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Case: [REDACTED]

General

| | | | |
|--------------------------|------------|------------------|-----------------|
| Caller Name | [REDACTED] | Dealer | OLYMPIA NISSAN |
| NNAnet user ID | [REDACTED] | Contact Name | [REDACTED] |
| Tech Preferred Phone | [REDACTED] | Customer Name | [REDACTED] |
| Tech Preferred Email | [REDACTED] | Case Record Type | TECH LINE Cases |
| Preferred Contact Method | Email | Case Owner | [REDACTED] |
| Repair/Work Order | [REDACTED] | Mobile Phone | [REDACTED] |
| Job/Line Number | 01 | Texting Status | [REDACTED] |
| Created Day | Thursday | | |

Incident Information

| | | | |
|--------------------------------------|--|-----------------------------|-------------|
| Customer Comments | when you accelerate there is no acceleration, when it happens if you shut it down and restart its fine | Customer Name | [REDACTED] |
| Verified | Yes | Vehicle | [REDACTED] |
| Question for TECH LINE | What test should I do next? | VIN | [REDACTED] |
| Service Manual General Section | Cruise Control | Archived VIN Make | [REDACTED] |
| Service Manual Specific Section | Driver Assistance 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 PARKING LOT SPEED 0-15 | Calculated Days Down | 1 |
| Is single occurrence or a pattern? | | Additional Days Down | [REDACTED] |
| Repairs Made | aimed distance sensor | Total Days Down | 1 |
| Observed Modifications & Accessories | none | Repair Attempts | 2 |
| | | Current Mileage | 21,022 |
| | | Vehicle Mileage Prior Value | [REDACTED] |

Vehicle Purchased
Miles

Primary DTC

Current DTC ECM [REDACTED]

Past DTC ABS [REDACTED] LASER/RADAR c1a16-97

Other DTCs

TECH LINE Information

| | | | |
|-------------------------|---------------------------------|----------------------------|--------------------------|
| Subject | Engine power reduced [REDACTED] | Resolution Action | |
| Status | Pending Dealer Reply | Resolution Object | |
| Confirmed Resolution | Pending | 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 | [REDACTED] | Phone | [REDACTED] |
| Account Name | OLYMPIA NISSAN | 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 [REDACTED] VERSA SEDAN; Engine power reduced [REDACTED]

| Name | Task | Due Date | Assigned To |
|------------|-------------------------------------|------------|-------------|
| [REDACTED] | <input checked="" type="checkbox"/> | [REDACTED] | [REDACTED] |

CC:
 BCC: michael.lemmons@nissan-usa.com
 Attachment:

Subject: Case [REDACTED] SEDAN; Engine power reduced [REDACTED]

Body:

[REDACTED] the freeze frame does appear to indicate the engine stopped.
 If [REDACTED] only sets when the engine quits then it does apply to the engineering review item.
 If we duplicate this code will a loss of engine power but the engine continues to run then it does not apply and we could have an issue with the IVT actuator or harness.

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

Thank you, [REDACTED]

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: OLYMPIA NISSAN

Customer's Concerns:

when you accelerate there is no acceleration, when it happens if you shut it down and restart its fine

Technician Findings:

forward collision warning light flashes during acceleration at low speeds and engine power is limited afterwards [REDACTED] stored as 1 time and [REDACTED] stored as past:

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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[REDACTED]

Email: Case [REDACTED] **VERSA SEDAN; Engine power reduced** [REDACTED]

Name
Task
Due Date [REDACTED]
Last Modified Date/Time [REDACTED]

Additional To: [REDACTED]
CC:
BCC: michael.lemmons@nissan-usa.com
Attachment:

Subject: [REDACTED] **2023 VERSA SEDAN; Engine power reduced** [REDACTED]

Body:
Adrian,
There is an engineering review for this code being caused on manual transmission vehicles if the driver causes the engine to quit by releasing the clutch too quickly at a stop. If the code sets without the engine stopping then we have another issue.

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

Thank you, _____ **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.

