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**General**

Caller Name	[REDACTED]	Dealer	JEFF WYLER KINGS NISSAN
NNAnet user ID	[REDACTED]	Contact Name	[REDACTED]
Tech Preferred Phone	[REDACTED]	Customer Name	[REDACTED]
Tech Preferred Email	[REDACTED]	Case Record Type	TECH LINE Cases
Preferred Contact Method	[REDACTED]	Case Owner	[REDACTED]
Repair/Work Order	[REDACTED]	Mobile Phone	[REDACTED]
Job/Line Number	a	Texting Status	[REDACTED]
Created Day	Monday		

**Incident Information**

Customer Comments	Stalls and loses power	Customer Name	[REDACTED]
Verified	Yes	Vehicle	[REDACTED]
Question for TECH LINE	Can you help me find information?	VIN	[REDACTED]
Service Manual General Section	Electrical & Power Control	Archived VIN Make	[REDACTED]
Service Manual Specific Section	[REDACTED]	Archived VIN Year	2024.0
Symptom Code Category	General	Archived VIN Model	VERSA SEDAN
Symptom	[REDACTED]	Incident/RO Date	[REDACTED]
When does this concern occur?	[REDACTED]	Calculated Days Down	32
Is single occurrence or a pattern?	[REDACTED]	Additional Days Down	[REDACTED]
Repairs Made	[REDACTED]	Total Days Down	32
Observed Modifications & Accessories	[REDACTED]	Repair Attempts	[REDACTED]
		Current Mileage	1,924
		Vehicle Mileage Prior Value	[REDACTED]
		Vehicle Purchased Miles	[REDACTED]
		Primary DTC	[REDACTED]
		Current DTC	[REDACTED]
		Past DTC	[REDACTED]
		Other DTCs	[REDACTED]

**TECH LINE Information**

Subject	Loss of power N18	Resolution Action	[REDACTED]
Status	Closed	Resolution Object	[REDACTED]
Confirmed Resolution	No	Field Inspection Indicator	<input type="checkbox"/>
Component Code Category	EM Engine Mechanical	NNA Field Inspection Date	[REDACTED]
Component Code Issue	EMA ENGINE ASSEMBLY	FSSS	<input type="checkbox"/>
TECH LINE Template	ECC Initial Response	FSSS Date	[REDACTED]
TREAD Component	06		
Date/Time Closed	[REDACTED]		
Description	[REDACTED]		
Recommendation Detail	[REDACTED]		

**DTS Information**

DTSM Inspection Date	[REDACTED]	DTSM Request Type	[REDACTED]
DTSM Inspection Date Confirmed?	<input type="checkbox"/>	Inspection Time/Notes	Appointment Time:

Notes for DTSM (Vehicle Concerns)

Contact Information

Name	[REDACTED]	Phone	[REDACTED]
Account Name	JEFF WYLER KINGS 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
-----------------	---------------

Additional Information

Fax	Lead Source
Home Phone	Birthdate
Work Phone	Department
Description	

System Information

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

Activity History

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

Name	[REDACTED]
Task	<input checked="" type="checkbox"/>
Due Date	[REDACTED]
Assigned To	[REDACTED]
Comments	<p>Additional To: [REDACTED]</p> <p>CC:</p> <p>BCC: roberto.morales@nissan-usa.com</p> <p>Attachment:</p> <p>Subject: Case [REDACTED]; 2024.0 VERSA SEDAN; [REDACTED]</p> <p>Body:</p> <p>TECH LINE's latest case update is below.</p> <p>Hello, [REDACTED]</p> <p>Thank you for the update,</p> <p>We will update the case notes regarding A/C operation at time of concern.</p> <p>If you have any additional questions or require any further assistance, please feel free to reply to this email and TECH LINE will be glad to support you</p> <p>The TECH LINE Survey can be accessed by: <a href="#">CLICKING HERE</a></p> <p>Thank you, [REDACTED] 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 code: [REDACTED]</p> <p>Dealer name: JEFF WYLER KINGS NISSAN</p> <p>Customer's Concerns:</p> <p>Stalls and loses power</p> <p>Technician Findings:</p> <p>-can you confirm there is a software update to [REDACTED] 9ex0b for loss of power and or stalling? I read case [REDACTED], and it looks like my customers car fall in the same category? can you confirm software supersession is coming, or this car already has the update?</p> <p>-Stalls and loses power, will not go over 30 mph. customer went in store and came back out, car started sputtered a couple times, and felt like it was going to die. Car did not die:</p> <p>This TECH LINE recommendation is given based solely on the information provided by the dealer. TECH LINE bases repair recommendations on</p>

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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Email: [REDACTED] 2024.0 VERSA SEDAN; [REDACTED]

Name  
Task   
Due Date  
Assigned To  
Last Modified Date/Time

Additional To: [REDACTED]  
CC:  
BCC: roberto.morales@nissan-usa.com  
Attachment:

Subject: [REDACTED] 2024.0 VERSA SEDAN; [REDACTED]

Body:  
TECH LINE's latest case update is below.  
Hello, [REDACTED]

Thank you for the update,

We understand the customer has picked up the vehicle.

To summarize

- Fresh fuel has been added since concern was first noticed
  - Concern appears to happen when A/C or Defrost is being used.
  - Unable to determine a common cause, concern "just happens"
  - Engine will start immediately after engine quits
  - Lack of power concern noticed after Engine quit concern.
  - Vehicle will return to normal after leaving off for 10 minutes
  - We were unable to gather recording of concern.
- If customer is able to duplicate concern during a test drive, if we are able to duplicate or have customer duplicate concern, please gather the previously recommend data monitor items at time of concern.

Thank you for the information on this case, we are working diligently on a response and will follow up as soon as possible

Comments

Please update the case with your progress and findings.

If you have any additional questions or require any further assistance, please feel free to reply to this email and TECH LINE will be glad to support you

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.

