzger@nissan-usa.com

Status Replied

Subject RE: Case [REDACTED]

Text Body Michael,
Thanks for the information, can you confirm if this DTC set after an engine stall during clutch engage/release. We have been able to duplicate this issue by stalling a MT Versa through failed clutch operation.
Thanks,

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 <techlinesfdc@nissan-usa.com>
Sent: [REDACTED]
To: Katayama, Tatsuya <tatsuya.katayama@nissan-usa.com>; Nafzger, Jeff <Jeff.Nafzger@Nissan-Usa.com>
Cc: Adams, Jesse <Jesse.Adams@Nissan-Usa.com>; Jackson, Johnny R <Johnny.Jackson@nissan-usa.com>
Subject: [REDACTED]

[Image removed by sender.]

Good morning Jeff and Katayama-San,

Are you looking into Versa Sedan with manual transmission setting [REDACTED]

This one sets intermittently during engine start-up.
The IVT actuator has already been replaced.
I attached Freeze Frame Data if needed.

Please let me know if this is something your looking into or I'll just keep working with the technician to further diagnose.

Please see additional case details below.

Thank you,

Michael Aceves
Technical Support Specialist
Aftersales Dealer Support
Nissan North America, Inc.
michael.aceves@nissan-usa.com
Phone: (615) 223-4850
FAX: (615) 967-2076

CALLER NAME: Benjamin Bacon
[REDACTED]

DEALER NAME: MIDDLETOWN NISSAN
1153 NEWFIELD ST
MIDDLETOWN, CT 06457

Phone: 8606326550
Fax:

PROBLEM ANALYSIS:
What?

Where?

When?

Extent?
Dealer Action/Observation:

INITIAL RECOMMENDATION:

LATEST UPDATE:
Recommendation:
Thank you for the update Benjamin.
Give me some time to look into this and I'll get back with you on the next step.

SALESFORCE CASE LINK:
[REDACTED]

[Image removed by sender.]
[REDACTED]

Message Date [REDACTED]
Has Attachment
Email Address tatsuya.katayama@nissan-usa.com; jeff.nafzger@nissan-usa.com
Status Sent
Subject [REDACTED]
Text Body Please see additional case details below.

Thank you,

Michael Aceves
Technical Support Specialist
Aftersales Dealer Support
Nissan North America, Inc.
michael.aceves@nissan-usa.com
Phone: (615) 223-4850
FAX: (615) 967-2076

CALLER NAME: Benjamin Bacon
[REDACTED]

DEALER NAME: MIDDLETOWN NISSAN
1153 NEWFIELD ST
MIDDLETOWN, CT 06457
Phone: 8606326550
Fax:

PROBLEM ANALYSIS:
What?

Where?

When?

Extent?
Dealer Action/Observation:

INITIAL RECOMMENDATION:

LATEST UPDATE:
Recommendation:

Thank you for the update Benjamin.
Give me some time to look into this and I'll get back with you on the next step.

SALESFORCE CASE LINK:
[REDACTED]

Michael Aceves II
Technical Support Specialist
TECH LINE

Nissan North America, Inc.

Case [REDACTED]

Message Date [REDACTED]

Has Attachment

Email Address nissannx2k@yahoo.com

Status Sent

Subject Case [REDACTED]

Text Body Benjamin Bacon,

TECH LINE's latest case update is below.

Recommendation:
Thank you for the update Benjamin.
Give me some time to look into this and I'll get back with you on the next step.

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

Thank you,

Michael A

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: 19,750

Dealer code: [REDACTED]

Dealer name: MIDDLETOWN NISSAN

Customer's Concerns:
C/S INTERMITTANTLY WHEN STOPPED ON INCLINE CAR WILL NOT ACCELERATE, HAS NO POWER, SEEMS TO RESET WHEN CAR IS SHUT OFF

Technician Findings:

B2615-CAMSHAFT POS SIG. HAVE BEEN UNABLE TO DUPLICATE. THIS IS THE SECOND TIME IT HAS BEEN BACK FOR THE SAME DTC. FFD SHOWS THAT IT HAS TRIPPED ON PROBABLY THE FIRST START OF THE DAY DURING CRANKING. I'VE SCOPED OUT THE CAM POS SIGNAL FROM THE VALVE TIMING CONTROL MODULE TO PIN 35 OF THE ECM. I HAVE A SQUARE WAVE SIGNAL THAT LOOKS NORMAL. I ALSO CHECKED THE ACTUAL CAM POSITION SENSOR SIGNAL TO PIN 34 OF THE ECM. AGAIN, I HAVE A SQUARE WAVE SIGNAL, BUT THE PATTERN DOESN'T MATCH THE ESM. I AM WONDERING IF THE ESM IS WRONG OR THE PATTERN IS WRONG. I TEND TO GO WITH THE ESM BEING WRONG SINCE NO DTC IS STORED AND THE ENGINE RUNS NORMALLY. I HAVE TESTED THE BATTERY-IT TESTS GOOD.:

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.

