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Case: [REDACTED]

General

Caller Name	Zachary Allen	Dealer	WALLACE NISSAN OF KINGSPORT
NNAnet user ID	[REDACTED]	Contact Name	zachary allen
Tech Preferred Phone	914238633828	Customer Name	
Tech Preferred Email	zallen00@gmail.com	Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	Dennis Kent
Repair/Work Order	[REDACTED]	Mobile Phone	
Job/Line Number	1	Texting Status	
Created Day	Thursday		

Incident Information

Customer Comments	after vehicle stalls it struggles to accelerate	Customer Name	[REDACTED]
Verified	Yes	Vehicle	[REDACTED]
Question for TECH LINE	Have you seen this before?	VIN	[REDACTED]
Service Manual General Section	Transmission & Drive-Line	Archived VIN Make	
Service Manual Specific Section	Transaxle & Transmission	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?	ALL TIMES	Calculated Days Down	0
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	none	Total Days Down	0
Observed Modifications & Accessories	NONE	Repair Attempts	1
		Current Mileage	1,979
		Vehicle Mileage Prior Value	
		Vehicle Purchased	

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

TECH LINE Information

Subject	Lack of acceleration after driver error engine quit, [REDACTED]	Resolution Action	ENGINEERING
Status	Closed	Resolution Object	
Confirmed Resolution	No	Field Inspection Indicator	<input type="checkbox"/>
Component Code Category	CL Clutch System	NNA Field Inspection Date	
Component Code Issue	CLA CLUTCH PEDAL, CABLE/HYDRAULIC SYSTEM	FSSS	<input type="checkbox"/>
TECH LINE Template	ECC Initial Response	FSSS Date	
TREAD Component	10		
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 to Agent:
Notes for DTSM (Vehicle Concerns)			

Contact Information

Name	zachary allen	Phone	423-863-3828
Account Name	WALLACE NISSAN OF KINGSPORT	Mobile	
Contact Type	NNA Dealer Master	Email	zallen00@gmail.com
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 [REDACTED] Contact Owner NNAETL
Last Modified By [REDACTED]

Activity History

Email: Case [REDACTED]; 2024.0 VERSA SEDAN; Lack of acceleration after driver error engine quit, [REDACTED] [REDACTED]

Name	[REDACTED]
Task	<input checked="" type="checkbox"/>
Due Date	[REDACTED]
Assigned To	Dennis Kent
Last Modified Date/Time	[REDACTED]
Comments	<p>Additional To: zallen00@gmail.com CC: BCC: dennis.kent@nissan-usa.com Attachment:</p> <p>Subject: Case [REDACTED]; 2024.0 VERSA SEDAN; Lack of acceleration after driver error engine quit, [REDACTED]</p> <p>Body: Zachary Allen, TECH LINE's latest case update is below. Recommendation:</p> <p>Good afternoon Zachary, and thank you for contacting TECH LINE. We see that you are looking at a concern with lack of acceleration. This occurs after a driver error caused engine quit. [REDACTED] is set when this happens.</p> <p>We agree that [REDACTED] will set after a driver induced engine quit even on manual equipped Versa. This incident is currently under engineering review. Unfortunately, because of this review, we do not recommend any repairs at this time.</p> <p>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.</p> <p>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> <p>The TECH LINE Survey can be accessed by: CLICKING HERE</p> <p>Thank you, _____ DennisTECH LINE</p> <p>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.</p> <p>[REDACTED]</p> <p>Dealer name: WALLACE NISSAN OF KINGSPORT</p> <p>Customer's Concerns: after vehicle stalls it struggles to accelerate</p>

Technician Findings:

customer states after stalling vehicle it struggles to accelerate has no power. after cutting vehicle off and restarting vehicle accelerates fine. issue only occurs after customer dumps the clutch and kills engine. i drove vehicle several miles last time and couldnt duplicate concern. check engine light popped on after customer stalled it and has code [REDACTED] i believe it set the code because of the abrupt stop of engine from dumping clutch. checked for bulletins and none related to issue. curious as to if this is an actual issue or if customer is creating issue by stalling vehicle.:

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

Case [REDACTED]; 2024.0 VERSA SEDAN; Lack of acceleration after driver error engine quit, [REDACTED] [REDACTED]

Message Date [REDACTED]

Has Attachment

Email Address zallen00@gmail.com

Status Sent

Subject Case [REDACTED]; 2024.0 VERSA SEDAN; Lack of acceleration after driver error engine quit, [REDACTED] [REDACTED]

Text Body Zachary Allen,

TECH LINE's latest case update is below.

