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Case: [REDACTED]

General

Caller Name	robert	Dealer	GATES NISSAN
NNAnet user ID	[REDACTED]	Contact Name	Robert WRIGHT
Tech Preferred Phone	[REDACTED]	Customer Name	
Tech Preferred Email	[REDACTED]	Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	Dave Sattler
Repair/Work Order	[REDACTED]	Mobile Phone	
Job/Line Number	3	Texting Status	
Created Day	Thursday		

Incident Information

Customer Comments	vehicle goes into limp mode again. states been about three days since and put 200 miles on. no lights present at this time	Customer Name	[REDACTED]
Verified	No	Vehicle	[REDACTED]
Question for TECH LINE	What test should I do next?	VIN	[REDACTED]
Service Manual General Section	Engine	Archived VIN Make	
Service Manual Specific Section	Accelerator Control System	Archived VIN Year	2023
Symptom Code Category	Experience/Occurrence	Archived VIN Model	VERSA SEDAN
Symptom	LACK OF POWER NO ACCEL	Incident/RO Date	[REDACTED]
When does this concern occur?	INTERMITTENT	Calculated Days Down	89
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	none	Total Days Down	89
Observed Modifications & Accessories	none	Repair Attempts	1
		Current Mileage	13,181
		Vehicle Mileage Prior Value	



Vehicle Purchased Miles
 Primary DTC
 Current DTC
 Past DTC LASER/RADAR c1a16-97
 Other DTCs

TECH LINE Information

Subject	Vehicle lacks power at times engine will not operate over 3000rpm	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	ECS ECCS (SENSORS & SWITCHES)	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	Robert WRIGHT	Phone	860-204-7828
Account Name	GATES NISSAN	Mobile	
Contact Type	NNA Dealer Master	Email	[REDACTED]
Title	Service Technician	Email Opt Out	<input type="checkbox"/>
Customer ID.	[REDACTED]	Reports To	
		Contact Record Type	Contact
		Inactive Contact	<input type="checkbox"/>

Address Information

Mailing Address	Other Address
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Additional Information



Fax
Home Phone
Work Phone
Description

Lead Source
Birthdate
Department

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]	Matthew Mead	[REDACTED]	<p>Additional [REDACTED]</p> <p>CC:</p> <p>BCC:</p> <p>Attachment:</p> <p>Subject: [REDACTED] 2023 VERSA SEDAN; Vehicle [REDACTED]</p> <p>Body: robert, TECH LINE's latest case update is below. Recommendation: - Thank you for documenting the vehicle will not accelerate intermittently. - We most commonly see similar concerns caused by a brake switch, low battery voltage, or an ABS wheel speed sensor that is erratic. - Please confirm both brake switches are adjusted per the ESM and changing correctly under Engine - Data Monitor. - Review with the customer and find out what conditions are present when the concern occurs. Continue to operate the vehicle in similar conditions and attempt to duplicate the concern.</p> <p>The TECH LINE Survey can be accessed by: CLICKING HERE</p> <p>Thank you, _____ Matt MTECH 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>Dealer name: GATES NISSAN</p> <p>Customer's Concerns: vehicle goes into limp mode again. states been about three days since and put 200 miles on. no lights present at this time Technician Findings: test drove vehicle could not duplicate customers concern no codes stored in system past [REDACTED] [REDACTED] vehicle operated as designed customer did provide a video of the incident vehicle appeared to have trouble accelerating past 3 thousand rpms ,i did not experiance this states it happened one other time has driven it 200 hundred plus miles since the incident been about three days with no issues:</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.

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[REDACTED]

Review Dealer Comment

Name

Task

Due Date [REDACTED]

[REDACTED]

[REDACTED]

Comments

Email: Case [REDACTED] 2023 VERSA SEDAN; Vehilce lacks power at times engine will not operate over [REDACTED]

Name

Task

Due [REDACTED]

Assigned To Dave Sattler

Last Modified Date/Time [REDACTED]

[REDACTED]

CC:
BCC: dave.sattler@nissan-usa.com
Attachment:

Subject: Case [REDACTED]

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

Thank you for the case update, Robert.

We performed inspect of battery and charging system with [REDACTED] the alternator did not pass due low output.

Inspect harness and connector to alt, replace ALT assy. 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.

