



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

Case: [REDACTED]

General

Caller Name	NICK	Dealer	#1 COCHRAN NISSAN WEST HILLS
NNAnet user ID	dboykn60	Contact Name	Nicholas Boykin
Tech Preferred Phone	913046700054	Customer Name	
Tech Preferred Email	nboykin@cochran.com	Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	Dave Sattler
Repair/Work Order	[REDACTED]	Mobile Phone	
Job/Line Number	A	Texting Status	
Created Day	Monday		

Incident Information

Customer Comments	CHECK ENGINE LIGHT IS ON	Customer Name	1 COCHRAN NISSAN
Verified	Yes	Vehicle	[REDACTED]
Question for TECH LINE	What is the most likely cause for this incident?	VIN	[REDACTED]
Service Manual General Section	Engine	Archived VIN Make	
Service Manual Specific Section	Engine Mechanical	Archived VIN Year	2024.0
Symptom Code Category	Experience/Occurrence	Archived VIN Model	VERSA SEDAN
Symptom	MISFIRE	Incident/RO Date	[REDACTED]
When does this concern occur?	ALL TIMES	Calculated Days Down	8
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	NONE	Total Days Down	8
Observed Modifications & Accessories	NEW CAR	Repair Attempts	0
		Current Mileage	10
		Vehicle Mileage Prior Value	
		Vehicle Purchased Miles	

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

TECH LINE Information

Subject	MIL [REDACTED] INTAKE CAMSHAFT POSITION SENSOR	Resolution Action	REPLACE
Status	Closed	Resolution Object	Variable Cam
Confirmed Resolution	Yes	Field Inspection Indicator	<input type="checkbox"/>
Component Code Category	EM Engine Mechanical	NNA Field Inspection Date	
Component Code Issue	ENV VARIABLE DURATION CAM/PULLEY/SOLENOID	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 to Agent:
Notes for DTSM (Vehicle Concerns)			

Contact Information

Name	Nicholas Boykin	Phone	412-262-9020
Account Name	#1 COCHRAN NISSAN WEST HILLS	Mobile	
Contact Type	NNA Dealer Master	Email	nboykin@cochran.com
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
-----------------	---------------

Additional Information

Fax	Lead Source
-----	-------------

Home Phone

Birthdate

Work Phone

Department

Description

System Information

Created By [REDACTED]

Contact Owner NNAETL

Last Modified By [REDACTED]

Activity History

Email: Case [REDACTED]

Name	Task	Due Date	Assigned To	Last Modified Date/Time	Comments
[REDACTED]	<input checked="" type="checkbox"/>	[REDACTED]	John Seaborn	[REDACTED]	<p>Additional To: nboykin@cochran.com CC: BCC: john.seaborniii@nissan-usa.com Attachment:</p> <p>Subject: Case [REDACTED]</p> <p>Body: Nick, TECH LINE's latest case update is below. Recommendation Nick, very well done, thank you for the vehicle resolution feedback & keep up the great work!! Tech to reply to all on email response, if additional technical assistance is required.</p> <p>The TECH LINE Survey can be accessed by: CLICKING HERE</p> <p>Thank you, _____ John S.TECH LINE</p> <p>Updating a TECH LINE Case:Technician: Reply to this email; do not change the email subject line. Email file attachments are limited to 6MB. From ASIST, Select TECH LINE Support Request, Enter your dealer code and select Update a Case. If no response, we will assume additional assistance is not required and the case will be closed. Closed TECH LINE cases can be reopened.</p> <p>[REDACTED]</p> <p>[REDACTED] NISSAN WEST HILLS</p> <p>Customer's Concerns: CHECK ENGINE LIGHT IS ON</p> <p>Technician Findings: [REDACTED] A CAMSHAFT POS SIGNAL B1. INTAKE CA SHOWING 46.5 DEGREES CONSTANTLY. .5 OHM FROM F10 ECM TERMINAL 35 TO F70 TERMINAL 8. PIN FIT PASS ON BOTH TERMINALS, NO SHORT TO +/- ECM JUST STATES REPLACE ERROR DETECTED PARTS. WHATS NEXT??:</p> <p>This TECH LINE recommendation is given based solely on the information provided by the dealer. TECH LINE bases repair recommendations on time to repair, quality of repair, and ease of repair, regardless of who is 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</p>

individuals. If it has been misdirected, or if you suspect you have received this in error, you are not authorized to read, print, retain, copy, or disseminate this message or any part of it. Please notify the sender immediately and delete all copies of the message.

[REDACTED]

Email: Case [REDACTED]

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

Additional To: nboykin@cochran.com
CC:
BCC: dave.sattler@nissan-usa.com
Attachment:

Subject: Case [REDACTED]

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

Thank you for the case information, Nick.

