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[REDACTED]

**General**

Caller	[REDACTED]	Dealer	SOMERSWORTH NISSAN
NNAnet user ID	[REDACTED]	Contact Name	[REDACTED]
Tech Preferred Phone	[REDACTED]	Customer Name	
Tech Preferred Email	kcunningham@somersworthnissan.com	Case Record Type	TECH LINE Cases
Preferred Contact Method		Case Owner	[REDACTED]
Repair/Work Order		Mobile Phone	
Job/Line Number		Texting Status	
Created Day	Wednesday		

**Incident Information**

Customer Comments	C/S INTERMITTENT POWER WHILE ACCEL RATING MANUAL TRANSMISSION.	Customer Name	
Verified	Yes	Vehicle	[REDACTED]
Question for TECH LINE		VIN	[REDACTED]
Service Manual General Section	Transmission & Drive-Line	Archived VIN Make	
Service Manual Specific Section	Transaxle & Transmission	Archived VIN Year	2023
Symptom Code Category	General	Archived VIN Model	VERSA
Symptom		Incident/RO Date	
When does this concern occur?		Calculated Days Down	0
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made		Total Days Down	0
Observed Modifications & Accessories		Repair Attempts	
		Current Mileage	7,274
		Vehicle Mileage Prior Value	
		Vehicle Purchased Miles	
		Primary DTC	
		Current DTC	
		Past DTC	
		Other DTCs	

**TECH LINE Information**

Subject	N18 LACK OF POWER ON ACCEL	Resolution Action	
Status	Pending Dealer Reply	Resolution Object	
Confirmed Resolution	Pending	Field Inspection Indicator	<input type="checkbox"/>

[REDACTED]

Component Code Category AT|Automatic Trans NNA Field Inspection Date

Component Code Issue ATJ|CNTR Unit, Harness, Pawl, Switch and Valve FSSS

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?  Inspection Time/Notes Appointment Time:

Notes for DTSM (Vehicle Concerns) Notes to Agent:

**Contact Information**

Name [REDACTED] Phone [REDACTED]

Account Name SOMERSWORTH NISSAN Mobile

Contact Type NNA Dealer Master Email [REDACTED]

Title Service Technician Email Opt Out

Customer ID. [REDACTED] Reports To

Contact Record Type Contact

Inactive Contact

**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: [REDACTED] 2023.0 VERSA SEDAN; [REDACTED]

---

Name

Task

Due Date [REDACTED]

Assigned To [REDACTED]

Last Modified Date/Time [REDACTED]

Comments Additional To: kcunningham@somersworthnissan.com  
 CC:  
 BCC: phillip.page@nissan-usa.com  
 Attachment:

Subject: [REDACTED] 2023.0 VERSA SEDAN; N18 LACK OF POWER ON ACCEL [REDACTED]  
 Body:  
 KYLE,

TECH LINE's latest case update is below.

• Attachments up to 35 MB in size can be attached directly to your TECH LINE case using the TECH LINE support request on ASIST > Update a case

• Agreed! The throttle can certainly cause a loss of power without DTC

• This symptom can also be caused by various other engine control or ABS system issues

• What is the maximum engine speed achieved when accelerating?

• When related to the throttle or throttle circuit, the throttle plate remains fixed. We may only see the engine speed increase a few hundred RPM

• When related to an ECM or ABS system input, the throttle will operate, but limited to approximately 3000 RPM

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: SOMERSWORTH NISSAN

Customer's Concerns:

C/S INTERMITTENT POWER WHILE ACCEL RATING MANUAL TRANSMISSION.

Technician Findings:

- VERIFIED WITH CUSTOMER OF INTERMITTENT POWER WHILE ACCEL RATING MANUAL TRANSMISSION. TO THE FLOOR IN FIRST GEAR TOOK OVER 10 SECONDS TO REACH 15 MPH, ALMOST FEELS LIKE ITS IN 5TH GEAR AT 15MPH AND STRUGGLING TO ACCELERATE

- DOES IT FROM 1 MPH TO 45 MPH STOPPED THERE AND TURNED AROUND WASNT SURE OF PROBLEM

- ALSO CUSTOMER STATES WHEN CYCLE KEY PROBLEM STOPS HAPPENING:

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Email: Case [REDACTED] VERSA SEDAN; [REDACTED]

Name

Task

Due Date [REDACTED]

Comments

Additional To: brandall@somersworthnissan.com

CC:

BCC: phillip.page@nissan-usa.com

Attachment:

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

Body:

KYLE,

TECH LINE's latest case update is below.

• [REDACTED] will trigger if the engine quits unexpectedly. This is a known software issue, and is not typically the root cause

• When it comes to manual transmission vehicles, this is most often caused by the driver

• However, if the engine did not quit during our test drive, we should focus on the camshaft position sensor input to the IVT control module [F70] pin 8

- This signal should mirror the camshaft position sensor input to the ECM at [F10] pin 34
- What symptom did we experience? Loss of power or engine quitting?

