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Case: [REDACTED]

**General**

Caller Name	[REDACTED]	Dealer	HUGH WHITE NISSAN ATHENS
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	Friday		

**Incident Information**

Customer Comments	A) CUSTOMER STATES:CHECK ENGINE LIGHT HAS BEEN ON, PREVIOUSLY ORDERED A CAMSHAFT POSITION SENSOR. SOP IS HERE.	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		Archived VIN Year	[REDACTED]
Symptom Code Category	General	Archived VIN Model	VERSA SEDAN
Symptom	CHECK ENGINE LIGHT	Incident/RO Date	[REDACTED]
When does this concern occur?	INTERMITTENT	Calculated Days Down	10
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	CAMSHAFT POSITION SENSOR	Total Days Down	10
Observed Modifications & Accessories	NONE	Repair Attempts	0
		Current Mileage	1,105
		Vehicle Mileage Prior Value	

Vehicle Purchased Miles  
 Primary DTC  
 Current DTC  
 Past DTC [REDACTED]  
 Other DTCs

**TECH LINE Information**

Subject	Sluggish acceleration, [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	ENV VARIABLE DURATION CAM/PULLEY/SOLENOID	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	HUGH WHITE NISSAN ATHENS	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 By [REDACTED] Contact Owner NNAETL  
Last Modified By [REDACTED]

### Activity History

Email: Case [REDACTED] 2024.0 VERSA SEDAN; Sluggish acceleration, [REDACTED]

Name	Task	Due Date	Assigned To	Last Modified Date/Time	Comments
[REDACTED]	<input checked="" type="checkbox"/>	[REDACTED]	[REDACTED]	[REDACTED]	<p><b>Additional To:</b> [REDACTED]</p> <p><b>CC:</b></p> <p><b>BCC:</b> dennis.kent@nissan-usa.com</p> <p><b>Attachment:</b></p> <p><b>Subject:</b> Case [REDACTED] 2024.0 VERSA SEDAN; Sluggish acceleration, [REDACTED]</p> <p><b>Body:</b></p> <p>[REDACTED]</p> <p>TECH LINE's latest case update is below.  <b>Recommendation:</b></p> <p>Good afternoon [REDACTED] and thank you for contacting TECH LINE.  We see that you are looking at a concern with sluggish acceleration. [REDACTED] was set previously, but has not returned after being cleared.</p> <p>On 2024 model Versa equipped with manual transmission, we have seen [REDACTED] set if the engine quits when attempting to take off from a stop (driver error).  [REDACTED] setting under this condition is currently under engineering review, with no recommended repairs at this time.</p> <p>Since [REDACTED] has not reset, let's focus on our drivability symptom.  -Please compare acceleration to a KGV (Known Good Vehicle). If vehicle acceleration compares, no repairs are recommended, since parts replacement will not resolve this.</p> <p>-If concern does not compare, please provide more information about the concern, such as which gear we are in, RPM, driving conditions, ect.</p> <p>The TECH LINE Survey can be accessed by: <a href="#">CLICKING HERE</a></p> <p>Thank you, _____ DennisTECH LINE</p> <p>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.</p> <p>[REDACTED]</p> <p>Dealer name: HUGH WHITE NISSAN ATHENS</p> <p><b>Customer's Concerns:</b></p> <p>[REDACTED]</p>

A) CUSTOMER STATES:CHECK ENGINE LIGHT HAS BEEN ON, PREVIOUSLY ORDERED A CAMSHAFT POSITION SENSOR. SOP IS HERE.

Technician Findings:

CUSTOMER BROUGHT VEHICLE IN [REDACTED] FOR A CHECK ENGINE LIGHT AND THAT THE VEHICLE WOULD FEEL SLUGGISH AND NO POWER AT TIMES. ANOTHER TECH LOOKED AT THE VEHICLE AND DTC [REDACTED] WAS STORED. AN INTAKE CAMSHAFT POSITION SENSOR WAS REPLACED AND CUSTOMER CAME RIGHT BACK AND STATED IT FEELS SLUGGISH WHEN GETTING ON THE HIGHWAY BUT NO DTCS HAS RETURNED. I LOOKED AT THE VEHICLE AND IM UNABLE TO DUPLICATE THE CONCERN AT THIS TIME. I WAS LOOKING AT THE DIAG PROCEDURE FOR [REDACTED] AND IM NOT UNDERSTANDING THE DIAG PROCEDURE FOR THIS CODE. I DONT SEE ANY CASES WITH THIS DTC OR TSBS.:

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	[REDACTED]
Task	<input checked="" type="checkbox"/>
Due Date	[REDACTED]
Assigned To	[REDACTED]
Last Modified Date/Time	[REDACTED]
Comments	[REDACTED]

Emails

Case	[REDACTED] 2024.0 VERSA SEDAN; Sluggish acceleration, [REDACTED]
Message Date	[REDACTED]
Has Attachment	<input type="checkbox"/>
Email Address	[REDACTED]
Status	Sent
Subject	Case [REDACTED] 2024.0 VERSA SEDAN; Sluggish acceleration, [REDACTED]
Text Body	[REDACTED]

TECH LINE's latest case update is below.

Recommendation:

Good afternoon Chris, and thank you for contacting TECH LINE. We see that you are looking at a concern with sluggish acceleration. [REDACTED] was set previously, but has not returned after being cleared.