Comments

[REDACTED]
[REDACTED]
[REDACTED] **NISSAN**

Customer's Concerns:
when you accelerate there is no acceleration, when it happens if you shut it down and restart its fine
Technician Findings:
forward collision warning light flashes during acceleration at low speeds and engine power is limited afterwards. [REDACTED] stored as 1 time and [REDACTED] stored as past:

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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[REDACTED]

Email: [REDACTED] **2023 VERSA SEDAN;** [REDACTED]

Name

[REDACTED]

Task
Due Date [REDACTED]

CC:
BCC: michael.lemmons@nissan-usa.com
Attachment:

Subject: [REDACTED] 2023 VERSA SEDAN; [REDACTED]

Body:

[REDACTED]
Thank you for the case information.
Lets start by performing diagnosis for the intake cam position code [REDACTED] as this can cause these symptoms.
Please check the harness and connectors between the electric IVT c/m and the IVT actuator and ECM.
Check for loose or backed out pins in the [REDACTED]
Check ECM terminals [REDACTED]
If harness inspections are OK then remove the IVT actuator and inspect for physical trauma to the components between the actuator and sprocket.

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

Thank you, [REDACTED] TECH LINE

Updating a TECH LINE Case: Technician: Reply to this email; do not change the email subject line.
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Closed TECH LINE cases can be reopened.

Dealer name: OLYMPIA NISSAN

Customer's Concerns:

when you accelerate there is no acceleration, when it happens if you shut it down and restart its fine
Technician Findings:

forward collision warning light flashes during acceleration at low speeds and engine power is limited afterwards. [REDACTED] stored as 1 time and [REDACTED] stored as past:

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Emails

Case [REDACTED] VERSA SEDAN; Engine power reduced [REDACTED]

Message Date [REDACTED]

Has Attachment

Email Address [REDACTED]

Status Sent

[REDACTED] 2023 VERSA SEDAN; Engine power reduced [REDACTED]

Text Body [REDACTED]

TECH LINE's latest case update is below.

Replied to tech:

Agreed, the freeze frame does appear to indicate the engine stopped.

If [REDACTED] only sets when the engine quits then it does apply to the engineering review item.

If we duplicate this code will a loss of engine power but the engine continues to run then it does not apply and we could have an issue with the IVT actuator or harness.

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

Thank you,

[REDACTED]

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: 21,022

Dealer code: [REDACTED]

Dealer name: OLYMPIA NISSAN

Customer's Concerns:

when you accelerate there is no acceleration, when it happens if you shut it down and restart its fine

Technician Findings:

forward collision warning light flashes during acceleration at low speeds and engine power is limited afterwards. [REDACTED] stored as 1 time and [REDACTED] stored as past:

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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Michael Lemmons
Nissan North America, Inc.
Technical Support Specialist, **TECH LINE**
Michael.Lemmons@nissan-usa.com
phone: +1 615-223-4856
fax: +1 615-967-3314

Re: Case [REDACTED] 2023 VERSA SEDAN; Engine power reduced [REDACTED]

Message Date [REDACTED]

[REDACTED] ✓
[REDACTED]

Status **Read**

Subject **Re: Case [REDACTED] 2023 VERSA SEDAN; Engine power reduced [REDACTED]**

Text Body Understood, looking at freeze frame data this may qualify as a stall On [REDACTED] **TECH LINE** Email to Case <techlinesfdc@nissan-usa.com> wrote: [REDACTED] There is an engineering review for this code being caused on manual
Understood, looking at freeze frame data this may qualify as a stall

On [REDACTED] **TECH LINE** Email to Case <techlinesfdc@nissan-usa.com> wrote:

[REDACTED]

There is an engineering review for this code being caused on manual transmission vehicles if the driver causes the engine to quit by releasing the clutch too quickly at a stop.
If the code sets without the engine stopping then we have another issue.