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

Thank you, \_\_\_\_\_ [REDACTED] LINE

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[REDACTED]  
[REDACTED]  
[REDACTED] NISSAN

**Customer's Concerns:**

C/S INTERMITTENT POWER WHILE ACCEL RATING MANUAL TRANSMISSION.

**Technician Findings:**

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[REDACTED]

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

Name

Task

Due Date [REDACTED]

Comments Additional To: brandall@somersworthnissan.com

CC:

BCC: phillip.page@nissan-usa.com

Attachment:

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

Body:

KYLE,

TECH LINE's latest case update is below.

• Whether we continue to test drive or release the vehicle is ultimately a decision of the customer and your service department

• Please discuss this with your Service Manager. TECH LINE can only provide technical assistance

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

Thank you, \_\_\_\_\_ [REDACTED] LINE

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[REDACTED]  
[REDACTED]  
[REDACTED] Dealer name: SOMERSWORTH NISSAN

**Customer's Concerns:**

C/S INTERMITTENT POWER WHILE ACCEL RATING MANUAL TRANSMISSION.

**Technician Findings:**

- VERIFIED WITH CUSTOMER OF INTERMITTENT POWER WHILE ACCELTRATING MANUAL TRANSMISSION. TO THE FLOOR IN FIRST GEAR TOOK OVER 10 SECONDS TO REACH 15 MPH, ALMOST FEELS LIKE ITS IN 5TH GEAR AT 15MPH AND STRUGGLING TO ACCELERATE
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[REDACTED]

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

Name  
 Task   
 Due Date [REDACTED]

Comments Additional To: brandall@somersworthnissan.com  
 CC:  
 BCC: phillip.page@nissan-usa.com  
 Attachment:

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

- [REDACTED] LINE's latest case update is below.
- Hello, [REDACTED] My name is [REDACTED] and I will be assisting with your case today
  - This is a manual transmission, so a limited throttle is the most likely cause
  - Did you have to cycle the ignition to correct?
  - Loss of throttle response can have various causes. It is not always a throttle issue
  - A few other inputs that will cause this symptom without DTC are:
    1. Brake switch input
    2. VDC/TCS activation
    3. Range position
  - One of the more common reasons we see this is aftermarket tail lamp bulbs / lamp assemblies
  - We have also seen some issues occurring related to the shared reverse lamp and defroster ground. Activating the defroster induces the loss of power
  - We recommend capturing all ECM Data Monitor values when acting up:
    1. Select ENGINE Data Monitor
    2. Select ALL SIGNALS using the drop down
    3. Select START to monitor the values
    4. Test drive / duplicate
    5. Press RECORD when actively duplicating (not before)
    6. SAVE the populated data graph to your desktop (change the 'save to' location)
    7. Attach the resulting .dm or .txt file to your email reply
  - The VDR and trigger button can be used if extended test-driving is needed

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

Thank you, [REDACTED] LINE

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Dealer code: [REDACTED]

Dealer name: SOMERSWORTH NISSAN

Customer's Concerns:

C/S INTERMITTENT POWER WHILE ACCEL RATING MANUAL TRANSMISSION.

Technician Findings:

- VERIFIED WITH CUSTOMER OF INTERMITTENT POWER WHILE ACCEL RATING MANUAL TRANSMISSION. TO THE FLOOR IN FIRST GEAR TOOK OVER 10 SECONDS TO REACH 15 MPH, ALMOST FEELS LIKE ITS IN 5TH GEAR AT 15MPH AND STRUGGLING TO ACCELERATE
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Email: Case [REDACTED]; 2023.0 VERSA SEDAN; [REDACTED]

Name

Task

Due Date [REDACTED]

Comments

Additional To: brandall@somersworthnissan.com

CC:

BCC: alex.knepper@nissan-usa.com

Attachment:

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

Body:

TECH LINE's latest case update is below.

Recommendation:

-Thank you for the update

-We will await your follow-up on if the concern duplicates again so we can data monitor engine signals to see if we notice anything abnormal

-if we are able to duplicate the concern again, after inspecting engine data, we can also try unplugging any wheel speed sensor to disable ABS and check if the concern still occurs (to help determine if this is ABS related)

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

Thank you, [REDACTED] LINE

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Dealer code: [REDACTED]

Dealer name: SOMERSWORTH NISSAN

Customer's Concerns:

C/S INTERMITTENT POWER WHILE ACCEL RATING MANUAL TRANSMISSION.

