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Case: [REDACTED]

General

Caller Name	JOHN	Dealer	KERRY 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	Michael Lemmons
Repair/Work Order	[REDACTED]	Mobile Phone	
Job/Line Number	A	Texting Status	
Created Day	Friday		

Incident Information

Customer Comments	NO POWER	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	2024.0
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	5
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	NONE	Total Days Down	5
Observed Modifications & Accessories	NONE	Repair Attempts	0
		Current Mileage	106
		Vehicle Mileage Prior Value	
		Vehicle Purchased Miles	

Primary DTC
 Current DTC ECM NONE
 Past DTC ECM P2615-00
 Other DTCs

TECH LINE Information

Subject	Check engine light [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 to Agent:
Notes for DTSM (Vehicle Concerns)			

Contact Information

Name	[REDACTED]	Phone	[REDACTED]
Account Name	KERRY 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	Lead Source
Home Phone	Birthdate

Work Phone

Department

Description

System Information

Created By [REDACTED]

Contact Owner NNAETL

Last Modified By [REDACTED]

Activity History

Email: [REDACTED] 2024.0 VERSA [REDACTED]

Name
 Task
 Due Date
 Assigned To
 Last Modified Date/Time

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

Subject: Case [REDACTED] 2024.0 VERSA SEDAN; [REDACTED]

Body:

[REDACTED]
 Before we get into possible repairs, please be aware that engineering is reviewing cases of [REDACTED] on this model when the vehicle is equipped with a manual transmission. If the clutch is released quickly causing the engine to quit then [REDACTED] can set causing a failsafe condition. This would be resolved by cycling the ignition and restarting the engine but the code would remain. If this describes the incident then no repairs are recommended at this time due to the engineering review. If the code set without causing the engine to quit then replace the IVT actuator then perform ELECTRIC IVT CONTROL ACTUATOR POSITION LEARNING with Consult.

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]
 [REDACTED]
 [REDACTED] NISSAN

Customer's Concerns:
NO POWER

Technician Findings:
 NO POWER [REDACTED] IN ENGINE. INSPECTED BLACK WIRE FROM ECM CONNECTOR [REDACTED] TO TIMING CONTROL MODULE CONNECTOR [REDACTED] FOR CONTINUITY AND SHORT TO POWER OR GROUND. NO PROBLEM FOUND AND PIN TENSIONS ARE GOOD. STEP 2 PER SERVICE MANUAL IS TO REPLACE MALFUNCTIONING PART? WHAT PART OR PARTS SHOULD BE REPLACED? TIMING ACTUATOR AND CONTROL MODULE?:

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

Due Date

Assigned To [REDACTED]

[REDACTED]

Comments

An email was sent to the Caller Name

Name

Task

Due Date

Assigned To [REDACTED]

[REDACTED]

Comments

Emails

[REDACTED] 2024.0 VERSA SEDAN; [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

TECH LINE's latest case update is below.

Recommendation:

Before we get into possible repairs, please be aware that engineering is reviewing cases of [REDACTED] on this model when the vehicle is equipped with a manual transmission. If the clutch is released quickly causing the engine to quit then [REDACTED] can set causing a failsafe condition. This would be resolved by cycling the ignition and restarting the engine but the code would remain. If this describes the incident then no repairs are recommended at this time due to the engineering review. If the code set without causing the engine to quit then replace the IVT actuator then perform ELECTRIC IVT CONTROL ACTUATOR POSITION LEARNING with Consult.

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

Thank you,

[REDACTED]

[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]

[REDACTED]

[REDACTED]

Dealer name: KERRY NISSAN

Customer's Concerns:
NO POWER

Technician Findings:
NO POWER AND [REDACTED] IN ENGINE. INSPECTED BLACK WIRE FROM ECM CONNECTOR F10 PIN35 TO TIMING CONTROL MODULE CONNECTOR F70 PIN 8 FOR CONTINUITY AND SHORT TO POWER OR GROUND. NO PROBLEM FOUND AND PIN TENSIONS ARE GOOD. STEP 2 PER SERVICE MANUAL IS TO REPLACE MALFUNCTIONING PART? WHAT PART OR PARTS SHOULD BE REPLACED? TIMING ACTUATOR AND CONTROL MODULE?:

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

Case Comments

[REDACTED]	[REDACTED]
<p>User Michael Lemmons</p> <p>Public <input checked="" type="checkbox"/></p> <p>Comment Recommendation: Before we get into possible repairs, please be aware that engineering is reviewing cases of [REDACTED] on this model when the vehicle is equipped with a manual transmission. If the clutch is released quickly causing the engine to quit then [REDACTED] can set causing a failsafe condition. This would be resolved by cycling the ignition and restarting the engine but the code would remain. If this describes the incident then no repairs are recommended at this time due to the engineering review. If the code set without causing the engine to quit then replace the IVT actuator then perform ELECTRIC IVT CONTROL ACTUATOR POSITION LEARNING with Consult.</p>	<p>User Survey Site Guest User</p> <p>Public <input checked="" type="checkbox"/></p> <p>Comment Customer Comments: NO POWER <input type="checkbox"/> Technician Findings: NO POWER AND [REDACTED] IN ENGINE. INSPECTED BLACK WIRE FROM ECM CONNECTOR [REDACTED] TO TIMING CONTROL MODULE CONNECTOR F70 PIN 8 FOR CONTINUITY AND SHORT TO POWER OR GROUND. NO PROBLEM FOUND AND PIN TENSIONS ARE GOOD. STEP 2 PER SERVICE MANUAL IS TO REPLACE MALFUNCTIONING PART? WHAT PART OR PARTS SHOULD BE REPLACED? TIMING ACTUATOR AND CONTROL MODULE? <input type="checkbox"/> Repairs Made: NONE <input type="checkbox"/> Verified: Yes <input type="checkbox"/> Current DTC: ECM NONE <input type="checkbox"/> Past DTC: ECM [REDACTED] <input type="checkbox"/> Question for TECH LINE: Have you seen this before?</p>

Case History

[REDACTED]
<p>User Michael Lemmons</p> <p>Connection</p> <p>Action Changed Subject to Check engine light [REDACTED] Changed Status from Pending TECH LINE to Pending Dealer Reply.</p>
[REDACTED]
<p>User Michael Lemmons</p> <p>Connection</p> <p>Action Changed Case Owner from TECH LINE Initial to Michael Lemmons.</p>
[REDACTED]
<p>User Survey Site Guest User</p> <p>Connection</p> <p>Action Changed Preferred Contact Method to Email. Changed Case Owner from TECH LINE Stage to TECH LINE Initial.</p>
[REDACTED]
<p>User Survey Site Guest User</p> <p>Connection</p> <p>Action Changed Status from Open to Pending TECH LINE. Changed Account Name to KERRY NISSAN. Created.</p>