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Case #: [REDACTED]  
Date Created: [REDACTED]  
VIN: [REDACTED] 1,924  
Dealer code: [REDACTED] WYLER KINGS NISSAN

Customer's Concerns:

Stalls and loses power

Technician Findings:

- can you confirm there is a software update [REDACTED] 9ex0b for loss of power and or stalling? I read case [REDACTED], and it looks like my customers car fall in the same category? can you confirm software supersession is coming, or this car already has the update?
- Stalls and loses power, will not go over 30 mph. customer went in store and came back out, car started sputtered a couple times, and felt like it was going to die. Car did not die:

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Email: [REDACTED] 2024.0 VERSA SEDAN; [REDACTED]

Name  
Task   
Due Date  
Assigned To  
Last Modified Date/Time

Additional To:  
CC:  
BCC: roberto.morales@nissan-usa.com  
Attachment:

Subject: [REDACTED] 2024.0 VERSA SEDAN; [REDACTED]

Body:  
TECH LINE's latest case update is below.  
Hello, [REDACTED]

Thank you for contacting TECH LINE, it was good to speak with you regarding this case

As we discussed, engine quits and will not accelerate, intermittent concern. Have not duplicated concern.

We connected via Tech Link to monitor ECM values. We found at idle A/C compressor will engage and engine rpms will drop 200-300 rpms. When IAVL was attempted, engine speed will fluctuate as low as 250 rpms. We completed manual throttle relearn, and attempted IAVL learn. IAVL completed normally.

Let's gather additional information from the customer when concern occurs, such as frequency, time of day, length of driving, vehicle loads( A/C, lights, wipers, etc.) Are there any aftermarket accessories being used or installed?

If we are able to duplicate concerns, let's gather a Data Monitor recording saved as Flying Graph txt format, using pre-saved list

Please update the case with your progress and findings.

Comments

If you have any additional questions or require any further assistance, please feel free to reply to this email and TECH LINE will be glad to support you

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Thank you, [REDACTED] LINE

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Date Created: [REDACTED]  
VIN: [REDACTED] Mileage: 1,924  
Dealer code: [REDACTED] WYLER KINGS NISSAN

Customer's Concerns:  
Stalls and loses power

Technician Findings:  
-can you confirm there is a software update to [REDACTED] 9ex0b for loss of power and or stalling? I read case [REDACTED], and it looks like my customers car fall in the same category? can you confirm software supersession is coming, or this car already has the update?  
Stalls and loses power, will not go over 30 mph. customer went in store and came back out, car started sputtered a couple times, and felt like it was going to die. Car did not die:

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[REDACTED]

Call

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

Call

Name  
Task   
Due Date  
Assigned To

Last Modified Date/Time [REDACTED]  
Comments Unanswered Call...

Call

Name [REDACTED]  
Task   
Due Date [REDACTED]  
Assigned To [REDACTED]  
Comments Unanswered Call...

Email: Case [REDACTED] 2024.0 VERSA SEDAN; Loss of power [REDACTED]

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

Additional To: [REDACTED]  
CC: [REDACTED]  
BCC: roberto.morales@nissan-usa.com  
Attachment:

Subject: Case [REDACTED] 2024.0 VERSA SEDAN; [REDACTED]

Body:  
TECH LINE's latest case update is below.  
Hello, [REDACTED]

Thank you for the update,

We will plan to connect on Tuesday the 11th at 10:00 am.

We look forward to discussing this case further with you.

If you have any additional questions or require any further assistance, please feel free to reply to this email and TECH LINE will be glad to support you

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Thank you, [REDACTED] LINE

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From ASIST, Select TECH LINE Support Request, Enter your dealer code and select Update a Case.  
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Dealer name: JEFF WYLER KINGS NISSAN

Customer's Concerns:

Stalls and loses power

Technician Findings:

-can you confirm there is a software update [REDACTED]9ex0b for loss of power and or stalling? I read case [REDACTED] and it looks like my customers car fall in the same category? can you confirm software supersession is coming, or this car already has the update?

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Email: [REDACTED] 2024.0 VERSA SEDAN; [REDACTED]

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

Additional To: [REDACTED]  
CC: [REDACTED]  
BCC: roberto.morales@nissan-usa.com  
Attachment:

Subject: [REDACTED] 2024.0 VERSA SEDAN; [REDACTED]

Body:  
TECH LINE's latest case update is below.  
Hello, [REDACTED]

Thank you for your time on the phone today

As we discussed, we have received an update from Engineering.

We would like to connect via Tech Link to gather additional information on this vehicle when incident occurs.

Please provide a time that works for you so we may plan accordingly.

Please update the case with your progress and findings.

If you have any additional questions or require any further assistance, please feel free to reply to this email and TECH LINE will be glad to support you

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Thank you, [REDACTED] LINE

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Case #: [REDACTED]

Date Created: [REDACTED]

VIN: 3N1CN8BVZRL85Z102 Mileage: 1,924

Dealer code: [REDACTED]

Dealer name: JEFF WYLER KINGS NISSAN

Customer's Concerns:

Stalls and loses power

Technician Findings:

-can you confirm there is a software update [REDACTED] 9ex0b for loss of power and or stalling? I read case [REDACTED] and it looks like my customers car fall in the same category? can you confirm software supersession is coming, or this car already has the update?

-Stalls and loses power, will not go over 30 mph. customer went in store and came back out, car started sputtered a couple times, and felt like it was going to die. Car did not die:

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[REDACTED]

Call

Name

Task

Due Date [REDACTED]

Comments

Email: [REDACTED] Dealer JEFF WYLER KINGS NISSAN; 2024.0 VERSA SEDAN; [REDACTED]

Name

Task

Due Date [REDACTED]

Comments

Additional To: Yozaburo.Aoki@nissan-usa.com; Jerry.Puetz@Nissan-Usa.com  
CC: jesse.adams@nissan-usa.com; johnny.jackson@nissan-usa.com  
BCC: roberto.morales@nissan-usa.com  
Attachment:

Subject: Case [REDACTED]; Dealer JEFF WYLER KINGS NISSAN; 2024.0 VERSA SEDAN; [REDACTED]

Body:

Good morning,

We have a Versa 24 N18 experiencing Quits coming to a stop, Quits sitting at idle, and Quits when starting to accel from a stop.Tech has confirmed no reprograms available for ECM and TCM.

Please see additional case details below.

