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Case: [REDACTED]

**General**

Caller Name	[REDACTED]	Dealer	NISSAN OF LEBANON
NNAnet user ID	[REDACTED]	Contact Name	[REDACTED]
Tech Preferred Phone	[REDACTED]	Customer Name	
Tech Preferred Email	scottt@nissanofleb.com	Case Record Type	TECH LINE Cases
Preferred Contact Method	Phone	Case Owner	Tony Ellis
Repair/Work Order	[REDACTED]	Mobile Phone	
Job/Line Number	B	Texting Status	
Created Day	Tuesday		

**Incident Information**

Customer Comments	Client requests diagnosis of check engine light	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	Engine Control System	Archived VIN Year	2022
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	16
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	NONE	Total Days Down	16
Observed Modifications & Accessories	NONE	Repair Attempts	0
		Current Mileage	15,448
		Vehicle Mileage Prior Value	
		Vehicle Purchased Miles	
		Primary DTC	
		Current DTC	
		Past DTC	
		Other DTCs	

**TECH LINE Information**

Subject	[REDACTED]	Resolution Action	
Status	Closed	Resolution Object	
Confirmed Resolution	Yes	Field Inspection Indicator	<input type="checkbox"/>
Component Code Category	AT Automatic Trans	NNA Field Inspection Date	
Component Code Issue	ATJ CNTR Unit, Harness, Pawl, Switch and Valve	FSSS	<input type="checkbox"/>
TECH LINE Template	ECC Initial Response	FSSS Date	
TREAD Component	10		
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	SCOTT TRACY	Phone	802-698-3766
Account Name	NISSAN OF LEBANON	Mobile	
Contact Type	NNA Dealer Master	Email	scottt@nissanofleb.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	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 [REDACTED] **VERSA SEDAN;** [REDACTED]

Name

Task

Due [REDACTED]

[REDACTED]

[REDACTED]

Additional To: scottt@nissanofleb.com

CC:

BCC: tony.ellis@nissan-usa.com

Attachment:

Subject: Case [REDACTED] 2022 VERSA SEDAN; [REDACTED]

Body:

Scott,

Comments

TECH LINE's latest case update is below.  
Good work and thank you for the update.

This case is closed as resolved.

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

Thank you, \_\_\_\_\_ Tony ETECH LINE

[REDACTED]

Email: Case [REDACTED]; [REDACTED]

Name

Task

Due Date [REDACTED]

[REDACTED]

[REDACTED]

Additional To: scottt@nissanofleb.com

CC:

BCC: tony.ellis@nissan-usa.com

Attachment:

Subject: Case 5058 [REDACTED] 2022 VERSA SEDAN; [REDACTED]

Body:

Scott,

Comments

TECH LINE's latest case update is below.  
Incoming call received.

[REDACTED] was a past code and vehicle is currently operating as designed.

TSS advised confirm battery connections and proceed with battery replacement as needed.

No further repairs would be recommended at this time as there has been no duplication of any event.

Tech to follow up as necessary.

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

Thank you, \_\_\_\_\_ Tony ETECH LINE

[REDACTED]

An email was sent to the Caller Name

Name

Task

Due Date [REDACTED]

Assigned To [REDACTED]

[REDACTED]

Comments

**Emails**

Case [REDACTED] **2022 VERSA SEDAN;** [REDACTED]

Message Date [REDACTED]

[REDACTED]

Has Attachment

Email Address **scott@nissanofleb.com**

Status **Sent**

Subject **Case [REDACTED] 2022 VERSA SEDAN; [REDACTED]**

Text Body **Scott,**

**TECH LINE's latest case update is below.**

**Good work and thank you for the update.  
This case is closed as resolved.**

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

**Thank you,**

---

**Tony E**

**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: 15,448**

**Dealer code:** [REDACTED]

**Dealer name: NISSAN OF LEBANON**

**Customer's Concerns:  
Client requests diagnosis of check engine light**

**Technician Findings:**

[REDACTED]



or

• Call TECH LINE at 1-800-662-3497 and enter your case number when prompted

How was your TECH LINE experience? Let us know on the Survey. Click Here [REDACTED]

Thank you,

Tony Ellis

[REDACTED]

Mileage: 15,448

Dealer code: [REDACTED]