[REDACTED]

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: GATES NISSAN

Customer's Concerns:

vehicle goes into limp mode again. states been about three days since and put 200 miles on. no lights present at this time

Technician Findings:

test drove vehicle could not duplicate customers concern no codes stored in system past [REDACTED], vehicle operated as designed customer did provide a video of the incident vehicle appeared to have trouble accelerating past 3 thousand rpms ,i did not experiance this states it happened one other time has driven it 200 hundred plus miles since the incident been about three days with no issues:

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[REDACTED]

Email: [REDACTED]

Name

Task

Due [REDACTED]

Comments

Additional To [REDACTED]

CC:
BCC: dave.sattler@nissan-usa.com
Attachment:

Subject: Case [REDACTED]

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

Thank you for the case information, Robert.

We have a vehicle with a customer stating vehicle lacks power going into a limp mode.

We inspect for stored DTCs, found a past radar stain DTC stored that would not cause a lack of power.

If we have a lime mode incident, we expect DTC to be stored.

With no DTC stored let's inspect our engine fuel supply pressure and our battery and charging system operation and battery condition we could have low fuel pressure cause a lack of power with no DTC as well as a battery or charging system incident may not set DTC but could result in a lack of power.

Let go for a test drive with customer to duplicate the customer incident.

If further assistance is needed contact TECH LINE anytime.

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Thank you, _____ Dave STECH LINE

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[REDACTED]
[REDACTED]
[REDACTED] NISSAN

Customer's Concerns:

vehicle goes into limp mode again. states been about three days since and put 200 miles on. no lights present at this time

Technician Findings:

test drove vehicle could not duplicate customers concern no codes stored in system past [REDACTED], vehicle operated as designed customer did provide a video of the incident vehicle appeared to have trouble accelerating past 3 thousand rpms ,i did not experiance this states it happened one other time has driven it 200 hundred plus miles since the incident been about three days with no issues:

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[REDACTED]

Emails

Case

Message Date	[REDACTED]
Has Attachment	<input type="checkbox"/>
Email Address	[REDACTED]
Status	Sent
Subject	Case [REDACTED]
Text Body	robert, TECH LINE's latest case update is below.

Recommendation:

- Thank you for documenting the vehicle will not accelerate intermittently.
- We most commonly see similar concerns caused by a brake switch, low battery voltage, or an ABS wheel speed sensor that is erratic.
- Please confirm both brake switches are adjusted per the ESM and changing correctly under Engine - Data Monitor.
- Review with the customer and find out what conditions are present when the concern occurs. Continue to operate the vehicle in similar conditions and attempt to duplicate the concern.

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

Thank you,

Matt M

TECH LINE

Updating a TECH LINE Case:

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[REDACTED]

Mileage: 13,181

Dealer code: [REDACTED]

Dealer name: **GATES NISSAN**

Customer's Concerns:

vehicle goes into limp mode again. states been about three days since and put 200 miles on. no lights present at this time

Technician Findings:

test drove vehicle could not duplicate customers concern no codes stored in system past [REDACTED] vehicle operated as designed customer did provide a video of the incident vehicle appeared to have trouble accelerating past 3 thousand rpms ,i did not experiance this states it happened one other time has driven it 200 hundred plus miles since the incident been about three days with no issues:

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Case [REDACTED]

Message Date [REDACTED]

Has Attachment

Email Address [REDACTED]

Status **Sent**

Subject **Case** [REDACTED]

Text Body robert,

TECH LINE's latest case update is below.

Recommendation:

Thank you for the case update, Robert.

We performed inspect of battery and charging system with [REDACTED] the alternator did not pass due low output.

Inspect harness and connector to alt, replace ALT assy. 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

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[REDACTED]
Mileage: 13,181

Dealer code: [REDACTED]

Dealer name: GATES NISSAN

Customer's Concerns:

vehicle goes into limp mode again. states been about three days since and put 200 miles on. no lights present at this time

Technician Findings:

test drove vehicle could not duplicate customers concern no codes stored in system past [REDACTED], vehicle operated as designed customer did provide a video of the incident vehicle appeared to have trouble accelerating past 3 thousand rpms ,i did not experiance this states it happened one other time has driven it 200 hundred plus miles since the incident been about three days with no issues:

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copy, or disseminate this message or any part of it. Please notify the sender immediately and delete all copies of the message.

Case [REDACTED]

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

TECH LINE's latest case update is below.

Recommendation:

Thank you for the case information, Robert.

We have a vehicle with a customer stating vehicle lacks power going into a limp mode.

We inspect for stored DTCs, found a past radar stain DTC stored that would not cause a lack of power.

If we have a lime mode incident, we expect DTC to be stored.

With no DTC stored let's inspect our engine fuel supply pressure and our battery and charging system operation and battery condition we could have low fuel pressure cause a lack of power with no DTC as well as a battery or charging system incident may not set DTC but could result in a lack of power.

