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Case: [REDACTED]

**General**

Caller Name	[REDACTED]	Dealer	KLIN 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	a	Texting Status	
Created Day	Thursday		

**Incident Information**

Customer Comments	LACK OF POWER	Customer Name	[REDACTED]
Verified	Yes	Vehicle	[REDACTED]
Question for TECH LINE	What is the most likely cause for this incident?	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	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	3,129
		Vehicle Mileage Prior Value	
		Vehicle Purchased Miles	

Primary DTC  
 Current DTC  
 Past DTC  
 Other DTCs

**TECH LINE Information**

Subject	[REDACTED]	Resolution Action	NO ACTION
Status	Closed	Resolution Object	NOT APPLICABLE
Confirmed Resolution	No	Field Inspection Indicator	<input type="checkbox"/>
Component Code Category	AT Automatic Trans	NNA Field Inspection Date	
Component Code Issue	ATJ CNTR Unit, Harness, Pawl, Switch and Valve	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	[REDACTED]	Phone	[REDACTED]
Account Name	KLINE 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: Case [REDACTED] VERSA SEDAN; [REDACTED] [REDACTED]

Name	Task	Due Date	Assigned To	Last Modified Date/Time	Comments
[REDACTED]	<input checked="" type="checkbox"/>	[REDACTED]	[REDACTED]	[REDACTED]	<p><b>Additional To:</b> [REDACTED]</p> <p><b>CC:</b> [REDACTED]</p> <p><b>BCC:</b> [REDACTED]</p> <p><b>Attachment:</b></p> <p><b>Subject:</b> [REDACTED] [REDACTED]</p> <p><b>Body:</b></p> <p>[REDACTED] is below.</p> <p><b>Recommendation:</b></p> <ul style="list-style-type: none"> <li>• Thank you for the update.</li> <li>• The DTC will cause the vehicle to enter fail-safe until the ignition is cycled, so this could explain the lack of power that was duplicated.</li> <li>• If we are not able to duplicate the concern, this is likely related to the engineering review item, and no repairs are recommended.</li> </ul> <p>The <b>TECH LINE</b> Survey can be accessed by: <a href="#">CLICKING HERE</a></p> <p>Thank you, [REDACTED]</p> <p>Updating a <b>TECH LINE</b> Case: Technician: Reply to this email; do not change the email subject line. Email file attachments are limited to 6MB.</p> <p>From ASIST, Select <b>TECH LINE</b> 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 <b>TECH LINE</b> cases can be reopened.</p> <p>[REDACTED] : 3,129</p> <p><b>NISSAN</b></p> <p><b>Customer's Concerns:</b> LACK OF POWER</p> <p><b>Technician Findings:</b> <b>TECH CHAT:</b> IM WORKING ON A 2024 VERSA WITH THE VIN PROVIDED. I HAVE CONFIRMED THE CUSTOMER CONCERN OF LACK OF POWER AND CODE [REDACTED] IS STORED IN THE ECM. I FOUND ONE CASE OF THIS FROM A COUPLE WEEKS AGO AND IN THIS CASE IT IS STILL UNDER ENGINEERING REVIEW. IS THIS TRUE OR HAS THAT BEEN UPDATED?</p> <p>CHECK ENGINE LIGHT WAS NOT ILLUMINATED AND THE LACK OF POWER WILL OCCUR AT RANDOM.</p> <p>CUSTOMER WILL BE DRIVING AND EVERYTHING IS NORMAL, THEN AT RANDOM IT WILL HAVE LACK OF POWER.:</p> <p>This <b>TECH LINE</b> recommendation is given based solely on the information provided by the dealer. <b>TECH LINE</b> 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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[REDACTED]

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

Name	Task	Due Date	Assigned To
[REDACTED]	<input checked="" type="checkbox"/>	[REDACTED]	[REDACTED]
[REDACTED]		[REDACTED]	[REDACTED]
[REDACTED]		[REDACTED]	[REDACTED]
[REDACTED]		[REDACTED]	[REDACTED]

Attachment:

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

Body: [REDACTED]

TECH LINE's latest case update is below.

Recommendation:

- Thank you for the update.
- Looking at the Consult synced data, we only see one occurrence of this DTC, and it occurred at 150 RPM. If possible, please attach the freeze frame data from when the DTC stored while driving.
- This DTC indicates the ECM was unable to receive the CAM position sensor information from the EIVT control module. Please verify pin fit on all terminals of the EIVT control module, timing actuator, and ECM using the spread terminal gauges.
- - The pin fit tool should not enter the terminal (the spring should completely compress and not enter)
- - If the pin fit tool enters the terminal and the spring does not fully compress, we would recommend replacement of the terminal itself
- If no pin fit concerns are identified, let's flex test all related wiring and see if we are able to induce the concern.

