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Case: [REDACTED]

General

Caller Name	Nicholas roberts	Dealer	#1 COCHRAN NISSAN OF SOUTH HILLS
NNAnet user ID	[REDACTED]	Contact Name	Nicholas Roberts
Tech Preferred Phone	[REDACTED]	Customer Name	
Tech Preferred Email	corey.oneill@cochran.com	Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	John Seaborn
Repair/Work Order	[REDACTED]	Mobile Phone	
Job/Line Number	a	Texting Status	
Created Day	Wednesday		

Incident Information

Customer Comments	customer states check engine light is on	Customer Name	cochran nissan
Verified	Yes	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	Engine Control System	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	0
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	NONE	Total Days Down	0
Observed Modifications & Accessories	none	Repair Attempts	0
		Current Mileage	8
		Vehicle Mileage Prior Value	
		Vehicle Purchased	

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

TECH LINE Information

Subject	ECM has [REDACTED]	Resolution Action	NO ACTION
Status	Closed	Resolution Object	NOT APPLICABLE
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 to Agent:
Notes for DTSM (Vehicle Concerns)			

Contact Information

Name	Nicholas Roberts	Phone	412-343-3200
Account Name	#1 COCHRAN NISSAN OF SOUTH HILLS	Mobile	
Contact Type	NNA Dealer Master	Email	nroberts@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
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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 [REDACTED]

Activity History

Email: Case [REDACTED] 2024.0 VERSA SEDAN; ECM has [REDACTED]

Name
Task
Due Date [REDACTED]
[REDACTED]

Comments Additional To: corey.oneill@cochran.com
CC:
BCC: john.seaborniii@nissan-usa.com
Attachment:

Subject: [REDACTED]

Body:

Nicholas,
TECH LINE's latest case update is below.
Recommendation

Nicholas,
1) Engineering has found that [REDACTED] sets when the engine stops running abruptly due to improper operation of the manual transmission.
2) To answer the question, our next step is to clear the DTC & determine if it resets on a test drive in which the manual transmission is operated properly, thereby allowing the engine to continue running.
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]
Dealer name: #1 COCHRAN NISSAN OF SOUTH HILLS

Customer's Concerns:
customer states check engine light is on

Technician Findings:
found [REDACTED], intake timing position code. vehicle has manual transmission. other cases are not resolved. I have noticed intake cam angle is at 46% at idle, esm states 38%. checked wiring and swapped cam sensors appears to be okay, just looking to see if anyone has similar issues/resolutions. thanks:

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] 2024.0 VERSA SEDAN; ECM has [REDACTED]

Message Date [REDACTED]

Has Attachment

Email Address corey.oneill@cochran.com

Status Sent

Subject Case [REDACTED]

Text Body Nicholas roberts,

TECH LINE's latest case update is below.

Recommendation

Nicholas,

- 1) Engineering has found that [REDACTED] sets when the engine stops running abruptly due to improper operation of the manual transmission.
 - 2) To answer the question, our next step is to clear the DTC & determine if it resets on a test drive in which the manual transmission is operated properly, thereby allowing the engine to continue running.
- 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.

[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]

Mileage: 8

Dealer code: [REDACTED]

Dealer name: #1 COCHRAN NISSAN OF SOUTH HILLS

Customer's Concerns:
customer states check engine light is on

Technician Findings:
found [REDACTED] intake timing position code. vehicle has manual transmission. other cases are not resolved. i have noticed intake cam angle is at 46% at idle, esm states 38%. checked wiring and swapped cam sensors appears to be okay, just looking to see if anyone has similar issues/resolutions. thanks:

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Case Comments

	[REDACTED]	[REDACTED]
User	John Seaborn	Survey Site Guest User
Public	✓	✓
Comment	<p>Recommendation Nicholas, 1) Engineering has found that P2615 sets when the engine stops running abruptly due to improper operation of the manual transmission. 2) To answer the question, our next step is to clear the DTC & determine if it resets on a test drive in which the manual transmission is operated properly, thereby allowing the engine to continue running. Tech to reply to all on email response, if additional technical assistance is required.</p>	<p>Customer Comments: customer states check engine light is on <input type="checkbox"/> Technician Findings: found [REDACTED], intake timing position code. vehicle has manual transmission. other cases are not resolved. i have noticed intake cam angle is at 46% at idle, esm states 38%. checked wiring and swapped cam sensors appears to be okay, just looking to see if anyone has similar issues/resolutions. thanks <input type="checkbox"/> Repairs Made: NONE <input type="checkbox"/> Verified: Yes <input type="checkbox"/> Current DTC: ECM [REDACTED] <input type="checkbox"/> Question for TECH LINE: What test should I do next?</p>

Case History

User **John Seaborn**
Connection
Action **Changed Subject to ECM has [REDACTED] Changed Status from Pending Dealer Reply to Closed. Changed Status from Pending TECH LINE to Pending Dealer Reply.**

User **John Seaborn**
Connection
Action **Changed Case Owner from TECH LINE Initial to John Seaborn.**

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

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