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Case: [REDACTED]

General

Caller Name	[REDACTED]	Dealer	NISSAN OF VAN NUYS
NNAnet user ID	[REDACTED]	Contact Name	edgar lopez
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	Wednesday		

Incident Information

Customer Comments	CUSTOMER STATES ENGINE LIGHT KEEPS COMING ON AND OFF WHEN DRIVING AT HIGH SPEEDS	Customer Name	CAAR IMPERIAL SOLUTIONS
Verified	No	Vehicle	[REDACTED]
Question for TECH LINE	Have you seen this before?	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	UNDERCHARGING	Incident/RO Date	[REDACTED]
When does this concern occur?	AT HIGH SPEED 51 and above	Calculated Days Down	3
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	REPLACED ALTERNATOR	Total Days Down	3
Observed Modifications & Accessories	none	Repair Attempts	0
		Current Mileage	745
		Vehicle Mileage Prior Value	

Vehicle Purchased Miles
Primary DTC
Current DTC
Past DTC
Other DTCs

TECH LINE Information

Subject [REDACTED] Resolution Action
Status Closed Resolution Object
Confirmed Resolution No Field Inspection Indicator
Component Code Category EC|Emission Controls NNA Field Inspection Date
Component Code Issue ECS|ECCS (SENSORS & SWITCHES) FSSS
TECH LINE Template ECC Initial Response FSSS Date
TREAD Component 06
Date/Time [REDACTED] [REDACTED]
Description
Recommendation Detail

DTS Information

DTSM Inspection Date DTSM Request Type
DTSM Inspection Date Confirmed? Inspection Time/Notes Appointment Time:
Notes for DTSM (Vehicle Concerns) Notes to Agent:

Contact Information

Name [REDACTED] Phone [REDACTED]
Account Name NISSAN OF VAN NUYS Mobile
Contact Type NNA Dealer Master Email [REDACTED]
Title Service Technician Email Opt Out
Customer ID [REDACTED] Reports To
Contact Record Type Contact
Inactive Contact

Address Information

Mailing Address Other Address

Additional Information

Fax
Home Phone
Work Phone
Description

Lead Source
Birthdate
Department

System Information

Created By [Redacted] Contact Owner NNAETL
Last Modified [Redacted]

Activity History

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

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

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

Subject: Case [Redacted]; 2024.0 VERSA SEDAN; [Redacted]
Body:

[Redacted]
TECH LINE's latest case update is below.
Recommendation:
• Thank you for the case details.
• We have a vehicle with [Redacted] INTAKE CAMSHAFT POSITION SENSOR stored, and have found the alternator charging at around 12.6v.
• The alternator charging at this voltage is likely normal on this vehicle. Let's compare the charging voltage to a like equipped vehicle to verify.
• Regarding the [Redacted] INTAKE CAMSHAFT POSITION SENSOR, this DTC is currently under engineering review on manual transmission vehicles. If the DTC is not currently setting as current, please clear the DTC.
• 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.
• Please feel free to reach out using Lenz and the voice commands: Frontline Workplace> Start Work> Call Support> Start Service Call> TECH LINE

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.

Case #: [Redacted]
Date: [Redacted] 465Mileage: 745
Dealer code: [Redacted]
Dealer name: NISSAN OF VAN NUYS

Customer's Concerns:
CUSTOMER STATES ENGINE LIGHT KEEPS COMING ON AND OFF WHEN DRIVING AT HIGH SPEEDS

Technician Findings:

UPON CHECKING FOR CODES FOUND PAST CKP SEN/CIRCUIT AND P2615 CAMSHAFT SIGNAL B1. ATTEMPTED TO PERFORM DTC CONFIRMATION BUT FOUND NO CODES RETURN. CLEARED CODES AND TEST DROVE VEHICLE WITH CONSULT PLUGGED IN TO SEE IF IT WOULD APPEAR AT ALL. NOTICED VOLTAGE WAS AT 12.6 INSTEAD OF AROUND 14.5 WHILE DRIVING. CAME TO SHOP AND PERFORMED CHARGING SYSTEM TEST AND FOUND LOW OUTPUT FROM ALTERNATOR. REPLACED ALTERNATOR AND INSTALLED NEW OE ALTERNATOR, PERFORMED CHARGING SYSTEM TEST AND FOUND SAME RESULT; LOW OUTPUT. POSSIBLE THAT NEW ALTERNATOR IS FAULTY OR DO THESE VEHICLES ALTERNATOR PUT OUT LOWER VOLTAGES ?:

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]

2024.0 VERSA SEDAN; [REDACTED]

Message Date [REDACTED]

Has Attachment

Email Address [REDACTED]

Status **Sent**

Subject **Case [REDACTED] VERSA SEDAN; [REDACTED]**

Text Body [REDACTED]

TECH LINE's latest case update is below.