Technician Findings:

- VERIFIED WITH CUSTOMER OF INTERMITTENT POWER WHILE ACCEL RATING MANUAL TRANSMISSION. TO THE FLOOR

IN FIRST GEAR TOOK OVER 10 SECONDS TO REACH 15 MPH, ALMOST FEELS LIKE ITS IN 5TH GEAR AT 15MPH AND STRUGGLING TO ACCELERATE  
- DOES IT FROM 1 MPH TO 45 MPH STOPPED THERE AND TURNED AROUND WASNT SURE OF PROBLEM  
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[REDACTED]

Email: Case [REDACTED] VERSA SEDAN; [REDACTED]

Name

Task

Due Date [REDACTED]

Comments

Additional To: brandall@somersworthnissan.com  
CC:  
BCC: alex.knepper@nissan-usa.com  
Attachment:

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

Body:

TECH LINE's latest case update is below.

Recommendation:

-Thank you for the information

-Since the concern can be resolved with an ignition cycle, it would be unlikely that this is relating to the manual transmission, since thats all mechanical. To confirm, if you were to shift to 2nd gear during the lack of power concern, does the lack of power remain?

-If you push in the clutch and then rev the engine, will the engine free rev or is there still no response?

-It seems likely that we may have an engine side concern and the ECM is keeping the throttle closed because it sees a NG input

-The ECM keeping the throttle closed could be related to any of the following:

Brake SW stuck ON

ABS activation or unintentional activation (possibly NG sensor)

Engine alpha's excessively rich or lean

-When this concern is duplicating, lets start by going into ECM data monitor and check the APP sensor and TP sensor values. If the ECM is keeping the throttle closed, we'll see the APP sensor voltages change when applying the throttle but the TP sensor voltages won't change

-If we confirm the TP sensor voltage isn't changing, lets inspect the Brake SW and confirm its not sticking "ON" during the concern

-We can also unplug any ABS wheel speed sensor to disable ABS and then check if the concern still occurs

-If the concern still occurs, monitor engine alpha's, what are engine alpha's showing during the lack of power?

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

Thank you, [REDACTED] LINE

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[REDACTED]

Dealer name: SOMERSWORTH NISSAN

Customer's Concerns:

C/S INTERMITTENT POWER WHILE ACCEL RATING MANUAL TRANSMISSION.

**Technician Findings:**

- VERIFIED WITH CUSTOMER OF INTERMITTENT POWER WHILE ACCELTRATING MANUAL TRANSMISSION. TO THE FLOOR IN FIRST GEAR TOOK OVER 10 SECONDS TO REACH 15 MPH, ALMOST FEELS LIKE ITS IN 5TH GEAR AT 15MPH AND STRUGGLING TO ACCELERATE
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**Emails**

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

Message Date [REDACTED]

Has Attachment

Email Address kcunningham@somersworthnissan.com

Status Sent

Subject Case [REDACTED] **2023.0 VERSA SEDAN;** [REDACTED]

Text Body [REDACTED]

TECH LINE's latest case update is below.

**RECOMMENDATION:**

- Attachments up to 35 MB in size can be attached directly to your TECH LINE case using the TECH LINE support request on ASIST > Update a case
- Agreed! The throttle can certainly cause a loss of power without DTC
- This symptom can also be caused by various other engine control or ABS system issues
- What is the maximum engine speed achieved when accelerating?
- When related to the throttle or throttle circuit, the throttle plate remains fixed. We may only see the engine speed increase a few hundred RPM
- When related to an ECM or ABS system input, the throttle will operate, but limited to approximately 3000 RPM

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

Thank you,

\_\_\_\_\_

[REDACTED]

TECH LINE

Updating a TECH LINE Case:

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[REDACTED]

Mileage: 7,274

Dealer code: [REDACTED]

Dealer name: SOMERSWORTH NISSAN

Customer's Concerns:  
C/S INTERMITTENT POWER WHILE ACCEL RATING MANUAL TRANSMISSION.

Technician Findings:  
- VERIFIED WITH CUSTOMER OF INTERMITTENT POWER WHILE ACCEL RATING MANUAL TRANSMISSION. TO THE FLOOR IN FIRST GEAR TOOK OVER 10 SECONDS TO REACH 15 MPH, ALMOST FEELS LIKE ITS IN 5TH GEAR AT 15MPH AND STRUGGLING TO ACCELERATE  
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Phillip M Page  
Technical Support Specialist  
Aftersales Dealer Support – TECH LINE  
Nissan North America, Inc.

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Re: [REDACTED] 2023.0 VERSA SEDAN; [REDACTED]

Message Date [REDACTED]

Has Attachment

Email Address brandall@somersworthnissan.com

Status Read

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

Text Body Car has returned cust sates rpms rev/up not responsive has no power . I drove the car could not make it happen he has a Vidoo of it happening try to send would no work for some reason . No codes I was think throttle body may be the problem note it is a manual transmission .

From: TECH LINE Email to Case [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

TECH LINE's latest case update is below.

