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Case: [REDACTED]

General

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

Incident Information

Customer Comments	cust states rpm go down and car wont speed up. cust states was in third gear on hill car felt like it went into limp mode and had no power	Customer Name	[REDACTED]
Verified	Yes	Vehicle	[REDACTED]
Question for TECH LINE	Can you explain this to me?	VIN	[REDACTED]
Service Manual General Section	Electrical & Power Control	Archived VIN Make	
Service Manual Specific Section		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?	ALL TIMES	Calculated Days Down	15
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	none	Total Days Down	15
Observed Modifications & Accessories	none	Repair Attempts	0
		Current Mileage	4,161
		Vehicle Mileage Prior Value	



Vehicle Purchased Miles
 Primary DTC
 Current DTC ECM none
 Past DTC [REDACTED]
 Other DTCs

TECH LINE Information

Subject	Engine sets [REDACTED]	Resolution Action
Status	Pending Dealer Reply	Resolution Object
Confirmed Resolution	Pending	Field Inspection Indicator <input type="checkbox"/>
Component Code Category	EM Engine Mechanical	NNA Field Inspection Date
Component Code Issue	EMA ENGINE ASSEMBLY	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	CRABTREE NISSAN	Mobile	
Contact Type	NNA Dealer Master	Email	jsticca@crabtreenissan.com
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

Review Dealer Comment

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

Review Dealer Comment

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

Email: Case [REDACTED] 2024.0 VERSA SEDAN; Engine sets [REDACTED]

Name	[REDACTED]
Task	<input checked="" type="checkbox"/>
Due Date	[REDACTED]
[REDACTED]	
Comments	<p>Additional To: jsticca@crabtreennisan.com</p> <p>CC:</p> <p>BCC: steven.cooke@nissan-usa.com</p> <p>Attachment:</p> <p>Subject: Case [REDACTED] 2024.0 VERSA SEDAN; Engine sets [REDACTED]</p> <p>Body:</p> <p>Good afternoon, [REDACTED]—TECH LINE has received a response from Field Quality Investigation (FQI) on the Engineering Review.</p> <p>TECH LINE Recommendations:</p> <p>At this time, there is no reprogramming data available to the field and it is estimated that it will be available in July.</p>

With that said, let's proceed with the **ESM Diagnosis Procedure** for this **DTC** to ensure we do not have a circuit concern that we can resolve to get the vehicle operating as designed.

Please keep us posted on your results; we look forward to resolving this case with you.

Have a good evening, Joe.

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

Thank you, _____ **CTECH 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]

Dealer name: **CRABTREE NISSAN**

Customer's Concerns:

cust states rpm go down and car wont speed up. cust states was in third gear on hill car felt like it went into limp mode and had no power

Technician Findings:

check for engine lack of power after engine stalled at stop sign . restart engine and i have no power !check for codes found code [REDACTED] past check for bulletin no bulletin found note after cycling the keys the power was back !:

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[REDACTED]

Email: [REDACTED] 2024.0 VERSA SEDAN; Engine sets [REDACTED]

Name

Task



Due Date

[REDACTED]

Comments Additional To: jsticca@crabtreennisan.com

CC:

BCC: michael.behning@nissan-usa.com

Attachment:

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

Body:

TECH LINE's latest case update is below.

Description-

Incoming call from tech.

Tech checking on update for [REDACTED] INTAKE CAMSHAFT POSITION SENSOR.

Still under engineering review.

[REDACTED] sets after manual transmission stall at stop.

Recommendation:

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

DTC sets as a symptom of the accidental engine quit caused by stalling out the manual transmission vehicle.

- As of [REDACTED] ECM repro should be coming soon.

Advised tech to sync ASIST and check for ECM updates.

FQI contacted for updates, none at this time.

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Thank you, [REDACTED] TECH LINE

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[REDACTED]

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[REDACTED]

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

Name

Task



Due

CC:

BCC: steven.cooke@nissan-usa.com

Attachment:

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

Body:

[REDACTED]—Thank you for contacting **TECH LINE** this afternoon; it was good to speak with you regarding this case.

TECH LINE Recommendations:

As we discussed, **TECH LINE** recommends to discuss with the customer regarding the release of the vehicle.