Thank you,

[REDACTED] Dealer Support Nissan North America, Inc.roberto.morales@nissan-usa.comPhone:

FAX:

CALLER NAME: [REDACTED] NAME: VIN: [REDACTED] MILEAGE: 1,924 DEALER CODE: [REDACTED] YEAR/MODEL: 2024.0 VERSA SEDAN MODEL CODE: [REDACTED] DATE: [REDACTED] DEALER NAME: JEFF WYLER KINGS [REDACTED] KINGS AUTO MALL RD CINCINNATI, OH 45249

Phone: [REDACTED]

Fax:

PROBLEM ANALYSIS:

What?

Where?

When?

Extent?

Dealer Action/Observation:

INITIAL RECOMMENDATION:

LATEST UPDATE: Incoming call received

TSS Recommendation:

Hello, [REDACTED]

Thank you for contacting TECH LINE, it was good to speak with you regarding this case

As we discussed, Engine quits when coming to a stop or at a stop.

This is currently under Engineering review, because of this review, we do not recommend any repairs at this time. We will follow up with an update as soon as one is available.

Please update the case with your progress and findings.

If you have any additional questions or require any further assistance, please feel free to reply to this email and TECH LINE will be glad to support you  
SALESFORCE CASE LINK [REDACTED]

Email: [REDACTED] 2024.0 VERSA SEDAN; [REDACTED] 1

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

Additional To: [REDACTED]  
CC:  
BCC: roberto.morales@nissan-usa.com  
Attachment:

Subject: [REDACTED] VERSA SEDAN; [REDACTED]

Body:  
TECH LINE's latest case update is below.  
Hello, [REDACTED]

Thank you for contacting TECH LINE, it was good to speak with you regarding this case

As we discussed, Engine quits when coming to a stop or at a stop.

This is currently under Engineering review, because of this review, we do not recommend any repairs at this time. We will follow up with an update as soon as one is available.

Please update the case with your progress and findings.

If you have any additional questions or require any further assistance, please feel free to reply to this email and TECH LINE will be glad to support you

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Thank you, [REDACTED]

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Case #: [REDACTED]  
Date Created: [REDACTED]  
VIN: [REDACTED] Mileage: 1,924  
Dealer code: [REDACTED] WYLER KINGS NISSAN

Customer's Concerns:  
Stalls and loses power

Technician Findings:

-can you confirm there is a software update to [REDACTED] 9ex0b for loss of power and or stalling? I read case [REDACTED], and it looks like my customers car fall in the same category? can you confirm software supersession is coming, or this car already has the update?  
-Stalls and loses power, will not go over 30 mph. customer went in store and came back out, car started sputtered a couple times, and felt like it was going to die. Car did not die:

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**Emails**

**Case** [REDACTED] 2024.0 VERSA SEDAN; [REDACTED]

Message Date [REDACTED]

Has Attachment

Email Address [REDACTED]

Status **Sent**

Subject **Case** [REDACTED]; 2024.0 VERSA SEDAN; [REDACTED]

Text Body [REDACTED]

TECH LINE's latest case update is below.

**Email Reply:**

" It sounds accurate, except for the A/C? He / I am unsure if the A/C has been on every time it stalled. He is sure it has been on at least some of the times it has stalled. "

**TSS Recommendation:**

Hello, [REDACTED]  
Thank you for the update,

We will update the case notes regarding A/C operation at time of concern.

If you have any additional questions or require any further assistance, please feel free to reply to this email and TECH LINE will be glad to support you

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]

Dealer name: JEFF WYLER KINGS NISSAN

Customer's Concerns:  
Stalls and loses power

Technician Findings:

-can you confirm there is a software update to [REDACTED] 9ex0b for loss of power and or stalling? I read case [REDACTED] and it looks like my customers car fall in the same category? can you confirm software supersession is coming, or this car already has the update?  
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Re: Case [REDACTED] ; 2024.0 VERSA SEDAN; Loss of power [REDACTED]

Message Date [REDACTED]

Has Attachment

Email Address [REDACTED]

Status Read

Subject Re: Case [REDACTED] 2024.0 VERSA SEDAN; [REDACTED]

Text Body It sounds accurate, except for the A/C? He / I am unsure if the A/C has been on every time it stalled. He is sure it has been on at least some of the times it has stalled.

[REDACTED]

Get Outlook for iOS [REDACTED]

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

Sent: [REDACTED]

TECH LINE's latest case update is below. Hello, [REDACTED] Thank you for the update, We understand the customer has picked up the vehicle. To summarize - Fresh fuel has been added since concern was first noticed - Concern appears to happen when A/C

[REDACTED]

TECH LINE's latest case update is below.

Hello, [REDACTED]  
Thank you for the update,

We understand the customer has picked up the vehicle.

To summarize

- Fresh fuel has been added since concern was first noticed
- Concern appears to happen when A/C or Defrost is being used.
- Unable to determine a common cause, concern "just happens"
- Engine will start immediately after engine quits
- Lack of power concern noticed after Engine quit concern.
- Vehicle will return to normal after leaving off for 10 minutes
- We were unable to gather recording of concern.

If customer is able to duplicate concern during a test drive, if we are able to duplicate or have customer duplicate concern, please gather the previously recommend data monitor items at time of concern.

Thank you for the information on this case, we are working diligently on a response and will follow up as soon as possible

Please update the case with your progress and findings.

If you have any additional questions or require any further assistance, please feel free to reply to this email and TECH LINE will be glad to support you

The TECH LINE Survey can be accessed by: CLICKING HERE [REDACTED]

Thank you,

[REDACTED]  
TECH LINE

Updating a TECH LINE Case:

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Mileage: 1,924

Dealer code: [REDACTED]

Dealer name: JEFF WYLER KINGS NISSAN

Customer's Concerns:  
Stalls and loses power

Technician Findings:

-can you confirm there is a software update [REDACTED] 9ex0b for loss of power and or stalling? I read case [REDACTED] and it looks like my customers car fall in the same category? can you confirm software supersession is coming, or this car already has the update?  
-Stalls and loses power, will not go over 30 mph. customer went in store and came back out, car started sputtered a couple times, and felt like it was going to die. Car did not die:

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[https://urldefense.com/v3/ [REDACTED]

Case [REDACTED] 2024.0 VERSA SEDAN; Loss of power [REDACTED]

Message Date [REDACTED]

Has Attachment

Email Address [REDACTED]

Status Sent

Subject Case [REDACTED] 2024.0 VERSA SEDAN; [REDACTED]

Text Body [REDACTED]

TECH LINE's latest case update is below.