- [REDACTED] will trigger if the engine quits unexpectedly. This is a known software issue, and is not typically the root cause
- When it comes to manual transmission vehicles, this is most often caused by the driver
- However, if the engine did not quit during our test drive, we should focus on the camshaft position sensor input to the IVT control module [F70] pin 8
- This signal should mirror the camshaft position sensor input to the ECM at [F10] pin 34
- What symptom did we experience? Loss of power or engine quitting?

[REDACTED]

Thank you,

\_\_\_\_\_  
[REDACTED]

TECH LINE

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[REDACTED]

Mileage: 7,274

Dealer code: [REDACTED]

Dealer name: SOMERSWORTH NISSAN

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[REDACTED]

2023.0 VERSA SEDAN; LACK OF POWER ON ACCEL

Message Date [REDACTED]

Has Attachment

Email Address brandall@somersworthnissan.com

Status Sent

Subject [REDACTED] VERSA SEDAN; [REDACTED]

Text Body [REDACTED]

TECH LINE's latest case update is below.

**RECOMMENDATION:**

- P2615 will trigger if the engine quits unexpectedly. This is a known software issue, and is not typically the root cause
- When it comes to manual transmission vehicles, this is most often caused by the driver
- However, if the engine did not quit during our test drive, we should focus on the camshaft position sensor input to the IVT control module [F70] pin 8
- This signal should mirror the camshaft position sensor input to the ECM at [F10] pin 34
- What symptom did we experience? Loss of power or engine quitting?

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

Thank you,

[REDACTED]

TECH LINE

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[REDACTED]

Mileage: 7,274

Dealer code: [REDACTED]

Dealer name: SOMERSWORTH NISSAN

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- ALSO CUSTOMER STATES WHEN CYCLE KEY PROBLEM STOPS HAPPENING:

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Phillip M Page  
Technical Support Specialist  
Aftersales Dealer Support – TECH LINE  
Nissan North America, Inc.

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Re: [REDACTED] 2023.0 VERSA SEDAN; [REDACTED]

Message Date [REDACTED]  
Has Attachment   
Email Address brandall@somersworthnissan.com  
Status Read  
Subject Re: [REDACTED] 2023.0 VERSA SEDAN; [REDACTED]  
Text Body Road tested this morning problem returned [REDACTED] a camshaft posi signal b1 checked cam it is good . Note when problem started after oil change was done has after market filter on it. Note 1 trip 1t .

From: TECH LINE Email to Case <techlinesfdc@nissan-usa.com>  
Sent: [REDACTED]  
To: William Randall <brandall@somersworthnissan.com>  
Subject: [REDACTED] 2023.0 VERSA SEDAN; [REDACTED]

[REDACTED]

TECH LINE's latest case update is below.

- Whether we continue to test drive or release the vehicle is ultimately a decision of the customer and your service department
- Please discuss this with your Service Manager. TECH LINE can only provide technical assistance

[REDACTED]

Thank you,

Phil Page

TECH LINE

Updating a TECH LINE Case:

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[REDACTED]

Mileage: 7,274

Dealer code: [REDACTED]

Dealer name: SOMERSWORTH NISSAN

Customer's Concerns:

C/S INTERMITTENT POWER WHILE ACCEL RATING MANUAL TRANSMISSION.

Technician Findings:

- VERIFIED WITH CUSTOMER OF INTERMITTENT POWER WHILE ACCEL RATING MANUAL TRANSMISSION. TO THE FLOOR IN FIRST GEAR TOOK OVER 10 SECONDS TO REACH 15 MPH, ALMOST FEELS LIKE ITS IN 5TH GEAR AT 15MPH AND STRUGGLING TO ACCELERATE
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[REDACTED]

[REDACTED]

2023.0 VERSA SEDAN; [REDACTED]

Message Date [REDACTED]

Has Attachment

Email Address brandall@somersworthnissan.com

Status Sent

Subject [REDACTED] 2023.0 VERSA SEDAN; [REDACTED]

Text Body KYLE CUNNINGHAM,

TECH LINE's latest case update is below.

[REDACTED]

**RECOMMENDATION:**

- Whether we continue to test drive or release the vehicle is ultimately a decision of the customer and your service department
- Please discuss this with your Service Manager. TECH LINE can only provide technical assistance

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

Thank you,

---

Phil Page

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[REDACTED]

Mileage: 7,274

[REDACTED]

Dealer name: SOMERSWORTH NISSAN

**Customer's Concerns:**

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Re: Case [REDACTED] VERSA SEDAN; [REDACTED]

Message Date [REDACTED]

Has Attachment

Email Address brandall@somersworthnissan.com

Status Read

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

Text Body Road tested this car a lot it has not had any problems . Can we release this car back to the customer .

