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General

Caller Name	[REDACTED]	Dealer	WOOD MOTOR COMPANY
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	1	Texting Status	
Created Day	Friday		

Incident Information

Customer Comments	vehicle has check engine light on, while driving vehicle sometimes it will randomly lose power	Customer Name	[REDACTED]
Verified	No	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	2024.0
Symptom Code Category	Experience/Occurrence	Archived VIN Model	VERSA SEDAN
Symptom	IMPROPER OPERATION	Incident/RO Date	[REDACTED]
When does this concern occur?	INTERMITTENT	Calculated Days Down	3
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	none	Total Days Down	3
Observed Modifications & Accessories	none	Repair Attempts	0
		Current Mileage	484
		Vehicle Mileage Prior Value	



Vehicle Purchased Miles
 Primary DTC
 Current DTC ECM [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	ECS ECCS (SENSORS & SWITCHES)	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	WOOD MOTOR COMPANY	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 Managed Services, [REDACTED] Contact Owner Managed Services
Last Modified By [REDACTED]

Activity History

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

Name
Task
Due Date
Assigned To
Last Modified Date/Time
Comments

Additional To: [REDACTED]
CC:
BCC:
Attachment:

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

[REDACTED]
TECH LINE's latest case update is below.
Recommendation:

Understood, this is something we are not looking into and not part of the engineering review I referred too.

Continue on as it's own unique case by following the **ESM** steps for the **DTC**.

- Inspect connection and pin fit at the sensor and ECM
- Check the circuit for opens and short to ground
- Wiggle check the harness for duplication
- Replace the Sensor

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.

[REDACTED]

Dealer name: **WOOD MOTOR COMPANY**

Customer's Concerns:

vehicle has check engine light on, while driving vehicle sometimes it will randomly lose power

Technician Findings:

scanned codes [REDACTED] insp harness ok checked connectors ok code was in past oil is clean:

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]

Review Dealer Comment

Name

Task

Due Date [REDACTED]

Comments

Review Dealer Comment

Name

Task

Due Date [REDACTED]

Comments

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

Name

Task

Due Date [REDACTED]

Comments

Additional To: rsawyer@woodmotor.com

CC:

BCC:

Attachment:

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

Body:

TECH LINE's latest case update is below.

Recommendation:

Thank you for that clarification [REDACTED].

If unable to duplicate, you can just clear the code and let the customer know what I previously described.

That code is currently being reviewed by our engineering team and no further repairs are recommended right now.

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

Thank you, _____ [REDACTED] ATECH 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.

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[REDACTED]

Dealer name: WOOD MOTOR COMPANY

Customer's Concerns:

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Technician Findings:

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[REDACTED]

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

Name

Task



Due Date

[REDACTED]

Comments

Additional To: rsawyer@woodmotor.com

CC:

BCC:

Attachment:

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

Body:

TECH LINE's latest case update is below.

Recommendation:

Thank you for the case information [REDACTED]

I see we have an intermittent lack of power and check engine light on.

I notice you listed an ECM code of [REDACTED] but I'm thinking that might of been a typo and should be [REDACTED]

[REDACTED] related to the Intake sensor and that would go along with the customers concern.

We have seen this in the past on this model with manual transmissions.

In some cases if the transmission clutch is let out too quickly and the engine quits, this can potentially set this code.

Engineering is reviewing the code logic and for now just advise the customer about the clutch operation.

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

Thank you, [REDACTED] ATECH LINE

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[REDACTED]
[REDACTED]
[REDACTED]
Dealer name: WOOD MOTOR COMPANY

Customer's Concerns:

vehicle has check engine light on, while driving vehicle sometimes it will randomly lose power

Technician Findings:

scanned codes [REDACTED] insp harness ok checked connectors ok code was in past oil is clean:

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[REDACTED]

Emails

Case	[REDACTED]; 2024.0 VERSA SEDAN; MIL [REDACTED]
Message Date	[REDACTED]
Has Attachment	<input type="checkbox"/>
Email Address	rsawyer@woodmotor.com
Status	Sent
Subject	Case [REDACTED] 2024.0 VERSA SEDAN; MIL [REDACTED]
Text Body	[REDACTED]

TECH LINE's latest case update is below.

Recommendation:

Understood, this is something we are not looking into and not part of the engineering review I referred too. Continue on as it's own unique case by following the ESM steps for the DTC.

- Inspect connection and pin fit at the sensor and ECM
- Check the circuit for opens and short to ground
- Wiggle check the harness for duplication
- Replace the Sensor

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: 484

Dealer code: [REDACTED]

Dealer name: WOOD MOTOR COMPANY

Customer's Concerns:

vehicle has check engine light on, while driving vehicle sometimes it will randomly lose power

Technician Findings:

scanned codes [REDACTED] insp harness ok checked connectors ok code was in past oil is clean:

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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[REDACTED]

**Technical Support Specialist
TECH LINE**

[REDACTED]

Nissan North America, Inc.

Case [REDACTED] 2024.0 VERSA SEDAN; MIL [REDACTED]

Message Date [REDACTED]

Has Attachment

Email Address rsawyer@woodmotor.com

Status Sent

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

Text Body [REDACTED]

TECH LINE's latest case update is below.