TSS Recommendation:

Hello, [REDACTED]  
Thank you for the update,

We understand the customer has picked up the vehicle.

To summarize

- Fresh fuel has been added since concern was first noticed
- Concern appears to happen when A/C or Defrost is being used.
- Unable to determine a common cause, concern "just happens"
- Engine will start immediately after engine quits
- Lack of power concern noticed after Engine quit concern.
- Vehicle will return to normal after leaving off for 10 minutes
- We were unable to gather recording of concern.

If customer is able to duplicate concern during a test drive, if we are able to duplicate or have customer duplicate concern, please gather the previously recommend data monitor items at time of concern.

Thank you for the information on this case, we are working diligently on a response and will follow up as soon as possible

Please update the case with your progress and findings.

If you have any additional questions or require any further assistance, please feel free to reply to this email and TECH LINE will be glad to support you

The TECH LINE Survey can be accessed by: CLICKING HERE

Thank you,

TECH LINE

Updating a TECH LINE Case:

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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.

Mileage: 1,924

Dealer code: [REDACTED]

Dealer name: JEFF WYLER KINGS NISSAN

Customer's Concerns:  
Stalls and loses power

Technician Findings:

-can you confirm there is a software update [REDACTED] 9ex0b for loss of power and or stalling? I read case [REDACTED], and it looks like my customers car fall in the same category? can you confirm software supersession is coming, or this car already has the update?  
-Stalls and loses power, will not go over 30 mph. customer went in store and came back out, car started sputtered a couple times, and felt like it was going to die. Car did not die:

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Re: Case [REDACTED] 2024.0 VERSA SEDAN; Loss of power [REDACTED]

Message Date [REDACTED]

Has Attachment

Email Address [REDACTED]

Status Read

Subject Re: Case [REDACTED] 2024.0 VERSA SEDAN; Loss of power [REDACTED]

Text Body [REDACTED] needed to pick his car up this afternoon unexpectedly. I did have a good conversation with him, answers as follows, after a short clarification of problem.

The first time the car stalled was at a red light. Customer was already stopped and waiting for the light to change, it was in February sometime, shortly after purchase. After the stall, the car did seem to restart normally, but when he went to drive away, the car would not go over 40 MPH. He pulled over in a parking lot, shut car off, restarted immediately and the car would not go over 40 MPH still. He pulled over a second time, shut car off and waited about 10 minutes. Then, car drove normally. He says "it has to go to sleep". When it stalls now, he knows that he needs to pull over and wait about 10 minutes. No check engine light, no seen evidence, at any time. He said that it happened more frequently at the beginning, maybe 3 times a week, but still happens about once each week or so. The low power / 40 MPH restriction only happens when the car stalls first, and he is positive they are one concern / failure. Defiantly related at the very least.

- 1 Yes fuel has been added multiple times since concern was first noticed.
- 2 Does stalling happen most often with A/C on? Yes, but not always. This has been an intermittent issue since the car was purchased in February. Since A/C comes on with defroster, we can not rule that out, that it is only with A/C compressor engaged.
- 3 No rhyme or reason for when it happens. No environmental or accessory differences can be determined to make any difference. We did talk about this for a few minutes, and he is confidant that "it just happens sometimes".

4 engine does restart normally, but when car stalls, if immediately restarted it will have no power and not go over 40 mph until it is shut off for about 10 minutes or more??? Every time!

5 I did tell him there was an ECM update in the pipe. I made no promises - or guesses - for timeframe, or how he would be notified. We did vaguely talk about some of the different steps an update goes through before release, such as EPA approval.

6 I did not have a chance to get a data recording, I did not even make a drive long enough to call it a test drive...He had to pick his car up this afternoon... I keep telling myself, it is, after all, his car... It is just frustrating, not being able to see the end. Like a race with no finish line, and no paycheck.

Thank You for the support today. My gut tells me this is an ECM software issue, probably the update will repair it. Maybe that is wishful thinking, but a man has to have hope! LOL! Have a great Day! Reach out with any further questions. He did not make a follow up appointment for the test drive today. If that is important to your side of the case, let me know and I will try to set it up.

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

Sent: [REDACTED]

Subject: [REDACTED] 2024.0 VERSA SEDAN; Loss of power [REDACTED]

TECH LINE's latest case update is below. Hello, [REDACTED] Thank you for contacting TECH LINE, it was good to speak with you regarding this case As we discussed, engine quits and will not accelerate, intermittent concern. Have not duplicated concern.

TECH LINE's latest case update is below.

Hello, [REDACTED]

Thank you for contacting TECH LINE, it was good to speak with you regarding this case

As we discussed, engine quits and will not accelerate, intermittent concern. Have not duplicated concern.

We connected via Tech Link to monitor ECM values. We found at idle A/C compressor will engage and engine rpms will drop 200-300 rpms. When IAVL was attempted, engine speed will fluctuate as low as 250 rpms. We completed manual throttle relearn, and attempted IAVL learn. IAVL completed normally.

Let's gather additional information from the customer when concern occurs, such as frequency, time of day, length of driving, vehicle loads( A/C, lights, wipers, etc.) Are there any aftermarket accessories being used or installed?

If we are able to duplicate concerns, let's gather a Data Monitor recording saved as Flying Graph txt format, using pre-saved list

Please update the case with your progress and findings.

