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[REDACTED]

General

Caller Name	[REDACTED]	Dealer	TEXAS NISSAN OF GRAPEVINE
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	CHECK ENGINE LIGHT IS ON CHECK AND ADVISE	Customer Name	[REDACTED]
Verified	Yes	Vehicle	[REDACTED]
Question for TECH LINE	Can you explain this to me?	VIN	[REDACTED]
Service Manual General Section	Engine	Archived VIN Make	
Service Manual Specific Section		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?	AT START	Calculated Days Down	0
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	N/A	Total Days Down	0
Observed Modifications & Accessories	N/A	Repair Attempts	0
		Current Mileage	5
		Vehicle Mileage Prior Value	
		Vehicle Purchased	

[REDACTED]

Miles
 Primary DTC
 Current DTC
 Past DTC ECM [REDACTED]
 Other DTCs

TECH LINE Information

Subject	ECM sets [REDACTED]	Resolution Action	
Status	Pending Dealer Reply	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	TEXAS NISSAN OF GRAPEVINE	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	Lead Source
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Home Phone

Birthdate

Work Phone

Department

Description

System Information

Created By

Contact Owner

NNAETL

Last Modified By

Activity History

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

Name

Task

Due Date

Assigned To Carlos Nunez

Last Modified Date/Time

Comments

Additional To: [REDACTED]

CC:

BCC:

Attachment:

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

Body:

Gilberto,

Good afternoon & thank you for contacting TECH LINE regarding this DTC [REDACTED] concern.

Please also confirm terminal pin fit of sensor power supply & ground circuit terminals if not already done.

If DTC is not erasing, use 4 channel oscilloscope to check for concern with signal waveform pattern, and power supply, ground circuit values when DTC during DTC.

Ensure to set oscilloscope to the following settings:

• For time division: 50 mSec/div

• For voltage division: 2V/ Div

If DTC is not setting, please capture on oscilloscope at time of DTC.

If additional assistance is needed, for case documentation, please save file (Save icon at top of oscilloscope page) and attach file to email reply.

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

Thank you, _____ 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.

Dealer name: TEXAS NISSAN OF GRAPEVINE

Customer's Concerns:

CHECK ENGINE LIGHT IS ON CHECK AND ADVISE

Technician Findings:

VERIFIED CUSTOMER CONCERN. THE VEHICLE WAS SCANNED AND FOUND CODE [REDACTED] ALREADY CHECK CONECTOR F10 TERMINAL 35 AND F70 TERMINAL 8 AND FOUND GOOD CONTINUITY. NO CORROSION, PIN FIT OK.:

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

Emails

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

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

TECH LINE's latest case update is below.

RECOMMENDATION:

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Thank you,

[REDACTED]

TECH LINE

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From ASIST, Select TECH LINE Support Request, Enter your dealer code and select Update a Case.

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[REDACTED]

Mileage: 5

Dealer code: [REDACTED]

Dealer name: TEXAS NISSAN OF GRAPEVINE

**Customer's Concerns:
CHECK ENGINE LIGHT IS ON CHECK AND ADVISE**

**Technician Findings:
VERIFIED CUSTOMER CONCERN. THE VEHICLE WAS SCANNED AND FOUND CODE [REDACTED] ALREADY CHECK CONECTOR F10 TERMINAL 35 AND F70 TERMINAL 8 AND FOUND GOOD CONTINUITY. NO CORROSION, PIN FIT OK.:**

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Case Comments

[REDACTED]	[REDACTED]
User Carlos Nunez	User Survey Site Guest User
Public <input checked="" type="checkbox"/>	Public <input checked="" type="checkbox"/>

[REDACTED]

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Customer Comments: CHECK ENGINE LIGHT IS ON CHECK AND ADVISE

Technician Findings: VERIFIED CUSTOMER CONCERN. THE VEHICLE WAS SCANNED AND FOUND CODE [REDACTED] ALREADY CHECK CONECTOR F10 TERMINAL 35 AND F70 TERMINAL 8 AND FOUND GOOD CONTINUITY. NO CORROSION, PIN FIT OK.

Repairs Made: N/A

Verified: Yes

Past DTC: ECM [REDACTED]

Question for TECH LINE: Can you explain this to me?

Comment

Comment

User

Connection

Action **Changed Subject to ECM sets [REDACTED] N18. Changed Status from Pending TECH LINE to Pending Dealer Reply.**

User

Connection

Action **Changed Case Owner from TECH LINE Initial 1 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 1.**

User **Survey Site Guest User**

Connection

Action **Changed Status from Open to Pending TECH LINE. Changed Account Name to TEXAS NISSAN OF GRAPEVINE. Created.**