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

Thank you,

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: 21,022

Dealer code: [REDACTED]

Dealer name: OLYMPIA NISSAN

Customer's Concerns:

when you accelerate there is no acceleration, when it happens if you shut it down and restart its fine

Technician Findings:

forward collision warning light flashes during acceleration at low speeds and engine power is limited afterwards. [REDACTED] stored as 1 time and c1a16 stored as past:

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 [REDACTED] **VERSA SEDAN; Engine power reduced** [REDACTED]

Message Date [REDACTED]

Has Attachment

Email Address [REDACTED]

Status **Sent**

Subject **Case** [REDACTED]

Text Body [REDACTED]

TECH LINE's latest case update is below.

Replied to tech:

There is an engineering review for this code being caused on manual transmission vehicles if the driver causes the engine to quit by releasing the clutch too quickly at a stop. If the code sets without the engine stopping then we have another issue.

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

Thank you,

[REDACTED]

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: 21,022

Dealer code: [REDACTED]

Dealer name: OLYMPIA NISSAN

Customer's Concerns:

when you accelerate there is no acceleration, when it happens if you shut it down and restart its fine

Technician Findings:

forward collision warning light flashes during acceleration at low speeds and engine power is limited afterwards. [REDACTED] stored as 1 time and [REDACTED] stored as past:

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Michael Lemmons
Nissan North America, Inc.
Technical Support Specialist, TECH LINE
Michael.Lemmons@nissan-usa.com
phone: +1 615-223-4856
fax: +1 615-967-3314

Re: [REDACTED]

Message [REDACTED]

Text Body

Vehicle was released to customer, will have it brought in for testing circuit. When searching this code in database several cases came up as under engineering review with this code and similar conditions. Is it possible this vehicle falls under

Vehicle was released to customer, will have it brought in for testing circuit. When searching this code in database several cases came up as under engineering review with this code and similar conditions. Is it possible this vehicle falls under those conditions?

On [REDACTED] TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:

[REDACTED]
Thank you for the case information.

Lets start by performing diagnosis for the intake cam position code [REDACTED] as this can cause these symptoms.

Please check the harness and connectors between the electric IVT c/m and the IVT actuator and ECM.

Check for loose or backed out pins in the [REDACTED] connectors.

Check ECM terminals 84 and 35.

If harness inspections are ok then remove the IVT actuator and inspect for physical trauma to the components between the actuator and sprocket.

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

Thank you,

[REDACTED]
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: 21,022

Dealer code: [REDACTED]

Dealer name: OLYMPIA NISSAN

Customer's Concerns:
[REDACTED]

when you accelerate there is no acceleration, when it happens if you shut it down and restart its fine

Technician Findings:

forward collision warning light flashes during acceleration at low speeds and engine power is limited afterwards. [REDACTED] stored as 1 time and [REDACTED] stored as past:

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[REDACTED]

Case [REDACTED] ; [REDACTED]

Message Date [REDACTED]

Has Attachment

Email Address [REDACTED]

Status **Sent**

Subject [REDACTED]

Text Body **adrian,**

TECH LINE's latest case update is below.

Recommendation:

Thank you for the case information.

Lets start by performing diagnosis for the intake cam position code [REDACTED] as this can cause these symptoms.

Please check the harness and connectors between the electric IVT c/m and the IVT actuator and ECM.

Check for loose or backed out pins in the [REDACTED] connectors.

Check ECM terminals 84 and 35.

If harness inspections are ok then remove the IVT actuator and inspect for physical trauma to the components between the actuator and sprocket.

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

Thank you,

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: 21,022

Dealer code: [REDACTED]

Dealer name: OLYMPIA NISSAN

Customer's Concerns:

when you accelerate there is no acceleration, when it happens if you shut it down and restart its fine

Technician Findings:

forward collision warning light flashes during acceleration at low speeds and engine power is limited afterwards [REDACTED] stored as 1 time and [REDACTED] stored as past:

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Michael Lemmons
 Nissan North America, Inc.
 Technical Support Specialist, TECH LINE
 Michael.Lemmons@nissan-usa.com
 phone: +1 615-223-4856
 fax: +1 615-967-3314

