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Case: [REDACTED]

General

Caller Name	[REDACTED]	Dealer	CHICO NISSAN
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	Monday		

Incident Information

Customer Comments	VEHICLE WENT IN TO LIMP MODE LIMITED TO 20 MPH WHILE DRIVING ON THE STREET TO WORK.	Customer Name	[REDACTED]
Verified	No	Vehicle	[REDACTED]
Question for TECH LINE	What is the most likely cause for this incident?	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	3
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	NONE	Total Days Down	3
Observed Modifications & Accessories	NONE	Repair Attempts	0
		Current Mileage	9,924
		Vehicle Mileage Prior Value	

Vehicle Purchased
Miles

Primary DTC

Current DTC

Past DTC

ECM [REDACTED] LASER/RADAR C1A16-97

Other DTCs

TECH LINE Information

Subject	No power under acceleration [REDACTED]	Resolution Action	
Status	Pending Dealer Reply	Resolution Object	
Confirmed Resolution	Pending	Field Inspection Indicator	<input type="checkbox"/>
Component Code Category	MT Manual Trans	NNA Field Inspection Date	
Component Code Issue	MTC M/T CASE/FITTINGS	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	[REDACTED]	Phone	[REDACTED]
Account Name	CHICO 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
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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: Case [REDACTED] 2023.0 VERSA SEDAN; No power under acceleration [REDACTED]

Name
Task
Due [REDACTED]

CC:
BCC:
Attachment:

Subject: Case [REDACTED] 2023.0 VERSA SEDAN; No power under acceleration [REDACTED]

Body:

TECH LINE'S latest case update is below.

-RECOMMENDATION DETAIL:

-Good afternoon Rene and thank you for contacting TECH LINE

-We were not clear on this but it looks like the incident is not duplicating and the past DTC is not confirming with DTC confirmation (you listed it as a post code)

-If so then please note we have seen in the past on Versa equipped with a manual transmission that if the engine quits due to clutch engagement (driver input) that the [REDACTED] will store and lead to a fail-safe condition

-If this is the concern then this incident is currently under engineering review. Unfortunately, because of this review, we do not recommend any repairs at this time.

-We understand the customer has a legitimate concern, and what we want to avoid is recommending any unnecessary repairs that may not resolve their concern. Please assure the customer that this is part of Nissan's commitment to continuous improvement of our products.

-If Engineering concludes that further action is needed, typically a publication of some kind will be released; not all engineering reviews result in a vehicle repair, or additional required action.

-If the incident differs from this then please follow up with those details, thank you

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: CHICO NISSAN

Customer's Concerns:

VEHICLE WENT IN TO LIMP MODE LIMITED TO 20 MPH WHILE DRIVING ON THE STREET TO WORK.

Technician Findings:

SCANNED VEHICLE FOR TROUBLE CODES AND FOUND PAST CODES FOR ENGINE [REDACTED] POSIYON SUIGNAL B1) AND LASER/RADAR [REDACTED] RADAR STAIN). I MONITORED EXHAUST VALVE TIMING B1 AND INTAKE VALVE TIMING B1. INTAKE MOVES FROM 44.5 - 46 DEGREES, EXHAUST REMAINS AT 0 DEGREES. THERE ARE NO SIGNS OF DAMAGE TO THE CONNECTORS OR HARNESSSES. PIN FIT IS OK AT THE SENSORS AND ECM.:

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 <input checked="" type="checkbox"/>
Due Date
Assigned To [REDACTED]
[REDACTED]
Comments

An email was sent to the Caller Name

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

Emails

[REDACTED] 2023.0 VERSA SEDAN; No power under acceleration [REDACTED]

Message [REDACTED]
Has Attachment <input type="checkbox"/>
Email Address [REDACTED]
Status Sent
Subject Case [REDACTED] 2023.0 VERSA SEDAN; No power under acceleration [REDACTED]
Text Body [REDACTED]

TECH LINE's latest case update is below.