Recommendation:

Good afternoon Zachary, and thank you for contacting TECH LINE.

We see that you are looking at a concern with lack of acceleration. This occurs after a driver error caused engine quit. [REDACTED] is set when this happens.

We agree that [REDACTED] will set after a driver induced engine quit even on manual equipped Versa. 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,

Dennis

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: 1,979

Dealer code: [REDACTED]

Dealer name: WALLACE NISSAN OF KINGSPORT

Customer's Concerns:
after vehicle stalls it struggles to accelerate

Technician Findings:
customer states after stalling vehicle it struggles to accelerate has no power. after cutting vehicle off and restarting vehicle accelerates fine. issue only occurs after customer dumps the clutch and kills engine. i drove vehicle several miles last time and couldnt duplicate concern. check engine light popped on after customer stalled it and has code [REDACTED]. i believe it set the code because of the abrupt stop of engine from dumping clutch. checked for bulletins and none related to issue. curious as to if this is an actual issue or if customer is creating issue by stalling vehicle.:

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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.

Case Comments

[REDACTED]	[REDACTED]	[REDACTED]
User	Dennis Kent	User Survey Site Guest User
Public	<input checked="" type="checkbox"/>	Public <input checked="" type="checkbox"/>
	<p>Recommendation:</p> <p>Good afternoon Zachary, and thank you for contacting TECH LINE. We see that you are looking at a concern with lack of acceleration. This occurs after a driver error caused engine quit. [REDACTED] is set when this happens.</p>	<p>Customer Comments: after vehicle stalls it struggles to accelerate</p> <p><input type="checkbox"/> Technician Findings: customer states after stalling vehicle it struggles to accelerate has no power. after cutting vehicle off and restarting vehicle accelerates fine. issue only occurs after customer dumps the clutch and kills engine. i drove vehicle several miles last time and couldnt duplicate concern. check engine light popped on</p>
Comment	<p>We agree that [REDACTED] will set after a driver induced engine quit even on manual equipped Versa. This incident is currently under engineering review. Unfortunately, because of this review, we do not recommend any repairs at this time.</p>	<p>Comment after customer stalled it and has code [REDACTED]. i believe it set the code because of the abrupt stop of engine from dumping clutch. checked for bulletins and none related to issue. curious as to if this is an actual issue or if customer is creating issue by stalling vehicle.</p>
	<p>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.</p>	<p><input type="checkbox"/> Repairs Made: none</p> <p><input type="checkbox"/> Verified: Yes</p> <p><input type="checkbox"/> Current DTC: ECM [REDACTED]</p> <p><input type="checkbox"/> Question for TECH LINE: Have you seen this before?</p>
	<p>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>	

Case History

[REDACTED]	[REDACTED]
User	Dennis Kent
Connection	[REDACTED]
Action	Changed Status from Pending Dealer Reply to Closed. Changed Status from Pending TECH LINE to Pending Dealer Reply.
[REDACTED]	[REDACTED]
User	Dennis Kent
Connection	[REDACTED]
Action	Changed Subject from Lack of acceleration occurs after driver error engine quit, [REDACTED] to Lack of acceleration after driver error engine quit, [REDACTED]
[REDACTED]	[REDACTED]
User	Dennis Kent
Connection	[REDACTED]
Action	Changed Subject to Lack of acceleration occurs after driver error engine quit, [REDACTED]
[REDACTED]	[REDACTED]
User	Dennis Kent
Connection	[REDACTED]
Action	Changed Caller Name from zachary allen to Zachary Allen.
[REDACTED]	[REDACTED]
User	Dennis Kent
[REDACTED]	[REDACTED]
User	Dennis Kent
[REDACTED]	[REDACTED]

[REDACTED]
Connection

Action **Changed Case Owner from TECH LINE Initial to Dennis Kent.**

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 WALLACE NISSAN OF KINGSPORT. Created.**

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