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Case: [REDACTED]

General

Caller Name	Ed	Dealer	FREEDOM NISSAN
NNAnet user ID	[REDACTED]	Contact Name	Edward Gingras
Tech Preferred Phone	[REDACTED]	Customer Name	
Tech Preferred Email	jeremy_duell@nissanvt.com	Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	Alex Knepper
Repair/Work Order	[REDACTED]	Mobile Phone	
Job/Line Number	3	Texting Status	
Created Day	Thursday		

Incident Information

Customer Comments	VEHICLE LOSES POWER AND WARNING LIGHTS COME ON	Customer Name	[REDACTED]
Verified	No	Vehicle	[REDACTED]
Question for TECH LINE	Have you seen this before?	VIN	[REDACTED]
Service Manual General Section	Engine	Archived VIN Make	
Service Manual Specific Section	Engine Mechanical	Archived VIN Year	2023
Symptom Code Category	General	Archived VIN Model	VERSA SEDAN
Symptom	WARNING LIGHT	Incident/RO Date	[REDACTED]
When does this concern occur?	INTERMITTENT	Calculated Days Down	5
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	NONE	Total Days Down	5
Observed Modifications & Accessories	NONE	Repair Attempts	1
		Current Mileage	6,742
		Vehicle Mileage Prior Value	
		Vehicle Purchased	

- Miles
- Primary DTC
- Current DTC
- Past DTC
- Other DTCs

TECH LINE Information

Subject	vehicle loses power, warning lights come on	Resolution Action	
Status	Closed	Resolution Object	
Confirmed Resolution	Yes	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 for DTSM (Vehicle Concerns)			Notes to Agent:

Contact Information

Name	Edward Gingras	Phone	[REDACTED]
Account Name	FREEDOM NISSAN	Mobile	
Contact Type	NNA Dealer Master	Email	ed_gingras@nissanvt.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
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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]	Alex Knepper	[REDACTED]	<p>Additional To: jeremy_duell@nissanvt.com CC: BCC: alex.knepper@nissan-usa.com Attachment:</p> <p>Subject: Case [REDACTED]</p> <p>Body: Ed, TECH LINE's latest case update is below. Recommendation: -Thank you for the information</p> <p>-To confirm, I see in the customer's comment that warning lights are coming on, are there any codes storing, even as past, or are no codes stored?</p> <p>-While we have seen lack of power concerns, due to the nature of a lack of power event, there are numerous potential causes depending on the conditions in which this occurring and symptoms its showing. We will want to get some more information from the customer as to what exactly is occurring when this happens. For example:</p> <ol style="list-style-type: none"> 1. When they lose power, do the rpms still increase but the vehicle just feels slow/lacks power, or do the engine rpms not increase at all (no throttle response) 2. Is this concern occurring during any kind of weather event (rain, snow, wet roads, loose dirt etc) or when turning sharply and accelerating? 3. What does the customer need to do for the concern to resolve itself? 4. Does this concern shortly after start-up or is it occurring after the vehicle has been driven for some time? <p>-We have seen some instances of a weak battery causing lack of power, especially if its occurring shortly after start-up. Lets test the battery and charging system to confirm they pass</p> <p>-Inspect connections at the battery, ECM and IPDM and confirm all connections are secure</p> <p>The TECH LINE Survey can be accessed by: CLICKING HERE</p> <p>Thank you, _____ Alex KTECH 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.</p>

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

Customer's Concerns:
VEHICLE LOSES POWER AND WARNING LIGHTS COME ON
Technician Findings:
NONE

CUSTOMER STATES ENGINE LOSES POWER SPIRRATICALLY AND WARNING LIGHTS COME ON
HAVE NOT DUPLICATED THIS CONCERN:

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

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

[REDACTED]

An email was sent to the Caller Name

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

An email was sent to the Caller Name

Name
Task
Due Date
Assigned To Alex Knepper
Last Modified Date [REDACTED]
Comments

Emails

Case [REDACTED]
[REDACTED]

Has Attachment
Email Address jeremy_duell@nissanvt.com
Status Sent
Subject Case [REDACTED]
Text Body Ed,

TECH LINE's latest case update is below.