From: TECH LINE Email to Case <techlinesfdc@nissan-usa.com>  
Sent: [REDACTED]  
To: William Randall <brandall@somersworthnissan.com>  
Subject: [REDACTED] VERSA SEDAN; [REDACTED]

[REDACTED]

TECH LINE's latest case update is below.

- Hello, [REDACTED] My name is [REDACTED] and I will be assisting with your case today
- This is a manual transmission, so a limited throttle is the most likely cause
- Did you have to cycle the ignition to correct?
  
- Loss of throttle response can have various causes. It is not always a throttle issue
- A few other inputs that will cause this symptom without DTC are:
  1. Brake switch input
  2. VDC/TCS activation
  3. Range position
- One of the more common reasons we see this is aftermarket tail lamp bulbs / lamp assemblies
- We have also seen some issues occurring related to the shared reverse lamp and defroster ground. Activating the defroster induces the loss of power
  
- We recommend capturing all ECM Data Monitor values when acting up:
  1. Select ENGINE Data Monitor
  2. Select ALL SIGNALS using the drop down
  3. Select START to monitor the values
  4. Test drive / duplicate
  5. Press RECORD when actively duplicating (not before)
  6. SAVE the populated data graph to your desktop (change the 'save to' location)
  7. Attach the resulting .dm or .txt file to your email reply
- The VDR and trigger button can be used if extended test-driving is needed

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

Thank you,  
\_\_\_\_\_  
[REDACTED]

TECH LINE

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[REDACTED]

Mileage: 7,274

[REDACTED]

Dealer name: SOMERSWORTH NISSAN

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[REDACTED]

VERSA SEDAN;

Message Date [REDACTED]

Has Attachment

Email Address brandall@somersworthnissan.com

Status Sent

Subject [REDACTED] VERSA SEDAN;

Text [REDACTED]

TECH LINE's latest case update is below.

RECOMMENDATION:

- Hello, [REDACTED] and I will be assisting with your case today
- This is a manual transmission, so a limited throttle is the most likely cause
- Did you have to cycle the ignition to correct?

- Loss of throttle response can have various causes. It is not always a throttle issue
- A few other inputs that will cause this symptom without DTC are:
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- We have also seen some issues occurring related to the shared reverse lamp and defroster ground. Activating the defroster induces the loss of power
  
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  1. Select ENGINE Data Monitor
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  3. Select START to monitor the values
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- The VDR and trigger button can be used if extended test-driving is needed

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

Thank you,

[REDACTED]

TECH LINE

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[REDACTED]

Mileage: 7,274

[REDACTED]

Dealer name: SOMERSWORTH NISSAN

Customer's Concerns:  
C/S INTERMITTENT POWER WHILE ACCEL RATING MANUAL TRANSMISSION.

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Re: [REDACTED] VERSA SEDAN; [REDACTED]

Message Date [REDACTED]

Has Attachment

Email Address brandall@somersworthnissan.com

Status Read

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

Text Body We have been driving car problem has not returned . Cust is scared to drive car any ideas would be great.

From: TECH LINE Email to Case <techlinesfdc@nissan-usa.com>

Sent: [REDACTED]

To: William Randall <brandall@somersworthnissan.com>

Subject: [REDACTED] VERSA SEDAN; [REDACTED]

[REDACTED]

TECH LINE's latest case update is below.

Recommendation:

-Thank you for the update

-We will await your follow-up on if the concern duplicates again so we can data monitor engine signals to see if we notice anything abnormal

-if we are able to duplicate the concern again, after inspecting engine data, we can also try unplugging any wheel speed sensor to disable ABS and check if the concern still occurs (to help determine if this is ABS related)

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

[REDACTED]

Thank you,

[REDACTED]

TECH LINE

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[REDACTED]

Mileage: 7,274

[REDACTED]

Dealer name: SOMERSWORTH NISSAN

Customer's Concerns:  
C/S INTERMITTENT POWER WHILE ACCEL RATING MANUAL TRANSMISSION.

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[REDACTED]

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

Message Date [REDACTED]

Has Attachment

Email Address **brandall@somersworthnissan.com**

Status **Sent**

Subject [REDACTED] **VERSA SEDAN;** [REDACTED]

Text Body [REDACTED]

TECH LINE's latest case update is below.

