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Case: [REDACTED]

General

Caller Name	BRIAN	Dealer	CONCORD [REDACTED]
[REDACTED] user ID	[REDACTED]	Contact Name	[REDACTED]
Tech Preferred Phone	[REDACTED]	Customer Name	
Tech Preferred Email	[REDACTED]	Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	[REDACTED]
Repair/Work Order	[REDACTED]	Mobile Phone	
Job/Line Number	1	Texting Status	
Created Day	[REDACTED]		

Incident Information

Customer Comments	HAS LACK OF POWER	Customer Name	[REDACTED]
Verified	No	Vehicle	[REDACTED]
Question for TECH LINE	Have you seen this before?	[REDACTED]	[REDACTED]
Service Manual General Section	Engine	Archived [REDACTED] Make	
Service Manual Specific Section	Engine Control System	Archived [REDACTED] [REDACTED]	
Symptom Code Category	Experience/Occurrence	Archived [REDACTED] Model	[REDACTED] SEDAN
Symptom	MISFIRE	Incident/RO Date	[REDACTED]
When does this concern occur?	INTERMITTENT	Calculated Days Down	10
Is [REDACTED] or a pattern?		Additional Days Down	
Repairs Made	NONE	Total Days Down	10
Observed Modifications & Accessories	HAS SOMETHING TIRED INTO ODB CONNECTOR	Repair Attempts	2
		Current Mileage	[REDACTED]
		Vehicle Mileage Prior Value	
		Vehicle Purchased Miles	
		Primary DTC	
		Current DTC	
		Past DTC	
		Other DTCs	

TECH LINE Information

Subject	[REDACTED] stores past [REDACTED]	Resolution Action	
Status	Pending Dealer Reply	Resolution Object	
Confirmed Resolution	No	Field Inspection Indicator	<input type="checkbox"/>
Component Code Category	EC Emission Controls	[REDACTED] Field Inspection Date	
Component Code Issue	ECS ECCS (SENSORS & SWITCHES)	FSSS	<input type="checkbox"/>
TECH LINE Template	ECC Initial Response	FSSS Date	

TREAD Component [REDACTED]

Date/Time Closed [REDACTED]

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 [REDACTED]

Phone [REDACTED]

Account Name [REDACTED]

Mobile

Contact Type [REDACTED] Dealer Master

Email [REDACTED]

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 [REDACTED]

Last Modified By [REDACTED]

Activity History

Email: Case [REDACTED]; [REDACTED] stores past N18 [ref: [REDACTED]:ref]

Name

Task

Due Date [REDACTED]

Assigned To [REDACTED]

Last Modified Date/Time [REDACTED]

Comments Additional To: [REDACTED]

CC:

BCC: [REDACTED]

Attachment:

Subject: Case [REDACTED]; [REDACTED] stores past N18 [ref: [REDACTED]:ref]

Body:

[REDACTED] LINE's latest case update is below.
Recommendation

Thank you for the update, [REDACTED]

We have updated the case with your findings and let the engineering team know.

I will follow up if they have any additional recommendations going forward.

In the meantime please let your customer know this is currently being investigated and at this time we have no repair recommendations.

Your information on duplication may prove beneficial to the customer to prevent future concerns however.

Thank you for your work and patience on this case.

Have a great day!

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

Thank you, [REDACTED]

Updating a [REDACTED] Case: Technician: Reply to this email; do not change the email subject line. Email file attachments are limited to [REDACTED].

From ASIST, Select [REDACTED] 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 [REDACTED] cases can be reopened.

Case #: [REDACTED]

Date Created: [REDACTED]

VIN: [REDACTED]

Dealer code: [REDACTED]

Dealer name: [REDACTED]

Customer's Concerns:
HAS LACK OF POWER

Technician Findings:

CAR WAS HERE [REDACTED] WITH LACK OF POWER/ACCELERATION ISSUE NO CODES THEN NO ISSUE FOUND. CAME IN [REDACTED] SAYING MIL ON BUT ITS NT. DOES HAVE [REDACTED] CODE IN PAST. CODE CLEARS AND FOLLOWING DTC CONFIRMATION IN SM CODE DOES NOT RETURN. SEE I FEW ISSUES IN THE DATA BASE ON [REDACTED] POSSIBLY UNDER ENGINEERING REVIEW??FFD SHOWS MODE 3 SFUEL TRIM AT 125% ?? 100 RPM 0 MPH SUSPECT CAM TIMING INCIDENT MAY SHOW LEAN ON ALPHA. CURRENTLY RUNNING WELL ALPHA [REDACTED] INTAKE DUTY 95% INTAKE TIMING [REDACTED] AT [REDACTED] WIGGLED HARNESS AND MADE SURE CAMSHAFT CONTROL ON TIMING COVER IS PLUGGED IN SECURELY. CAR IS A MANUAL TRANS IF IT MAKES ANY DIFFERENCE:

This [REDACTED] recommendation is given based solely on the information provided by the dealer. [REDACTED] 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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ref: [REDACTED]:ref

Email: [REDACTED]; Dealer [REDACTED]; [REDACTED]; [REDACTED] stores past [REDACTED] [ref: [REDACTED]:ref]

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

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

Subject: [REDACTED]; Dealer [REDACTED]; [REDACTED]; [REDACTED] stores past [REDACTED] [ref: [REDACTED]:ref]

Body:
Good morning team

Got an update on this case- please see below as the tech has found a way to duplicate this concern.

"Email reply

Issue appears to be driver induced. Drove car to steep hill.

Car has hill hold assist so it's super easy to start on a hill.

Had no issues. Then tried not enough throttle to get low rpm or stall condition.

This sets the code and car becomes impossible to make go up a hill.

Turned around and on flat ground with hard code would barely drive.

Had c3 on the car and code would not clear on c3.

Tried cycling the key and still would not clear.

Pulled into a driveway key of sit for [REDACTED] or [REDACTED] then code.

Clears and drivability becomes normal.

Went back to the hill and driven normally it has no issues."

Hopefully this helps provide some insight as to the source. Please let me know if there are any recommendations for repair.

Please see additional case details below.

Thank you,

[REDACTED] BredesonAftersales Dealer SupportNissan [REDACTED]

[REDACTED]: FAX:

CALLER NAME: [REDACTED] CUSTOMER NAME: [REDACTED] VIN: [REDACTED]
CODE: [REDACTED]/MODEL: [REDACTED] MODEL CODE: [REDACTED] DATE: [REDACTED] NAME: [REDACTED]

Phone: [REDACTED]

Fax:

PROBLEM ANALYSIS:

What?

Where?

When?

Extent?

Dealer Action/Observation:

INITIAL RECOMMENDATION:

LATEST UPDATE: Email reply

Issue appears to be driver induced. Drove car to steep hill.

Car has hill hold assist so it's super easy to start on a hill.

Had no issues. Then tried not enough throttle to get low rpm or stall condition.

This sets the code and car becomes impossible to make go up a hill.

Turned around and on flat ground with hard code would barely drive.

Had c3 on the car and code would not clear on c3.

Tried cycling the key and still would not clear.

Pulled into a driveway key of sit for [REDACTED] or [REDACTED] then code.

Clears and drivability becomes normal.

Went back to the hill and driven normally it has no issues.

SALESFORCE CASE LINK: [REDACTED]

ref: [REDACTED]:ref

Email: Case [REDACTED]; [REDACTED] stores past [REDACTED] [ref: [REDACTED]:ref]

Name	Task	Due Date	Assigned To	Last Modified Date/Time	Comments
[REDACTED]	<input checked="" type="checkbox"/>	[REDACTED]	[REDACTED]	[REDACTED]	<p>Additional To: [REDACTED]</p> <p>CC: [REDACTED]</p> <p>BCC: [REDACTED]</p> <p>Attachment:</p> <p>Subject: Case [REDACTED]; [REDACTED] stores past [REDACTED] [ref: [REDACTED]:ref]</p> <p>Body:</p> <p>[REDACTED]</p> <p>TECH LINE's latest case update is below.</p> <p>Recommendation:</p> <p>Sounds good [REDACTED].</p> <ul style="list-style-type: none"> • They very well may be, but we have been unable to get additional information regarding any resolutions they may be working on at this time. Often times engineering reviews (this is currently under review, but they are looking into it), take extended periods of time to come to a resolution. These can sometimes take months to resolve and don't always end up with a repair. <p>The TECH LINE Survey can be accessed by: CLICKING HERE</p> <p>Thank you, [REDACTED] [REDACTED] 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 [REDACTED].</p>

From [redacted] Select [redacted] 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 [redacted] cases can be reopened.

Case #: [redacted]
Date Created: [redacted]
VIN: [redacted]
Dealer code: [redacted]
Dealer name: CONCORD [redacted]

Customer's Concerns:
HAS LACK OF POWER

Technician Findings:
CAR WAS HERE [redacted] WITH LACK OF POWER/ACCELERATION ISSURE NO CODES THEN NO ISSUE FOUND. CAME IN [redacted] SAYING MIL ON BUT ITS NT. DOES HAVE [redacted] CODE IN PAST. CODE CLEARS AND FOLLOWING DTC CONFIRMATION IN SM CODE DOES NOT RETURN. SEE I [redacted] ISSUES IN THE DATA BASE ON [redacted] POSSIBLY UNDER ENGINEERING REVIEW??FFD SHOWS MODE 3 SFUEL TRIM AT 125% ??? 100 RPM 0 MPH SUSPECT CAM TIMING INCIDENT MAY SHOW LEAN ON [redacted] CURRENTLY RUNNING WELL [redacted] INTAKE DUTY 95% INTAKE TIMING [redacted] AT 0.0. WIGGLED HARNESS AND MADE SURE CAMSHAFT CONTROL ON TIMING COVER IS PLUGGED IN SECURELY. CAR IS A MANUAL TRANS IF IT MAKES ANY DIFFERENCE:

This [redacted] recommendation is given based solely on the information provided by the dealer. [redacted] 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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ref: [redacted]:ref

Email: Case [redacted]; [redacted]; [redacted] stores past [redacted] [ref: [redacted]:ref]

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

Comments Additional To: [redacted]
CC:
BCC: [redacted]
Attachment:

Subject: Case [redacted]; [redacted]; [redacted] stores past [redacted] [ref: [redacted]:ref]

Body:
[redacted]
[redacted]'s latest case update is below.
Recommendation:

- If we are unable to duplicate the concern under normal operating conditions, no repairs are recommended at this time.
- [redacted] does not advise intentionally inducing the concern, if it is outside of normal operating conditions, but this could explain why we have only seen this concern on manual transmission Versa.

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

Thank you, [redacted]

Updating a [redacted] Case: Technician: Reply to this email; do not change the email subject line. Email file attachments are limited to [redacted].

From [redacted] Select [redacted] 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 [redacted] cases can be reopened.