We have a vehicle in with a mil on with a DTC stored for intake pos sensor.

With the noted IVT timing may be normal for this vehicle we see the IVT noted in the ESM at 38* at idle and 0-40 when revving engine quickly.

With the DTC stored inspect the harness and connector from the IVT control to the IVT actuator, inspect pin fit in connector.

Replace the IVT actuator, perform IVT relearning, if no harness or connector incident found.

If further assistance is needed contact TECH LINE anytime.

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

Thank you, _____ Dave STECH LINE

Updating a TECH LINE Case:Technician: Reply to this email; do not change the email subject line. Email file attachments are limited to 6MB. From ASIST, Select TECH LINE Support Request, Enter your dealer code and select Update a Case. If no response, we will assume additional assistance is not required and the case will be closed. Closed TECH LINE cases can be reopened.

[REDACTED]
[REDACTED]
[REDACTED] NISSAN WEST HILLS

Customer's Concerns:
CHECK ENGINE LIGHT IS ON
Technician Findings:

[REDACTED]

[REDACTED] A CAMSHAFT POS SIGNAL B1. INTAKE CA SHOWING 46.5 DEGREES CONSTANTLY. .5 OHM FROM F10 ECM TERMINAL 35 TO F70 TERMINAL 8. PIN FIT PASS ON BOTH TERMINALS, NO SHORT TO +/- . ECM JUST STATES REPLACE ERROR DETECTED PARTS. WHATS NEXT??:

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]

Emails

Case

[REDACTED]

Message Date

[REDACTED]

Has Attachment



Email Address

nboykin@cochran.com

Status

Sent

Subject

Case [REDACTED]

Text Body

NICK,

TECH LINE's latest case update is below.

Recommendation

Nick, very well done, thank you for the vehicle resolution feedback & keep up the great work!! Tech to reply to all on email response, if additional technical assistance is required.

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

Thank you,

John S.

TECH LINE

Updating a TECH LINE Case:

Technician: Reply to this email; do not change the email subject line. Email file attachments are limited to 6MB.

From ASIST, Select TECH LINE Support Request, Enter your dealer code and select Update a Case.

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

[REDACTED]
Mileage: 10

Dealer code: [REDACTED]

Dealer name: #1 COCHRAN NISSAN WEST HILLS

Customer's Concerns:
CHECK ENGINE LIGHT IS ON

Technician Findings:

[REDACTED] A CAMSHAFT POS SIGNAL B1. INTAKE CA SHOWING 46.5 DEGREES CONSTANTLY. .5 OHM FROM F10 ECM TERMINAL 35 TO F70 TERMINAL 8. PIN FIT PASS ON BOTH TERMINALS, NO SHORT TO +/- ECM JUST STATES REPLACE ERROR DETECTED PARTS. WHATS NEXT??:

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.

Re: [EXTERNAL] Case [REDACTED]

Message Date [REDACTED]
Has Attachment
Email Address nboykin@cochran.com
Status Read
Subject Re: [EXTERNAL] [REDACTED]

[REDACTED] LEARNING PROCEDURE, INTAKE CA DROPPED TO 6.5 DEGREES AT IDLE. THANK YOU FOR THE ASSISTANCE

From: TECH LINE Email to Case <techlinesfdc@nissan-usa.com>

Sent: [REDACTED]
To: Nicholas Boykin <NBoykin@cochran.com>
Subject: [EXTERNAL] Case [REDACTED]

WARNING: This email message did not originate from inside #1 Cochran Email System and is from an external organization.
DO NOT CLICK links or attachments and **DO NOT** enter user information unless you recognize the sender and are certain the content is safe

[REDACTED]

NICK,

TECH LINE's latest case update is below.

Recommendation:
Thank you for the case information, Nick.

We have a vehicle in with a mil on with a **DTC** stored for intake pos sensor.

With the noted **IVT** timing may be normal for this vehicle we see the **IVT** noted in the **ESM** at 38* at idle and 0-40 when revving engine quickly.

With the **DTC** stored inspect the harness and connector from the **IVT** control to the **IVT** actuator, inspect pin fit in connector.

Replace the **IVT** actuator, perform **IVT** relearning, if no harness or connector incident found.

If further assistance is needed contact **TECH LINE** anytime.

The **TECH LINE** Survey can be accessed by: **CLICKING** [REDACTED]

Thank you,

Dave S

TECH LINE

Updating a **TECH LINE** Case:

Technician: Reply to this email; do not change the email subject line. Email file attachments are limited to 6MB.

From **ASIST**, Select **TECH LINE** Support Request, Enter your dealer code and select Update a Case.

If no response, we will assume additional assistance is not required and the case will be closed. Closed

TECH LINE cases can be reopened.

