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Case: [REDACTED]

General

Caller Name	BILL RANDALL	Dealer	SOMERSWORTH NISSAN
NNAnet user ID	[REDACTED]	Contact Name	RANDALL
Tech Preferred Phone	[REDACTED]	Customer Name	
Tech Preferred Email	brandall@somersworthnissan.com	Case Record Type	TECH LINE Cases
Preferred Contact Method		Case Owner	Justin Studenberg
Repair/Work Order	340000	Mobile Phone	
Job/Line Number	a	Texting Status	
Created Day	Tuesday		

Incident Information

Customer Comments	Vehicle has reduced power	Customer Name	
Verified	Yes	Vehicle	[REDACTED]
Question for TECH LINE		VIN	[REDACTED]
Service Manual General Section	Engine	Archived VIN Make	
Service Manual Specific Section	Engine Control System	Archived VIN Year	2023
Symptom Code Category	General	Archived VIN Model	Versa
Symptom		Incident/RO Date	
When does this concern occur?		Calculated Days Down	0
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made		Total Days Down	0
Observed Modifications & Accessories		Repair Attempts	
		Current Mileage	
		Vehicle Mileage Prior Value	
		Vehicle Purchased Miles	

Primary DTC [REDACTED]
 Current DTC
 Past DTC
 Other DTCs

TECH LINE Information

Subject	Reduced power, [REDACTED]	Resolution Action	
Status	Pending Dealer Reply	Resolution Object	
Confirmed Resolution	Pending	Field Inspection Indicator	<input type="checkbox"/>
Component Code Category	EC Emission Controls	NNA Field Inspection Date	
Component Code Issue	ECU ELECTRONIC CONTROL UNIT	FSSS	<input type="checkbox"/>
TECH LINE Template	ECC Initial Response	FSSS Date	
TREAD Component	06		
Date/Time Closed	[REDACTED]		
Description			
Recommendation Detail			

DTS Information

DTSM Inspection Date		DTSM Request Type	
DTSM Inspection Date Confirmed?	<input type="checkbox"/>	Inspection Time/Notes	Appointment Time:
Notes for DTSM (Vehicle Concerns)			Notes to Agent:

Contact Information

Name	RANDALL	Phone	603-692-5200
Account Name	SOMERSWORTH NISSAN	Mobile	
Contact Type	Other	Email	brandall@somersworthnissan.com
Title	SHOP FOREMAN	Reports To	
		OLM Contact	No

Address Information

Mailing Address	Other Address
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Additional Information

Fax	Lead Source
Home Phone	Birthdate
Work Phone	Department
Portal Username	drandw16_3693@nissan.com

Description

System Information

Created By	[REDACTED]	Contact Owner	NNAETL
Last Modified By	N [REDACTED]	Contact Record Type	SSO Contact

Activity History

Email: [REDACTED]

Name	Task	Due Date	Assigned To	Last Modified Date/Time	Comments
[REDACTED]	<input checked="" type="checkbox"/>	[REDACTED]	Justin Studenberg	[REDACTED]	<p>Additional To: brandall@somersworthnissan.com CC: justin.studenberg@nissan-usa.com Attachment:</p> <p>Subject: Case [REDACTED]</p> <p>Body: Bill, TECH LINE's latest case update is below. Recommendation:</p> <p>Looking in the ESM, I show it to be item number 5 on the exploded view here: ENGINE - ENGINE MECHANICAL - HR16DE - REMOVAL AND INSTALLATION - TIMING CHAIN - Exploded View</p> <p>Have the parts department reach out to DPIC if further clarification is needed on the applicable part number.</p> <p>Keep us posted!</p> <p>The TECH LINE Survey can be accessed by: CLICKING HERE</p> <p>Thank you, _____ JustinTECH 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>Case #: [REDACTED]</p> <p>Dealer name: SOMERSWORTH NISSAN</p> <p>Customer's Concerns: Vehicle has reduced power Technician Findings: Tech chatted in:</p> <p>C/S it went into limp mode when he was driving. Found code [REDACTED] a camshaft posi signal b1, cleared code, road tested, all ok. I checked pins, look ok and pin tit was ok as well. I saw some cases in the DB.:</p>