Case Comments

| | |
|---|---|
| <p>User [REDACTED] Public <input checked="" type="checkbox"/></p> <p>Michael Lemmons</p> <p>Comment Replied to tech: Agreed, the freeze frame does appear to indicate the engine stopped. If [REDACTED] only sets when the engine quits then it does apply to the engineering review item. If we duplicate this code will a loss of engine power but the engine continues to run then it does not apply and we could have an issue with the IVT actuator or harness.</p> | <p>User [REDACTED] Public <input checked="" type="checkbox"/></p> <p>Comment Received email from tech: Understood, looking at freeze frame data this may qualify as a stall</p> |
| <p>User [REDACTED] Public <input checked="" type="checkbox"/></p> <p>Michael Lemmons</p> <p>Comment Replied to tech: There is an engineering review for this code being caused on manual transmission vehicles if the driver causes the engine to quit by releasing the clutch too quickly at a stop. If the code sets without the engine stopping then we have another issue.</p> | <p>User [REDACTED] Public <input checked="" type="checkbox"/></p> <p>Michael Lemmons</p> <p>Comment Received email from tech: Vehicle was released to customer, will have it brought in for testing circuit. When searching this code in database several cases came up as under engineering review with this code and similar conditions. Is it possible this vehicle falls under those conditions?</p> |
| <p>User [REDACTED] Public <input checked="" type="checkbox"/></p> <p>Comment Recommendation: Thank you for the case information. Lets start by performing diagnosis for the intake cam position code [REDACTED] as this can cause these symptoms. Please check the harness and connectors between the electric IVT c/m and the IVT actuator and ECM. Check for loose or backed out pins in the [REDACTED] connectors. Check ECM terminals 84 and 35. If harness inspections are ok then remove the IVT actuator and inspect for physical trauma to the components between the actuator and sprocket.</p> | <p>User [REDACTED] Public <input checked="" type="checkbox"/></p> <p>Survey Site Guest User</p> <p>Comment Customer Comments: when you accelerate there is no acceleration, when it happens if you shut it down and restart its fine <input type="checkbox"/> Technician Findings: forward collision warning light flashes during acceleration at low speeds and engine power is limited afterwards. [REDACTED] stored as 1 time and c1a16 stored as past <input type="checkbox"/> Repairs Made: aimed distance sensor <input type="checkbox"/> Verified: Yes <input type="checkbox"/> Current DTC: ECM [REDACTED] <input type="checkbox"/> Past [REDACTED] 97 <input type="checkbox"/> Question for TECH LINE: What test should I do next?</p> |

Case History

| |
|---|
| <p>User [REDACTED] Connection [REDACTED] Action Changed Status from Pending TECH LINE to Pending Dealer Reply.</p> |
| <p>User Managed Services Connection [REDACTED] Action Changed Reopen Date from 2/1/2024 10:46 AM to 2/1/2024 12:28 PM. Changed Status from Pending Dealer Reply to Pending TECH LINE.</p> |

User [REDACTED]
Connection [REDACTED]
Action **Changed Status from Pending TECH LINE to Pending Dealer Reply.**

User **Managed Services**
Connection [REDACTED]
Action **Changed First Call Resolution from Yes to No. Changed Reopen Date to [REDACTED]. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

User [REDACTED]
Connection [REDACTED]
Action **Changed Subject to Engine power reduced [REDACTED]. Changed Status from Pending TECH LINE to Pending Dealer Reply.**

User [REDACTED]
Connection [REDACTED]
Action **Changed Case Owner from TECH LINE Initial 1 to [REDACTED]**

User **Survey Site Guest User**
Connection [REDACTED]
Action **Changed Preferred Contact Method to Email. Changed Case Owner from TECH LINE Stage to TECH LINE Initial 1.**

User **Survey Site Guest User**
Connection [REDACTED]
Action **Changed Status from Open to Pending TECH LINE. Changed Account Name to OLYMPIA NISSAN. Changed VIN from [REDACTED]. Created.**