[REDACTED]

Recommendation:

-Thank you for the information

-To confirm, I see in the customer's comment that warning lights are coming on, are there any codes storing, even as past, or are no codes stored?

-While we have seen lack of power concerns, due to the nature of a lack of power event, there are numerous potential causes depending on the conditions in which this occurring and symptoms its showing. We will want to get some more information from the customer as to what exactly is occurring when this happens. For example:

1. When they lose power, do the rpms still increase but the vehicle just feels slow/lacks power, or do the engine rpms not increase at all (no throttle response)
2. Is this concern occurring during any kind of weather event (rain, snow, wet roads, loose dirt) or when turning sharply and accelerating?
3. What does the customer need to do for the concern to resolve itself?
4. Does this concern shortly after start-up or is it occurring after the vehicle has been driven for some time?

-We have seen some instances of a weak battery causing lack of power, especially if its occurring shortly after start-up. Lets test the battery and charging system to confirm they pass

-Inspect connections at the battery, ECM and IPDM and confirm all connections are secure

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

Thank you,

Alex K

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.

Mileage: 6,742

Dealer code: [REDACTED]

Dealer name: FREEDOM NISSAN

Customer's Concerns:
VEHICLE LOSES POWER AND WARNING LIGHTS COME ON

Technician Findings:
NONE
CUSTOMER STATES ENGINE LOSES POWER SPIRRATICALLY AND WARNING LIGHTS COME ON
HAVE NOT DUPLICATED THIS CONCERN:

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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Case Comments

[REDACTED]	[REDACTED]
User Alex Knepper	User Survey Site Guest User
Public <input checked="" type="checkbox"/>	Public <input checked="" type="checkbox"/>
<p>Comment Recommendation: -Thank you for the information</p> <p>-To confirm, I see in the customer's comment that warning lights are coming on, are there any codes storing, even as past, or are no codes stored?</p> <p>-While we have seen lack of power concerns, due to the nature of a lack of power event, there are numerous potential causes depending on the conditions in which this occurring and symptoms its showing. We will want to get some more information from the customer as to what exactly is occurring when this happens. For example:</p> <ol style="list-style-type: none"> 1. When they lose power, do the rpms still increase but the vehicle just feels slow/lacks power, or do the engine rpms not increase at all (no throttle response) 2. Is this concern occurring during any kind of weather event (rain, snow, wet roads, loose dirt) or when turning sharply and accelerating? 	<p>Comment Customer Comments: VEHICLE LOSES POWER AND WARNING LIGHTS COME ON <input type="checkbox"/> Technician Findings: NONE CUSTOMER STATES ENGINE LOSES POWER SPIRRATICALLY AND WARNING LIGHTS COME ON HAVE NOT DUPLICATED THIS CONCERN <input type="checkbox"/> Repairs Made: NONE <input type="checkbox"/> Verified: No <input type="checkbox"/> Question for TECH LINE: Have you seen this before?</p>

3. What does the customer need to do for the concern to resolve itself?

4. Does this concern shortly after start-up or is it occurring after the vehicle has been driven for some time?

-We have seen some instances of a weak battery causing lack of power, especially if its occurring shortly after start-up. Lets test the battery and charging system to confirm they pass

-Inspect connections at the battery, ECM and IPDM and confirm all connections are secure

Case History

[REDACTED]	User	Service Manager
[REDACTED]	Connection	
[REDACTED]	Action	Changed Status from Pending Dealer Reply to Closed. Closed.
[REDACTED]	User	Alex Knepper
[REDACTED]	Connection	
[REDACTED]	Action	Changed Subject to vehicle loses power, warning lights come on. Changed Status from Pending TECH LINE to Pending Dealer Reply.
[REDACTED]	User	Alex Knepper
[REDACTED]	Connection	
[REDACTED]	Action	Changed Case Owner from TECH LINE Initial to Alex Knepper.
[REDACTED]	User	Survey Site Guest User
[REDACTED]	Connection	
[REDACTED]	Action	Changed Preferred Contact Method to Email. Changed Case Owner from TECH LINE Stage to TECH LINE Initial.
[REDACTED]	User	Survey Site Guest User
[REDACTED]	Connection	
[REDACTED]	Action	Changed Status from Open to Pending TECH LINE. Changed Account Name to FREEDOM NISSAN. Created.