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**General**

Caller Name	[REDACTED]	Dealer	DUTRO 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		Case Owner	[REDACTED]
Repair/Work Order	[REDACTED]	Mobile Phone	
Job/Line Number	1	Texting Status	
Created Day	Monday		

**Incident Information**

Customer Comments	Lack of power	Customer Name	[REDACTED]
Verified	Yes	Vehicle	[REDACTED]
Question for TECH LINE		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		Incident/RO Date	
When does this concern occur?		Calculated Days Down	0
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made		Total Days Down	0
Observed Modifications & Accessories		Repair Attempts	
		Current Mileage	
		Vehicle Mileage Prior Value	
		Vehicle Purchased Miles	



- Primary DTC
- Current DTC
- Past DTC
- Other DTCs

**TECH LINE Information**

Subject	Lack of power, RPM's will not increase, [REDACTED]	Resolution Action	
Status	Closed	Resolution Object	
Confirmed Resolution	Pending	Field Inspection Indicator	<input type="checkbox"/>
Component Code Category	EM Engine Mechanical	NNA Field Inspection Date	
Component Code Issue	EMA ENGINE ASSEMBLY	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	DUTRO 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	Lead Source
-----	-------------

Home Phone

Birthdate

Work Phone

Department

Description

**System Information**

Created By [REDACTED]

Contact Owner NNAETL

Last Modified By [REDACTED]

**Activity History**

Email: [REDACTED] 2024.0 VERSA SEDAN; Lack of power, RPM's will not increase, [REDACTED]

Name

Task

Due Date [REDACTED]

CC:

BCC:

Attachment:

Subject: [REDACTED] 2024.0 VERSA SEDAN; Lack of power, RPM's will not increase, [REDACTED]

Body:

TECH LINE's latest case update is below.

Recommendation:

- Thank you for documenting the vehicle was driven 40 miles before the concern occurred again.
- Since the concern occurs very intermittently we most likely have a short or open in the F-harness.
- Please visually inspect the [REDACTED] connectors for signs of a poor connection or terminals pushing back in the connector when the connector is installed.
- If no concerns are found in these connections please replace the F-harness/EGI harness.

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

Thank you, [REDACTED] MTECH 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: DUTRO NISSAN

Customer's Concerns:

Lack of power

Technician Findings:

Tech chatted in:

ENGINE WILL NOT REV UP, IT HAS NO POWER . IF YOU TURN THE CAR OFF AND BACK ON, THEN IT HAS POWER AND WILL REV UP.

NO CODES AT THIS TIME, AND IT WILL NOT DO IT ALL THE TIME, WE HAVE HAD IT DO IT ONE TIME FOR US.

HAVE YOU HAD ANY CARS DOING THIS?:

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]

Email: Case [REDACTED]; 2024.0 VERSA SEDAN; Lack of power, RPM's will not increase, [REDACTED]

Name  
Task   
Due Date [REDACTED]  
Assigned To Matthew Mead  
Last Modified Date/Time [REDACTED]

CC:  
BCC: matthew.mead@nissan-usa.com  
Attachment:

Subject: Case [REDACTED]; 2024.0 VERSA SEDAN; Lack of power, RPM's will not increase, [REDACTED]

Body:

TECH LINE's latest case update is below.

Recommendation:

- Thank you for documenting no codes are stored.
- We most commonly see similar concerns caused by a DTC stored or an incorrect input to the ECM causing the engine not to rev up.
- Please document the RPM reached when the engine will not rev.
- Wiggle and flex test the harness near the Camshaft sensor (that was replaced) and the crankshaft position sensor and find out if we are able to duplicate the concern.
- Please also test the 12v battery and charging system.

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Dealer code: [REDACTED]  
Dealer name: DUTRO NISSAN

Customer's Concerns:  
Lack of power  
Technician Findings:  
Tech chatted in:

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[REDACTED]

**Emails**

Case [REDACTED]; 2024.0 VERSA SEDAN; Lack of power, RPM's will not increase, [REDACTED]

[REDACTED]

Message Date [REDACTED]

Has Attachment

Email Address [REDACTED]

Status **Sent**

Subject **Case [REDACTED]; 2024.0 VERSA SEDAN; Lack of power, RPM's will not increase, [REDACTED]**

Text Body [REDACTED]

**TECH LINE's latest case update is below.**

**Recommendation:**

- Thank you for documenting the vehicle was driven 40 miles before the concern occurred again.
- Since the concern occurs very intermittently we most likely have a short or open in the F-harness.
- Please visually inspect the [REDACTED] connectors for signs of a poor connection or terminals pushing back in the connector when the connector is installed.
- If no concerns are found in these connections please replace the F-harness/EGI harness.

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]

6MB.

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

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[REDACTED]

Mileage:

Dealer code: [REDACTED]

Dealer name: DUTRO NISSAN

Customer's Concerns:  
Lack of power

Technician Findings:  
Tech chatted in:

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FW: Case [REDACTED] 2024.0 VERSA SEDAN; Lack of power, RPM's will not increase, [REDACTED]

Message Date [REDACTED]  
Has Attachment   
Email Address techlinesfdc@nissan-usa.com

Status **Read**

Subject **FW: Case [REDACTED]; 2024.0 VERSA SEDAN; Lack of power, RPM's will not increase, [REDACTED]**

Text Body **From:** [REDACTED]

Case update, had to drive about 40 miles to get it act up, no cel on, limped back to shop w/o shutting off, wiggled tested all, all ok, no changes and battery and charging ok. Scanned again and has [REDACTED] again current, now. FFD shows S-fuel

ZjQcmQRYFpftBannerStart  
This Message Is From an Untrusted Sender

You have not previously corresponded with this sender.