TECH LINE's last update on the concern was received from Field Quality Investigation (FQI) on [REDACTED] and it is noted that the reprogramming data will be 'released soon' for this concern. Unfortunately, we cannot be sure that the release of information may occur within a week or six months.

Have a good day, Joe.

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[REDACTED]

Dealer name: CRABTREE NISSAN

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[REDACTED]

Email: Case [REDACTED] 2024.0 VERSA SEDAN; Engine sets [REDACTED]

Name

Task

Due Date [REDACTED]

Additional To: [REDACTED]
CC:
BCC: erich.shuman@nissan-usa.com
Attachment:

Subject: Case [REDACTED]; 2024.0 VERSA SEDAN; Engine sets [REDACTED] after engine stalled. [REDACTED]

Body:

TECH LINE's latest case update is below.

Thank you for the case information.

We noticed the preferred contact method was set to phone.

You are able to call 7 AM – 4 PM Central, Monday through Friday.

The TECH LINE phone number [REDACTED] and your case number (to be entered as an access code.)

This code will set when the engine is stalled on this model with a manual transmission and can have temporary loss of power when restarted.

This is under engineering review as the code should not store due to mismanagement of the clutch. We suspect that a bulletin detailing reprogramming will be available once software is available.

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

Thank you, _____ [REDACTED] LINE

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Comments

Dealer name: CRABTREE NISSAN

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[REDACTED]

Call

Name

Task

Due Date [REDACTED]

Comments

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

Name

Task

Due [REDACTED]

Comments Additional To: jsticca@crabtreennisan.com

CC:

BCC: adam.hoff@nissan-usa.com

Attachment:

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

Body:

TECH LINE's latest case update is below.
TSS recommendation:

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[REDACTED] 4,161

Dealer code: [REDACTED]

Dealer name: CRABTREE NISSAN

Customer's Concerns:

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[REDACTED]

Emails

Case [REDACTED] **2024.0 VERSA SEDAN; Engine sets** [REDACTED]

Message Date [REDACTED]

Has Attachment

Email Address jsticca@crabtree Nissan.com

Status Sent

Subject [REDACTED] **2024.0 VERSA SEDAN; Engine sets** [REDACTED]

Text Body [REDACTED]

TECH LINE's latest case update is below.

TECH LINE Recommendations:

Good afternoon, [REDACTED] —
TECH LINE has received a response from Field Quality Investigation (FQI) on the Engineering Review.

At this time, there is no reprogramming data available to the field and it is estimated that it will be available in July.

With that said, let's proceed with the ESM Diagnosis Procedure for this DTC to ensure we do not have a circuit concern that we can resolve to get the vehicle operating as designed.

Please keep us posted on your results; we look forward to resolving this case with you.

Have a good evening, [REDACTED]

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

Thank you,

[REDACTED]

TECH LINE

[REDACTED]

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[REDACTED]

Mileage: 4,161

[REDACTED]

Dealer name: CRABTREE NISSAN

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Steve Cooke | Technical Support Specialist - Aftersales Dealer Support | Nissan Group of the Americas |

[REDACTED]

Case [REDACTED] 2024.0 VERSA SEDAN; Engine sets [REDACTED] after engine stalled. [REDACTED]

[REDACTED]

Message Date [REDACTED]

Has Attachment

[REDACTED]

Email Address jsticca@crabtree Nissan.com

Status Sent

Subject Case [REDACTED] 2024.0 VERSA SEDAN; Engine sets [REDACTED] after engine stalled. [REDACTED]

Text Body

TECH LINE's latest case update is below.

Description-

Incoming call from tech.

Tech checking on update for [REDACTED] INTAKE CAMSHAFT POSITION SENSOR.

Still under engineering review.

[REDACTED] sets after manual transmission stall at stop.

Recommendation:

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

DTC sets as a symptom of the accidental engine quit caused by stalling out the manual transmission vehicle.

- As of [REDACTED] ECM repro should be coming soon.

Advised tech to sync ASIST and check for ECM updates.

FQI contacted for updates, none at this time.