Case #: [redacted]
Date Created: [redacted]
VIN: [redacted]
Dealer code: [redacted]
Dealer name: CONCORD [redacted]

Customer's Concerns:
HAS LACK OF POWER

Technician Findings:
CAR WAS HERE [redacted] WITH LACK OF POWER/ACCELERATION ISSURE NO CODES THEN NO ISSUE FOUND. CAME IN [redacted] SAYING MIL ON BUT ITS NT. DOES HAVE [redacted] CODE IN PAST. CODE CLEARS AND FOLLOWING DTC CONFIRMATION IN SM CODE DOES NOT RETURN. SEE I [redacted] ISSUES IN THE DATA BASE ON [redacted] POSSIBLY UNDER ENGINEERING REVIEW??FFD SHOWS MODE 3 SFUEL TRIM AT 125% ??? 100 RPM 0 MPH SUSPECT CAM TIMING INCIDENT MAY SHOW LEAN ON [redacted] CURRENTLY RUNNING WELL [redacted] INTAKE DUTY 95% INTAKE TIMING [redacted] AT 0.0. WIGGLED HARNESS AND MADE SURE CAMSHAFT CONTROL ON TIMING COVER IS PLUGGED IN SECURELY. CAR IS A MANUAL TRANS IF IT MAKES ANY DIFFERENCE:

This [redacted] recommendation is given based solely on the information provided by the dealer. [redacted] 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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ref: [redacted]:ref

Call

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

Email: Case [redacted]; [redacted]; [redacted] stores past [redacted] [ref: [redacted]:ref]

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

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

Subject: Case [redacted]; [redacted]; [redacted] stores past [redacted] [ref: [redacted]:ref]

Body:
[redacted]'s latest case update is below.
Recommendation:

Thank you for the follow up.

- We have not received any updates from engineering regarding this concern.
- If the concern is being induced by releasing the clutch too quick, and resolves with a key cycle, this may be normal operation for the vehicle.
- With no updates from engineering, and the concern not duplicating at the dealer, no repairs are recommended at this time.

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

Thank you, [redacted]

Updating a [redacted] Case: Technician: Reply to this email; do not change the email subject line. Email file attachments are limited to [redacted].

From [redacted] Select [redacted] 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 [redacted] cases can be reopened.

Case #: [redacted]
Date Created: [redacted]
VIN: [redacted]
Dealer code: [redacted]
Dealer name: CONCORD [redacted]

Customer's Concerns:

HAS LACK OF POWER

Technician Findings:

CAR WAS HERE [redacted] WITH LACK OF POWER/ACCELERATION ISSUE NO CODES THEN NO ISSUE FOUND. CAME IN [redacted] SAYING MIL ON BUT ITS NT. DOES HAVE [redacted] CODE IN PAST. CODE CLEARS AND FOLLOWING DTC CONFIRMATION IN SM CODE DOES NOT RETURN. SEE I FEW ISSUES IN THE DATA BASE ON [redacted] POSSIBLY UNDER ENGINEERING REVIEW??FFD SHOWS MODE 3 SFUEL TRIM AT 125% ?? 100 RPM 0 MPH SUSPECT CAM TIMING INCIDENT MAY SHOW LEAN ON [redacted] CURRENTLY RUNNING WELL [redacted] INTAKE DUTY 95% INTAKE TIMING [redacted] EXHAUST AT 0.0. WIGGLED HARNESS AND MADE SURE CAMSHAFT CONTROL ON TIMING COVER IS PLUGGED IN SECURELY. CAR IS A MANUAL TRANS IF IT MAKES ANY DIFFERENCE:

This [redacted] recommendation is given based solely on the information provided by the dealer. [redacted] 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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the sender immediately and delete all copies of the message.

ref: [redacted]:ref

Call

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

Email: RE: [redacted]; Dealer CONCORD [redacted]; [redacted]; [redacted] stores past [redacted] [ref: [redacted]:ref]

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

Additional To:
CC: [redacted]; [redacted]; [redacted]; [redacted]
BCC: [redacted]
Attachment:

Subject: RE: [redacted]; Dealer CONCORD [redacted]; [redacted]; [redacted] stores past [redacted] [ref: [redacted]:ref]
Body:

Good afternoon,

I wanted to provide some additional information on this case in the event the information may be helpful. The customer lives on a hill, and when the concern duplicated, they were unable to make it up the hill. The vehicle was towed and the concern was resolved. The fail-safe for this DTC disables variable timing control so that may explain the lack of power. The technician is reaching out to the customer to see if they can provide any additional details.

Thank you,

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

From: [redacted] [redacted]
Sent: [redacted]
To: [redacted]; [redacted]; [redacted]; [redacted]
Cc: [redacted]; [redacted]; [redacted]
Subject: RE: [redacted]; Dealer CONCORD [redacted]; [redacted]; [redacted] stores past [redacted] [ref: [redacted]:ref]

[redacted]

I will forward this to [redacted] and [redacted]. They are aware of this phenomenon on manual transmission [redacted].

From: TECH LINE Email to Case <[redacted]>
Sent: [redacted]
To: [redacted]; [redacted]; [redacted]; [redacted]
Cc: [redacted]; [redacted]; [redacted]; [redacted]
Subject: [redacted]; Dealer CONCORD [redacted]; [redacted]; [redacted] stores past [redacted] [ref: [redacted]:ref]

Good morning,

I don't know who would be responsible for this system, but I was hoping someone may be able to give us some additional information about a [REDACTED] that had stored a [REDACTED] CAMSHAFT POSITION SENSOR, and has been to the dealer [REDACTED] in [REDACTED] for a lack of power concern.

Similar cases show this DTC is most commonly caused by a connection concern at the intake camshaft position sensor, but the ESM has us inspect the circuit between [REDACTED] control module and ECM, and inspection ends.

Connections at the camshaft position sensor and [REDACTED] actuator are intact. [REDACTED] that was a little unusual is the Freeze Frame Data shows [REDACTED] for engine speed, but the DTC should only store when idling. Is there any chance we could have a crankshaft position sensor concern causing our DTC and lack of power?

[REDACTED] in the database appears the [REDACTED] was involved with, so I wasn't sure if there may be any interest in this case, or if anyone had some direction for us to go with an intermittent DTC and lack of power.

Thank you for your support,

Please see additional case details below.

Thank you,

[REDACTED]

Technical Support Specialist

Aftersales Dealer Support

[REDACTED]
[REDACTED]
Phone: [REDACTED]

FAX:

CALLER NAME: [REDACTED]

CUSTOMER NAME: [REDACTED]

VIN: [REDACTED]

MILEAGE: [REDACTED]

DEALER CODE: [REDACTED]

YEAR/MODEL: [REDACTED]

MODEL CODE: [REDACTED]

MFG DATE: [REDACTED]

DEALER NAME: CONCORD [REDACTED]

[REDACTED]
[REDACTED]

Phone: [REDACTED]
Fax: [REDACTED]

PROBLEM ANALYSIS:
What?

Where?

When?

Extent?
Dealer Action/Observation:

INITIAL RECOMMENDATION:

Date Created: [redacted]
VIN: [redacted]
Dealer Code: [redacted]
Dealer name: [redacted]

Customer's Concerns:
HAS LACK OF POWER

Technician Findings:

CAR WAS HERE [redacted] WITH LACK OF POWER/ACCELERATION ISSURE NO CODES THEN NO ISSUE FOUND. CAME IN [redacted] SAYING ME ON BUT ITS NT. DOES HAVE [redacted] CODE IN PAST. CODE CLEARS AND FOLLOWING DTC CONFIRMATION IN [redacted] CODE DOES NOT RETURN. SEE I FEW ISSUES IN THE DATA BASE ON [redacted] POSSIBLY UNDER ENGINEERING REVIEW??FFD SHOWS MODE 3 SFUEL TRIM AT 125% ?? [redacted] 0 MPH SUSPECT CAM TIMING INCIDENT MAY SHOW LEAN ON [redacted] CURRENTLY RUNNING WELL [redacted] INTAKE DUTY 95% INTAKE TIMING [redacted] AT [redacted] WIGGLED HARNESS AND MADE SURE CAMSHAFT CONTROL ON TIMING COVER IS PLUGGED IN SECURELY. CAR IS A MANUAL TRANS IF IT MAKES ANY DIFFERENCE:

This [redacted] recommendation is given based solely on the information provided by the dealer. [redacted] 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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ref: [redacted]:ref

Email: Case [redacted]; [redacted]; [redacted] stores past [redacted] [ref: [redacted]:ref]

Name
Task
Due Date
Assigned To
Last Modified Date/Time
Comments

Additional To:
CC:
BCC:
Attachment:

Subject: Case [redacted]; [redacted]; [redacted] stores past [redacted] [ref: [redacted]:ref]
Body:

[redacted]'s latest case update is below.
Recommendation:

- Good morning [redacted]
- We received some additional information that may be related to our concern.
 - Engineering has found they are able to induce this concern by releasing the clutch to quick, causing the engine to stop running. This could explain our FFD showing [redacted] even though the vehicle was at operating temperature.
 - It may be challenging to have the customer volunteer this information, but it may be worth asking if this has occurred prior to their concern. If we can narrow down that as a cause, we can forward that information to engineering, as they may need to look into a software/DTC logic change.

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

Thank you, [redacted] Andrew M. [redacted]

Updating a [redacted] Case: Technician: Reply to this email; do not change the email subject line. Email file attachments are limited to [redacted]
From [redacted] Select [redacted] 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 [redacted] cases can be reopened.

Case #: [redacted]
Date Created: [redacted]
VIN: [redacted]
Dealer Code: [redacted]
Dealer name: [redacted]

Customer's Concerns:
HAS LACK OF POWER

Technician Findings:

CAR WAS HERE [redacted] WITH LACK OF POWER/ACCELERATION ISSURE NO CODES THEN NO ISSUE FOUND. CAME IN [redacted] SAYING ME ON BUT ITS NT. DOES HAVE [redacted] CODE IN PAST. CODE CLEARS AND FOLLOWING DTC CONFIRMATION IN [redacted] CODE DOES NOT RETURN. SEE I FEW ISSUES IN THE DATA BASE ON [redacted] POSSIBLY UNDER ENGINEERING REVIEW??FFD SHOWS MODE 3 SFUEL TRIM AT 125% ?? [redacted] 0 MPH SUSPECT CAM TIMING INCIDENT MAY SHOW LEAN ON [redacted] CURRENTLY RUNNING WELL [redacted] INTAKE DUTY 95% INTAKE TIMING [redacted] AT [redacted] WIGGLED HARNESS AND MADE SURE CAMSHAFT CONTROL ON TIMING COVER IS PLUGGED IN SECURELY. CAR IS A MANUAL TRANS IF IT MAKES ANY DIFFERENCE:

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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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ref: [REDACTED]:ref

Email: [REDACTED]; [REDACTED]; [REDACTED] stores past [REDACTED] [ref: [REDACTED]:ref]

Name
Task
Due Date
Assigned To
Last Modified Date/Time

Additional To:
CC:
BCC:
Attachments:

Subject: [REDACTED]; [REDACTED]; [REDACTED] stores past [REDACTED] [ref: [REDACTED]:ref]
Body:

[REDACTED]'s latest case update is below.

