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Case: [REDACTED]

General

Caller Name	Julio Ponce-Ramirez	Dealer	NISSAN OF YUBA CITY
NNAnet user ID	[REDACTED]	Contact Name	Julio Ponce-Ramirez
Tech Preferred Phone	914155787520	Customer Name	
Tech Preferred Email	jponce@yubacitynissan.com	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	When at a stop check engine light comes on and vehicle has lack of power and stalls when trying to accelerate.	Customer Name	[REDACTED]
Verified	No	Vehicle	[REDACTED]
Question for TECH LINE	Have you seen this before?	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	Experience/Occurrence	Archived VIN Model	VERSA SEDAN
Symptom	LACK OF POWER NO ACCEL	Incident/RO Date	[REDACTED]
When does this concern occur?	WHEN ACCEL	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	0
		Current Mileage	1,949
		Vehicle Mileage Prior Value	

Vehicle Purchased
Miles

Primary DTC

Current DTC

Past DTC

ECM P2615 LASER/RADAR [REDACTED]

Other DTCs

TECH LINE Information

Subject	ECM sets [REDACTED] after engine quit, MT N18	Resolution Action	ENGINEERING
Status	Closed	Resolution Object	
Confirmed Resolution	No	Field Inspection Indicator	<input type="checkbox"/>
Component Code Category	EC Emission Controls	NNA Field Inspection Date	
Component Code Issue	ECU ELECTRONIC CONTROL UNIT	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	Julio Ponce-Ramirez	Phone	415-578-7520
Account Name	NISSAN OF YUBA CITY	Mobile	
Contact Type	NNA Dealer Master	Email	jponce@yubacitynissan.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

Additional Information



Fax
Home Phone
Work Phone
Description

Lead Source
Birthdate
Department

System Information

Created By [REDACTED] Contact Owner [REDACTED]
Last Modified By [REDACTED]

Activity History

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

Name	Task	Due Date	Assigned To	Last Modified Date/Time	Comments
[REDACTED]	<input checked="" type="checkbox"/>	[REDACTED]	Dennis Kent	[REDACTED]	<p>Additional To: jponce@yubacitynissan.com CC: BCC: dennis.kent@nissan-usa.com Attachment:</p> <p>Subject: Case [REDACTED]; 2024.0 VERSA SEDAN; ECM sets [REDACTED] [ref: [REDACTED]] Body: Julio Ponce-Ramirez, TECH LINE's latest case update is below. Recommendation:</p> <p>Good afternoon Julio, and thank you for contacting TECH LINE. We see that you are looking at a low power concern/CEL, with [REDACTED] set Past.</p> <p>[REDACTED] will set when taking off in first gear and allowing the engine to quit on 24 Versa equipped with manual transmission.</p> <p>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, _____ TECH 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. Case #: [REDACTED] Date Created: [REDACTED] VIN: [REDACTED] Mileage: 1,949 Dealer code: [REDACTED] Dealer name: NISSAN OF YUBA CITY</p> <p>Customer's Concerns: [REDACTED]</p>

When at a stop check engine light comes on and vehicle has lack of power and stalls when trying to accelerate.

Technician Findings:

Found DTC [REDACTED] stored in past. Freeze frame data shows DTC set at 188 RPM. Vehicle is equipped with manual transmission. Test drove vehicle and vehicle operation is normal, DTC does not return. Cam timing is normal no issues found at this time. With this being an intermittent concern what would be next test to perform?:

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; ECM sets [REDACTED]

Message Date [REDACTED]

Has Attachment

Email Address jponce@yubacitynissan.com

Status Sent

Subject [REDACTED] 2024.0 VERSA SEDAN; ECM sets [REDACTED]

Text Body Julio Ponce-Ramirez,

TECH LINE's latest case update is below.

Recommendation:

Good afternoon Julio, and thank you for contacting TECH LINE. We see that you are looking at a low power concern/CEL, with [REDACTED] set Past.

[REDACTED] will set when taking off in first gear and allowing the engine to quit on 24 Versa equipped with manual transmission.

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,

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: 1,949

Dealer code: [REDACTED]

Dealer name: NISSAN OF YUBA CITY

Customer's Concerns:

When at a stop check engine light comes on and vehicle has lack of power and stalls when trying to accelerate.

Technician Findings:

Found DTC [REDACTED] stored in past. Freeze frame data shows DTC set at 188 RPM. Vehicle is equipped with manual transmission. Test drove vehicle and vehicle operation is normal, DTC does not return. Cam timing is normal no issues found at this time. With this being an intermittent concern what would be next test to perform?:

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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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	[REDACTED]	User Survey Site Guest User
Public	<input checked="" type="checkbox"/>	Public <input checked="" type="checkbox"/>
	<p>Recommendation:</p> <p>Good afternoon Julio, and thank you for contacting TECH LINE. We see that you are looking at a low power concern/CEL, with [REDACTED] set Past.</p> <p>[REDACTED] will set when taking off in first gear and allowing the engine to quit on 24 Versa equipped with manual transmission.</p>	<p>Customer Comments: When at a stop check engine light comes on and vehicle has lack of power and stalls when trying to accelerate.</p> <p><input type="checkbox"/> Technician Findings: Found DTC [REDACTED] stored in past. Freeze frame data shows DTC set at 188 RPM. Vehicle is equipped with manual transmission. Test drove vehicle and vehicle operation is normal, DTC does not return. Cam timing is normal no issues found at this time. With this being an intermittent concern what would be next test to perform?</p> <p><input type="checkbox"/> Repairs Made: none</p> <p><input type="checkbox"/> Verified: No</p> <p><input type="checkbox"/> Past DTC: ECM [REDACTED] LASER/RADAR [REDACTED]</p> <p><input type="checkbox"/> Question for TECH LINE: Have you seen this before?</p>
Comment	<p>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>Comment</p>

Case History

[REDACTED]	[REDACTED]
User	[REDACTED]
Connection	[REDACTED]
Action	Changed Status from Pending Dealer Reply to Closed. Changed Status from Pending TECH LINE to Pending Dealer Reply.
[REDACTED]	[REDACTED]
User	[REDACTED]
Connection	[REDACTED]
Action	Changed Subject to ECM sets [REDACTED] after engine quit, [REDACTED].
[REDACTED]	[REDACTED]
User	[REDACTED]
Connection	[REDACTED]
Action	Changed Case Owner from TECH LINE Initial to [REDACTED]
[REDACTED]	[REDACTED]
User	Survey Site Guest User
Connection	[REDACTED]
Action	Changed Preferred Contact Method to Email. Changed Case Owner from TECH LINE Stage to TECH LINE Initial.
[REDACTED]	[REDACTED]
User	Survey Site Guest User
Connection	[REDACTED]

Action | **Changed Status from Open to Pending TECH LINE. Changed Account Name to NISSAN OF YUBA CITY. Created.**

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