If you have any additional questions or require any further assistance, please feel free to reply to this email and TECH LINE will be glad to support you

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

Thank you,

[REDACTED]  
TECH LINE

Updating a TECH LINE Case:

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Mileage: 1,924

Dealer code: [REDACTED]

Dealer name: JEFF WYLER KINGS NISSAN

Customer's Concerns:  
Stalls and loses power

Technician Findings:

-can you confirm there is a software update [REDACTED] 9ex0b for loss of power and or stalling? I read case [REDACTED], and it looks like my customers car fall in the same category? can you confirm software supersession is coming, or this car already has the update?  
-Stalls and loses power, will not go over 30 mph. customer went in store and came back out, car started sputtered a couple times, and felt like it was going to die. Car did not die:

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[REDACTED]

Case [REDACTED]; 2024.0 VERSA SEDAN; Loss of power [REDACTED]

Message Date [REDACTED]

Has Attachment

Email Address [REDACTED]

Status Sent

Subject [REDACTED] 2024.0 VERSA SEDAN; Loss of [REDACTED]

Text Body [REDACTED]

TECH LINE's latest case update is below.

Incoming call received:

TSS Recommendation:

Hello, [REDACTED]  
Thank you for contacting TECH LINE, it was good to speak with you regarding this case

As we discussed, engine quits and will not accelerate, intermittent concern. Have not duplicated concern.

We connected via Tech Link to monitor ECM values. We found at idle A/C compressor will engage and engine rpms will drop 200-300 rpms. When IAVL was attempted, engine speed will fluctuate as low as 250 rpms. We completed manual throttle relearn, and attempted IAVL learn. IAVL completed normally.

Let's gather additional information from the customer when concern occurs, such as frequency, time of day, length of driving, vehicle loads( A/C, lights, wipers, etc.) Are there any aftermarket accessories being used or installed?

If we are able to duplicate concerns, let's gather a Data Monitor recording saved as Flying Graph txt format, using pre-saved list

Please update the case with your progress and findings.  
If you have any additional questions or require any further assistance, please feel free to reply to this email and TECH LINE will be glad to support you

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Thank you,  
\_\_\_\_\_  
[REDACTED]

TECH LINE

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[REDACTED]

Mileage: 1,924

Dealer code [REDACTED]

Dealer name: JEFF WYLER KINGS NISSAN

Customer's Concerns:  
Stalls and loses power

Technician Findings:

-can you confirm there is a software update [REDACTED] 9ex0b for loss of power and or stalling? I read case [REDACTED], and it looks like my customers car fall in the same category? can you confirm software supersession is coming, or this car already has the update?  
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Re: Case [REDACTED]; 2024.0 VERSA SEDAN; Loss of power [REDACTED]

Message Date [REDACTED]

Has Attachment

Email Address [REDACTED]

Status Read

Subject Re: Case [REDACTED] 2024.0 VERSA SEDAN; Loss of power [REDACTED]

Text Body It is [REDACTED] Are you just hung up on another call?

[REDACTED]

Get Outlook for iOS [REDACTED]

From: [REDACTED]

Excellent!

[REDACTED]

Get Outlook for [REDACTED]

From: TECH LINE Email to Case [REDACTED]

TECH LINE's latest case update is below. Hello, [REDACTED] Thank you for the update, We will plan to connect on [REDACTED] We look forward to discussing this case further with you. If you have any additional questions or require

[REDACTED]

TECH LINE's latest case update is below.

Hello, [REDACTED]  
Thank you for the update,

We will plan to connect on [REDACTED]

We look forward to discussing this case further with you.

If you have any additional questions or require any further assistance, please feel free to reply to this email and TECH LINE will be glad to support you

[REDACTED]

The TECH LINE Survey can be accessed by: CLICKING HERE [REDACTED]

Thank you,

[REDACTED]  
TECH LINE

**Updating a TECH LINE Case:**

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

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[REDACTED]  
Mileage: 1,924

Dealer code: [REDACTED]

Dealer name: JEFF WYLER KINGS NISSAN

Customer's Concerns:  
Stalls and loses power

**Technician Findings:**

-can you confirm there is a software update [REDACTED] 9ex0b for loss of power and or stalling? I read case [REDACTED] and it looks like my customers car fall in the same category? can you confirm software supersession is coming, or this car already has the update?  
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Re: Case [REDACTED] 2024.0 VERSA SEDAN; Loss of power [REDACTED]

Message Date [REDACTED]

Has Attachment

Email Address [REDACTED]

Status Read

Subject Re: Case [REDACTED] 2024.0 VERSA SEDAN; Loss of power [REDACTED]

Text Body Excellent!

[REDACTED]  
Get Outlook for [REDACTED]

From: TECH LINE Email to Case [REDACTED]

TECH LINE's latest case update is below. Hello, [REDACTED] Thank you for the update, We will plan to connect on [REDACTED] We look forward to discussing this case further with you. If you have any additional questions or require [REDACTED]

TECH LINE's latest case update is below.

Hello, [REDACTED]  
Thank you for the update,

We will plan to connect on [REDACTED]

We look forward to discussing this case further with you.

If you have any additional questions or require any further assistance, please feel free to reply to this email and TECH LINE will be glad to support you

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

Thank you,

[REDACTED]

TECH LINE

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[REDACTED]

Mileage: 1,924

Dealer code: [REDACTED]

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[REDACTED]

Case [REDACTED] 2024.0 VERSA SEDAN; Loss of power [REDACTED]

Message Date [REDACTED]

Has Attachment

Email Address [REDACTED]

Status Sent

Subject Case [REDACTED] 2024.0 VERSA SEDAN; Loss of power [REDACTED]

Text Body [REDACTED]

TECH LINE's latest case update is below.

**Email Reply:**

" I just heard from the Advisor that an appointment has been set for [REDACTED] drop off scheduled for [REDACTED] pick up [REDACTED] Can you gather the [REDACTED] "

**TSS Recommendation:**

Hello, [REDACTED]  
Thank you for the update,

We will plan to connect on [REDACTED]

We look forward to discussing this case further with you.

Please update the case with your progress and findings.

If you have any additional questions or require any further assistance, please feel free to reply to this email and TECH LINE will be glad to support you

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]

Mileage: 1,924

Dealer code: [REDACTED]

Dealer name: JEFF WYLER KINGS NISSAN

**Customer's Concerns:**

Stalls and loses power

**Technician Findings:**

-can you confirm there is a software update [REDACTED] 9ex0b for loss of power and or stalling? I read case [REDACTED] and it looks like my customers car fall in the same category? can you confirm software supersession is coming, or this car already has the update?