[REDACTED]

Mileage: 10

Dealer code: [REDACTED]

Dealer name: #1 COCHRAN NISSAN WEST HILLS

**Customer's Concerns:
CHECK ENGINE LIGHT IS ON**

Technician Findings:

[REDACTED] A CAMSHAFT POS SIGNAL B1. INTAKE CA SHOWING 46.5 DEGREES CONSTANTLY. .5 OHM FROM F10 ECM TERMINAL 35 TO F70 TERMINAL 8. PIN FIT PASS ON BOTH TERMINALS, NO SHORT TO +/- . ECM JUST STATES REPLACE ERROR DETECTED PARTS. WHATS NEXT???

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]

Re: [EXTERNAL] [REDACTED]

Message Date [REDACTED]

Has Attachment

Email Address **nboykin@cochran.com**

Status **Read**

Subject **Re: [EXTERNAL] Case [REDACTED]**

[REDACTED] +/-, ALL PIN FIT TEST GOOD, ALL NORMAL RESISTANCE .5-.9 OHMS. WILL ORDER IVT ACTUATOR AND FOLLOW UP WITH RESULTS. THANK YOU

From: TECH LINE Email to Case <techlinesfdc@nissan-usa.com>

Sent: [REDACTED]

To: Nicholas Boykin <NBoykin@cochran.com>

Subject: [EXTERNAL] Case [REDACTED]

WARNING: This email message did not originate from inside #1 Cochran Email System and is from an external organization. DO NOT CLICK links or attachments and DO NOT enter user information unless you recognize the sender and are certain the content is safe

[REDACTED]
[REDACTED]
NICK,

TECH LINE's latest case update is below.

Recommendation:

Thank you for the case information, Nick.

We have a vehicle in with a mil on with a DTC stored for intake pos sensor.

With the noted IVT timing may be normal for this vehicle we see the IVT noted in the **ESM** at 38* at idle and 0-40 when revving engine quickly.

With the **DTC** stored inspect the harness and connector from the IVT control to the IVT actuator, inspect pin fit in connector.

Replace the IVT actuator, perform IVT relearning, if no harness or connector incident found.

If further assistance is needed contact **TECH LINE** anytime.

The **TECH LINE** Survey can be accessed by: **CLICKING** [REDACTED]
[REDACTED]
[REDACTED]

Thank you,

Dave S

TECH LINE

Updating a TECH LINE Case:

Technician: Reply to this email; do not change the email subject line. Email file attachments are limited to 6MB.

From **ASIST**, Select **TECH LINE** Support Request, Enter your dealer code and select Update a Case.

If no response, we will assume additional assistance is not required and the case will be closed. Closed **TECH LINE** cases can be reopened.

[REDACTED]
[REDACTED]
Mileage: 10

Dealer code: [REDACTED]
[REDACTED]

Dealer name: #1 COCHRAN NISSAN WEST HILLS

Customer's Concerns:
CHECK ENGINE LIGHT IS ON

Technician Findings:

[REDACTED] A CAMSHAFT POS SIGNAL B1. INTAKE CA SHOWING 46.5 DEGREES CONSTANTLY. .5 OHM FROM F10 ECM TERMINAL 35 TO F70 TERMINAL 8. PIN FIT PASS ON BOTH TERMINALS, NO SHORT TO +/- ECM JUST STATES REPLACE ERROR DETECTED PARTS. WHATS NEXT??:

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]

[REDACTED]

Case [REDACTED] 2024.0 VERSA SEDAN; MIL [REDACTED]

Message Date [REDACTED]
Has Attachment
Email Address nboykin@cochran.com
Status Sent
Subject Case [REDACTED]
Text Body NICK,

TECH LINE's latest case update is below.

Recommendation:
Thank you for the case information, Nick.

We have a vehicle in with a mil on with a DTC stored for intake pos sensor.

With the noted IVT timing may be normal for this vehicle we see the IVT noted in the ESM at 38* at idle and 0-40 when revving engine quickly.

With the DTC stored inspect the harness and connector from the IVT control to the IVT actuator, inspect pin fit in connector.

Replace the IVT actuator, perform IVT relearning, if no harness or connector incident found.

If further assistance is needed contact TECH LINE anytime.

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

Thank you,

Dave S

TECH LINE

Updating a TECH LINE Case:

Technician: Reply to this email; do not change the email subject line. Email file attachments are limited to 6MB.

From ASIST, Select TECH LINE Support Request, Enter your dealer code and select Update a Case.

