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Case: [REDACTED]

General

Caller Name	[REDACTED]	Dealer	TEAM 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	1	Texting Status	
Created Day	Monday		

Incident Information

Customer Comments	check engine light on	Customer Name	team nissan
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	
Symptom Code Category	Experience/Occurrence	Archived VIN Model	
Symptom	IMPROPER OPERATION	Incident/RO Date	[REDACTED]
When does this concern occur?	INTERMITTENT	Calculated Days Down	0
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	followed diag procedure	Total Days Down	0
Observed Modifications & Accessories	none	Repair Attempts	0
		Current Mileage	351
		Vehicle Mileage Prior Value	
		Vehicle Purchased Miles	

Primary DTC
 Current DTC
 Past DTC ECM [REDACTED]
 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	TEAM 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 [REDACTED]

Last Modified By [REDACTED]

Activity History

Email: [REDACTED] 2024 Versa; MIL [REDACTED]

Name

Task

Due Date [REDACTED]

CC:

BCC:

Attachment:

Subject: [REDACTED] 2024 Versa; MIL [REDACTED]

Body:

TECH LINE's latest case update is below.

Recommendation:

Thank you for the case information [REDACTED]

This is an issue that engineering is aware of and currently reviewing.

The code can set as a symptom of accidental engine quit such as releasing the clutch too quick causing the engine to quit.

For now we can clear the code.

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] 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. 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: TEAM NISSAN

Customer's Concerns:
check engine light on
Technician Findings:

code [REDACTED] camshaft posi signal b1 keeps coming back on when vehicle stalls. I understand that the vehicle is not meant to be stalled but the vehicle goes into limp mode once code is currant. followed diag procedure. not problems found. is this normal?:

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

	2024 Versa; MIL
Message Date	[REDACTED]
Has Attachment	<input type="checkbox"/>
Email Address	[REDACTED]
Status	Sent
Subject	[REDACTED] 2024 Versa; MIL [REDACTED]
Text Body	[REDACTED]

TECH LINE's latest case update is below.

Recommendation:

Thank you for the case information [REDACTED].
 This is an issue that engineering is aware of and currently reviewing.
 The code can set as a symptom of accidental engine quit such as releasing the clutch too quick causing the engine to quit.
 For now we can clear the code.
 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

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: 351

Dealer code: [REDACTED]

Dealer name: TEAM NISSAN

Customer's Concerns:
check engine light on

Technician Findings:
code [REDACTED] camshaft posi signal b1 keeps coming back on when vehicle stalls. I understand that the vehicle is not meant to be stalled but the vehicle goes into limp mode once code is currant. followed diag procedure. not problems found. is this normal?:

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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**Michael Aceves II
Technical Support Specialist
TECH LINE**

Nissan North America, Inc.

Case Comments

[REDACTED]

User	[REDACTED]	User	Survey Site Guest User
Public	<input checked="" type="checkbox"/>	Public	<input checked="" type="checkbox"/>
Comment	<p>Recommendation: Thank you for the case information [REDACTED]. This is an issue that engineering is aware of and currently reviewing. The code can set as a symptom of accidental engine quit such as releasing the clutch too quick causing the engine to quit. For now we can clear the code. 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>	Comment	<p>Customer Comments: check engine light on <input type="checkbox"/> Technician Findings: code [REDACTED] camshaft posi signal b1 keeps coming back on when vehicle stalls. I understand that the vehicle is not meant to be stalled but the vehicle goes into limp mode once code is currant. followed diag procedure. not problems found. is this normal? <input type="checkbox"/> Repairs Made: followed diag procedure <input type="checkbox"/> Verified: Yes <input type="checkbox"/> Past DTC: ECM [REDACTED] <input type="checkbox"/> Question for TECH LINE: Can you explain this to me?</p>

Case History

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

User	Michael Aceves
Connection	
Action	Changed Case Owner from TECH LINE Initial to Michael Aceves.

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 TEAM NISSAN. Changed Vehicle to [REDACTED]. Created.