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Re: [REDACTED] 2024.0 VERSA SEDAN; Loss of power [REDACTED]

Message Date [REDACTED]

Has Attachment

Email Address [REDACTED]

Status Read

Subject Re: [REDACTED] 2024.0 VERSA SEDAN; Loss of [REDACTED]

Text Body [REDACTED], I just heard from the Advisor that an appointment has been set for [REDACTED] Can you gather the data on [REDACTED]

[REDACTED]

[REDACTED], We have not been able to make contact with the customer yet... Will try again next week, maybe he is on vacation? Will let you know when we have an appointment set.

[REDACTED]

TECH LINE's latest case update is below. [REDACTED] Thank you for your time on the phone today As we discussed, we have received an update from Engineering. We would like to connect via Tech Link to gather additional information on this vehicle

[REDACTED]

TECH LINE's latest case update is below.

[REDACTED]  
Thank you for your time on the phone today

As we discussed, we have received an update from Engineering.

We would like to connect via Tech Link to gather additional information on this vehicle when incident occurs.

Please provide a time that works for you so we may plan accordingly.

Please update the case with your progress and findings.

If you have any additional questions or require any further assistance, please feel free to reply to this email and TECH LINE will be glad to support you

[REDACTED]

Thank you,

[REDACTED]

TECH LINE

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[REDACTED]

Mileage: 1,924

Dealer code [REDACTED]

Dealer name: JEFF WYLER KINGS NISSAN

[REDACTED]

Customer's Concerns:  
Stalls and loses power

Technician Findings:

-can you confirm there is a software update [REDACTED] for loss of power and or stalling? I read case [REDACTED] and it looks like my customers car fall in the same category? can you confirm software supersession is coming, or this car already has the update?  
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[REDACTED]

Re: Case [REDACTED] 2024.0 VERSA SEDAN; Loss of power [REDACTED]

Message Date [REDACTED]

Has Attachment

Email Address [REDACTED]

Status Read

Subject Re: [REDACTED] 2024.0 VERSA SEDAN; Loss of power [REDACTED]

Text Body [REDACTED] We have not been able to make contact with the customer yet... Will try again next week, maybe he is on vacation? Will let you know when we have an appointment set.

[REDACTED]

TECH LINE's latest case update is below. [REDACTED] Thank you for your time on the phone today As we discussed, we have received an update from Engineering. We would like to connect via Tech Link to gather additional information on this vehicle

[REDACTED]

TECH LINE's latest case update is below.

Hello, [REDACTED]  
Thank you for your time on the phone today

As we discussed, we have received an update from Engineering.

We would like to connect via Tech Link to gather additional information on this vehicle when incident occurs.

Please provide a time that works for you so we may plan accordingly.

Please update the case with your progress and findings.

If you have any additional questions or require any further assistance, please feel free to reply to this email and TECH LINE will be glad to support you

[REDACTED]

Thank you,

\_\_\_\_\_

[REDACTED]  
TECH LINE

Updating a TECH LINE Case:

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

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Mileage: 1,924

Dealer code:

Dealer name: JEFF WYLER KINGS NISSAN

Customer's Concerns:  
Stalls and loses power

Technician Findings:

-can you confirm there is a software update to 9ex0b for loss of power and or stalling? I read case and it looks like my customers car fall in the same category? can you confirm software supersession is coming, or this car already has the update?  
-Stalls and loses power, will not go over 30 mph. customer went in store and came back out, car started sputtered a couple times, and felt like it was going to die. Car did not die:

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Case 2024.0 VERSA SEDAN; Loss of power

Message Date

Has Attachment

Email Address

Status Sent

Subject Case 2024.0 VERSA SEDAN; Loss of power

Text Body

TECH LINE's latest case update is below.

Outbound call to Dealer:

TSS Recommendation:

Hello  
Thank you for your time on the phone today

As we discussed, we have received an update from Engineering.

We would like to connect via Tech Link to gather additional information on this vehicle when incident occurs.

Please provide a time that works for you so we may plan accordingly.

Please update the case with your progress and findings.

If you have any additional questions or require any further assistance, please feel free to reply to this email and TECH LINE will be glad to support you

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.

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Mileage: 1,924

Dealer code: [REDACTED]

Dealer name: JEFF WYLER KINGS NISSAN

Customer's Concerns:  
Stalls and loses power

Technician Findings:

-can you confirm there is a software update [REDACTED] for loss of power and or stalling? I read case [REDACTED] and it looks like my customers car fall in the same category? can you confirm software supersession is coming, or this car already has the update?  
-Stalls and loses power, will not go over 30 mph. customer went in store and came back out, car started sputtered a couple times, and felt like it was going to die. Car did not die:

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RE: [REDACTED] Dealer JEFF WYLER KINGS NISSAN; 2024.0 VERSA SEDAN; Loss of power [REDACTED]

Message Date [REDACTED]

Has Attachment

Email Address yozaburo.aoki@nissan-usa.com

Status Read

Subject RE: Case [REDACTED] Dealer JEFF WYLER KINGS NISSAN; 2024.0 VERSA SEDAN; Loss of power [REDACTED]

Text Body Hello [REDACTED],

I confirmed vehicle information and found that this incident vehicle is equipped with M/T. The case I am looking for is related to CVT vehicle. I also confirmed the SIGMA data, but there's no data remained. From below description, IAVL might be some help for this issue, but effectiveness is not accurate.

Thank you.  
Best regards,

[REDACTED] (青木 陽三郎)  
Field Quality Investigations

NISSAN NORTH AMERICA, INC.  
610 Enon Springs Road East  
Smyrna, TN 37167-4410  
Phone.629-250-9954 (mobile)  
E-mail Yozaburo.Aoki@nissan-usa.com<mailto:Yozaburo.Aoki@nissan-usa.com>

From: TECH LINE Email to Case <techlinesfdc@nissan-usa.com>  
Sent: Monday, May 13, 2024 12:52 PM  
To: Aoki, Yozaburo <Yozaburo.Aoki@nissan-usa.com>; Puetz, Jerry <jerry.puetz@Nissan-Usa.com>  
Cc: Adams, Jesse <Jesse.Adams@Nissan-Usa.com>; Jackson, Johnny R <Johnny.Jackson@nissan-usa.com>  
Subject: Case [REDACTED]; Dealer JEFF WYLER KINGS NISSAN; 2024.0 VERSA SEDAN; Loss of power [REDACTED]

Good morning,

We have a Versa 24 N18 experiencing Quits coming to a stop, Quits sitting at idle, and Quits when starting to accel from a stop. Tech has confirmed no reprograms available for ECM and TCM.