ZjQcmQRYFpftBannerEnd

Case update, had to drive about 40 miles to get it act up, no cel on, limped back to shop w/o shutting off, wiggled tested all, all ok, no changes and battery and charging ok. Scanned again and has [REDACTED] again current, now. FFD shows S-fuel trim @ 125% and live data shows int/v timing B1 is always 0(ZERO), after shutting off, then restarting timing is active about 45 or 46 degrees.

Sent via the Samsung Galaxy Note20 Ultra 5G, an AT&T 5G smartphone

----- Original message -----

From: TECH LINE Email to Case <techlinesfdc@nissan-usa.com<mailto:techlinesfdc@nissan-usa.com>>

Date: [REDACTED]

TECH LINE's latest case update is below.

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- Please also test the 12v battery and charging system.

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]  
[REDACTED]  
[REDACTED]  
**Mileage:**

**Dealer code:** [REDACTED]

**Dealer name:** DUTRO NISSAN

**Customer's Concerns:**  
Lack of power

**Technician Findings:**  
Tech chatted in:

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[REDACTED]  
copies of the message.

[REDACTED]

[REDACTED] 2024.0 VERSA SEDAN; Lack of power, RPM's will not increase, [REDACTED]

---

Message Date [REDACTED]

Has Attachment

Email Address [REDACTED]

Status **Sent**

Subject **Case [REDACTED]; 2024.0 VERSA SEDAN; Lack of power, RPM's will not increase, [REDACTED]**

Text Body **Chris Moore,**

**TECH LINE's latest case update is below.**

**Recommendation:**

- Thank you for documenting no codes are stored.
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The **TECH LINE** Survey can be accessed by: **CLICKING HERE**

Thank you,

\_\_\_\_\_  
[REDACTED]

**TECH LINE**

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[REDACTED]

Mileage:

Dealer code: [REDACTED]

Dealer name: DUTRO NISSAN

Customer's Concerns:  
Lack of power

Technician Findings:  
Tech chatted in:

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[REDACTED]

[REDACTED]

User [REDACTED]  
Public

User [REDACTED]  
Public

Comment Recommendation:  
- Thank you for documenting the vehicle was driven 40 miles before the concern occurred again.  
- Since the concern occurs very intermittently we most likely have a short or open in the F-harness.  
- Please visually inspect the [REDACTED] for signs of a poor connection or terminals pushing back in the connector when the

Comment Description:  
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[REDACTED]

connector is installed.  
- If no concerns are found in these connections please replace the F-harness/EGI harness.

always 0(ZERO), after shutting off, then restarting timing is active about 45 or 46 degrees.

---

User [REDACTED]  
Public

Comment **Recommendation:**  
 - Thank you for documenting no codes are stored.  
 - We most commonly see similar concerns caused by a DTC stored or an incorrect input to the ECM causing the engine not to rev up.  
 - Please document the RPM reached when the engine will not rev.  
 - Wiggle and flex test the harness near the Camshaft sensor (that was replaced) and the crankshaft position sensor and find out if we are able to duplicate the concern.  
 - Please also test the 12v battery and charging system.

User [REDACTED]  
Public

Tech added:  
 Comment **ON A PREVIOUS VISIT WITH CEL ON, WE REPLACED CAMSHAFT SENSOR AND ACTUATOR FOR DTC P2615.**

---

User [REDACTED]  
Public

Comment **Customer Comments: Lack of power**  
 **Technician Findings: Tech chatted in:**  
  
**ENGINE WILL NOT REV UP, IT HAS NO POWER . IF YOU TURN THE CAR OFF AND BACK ON, THEN IT HAS POWER AND WILL REV UP.**  
  
**NO CODES AT THIS TIME, AND IT WILL NOT DO IT ALL THE TIME, WE HAVE HAD IT DO IT ONE TIME FOR US.**  
  
**HAVE YOU HAD ANY CARS DOING THIS?**  
 **Verified: Yes**

### DTSM Field Inspections

---

Status **Completed**

Created Date [REDACTED]

Owner First Name [REDACTED]

DTSM Team **MWR**

Vehicle [REDACTED]

DTSM Inspection Date [REDACTED]

[REDACTED]

[REDACTED]

### Chat Transcripts

---

Owner **J**

Start Time [REDACTED]

[REDACTED]

Status **Completed**

### Case History

---

User [REDACTED]

Connection  
Action **Changed Status from Pending Dealer Reply to Closed.**

---

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

---

User **Managed Services**  
Connection  
Action **Changed First Call Resolution from Yes to No. Changed Reopen Date to [REDACTED] Changed Status from Pending Dealer Reply to Pending TECH LINE.**

---

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

---

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

---

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

---

User [REDACTED]  
Connection  
Action **Changed Account Name to DUTRO NISSAN. Created.**