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

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

[REDACTED]

Email: Case [REDACTED] 2023.0 VERSA SEDAN; Reduced power, [REDACTED]

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

Additional To: brandall@somersworthnissan.com
CC:
BCC: justin.studenberg@nissan-usa.com
Attachment:

Subject: Case 50175 [REDACTED]

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

Looking at some related cases, if we verify all circuits and connections check okay (F10 and F70 per the ESM diagnosis for P2615), TECH LINE notes that "In most cases the actuator is the cause but we have seen some others with the sprocket or IVT control unit."

Keep us posted!

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

Thank you, _____ JustinTECH LINE

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

[REDACTED]

Dealer name: SOMERSWORTH NISSAN

Customer's Concerns:
Vehicle has reduced power
Technician Findings:
Tech chatted in:

C/S it went into limp mode when he was driving. Found code [REDACTED] a camshaft posi signal b1, cleared code, road tested, all ok. I checked pins, look ok and pin fit was ok as well. I saw some cases in the DB.:

[REDACTED]

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[REDACTED]

Emails

Re: Case [REDACTED] 2023.0 VERSA SEDAN; Reduced power, [REDACTED]

Message [REDACTED]

Has Attachment

Email Address brandall@somersworthnissan.com

Status Read

Subject Re: Case [REDACTED]

Text Body thank you

From: TECH LINE Email to Case [REDACTED]

To: William Randall <brandall@somersworthnissan.com>

Subject: Case [REDACTED]

[REDACTED]

Bill,

TECH LINE's latest case update is below.

Recommendation:

Looking in the ESM, I show it to be item number 5 on the exploded view here: ENGINE - ENGINE MECHANICAL - HR16DE - REMOVAL AND INSTALLATION - TIMING CHAIN - Exploded View

Have the parts department reach out to DPIC if further clarification is needed on the applicable part number.

Keep us posted!

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

[REDACTED]

Thank you,

Justin

TECH LINE

Updating a TECH LINE Case:

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[REDACTED]

Mileage:

Dealer code: [REDACTED]

Dealer name: SOMERSWORTH NISSAN

Customer's Concerns:
Vehicle has reduced power

Technician Findings:
Tech chatted in:

C/S it went into limp mode when he was driving. Found code [REDACTED] a camshaft posi signal b1, cleared code, road tested, all ok. I checked pins, look ok and pin fit was ok as well. I saw some cases in the DB.:

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[REDACTED]

[REDACTED]

[REDACTED]

Has Attachment

[REDACTED]

Email Address brandall@somersworthnissan.com

Status Sent

Subject [REDACTED]

Text Body BILL RANDALL,

TECH LINE's latest case update is below.

Recommendation:

Looking in the **ESM**, I show it to be item number 5 on the exploded view here: **ENGINE - ENGINE MECHANICAL - HR16DE - REMOVAL AND INSTALLATION - TIMING CHAIN - Exploded View**

Have the parts department reach out to **DPIC** if further clarification is needed on the applicable part number.

Keep us posted!

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

Thank you,

Justin

TECH LINE

Updating a TECH LINE Case:

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[REDACTED]

Mileage:

Dealer code: [REDACTED]

[REDACTED]

Dealer name: SOMERSWORTH NISSAN

Customer's Concerns:
Vehicle has reduced power

Technician Findings:
Tech chatted in:

C/S it went into limp mode when he was driving. Found code [REDACTED] a camshaft posi signal b1, cleared code, road tested, all ok. I checked pins, look ok and pin fit was ok as well. I saw some cases in the DB.:

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Message Date [REDACTED]
Has Attachment
Email Address brandall@somersworthnissan.com
Status Read
Subject Re: [REDACTED]
Text Body Parts is havening a hard time finding actuator. Any help would be nice .Thank you

From: TECH LINE Email to Case <techlinesfdc@nissan-usa.com>
Sent: [REDACTED]
To: William Randall <brandall@somersworthnissan.com>
Subject: [REDACTED]



Bill,

TECH LINE's latest case update is below.