Please see additional case details below.

Thank you,

Roberto Morales  
Aftersales Dealer Support  
Nissan North America, Inc.  
roberto.morales@nissan-usa.com<mailto:roberto.morales@nissan-usa.com>  
Phone:  
FAX:

[REDACTED]

Phone: [REDACTED]  
Fax: [REDACTED]

**PROBLEM ANALYSIS:**

What?

Where?

When?

Extent?

Dealer Action/Observation:

**INITIAL RECOMMENDATION:**

**LATEST UPDATE:**

Incoming call received

**TSS Recommendation:**

Hello, [REDACTED]  
Thank you for contacting TECH LINE, it was good to speak with you regarding this case

As we discussed, Engine quits when coming to a stop or at a stop.

This is currently under Engineering review, because of this review, we do not recommend any repairs at this time. We will follow up with an update as soon as one is available.

Please update the case with your progress and findings.

If you have any additional questions or require any further assistance, please feel free to reply to this email and TECH LINE will be glad to support you

[REDACTED]

[REDACTED]

[REDACTED]

**Case** [REDACTED] Dealer JEFF WYLER KINGS NISSAN; 2024.0 VERSA SEDAN; Loss of power [REDACTED]

Message Date [REDACTED]

Has Attachment

Email Address Yozaburo.Aoki@nissan-usa.com; Jerry.Puetz@Nissan-Usa.com

Status Sent

Subject Case [REDACTED] Dealer JEFF WYLER KINGS NISSAN; 2024.0 VERSA SEDAN; Loss of power [REDACTED]

Text Body Please see additional case details below.

Thank you,

Roberto Morales  
Aftersales Dealer Support  
Nissan North America, Inc.  
roberto.morales@nissan-usa.com  
Phone:  
FAX:

[REDACTED]

DEALER CODE: [REDACTED]  
YEAR/MODEL: 2024.0 VERSA SEDAN  
MODEL CODE: [REDACTED]

DEALER NAME: JEFF WYLER KINGS NISSAN  
9819 KINGS AUTO MALL RD<br>CINCINNATI, OH 45249<br>Phone: 5136979770<br>Fax:

**PROBLEM ANALYSIS:**  
What?

Where?

When?

Extent?

Dealer Action/Observation:

**INITIAL RECOMMENDATION:**

**LATEST UPDATE:**  
Incoming call received

**TSS Recommendation:**

Hello, [REDACTED]  
Thank you for contacting TECH LINE, it was good to speak with you regarding this case

As we discussed, Engine quits when coming to a stop or at a stop.

This is currently under Engineering review, because of this review, we do not recommend any repairs at this time. We will follow up with an update as soon as one is available.

Please update the case with your progress and findings.  
If you have any additional questions or require any further assistance, please feel free to reply to this email and TECH LINE will be glad to support you

**SALESFORCE CASE LINK:**  
[REDACTED]

Case [REDACTED] 2024.0 VERSA SEDAN; Loss of power [REDACTED]

Message Date [REDACTED]

Has Attachment

Email Address [REDACTED]

Status Sent

Subject Case [REDACTED] 2024.0 VERSA SEDAN; Loss of power [REDACTED]

Text Body [REDACTED]

TECH LINE's latest case update is below.

Incoming call received

**TSS Recommendation:**

Hello, [REDACTED]  
Thank you for contacting TECH LINE, it was good to speak with you regarding this case

As we discussed, Engine quits when coming to a stop or at a stop.

This is currently under Engineering review, because of this review, we do not recommend any repairs at this time. We will follow up with an update as soon as one is available.

Please update the case with your progress and findings.  
If you have any additional questions or require any further assistance, please feel free to reply to this email and TECH LINE will be glad to support you

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.

Mileage: 1,924

Dealer code: [REDACTED]

Dealer name: JEFF WYLER KINGS NISSAN

Customer's Concerns:  
Stalls and loses power

Technician Findings:

-can you confirm there is a software update [REDACTED] for loss of power and or stalling? I read case [REDACTED] and it looks like my customers car fall in the same category? can you confirm software supersession is coming, or this car already has the update?  
-Stalls and loses power, will not go over 30 mph. customer went in store and came back out, car started sputtered a couple times, and felt like it was going to die. Car did not die:

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Case Comments

[REDACTED]  
User [REDACTED]  
Public   
Email Reply:  
" It sounds accurate, except for the A/C? He / I am unsure if the A/C has been on every time it stalled. He is sure it has been on at least some of the times it has stalled. "

TSS Recommendation:  
Comment Hello, [REDACTED] for the update,  
[REDACTED]  
We will update the case notes regarding A/C operation at time of concern.  
If you have any additional questions or require any further assistance, please feel free to reply to this email and TECH LINE will be glad to support you

[REDACTED]  
User [REDACTED]  
Public   
Comment Incoming call received:  
TSS Recommendation:  
Hello, [REDACTED]  
Thank you for contacting TECH LINE, it was good to speak with you regarding this case  
As we discussed, engine quits and will not accelerate, intermittent concern. Have not duplicated concern.  
We connected via Tech Link to monitor ECM values. We found at idle A/C compressor will engage and engine rpms will drop 200-300 rpms. When IAVL was attempted, engine speed will fluctuate as low as 250 rpms. We completed manual throttle relearn, and attempted IAVL learn. IAVL completed normally.  
Let's gather additional information from the customer when concern occurs, such as frequency, time of day, length of driving, vehicle loads( A/C, lights, wipers, etc.) Are there any aftermarket accessories being used or installed?