Recommendation:  
-Thank you for the update

-We will await your follow-up on if the concern duplicates again so we can data monitor engine signals to see if we notice anything abnormal

-if we are able to duplicate the concern again, after inspecting engine data, we can also try unplugging any wheel speed sensor to

[REDACTED]

disable ABS and check if the concern still occurs (to help determine if this is ABS related)

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Thank you,

\_\_\_\_\_  
[REDACTED]

TECH LINE

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[REDACTED]

Mileage: 7,274

[REDACTED]

Dealer name: SOMERSWORTH NISSAN

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Re: [REDACTED] VERSA SEDAN; [REDACTED]

Message Date [REDACTED]

Has Attachment

Email Address brandall@somersworthnissan.com

Status Read

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

Text Body HELLO WOULD AGREE NOT A MECHANICAL ISSUE, IT IS NOT DOING IT RIGHT NOW CUSTOMER SHUT CAR OFF AFTER TEST DRIVE AND HAVEN'T BEEN ABLE TO GET CONCERN TO RETURN. DID DRIVE CAR WHEN IT WAS HAPPENING AND FOOT TO FLOOR ON ACCELERATOR AND IT SEEMED LIKE THROTTLE CHAMBER WAS STILL CLOSED OR NOT READING. WHEN PUSHING CLUTCH IN CAR WOULD NOT FREE REV LIKE NORMAL DID SLOWLY GO UP IN RPMS. TRYING TO GET CONCERN TO HAPPEN AGAIN SO CAN MONITOR ENGINE DATA.

From: TECH LINE Email to Case <techlinesfdc@nissan-usa.com>  
Sent: [REDACTED]  
To: William Randall <brandall@somersworthnissan.com>  
Subject: [REDACTED] VERSA SEDAN; [REDACTED] LACK OF POWER ON ACCEL [REDACTED]

[REDACTED]

TECH LINE's latest case update is below.

Recommendation:

-Thank you for the information

-Since the concern can be resolved with an ignition cycle, it would be unlikely that this is relating to the manual transmission, since thats all mechanical. To confirm, if you were to shift to 2nd gear during the lack of power concern, does the lack of power remain?

-If you push in the clutch and then rev the engine, will the engine free rev or is there still no response?

-It seems likely that we may have an engine side concern and the ECM is keeping the throttle closed because it sees a NG input

-The ECM keeping the throttle closed could be related to any of the following:

- Brake SW stuck ON
- ABS activation or unintentional activation (possibly NG sensor)
- Engine alpha's excessively rich or lean

-When this concern is duplicating, lets start by going into ECM data monitor and check the APP sensor and TP sensor values. If the ECM is keeping the throttle closed, we'll see the APP sensor voltages change when applying the throttle but the TP sensor voltages won't change

-If we confirm the TP sensor voltage isn't changing, lets inspect the Brake SW and confirm its not sticking "ON" during the concern

-We can also unplug any ABS wheel speed sensor to disable ABS and then check if the concern still occurs

-If the concern still occurs, monitor engine alpha's, what are engine alpha's showing during the lack of power?

[REDACTED]

Thank you,

[REDACTED]

TECH LINE

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[REDACTED]

Mileage: 7,274

Dealer code: [REDACTED]

Dealer name: SOMERSWORTH NISSAN

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[REDACTED]

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

Message Date [REDACTED]

Has Attachment

Email Address **brandall@somersworthnissan.com**

Status **Sent**

Subject **Case [REDACTED] 2023.0 VERSA SEDAN;** [REDACTED]

Text Body [REDACTED]

TECH LINE's latest case update is below.

Recommendation:

-Thank you for the information

-Since the concern can be resolved with an ignition cycle, it would be unlikely that this is relating to the manual transmission, since thats all mechanical. To confirm, if you were to shift to 2nd gear during the lack of power concern, does the lack of power remain?

-If you push in the clutch and then rev the engine, will the engine free rev or is there still no response?

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-The ECM keeping the throttle closed could be related to any of the following:

Brake SW stuck ON  
ABS activation or unintentional activation (possibly NG sensor)

[REDACTED]

**Engine alpha's excessively rich or lean**

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-If we confirm the TP sensor voltage isn't changing, lets inspect the Brake SW and confirm its not sticking "ON" during the concern

-We can also unplug any ABS wheel speed sensor to disable ABS and then check if the concern still occurs

-If the concern still occurs, monitor engine alpha's, what are engine alpha's showing during the lack of power?

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

Thank you,

\_\_\_\_\_  
[REDACTED]

**TECH LINE**

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[REDACTED]

Mileage: 7,274

Dealer code: [REDACTED]

Dealer name: SOMERSWORTH NISSAN

**Customer's Concerns:**

C/S INTERMITTENT POWER WHILE ACCEL RATING MANUAL TRANSMISSION.