Recommendation:

- Thank you for the case details.
- We have a vehicle with [REDACTED] INTAKE CAMSHAFT POSITION SENSOR stored, and have found the alternator charging at around 12.6v.
- The alternator charging at this voltage is likely normal on this vehicle. Let's compare the charging voltage to a like equipped vehicle to verify.
- Regarding the [REDACTED] INTAKE CAMSHAFT POSITION SENSOR, this DTC is currently under engineering review on manual transmission vehicles. If the DTC is not currently setting as current, please clear the DTC.
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Thank you,

TECH LINE

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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: 745

Dealer code: [REDACTED]

Dealer name: NISSAN OF VAN NUYS

Customer's Concerns:

CUSTOMER STATES ENGINE LIGHT KEEPS COMING ON AND OFF WHEN DRIVING AT HIGH SPEEDS

Technician Findings:

UPON CHECKING FOR CODES FOUND PAST CKP SEN/CIRCUIT AND [REDACTED] CAMSHAFT SIGNAL B1. ATTEMPTED TO PERFORM DTC CONFIRMATION BUT FOUND NO CODES RETURN. CLEARED CODES AND TEST DROVE VEHICLE WITH CONSULT PLUGGED IN TO SEE IF IT WOULD APPEAR AT ALL. NOTICED VOLTAGE WAS AT 12.6 INSTEAD OF AROUND 14.5 WHILE DRIVING. CAME TO SHOP AND PERFORMED CHARGING SYSTEM TEST AND FOUND LOW OUTPUT FROM ALTERNATOR. REPLACED ALTERNATOR AND INSTALLED NEW OE ALTERNATOR, PERFORMED CHARGING SYSTEM TEST AND FOUND SAME RESULT; LOW OUTPUT. POSSIBLE THAT NEW ALTERNATOR IS FAULTY OR DO THESE VEHICLES ALTERNATOR PUT OUT LOWER VOLTAGES ?:

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Case Comments

[REDACTED]	[REDACTED]
User [REDACTED] Public <input checked="" type="checkbox"/>	User Survey Site Guest User Public <input checked="" type="checkbox"/>
Comment Recommendation: <ul style="list-style-type: none"> • Thank you for the case details. • We have a vehicle with [REDACTED] INTAKE CAMSHAFT POSITION SENSOR stored, and have found the alternator charging at around 12.6v. • The alternator charging at this voltage is likely normal on this vehicle. Let's compare the charging voltage to a like equipped vehicle to verify. • Regarding the [REDACTED] INTAKE CAMSHAFT POSITION SENSOR, this DTC is currently under engineering review on manual transmission vehicles. If the DTC is not currently setting as current, please clear the DTC. • 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. • Please feel free to reach out using Lenz and the voice commands: Frontline Workplace> Start Work> Call Support> Start Service Call> TECH LINE 	Comment WHAT IS RECOMMENDED TO BE DONE ?

[REDACTED]	[REDACTED]
User Survey Site Guest User Public <input checked="" type="checkbox"/>	
Comment Customer Comments: CUSTOMER STATES ENGINE LIGHT KEEPS COMING ON AND OFF WHEN DRIVING AT HIGH SPEEDS <input type="checkbox"/> Technician Findings: UPON CHECKING FOR CODES FOUND PAST CKP SEN/CIRCUIT AND P2615 CAMSHAFT SIGNAL B1. ATTEMPTED TO PERFORM DTC CONFIRMATION BUT FOUND NO CODES RETURN. CLEARED CODES AND TEST DROVE VEHICLE WITH CONSULT PLUGGED IN TO SEE IF IT WOULD APPEAR AT ALL. NOTICED VOLTAGE WAS AT 12.6 INSTEAD OF AROUND 14.5 WHILE DRIVING. CAME TO SHOP AND PERFORMED CHARGING SYSTEM TEST AND FOUND LOW OUTPUT FROM ALTERNATOR. REPLACED ALTERNATOR AND INSTALLED NEW OE ALTERNATOR, PERFORMED CHARGING SYSTEM TEST AND FOUND SAME RESULT; LOW OUTPUT. POSSIBLE THAT NEW ALTERNATOR IS FAULTY OR DO THESE VEHICLES ALTERNATOR PUT OUT LOWER VOLTAGES ? <input type="checkbox"/> Repairs Made: REPLACED ALTERNATOR	

- Verified: No
- Question for **TECH LINE**: Have you seen this before?

Case History

[REDACTED]	User	Survey Site Guest User
[REDACTED]	Connection	
[REDACTED]	Action	Changed Caller Name from edgar lopez to [REDACTED] Changed Tech Preferred Email [REDACTED] Changed Tech Preferred Phone from [REDACTED] to [REDACTED].
[REDACTED]	User	[REDACTED]
[REDACTED]	Connection	
[REDACTED]	Action	Changed Status from Pending Dealer Reply to Closed. Changed Status from Pending TECH LINE to Pending Dealer Reply.
[REDACTED]	User	[REDACTED]
[REDACTED]	Connection	
[REDACTED]	Action	Changed Case Owner from [REDACTED]
[REDACTED]	User	[REDACTED]
[REDACTED]	Connection	
[REDACTED]	Action	Changed Subject to [REDACTED]
[REDACTED]	User	[REDACTED]
[REDACTED]	Connection	
[REDACTED]	Action	Changed Case Owner from [REDACTED]
[REDACTED]	User	[REDACTED]
[REDACTED]	Connection	
[REDACTED]	Action	Changed Case Owner from TECH LINE Initial to [REDACTED]
[REDACTED]	User	Survey Site Guest User
[REDACTED]	Connection	
[REDACTED]	Action	Changed Preferred Contact Method to Email. Changed Case Owner from TECH LINE Stage to TECH LINE Initial .
[REDACTED]	User	Survey Site Guest User
[REDACTED]	Connection	
[REDACTED]	Action	Changed Status from Open to Pending TECH LINE . Changed Account Name to NISSAN OF VAN NUYS . Created.