Recommendation:

Good morning [REDACTED]

- We were hoping to hear from the engineers investigating this concern [REDACTED], but at this time we are unable to provide a time estimate.
- Please allow them an additional [REDACTED] to respond, and if we do not receive an update, we will reach out to them again.
- The decision of releasing a vehicle or holding it at the dealer is ultimately up to the service manager/dealer, but traditionally, a lack of power concern could be perceived as a safety concern, so it may be best to hold the vehicle until we have better direction from engineering.

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

Thank you, [REDACTED] Andrew M. [REDACTED]

Updating a [REDACTED] Technician: Reply to this email; do not change the email subject line. Email file attachments are limited to [REDACTED]
From [REDACTED] Select [REDACTED] Support Request, Enter your dealer code and select Update a [REDACTED]
If no response, we will assume additional assistance is not required and the case will be closed. Closed [REDACTED] cases can be reopened.

Comments

#:
[REDACTED]
VIN:
Dealer Code:
Dealer name: CONCORD [REDACTED]

Customer's Concerns:

HAS LACK OF POWER

Technician Findings:

CAR WAS HERE [REDACTED] WITH LACK OF POWER/ACCELERATION ISSUE NO CODES THEN NO ISSUE FOUND. CAME IN SAYING [REDACTED] DOES HAVE [REDACTED] CODE IN PAST. CODE CLEARS AND FOLLOWING DTC CONFIRMATION IN [REDACTED] CODE DOES NOT RETURN. SEE I FEW ISSUE [REDACTED] DATA BASE ON [REDACTED] POSSIBLY UNDER ENGINEERING REVIEW??FFD SHOWS MODE 3 SFUEL TRIM AT 125% ?? 100 RPM 0 MPH SUSPECT CAM [REDACTED] INCIDENT MAY SHOW LEAN ON [REDACTED] CURRENTLY RUNNING WELL [REDACTED] INTAKE DUTY 95% INTAKE TIMING [REDACTED] AT 0.0. WIGGLED HARASS [REDACTED] AND MADE SURE CAMSHAFT CONTROL [REDACTED] COVER IS PLUGGED IN SECURELY. [REDACTED] ANNUAL TRANS IF IT MAKES ANY DIFFERENCE:

This [REDACTED] recommendation is given based solely on the information provided by the dealer. [REDACTED] bases repair recommendations on time to repair, quality of repair, and [REDACTED] 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.

ref: [REDACTED]:ref

Email: [REDACTED]; [REDACTED]; [REDACTED] stores past [REDACTED] [ref: [REDACTED]:ref]

Name
Task
Due Date
Assigned To
Last Modified Date/Time

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

From: TECH [REDACTED] Email to Case <[REDACTED]>
Sent: [REDACTED]
To: [REDACTED]; [REDACTED]; [REDACTED]
<[REDACTED]>; [REDACTED] <[REDACTED]>; [REDACTED]
Cc: [REDACTED]; [REDACTED] <[REDACTED]>; [REDACTED]
<[REDACTED]>; [REDACTED] <[REDACTED]>; [REDACTED]
Subject: [REDACTED] NCORD [REDACTED]; [REDACTED]; [REDACTED] stores past [REDACTED] [ref: [REDACTED]:ref
[REDACTED]]

Good morning,

I don't know who would be responsible for this system, but I was hoping someone may be able to give us some additional information about a [REDACTED] that had stored a [REDACTED] CAMSHAFT POSITION SENSOR, and has been to the dealer in [REDACTED] for [REDACTED] concern. [REDACTED]

Similar cases show this DTC is most commonly caused by a connection concern at the intake camshaft position sensor, but the ESM has us inspect the circuit between EIVT control module and ECM, and inspection ends.

Connections at the camshaft position sensor and EIVT actuator are intact. [REDACTED] that was a little unusual is the Freeze Frame Data shows [REDACTED] for engine speed, but the DTC should only store when [REDACTED] there any chance we could have a crankshaft position sensor [REDACTED] causing our DTC and lack of power?

[REDACTED] in the database appears the TSM was involved with, so I wasn't sure if there may be any interest in this case, or if anyone [REDACTED] direction for us to go with an intermittent DTC and lack of power.

Thank you for your support,

Please see additional case details below.

Thank you,

[REDACTED]

Technical Support Specialist

[REDACTED]

[REDACTED]

[REDACTED]

Phone: [REDACTED]

FAX:

CALLER NAME: [REDACTED]

CUSTOMER NAME: [REDACTED]

VIN: [REDACTED]

MILEAGE: [REDACTED]

DEALER CODE: [REDACTED]

YEAR/MODEL: [REDACTED] [REDACTED] [REDACTED]

MODEL CODE: [REDACTED]

MFG DATE: [REDACTED]

DEALER NAME:

[REDACTED]

[REDACTED]
[REDACTED]

Phone:

Fax:

[REDACTED]

PROBLEM ANALYSIS:

What?

Where?

When?

Extent?

Dealer Action/Observation:

INITIAL RECOMMENDATION:

LATEST UPDATE:

Incoming call:

- Connected via Lenz.
- Connections at camshaft position sensors and EIVT actuator intact.
- EIVT control unit not accessible without disassembling vehicle.
- [REDACTED] for lack of power concern. ([REDACTED] visit [REDACTED] not set.)
- [REDACTED] will reach out to engine [REDACTED] for [REDACTED] direction and follow up with technician via email.

SALESFORCE CASE LINK:

[REDACTED]

ref: [REDACTED] :ref

Name
Task
Due Date
Assigned To
Last Modified Date/Time

Additional For
CC:
BCC:
Attach:

Subject: Case ; Dealer ; stores past [ref: :ref]

Body:
Good morning,
I don't know who would be responsible for this system, but I was hoping someone may be able to give us some additional information about a [redacted] that had stored a INTAKE CAMSHAFT POSITION SENSOR, and has been to the dealer in [redacted] for [redacted] concern.
[redacted] ar d [redacted] w this [redacted] is most commonly caused by a connection concern at the intake camshaft position sensor, but the ESM has us inspect the circuit between control module and ECM, and inspection ends.
Connections at the camshaft position sensor and actuator are intact. [redacted] that was a little unusual is the Freeze Frame Data shows [redacted] for engine speed, but the [redacted] could only store whe [redacted] there any chance we could have a crankshaft position sensor [redacted] ern causing our [redacted] and l [redacted] of power?
[redacted] in the database appears the [redacted] I was involved with, so I wasn't sure if there may be any interest in this case, of if anyone [redacted] direction for us to go with an intermittent [redacted] and lack of power.
Thank you for your support,
Please see additional case details below.
Thank you,

Technical Support SpecialistAftersales Dealer SupportNissan

Comments

CALLER NAME: BRIANCUSTOMER NAME: VIN:
CODE: /MODEL: ODE: E

Phone:
Fax:

PROBLEM ANALYSIS:
What?

Where?

When?

Extent?
Dealer Action/Observation:

INITIAL RECOMMENDATION:

LATEST UPDATE:Incoming call:
• Connected via [redacted].
• Connections at [redacted] shaft position sensors and [redacted] actuator intact.
• [redacted] control unit not accessible without disass [redacted] ing vehicle.
• [redacted] for lack of power concern. ([redacted] not set.)
• [redacted] will reach out to engine [redacted]; [redacted] r direction and follow up with technician via email.

SALESFO [redacted] CASE LINK:

ref: [redacted] :ref

Call

Name
Task
Due Date
Assigned To
Last Modified Date/Time
Comments

Email: Survey: Case ; stores past [ref: :ref]

Name
Task
Due Date
Assigned To
Last Modified Date/Time
Comments

CC:
BCC:
Attach:

Subject: Survey: Case [redacted]; [redacted]; stores past [ref: [redacted]:ref]
Body: [redacted]

[redacted], you for your time using the [redacted]. Please complete the [redacted] survey to provide your valuable feedback.
The [redacted] Survey can be [redacted] by: [CLICKING HERE](#) [redacted]

[redacted]'s latest case update is below.

- Connected via [redacted]
- Connections at [redacted] shaft position sensors and EIVT actuator intact.
- EIVT control unit not accessible without disassembling vehicle.
- [redacted] for lack of power concern. ([redacted] visit not set.)
- [redacted] will reach out to engine [redacted] for [redacted] direction and follow up with technician via email. Thank you, [redacted]

Updating a [redacted] Case: Technician: Reply to this email; do not change the email subject line. Email file attachments are limited to [redacted]

From [redacted] Select [redacted] Support Request, Enter your dealer code and select Update a Case.
If no response, we will [redacted] additional assistance is not required and the case will be closed. Closed [redacted] cases can be reopened.

Case #: [redacted]
Date Created: [redacted]
Customer name: [redacted]
VIN: [redacted]
Dealer: [redacted]
Dealer name: [redacted]

Customer's Concerns:

HAS LACK OF POWER

Technician Findings:

CAR WAS HERE [redacted] WITH LACK OF POWER/ACCELERATION ISSUE NO CODES THEN NO ISSUE FOUND. CAME IN [redacted] SAYING [redacted] TS NT. DOES HAVE [redacted] CODE IN PAST. CODE CLEARS AND FOLLOWING [redacted] CONFIRMATION IN [redacted] DE DOES NOT RETURN. SEE I FEW ISSUE [redacted] DATA BASE ON [redacted] POSSIBLY UNDER ENGINE [redacted] G REVIEW??FFD SHOWS MODE 3 SFUEL TRIM AT 125% ?? 100 RPM 0 MPH SUSPECT CAM [redacted] G INCIDENT MAY SHOW LEAN ON [redacted] CURRENTLY RUNNING WELL [redacted] INTAKE DUTY 95% INTAKE TIMING [redacted] AT [redacted] WIGGLED HAR [redacted] ND MADE SURE CAMSHAFT CONTROL [redacted] COVER IS PLUGGED IN SECURELY. [redacted] UAI [redacted] ANS IF IT MAKES ANY DIFFERENCE:

This [redacted] recommendation is given based solely on the [redacted] information provided by the dealer. [redacted] bases repair recommendations on time to repair, quality of repair, and [redacted] air, 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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ref: [redacted] :ref [redacted]

Call

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

Call

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

Email: Case [redacted]; [redacted]; stores past [ref: [redacted]:ref]

Name	[redacted]
Task	[redacted]
Due Date	<input checked="" type="checkbox"/>
Assigned To	[redacted]
Last Modified Date/Time	[redacted]
Comments	[redacted]
CC:	[redacted]
BCC:	[redacted]
Attachments:	[redacted]

Subject: Case [redacted]; [redacted]; stores past [ref: [redacted]] :ref]
Body: [redacted]

[redacted]'s latest case update is below.