[REDACTED]  
User [REDACTED]  
Public   
TSS Recommendation:  
Hello, [REDACTED] for the update,

We understand the customer has picked up the vehicle.  
To summarize  
Fresh fuel has been added since concern was first noticed  
- Concern appears to happen when A/C or Defrost is being used.  
- Unable to determine a common cause, concern "just happens"  
- Engine will start immediately after engine quits  
Comment - Lack of power concern noticed after Engine quit concern.  
- Vehicle will return to normal after leaving off for 10 minutes  
- We were unable to gather recording of concern.  
If customer is able to duplicate concern during a test drive, if we are able to duplicate or have customer duplicate concern, please gather the previously recommend data monitor items at time of concern.  
Thank you for the information on this case, we are working diligently on a response and will follow up as soon as possible

Please update the case with your progress and findings.  
If you have any additional questions or require any further assistance, please feel free to reply to this email and TECH LINE will be glad to support you

[REDACTED]  
User [REDACTED]  
Public   
Comment TSS R.M. will follow up with technician.

[REDACTED]  
User [REDACTED]  
Public   
Comment Email Reply:  
" I just heard from the Advisor that an appointment has been set for [REDACTED] drop off scheduled for 10 am, pick up Thursday morning. Can you

If we are able to duplicate concerns, let's gather a Data Monitor recording saved as Flying Graph txt format, using pre-saved list

Please update the case with your progress and findings. If you have any additional questions or require any further assistance, please feel free to reply to this email and TECH LINE will be glad to support you

User [REDACTED]  
Public

Incoming call:  
• Technician following up for scheduled Techlink.  
• TSS to discuss with TSS R.M. and we will follow up with technician as soon as possible.

User [REDACTED]  
Public

Outbound call to Dealer:

TSS Recommendation:

Hello, [REDACTED] for your time on the phone today

As we discussed, we have received an update from Engineering.

Comment We would like to connect via Tech Link to gather additional information on this vehicle when incident occurs.

Please provide a time that works for you so we may plan accordingly.

Please update the case with your progress and findings. If you have any additional questions or require any further assistance, please feel free to reply to this email and TECH LINE will be glad to support you

User [REDACTED]  
Public

Recommendation:  
Thank you for the case information, [REDACTED]

We have a vehicle in with lost power, engine stopping.

We have confirmed the incident engine rough on a test drive not stopping, do we have any DTC stored.

The case and incident being referred to is a DTC setting when engine stops due to incorrect clutch usage with the DTC that sets, when engine stops and is restarted.

Comment This incident is under engineering review at this time, the case referred has noted no update are available at this time.

We are not finding any TSB added to assist for this incident at this time, we can be inspected for ECM update, performed ECM reprogramming if an update is available, we are not finding ECM update available the current number look to be the latest number.

Perform a IAVL after operating vehicle on a test drive to get vehicle to operating temp.

If further assistance is needed contact TECH LINE anytime.

Chat [REDACTED]  
Owner [REDACTED]  
Start Time [REDACTED]  
End Time [REDACTED]  
Status Completed

User [REDACTED]  
Connection

Action Changed Status from Pending Dealer Reply to Closed. Changed Status from Pending TECH LINE to Pending Dealer Reply.

User Managed Services  
Connection

Action Changed Reopen Date from [REDACTED] Changed Status from Pending Dealer Reply to Pending TECH LINE.

[REDACTED]

gather the data on [REDACTED]

TSS Recommendation:

Hello, [REDACTED]  
Thank you for the update,

We will plan to connect on [REDACTED]

We look forward to discussing this case further with you.

Please update the case with your progress and findings. If you have any additional questions or require any further assistance, please feel free to reply to this email and TECH LINE will be glad to support you

User [REDACTED]  
Public

Incoming call received

TSS Recommendation:

Hello, [REDACTED] for contacting TECH LINE, it was good to speak with you regarding this case

Comment As we discussed, Engine quits when coming to a stop or at a stop.

This is currently under Engineering review, because of this review, we do not recommend any repairs at this time. We will follow up with an update as soon as one is available.

Please update the case with your progress and findings. If you have any additional questions or require any further assistance, please feel free to reply to this email and TECH LINE will be glad to support you

User [REDACTED]  
Public

TechLine Cases:

Customer Comments: Stalls and loses power  
Technician Findings: -can you confirm there is a software update to [REDACTED] 9ex0b for loss of power and or stalling? I read case [REDACTED], and it looks like my customers car fall in the same category? can you confirm software supersession is coming, or this car already has the update?  
-Stalls and loses power, will not go over 30 mph. customer went in store and came back out, car started sputtered a couple times, and felt like it was going to die. Car did not die

Comment

Verified: Yes

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

User Managed Services  
Connection [REDACTED]  
Action Changed Reopen Date from [REDACTED] Changed Status from Pending Dealer Reply to Pending TECH LINE.

User [REDACTED]  
Connection [REDACTED]  
Action Changed Status from Caller In Queue to Pending Dealer Reply.

User ATOS Integration User  
Connection [REDACTED]  
Action Changed Status from Pending TECH LINE to Caller In Queue.

User Managed Services  
Connection [REDACTED]  
Action Changed Reopen Date from [REDACTED] Changed Status from Closed to Pending TECH LINE.

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

User Managed Services  
Connection [REDACTED]  
Action Changed Reopen Date from [REDACTED] Changed Status from Pending Dealer Reply to Pending TECH LINE.

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

User Managed Services  
Connection [REDACTED]  
Action Changed Reopen Date from [REDACTED] . Changed Status from Pending Dealer Reply to Pending TECH LINE.

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

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

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

User [REDACTED]  
Connection [REDACTED]  
Action Changed Status from Pending Dealer Reply to Closed. Changed Status from Caller In Queue to Pending Dealer Reply.

User [REDACTED]  
Connection [REDACTED]  
Action Changed Case Owner from [REDACTED] to [REDACTED]

User ATOS Integration User  
Connection [REDACTED]  
Action Changed Status from Open to Caller In Queue.

[REDACTED]  
[REDACTED]  
User [REDACTED]

Connection

Action Changed Case Owner from TECH LINE Initial to [REDACTED]

[REDACTED]  
[REDACTED]  
User [REDACTED]

Connection

Action Changed Case Owner from [REDACTED] to TECH LINE Initial.

[REDACTED]  
[REDACTED]  
Connection

Action Changed Account Name to JEFF WYLER KINGS NISSAN. Created.

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