Michael Aceves II
Technical Support Specialist
TECH LINE

Nissan North America, Inc.

Case [REDACTED]

Message Date [REDACTED]

Has Attachment

Email Address techline@nissan-usa.com

Status Read

Subject Case [REDACTED]

Text Body From: Ben Bacon <nissannx2k@yahoo.com>

Sent: [REDACTED]

To: NNA TECH LINE <techline@nissan-usa.com>

Subject: Re: Case [REDACTED]

Good morning. To update the case, the replacement eVTC actuator has not resolved the issue. The customer did return with the same issue this morning. [REDACTED] is stored as current and the engine lacked power. Normal operation is restored after

Good morning. To update the case, the replacement eVTC actuator has not resolved the issue. The customer did return with the same issue this morning. [REDACTED] is stored as current and the engine lacked power. Normal operation is restored after a key cycle. Attached is the FFD for the recent occurrence. The issue is completely random other than it seems to occur immediately after starting the vehicle. I interviewed the customer to get as much info as possible about environmental conditions. It has happened on a cold start and a hot restart. Ambient temp has been hot summer temps as well as cool fall morning temps like today. It has happened rain or shine. I have been unsuccessful in duplicating the issue. Any insight would be helpful.

From: TECH LINE <techline@nissan-usa.com>

Sent: [REDACTED]

To: nissannx2k@yahoo.com <nissannx2k@yahoo.com>

Subject: Case [REDACTED]

[Image removed by sender.]

Benjamin Bacon,

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]

or

* Reply All to the last email from the case.

or

* Contact us through Chat. [REDACTED]

[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,

Adam Hoff

[REDACTED]

Mileage: 19,750

Dealer code: [REDACTED]

Dealer name: MIDDLETOWN NISSAN

Customer's Concerns:

C/S INTERMITTANTLY WHEN STOPPED ON INCLINE CAR WILL NOT ACCELERATE, HAS NO POWER, SEEMS TO RESET WHEN CAR IS SHUT OFF

Technician Findings:

B2615-CAMSHAFT POS SIG. HAVE BEEN UNABLE TO DUPLICATE. THIS IS THE SECOND TIME IT HAS BEEN BACK FOR THE SAME DTC. FFD SHOWS THAT IT HAS TRIPPED ON PROBABLY THE FIRST START OF THE DAY DURING CRANKING. I'VE SCOPED OUT THE CAM POS SIGNAL FROM THE VALVE TIMING CONTROL MODULE TO PIN 35 OF THE ECM. I HAVE A SQUARE WAVE SIGNAL THAT LOOKS NORMAL. I ALSO CHECKED THE ACTUAL CAM POSITION SENSOR SIGNAL TO PIN 34 OF THE ECM. AGAIN, I HAVE A SQUARE WAVE SIGNAL, BUT THE PATTERN DOESN'T MATCH THE ESM. I AM WONDERING IF THE ESM IS WRONG OR THE PATTERN IS WRONG. I TEND TO GO WITH THE ESM BEING WRONG SINCE NO DTC IS STORED AND THE ENGINE RUNS NORMALLY. I HAVE TESTED THE BATTERY-IT TESTS GOOD.:

Case [REDACTED]

Message Date [REDACTED]

Has Attachment

Email Address nissannx2k@yahoo.com

Status Sent

Subject Case [REDACTED]

Text Body Benjamin Bacon,

TECH LINE's latest case update is below.

TSS recommendation:

Thank you for the case information.

We agree that the ESM is likely incorrect.

A great way to confirm this is checking a known good vehicle if one becomes available.

We checked our database and pulled up the VIN from an older case to see what repair was done on DBS and shows replacement of the intake timing actuator to resolve that case.

With no other concerns identified we recommend performing the same repair on this one and retesting.