[redacted] dation:

Thank you for the case details

- This DTC is not currently under engineering review on this model.
- Similar cases show this DTC is most commonly caused by connection concerns at the camshaft position sensor. Let's inspect this connection and verify it is secured, and we do not have any pin fit concerns. We would expect to see a CAM POS SEN/CIR (PHASE) if this were the case, but other cases indicate this may not be occurring on this model.
- If no connection concerns are found, let's plan on reviewing the concern using the [redacted] headset.

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

Thank you, [redacted] M.

Updating a [redacted] Case: Technician: Reply to this email; do not change the email subject line. Email file attachments are limited to [redacted]

From [redacted] SIST, Select [redacted] Support Request, Enter your dealer code and select Update a Case.

If no response, we [redacted] additional assistance is not required and the case will be closed. Closed [redacted] cases can be reopened.

Case #:

Date Cre [redacted]

VIN: [redacted]

Deal [redacted]

Dealer name: [redacted]CORD

Customer's Concerns:

HAS LACK OF POWER

Technician Findings:

CAR WAS HERE [redacted] WITH LACK OF POWER/ACCELERATION ISSURE NO CODES THEN NO ISSUE FOUND. CAME IN SAYING [redacted] TS NT. DOES HAVE [redacted] CODE IN PAST. CODE CLEARS AND FOLLOWING DTC CONFIRMATION IN [redacted] DE DOES NOT RETURN. SEE I FEW ISSUE [redacted] DATA BASE ON [redacted] POSSIBLY UNDER ENGINEERING REVIEW??FFD SHOWS MODE 3 SFUEL TRIM AT 125% ?? 100 RPM 0 MPH SUSPECT CAM [redacted] G INCIDENT MAY SHOW LEAN ON CURRENTLY RUNNING WELL [redacted] INTAKE DUTY 95% INTAKE TIMING [redacted] AT [redacted] WIGGLED HAR [redacted] ND MADE SURE CAMSHAFT CONTROL [redacted] COVER IS PLUGGED IN SECURELY. [redacted] UAI [redacted] ANS IF IT MAKES ANY DIFFERENCE:

This [redacted] recommendation is given based solely on the information provided by the dealer. [redacted] bases repair recommendations on time to repair, quality of repair, and [redacted] air, 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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ref: [redacted] :ref [redacted]

FQI follow up

- Task [redacted]
- Due Date
- Assigned To [redacted]
- Last Modified Date/Time [redacted]
- Comments [redacted]

Emails

RE: Case [redacted]; Dealer CONCORD [redacted]; stores past [ref: [redacted]] :ref]

Message [redacted]

Has Attachment [redacted]

Email Address

Status [redacted]

Subject RE: Case [redacted]; Dealer CONCORD [redacted]; stores past [ref: [redacted]] :ref]

Text Body Thanks for [redacted] information - I'm trying [redacted] c [redacted] e [redacted] cle [redacted] [redacted]

System Quality Improvement

From: [redacted] Email to Case <[redacted]>

Sent: [redacted] [redacted]

To: [redacted]; [redacted] <[redacted]>; [redacted] <[redacted]>; [redacted]

Cc: [redacted]; [redacted] <[redacted]>; [redacted] <[redacted]>

[Image removed by sender.]

Good morning team

Got an update on this case- please see below as the tech has found a way to duplicate this concern.

"Email reply

Issue appears to be driver induced. Drove car to steep hill.
Car has hill hold assist so it's super easy to start on a hill.
Had no issues. Then tried not enough throttle to get low rpm or stall condition.
This sets the code and car becomes impossible to make go up a hill.
Turned around and on flat ground with hard code would barely drive.
Had c3 on the car and code would not clear on c3.
Tried cycling the key and still would not clear.
Pulled into a driveway key of sit for [REDACTED] or [REDACTED] then code.
Clears and drivability becomes normal [REDACTED] [REDACTED]
Went back to the hill and driven normally it has no issues."

Hopefully this helps provide some insight as to the source.
Please let me know if there are any recommendations for repair.

Please see additional case details below.

Thank you,

[REDACTED] Support

[REDACTED]
[REDACTED]
FAX: [REDACTED]

CALLER NAME: [REDACTED]
CUSTOMER NAME: [REDACTED]
VIN: [REDACTED]
MILE: [REDACTED]
DEALER CODE: [REDACTED]
YEAR/MODEL: [REDACTED]
MODEL CODE: [REDACTED]
MFG DATE: [REDACTED]
DEALER NAME: [REDACTED]

[REDACTED]
[REDACTED]
Phone: [REDACTED]
Fax: [REDACTED]

PROBLEM ANALYSIS:
What?

Where?

When?

Extent?
Dealer Action/Observation:

INITIAL RECOMMENDATION:

LATEST UPDATE:
Email reply
Issue appears to be driver induced. Drove car to steep hill.
Car has hill hold assist so it's super easy to start on a hill.
Had no issues. Then tried not enough throttle to get low rpm or stall condition.
This sets the code and car becomes impossible to make go up a hill.
Turned around and on flat ground with hard code would barely drive.
Had c3 on the car and code would not clear on c3.
Tried cycling the key and still would not clear.
Pulled into a driveway key of sit for [REDACTED] or [REDACTED] then code.
Clears and drivability becomes normal [REDACTED] [REDACTED]
Went back to the hill and driven normally it has no issues.

SALESFORCE CASE LINK:

[REDACTED]
[REDACTED]

[Image removed by sender.]

ref: [redacted] :ref

Case [redacted] ; stores past [ref: [redacted] :ref]

Message [redacted]

Has Attachment [redacted]

Email Address [redacted]

Status [redacted]

Subject Case [redacted] ; stores past [ref: [redacted] :ref]

Text Body [redacted]

TECH LINE's latest case update is below.

Recommendation

Thank you for the update,
We have updated the case with your findings and let the engineering team know.
I will follow up if they have any additional recommendations going forward.
In the meantime please let your customer know this is currently being investigated and at this time we have no repair recommendations.
Your information on duplication may prove beneficial to the customer to prevent future concerns however.
Thank you for your work and patience on this case.
Have a great day!

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

Thank you,

[redacted]
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 [redacted].

From [redacted] 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.

Case #: [redacted]
Date Created: [redacted]
VIN: [redacted]
Mileage: [redacted]
Dealer code: [redacted]
Dealer name: CONCORD [redacted]

Customer's Concerns:
HAS LACK OF POWER

Technician Findings:
CAR WAS HERE [redacted] WITH LACK OF POWER/ACCELERATION ISSURE NO CODES THEN NO ISSUE FOUND. CAME IN [redacted]

DOES NOT RETURN. SEE I FEW ISSUES IN THE PAST CASE ON [REDACTED] POSSIBLY UNDER ENGINEERING REVIEW??FFD SHOWS [REDACTED] 3 SFUEL TRIM AT 125% ?? 100 RPM 0 MPH SUSPECT CAM TIMING [REDACTED] INCIDENT MAY SHOW LEAN ON [REDACTED]. CURRENTLY RUNNING WELL INTAKE DUTY 95% INTAKE TIMING [REDACTED] EXHAUST AT 0.0. WIGGLED HARNESS AND MADE SURE CAMSHAFT CONTROL ON [REDACTED] COVER IS PLUGGED IN SECURELY. CAN [REDACTED] A MANUAL TRANS IF IT MAKES ANY DIFFERENCE?

This [REDACTED] recommendation is given based solely on the information provided by the dealer. [REDACTED] 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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Case [REDACTED]; Dealer [REDACTED]; [REDACTED] stores past [ref: [REDACTED]] :ref]
Message [REDACTED]
Has Attachment [REDACTED]
Email Address [REDACTED]
Status [REDACTED]
Subject Case [REDACTED]; Dealer [REDACTED]; [REDACTED] stores past [ref: [REDACTED]] :ref]
Please [REDACTED] additional c [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]

Thank you,

[REDACTED]
Aftersales Dealer Support

[REDACTED]
FAX: [REDACTED]

CALLER NAME: [REDACTED]

CUSTOMER NAME: [REDACTED]

VIN: [REDACTED]

MILEAGE: [REDACTED]

DEALER [REDACTED]

YEAR/MODEL: [REDACTED]

MODEL [REDACTED]

MFG DATE: [REDACTED]

DEALER NAME: [REDACTED]

Phone: [REDACTED]
Fax: [REDACTED]

PROBLEM ANALYSIS: [REDACTED]

What?

Where?

When?

Extent?

Dealer Action/Observation:

INITIAL RECOMMENDATION:

LATEST UPDATE:

Email reply

Issue appears to be driver induced. Drove car to steep hill.

Car has hill hold assist so it's super easy to start on a hill.

Had no issues. Then tried not enough throttle to get low rpm or stall condition.

This sets the code and car becomes impossible to make go up a hill.

Turned around and on flat ground with hard code would barely drive.

Had c3 on the car and code would not clear on c3.

Tried cycling the key and still would not clear.

Pulled into a driveway key of sit for [REDACTED] or [REDACTED] then code.

Clears and drivability becomes normal [REDACTED] [REDACTED]

Went back to the hill and driven normally it has no issues.

SALESFORCE CASE LINK:

[REDACTED]

Text Body

Me [REDACTED]

Has Attachment [REDACTED]

Email Address [REDACTED]

Status [REDACTED]

Subject Re: [REDACTED]; [REDACTED]; stores past [ref: [REDACTED]:ref]

Text Body Issue [REDACTED] [REDACTED] c [REDACTED] teep hill. Car [REDACTED] hill [REDACTED] asy to start on a hill. Had no issues. Then tried not enough throttle to get low rpm or stall condition. This sets the code and car becomes

Issue appears to be driver induced. Drove car to steep hill. Car has hill hold assist so it's super easy to start on a hill. Had no issues. Then tried not enough throttle to get low rpm or stall condition. This sets the code and car becomes impossible to make go up a hill. Turned around and on flat ground with hard code would barely drive. Had c3 on the car and code would not clear on c3. Tried cycling the key and still would not clear. Pulled into a driveway key of sit for [REDACTED] or [REDACTED] then code. Lears and drivability becomes normal. Went back to the hill and driven normally it has no issues. [REDACTED] [REDACTED]

Sent from my [REDACTED]

On [REDACTED], at [REDACTED], Email to [REDACTED] <[REDACTED]> wrote:

[REDACTED],
[REDACTED]'s latest case update is below.
[REDACTED]

Recommendation:

Sounds good

• They very well may be, but we have been unable to get additional information regarding any resolutions they may be working on at this time. Often times engineering reviews (this is currently under review, but they are looking into it), take extended periods of time to come to a resolution. These can sometimes take months to resolve and don't always end up with a repair.

