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Case: [REDACTED]

General

Caller Name	[REDACTED]	Dealer	COGGIN 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	Friday		

Incident Information

Customer Comments	CUSTOMER STATES CHECK ENGINE LIGHT IS ON, PLEASE CHECK AND ADVISE	Customer Name	Coggin Nissan On Atlantic
Verified	Yes	Vehicle	[REDACTED]
Question for TECH LINE	What test should I do next?	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	General	Archived VIN Model	VERSA SEDAN
Symptom	CHECK ENGINE LIGHT	Incident/RO Date	[REDACTED]
When does this concern occur?	ALL TIMES	Calculated Days Down	0
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	None	Total Days Down	0
Observed Modifications & Accessories	N/A	Repair Attempts	0
		Current Mileage	4
		Vehicle Mileage Prior Value	

Vehicle Purchased
Miles

Primary DTC

Current DTC

Past DTC

ECM [REDACTED]

Other DTCs

TECH LINE Information

Subject	SES light on [REDACTED] N18	Resolution Action	ENGINEERING
Status	Closed	Resolution Object	
Confirmed Resolution	No	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	COGGIN 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
Home Phone
Work Phone
Description

Lead Source
Birthdate
Department

System Information

Created By [REDACTED] Contact Owner [REDACTED]
Last Modified By [REDACTED]

Activity History

Email: Case [REDACTED]; 2024.0 VERSA SEDAN; SES light on [REDACTED]

Name	Task	Due Date	Assigned To	Last Modified Date/Time	Comments
[REDACTED]	<input checked="" type="checkbox"/>	[REDACTED]	Brian Terk	[REDACTED]	<p>Additional To: [REDACTED]</p> <p>CC:</p> <p>BCC:</p> <p>Attachment:</p> <p>Subject: Case [REDACTED] 2024.0 VERSA SEDAN; [REDACTED]</p> <p>Body: Noah Schaffer, TECH LINE's latest case update is below. -RECOMMENDATION DETAIL: -Good afternoon Noah and thank you for contacting TECH LINE -It looks like the SES light is on with a past [REDACTED] in ECM and a past U1000 in ABS -On e-IVT equipped vehicles the INT/V TIM is Not typically 0 degrees at idle like it is on other vehicles with IVT solenoids [REDACTED] DTC typically sets when the engine quits with incorrect clutch application and this is currently under engineering review for Versa with manual transmission -This incident 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.</p> <p>The TECH LINE Survey can be accessed by: CLICKING HERE</p> <p>Thank you, _____ TTECH 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>Customer's Concerns: CUSTOMER STATES CHECK ENGINE LIGHT IS ON, PLEASE CHECK AND ADVISE</p> <p>Technician Findings: [REDACTED] and [REDACTED] stored. Found intake valve timing to be at 46 degrees at idle. No change after attempting actuator relearn. Intake timing seems normal when revving engine. Continuity to [REDACTED]</p>

actuator is normal and no short to power/ground found. Leaning towards intake valve timing control actuator replacement; Any further recommendations for testing?:

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]

Emails

Case [REDACTED] **2024.0 VERSA SEDAN; SES light on** [REDACTED]

Message Date [REDACTED]

Has Attachment

Email Address [REDACTED]

Status **Sent**

Subject **Case [REDACTED]; 2024.0 VERSA SEDAN; SES light on** [REDACTED]

Text Body **Noah Schaffer,**

TECH LINE's latest case update is below.

-RECOMMENDATION DETAIL:

- Good afternoon Noah and thank you for contacting TECH LINE
- It looks like the SES light is on with a past [REDACTED] in ECM and a past [REDACTED] in ABS
- On e-IVT equipped vehicles the INT/V TIM is Not typically 0 degrees at idle like it is on other vehicles with IVT solenoids
- [REDACTED] DTC typically sets when the engine quits with incorrect clutch application and this is currently under engineering review for Versa with manual transmission
- This incident 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.

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

Thank you,

[REDACTED]

TECH LINE

[REDACTED]

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: 4

Dealer code: [REDACTED]

Dealer name: COGGIN NISSAN

Customer's Concerns:

CUSTOMER STATES CHECK ENGINE LIGHT IS ON, PLEASE CHECK AND ADVISE

Technician Findings:

DTC [REDACTED] and [REDACTED] stored. Found intake valve timing to be at 46 degrees at idle. No change after attempting actuator relearn. Intake timing seems normal when revving engine. Continuity to actuator is normal and no short to power/ground found. Leaning towards intake valve timing control actuator replacement; Any further recommendations for testing?:

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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**Brian Terk
Nissan North America, Inc.
Technical Support Specialist 2
TECH LINE
Vehicle Technical Support**

Case Comments

User Public	[REDACTED] ✓	User [REDACTED] Public ✓
Comment	<p>-RECOMMENDATION DETAIL: -Good afternoon Noah and thank you for contacting TECH LINE -It looks like the SES light is on with a past [REDACTED] in ECM and a past [REDACTED] in ABS -On e-IVT equipped vehicles the INT/V TIM is Not typically 0 degrees at idle like it is on other vehicles with IVT solenoids [REDACTED] DTC typically sets when the engine quits with incorrect clutch application and this is currently under engineering review for Versa with manual transmission</p>	<p>-ENGINE • [REDACTED] INTAKE CAMSHAFT POSITION SENSOR. The intake camshaft position sensor signal edge count is less than 4 counts per one camshaft rotation -ABS • [REDACTED] CAN COMM CIRCUIT</p> <p>4/5/2024 1:56 PM</p>
Comment	<p>-This incident 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.</p>	<p>User Survey Site Guest User Public ✓</p> <p>Customer Comments: CUSTOMER STATES CHECK ENGINE LIGHT IS ON, PLEASE CHECK AND ADVISE <input type="checkbox"/> Technician Findings: DTC [REDACTED] and [REDACTED] stored. Found intake valve timing to be at 46 degrees at idle. No change after attempting actuator relearn. Intake timing seems normal when revving engine. Continuity to actuator is normal and no short to power/ground found. Leaning towards intake valve timing control actuator replacement; Any further recommendations for testing? <input type="checkbox"/> Repairs Made: None <input type="checkbox"/> Verified: Yes <input type="checkbox"/> Past DTC: ECM [REDACTED] <input type="checkbox"/> Question for TECH LINE: What test should I do next?</p>

	[REDACTED]
User Public	Survey Site Guest User ✓
Comment	Looking for additional info

Case History

	[REDACTED]
User	Survey Site Guest User
Connection	
Action	Changed Tech Preferred Email from legomerc@gmail.com to nschaffer@cogginauto.com.

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

	[REDACTED]
User	[REDACTED]
Connection	
Action	Changed Subject to SES light on [REDACTED] Changed Status from Pending TECH LINE to Pending Dealer Reply.

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

	[REDACTED]
User	Survey Site Guest User

[REDACTED]
Connection

Action **Changed Preferred Contact Method to Email. Changed Case Owner from TECH LINE Stage to TECH LINE Initial.**

[REDACTED]
User **Survey Site Guest User**

Connection

Action **Changed Status from Open to Pending TECH LINE. Changed Account Name to COGGIN NISSAN. Created.**

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