**Technician Findings:**

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Case Comments

<p>User [REDACTED] Public <input checked="" type="checkbox"/></p> <p><b>RECOMMENDATION:</b></p> <ul style="list-style-type: none"> <li>• Attachments up to 35 MB in size can be attached directly to your TECH LINE case using the TECH LINE support request on ASIST &gt; Update a case</li> <li>• Agreed! The throttle can certainly cause a loss of power without DTC</li> <li>• This symptom can also be caused by various other engine control or ABS system issues</li> </ul> <p>Comment</p> <ul style="list-style-type: none"> <li>• What is the maximum engine speed achieved when accelerating?</li> <li>• When related to the throttle or throttle circuit, the throttle plate remains fixed. We may only see the engine speed increase a few hundred RPM</li> <li>• When related to an ECM or ABS system input, the throttle will operate, but limited to approximately 3000 RPM</li> </ul>	<p>User [REDACTED] Public <input checked="" type="checkbox"/></p> <p><b>DESCRIPTION:</b></p> <ul style="list-style-type: none"> <li>• Car has returned cust sates rpms rev/up not responsive has no power</li> </ul> <p>Comment</p> <ul style="list-style-type: none"> <li>• I drove the car could not make it happen he has a Vidoo of it happening</li> <li>• Try to send would no work for some reason. No codes</li> <li>• I was think throttle body may be the problem note it is a manual transmission .</li> </ul>
<p>User [REDACTED] Public <input checked="" type="checkbox"/></p> <p><b>RECOMMENDATION:</b></p> <ul style="list-style-type: none"> <li>• [REDACTED] will trigger if the engine quits unexpectedly. This is a known software issue, and is not typically the root cause</li> <li>• When it comes to manual transmission vehicles, this is most often caused by the driver</li> </ul> <p>Comment</p> <ul style="list-style-type: none"> <li>• However, if the engine did not quit during our test drive, we should focus on the camshaft position sensor input to the IVT control module [F70] pin 8</li> <li>• This signal should mirror the camshaft position sensor input to the ECM at [F10] pin 34</li> <li>• What symptom did we experience? Loss of power or engine quitting?</li> </ul>	<p>User [REDACTED] Public <input checked="" type="checkbox"/></p> <p><b>DESCRIPTION:</b></p> <ul style="list-style-type: none"> <li>• Road tested this morning problem returned</li> <li>• [REDACTED] a camshaft posi signal b1 checked cam it is good .</li> <li>• Note when problem started after oil change was done has aftermarket filter on it.</li> <li>• Note 1 trip 1t .</li> </ul> <p>User [REDACTED] Public <input checked="" type="checkbox"/></p> <p><b>DESCRIPTION:</b></p> <ul style="list-style-type: none"> <li>• Road tested this car a lot it has not had any problems</li> <li>• Can we release this car back to the customer .</li> </ul>
<p>User [REDACTED] Public <input checked="" type="checkbox"/></p> <p><b>RECOMMENDATION:</b></p> <ul style="list-style-type: none"> <li>• Whether we continue to test drive or release the vehicle is ultimately a decision of the customer and your service department</li> <li>• Please discuss this with your Service Manager. TECH LINE can only provide technical assistance</li> </ul> <p>Comment</p>	<p>User [REDACTED] Public <input checked="" type="checkbox"/></p> <p><b>Description:</b></p> <p>HELLO WOULD AGREE NOT A MECHANICAL ISSUE, IT IS NOT DOING IT RIGHT NOW CUSTOMER SHUT CAR OFF AFTER TEST DRIVE AND HAVEN'T BEEN ABLE TO GET CONCERN TO RETURN. DID DRIVE CAR WHEN IT WAS HAPPENING AND FOOT TO FLOOR ON ACCELERATOR AND IT SEEMED LIKE THROTTLE CHAMBER WAS STILL CLOSED OR NOT READING. WHEN PUSHING CLUTCH IN CAR WOULD NOT FREE REV LIKE NORMAL DID SLOWLY GO UP IN RPMS. TRYING TO GET CONCERN TO HAPPEN AGAIN SO CAN MONITOR ENGINE DATA.</p> <p>Comment</p>
<p>User [REDACTED] Public <input checked="" type="checkbox"/></p> <p><b>RECOMMENDATION:</b></p> <ul style="list-style-type: none"> <li>• Hello, [REDACTED] and I will be assisting with your case today</li> <li>• This is a manual transmission, so a limited throttle is the most likely cause</li> <li>• Did you have to cycle the ignition to correct?</li> </ul> <p>Comment</p> <ul style="list-style-type: none"> <li>• Loss of throttle response can have various causes. It is not always a throttle issue</li> <li>• A few other inputs that will cause this symptom without DTC</li> </ul>	<p>User [REDACTED] Public <input checked="" type="checkbox"/></p> <p><b>Customer Comments: C/S INTERMITTENT POWER WHILE ACCELRRATING MANUAL TRANSMISSION.</b></p> <p><input type="checkbox"/> Technician Findings: - VERIFIED WITH CUSTOMER OF INTERMITTENT POWER WHILE ACCELRRATING MANUAL</p>

are:

1. Brake switch input
  2. VDC/TCS activation
  3. Range position
- One of the more common reasons we see this is aftermarket tail lamp bulbs / lamp assemblies
  - We have also seen some issues occurring related to the shared reverse lamp and defroster ground. Activating the defroster induces the loss of power
- We recommend capturing all ECM Data Monitor values when acting up:
    1. Select ENGINE Data Monitor
    2. Select ALL SIGNALS using the drop down
    3. Select START to monitor the values
    4. Test drive / duplicate
    5. Press RECORD when actively duplicating (not before)
    6. SAVE the populated data graph to your desktop (change the 'save to' location)
    7. Attach the resulting .dm or .txt file to your email reply
  - The VDR and trigger button can be used if extended test-driving is needed

