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Case: [REDACTED]

**General**

Caller Name	gabriel draper	Dealer	RON MARHOFER NISSAN
NNAnet user ID	[REDACTED]	Contact Name	[REDACTED]
Tech Preferred Phone	[REDACTED]	Customer Name	
Tech Preferred Email	gdraper@marhofer.com	Case Record Type	TECH LINE Cases
Preferred Contact Method	Phone	Case Owner	Andrew Morris
Repair/Work Order	[REDACTED]	Mobile Phone	
Job/Line Number	1	Texting Status	
Created Day	Wednesday		

**Incident Information**

Customer Comments	customer states when vehicle is stalled, vehicle is a stick shift vehicle exhibits a no start or low rpm concern. when this occurs vehicle has to be shut down key removed and then restarted to fix	Customer Name	[REDACTED]
Verified	Yes	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 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?	WHEN ACCEL	Calculated Days Down	9
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	none	Total Days Down	9
Observed Modifications & Accessories	NA	Repair Attempts	0
		Current Mileage	23,783

Vehicle Mileage Prior Value

Vehicle Purchased Miles

Primary DTC

Current DTC ECM [REDACTED]

Past DTC [REDACTED] ADAR c1a16-97  
LASER/RADAR c1a17-49

Other DTCs

### TECH LINE Information

Subject	[REDACTED]	Resolution Action	NO ACTION
Status	Closed	Resolution Object	NORMAL OPERATION
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	Gabe Draper	Phone	[REDACTED]
Account Name	RON MARHOFER NISSAN	Mobile	
Contact Type	NNA Dealer Master	Email	gdraper@marhofer.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

### 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] 2022 VERSA SEDAN; [REDACTED]

<p>Name</p> <p>Task <input checked="" type="checkbox"/></p> <p>Due Date [REDACTED]</p> <p>Assigned To Andrew Morris</p> <p>Last Modified Date/Time [REDACTED]</p> <p>Comments</p>	<p>Additional To: gdraper@marhofer.com</p> <p>CC: andrew.morris@nissan-usa.com</p> <p>Attachment:</p> <p>Subject: Case [REDACTED] 2022 VERSA SEDAN; [REDACTED] [REDACTED]</p> <p>Body:</p> <p>gabriel draper,  <b>TECH LINE's latest case update is below.</b>  <b>Recommendation:</b>  <b>Thank you for taking the time to discuss this case Gabriel. Below is a recap of our recent conversation. Please follow up if additional assistance is required and we will be happy to help.</b></p> <p><b>Incoming call:</b></p> <ul style="list-style-type: none"> <li>• [REDACTED] INTAKE CAMSHAFT POSITION SENSOR only stores after an engine quit concern due to aggressive clutch use.</li> <li>• Advised this concern is currently under engineering review and the recommendation is to erase the DTC.</li> </ul> <p><b>The TECH LINE Survey can be accessed by: <a href="#">CLICKING HERE</a></b></p> <p>Thank you, _____ Andrew M.TECH LINE</p> <p><b>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.</b></p> <p>[REDACTED]</p> <p>Dealer name: RON MARHOFER NISSAN</p> <p><b>Customer's Concerns:</b>  customer states when vehicle is stalled, vehicle is a stick shift vehicle exhibits a no start or low rpm concern. when this occurs vehicle has to be shut down key removed and then restarted to fix</p> <p><b>Technician Findings:</b>  during vehicle inspection and test drive found after vehicle is stalled code [REDACTED] is thrown and vehicle enters limp mode and can be bypassed by cycling ignition . tested power and ground on at intake cam sensor, tested continuity of signal wire at this time checks ok. found low voltage codes for battery , performed extended charge on battery at this time battery tests good. vehicle has</p>
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standard transmission. need help finding cause of [REDACTED]

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

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Message Date [REDACTED]

Has Attachment

Email Address **gdraper@marhofer.com**

Status **Sent**

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

Text Body **gabriel draper,**

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

**Recommendation:**

Thank you for taking the time to discuss this case Gabriel. Below is a recap of our recent conversation. Please follow up if additional assistance is required and we will be happy to help.

**Incoming call:**

- [REDACTED] CAMSHAFT POSITION SENSOR only stores after an engine quit concern due to aggressive clutch use.
- Advised this concern is currently under engineering review and the recommendation is to erase the DTC.

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

Thank you,

\_\_\_\_\_

Andrew M.

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

[REDACTED]

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: 23,783

Dealer code: [REDACTED]

Dealer name: RON MARHOFER NISSAN

**Customer's Concerns:**

customer states when vehicle is stalled, vehicle is a stick shift vehicle exhibits a no start or low rpm concern. when this occurs vehicle has to be shut down key removed and then restarted to fix

**Technician Findings:**

during vehicle inspection and test drive found after vehicle is stalled code p2615-00 is thrown and vehicle enters limp mode and can be bypassed by cycling ignition . tested power and ground on at intake cam sensor, tested continuity of signal wire at this time checks ok. found low voltage codes for battery , performed extended charge on battery at this time battery tests good. vehicle has standard transmission. need help finding cause of [REDACTED]

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]	[REDACTED]	[REDACTED]
User	Andrew Morris	User	Survey Site Guest User
Public	<input checked="" type="checkbox"/>	Public	<input checked="" type="checkbox"/>
Comment	<p><b>Recommendation:</b> Thank you for taking the time to discuss this case Gabriel. Below is a recap of our recent conversation. Please follow up if additional assistance is required and we will be happy to help.</p>	Comment	<p><b>Customer Comments:</b> customer states when vehicle is stalled, vehicle is a stick shift vehicle exhibits a no start or low rpm concern. when this occurs vehicle has to be shut down key removed and then restarted to fix</p> <p><input type="checkbox"/> <b>Technician Findings:</b> during vehicle inspection</p>

[REDACTED]

Incoming call:

- [REDACTED] INTAKE CAMSHAFT POSITION SENSOR only stores after an engine quit concern due to aggressive clutch use.
- Advised this concern is currently under engineering review and the recommendation is to erase the DTC.

and test drive found after vehicle is stalled code [REDACTED] is thrown and vehicle enters limp mode and can be bypassed by cycling ignition . tested power and ground on at intake cam sensor, tested continuity of signal wire at this time checks ok. found low voltage codes for battery , performed extended charge on battery at this time battery tests good. vehicle has standard transmission. need help finding cause of [REDACTED]

Repairs Made: none

Verified: Yes

Current DTC: [REDACTED]

Question for TECH LINE: Have you seen this before?

### Case History

[REDACTED]

User Andrew Morris

Connection

Action Changed Status from Pending Dealer Reply to Closed. Changed Status from Caller In Queue to Pending Dealer Reply.

[REDACTED]

User Andrew Morris

Connection

Action Changed Subject to [REDACTED]

[REDACTED]

User Andrew Morris

Connection

Action Changed Case Owner from TECH LINE Phone to Andrew Morris.

[REDACTED]

User ATOS Integration User

Connection

Action Changed Status from Pending TECH LINE to Caller In Queue.

[REDACTED]

User Survey Site Guest User

Connection

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

[REDACTED]

User Survey Site Guest User

Connection

Action Changed Status from Open to Pending TECH LINE. Changed Account Name to RON MARHOFER NISSAN. Changed VIN from [REDACTED] Created.