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: 19,750

Dealer code: [REDACTED]

Dealer name: MIDDLETOWN NISSAN

Customer's Concerns:

C/S INTERMITTANTLY WHEN STOPPED ON INCLINE CAR WILL NOT ACCELERATE, HAS NO POWER, SEEMS TO RESET WHEN CAR IS SHUT OFF

Technician Findings:

B2615-CAMSHAFT POS SIG. HAVE BEEN UNABLE TO DUPLICATE. THIS IS THE SECOND TIME IT HAS BEEN BACK FOR THE SAME DTC. FFD SHOWS THAT IT HAS TRIPPED ON PROBABLY THE FIRST START OF THE DAY DURING CRANKING. I'VE SCOPED OUT THE CAM POS SIGNAL FROM THE VALVE TIMING CONTROL MODULE TO PIN 35 OF THE ECM. I HAVE A SQUARE WAVE SIGNAL THAT LOOKS NORMAL. I ALSO CHECKED THE ACTUAL CAM POSITION SENSOR SIGNAL TO PIN 34 OF THE ECM. AGAIN, I HAVE A SQUARE WAVE SIGNAL, BUT THE PATTERN DOESN'T MATCH THE ESM. I AM WONDERING IF THE ESM IS WRONG OR THE PATTERN IS WRONG. I TEND TO GO WITH THE ESM BEING WRONG SINCE NO DTC IS STORED AND THE ENGINE RUNS NORMALLY. I HAVE TESTED THE BATTERY-IT TESTS GOOD.:

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.

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

[REDACTED]

[REDACTED]

User	Carlos Nunez	User	Carlos Nunez
Public	<input checked="" type="checkbox"/>	Public	<input checked="" type="checkbox"/>
Comment	<p>RECOMMENDATION: Thank you for the update. We understand that dealer is still working with FQM for concern with [REDACTED], but has a concern with battery test results. Battery replacement is recommended if tester shows to replace battery. Please see Service Manager or Warranty Administrator regarding VCAT / warranty concerns. Please continue to update case with progress with DTC [REDACTED], and continue working with dealer FQM to resolve concern.</p>	Comment	<p>Dealer update: This 23 Versa came back with the same symptoms. When I checked for DTCs, the [REDACTED] was not stored, but [REDACTED] Battery Voltage [Abnormal] was tripped in the ABS module, with the FFD showing about the same mileage as when the customer reported the occurrence. I tested the battery with the [REDACTED] which returns a result of "Good-Recharge". I performed a diagnostic charge with the [REDACTED] which returned a result of "Replace Battery" and degradation/sulfation as the cause.</p>

[REDACTED]

User **Michael Aceves**
 Public

Comment
Recommendation:
 Thank you for the update Benjamin.
 Please continue to work with the engineering staff previously in contact with you.
 If unable to contact them, you can follow-up with TECH LINE and we will provide further assistance.

User **Michael Aceves**
 Public

Comment
Recommendation:
 Benjamin, I tried to call you, but there was no answer. We have some questions to ask...

-Are you able to duplicate the code at the dealership? If so, what are the conditions to set the DTC?
 -If unable to duplicate, can you ask the customer for some additional info?
 -We would like to know if the customer released the clutch too early which caused the engine to stop running.
 -We are trying to find out if the DTC is related to that condition.
 -They might not be willing to reveal that info, but its possible unless we ask.

User **Michael Aceves**
 Public

Comment
Recommendation:
 Thank you for the update Benjamin.
 Give me some time to look into this and I'll get back with you on the next step.

User **Adam Hoff**
 Public

Comment
TSS recommendation:
 Thank you for the case information.
 We agree that the ESM is likely incorrect.
 A great way to confirm this is checking a known good vehicle if one becomes available.
 We checked our database and pulled up the VIN from an older case to see what repair was done on DBS and shows replacement of the intake timing actuator to resolve that case.
 With no other concerns identified we recommend performing the same repair on this one and retesting.

User **Survey Site Guest User**
 Public

Comment
 Customer Comments: C/S INTERMITTANTLY WHEN STOPPED ON INCLINE CAR WILL NOT ACCELERATE, HAS NO POWER, SEEMS TO RESET WHEN CAR IS SHUT OFF
 Technician Findings: [REDACTED]-CAMSHAFT POS SIG. HAVE BEEN UNABLE TO DUPLICATE. THIS IS THE SECOND TIME IT HAS BEEN BACK FOR THE SAME DTC. FFD SHOWS THAT IT HAS TRIPPED ON PROBABLY THE FIRST START OF THE DAY DURING CRANKING. I'VE SCOPED OUT THE CAM POS SIGNAL FROM THE VALVE TIMING CONTROL MODULE TO PIN 35 OF THE ECM. I HAVE A SQUARE WAVE SIGNAL THAT LOOKS NORMAL. I ALSO CHECKED THE ACTUAL CAM POSITION SENSOR SIGNAL TO PIN 34 OF THE ECM. AGAIN, I HAVE A SQUARE WAVE SIGNAL, BUT THE PATTERN DOESN'T MATCH THE ESM. I AM WONDERING IF THE ESM IS WRONG OR THE PATTERN IS WRONG. I TEND TO GO WITH THE ESM BEING WRONG SINCE NO DTC IS STORED AND THE ENGINE RUNS NORMALLY. I HAVE TESTED THE BATTERY-IT TESTS GOOD.
 Repairs Made: NONE
 Verified: Yes
 Current DTC: ECM [REDACTED]
 Past DTC: [REDACTED]
 Question for TECH LINE: What is the most likely cause for this incident?

