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Case: [REDACTED]

General

Caller Name	[REDACTED]	Dealer	PUENTE HILLS 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	Thursday		

Incident Information

Customer Comments	CUSTOMER STATES VEHICLE HAS AN INTERMITTENT ISSUE WHERE VEHICLE BOTS/ DOGS DOWN, HAS A SEVERE LACK OF POWER, LAGS TO ACCELERATE DOESNT HAPPEN ALL THE TIME CHECK AND ADVISE	Customer Name	TV WALL MOUNTERS LLC
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		Archived VIN Year	2023
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?	INTERMITTENT	Calculated Days Down	0
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	NONE	Total Days Down	0
Observed Modifications & Accessories	NONE	Repair Attempts	0
		Current Mileage	40,274

Vehicle Mileage Prior Value

Vehicle Purchased Miles

Primary DTC

Current DTC [REDACTED]

Past DTC

Other DTCs

TECH LINE Information

Subject	[REDACTED]	Resolution Action	
Status	Closed	Resolution Object	
Confirmed Resolution	Pending	Field Inspection Indicator	<input type="checkbox"/>
Component Code Category	EC Emission Controls	NNA Field Inspection Date	
Component Code Issue	ECU ELECTRONIC CONTROL UNIT	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	PUENTE HILLS 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

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: Case [REDACTED] 2023 VERSA SEDAN; [REDACTED]

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

CC:
 BCC: joshua.bredeson@nissan-usa.com
 Attachment:

Subject: Case [REDACTED] 2023 VERSA SEDAN; [REDACTED]
 Body:

This incident/[REDACTED] 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.

Thank you, [REDACTED] TECH LINE

The TECH LINE Survey can be accessed by: [CLICKING HERE](#)
 Updating a TECH LINE Case: Technician: Reply to this email; do not change the email subject line. 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] HILLS NISSAN

Customer's Concerns:
 CUSTOMER STATES VEHICLE HAS AN INTERMITTENT ISSUE WHERE VEHICLE BOTS/ DOGS DOWN, HAS A SEVERE LACK OF POWER, LAGS TO ACCELERATE DOESNT HAPPEN ALL THE TIME CHECK AND ADVISE
 Technician Findings:
 CUSTOMER STATES HE HAS TAKEN VEHICLE TO OTHER NISSAN DEALERSHIP, BUT TECHS HAVE NOT BEEN ABLE TO DUPLICATE CONCERN, CUSTOMER REQUESTED TEST DRIVE WITH TECH. TEST DROVE VEHICLE WITH TECH, WAS ABLE TO DUPLICATE CUSTOMER CONCERN. WHEN SHIFTING TO NEXT GEAR VEHICLE DOES NOT PICK UP SPEED, FLOORING ACCELERATOR PEDAL TO THE FLOOR BUT VEHICLE DOES NOT WANT TO MOVE. CUSTOMER STATES THIS CONCERN HAS BEEN HAPPENING SINCE HE DROVE VEHICLE OFF LOT. SCANNED VEHICLE FOR DTCS FOUND [REDACTED], A CAMSHAFT POSITION SIGNAL B1. ISSUE INTERMITTENT. DOES NOT HAPPEN ALL

THE TIME.

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]

Attachments

Untitled.png

Size **46KB**
Ownership **Managed Services**
View [View file](#)
Last Modified [REDACTED]

Size **4.36MB**
Ownership **Managed Services**
View [View file](#)
Last Modified [REDACTED]

[REDACTED]

Photos-001.zip

Size **3.44MB**
Ownership **Managed Services**
View [View file](#)
Last Modified 3/ [REDACTED]

Size **7.8MB**
Ownership **Managed Services**
View [View file](#)
Last [REDACTED]

Emails

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

Message Date [REDACTED]
Has Attachment
Email Address [REDACTED]
Status **Sent**
Subject **Case [REDACTED] 2023 VERSA SEDAN;** [REDACTED]
Text Body [REDACTED]

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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Thank you,

[REDACTED]

TECH LINE

[REDACTED]

The **TECH LINE** Survey can be accessed by: **CLICKING HERE**

Updating a **TECH LINE** Case:

Technician: Reply to this email; do not change the email subject line.

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]

Mileage: 40,274

[REDACTED]

Dealer name: **PUENTE HILLS NISSAN**

Customer's Concerns:

CUSTOMER STATES VEHICLE HAS AN INTERMITTENT ISSUE WHERE VEHICLE BOTS/ DOGS DOWN, HAS A SEVERE LACK OF POWER, LAGS TO ACCELERATE DOESNT HAPPEN ALL THE TIME CHECK AND ADVISE

Technician Findings:

CUSTOMER STATES HE HAS TAKEN VEHICLE TO OTHER NISSAN DEALERSHIP, BUT TECHS HAVE NOT BEEN ABLE TO DUPLICATE CONCERN, CUSTOMER REQUESTED TEST DRIVE WITH TECH. TEST DROVE VEHICLE WITH TECH, WAS ABLE TO DUPLICATE CUSTOMER CONCERN. WHEN SHIFTING TO NEXT GEAR VEHICLE DOES NOT PICK UP SPEED, FLOORING ACCELERATOR PEDAL TO THE FLOOR BUT VEHICLE DOES NOT WANT TO MOVE. CUSTOMER STATES THIS CONCERN HAS BEEN HAPPENING SINCE HE DROVE VEHICLE OFF LOT. SCANNED VEHICLE FOR DTCS FOUND [REDACTED] A CAMSHAFT POSITION SIGNAL B1. ISSUE INTERMITTENT. DOES NOT HAPPEN ALL THE TIME.

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Case Comments

[REDACTED]

[REDACTED]

User [REDACTED]

User | Survey Site Guest User

[REDACTED]

Public
Comment **Sent engineering review template**

Public
Comment **TESTED BATTERY, BATTERY OK.**

[REDACTED]
User **Survey Site Guest User**
Public
Comment **Customer Comments: CUSTOMER STATES VEHICLE HAS AN INTERMITTENT ISSUE WHERE VEHICLE BOTS/ DOGS DOWN, HAS A SEVERE LACK OF POWER, LAGS TO ACCELERATE DOESNT HAPPEN ALL THE TIME CHECK AND ADVISE**
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 Repairs Made: NONE
 Verified: Yes
 Current DTC: ECM [REDACTED]
 Question for TECH LINE: Have you seen this before?

Case History

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

[REDACTED]
[REDACTED]
Connection [REDACTED]
Action **Changed Case Owner from TECH LINE Initial 1 to [REDACTED]**

[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.**

[REDACTED]
User **Survey Site Guest User**
Connection [REDACTED]
Action **Changed Status from Open to Pending TECH LINE. Changed Account Name to PUENTE HILLS NISSAN. Created.**