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[REDACTED]

General

Caller Name	[REDACTED]	Dealer	KELLY NISSAN OF WOBURN
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	[REDACTED]
Repair/Work Order	[REDACTED]	Mobile Phone	
Job/Line Number	a	Texting Status	
Created Day	Thursday		

Incident Information

Customer Comments	check engine light on has an open case [REDACTED]	Customer Name	[REDACTED]
Verified	Yes	Vehicle	[REDACTED]
Question for TECH LINE	Can you explain this to me?	VIN	[REDACTED]
Service Manual General Section	Engine	Archived VIN Make	
Service Manual Specific Section	Engine Control System	Archived VIN Year	2023.0
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	30
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	none	Total Days Down	30
Observed Modifications & Accessories	none	Repair Attempts	0
		Current Mileage	10,486
		Vehicle Mileage Prior Value	
		Vehicle Purchased	

[REDACTED]

Miles
 Primary DTC
 Current DTC AIR BAG b0098-88 AIR BAG b0098 AIR BAG b0098 AIR BAG b0098
 Past DTC ECM p2615 LASER/RADAR c1a12
 Other DTCs

TECH LINE Information

Subject	ECM [REDACTED]	Resolution Action	REPLACE
Status	Closed	Resolution Object	AIR INTAKE SYSTEM
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	[REDACTED]	Phone	[REDACTED]
Account Name	KELLY NISSAN OF WOBURN	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
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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 By [REDACTED]

Activity History

Email: Cas [REDACTED] VERSA SEDAN; ECM [REDACTED]

Name
Task
Due Date

CC:
BCC:
Attachment:

Subject: Case [REDACTED] 2023.0 VERSA SEDAN; [REDACTED]
Body:

TECH LINE's latest case update is below.
Recommendation:

- That's great news.
- Glad to hear the issue is pin pointed.
- Thank you for the detailed follow up and have a great day.

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

Thank you, [REDACTED] 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]
[REDACTED]
[REDACTED] NISSAN OF WOBURN

Customer's Concerns:

check engine light on has an open case [REDACTED]

Technician Findings:

customer states check engine light was on duplicated issue found codes [REDACTED] in air bag vehicle was in a collision [REDACTED] my concern is the [REDACTED] the vehicle is a manual. I read a case about this it said it was with engineering not sure if that was resolved cleared the code and could not get it to return cust stated it took a couple of thousand miles to return and the light came back twice cust states the engine stalls when taking off from a stop but did not duplicate that issue also stated a lack of acceleration and that seems normal. what should i do next:

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]

Email: [REDACTED] 2023.0 VERSA SEDAN; ECM [REDACTED]

Name

Task

Due Date [REDACTED]

CC:
BCC:
Attachment:

Subject: [REDACTED] 2023.0 VERSA SEDAN; ECM [REDACTED]

Body:
[REDACTED]

TECH LINE's latest case update is below.
Recommendation:

- Thank you for the update.
- I was unable to find any trending issues related to your concern.
- Let's update the ECM to the latest software if available.
- With the code coming back in past, we are likely dealing with an intermittent concern.
- Wiggle check the harness and see if the code will return.
- Let's get the exact duplicating conditions from the customer.
- Use this information to recreate the issue, as this will provide the opportunity for a complete diagnosis.
- If we are unable to reproduce the issue for testing, no further repairs would be recommended at this time.
- If the code does return, let's replace the sensor and retest.
- Let us know if you need anything further and have a great day.

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Thank you, [REDACTED] LINE

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[REDACTED]

Dealer name: KELLY NISSAN OF WOBURN

Customer's Concerns:

check engine light on has an open case [REDACTED]

Technician Findings:

customer states check engine light was on duplicated issue found codes b0098-81 b0098-86 b0098-88 in air bag vehicle was in a collision [REDACTED] my concern is the [REDACTED] the vehicle is a manual. I read a case about this it said it was with engineering not sure if that was resolved cleared the code and could not get it to return cust stated it took a couple of thousand miles to return and the light came back twice cust states the engine stalls when taking off from a stop but did not duplicate that issue also stated a lack of acceleration and that seems normal. what should i do next:

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[REDACTED]

An email was sent to the Caller Name

Name

Task

Due Date

Assigned To [REDACTED]

Comments

Emails

Case [REDACTED] VERSA SEDAN; ECM [REDACTED]

Message Date [REDACTED]

2023.0 VERSA SEDAN; ECM [REDACTED]

Text Body nicholas paquette,

TECH LINE's latest case update is below.

Recommendation:

- That's great news.
- Glad to hear the issue is pin pointed.
- Thank you for the detailed follow up and have a great day.

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Thank you,

Mike Cramer

TECH LINE

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[REDACTED]
[REDACTED]
[REDACTED]
Mileage: 10,486

Dealer code: [REDACTED]

Dealer name: KELLY NISSAN OF WOBURN

Customer's Concerns:
check engine light on has an open case [REDACTED]

Technician Findings:
customer states check engine light was on duplicated issue found codes [REDACTED] air bag vehicle was in a collision [REDACTED] my concern is the [REDACTED] code. the vehicle is a manual. I read a case about this it said it was with engineering not sure if that was resolved cleared the code and could not get it to return cust stated it took a couple of thousand miles to return and the light came back twice cust states the engine stalls when taking off from a stop but did not duplicate that issue also stated a lack of acceleration and that seems normal. what should i do next:

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

Message Date [REDACTED]
Has Attachment
Email Address **techline@nissan-usa.com**
Status **Read**
Subject [REDACTED]
Text Body **From:** [REDACTED]

Customer needed vehicle but brought it back when vehicle returned determined that the intake gasket was leaking replaced the gasket and the problem was resolved. Sent from the all new AOL app for iOS On Monday, February 19, 2024, 2:24 AM, TECH

Customer needed vehicle but brought it back when vehicle returned determined that the intake gasket was leaking replaced the gasket and the problem was resolved.