Let go for a test drive with customer to duplicate the customer incident.

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

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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: 13,181

Dealer code: [REDACTED]

Dealer name: GATES NISSAN

Customer's Concerns:

vehicle goes into limp mode again. states been about three days since and put 200 miles on. no lights present at this time

Technician Findings:

test drove vehicle could not duplicate customers concern no codes stored in system past [REDACTED] vehicle operated as designed customer did provide a video of the incident vehicle appeared to have trouble accelerating past 3 thousand rpms ,i did not experiance this states it happened one other time has driven it 200 hundred plus miles since the incident been about three days with no issues:

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[REDACTED]

[REDACTED]

Public

User Matthew Mead

Public

Comment

Recommendation:

- Thank you for documenting the vehicle will not accelerate intermittently.
- We most commonly see similar concerns caused by a brake switch, low battery voltage, or an ABS wheel speed sensor that is erratic.
- Please confirm both brake switches are adjusted per the ESM and changing correctly under Engine - Data Monitor.
- Review with the customer and find out what conditions are present when the concern occurs.

Comment

From Duplicate [REDACTED]

Customer Comments: the vehicle went into limp mode while entering highway and rpms will flare states happened two more times since then states has to pull over and shut it off for three mins

Technician Findings: vehicle came in with compliant of rpm flare and vehicle goes in limp mode test drove vehicle multiple times couldnt duplicate no dtc stored came in for same issue months ago put in alternator in because of low

[REDACTED]

Continue to operate the vehicle in similar conditions and attempt to duplicate the concern.

output couldnt duplicate concern then either tested alternator today its in good condition had service manager test drive couldnt duplicate
 Repairs Made: replaced alternator
 Verified: No
 Past DTC: LASER [redacted] this before?

User Dave Sattler

Public

Recommendation:
Thank you for the case update, Robert.

Comment

We performed inspect of battery and charging system with dss5000 the alternator did not pass due low output.

Inspect harness and connector to alt, replace ALT assy. if no harness or connector incident found.

If further assistance is needed contact TECH LINE anytime

[redacted] Guest User

Public

Comment

after performing an all systems test with the dss5000 the alternator failed with low output

[redacted] Survey Site Guest User

Public

Comment

Customer Comments: vehicle goes into limp mode again. states been about three days since and put 200 miles on. no lights present at this time
 Technician Findings: test drove vehicle could not duplicate customers concern no codes stored in system past code c1a16-97 , vehicle operated as designed customer did provide a video of the incident vehicle appeared to have trouble accelerating past 3 thousand rpms ,i did not experiance this states it happened one other time has driven it 200 hundred plus miles since the incident been about three days with no issues
 Repairs Made: none
 Verified: No
 Past DTC: LASER/RADAR [redacted]
 Question for TECH LINE: What test should I do next?

User Dave Sattler

Public

Recommendation:
Thank you for the case information, Robert.

We have a vehicle with a customer stating vehicle lacks power going into a limp mode.

We inspect for stored DTCs, found a past radar stain DTC stored that would not cause a lack of power.

If we have a lime mode incident, we expect DTC to be stored.

Comment

With no DTC stored let's inspect our engine fuel supply pressure and our battery and charging system operation and battery condition we could have low fuel pressure cause a lack of power with no DTC as well as a battery or charging system incident may not set DTC but could result in a lack of power.

Let go for a test drive with customer to duplicate the customer incident.

If further assistance is needed contact TECH LINE anytime.

User Matthew Mead

Connection

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

User Matthew Mead

Connection

Action Changed Reopen Date from [redacted] . Changed Status from Pending Dealer Reply to Pending TECH LINE.

User **Dave Sattler**
Connection
Action **Changed Status from Pending TECH LINE to Pending Dealer Reply.**

User **Survey Site Guest User**
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 **Dave Sattler**
Connection
Action **Changed Subject to Vehilce lacks power at times engine will not operate over 3000rpm. Changed Status from Pending TECH LINE to Pending Dealer Reply.**

User **Dave Sattler**
Connection
Action **Changed Case Owner from TECH LINE Initial 1 to Dave Sattler.**

User **Survey Site Guest User**
Connection
Action **Changed Preferred Contact Method to Email. Changed Case Owner from TECH LINE Stage to TECH LINE Initial 1.**

User **Survey Site Guest User**
Connection
Action **Changed Status from Open to Pending TECH LINE. Changed Account Name to GATES NISSAN. Changed VIN from [REDACTED] Created.**