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]

Dealer code: [REDACTED]  
Dealer name: KLINE NISSAN

Customer's Concerns:

LACK OF POWER

Technician Findings:

TECH CHAT:

IM WORKING ON A 2024 VERSA WITH THE VIN PROVIDED. I HAVE CONFIRMED THE CUSTOMER CONCERN OF LACK OF POWER AND CODE [REDACTED] IS STORED IN THE ECM. I FOUND ONE CASE OF THIS FROM A COUPLE WEEKS AGO AND IN THIS CASE IT IS STILL UNDER ENGINEERING REVIEW. IS THIS TRUE OR HAS THAT BEEN UPDATED?

CHECK ENGINE LIGHT WAS NOT ILLUMINATED AND THE LACK OF POWER WILL OCCUR AT

[REDACTED]

RANDOM.

CUSTOMER WILL BE DRIVING AND EVERYTHING IS NORMAL, THEN AT RANDOM IT WILL HAVE LACK OF POWER.:

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[REDACTED]

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

Name  
Task   
Due Date  
Assigned To

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

TECH LINE'S latest case update is below.

Recommendation:

- Thank you for the case details.
- We have a vehicle with [REDACTED] INTAKE CAMSHAFT POSITION SENSOR stored with a lack of power concern.
- This concern is currently under engineering review.
- Engineering has found that this DTC most commonly occurs on M/T Versa due to the engine quitting due to faster than expected clutch operation. If this is the case, an ignition cycle typically resolves the lack of power.
- If the DTC is storing while driving the vehicle normally, this review item may not apply.
- If we are able to duplicate the concern without the engine quitting, does the DTC return when the lack of power occurs?
- Please feel free to reach out using Lenz and the voice commands: Frontline Workplace> Start Work> Call Support> Start Service Call> TECH LINE

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Thank you, [REDACTED] TECH LINE

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[REDACTED] 3,129  
[REDACTED] NISSAN

Customer's Concerns:  
LACK OF POWER  
Technician Findings:

**TECH CHAT:**

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**CHECK ENGINE LIGHT WAS NOT ILLUMINATED AND THE LACK OF POWER WILL OCCUR AT RANDOM.**

**CUSTOMER WILL BE DRIVING AND EVERYTHING IS NORMAL, THEN AT RANDOM IT WILL HAVE LACK OF POWER.:**

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[REDACTED]

**Emails**

**2024.0 VERSA SEDAN;** [REDACTED]

Message [REDACTED]

Has Attachment

Email Address [REDACTED]

Status **Sent**

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

Text Body [REDACTED]

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

**Recommendation:**

- Thank you for the update.
- The DTC will cause the vehicle to enter fail-safe until the ignition is cycled, so this could explain the lack of power that was duplicated.
- If we are not able to duplicate the concern, this is likely related to the engineering review item, and no repairs are recommended.

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

**Thank you,**

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

**TECH LINE**

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[REDACTED]  
Mileage: 3,129

Dealer code: [REDACTED]

Dealer name: KLINE NISSAN

**Customer's Concerns:**  
**LACK OF POWER**

**Technician Findings:**

**TECH CHAT:**

**IM WORKING ON A 2024 VERSA WITH THE VIN PROVIDED. I HAVE CONFIRMED THE CUSTOMER CONCERN OF LACK OF POWER AND CODE [REDACTED] IS STORED IN THE ECM. I FOUND ONE CASE OF THIS FROM A COUPLE WEEKS AGO AND IN THIS CASE IT IS STILL UNDER ENGINEERING REVIEW. IS THIS TRUE OR HAS THAT BEEN UPDATED?**

**CHECK ENGINE LIGHT WAS NOT ILLUMINATED AND THE LACK OF POWER WILL OCCUR AT RANDOM.**

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copy, or disseminate this message or any part of it. Please notify the sender immediately and delete all copies of the message.