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Thank you,

[REDACTED]

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Case [REDACTED] 2024.0 VERSA SEDAN; Engine sets [REDACTED]

Message Date [REDACTED]

Has Attachment

Email Address [REDACTED]

Status Sent

Subject Case [REDACTED] 2024.0 VERSA SEDAN; Engine sets [REDACTED]

Text Body [REDACTED]

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TECH LINE Recommendations:

[REDACTED]
Thank you for contacting TECH LINE this afternoon; it was good to speak with you regarding this case.

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Have a good day, [REDACTED]

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

Thank you,

[REDACTED]

TECH LINE

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Mileage: 4,161

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Phone: [REDACTED]

Case [REDACTED]; 2024.0 VERSA SEDAN; Engine sets [REDACTED]

Message Date [REDACTED]

Has Attachment

Email Address [REDACTED]

[REDACTED]

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We suspect that a bulletin detailing reprogramming will be available once software is available.

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

Thank you,

[REDACTED]

TECH LINE

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Case [REDACTED]

Message Date [REDACTED]

Has Attachment

Email Address jsticca@crabtreennisan.com

Status **Sent**

Subject [REDACTED] 2024.0 VERSA SEDAN; [REDACTED]

Text Body

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TECH LINE

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[REDACTED]

Mileage: 4,161

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Adam Hoff
Technical Support Specialist
Aftersales Dealer Support

Nissan North America, Inc.
610 Enon Springs Road East
Smyrna, TN 37167
Phone: +1-615-223-4964 Fax: +1-615-967-3812

Case Comments

[REDACTED]	[REDACTED]
User [REDACTED]	User [REDACTED]
Public <input checked="" type="checkbox"/>	Public <input checked="" type="checkbox"/>
Comment TECH LINE Recommendations:	Comment TECH LINE received response from Field Quality Investigation (FQI):
<p>Good afternoon, [REDACTED] — TECH LINE has received a response from Field Quality Investigation (FQI) on the Engineering Review.</p>	<p>No repro data yet and the estimate to get it is July.</p>
[REDACTED]	[REDACTED]
User [REDACTED]	User [REDACTED]
Public <input checked="" type="checkbox"/>	Public <input checked="" type="checkbox"/>
Comment At this time, there is no reprogramming data available to the field and it is estimated that it will be available in July.	Comment Description-
<p>With that said, let's proceed with the ESM Diagnosis Procedure for this DTC to ensure we do not have a circuit concern that we can resolve to get the vehicle operating as designed.</p>	<p>Incoming call from tech. Tech checking on update for [REDACTED] INTAKE CAMSHAFT POSITION SENSOR. Still under engineering review. [REDACTED] sets after manual transmission stall at stop. Recommendation: Clear DTC, caused by driver error equipped with manual transmission.</p>
<p>Please keep us posted on your results; we look forward to resolving this case with you.</p>	<p>DTC sets as a symptom of the accidental engine</p>

Have a good evening, Joe.

quit caused by stalling out the manual transmission vehicle.
- As of [REDACTED] ECM repro should be coming soon. Advised tech to sync ASIST and check for ECM updates.
FQI contacted for updates, none at this time.

[REDACTED]
User Survey Site Guest User
Public
Comment NO OTHER COMMENT

[REDACTED]
User [REDACTED]
Public

[REDACTED]
User Survey Site Guest User
Public
Comment HI THIS JOE FROM CRABTREENISSAN CUSTOMER DON'T WANT TO DRIVE THE VEHICLE IT IS NOT SAFE! ROAD TEST VEHICLE THIS MORNING AND YES THE VEHICLE IS LACK OF POWER ! AFTER ENGINE STALL OUT AT STOP SIGN +SET CODE [REDACTED] SOME UPDATE PLEASE

TECH LINE Recommendations:
[REDACTED]
Thank you for contacting TECH LINE this afternoon; it was good to speak with you regarding this case.

Comment As we discussed, TECH LINE recommends to discuss with the customer regarding the release of the vehicle.

[REDACTED]
User Steven Cooke
Public
Comment TECH LINE received incoming call from Technician [REDACTED]
Technician questioning whether the vehicle should be released or held awaiting ECM reprogramming.

