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[REDACTED]

### General

Caller Name	[REDACTED]	Dealer	GERMAIN 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	Phone	Case Owner	[REDACTED]
Repair/Work Order	[REDACTED]	Mobile Phone	
Job/Line Number	a	Texting Status	
Created Day	Tuesday		

### Incident Information

Customer Comments	c/s when the manual trans stall the vehicle completely loses power doesnt work again unless the car is turned off for so long check engine light is on	Customer Name	[REDACTED]
Verified	Yes	Vehicle	[REDACTED]
Question for TECH LINE	Can you explain this to me?	VIN	[REDACTED]
Service Manual General Section	Electric Power Train	Archived VIN Make	
Service Manual Specific Section	Accelerator Control System	Archived VIN Year	2024.0
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 STOP	Calculated Days Down	0
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	none	Total Days Down	0
Observed Modifications & Accessories	NA	Repair Attempts	0
		Current Mileage	1,189
		Vehicle Mileage Prior Value	

[REDACTED]

Vehicle Purchased  
Miles

Primary DTC

Current DTC [REDACTED]

Past DTC

Other DTCs

**TECH LINE Information**

Subject	Check engine light [REDACTED]	Resolution Action	
Status	Closed	Resolution Object	
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 for DTSM (Vehicle Concerns)			Notes to Agent:

**Contact Information**

Name	[REDACTED]	Phone	[REDACTED]
Account Name	GERMAIN 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 [REDACTED] Contact Owner NNAETL  
Last Modified By [REDACTED]

**Activity History**

Email: Case [REDACTED] **VERSA SEDAN; Check engine light** [REDACTED]

Name  
Task   
Due Date [REDACTED]

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

Subject: Case [REDACTED]

Body:

TECH LINE's latest case update is below.

Description-

Incoming call from tech.

[REDACTED] INTAKE CAMSHAFT POSITION SENSOR

Incident Details:

[REDACTED] sets after manual transmission stall at stop.

Recommendation:

Clear DTC, caused by driver error equipped with manual transmission.

No repairs are recommended.

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.

Dealer name: GERMAIN NISSAN

Customer's Concerns:

c/s when the manual trans stall the vehicle completely loses power doesnt work again unless the car is turned off for so long check engine light is on

Technician Findings:

when car stalls 2 to 3 times ecm sets a [REDACTED] and customer says it has lack of power:

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] **VERSA SEDAN; Check engine light** [REDACTED]

**Message Date** [REDACTED]

[REDACTED]



[REDACTED]

**Status** **Sent**

**Subject** **Case** [REDACTED] **VERSA SEDAN; Check engine light** [REDACTED]

**Text Body** **han chung,**

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

**Description-**

Incoming call from tech.

[REDACTED] **INTAKE CAMSHAFT POSITION SENSOR**

**Incident Details:**

[REDACTED] sets after manual transmission stall at stop.

**Recommendation:**

Clear DTC, caused by driver error equipped with manual transmission.

No repairs are recommended.

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.

[REDACTED]

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: 1,189

Dealer code: [REDACTED]

Dealer name: GERMAIN NISSAN

**Customer's Concerns:**

c/s when the manual trans stall the vehicle completely loses power doesnt work again unless the car is turned off for so long check engine light is on

**Technician Findings:**

when car stalls 2 to 3 times ecm sets a p2615-00 and customer says it has lack of power:

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**

[REDACTED]	[REDACTED]
<p>User: Michael Behning Public: <input checked="" type="checkbox"/></p> <p>Description- Incoming call from tech. [REDACTED] CAMSHAFT POSITION SENSOR Incident Details: [REDACTED] sets after manual transmission stall at stop. Recommendation: Clear DTC, caused by driver error equipped with manual transmission. No repairs are recommended.</p>	<p>User: Survey Site Guest User Public: <input checked="" type="checkbox"/></p> <p>Customer Comments: c/s when the manual trans stall the vehicle completely loses power doesnt work again unless the car is turned off for so long check engine light is on <input type="checkbox"/> Technician Findings: when car stalls 2 to 3 times ecm sets a [REDACTED] and customer says it has lack of power <input type="checkbox"/> Repairs Made: none <input type="checkbox"/> Verified: Yes <input type="checkbox"/> Current DTC: ECM [REDACTED] <input type="checkbox"/> Question for TECH LINE: Can you explain this to me?</p>

**DTSM Field Inspections**

[REDACTED]

[REDACTED]

Status **Completed**

Created Date [REDACTED]

Owner First Name [REDACTED]

DTSM Team **MWR**

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

**Case History**

[REDACTED]

User [REDACTED]

Connection

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

[REDACTED]

User [REDACTED]

Connection

Action **Changed Subject to Check engine light [REDACTED].**

[REDACTED]

User [REDACTED]

Connection

Action **Changed Case Owner from TECH LINE Phone to [REDACTED].**

[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 GERMAIN NISSAN. Changed [REDACTED] from [REDACTED] to [REDACTED]. Created.**

[REDACTED]