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

Thank you,

[REDACTED]

[REDACTED]

Updating a [REDACTED]:

Technician: Reply to this email; do not change the email subject line. Email file attachments are limited to [REDACTED].

From [REDACTED] Select [REDACTED] Support Request, Enter your dealer code and select Update a [REDACTED].

If no response, we will assume additional assistance is not required and the case will be closed. Closed [REDACTED] cases can be reopened.

#:

Date Created: [REDACTED]

VIN: [REDACTED]

Mileage: [REDACTED]

Dealer code: [REDACTED]

Dealer name: [REDACTED]

[REDACTED]

Customer's Concerns:
HAS LACK OF POWER

Technician Findings:

CAR WAS HERE WITH LACK OF POWER/ACCELERATION ISSURE NO CODES THEN NO ISSUE FOUND. CAME IN SAYING MIL ON BUT ITS NT DOES HAVE CODE IN PAST. CODE CLEARS AND FOLLOWING DTC CONFIRMATION IN SM CODE DOES NOT RETURN. SEET FEW ISSUES IN THE DATA BASE ON POSSIBLY UNDER ENGINEERING REVIEW??FFD SHOWS MODE 3 SFUEL TRIM AT 125% ?? 100 RPM 0 MPH SUSPECT CAM TIMING INCIDENT MAY SHOW LEAN ON . CURRENTLY RUNNING WELL INTAKE DUTY 95% INTAKE TIMING AT WIGGLED HARNESS AND MADE SURE CAMSHAFT CONTROL ON TIMING COVER IS PLUGGED IN SECURELY. CAR IS A MANUAL TRANS IF IT MAKES ANY DIFFERENCE:

This recommendation is given based solely on the information provided by the dealer. 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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ref: [REDACTED] :ref

Re: Case [REDACTED] ; [REDACTED] ; stores past [ref: [REDACTED] :ref]

Message [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]

Has Attachment [REDACTED]

Email Address

Status [REDACTED]

Subject Re: Case [REDACTED] ; [REDACTED] ; stores past [ref: [REDACTED] :ref]

Text Body ok i will u [REDACTED] [REDACTED] s [REDACTED] [REDACTED] [REDACTED] [REDACTED]
On [REDACTED] Email to Case < [REDACTED] > wrote:

||
||
|
|

[REDACTED] 's latest case update is below.

Recommendation:

Sounds good

- They very well may be, but we have been unable to get additional information regarding any resolutions they may be working on at this time. Often times engineering reviews (this is currently under review, but they are looking into it), take extended periods of time to come to a resolution. These can sometimes take months to resolve and don't always end up with a repair.

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

Thank you,

Updating a [REDACTED] Case:

Technician: Reply to this email; do not change the email subject line. Email file attachments are limited to [REDACTED].

From [REDACTED] Select [REDACTED] 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 [REDACTED] cases can be reopened.

Case #: [REDACTED]
Date Created: [REDACTED]
VIN: [REDACTED]
Mileage: [REDACTED]
Dealer code: [REDACTED]
Dealer name: CONCORD [REDACTED]

Customer's Concerns:
HAS LACK OF POWER

Technician Findings:
CAR WAS HERE [REDACTED] WITH LACK OF POWER/ACCELERATION ISSUE NO [REDACTED] S THEN NO ISSUE FOUND. CAME IN SAYING MIL ON BUT ITS NT DOES HAVE [REDACTED] IN PAST. [REDACTED] CLEARS AND FOLLOWING DTC CONFIRMATION IN SM [REDACTED] DOES NOT RETURN. SEE FEW ISSUES IN THE DATA BASE ON [REDACTED] POSSIBLY UNDER ENGINEERING REVIEW??FFD SHOWS [REDACTED] DE 3 SFUEL TRIM AT 125% ?? 100 RPM 0 MPH SUSPECT CAM TIMING IN [REDACTED] MENT MAY SHOW LEAN ON [REDACTED]. CURRENTLY RUNNING WELL [REDACTED] INTAKE DUTY 95% INTAKE TIMING [REDACTED] EXHAUST AT 0.0. WIGGLED HARNESS AND MADE SURE CAMSHAFT CONTROL ON [REDACTED] TIMING COVER IS PLUGGED IN SECURELY. CAR IS A MANUAL TRANS IF IT MAKES ANY DIFFERENCE.

This [REDACTED] recommendation is given based solely on the information provided by the dealer. [REDACTED] 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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ref: [redacted] :ref

Case [redacted] ; stores past [ref: [redacted] :ref]

Mess [redacted] [redacted] [redacted] [redacted] [redacted] [redacted]

Has Attachment [redacted]

Email Address

Status [redacted]

Subject Case [redacted] ; stores past [ref: [redacted] :ref]

Text Body [redacted] [redacted] [redacted] [redacted] [redacted] [redacted]

TECH LINE's latest case update is below.

Recommendation:

Sounds good

- They very well may be, but we have been unable to get additional information regarding any resolutions they may be working on at this time. Often times engineering reviews (this is currently under review, but they are looking into it), take extended periods of time to come to a resolution. These can sometimes take months to resolve and don't always end up with a repair.

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

Thank you,

[redacted]
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 [redacted].

From [redacted] 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.

Case #:

Date Created: [redacted]

VIN: [redacted]

Mileage: [redacted]

Dealer code: [redacted]

Dealer name: [redacted]

Customer's Concerns:

HAS LACK OF POWER

Technician Findings:

Technician: Reply to this email; do not change the email subject line. Email file attachments are limited to [REDACTED].

From [REDACTED] Select [REDACTED] 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 [REDACTED] cases can be reopened.

Case #: [REDACTED]
Date Created: [REDACTED]
VIN: [REDACTED]
Mileage: [REDACTED]
Dealer code: [REDACTED]
Dealer name: [REDACTED]

Customer's Concerns:
HAS LACK OF POWER

Technician Findings:
CAR WAS HERE WITH LACK OF POWER/ACCELERATION ISSURE NO CODES THEN NO ISSUE FOUND. CAME IN SAYING MIL ON BUT ITS NT. DOES HAVE [REDACTED] CODE IN PAST. CODE CLEARS AND FOLLOWING DTC CONFIRMATION IN SM CODE DOES NOT RETURN. [REDACTED] FEW ISSUES IN THE DATA BASE ON [REDACTED] POSSIBLY UNDER ENGINEERING REVIEW??FFD SHOWS MODE 3 SFUEL TRIM AT 125% ?? 100 RPM 0 MPH [REDACTED] CAM TIMING INCIDENT MAY SHOW LEAN ON [REDACTED]. CURRENTLY RUNNING WELL INTAKE DUTY 95% INTAKE TIMING [REDACTED] EXHAUST AT [REDACTED] WIGGLED HARNESS AND MADE SURE CAMSHAFT CONTROL ON TIMING COVER IS PLUGGED IN SECURELY. CAR IS A MANUAL TRANS IF IT MAKES ANY DIFFERENCE.

This [REDACTED] recommendation is given based solely on the information provided by the dealer. [REDACTED] 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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ref: [REDACTED] :ref

Case [REDACTED] ; [REDACTED] stores past N18 [ref: [REDACTED] :ref]

Message [REDACTED]
Has Attachment [REDACTED]
Email Address [REDACTED]

Subject Case ; ; stores past [ret: :ret]
Text Body

[redacted]'s latest case update is below.

Recommendation:

- If we are unable to duplicate the concern under normal operating conditions, no repairs are recommended at this time.
- [redacted] does not advise intentionally inducing the concern, if it is outside of normal operating conditions, but this could explain why we have only seen this concern on manual transmission Versa.

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

Thank you,

Updating a [redacted] Case:

Technician: [redacted] Copy to this email; do not change the email subject line. Email file attachments are limited to [redacted].

From [redacted] Select [redacted] 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 [redacted] cases can be reopened.

Case #:
 Date Created:
 VIN: [redacted]
 Mileage: [redacted]
 Dealer code: [redacted]
 Dealer name: [redacted] RECORD

Customer's Concerns:
HAS LACK OF POWER

Technician Findings:
 CAR WAS HERE [redacted] WITH LACK OF POWER/ACCELERATION ISSURE NO CODES THEN NO ISSUE FOUND. CAME IN SAYING MIL ON BUT ITS NT. DOES HAVE [redacted] CODE IN PAST. CODE CLEARS AND FOLLOWING DTC CONFIRMATION IN SM CODE DOES NOT RETURN [redacted] NEW ISSUES IN THE DATA BASE ON [redacted] POSSIBLY UNDER ENGINEERING REVIEW??FFD SHOW [redacted] CODE 3 SFUEL TRIM AT 125% ?? 100 RPM 0 MPH [redacted] CAM TIMING INCIDENT MAY SHOW LEAN ON [redacted]. CURRENTLY RUNNING WELL INTAKE DUTY 95% INTAKE TIMING [redacted] EXHAUST AT [redacted] WIGGLED HARNESS AND MADE SURE CAMSHAFT CONTROL ON TIMING COVER IS PLUGGED IN SECURELY. CAR IS A MANUAL TRANS IF IT MAKES ANY DIFFER [redacted]

This [redacted] recommendation is given based solely on the information provided by the dealer. [redacted] bases repair [redacted]

warranty, a service contract, goodwill, customer pay, or dealer internal.

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Re: Case ; ; stores past [ref: :ref]

Message [redacted]

Has Attachment [redacted]

Email Address [redacted]

Status Read [redacted]

Subject Re: Case ; ; stores past [ref: :ref]

Text Body So you want me to drive the car to a hill? [redacted] from here and try to induce the code by driving the car incorrectly ? to try to verify? customer had to have this car towed to his home because he could not get it to go up the hill he lives on. if we try to tell him this is normal operation things will not go well.

On [redacted] Email to Case <[redacted]> wrote:

[redacted]

[redacted]'s latest case update is below.

Recommendation:

Thank you for the follow up.

- We have not received any updates from engineering regarding this concern.
- If the concern is being induced by releasing the clutch too quick, and resolves with a key cycle, this may be normal operation for the vehicle.
- With no updates from engineering, and the concern not duplicating at the dealer, no repairs are recommended at this time.

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

Thank you,

Updating a [redacted] Case:

Technician: [redacted] is email; do not change the email subject line. Email file attachments are limited to [redacted].

From ASIST, Select [redacted] 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 LINE cases can be reopened.