On 2024 model Versa equipped with manual transmission, we have seen [REDACTED] set if the engine quits when attempting to take off from a stop (driver error). P2615 setting under this condition is currently under engineering review, with no recommended repairs at this time.

Since [REDACTED] has not reset, let's focus on our drivability symptom. -Please compare acceleration to a KGV (Known Good Vehicle). If vehicle acceleration compares, no repairs are recommended, since parts replacement will not resolve this.

-If concern does not compare, please provide more information about the concern, such as which gear we are in, RPM, driving conditions, ect.

[REDACTED]

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

Thank you,

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[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]

**Mileage: 1,105**

**Dealer code: [REDACTED]**

**Dealer name: HUGH WHITE NISSAN ATHENS**

**Customer's Concerns:**

**A) CUSTOMER STATES:CHECK ENGINE LIGHT HAS BEEN ON, PREVIOUSLY ORDERED A CAMSHAFT POSITION SENSOR. SOP IS HERE.**

**Technician Findings:**

**CUSTOMER BROUGHT VEHICLE IN 3/19/24 FOR A CHECK ENGINE LIGHT AND THAT THE VEHICLE WOULD FEEL SLUGGISH AND NO POWER AT TIMES. ANOTHER TECH LOOKED AT THE VEHICLE AND DTC [REDACTED] STORED. AN INTAKE CAMSHAFT POSITION SENSOR WAS REPLACED AND CUSTOMER CAME RIGHT BACK AND STATED IT FEELS SLUGGISH WHEN GETTING ON THE HIGHWAY BUT NO DTCS HAS RETURNED. I LOOKED AT THE VEHICLE AND IM UNABLE TO DUPLICATE THE CONCERN AT THIS TIME. I WAS LOOKING AT THE DIAG PROCEDURE FOR P2615 AND IM NOT UNDERSTANDING THE DIAG PROCEDURE FOR THIS CODE. I DONT SEE ANY CASES WITH THIS DTC OR TSBS.:**

[REDACTED]

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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**Case Comments**

[REDACTED]	[REDACTED]
<p>User [REDACTED] Public <input checked="" type="checkbox"/></p> <p><b>Recommendation:</b></p> <p>Good afternoon Chris, and thank you for contacting TECH LINE. We see that you are looking at a concern with sluggish acceleration. [REDACTED] was set previously, but has not returned after being cleared.</p> <p>On 2024 model Versa equipped with manual transmission, we have seen [REDACTED] set if the engine quits when attempting to take off from a stop (driver error). [REDACTED] setting under this condition is currently under engineering review, with no recommended repairs at this time.</p> <p>Since [REDACTED] has not reset, let's focus on our drivability symptom. -Please compare acceleration to a KGV (Known Good Vehicle). If vehicle acceleration compares, no repairs are recommended, since parts replacement will not resolve this.</p> <p>-If concern does not compare, please provide more information about the concern, such as which gear we are in, RPM, driving conditions, ect.</p> <p>Comment [REDACTED]</p>	<p>User Survey Site Guest User Public <input checked="" type="checkbox"/></p> <p><b>Customer Comments:</b> A) CUSTOMER STATES:CHECK ENGINE LIGHT HAS BEEN ON, PREVIOUSLY ORDERED A CAMSHAFT POSITION SENSOR. SOP IS HERE.</p> <p><input type="checkbox"/> Technician Findings: CUSTOMER BROUGHT VEHICLE IN [REDACTED] FOR A CHECK ENGINE LIGHT AND THAT THE VEHICLE WOULD FEEL SLUGGISH AND NO POWER AT TIMES. ANOTHER TECH LOOKED AT THE VEHICLE AND DTC [REDACTED] WAS STORED. AN INTAKE CAMSHAFT POSITION SENSOR WAS REPLACED AND CUSTOMER CAME RIGHT BACK AND STATED IT FEELS SLUGGISH WHEN GETTING ON THE HIGHWAY BUT NO DTCS HAS RETURNED. I LOOKED AT THE VEHICLE AND IM UNABLE TO DUPLICATE THE CONCERN AT THIS TIME. I WAS LOOKING AT THE DIAG PROCEDURE FOR [REDACTED] AND IM NOT UNDERSTANDING THE DIAG PROCEDURE FOR THIS CODE. I DONT SEE ANY CASES WITH THIS DTC OR TSBS.</p> <p><input type="checkbox"/> Repairs Made: CAMSHAFT POSITION SENSOR <input type="checkbox"/> Verified: Yes <input type="checkbox"/> Past DTC: ECM [REDACTED] <input type="checkbox"/> Question for TECH LINE: Have you seen this before?</p> <p>Comment [REDACTED]</p>

**Case History**

[REDACTED]
<p>User [REDACTED] Connection [REDACTED] Action <b>Changed Status from Pending TECH LINE to Pending Dealer Reply.</b></p>
[REDACTED]
<p>User [REDACTED] Connection [REDACTED] Action <b>Changed Subject to Sluggish acceleration, [REDACTED].</b></p>
[REDACTED]

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

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User **Survey Site Guest User**  
Connection  
Action **Changed Preferred Contact Method to Email. Changed Case Owner from TECH LINE Stage to TECH LINE Initial.**

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User **Survey Site Guest User**  
Connection  
Action **Changed Status from Open to Pending TECH LINE. Changed Account Name to HUGH WHITE NISSAN ATHENS. Created.**