Dealer name: NISSAN OF LEBANON

Customer's Concerns:  
Client requests diagnosis of check engine light

Technician Findings:  
Vehicle here for check engine light diag. Engine light not on at this time. It was not put on ro, but customer stated when engine light came on vehicle acted like it was in limp mode, and it didnt matter what gear he was in vehicle struggled to accelerate. Past dtc p061b. Performed a battery test using dss 5000 and battery tested good recharge. terminals clean and tight. I wiggle tested harness near ecm and around battery and was unable to get dtc to become current. I cleared all dtcs and performed conformation procedure and could not get dtc to set. road tested vehicle and no codes set. I checked for an ecm software update and none was available:

Case [REDACTED] 2022 VERSA SEDAN; [REDACTED]

Message Date [REDACTED]

Has Attachment

Email Address scottt@nissanofleb.com

Status Sent

Subject Case [REDACTED] 2022 VERSA SEDAN; [REDACTED]

Text Body Scott,

TECH LINE's latest case update is below.

Incoming call received.  
[REDACTED] was a past code and vehicle is currently operating as designed.  
TSS advised confirm battery connections and proceed with battery replacement as needed.  
No further repairs would be recommended at this time as there has been no duplication of any event.  
Tech to follow up as necessary.

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

Thank you,

---

Tony E

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: 15,448

Dealer code: [REDACTED]

Dealer name: NISSAN OF LEBANON

Customer's Concerns:

Client requests diagnosis of check engine light

Technician Findings:

Vehicle here for check engine light diag. Engine light not on at this time. It was not put on ro, but customer stated when engine light came on vehicle acted like it was in limp mode, and it didnt matter what gear he was in vehicle struggled to accelerate. Past dtc [REDACTED] Performed a battery test using dss 5000 and battery tested good recharge. terminals clean and tight. I wiggle tested harness near ecm and around battery and was unable to get dtc to become current. I cleared all dtcs and performed conformation procedure and could not get dtc to set. road tested vehicle and no codes set. I checked for an ecm software update and none was available:

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.

**Case Comments**

<p>User: Tony Ellis Public: <input checked="" type="checkbox"/> Comment: Good work and thank you for the update. This case is closed as resolved.</p>	<p>User: Tony Ellis Public: <input checked="" type="checkbox"/> Comment: Email response received: Replaced battery road tested and no dtcs returned. Battery resolved issue</p>
<p>User: Tony Ellis Public: <input checked="" type="checkbox"/> Comment: Incoming call received. [REDACTED] was a past code and vehicle is currently operating as designed. TSS advised confirm battery connections and proceed with battery replacement as needed. No further repairs would be recommended at this time as there has been no duplication of any event. Tech to follow up as necessary.</p>	<p>User: Survey Site Guest User Public: <input checked="" type="checkbox"/> Comment: Customer Comments: Client requests diagnosis of check engine light <input type="checkbox"/> Technician Findings: Vehicle here for check engine light diag. Engine light not on at this time. It was not put on ro, but customer stated when engine light came on vehicle acted like it was in limp mode, and it didnt matter what gear he was in vehicle struggled to accelerate. Past dtc [REDACTED]. Performed a battery test using dss 5000 and battery tested good recharge. terminals clean and tight. I wiggle tested harness near ecm and around battery and was unable to get dtc to become current. I cleared all dtcs and performed conformation procedure and could not get dtc to set. road tested vehicle and no codes set. I checked for an ecm software update and none was available <input type="checkbox"/> Repairs Made: NONE <input type="checkbox"/> Verified: No <input type="checkbox"/> Question for TECH LINE: What test should I do next?</p>

**Case History**

<p>Connection Action: Changed Status from Pending Dealer Reply to Closed. Changed Status from Pending TECH LINE to Pending Dealer Reply.</p>
<p>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.</p>
<p>User: Tony Ellis Connection Action: Changed Subject to [REDACTED] - N18. Changed Status from Caller In Queue to Pending Dealer Reply.</p>
<p>User: Tony Ellis Connection Action: Changed Case Owner from TECH LINE Phone to Tony Ellis.</p>
<p>User: ATOS Integration User Connection Action: Changed Status from Pending TECH LINE to Caller In Queue.</p>
<p>User: Survey Site Guest User</p>

Connection

Action **Changed Preferred Contact Method to Phone. Changed Case Owner from TECH LINE Stage to TECH LINE Phone.**

User **Survey Site Guest User**

Connection

Action **Changed Status from Open to Pending TECH LINE. Changed Account Name to NISSAN OF LEBANON. Created.**

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