Case #:

Date Created:

VIN:

Mileage:

Dealer code:

Dealer name:

Customer's Concerns:
HAS LACK OF POWER

Technician Findings:

CAR WAS HERE WITH LACK OF POWER/ACCELERATION ISSURE NO CODES THEN NO ISSUE FOUND. CAME IN SAYING MIL ON BUT ITS NT. DOES HAVE CODE IN PAST. CODE CLEARS AND FOLLOWING DTC CONFIRMATION IN SM CODE DOES NOT RETURN NEW ISSUES IN THE DATA BASE ON POSSIBLY UNDER ENGINEERING REVIEW??FFD SHOW DE 3 SFUEL TRIM AT 125% ?? 100 RPM 0 MPH CAM TIMING INCIDENT MAY SHOW LEAN ON . CURRENTLY RUNNING WELL INTAKE DUTY 95% INTAKE TIMING EXHAUST AT WIGGLED HARNESS AND MADE SURE CAMSHAFT CONTROL ON TIMING COVER IS PLUGGED IN SECURELY. CAR IS A MANUAL TRANS IF IT MAKES ANY DIFFERE

This LINE recommendation is given based solely on the information provided by the dealer. 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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ref: [REDACTED] :ref

Case [REDACTED] ; [REDACTED] stores past [ref: [REDACTED] :ref]

Message Date [REDACTED]
Has Attachment [REDACTED]
Email Address [REDACTED]
Status Sent [REDACTED]
Subject Case [REDACTED] ; [REDACTED] stores past [ref: [REDACTED] :ref]
Text Body [REDACTED]

[REDACTED] LINE's latest case update is below.

Recommendation:

- If the concern is being induced by releasing the clutch too quick, and resolves with a key cycle, this may be normal operation for the vehicle.
- With no updates from engineering, and the concern not duplicating at the dealer, no repairs are recommended at this time.

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

Thank you,

[REDACTED]
LINE

Updating a LINE Case:

Technician: [REDACTED] to this email; do not change the email subject line. Email file attachments are limited to [REDACTED].

From ASIST, Select [REDACTED] 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 [REDACTED] LINE cases can be reopened.

Case #:
 Date Created:
 VIN: [REDACTED]
 Mileage: [REDACTED]
 Dealer code: [REDACTED]
 Dealer name: [REDACTED] CORD

Customer's Concerns:
HAS LACK OF POWER

Technician Findings:
 CAR WAS HERE WITH LACK OF POWER/ACCELERATION ISSURE NO CODES THEN NO ISSUE FOUND. CAME IN SAYING MIL ON BUT ITS NT. DOES HAVE [REDACTED] CODE IN PAST. CODE CLEARS AND FOLLOWING DTC CONFIRMATION IN SM CODE DOES NOT RETURN [REDACTED] EW ISSUES IN THE DATA BASE ON [REDACTED] POSSIBLY UNDER ENGINEERING REVIEW??FFD SHOW [REDACTED] DE 3 SFUEL TRIM AT 125% ?? 100 RPM 0 MPH [REDACTED] CAM TIMING INCIDENT MAY SHOW LEAN ON [REDACTED]. CURRENTLY RUNNING WELL INTAKE DUTY 95% INTAKE TIMING [REDACTED] EXHAUST AT [REDACTED] WIGGLED HARNESS AND MADE SURE CAMSHAFT CONTROL ON TIMING COVER IS PLUGGED IN SECURELY. CAR IS A MANUAL TRANS IF IT MAKES ANY DIFFERE [REDACTED]

This LINE recommendation is given based solely on the information provided by the dealer. 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 where the work will be performed under warranty, a service contract, goodwill, customer pay, or dealer internal.

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Re: ; stores past [ref: :ref]

Message Date

Has Attachment

Email Address

Status Read

Subject

Re: ; stores past [ref: :ref]

Text Body

Writer says the customer has contacted [REDACTED] to see what his options are. Not sure if you have access to that info. We do have the car and he is waiting to see when there is a resolution. Sent from my [REDACTED] on [REDACTED],

Writer says the customer has contacted [REDACTED] to see what h[REDACTED]ns a [REDACTED]c [REDACTED] info. We do have the car and he is waiting to see when there is a resolution

Sent from my

On [REDACTED], Email to <[REDACTED]> wrote:

[REDACTED]

[REDACTED]'s latest case update is below.

[REDACTED]

Recommendation:

- The fail safe for this DTC will stop the variable timing from operating, so it is possible this is causing a lack of power after the DTC is detected. It is likely another trip without the DTC being detected resolves this concern.
- We are going to forward this additional information to engineering to see if it helps lead to a resolution.

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

[REDACTED]

Thank you,

[REDACTED]

[REDACTED]

Updating a :

Technician: [REDACTED] [REDACTED]ail; do not change the email subject line. Email file attachments are limited to [REDACTED].

From [REDACTED] Select [REDACTED] Support Request, Enter your dealer code and select Update a [REDACTED].

[REDACTED]

If no response, we will assume additional assistance is not required and the case will be closed. Closed [REDACTED] cases can be reopened.

#: Date Created: [REDACTED]

Miles: [REDACTED]

Dealer cd: [REDACTED]

Dealer name: [REDACTED]

[REDACTED]

HAS LACK OF POWER

Technician Findings:

CAR WAS HERE WITH LACK OF POWER/ACCELERATION ISSURE NO CODES THEN NO ISSUE FOUND. CAME IN SAYING MIL ON BUT ITS NT. DOES HAVE CODE IN PAST. CODE CLEARS AND FOLLOWING DTC CONFIRMATION IN SM CODE DOES NOT RETURN NEW ISSUES IN THE DATA BASE ON POSSIBLY UNDER ENGINEERING REVIEW??FFD SHOWS DE 3 SFUEL TRIM AT 125% ?? 100 RPM 0 MPH [REDACTED] CAM TIMING INCIDENT MAY SHOW LEAN ON [REDACTED]. CURRENTLY RUNNING WELL INTAKE DUTY 95% INTAKE TIMING AT [REDACTED] WIGGLED HARNESS AND MADE SURE CAMSHAFT CONTROL ON TIMING COVER IS PLUGGED IN SECURELY. CAR IS A MANUAL TRANS IF IT MAKES ANY DIFFERENCE [REDACTED]

This recommendation is given based solely on the information provided by the dealer. [REDACTED] 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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ref: [REDACTED] :ref [REDACTED]

Re: Case [REDACTED]; stores past [REDACTED] [ref: [REDACTED] :ref]

Message Date [REDACTED]
Has Attachment [REDACTED]
Email Address [REDACTED]
Status Read
Subject Re: Case [REDACTED]; stores past [REDACTED] [ref: [REDACTED] :ref]
Text Body Any update on this. I think car is still here. [REDACTED] I don't see the RO but dbs does not show my RO yet. Sent from my [REDACTED] On [REDACTED]

Sent from my [REDACTED]

On [REDACTED], Email to Case <[REDACTED]> wrote:

[REDACTED]'s latest case update is below.

Recommendation:

- The fail safe for this DTC will stop the variable timing from operating, so it is possible this is causing a lack of power after the DTC is detected. It is likely another trip without the DTC being detected resolves this concern.
- We are going to forward this additional information to engineering to see if it helps lead to a resolution.

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

Thank you,

[REDACTED]

Updating a Case:

Technician: [REDACTED] is email; do not change the email subject line. Email file attachments are limited to [REDACTED].

From [REDACTED] Select [REDACTED] 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 [REDACTED] cases can be reopened.

Case #: [REDACTED]
Date Created: [REDACTED]
VIN: [REDACTED]
Miles: [REDACTED]
Dealer code: [REDACTED]
Dealer name: [REDACTED]
Customer's Concerns:
HAS LACK OF POWER

Technician Findings:
CAR WAS HERE [REDACTED] WITH LACK OF POWER/ACCELERATION ISSURE NO CODES THEN NO ISSUE FOUND. CAME IN SAYING MIL ON BUT ITS NT. DOES HAVE [REDACTED] CODE IN PAST. CODE CLEARS AND FOLLOWING DTC CONFIRMATION IN SM CODE DOES NOT RETU [REDACTED] EW ISSUES IN THE DATA BASE ON [REDACTED] POSSIBLY UNDER ENGINEERING REVIEW??FFD SHOW [REDACTED] DE 3 SFUEL TRIM AT 125% ?? 100 RPM 0 MPH [REDACTED] CAM TIMING INCIDENT MAY SHOW LEAN ON [REDACTED]. CURRENTLY RUNNING WELL INTAKE DUTY 95% INTAKE TIMING [REDACTED] EXHAUST AT [REDACTED] WIGGLED HARNESS AND MADE SURE CAMSHAFT CONTROL ON TIMING COVER IS PLUGGED IN SECURELY. CAR IS A MANUAL TRANS IF IT MAKES ANY DIFFERE [REDACTED]

This [REDACTED] recommendation is given based solely on the information provided by the dealer. [REDACTED] 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 [REDACTED] d under warranty. Ultimately, it is the responsibility of the dealer to determine whe [REDACTED] rk will be performed under warranty, a service contract, goodwill, customer pay, or dealer internal.

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ref: [REDACTED] :ref [REDACTED]

RE: Case [REDACTED] ; Dealer [REDACTED] ; [REDACTED] stores past [ref: [REDACTED] :ref]

Message Date [REDACTED]
Has Attachment [REDACTED]
Email Address [REDACTED]
Status Sent
Subject RE: Case [REDACTED] ; Dealer [REDACTED] ; [REDACTED] stores past [ref: [REDACTED] :ref]
Text Body Good afternoon, [REDACTED]

I wanted to provide some additional information on this case in the event the information may be helpful. The customer lives on a hill, and when the concern duplicated, they were unable to make it up the hill. The vehicle was towed and the concern was resolved. The fail-safe for this DTC disables variable timing control so that may explain the lack of power. The technician is reaching out to the customer to see if they can provide any additional details.

Thank you,

Fax: [redacted]

PROBLEM ANALYSIS:

What?

Where?

When?

Extent?

Dealer Action/Observation:

INITIAL RECOMMENDATION:

LATEST UPDATE:

Incoming call:

- Connected via Lenz.
- Connections at camshaft position sensors and EIVT actuator intact.
- EIVT control unit not accessible without disassembling vehicle.
- [redacted] for lack of power concern. ([redacted] not set.)
- Advised [redacted] will reach out to engineering for repair direction and follow up with technician via email.

SALESFORCE CASE LINK:

ref: [redacted] :ref

Case ; [redacted] stores past [ref: [redacted] :ref]

Message Date [redacted]
 Has Attachment [redacted]
 Email Address [redacted]
 Status **Sent**
 Subject Case [redacted] ; [redacted] stores past [ref: [redacted] :ref]
 Text Body [redacted]

[redacted] LINE's latest case update is below.

Recommendation:

- The fail safe for this [redacted] will stop the variable timing from operating, so it is possible this is causing a lack of power after the [redacted] is detected. It is likely another trip without the [redacted] being detected resolves this concern.
- We are going to forward [redacted] this additional information to engineering to see if it helps lead to a resolution.

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

Thank you,

[redacted]
LINE

Technician: [REDACTED] # [REDACTED] mail; do not change the email subject line. Email file attachments are limited to [REDACTED].

From [REDACTED] Select [REDACTED] Support Request, Enter your dealer code and select Update a [REDACTED].