**TRANSMISSION. TO THE FLOOR IN FIRST GEAR TOOK OVER 10 SECONDS TO REACH 15 MPH, ALMOST FEELS LIKE ITS IN 5TH GEAR AT 15MPH AND STRUGGLING TO ACCELERATE**  
**- DOES IT FROM 1 MPH TO 45 MPH STOPPED THERE AND TURNED AROUND WASNT SURE OF PROBLEM**  
**- ALSO CUSTOMER STATES WHEN CYCLE KEY PROBLEM STOPS HAPPENING**

Verified: Yes

User [REDACTED]

Public **Recommendation:**

-Thank you for the update

Comment

-We will await your follow-up on if the concern duplicates again so we can data monitor engine signals to see if we notice anything abnormal

-if we are able to duplicate the concern again, after inspecting engine data, we can also try unplugging any wheel speed sensor to disable ABS and check if the concern still occurs (to help determine if this is ABS related)

User [REDACTED]

Public 

Comment

**Recommendation:**

-Thank you for the information

-Since the concern can be resolved with an ignition cycle, it would be unlikely that this is relating to the manual transmission, since thats all mechanical. To confirm, if you were to shift to 2nd gear during the lack of power concern, does the lack of power remain?

-If you push in the clutch and then rev the engine, will the engine free rev or is there still no response?

-It seems likely that we may have an engine side concern and the ECM is keeping the throttle closed because it sees a NG input

-The ECM keeping the throttle closed could be related to any of the following:

**Brake SW stuck ON**  
**ABS activation or unintentional activation (possibly NG sensor)**  
**Engine alpha's excessively rich or lean**

-When this concern is duplicating, lets start by going into ECM data monitor and check the APP sensor and TP sensor values. If the ECM is keeping the throttle closed, we'll see the APP sensor voltages change when applying the throttle but the TP sensor voltages won't change

-If we confirm the TP sensor voltage isn't changing, lets inspect the Brake SW and confirm its not sticking "ON" during the concern

-We can also unplug any ABS wheel speed sensor to disable ABS and then check if the concern still occurs

-If the concern still occurs, monitor engine alpha's, what are engine alpha's showing during the lack of power?

[REDACTED]

Owner [REDACTED]

[REDACTED]

Status Completed

[REDACTED]

User [REDACTED]

Connection

Action Changed Status from Open to Pending Dealer Reply.

[REDACTED]

User [REDACTED]

Connection

Action Changed Status from Pending TECH LINE to Open.

[REDACTED]

User Survey Site Guest User

Connection

Action Changed Tech Preferred Email from brandall@somersworthnissan.com to kcunningham@somersworthnissan.com. Changed Tech Preferred Phone from [REDACTED]

[REDACTED]

User Managed Services

Connection

Action Changed Reopen Date from [REDACTED]. Changed Status from Pending Dealer Reply to Pending TECH LINE.

[REDACTED]

User [REDACTED]

Connection

Action Changed Status from Open to Pending Dealer Reply.

[REDACTED]

User [REDACTED]

Connection

Action Changed Status from Pending TECH LINE to Open.

[REDACTED]

User Managed Services

Connection

Action Changed Reopen Date from [REDACTED]. Changed Status from Pending Dealer Reply to Pending TECH LINE.

[REDACTED]

User [REDACTED]

Connection

Action Changed Status from Open to Pending Dealer Reply.

[REDACTED]

User [REDACTED]

Connection

Action Changed Status from Pending TECH LINE to Open.

[REDACTED]

User Managed Services

Connection

Action Changed Reopen Date from [REDACTED]. Changed Status from Pending Dealer Reply to Pending TECH LINE.

[REDACTED]

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

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

User [REDACTED]  
Connection [REDACTED]  
Action **Changed Case Owner from TECH LINE Tier 2 to [REDACTED]**

User [REDACTED]  
Connection [REDACTED]  
Action **Changed Case Owner from [REDACTED] to TECH LINE Tier 2.**

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

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 Status from Open to Pending Dealer Reply.**

User [REDACTED]  
Connection [REDACTED]  
Action **Changed Case Owner from TECH LINE Initial to Alex Knepper.**

User [REDACTED]  
Connection [REDACTED]  
Action **Changed Subject from [REDACTED] LACK OF POWER RANDOMLY to [REDACTED] LACK OF POWER ON ACCEL.**

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

User [REDACTED]  
Connection [REDACTED]  
Action **Changed Account Name to SOMERSWORTH NISSAN. Created.**