Sent from the all new AOL app for [REDACTED]

On [REDACTED] TECH LINE <techline@nissan-usa.com> wrote:
[Image removed by sender.]

[REDACTED]

We noticed that case number 50700547 does not have a confirmed resolution.

Help us improve your database search by updating your case. Pick 1 of 4 ways to update your case.

- Update the case through the Case Creation Portal. [Click Here.](#)

[REDACTED]

or

- Reply All to the last email from the case.

or

- Contact us through Chat. [Click Here.](#)

[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](#)

[REDACTED]

Thank you,

Mileage: 10,486

Dealer name: KELLY NISSAN OF WOBURN

Customer's Concerns:
check engine light on has an open case [REDACTED]

Technician Findings:
customer states check engine light was on duplicated issue found [REDACTED] 5
code. the vehicle is a manual. i read a case about this it said it was with engineering not sure if that was resolved cleared the code and could not get it to return cust stated it took a couple of thousand miles to return and the light came back twice cust states the engine stalls when taking off from a stop but did not duplicate that issue also stated a lack of acceleration and that seems normal. what should i do next:

Message [REDACTED]

Status Sent

Subject Case [REDACTED]

Text Body [REDACTED]

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Recommendation:

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Thank you,

[REDACTED]
TECH LINE

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[REDACTED]
Mileage: 10,486

Dealer code: [REDACTED]

Dealer name: KELLY NISSAN OF WOBURN

Customer's Concerns:
check engine light on has an open case [REDACTED]

Technician Findings:
customer states check engine light was on duplicated issue found codes [REDACTED] in air bag vehicle was in a collision [REDACTED] my concern is the [REDACTED] code. the vehicle is a manual. I read a case about this it said it was with engineering not sure if that was resolved cleared the code and could not get it to return cust stated it took a couple of thousand miles to return and the light came back twice cust states the engine stalls when taking off from a stop but did not duplicate that issue also stated a lack of acceleration and that seems normal. what should i do next:

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Case Comments

██████████	██████████
User ██████████ Public <input checked="" type="checkbox"/>	User ██████████ Public <input checked="" type="checkbox"/>
Recommendation: • That's great news. • Glad to hear the issue is pin pointed. • Thank you for the detailed follow up and have a great day.	Tech email reports: • Customer needed vehicle but brought it back when vehicle returned determined that the intake gasket was leaking replaced the gasket and the problem was resolved.

██████████	██████████
User ██████████ Public <input checked="" type="checkbox"/>	User Survey Site Guest User Public <input checked="" type="checkbox"/>
Recommendation: • Thank you for the update. • I was unable to find any trending issues related to your concern. • Let's update the ECM to the latest software if available. • With the code coming back in past, we are likely dealing with an intermittent concern. • Wiggle check the harness and see if the code will return. • Let's get the exact duplicating conditions from the customer. • Use this information to recreate the issue, as this will provide the opportunity for a complete diagnosis. • If we are unable to reproduce the issue for testing, no further repairs would be recommended at this time. • If the code does return, let's replace the sensor and retest. • Let us know if you need anything further and have a great day.	Comment ok

██████████
User Survey Site Guest User Public <input checked="" type="checkbox"/>
Comment Customer Comments: check engine light on has an open case ██████████ <input type="checkbox"/> Technician Findings: customer states check engine light was on duplicated issue found codes ██████████ in air bag vehicle was in a collision ██████████ ██████████ my concern is the ██████████ the vehicle is a manual. i read a case about this it said it was with engineering not sure if that was resolved cleared the code and could not get it to return cust stated it took a couple of thousand miles to return and the light came back twice cust

states the engine stalls when taking off from a stop but did not duplicate that issue also stated a lack of acceleration and that seems normal. what should i do next

- Repairs Made: none
- Verified: Yes
- Current DTC: AIR BAG [REDACTED] AIR BAG b0098
- AIR BAG [REDACTED] AIR BAG [REDACTED]
- Past DTC: ECM p2615 LASER/RADAR [REDACTED]
- Question for TECH LINE: Can you explain this to me?

Case History

[REDACTED]

User Michael Cramer
 Connection
 Action Changed Status from Pending Dealer Reply to Closed. Changed Status from Pending TECH LINE to Pending Dealer Reply.

[REDACTED]

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.

[REDACTED]

User [REDACTED]
 Connection
 Action Changed Case Owner from [REDACTED]

[REDACTED]

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

[REDACTED]

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

[REDACTED]

User [REDACTED]
 Connection
 Action Changed Subject to ECM [REDACTED].

[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 KELLY NISSAN OF WOBURN. Changed VIN from [REDACTED] Created.

[REDACTED]

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