If no response, we will assume additional assistance is not required and the case will be closed. Closed [REDACTED] cases can be reopened.

#:
Date Created:

Miles: [REDACTED]

Dealer code: [REDACTED]

Dealer name: [REDACTED] CONCORD

Customer's Concerns:
HAS LACK OF POWER

Technician Findings:

CAR WAS HERE [REDACTED] WITH LACK OF POWER/ACCELERATION ISSURE NO CODES THEN NO ISSUE FOUND. CAME IN SAYING MIL ON BUT ITS NT. DOES HAVE [REDACTED] CODE IN PAST. CODE CLEARS AND FOLLOWING DTC CONFIRMATION IN SM CODE DOES NOT RETURN OFF. FEW ISSUES IN THE DATA BASE ON [REDACTED] POSSIBLY UNDER ENGINEERING REVIEW??FFD SHOWS MODE 3 SFUEL TRIM AT 125% ??? 100 RPM 0 MPH [REDACTED] CAM TIMING INCIDENT MAY SHOW LEAN ON [REDACTED]. CURRENTLY RUNNING WELL INTAKE DUTY 95% INTAKE TIMING [REDACTED] AT 1000 WIGGLED HARNESS AND MADE SURE CAMSHAFT CONTROL ON TIMING COVER IS PLUGGED IN SECURELY. CAR IS A MANUAL TRANS IF IT MAKES ANY DIFFERENCE [REDACTED]

This [REDACTED] recommendation is given based solely on the information provided by the dealer. [REDACTED] 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 [REDACTED] under warranty. Ultimately, it is the responsibility of the dealer to determine whether [REDACTED] work will be performed under warranty, a service contract, goodwill, customer pay, or dealer internal.

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Re: [REDACTED]; stores past [REDACTED] [ref: [REDACTED] :ref]

Message Date [REDACTED]

Has Attachment [REDACTED]

Email Address [REDACTED]

Status Read

Subject [REDACTED]; stores past [REDACTED] [ref: [REDACTED] :ref]

Text Body

I just love the lack of communication at a dealership :(Writer is in [REDACTED] and I went in and asked him to talk to the customer based on your request [REDACTED] the owner [REDACTED] his [REDACTED] the car to go up the hill and had to call aaa to tow it up the hill?? your description kinda matches this scenario. do [REDACTED] engineering know if once this code trips the car becomes undrivable or difficult to drive? I'm sure once the car is no longer trying to start on a hill code goes to past and normal operation returns? cant get a straight answer as to does it stall or truly lack power??

On [REDACTED] Email to [REDACTED] <[REDACTED]> wrote:

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[REDACTED]'s latest case update is below.

Recommendation:

- Engineering [REDACTED] and they are able to induce this concern by releasing the clutch to quick, causing the engine to stop running. This could explain our FFD showing [REDACTED] even though the vehicle was at operating temperature.
- It may be challenging to have the customer volunteer this information, but it may be worth asking if this has occurred prior to their concern. If we can narrow [REDACTED] that as a cause, we can forward that information to engineering, as they may need to look into a software/DTC logic change.

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

Thank you,

[REDACTED]
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 [REDACTED].

From [REDACTED] 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.

Case #:
 Date Created:
 VIN: [REDACTED]
 Mileage: [REDACTED]
 Dealer code: [REDACTED]
 Dealer name: [REDACTED]

Customer's Concerns:
HAS LACK OF POWER

Technician Findings:
 CAR WAS HERE [REDACTED] WITH LACK OF POWER/ACCELERATION ISSUE NO [REDACTED] S THEN NO ISSUE FOUND. CAME IN SAYING MIL ON BUT ITS NT. DOES HAVE [REDACTED] IN PAST. [REDACTED] CLEARS AND FOLLOWING DTC CONFIRMATION IN SM DOES NOT RETURN OFF. FEW ISSUES IN THE DATA BASE ON [REDACTED] POSSIBLY UNDER ENGINEERING REVIEW??FFD SHOWS [REDACTED] MODE 3

TIMING COVER IS PLUGGED IN SECURELY. CAR IS A MANUAL TRANS IF IT MAKES ANY DIFFERENCE:

This LINE recommendation is given based solely on the information provided by the dealer. 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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ref: [REDACTED] :ref

Case ; [REDACTED] stores past [ref: [REDACTED] :ref]

Message Date [REDACTED]
Has Attachment [REDACTED]
Email Address [REDACTED]
Status Sent
Subject [REDACTED] ; [REDACTED] stores past [ref: [REDACTED] :ref]
Text Body [REDACTED]

[REDACTED] LINE's latest case update is below.

Recommendation:

Good morning

- We received some additional information that may be related to our concern.
- Engineering has found they are able to induce this concern by releasing the clutch to quick, causing the engine to stop running. This could explain our FFD showing [REDACTED] even though the vehicle was at operating temperature.
- It may be challenging to have the customer volunteer this information, but it may be worth asking if this has occurred prior to their concern. If we can narrow down that as a cause, we can forward that information to engineering, as they may need to look into a software/DTC logic change.

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

Thank you,

[REDACTED]
LINE

Updating a LINE Case:

From [REDACTED] Select [REDACTED] 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 cases can be reopened.

Case #: [REDACTED]
Date Created: [REDACTED]
VIN: [REDACTED]
Mileage: [REDACTED]
Dealer code: [REDACTED]
Dealer name: CONCORD

Customer's Concerns: [REDACTED]
HAS LACK OF POWER

Technician Findings:
CAR WAS HERE WITH LACK OF POWER/ACCELERATION ISSURE NO CODES THEN NO ISSUE FOUND. CAME IN SAYING MIL ON BUT ITS NT. DOES HAVE CODE IN PAST. CODE CLEARS AND FOLLOWING DTC CONFIRMATION IN SM CODE DOES NOT RETURN. SEE FEW ISSUES IN THE DATA BASE ON POSSIBLY UNDER ENGINEERING REVIEW??FFD SHOWS MODE 3 SFUEL TRIM AT 125% ??? 100 RPM 0 MPH SUSPECT CAM TIMING INCIDENT MAY SHOW LEAN ON . CURRENTLY RUNNING WELL INTAKE DUTY 95% INTAKE TIMING EXHAUST AT 0.0 WIGGLED HARNESS AND MADE SURE CAMSHAFT CONTROL ON TIMING COVER IS PLUGGED IN SECURELY. CAR IS A MANUAL TRANS IF IT MAKES ANY DIFFERENCE.

This recommendation is given based solely on the information provided by the dealer. 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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Case	SEDAN;	stores past	[ref:	:ref]
Message Date	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Has Attachment	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Email Address	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Status	Sent	[REDACTED]	[REDACTED]	[REDACTED]
Subject	[REDACTED]	SEDAN;	stores past	[ref: :ref]
Text Body	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

[REDACTED]'s latest case update is below.

Recommendation:

- Good morning [REDACTED], but at this time we are unable to provide a time estimate.
- Please allow them an additional [REDACTED] to respond, and if we do not receive an update, we will reach out to them again.
- The decision of releasing a vehicle or holding it at the dealer is ultimately up to the service manager/dealer, but traditionally, a lack of power concern could be perceived as a safety concern, so it may be best to hold the vehicle until we have better direction from engineering.

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

Thank you,

[REDACTED]

[REDACTED]

Updating a [REDACTED] :

Technician: Reply to this email; do not change the email subject line. Email file attachments are limited to [REDACTED].

From [REDACTED] Select [REDACTED] Support Request, Enter your dealer code and select Update a [REDACTED].

If no response, we will assume additional assistance is not required and the case will be closed. Closed [REDACTED] cases can be reopened.

#:
Date Created: [REDACTED]

VIN: [REDACTED]

Mileage: [REDACTED]

Dealer code: [REDACTED]

Dealer name: CONCORD

Customer's Concerns: [REDACTED]
HAS LACK OF POWER

Technician Findings:
CAR WAS HERE [REDACTED] WITH LACK OF POWER/ACCELERATION ISSURE NO CODES THEN NO ISSUE FOUND. CAME IN SAYING MIL ON BUT ITS NT. DOES HAVE [REDACTED] CODE IN PAST. CODE CLEARS AND FOLLOWING DTC CONFIRMATION IN SM CODE DOES NOT RETURN. SEE FEW ISSUES IN THE DATA BASE ON [REDACTED] POSSIBLY UNDER ENGINEERING REVIEW??FFD SHOWS MODE 3 SFUEL TRIM AT 125% 11 100 RPM 0 MPH SUSPECT CAM TIMING INCIDENT MAY SHOW LEAN ON [REDACTED]. CURRENTLY RUNNING WELL INTAKE DUTY 95% INTAKE TIMING [REDACTED] EXHAUST AT 0.0 WIGGLED HARNESS AND MADE SURE CAMSHAFT CONTROL ON TIMING COVER IS PLUGGED IN SECURELY. CAR IS A MANUAL TRANS IF IT MAKES ANY DIFFERENCE [REDACTED].

This [REDACTED] recommendation is given based solely on the information provided by the dealer. [REDACTED] 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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Re: [REDACTED] ; stores past [ref: [REDACTED] :ref]

Message Date [REDACTED]

Has [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]

Email Address [REDACTED]

Status Read

Subject [REDACTED] ; stores past [ref: [REDACTED] :ref]

[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]

On

Email to Case <

> wrote:

||
||
|

[REDACTED]'s latest case update is below.

Recommendation:

Thank you for the update

- We have received word that engineering is aware of this concern on manual transmission . The case details have been sent to the engineers investigating this concern, but we will provide an update as soon as we have additional details.

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

Thank you,

Updating a Case:

Technician: Reply to this email; do not change the email subject line. Email file attachments are limited to

From Select 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 cases can be reopened.

Case #:

Date Created:

VIN:

Mileage:

Dealer code:

Dealer name:

Customer's concern:
HAS LACK OF POWER

Technician Findings:

CAR WAS HERE WITH LACK OF POWER/ACCELERATION ISSUE NO CODES THEN NO ISSUE FOUND. CAME IN SAYING MIL ON BUT ITS NT. DOES HAVE [REDACTED] CODE IN PAST. CODE CLEARS AND FOLLOWING DTC CONFIRMATION IN SM CODE DOES NOT RETURN. SEE LEW ISSUES IN THE DATA BASE ON [REDACTED] POSSIBLY UNDER ENGINEERING REVIEW??FFD SHOWS MODE 3 SFUEL TRIM AT [REDACTED] 1100 RPM 0 MPH SUSPECT CAM TIMING INCIDENT MAY SHOW LEAN ON [REDACTED]. CURRENTLY RUNNING WELL INTAKE DUTY 95% INTAKE TIMING [REDACTED] AT [REDACTED] WIGGLED HARNESS AND MADE SURE CAMSHAFT CONTROL ON TIMING COVER IS PLUGGED IN SECURELY. CAR IS A MANUAL TRANS IF IT MAKES ANY DIFFERENCE [REDACTED]

This [REDACTED] recommendation is given based solely on the information provided by the dealer. [REDACTED] 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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|
|
|
|
|

ref: [REDACTED] :ref [REDACTED]

Case ; [REDACTED] stores past [ref: [REDACTED] :ref]

Message Date [REDACTED]
Has At [REDACTED]
Email Address [REDACTED]
Status Sent
Subject [REDACTED] ; SEDAN; stores past [ref: [REDACTED] :ref]
Text Body

[REDACTED],
[REDACTED]'s latest case update is below. [REDACTED]

Recommendation:

Thank you for the update [REDACTED].
• We have received word that engineering is aware of this concern on manual transmission [REDACTED]. The case details have been sent to the engineers investigating this concern, but we will provide an update as soon as we have additional details. [REDACTED]

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

Thank you,

[REDACTED]

Updating a [REDACTED] :

Technician: Reply to this email; do not change the email subject line. Email file attachments are limited to [REDACTED].

