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Case: [REDACTED]

General

Caller Name	[REDACTED]	Dealer	PREMIER NISSAN OF FREMONT
NNAnet user ID	[REDACTED]	Contact Name	[REDACTED]
Tech Preferred Phone	[REDACTED]	Customer Name	
Tech Preferred Email	[REDACTED]	Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	Adam Hoff
Repair/Work Order	[REDACTED]	Mobile Phone	
Job/Line Number	A	Texting Status	
Created Day	Wednesday		

Incident Information

Customer Comments	customer states when driving at lower speeds then accelerating vehicle will not go over 35mph and rpm's will begin to rise. customer states there are no warning lights and concern has happened about 6 times	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	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?	AT LOW SPEED 15-30	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	1
		Current Mileage	3,247

Vehicle Mileage Prior Value

Vehicle Purchased Miles

Primary DTC

Current DTC

Past DTC

Other DTCs

TECH LINE Information

Subject	Engine MIL On. [REDACTED]	Resolution Action	
Status	Pending Dealer Reply	Resolution Object	
Confirmed Resolution	Pending	Field Inspection Indicator	<input type="checkbox"/>
Component Code Category	EM Engine Mechanical	NNA Field Inspection Date	
Component Code Issue	EMA ENGINE ASSEMBLY	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	Michael Balanay	Phone	[REDACTED]
Account Name	PREMIER NISSAN OF FREMONT	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

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 504 [REDACTED] VERSA SEDAN; Engine MIL On. [REDACTED]

Name	[REDACTED]
Task	<input checked="" type="checkbox"/>
Due Date	[REDACTED]
Assigned To	Adam Hoff
Last Modified Date/Time	[REDACTED]

CC:
 BCC: adam.hoff@nissan-usa.com
 Attachment:

Subject: [REDACTED]

Body:
 michael balanay,
 TECH LINE's latest case update is below.
 TSS recommendation:

Thank you for the case information.

On this model we will get a [REDACTED] stored as a side effect of stalling the vehicle out while driving.

This is a known concern on manual transmission equipped Versa that is being looked into by engineering.

This usually results in a bulletin being released or similar.

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

Thank you, _____ Adam HTECH 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.

Dealer name: PREMIER NISSAN OF FREMONT

Customer's Concerns:
 customer states when driving at lower speeds then accelerating vehicle will not go over 35mph and rpm's will begin to rise. customer states there are no warning lights and concern has happened about 6 times

Technician Findings:
 still did not verify customer concern. road tested with shop foreman and did not feel any difference or change in acceleration as shown in video provided by customer. scanned for codes and have fault

codes [REDACTED] no codes relating to issue. customer also has own scan tool (FIXD) and has pulled his own code [REDACTED] camshaft pos sensor) check engine light was not on even during previous visit or current visit. asked customer ifg he cleaned check engine light and he said no. i have no codes and cannot duplicate 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 Adam Hoff
 Last Modified Date/Time [REDACTED]
 Comments

An email was sent to the Caller Name

Name
 Task
 Due Date
 Assigned To Adam Hoff
 Last Modified Date/Time [REDACTED]
 Comments

Attachments

image_50411009.JPG

Size 122KB
 Ownership Managed Services
 View [View file](#)
 Last Modified [REDACTED]

image_50351361.JPG

Size 132KB
 Ownership Managed Services
 View [View file](#)
 Last Modified [REDACTED]

IMG_0 (5).MOV

Size 2.29MB
 Ownership Managed Services
 View [View file](#)
 Last Modified [REDACTED]

Emails

Case [REDACTED] 2023 VERSA SEDAN; Engine MIL On. [REDACTED]
 Message Date [REDACTED]
 Has Attachment
 Email Address michael.a.b.14.mb@gmail.com
 Status Sent
 Subject Case [REDACTED] VERSA SEDAN; Engine MIL On. [REDACTED]
 Text Body michael balanay,

TECH LINE's latest case update is below.

[REDACTED]

TSS recommendation:

Thank you for the case information.

On this model we will get a [REDACTED] stored as a side effect of stalling the vehicle out while driving.

This is a known concern on manual transmission equipped Versa that is being looked into by engineering. This usually results in a bulletin being released or similar.

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

Thank you,

Adam H

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: 3,247

Dealer code: [REDACTED]

Dealer name: **PREMIER NISSAN OF FREMONT**

Customer's Concerns:

customer states when driving at lower speeds then accelerating vehicle will not go over 35mph and rpm's will begin to rise. customer states there are no warning lights and concern has happened about 6 times

Technician Findings:

still did not verify customer concern. road tested with shop foreman and did not feel any difference or change in acceleration as shown in video provided by customer. scanned for codes and have fault [REDACTED] no codes relating to issue. customer also has own scan tool (FIXD) and has pulled his own code (p2615 camshaft pos sensor) check engine light was not on even during previous visit or current visit. asked customer ifg he cleared check engine light and he said no. i have no codes and cannot duplicate concern:

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Adam Hoff
Technical Support Specialist
Aftersales Dealer Support

Nissan North America, Inc.
610 Enon Springs Road East
Smyrna, TN 37167
Phone: +1-615-223-4964 Fax: +1-615-967-3812

Case Comments



User	Adam Hoff	User	Survey Site Guest User
Public	<input checked="" type="checkbox"/>	Public	<input checked="" type="checkbox"/>
Comment	<p>TSS recommendation: Thank you for the case information. On this model we will get a P2615 stored as a side effect of stalling the vehicle out while driving. This is a known concern on manual transmission equipped Versa that is being looked into by engineering. This usually results in a bulletin being released or similar.</p>	Comment	FILES ABOVE ARE PROVIDED BY CUSTOMER



User	Survey Site Guest User
Public	<input checked="" type="checkbox"/>
Comment	<p>Customer Comments: customer states when driving at lower speeds then accelerating vehicle will not go over 35mph and rpm's will begin to rise. customer states there are no warning lights and concern has happened about 6 times <input type="checkbox"/> Technician Findings: still did not verify customer concern. road tested with shop foreman and did not feel any difference or change in acceleration as shown in video provided by customer. scanned for codes and have fault codes [REDACTED] no codes relating to issue. customer also has own scan tool (FIXD) and has pulled his own code [REDACTED] camshaft pos sensor) check engine light</p>



was not on even during previous visit or current visit. asked customer ifg he clearned check engine light and he said no. i have no codes and cannot duplicate concern

Repairs Made: none

Verified: No

Past DTC: ABS [REDACTED]

[REDACTED] for TECH LINE: Have you seen this before?

Case History

[REDACTED]

User	Adam Hoff
Connection	
Action	Changed Subject to Engine MIL On. [REDACTED]. Changed Status from Pending TECH LINE to Pending Dealer Reply.

[REDACTED]

User	Adam Hoff
Connection	
Action	Changed Case Owner from TECH LINE Initial to Adam Hoff.

[REDACTED]

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

[REDACTED]

User	Survey Site Guest User
Connection	
Action	Changed Status from Open to Pending TECH LINE. Changed Account Name to PREMIER NISSAN OF FREMONT. Created.

[REDACTED]