-RECOMMENDATION DETAIL:

- Good afternoon Rene and thank you for contacting TECH LINE
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- If so then please note we have seen in the past on Versa equipped with a manual transmission that if the engine quits due to clutch engagement (driver input) that the [REDACTED] will store and lead to a fail-safe condition
- If this is the concern then this incident is currently under engineering review. Unfortunately, because of this review, we do not recommend any repairs at this time.
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[REDACTED]

-If Engineering concludes that further action is needed, typically a publication of some kind will be released; not all engineering reviews result in a vehicle repair, or additional required action.
-If the incident differs from this then please follow up with those details, thank you

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

Thank you,

[REDACTED]

TECH LINE

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[REDACTED]

Mileage: 9,924

Dealer code: [REDACTED]

Dealer name: CHICO NISSAN

Customer's Concerns:

VEHICLE WENT IN TO LIMP MODE LIMITED TO 20 MPH WHILE DRIVING ON THE STREET TO WORK.

Technician Findings:

SCANNED VEHICLE FOR TROUBLE CODES AND FOUND PAST CODES FOR ENGINE [REDACTED] CAMSHAFT POSIYON SUIGNAL B1) AND LASER/RADAR [REDACTED] (RADAR STAIN). I MONITORED EXHAUST VALVE TIMING B1 AND INTAKE VALVE TIMING B1. INTAKE MOVES FROM 44.5 - 46 DEGREES, EXHAUST REMAINS AT 0 DEGREES. THERE ARE NO SIGNS OF DAMAGE TO THE CONNECTORS OR HARNESSSES. PIN FIT IS OK AT THE SENSORS AND ECM.:

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Brian Terk
 Nissan North America, Inc.
 Technical Support Specialist 2
 TECH LINE
 Vehicle Technical Support

Case Comments

<p>User [REDACTED] Public <input checked="" type="checkbox"/></p> <p>Comment</p> <p>-RECOMMENDATION DETAIL: -Good afternoon [REDACTED] and thank you for contacting TECH LINE -We were not clear on this but it looks like the incident is not duplicating and the past DTC is not confirming with DTC confirmation (you listed it as a post code) -If so then please note we have seen in the past on Versa equipped with a manual transmission that if the engine quits due to clutch engagement (driver input) that the [REDACTED] will store and lead to a fail-safe condition -If this is the concern then this incident is currently under engineering review. Unfortunately, because of this review, we do not recommend any repairs at this time. -We understand the customer has a legitimate concern, and what we want to avoid is recommending any unnecessary repairs that may not resolve their concern. Please assure the customer that this is part of Nissan's commitment to continuous improvement of our products. -If Engineering concludes that further action is needed, typically a publication of some kind will be released; not all engineering reviews result in a vehicle repair, or additional required action. -If the incident differs from this then please follow up with those details, thank you</p>	<p>User Survey Site Guest User Public <input checked="" type="checkbox"/></p> <p>Comment</p> <p>Customer Comments: VEHICLE WENT IN TO LIMP MODE LIMITED TO 20 MPH WHILE DRIVING ON THE STREET TO WORK. <input type="checkbox"/> Technician Findings: SCANNED VEHICLE FOR TROUBLE CODES AND FOUND PAST CODES FOR ENGINE [REDACTED] A CAMSHAFT POSIION SUIGNAL B1) AND LASER/RADAR [REDACTED] RADAR STAIN). I MONITORED EXHAUST VALVE TIMING B1 AND INTAKE VALVE TIMING B1. INTAKE MOVES FROM 44.5 - 46 DEGREES, EXHAUST REMAINS AT 0 DEGREES. THERE ARE NO SIGNS OF DAMAGE TO THE CONNECTORS OR HARNESSES. PIN FIT IS OK AT THE SENSORS AND ECM. <input type="checkbox"/> Repairs Made: NONE <input type="checkbox"/> Verified: No <input type="checkbox"/> Past DTC: ECM [REDACTED] LASER/RADAR [REDACTED] <input type="checkbox"/> [REDACTED] for TECH LINE: What is the most likely cause for this incident?</p>

Case History

<p>User [REDACTED] Connection [REDACTED] Action</p>	<p>Changed Subject to No power under acceleration [REDACTED] Changed Status from Pending TECH LINE to Pending Dealer Reply.</p>

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 CHICO NISSAN. Created.**