From [REDACTED] Select [REDACTED] Support Request, Enter your dealer code and select Update a [REDACTED].

If no response, we will assume additional assistance is not required and the case will be closed. Closed [REDACTED] cases can be reopened.

#:
Date Created:
VIN: [REDACTED]
Mileage: [REDACTED]
Dealer code: [REDACTED]
Dealer name: [REDACTED]

Customer's Concerns:
HAS LACK OF POWER

Technician Findings:
CAR WAS HERE [REDACTED] WITH LACK OF POWER/ACCELERATION ISSURE NO CODES THEN NO ISSUE FOUND. CAME IN SAYING MIL ON BUT ITS NT. DOES HAVE [REDACTED] CODE IN PAST. CODE CLEARS AND FOLLOWING DTC CONFIRMATION IN SM CODE DOES NOT RETURN. SEE I FEW ISSUES IN THE DATA BASE ON [REDACTED] POSSIBLY UNDER ENGINEERING REVIEW??FFD SHOWS MODE 3 SFUEL TRIM AT [REDACTED] RPM 0 MPH SUSPECT CAM TIMING INCIDENT MAY SHOW LEAN ON [REDACTED]. CURRENTLY RUNNING WELL INTAKE DUTY 95% INTAKE TIMING [REDACTED] EXHAUST AT 0.0. WIGGLED HARNESS AND MADE SURE CAMSHAFT CONTROL ON TIMING COVER IS PLUGGED IN SECURELY. CAR IS A MANUAL [REDACTED] IF IT MAKES ANY DIFFERENCE:
[REDACTED]

This [REDACTED] recommendation is given based solely on the information provided by the dealer. [REDACTED] 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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Re: [REDACTED] ; stores past [ref: [REDACTED] :ref]

Message Date [REDACTED]
Has [REDACTED]
Email Address [REDACTED]
Status Read
Subject [REDACTED] ; stores past [ref: [REDACTED] :ref]
Text Body If it matters car was in [REDACTED] then back [REDACTED] Sent from my [REDACTED] On [REDACTED] at [REDACTED], Email to [REDACTED]
> wrote: [REDACTED] is latest case update is below Recommendation: Thank
If it matters car was in [REDACTED] then back [REDACTED]
Sent from my [REDACTED]
On [REDACTED] at [REDACTED], Email to [REDACTED] <[REDACTED]> wrote:
[REDACTED]

Recommendation:

Thank you for the case details

- This DTC is not currently under engineering review on this model.
- Similar cases show this DTC is most commonly caused by connection concerns at the camshaft position sensor. Let's inspect this connection and verify it is secure, and we do not have any pin fit concerns. We would expect to see a CAM SEN/CIR (PHASE) if this were the case, but other cases indicate this may not be occurring on this model.
- If no connection concerns are found, let's plan on reviewing the concern using the Lenz headset.

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

Thank you,

Updating a Case:

Technician: Reply to this email; do not change the email subject line. Email file attachments are limited to

From Select 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 cases can be reopened.

Case #:

Date Created:

VIN:

Mileage:

Dealer code:

Dealer name: CONCORD

Customer's Concerns:

HAS LACK OF POWER

Technician Findings:

CAR WAS HERE WITH LACK OF POWER/ACCELERATION ISSURE NO CODES THEN NO ISSUE FOUND. CAME IN SAYING MIL ON BUT ITS NT. DOES HAVE CODE IN PAST. CODE CLEARS AND FOLLOWING DTC CONFIRMATION IN DOES NOT RETURN. SEE I FEW ISSUES IN THE DATA BASE ON POSSIBLY UNDER ENGINEERING REVIEW??FFD SHOWS MODE 3 SFUEL TRIM AT [REDACTED] RPM 0 MPH SUSPECT CAM TIMING INCIDENT MAY SHOW LEAN ON . CURRENTLY RUNNING L INTAKE DUTY 95% INTAKE T [REDACTED] EXHAUST AT 0.0. WIGGLED HARNESS AND MADE SURE CAMSHAFT CON [REDACTED] TIMING COVER IS PLUGGED IN SECURELY. CAR IS A MANUAL [REDACTED] IF IT MAKES ANY DIFFERENCE:

This recommendation is given based solely on the information provided by the dealer. 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

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ref: [redacted] :ref [redacted]

RE: Case [redacted] ; [redacted] ; stores past [ref: [redacted] :ref]

Message Date [redacted]

Has Attach [redacted]

Email Address [redacted]

Status Sent

Subject [redacted] ; Dealer CONCORD ; stores past [ref: [redacted] :ref]

Text Body Thank you very much !

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

From: [redacted] [redacted]
Sent: [redacted]
To: [redacted]
Cc: [redacted]
Subject: [redacted] ; Dealer CONCORD ; stores past [ref: [redacted] :ref]

Forward this to [redacted] and [redacted]. They are aware of this phenomenon on manual transmission.

From: TECH LINE Er [redacted] <[redacted]>
Sent: [redacted]
To: [redacted] <[redacted]>; [redacted] <[redacted]>; [redacted] <[redacted]>
Cc: [redacted] <[redacted]>; [redacted] <[redacted]>; [redacted] <[redacted]>
[redacted] Case ; Dealer CONCORD ; stores past [ref: [redacted] :ref]

Good morning,

I don't know who would be responsible for this system, but I was hoping someone may be able to give us some additional information about a [redacted] that had stored a CAMSHAFT POSITION, and has been to the dealer in [redacted] for a lack of power concern.

Similar cases show this DTC is most commonly caused by a connection concern at the intake camshaft position sensor, but the [redacted] has us inspect the circuit between EIVT control module and ECM, and inspection ends.

Connections at the camshaft position sensor and EIVT actuator are intact. [redacted] that was a little unusual is the Freeze Frame Data shows [redacted] for engine speed, but the DTC should only store when idling. Is there any chance we could have a crankshaft position sensor concern causing our DTC and lack of power?

[redacted] in the database appears the TSM was involved with, so I wasn't sure if there may be any interest in this case, of if anyone had some direction for us to go with an intermittent DTC and lack of power.

Thank you for your support,

Please see additional case details below.

Thank you,

Technical Support Specialist
Aftersales Dealer Support

I don't know who would be responsible for this system, but I was hoping someone may be able to give us some additional information about a [REDACTED] that had stored a [REDACTED] CAMSHAFT POSITION SENSOR, and has been to the dealer [REDACTED] in [REDACTED] for a lack of power concern.

[REDACTED] w this [REDACTED] is mos [REDACTED] used by a connection concern at the intake camshaft positio [REDACTED] so [REDACTED] ESM has us inspect the circuit between [REDACTED] control module and ECM, and inspection ends.

Connections at the cam [REDACTED] position sensor and [REDACTED] actuator are intact. [REDACTED] that was a little unusual is the Freeze Frame Data shows for engine speed, [REDACTED] he [REDACTED] should only store when idling. Is there any chance we could have a crankshaft position sensor concern causing our [REDACTED] and lack of power?

[REDACTED] in the database appears [REDACTED] SM was involved with, so I wasn't sure if there may be any interest in this case, of if anyone had some direction for us to go [REDACTED] an intermittent [REDACTED] and lack of power.

[REDACTED] u for your support,

Please see additional case details below.

Thank you,

Technical Support Specialist
Aftersales Dealer Support

Phone:

CALLER NAME:

CUSTOMER NAME:

VIN:

MILEAGE:

DEALER CODE:

YEAR:

MODEL CODE:

MFG DATE:

DEALER NAME:

PROBLEM IS:

What?

Where?

When?

Extent?

Dealer Action/Observation:

INITIAL RECOMMENDATION:

LATEST UPDATE:

Incoming call:

* Connected via Lenz.

* Connections at camshaft position sensors and actuator intact.

* [REDACTED] control unit not accessible without disassembling vehicle.

* [REDACTED] for lack of power concern. ([REDACTED] not set.)

* Advised [REDACTED] will reach out to engineering for re [REDACTED] direction and follow up with technician via email.

SOURCE CASE LINK: [REDACTED]

4

ref: [REDACTED] :ref [REDACTED]

Email Address [redacted]; [redacted];
Status Sent
Subject [redacted] stores past [ref] :ref]

Please see additional case details below.

Thank you,

Technical Support Specialist
Aftersales Support

Phone: [redacted]
[redacted]
[redacted]

CALLER NAME:
CUSTOMER NAME:

VIN:
MILEAGE: [redacted]
DEALER CODE: [redacted]
YEAR: [redacted]
MODEL CODE: [redacted]
MFG DATE: [redacted]
DEALER NAME: [redacted]
CONCORD [redacted]

Phone:
Fax:

Text Body

PROBLEM ANALYSIS [redacted]
[redacted]? [redacted]

Where?

When?

Extent?

Action/Observation:

[redacted] RECOMMENDATION:

LATEST UPDATE:

Incoming call:

- Connected via [redacted]
- Connections at camshaft position sensors and EIVT actuator intact.
- EIVT control unit not accessible without disassembling vehicle.
- [redacted] for lack of [redacted] power concern. ([redacted] not set.)
- Advised [redacted] will reach out to engineering for repair direction and follow up with technician via email.

SOURCE CASE LINK: [redacted]

Survey: [redacted] stores past [ref] :ref]

Message Date

Attachment [redacted]

Email Address [redacted]

Status Sent

Subject [redacted] Survey; [redacted]; stores past [ref] :ref]

Text Body

Thank you for your time being [redacted]

Please complete the [redacted] survey to provide your valuable feedback.

The [redacted] Survey can be accessed here:

[redacted] case update is below.

Incoming call:

- Connected via [redacted]
- Connections at camshaft position sensors and EIVT actuator intact.
- EIVT control unit not accessible without disassembling vehicle.
- [redacted] for lack of [redacted] power concern. ([redacted] not set.)
- Advised [redacted] will reach out to engineering for repair direction and follow up with technician via email.

[redacted]