Recommendation:

Thank you for that clarification [REDACTED]

If unable to duplicate, you can just clear the code and let the customer know what I previously described. That code is currently being reviewed by our engineering team and no further repairs are recommended right now.

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

Thank you,

[REDACTED]

TECH LINE

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[REDACTED]

[REDACTED]

Mileage: 484

Dealer code: [REDACTED]

Dealer name: WOOD MOTOR COMPANY

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vehicle has check engine light on, while driving vehicle sometimes it will randomly lose power

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[REDACTED]
Technical Support Specialist
TECH LINE

Nissan North America, Inc.

Case [REDACTED] 2024.0 VERSA SEDAN; MIL [REDACTED]

Message Date [REDACTED]

Has Attachment

Email Address rsawyer@woodmotor.com

Status Sent

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

Text Body [REDACTED]

TECH LINE's latest case update is below.

Recommendation:

Thank you for the case information Richard.

I see we have an intermittent lack of power and check engine light on.

I notice you listed an ECM code of [REDACTED], but I'm thinking that might of been a typo and should be [REDACTED]

[REDACTED] is related to the Intake sensor and that would go along with the customers concern.

We have seen this in the past on this model with manual transmissions.

In some cases if the transmission clutch is let out too quickly and the engine quits, this can potentially set this code.

Engineering is reviewing the code logic and for now just advise the customer about the clutch operation.

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

Thank you,

[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.

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[REDACTED]

Mileage: 484

Dealer code: [REDACTED]

Dealer name: WOOD MOTOR COMPANY

Customer's Concerns:

vehicle has check engine light on, while driving vehicle sometimes it will randomly lose power

Technician Findings:

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[REDACTED]
 Technical Support Specialist
 TECH LINE

Nissan North America, Inc.

Case Comments

<p>User [REDACTED] Public <input checked="" type="checkbox"/></p> <p>Comment [REDACTED]</p> <p>Recommendation: Understood, this is something we are not looking into and not part of the engineering review I referred too. Continue on as it's own unique case by following the ESM steps for the DTC. -Inspect connection and pin fit at the sensor and ECM -Check the circuit for opens and short to ground -Wiggle check the harness for duplication -Replace the Sensor</p>	<p>User [REDACTED] Survey Site Guest User Public <input checked="" type="checkbox"/></p> <p>Comment [REDACTED]</p> <p>The customer said it has happened twice before the check engine light came on, and it wasn't when they were taking off. It was when they were driving down the highway and went to pull a hill. The customer of course said they have been driving a standard their whole life and don't feel safe driving their brand-new vehicle until after Nissan finishes their review and comes up with a solution.</p>
<p>User [REDACTED] Public <input checked="" type="checkbox"/></p> <p>Comment [REDACTED]</p> <p>Recommendation: Thank you for that clarification [REDACTED] If unable to duplicate, you can just clear the code and let the customer know what I previously described. That code is currently being reviewed by our engineering team and no further repairs are recommended right now.</p>	<p>User [REDACTED] Survey Site Guest User Public <input checked="" type="checkbox"/></p> <p>Comment [REDACTED]</p> <p>sorry yes [REDACTED] is the code and it says A camshaft posi sign b1 code</p>
<p>User [REDACTED] Public <input checked="" type="checkbox"/></p> <p>Comment [REDACTED]</p> <p>Recommendation: Thank you for the case information [REDACTED] I see we have an intermittent lack of power and check engine light on. I notice you listed an ECM code [REDACTED] but I'm thinking that might of been a typo and should be [REDACTED] [REDACTED] is related to the Intake sensor and that would go along with the customers concern. We have seen this in the past on this model with manual transmissions. In some cases if the transmission clutch is let out too quickly and the engine quits, this can potentially set this code. Engineering is reviewing the code logic and for now just advise the customer about the clutch operation.</p>	<p>User [REDACTED] Survey Site Guest User Public <input checked="" type="checkbox"/></p> <p>Comment [REDACTED]</p> <p>Customer Comments: vehicle has check engine light on, while driving vehicle sometimes it will randomly lose power <input type="checkbox"/> Technician Findings: scanned codes [REDACTED] insp harness ok checked connectors ok code was in past oil is clean <input type="checkbox"/> Repairs Made: none <input type="checkbox"/> Verified: No <input type="checkbox"/> Current DTC: ECM [REDACTED] <input type="checkbox"/> Question for TECH LINE: Have you seen this before?</p>

Case History

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

User	Survey Site Guest User
Connection	
Action	Changed Reopen Date from [REDACTED]. Changed Status from Closed to Pending TECH LINE.

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

User	Survey Site Guest User
Connection	
Action	Changed First Call Resolution from Yes to No. Changed Reopen Date to [REDACTED]. Changed Status from Closed to Pending TECH LINE.

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

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

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

User	Survey Site Guest User
Connection	
Action	Changed Status from Open to Pending TECH LINE. Changed Account Name to WOOD MOTOR COMPANY. Changed VIN from [REDACTED] to [REDACTED] Created.