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

[REDACTED]

Mileage: 10

Dealer code: [REDACTED]

Dealer name: #1 COCHRAN NISSAN WEST HILLS

Customer's Concerns:
CHECK ENGINE LIGHT IS ON

Technician Findings:

[REDACTED] **A CAMSHAFT POS SIGNAL B1. INTAKE CA SHOWING 46.5 DEGREES CONSTANTLY. .5 OHM FROM F10 ECM TERMINAL 35 TO F70 TERMINAL 8. PIN FIT PASS ON BOTH TERMINALS, NO SHORT TO +/- ECM JUST STATES REPLACE ERROR DETECTED PARTS. WHATS NEXT??:**

This TECH LINE recommendation is given based solely on the information provided by the dealer. TECH LINE bases repair recommendations on time to repair, quality of repair, and ease of repair, regardless of who

is paying for the repair or whether or not the vehicle is covered under warranty. Ultimately, it is the responsibility of the dealer to determine whether the work will be performed under warranty, a service contract, goodwill, customer pay, or dealer internal.

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

Case Comments

<p>User [REDACTED]</p> <p>Public <input checked="" type="checkbox"/></p> <p>Comment Recommendation Nick, very well done, thank you for the vehicle resolution feedback & keep up the great work!! Tech to reply to all on email response, if additional technical assistance is required.</p>	<p>User [REDACTED]</p> <p>Public <input checked="" type="checkbox"/></p> <p>Comment Case email response received. "REPLACED IVT ACTUATOR AND PERFORMED LEARNING PROCEDURE, INTAKE CA DROPPED TO 6.5 DEGREES AT IDLE. THANK YOU FOR THE ASSISTANCE"</p>
<p>[REDACTED]</p> <p>Public <input checked="" type="checkbox"/></p> <p>Comment Description: Tech sent a case email update. F70 TO F71 AND F72. NO SHORT TO +/-, ALL PIN FIT TEST GOOD, ALL NORMAL RESISTANCE .5-.9 OHMS. WILL ORDER IVT ACTUATOR AND FOLLOW UP WITH RESULTS.</p>	<p>User [REDACTED]</p> <p>Public <input checked="" type="checkbox"/></p> <p>Comment Recommendation: Thank you for the case information, Nick. We have a vehicle in with a mil on with a DTC stored for intake pos sensor. With the noted IVT timing may be normal for this vehicle we see the IVT noted in the ESM at 38* at idle and 0-40 when revving engine quickly. With the DTC stored inspect the harness and connector from the IVT control to the IVT actuator, inspect pin fit in connector. Replace the IVT actuator, perform IVT relearning, if no harness or connector incident found. If further assistance is needed contact TECH LINE anytime.</p>
<p>User [REDACTED]</p> <p>Public <input checked="" type="checkbox"/></p> <p>Comment Survey Site Guest User UPDATE TO EMAIL INSTEAD OF CALL. FORGOT PHONES WERE DOWN</p>	<p>User [REDACTED]</p> <p>Public <input checked="" type="checkbox"/></p> <p>Comment Survey Site Guest User Customer Comments: CHECK ENGINE LIGHT IS ON <input type="checkbox"/> Technician Findings: [REDACTED] A CAMSHAFT POS SIGNAL B1. INTAKE CA SHOWING 46.5 DEGREES CONSTANTLY. .5 OHM FROM F10 ECM TERMINAL 35 TO F70 TERMINAL 8. PIN FIT PASS ON BOTH TERMINALS, NO SHORT TO +/-, ECM JUST STATES REPLACE ERROR DETECTED PARTS. WHATS NEXT?? <input type="checkbox"/> Repairs Made: NONE <input type="checkbox"/> Verified: Yes <input type="checkbox"/> Past DTC: ECM [REDACTED] What is the most likely cause for this incident?</p>

Case History

User [REDACTED]
Connection [REDACTED]
Action **Changed Status from Pending Dealer Reply to Closed. Changed Status from Pending TECH LINE to Pending Dealer Reply.**

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

User [REDACTED]
Connection [REDACTED]
Action **Changed Status from Pending TECH LINE to Pending Dealer Reply.**

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

11/13/2023 10:29 AM

User [REDACTED]
Connection [REDACTED]
Action **Changed Subject to MIL [REDACTED] INTAKE CAMSHAFT POSITION SENSOR. Changed Status from Pending TECH LINE to Pending Dealer Reply.**

User [REDACTED]
Connection [REDACTED]
Action **Changed Case Owner from TECH LINE Phone to Dave Sattler.**

User **Survey Site Guest User**
Connection [REDACTED]
Action **Changed Preferred Contact Method from Phone to Email.**

User **Survey Site Guest User**
Connection [REDACTED]
Action **Changed Preferred Contact Method to Phone. Changed Case Owner from TECH LINE Stage to TECH LINE Phone.**

User **Survey Site Guest User**
Connection [REDACTED]
Action **Changed Status from Open to Pending TECH LINE. Changed Account Name to #1 COCHRAN NISSAN WEST HILLS. Created.**