TECH LINE's last update on the concern was received from Field Quality Investigation (FQI) on [REDACTED] and it is noted that the reprogramming data will be 'released soon' for this concern. Unfortunately, we cannot be sure that the release of information may occur within a week or six months.

Have a good day, [REDACTED]

[REDACTED]
User [REDACTED]
Public
Comment TSS recommendation:
Thank you for the case information.
We noticed the preferred contact method was set to phone.
You are able to call 7 AM – 4 PM Central, Monday through Friday.
The TECH LINE phone number ([REDACTED]) and your case number (to be entered as an access code.)
This code will set when the engine is stalled on this model with a manual transmission and can have temporary loss of power when restarted. This is under engineering review as the code should not store due to mismanagement of the clutch.
We suspect that a bulletin detailing reprogramming will be available once software is available.

[REDACTED]
User [REDACTED]
Public
Comment Inbound call from dealer:
• Advised tech that this concern is currently under engineering review.
• Tech provided an alternate email address; resent original recommendation email.
• Tech to follow up if additional assistance is needed.

[REDACTED]
User Survey Site Guest User
Public
Comment + check charging system show ok! on road test engine stall out by shifting in 2 nd gear by mistake restar and find out engine had no power !until i cycling the keys again !

[REDACTED]
User Survey Site Guest User
Public
Comment Customer Comments: cust states rpm go down and car wont speed up. cust states was in third gear on hill car felt like it went into limp mode and had no power
 Technician Findings: check for engine lack of power after engine stalled at stop sign . restart engine and i have no power !check for codes found code [REDACTED] past check for bulletin no bulletin found note after cycling the keys the

- power was back !
- Repairs Made: none
- Verified: Yes
- Current DTC: ECM none
- Past DTC: ECM [REDACTED]
- LASER/RADAR [REDACTED]
- Question for TECH LINE: Can you explain this to me?

Case History

User [REDACTED]

Connection [REDACTED]

Action **Changed Status from Pending TECH LINE to Pending Dealer Reply.**

User **Survey Site Guest User**

Connection [REDACTED]

Action **Changed Reopen Date from [REDACTED] Changed Status from Pending Dealer Reply to Pending TECH LINE. Changed Preferred Contact Method from Phone to Email.**

User [REDACTED]

Connection [REDACTED]

Action **Changed Subject from Engine sets [REDACTED] after engine stalled. [REDACTED] to Engine sets [REDACTED] after engine stalled - [REDACTED]. Changed Status from Caller In Queue to Pending Dealer Reply.**

User [REDACTED]

Connection [REDACTED]

Action **Changed Case Owner from [REDACTED]**

User [REDACTED]

Connection [REDACTED]

Action **Changed Case Owner from [REDACTED]**

User **ATOS Integration User**

Connection [REDACTED]

Action **Changed Status from Pending TECH LINE to Caller In Queue.**

User **Survey Site Guest User**

Connection [REDACTED]

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

User **Survey Site Guest User**

Connection [REDACTED]

Action **Changed Tech Preferred Email from [REDACTED]**

User [REDACTED]

[REDACTED]
Connection

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

User [REDACTED]

Connection

Action **Changed Case Owner from [REDACTED]**

User **ATOS Integration User**

Connection

Action **Changed Reopen Date from [REDACTED] Changed Status from Closed to Caller In Queue.**

User [REDACTED]

Connection

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

User [REDACTED]

Connection

Action **Changed Tech Preferred Email from jsticca@crabtreenissan.com to [REDACTED]**

User [REDACTED]

Connection

Action **Changed Case Owner from [REDACTED]**

User **ATOS Integration User**

Connection

Action **Changed First Call Resolution from Yes to No. Changed Reopen Date to [REDACTED] Changed Status from Pending Dealer Reply to Caller In Queue.**

User [REDACTED]

Connection

Action **Changed Subject to Engine sets [REDACTED] after engine stalled. [REDACTED] Changed Status from Pending TECH LINE to Pending Dealer Reply.**

User [REDACTED]

Connection

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

User **Survey Site Guest User**

Connection

Action

Changed Status from Open to Pending TECH LINE. Changed Account Name to CRABTREE NISSAN. Changed VIN from [REDACTED] to [REDACTED] Created.

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