Recommendation:

Looking at some related cases, if we verify all circuits and connections check okay (F10 and F70 per the ESM diagnosis for [REDACTED], TECH LINE notes that "In most cases the actuator is the cause but we have seen some others with the sprocket or IVT control unit."

Keep us posted!



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

Thank you,

Justin

TECH LINE

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[REDACTED]

Mileage:

Dealer code: [REDACTED]

Dealer name: SOMERSWORTH NISSAN

Customer's Concerns:

Vehicle has reduced power

Technician Findings:

Tech chatted in:

C/S it went into limp mode when he was driving. Found code [REDACTED] a camshaft posi signal b1, cleared code, road tested, all ok. I checked pins, look ok and pin fit was ok as well. I saw some cases in the DB.:

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[REDACTED]

[REDACTED]

Message Date [REDACTED]
Has Attachment
Email Address **brandall@somersworthnissan.com**
Status **Sent**
Subject [REDACTED]
Text Body **BILL RANDALL,**

TECH LINE's latest case update is below.

Recommendation:

Looking at some related cases, if we verify all circuits and connections check okay (F10 and F70 per the ESM diagnosis for [REDACTED] **TECH LINE** notes that "In most cases the actuator is the cause but we have seen some others with the sprocket or IVT control unit."

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Thank you,

Justin

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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:

Dealer code: [REDACTED]

Dealer name: SOMERSWORTH NISSAN

Customer's Concerns:
Vehicle has reduced power

Technician Findings:
Tech chatted in:

C/S it went into limp mode when he was driving. Found code [REDACTED] a camshaft posi signal b1, cleared code, road tested, all ok. I checked pins, look ok and pin fit was ok as well. I saw some cases in the DB.:

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Case Comments

[REDACTED]		[REDACTED]	
User	Justin Studenberg	User	Justin Studenberg
Public	<input checked="" type="checkbox"/>	Public	<input checked="" type="checkbox"/>
	Recommendation:		Tech emailed:
Comment	Looking in the ESM, I show it to be item number 5 on the exploded view here: ENGINE - ENGINE MECHANICAL - HR16DE - REMOVAL AND INSTALLATION - TIMING CHAIN - Exploded View	Comment	Parts is having a hard time finding actuator. Any help would be nice .Thank you
	Have the parts department reach out to DPIC if further clarification is needed on the applicable part number.	[REDACTED]	[REDACTED]
	Keep us posted!	Public	<input checked="" type="checkbox"/>
		Comment	Customer Comments: Vehicle has reduced power <input type="checkbox"/> Technician Findings: Tech chatted in:

User Justin Studenberg

Public

Recommendation:

Comment

Looking at some related cases, if we verify all circuits and connections check okay (F10 and F70 per the ESM diagnosis for [REDACTED] TECH LINE notes that "In most cases the actuator is the cause but we have seen some others with the sprocket or IVT control unit."

Keep us posted!

C/S it went into limp mode when he was driving. Found code [REDACTED] a camshaft posi signal b1, cleared code, road tested, all ok. I checked pins, look ok and pin fit was ok as well. I saw some cases in the DB.

Verified: Yes

Chat

Owner J

Start Time [REDACTED]

Status Completed

Case History

User Justin Studenberg

Connection

Action Changed Status from Pending TECH LINE to Pending Dealer Reply.

User Managed Services

Connection

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

User Justin Studenberg

Connection

Action Changed Account Name to SOMERSWORTH NISSAN. Created.