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General

Caller Name	bo	Dealer	SANTA MARIA NISSAN
NNAnet user ID	[REDACTED]	Contact Name	RONALD LIE-NIELSEN
Tech Preferred Phone	918058078703	Customer Name	
Tech Preferred Email	[REDACTED]	Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	Adam Hoff
Repair/Work Order	[REDACTED]	Mobile Phone	
Job/Line Number	1	Texting Status	
Created Day	Thursday		

Incident Information

Customer Comments	engine light on	Customer Name	herminio ordaz
Verified	Yes	Vehicle	[REDACTED]
Question for TECH LINE	Have you seen this before?	VIN	[REDACTED]
Service Manual General Section	Electrical & Power Control	Archived VIN Make	
Service Manual Specific Section	Engine Control System	Archived VIN Year	2023.0
Symptom Code Category	Experience/Occurrence	Archived VIN Model	VERSA SEDAN
Symptom	IMPROPER OPERATION	Incident/RO Date	[REDACTED]
When does this concern occur?	ALL TIMES	Calculated Days Down	1
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	none	Total Days Down	1
Observed Modifications & Accessories	none	Repair Attempts	0
		Current Mileage	292
		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	EME CAMSHAFT, DRIVE SYSTEM, & TIMING BELT	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	RONALD LIE-NIELSEN	Phone	805-807-8703
Account Name	SANTA MARIA NISSAN	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	Lead Source
Home Phone	Birthdate



Work Phone

Department

Description

System Information

Created By [REDACTED]

Contact Owner NNAETL

Last Modified By [REDACTED]

Activity History

Email: Case [REDACTED]

Name

Task

Due Date [REDACTED]

Comments

Additional To: [REDACTED]

CC:

BCC: adam.hoff@nissan-usa.com

Attachment:

Subject: Case [REDACTED]

Body:

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

Thank you for the case information.

To answer the question on the case of have we seen this before; yes, with this typically resolved with actuator replacement.

If you are working with your DTSM or similar we recommend continuing to do so to help prevent confusion with different sources of assistance.

If additional assistance is required please note if there have been any other repairs and any testing results.

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]
[REDACTED]
[REDACTED] MARIA NISSAN

Customer's Concerns:

engine light on

Technician Findings:

[REDACTED] past code.engineers have contacted me:

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 **Adam Hoff**
Last Modified Date/Time [REDACTED]
Comments

An email was sent to the Caller Name

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

Emails

Case [REDACTED]

Message Date [REDACTED]
Has Attachment
Email Address [REDACTED]
Status **Sent**
Subject **Case** [REDACTED]
Text Body **bo,**

TECH LINE's latest case update is below.

TSS recommendation:

Thank you for the case information.

To answer the question on the case of have we seen this before; yes, with this typically resolved with actuator replacement.

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If additional assistance is required please note if there have been any other repairs and any testing results.

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

Thank you,

[REDACTED]

Adam H

TECH LINE

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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: 292

Dealer code: [REDACTED]

Dealer name: SANTA MARIA NISSAN

Customer's Concerns:
engine light on

Technician Findings:
[REDACTED] past code.engineers have contacted me:

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**Adam Hoff
Technical Support Specialist
Aftersales Dealer Support**

[REDACTED]

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

Case Comments

[REDACTED]	[REDACTED]	[REDACTED]
User	Adam Hoff	User Survey Site Guest User
Public	<input checked="" type="checkbox"/>	Public <input checked="" type="checkbox"/>
Comment	<p>TSS recommendation: Thank you for the case information. To answer the question on the case of have we seen this before; yes, with this typically resolved with actuator replacement.</p>	<p>Customer Comments: engine light on <input type="checkbox"/> Technician Findings: [REDACTED] past code.engineers have contacted me <input type="checkbox"/> Repairs Made: none <input type="checkbox"/> Verified: Yes <input type="checkbox"/> Past DTC: ECM [REDACTED]</p>
[REDACTED]	<p>If you are working with your DTSM or similar we recommend continuing to do so to help prevent confusion with different sources of assistance. If additional assistance is required please note if there have been any other repairs and any testing results.</p>	<p><input type="checkbox"/> [REDACTED] Have you seen this before?</p>

Case History

[REDACTED]	[REDACTED]
User	Adam Hoff
Connection	[REDACTED]
Action	Changed Subject to Engine MIL on. [REDACTED] Changed Status from Pending TECH LINE to Pending Dealer Reply.
[REDACTED]	[REDACTED]
User	Adam Hoff
Connection	[REDACTED]
Action	Changed Case Owner from TECH LINE Initial 1 to Adam Hoff.
[REDACTED]	[REDACTED]
User	Survey Site Guest User
Connection	[REDACTED]
Action	Changed Preferred Contact Method to Email. Changed Case Owner from TECH LINE Stage to TECH LINE Initial 1.
[REDACTED]	[REDACTED]
User	Survey Site Guest User
Connection	[REDACTED]
Action	Changed Status from Open to Pending TECH LINE. Changed Account Name to SANTA MARIA NISSAN. Changed VIN from [REDACTED] Created.