Case History

[REDACTED]

[REDACTED]

Re-testing with the [REDACTED] returns a result of good battery. I have attached all battery results . I am unsure what to do as I would like to put a battery in this thing, but the diagnostic charge test is not a VCAT approved procedure for battery replacement authorization. I have messaged my FQM who has been helping me with this vehicle. This is more of an update and if you have any suggestions on how to proceed. Thanks.

User **Michael Aceves**
 Public

Comment
 Email reply from the tech:
 "Good afternoon. This 2023 Versa returned today with the [REDACTED] and symptom of lack of power. Past status [REDACTED] and [REDACTED] stored as well. VTC actuator was replaced, and vehicle came back a week later. Both intake and exhaust cam sensors were replaced per engineering request, now vehicle has returned about 2 weeks later. I was able to scan the vehicle during the first DTC trip since the customer drove it right here and did not shut off the engine to reset anything. The customer said he started the vehicle normally, backed out of his driveway, then drove forward and noticed the lack of power. MIL was not on due to being a 1st trip. Attached is the ALL SYSTEMS DIAG .asd file, can comm saved files and the battery/start/charge test results. I will also give my FQM a heads up as he has been assisting with this vehicle as well. Please direct further communications to my work email bbacon@middletownnissan.com or my new phone number xxxxxxxxxx"

User **Michael Aceves**
 Public

Comment Forward information to engineering for review.

User **Michael Aceves**
 Public

Comment
 Email reply from the tech:
 "Good morning. To update the case, the replacement eVTC actuator has not resolved the issue. The customer did return with the same issue this morning. [REDACTED] is stored as current and the engine lacked power. Normal operation is restored after a key cycle. Attached is the FFD for the recent occurrence. The issue is completely random other than that than it seems to occur immediately after starting the vehicle. I interviewed the customer to get as much info as possible about environmental conditions. It has happened on a cold start and a hot restart. Ambient temp has been hot summer temps as well as cool fall morning temps like today. It has happened rain or shine. I have been unsuccessful in duplicating the issue. Any insight would be helpful."

User **Guest User**
 Public

Comment
 NOTE: VEHICLE IS MANUAL TRANS. I'VE SEEN A FEW DATABASE CASES OF MANUAL EQUIPPED VEHICLES WITH THIS CODE WITH NO RESOLUTION.

User **Carlos Nunez**
Connection
Action **Changed Status from Pending TECH LINE to Pending Dealer Reply.**

User **Carlos Nunez**
Connection
Action **Changed Case Owner from TECH LINE Tier 2 to Carlos Nunez.**

User **Michael Aceves**
Connection
Action **Changed Case Owner from Michael Aceves to TECH LINE Tier 2.**

User **Managed Services**
Connection
Action **Changed Reopen Date from [REDACTED]. Changed Status from Closed to Pending TECH LINE.**

User **Michael Aceves**
Connection
Action **Changed Status from Pending Dealer Reply to Closed. Changed Status from Open to Pending Dealer Reply.**

User **Michael Aceves**
Connection
Action **Changed Status from Pending TECH LINE to Open.**

User **Managed Services**
Connection
Action **Changed Reopen Date from [REDACTED] Changed Status from Closed to Pending TECH LINE.**

9/28/2023 7:12 AM

User **Michael Aceves**
Connection
Action **Changed Status from Pending Dealer Reply to Closed. Changed Status from Open to Pending Dealer Reply.**

User **Michael Aceves**
Connection
Action **Changed Status from Pending TECH LINE to Open.**

User **Managed Services**
Connection
Action **Changed Status from Open to Pending TECH LINE.**

User **Michael Aceves**
Connection
Action **Changed Status from Pending TECH LINE to Open.**

User **Michael Aceves**
Connection
Action **Changed Case Owner from TECH LINE Tier 2 to Michael Aceves.**

User **Adam Hoff**
Connection
Action **Changed Case Owner from Adam Hoff 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.**

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 MIDDLETOWN NISSAN. Created.**