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

Message Date [REDACTED]

Has Attachment

Email Address [REDACTED]

Status Read

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

Text Body I WAS ABLE TO VERIFY THE CONCERN ONLY BECAUSE THE CUSTOMER BROUGHT THE CAR IN WHEN IT WAS HAPPENING. CUSTOMER STATES THAT THE CAR WAS NOT STALLED ACCIDENTLY OR SELF INDUCED. MY PIN FITS AT ECM AND EIVT ARE CORRECT AND MAKING GOOD CONTACT. ON MY TEST DRIVES I HAVE NOT BEEN ABLE TO DUPLICATE THE CONCERN BUT I WILL KEEP DRIVING AND ALSO HAVE A RUNNER DRIVE.

On [REDACTED] TECH LINE Email to Case <techlinesidc@nissan-usa.com> wrote:

> [REDACTED]

>

> TECH LINE's latest case update is below.

>

>

> Recommendation:

> • Thank you for the update.

> • Looking at the Consult synced data, we only see one occurrence of this

> DTC, and it occurred at 150 RPM. If possible, please attach the freeze

> frame data from when the DTC stored while driving.

> • This DTC indicates the ECM was unable to receive the CAM position sensor

> information from the EIVT control module. Please verify pin fit on all

> terminals of the EIVT control module, timing actuator, and ECM using the

> spread terminal gauges.

> • - The pin fit tool should not enter the terminal (the spring should

> completely compress and not enter)

> • - If the pin fit tool enters the terminal and the spring does not fully

> compress, we would recommend replacement of the terminal itself

> • If no pin fit concerns are identified, let's flex test all related

> wiring and see if we are able to induce the concern.

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

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[REDACTED]

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> From ASIST, Select TECH LINE Support Request, Enter your dealer code and

> select Update a Case.

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> \*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: 3,129

>

> Dealer code: [REDACTED]

>

> Dealer name: KLINE NISSAN

>

> Customer's Concerns:

> LACK OF POWER

>

>

> Technician Findings:

> TECH CHAT:

> IM WORKING ON A 2024 VERSA WITH THE VIN PROVIDED. I HAVE CONFIRMED THE  
> CUSTOMER CONCERN OF LACK OF POWER AND CODE [REDACTED] IS STORED IN THE ECM. I  
> FOUND ONE CASE OF THIS FROM A COUPLE WEEKS AGO AND IN THIS CASE IT IS STILL  
> UNDER ENGINEERING REVIEW. IS THIS TRUE OR HAS THAT BEEN UPDATED?

>

> CHECK ENGINE LIGHT WAS NOT ILLUMINATED AND THE LACK OF POWER WILL OCCUR AT  
> RANDOM.

>

> CUSTOMER WILL BE DRIVING AND EVERYTHING IS NORMAL, THEN AT RANDOM IT WILL  
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>

>

> [REDACTED]

>

2024.0 VERSA SEDAN; [REDACTED]

Message Date [REDACTED]

Has Attachment

Email Address [REDACTED]

Status Sent

Subject [REDACTED] 2024.0 VERSA SEDAN; [REDACTED]

Text Body [REDACTED]

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

**Recommendation:**

- Thank you for the update.
- Looking at the Consult synced data, we only see one occurrence of this DTC, and it occurred at 150 RPM. If possible, please attach the freeze frame data from when the DTC stored while driving.
- This DTC indicates the ECM was unable to receive the CAM position sensor information from the EIVT control module. Please verify pin fit on all terminals of the EIVT control module, timing actuator, and ECM using the spread terminal gauges.
- - The pin fit tool should not enter the terminal (the spring should completely compress and not enter)
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- If no pin fit concerns are identified, let's flex test all related wiring and see if we are able to induce the concern.

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: 3,129

Dealer code: [REDACTED]

Dealer name: KLINE NISSAN

Customer's Concerns:  
LACK OF POWER

Technician Findings:

TECH CHAT:

IM WORKING ON A 2024 VERSA WITH THE VIN PROVIDED. I HAVE CONFIRMED THE CUSTOMER CONCERN OF LACK OF POWER AND CODE P2615 IS STORED IN THE ECM. I FOUND ONE CASE OF THIS FROM A COUPLE WEEKS AGO AND IN THIS CASE IT IS STILL UNDER ENGINEERING REVIEW. IS THIS TRUE OR HAS THAT BEEN UPDATED?

CHECK ENGINE LIGHT WAS NOT ILLUMINATED AND THE LACK OF POWER WILL OCCUR AT RANDOM.

CUSTOMER WILL BE DRIVING AND EVERYTHING IS NORMAL, THEN AT RANDOM IT WILL HAVE LACK OF POWER.:

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

Message Date [REDACTED]

Has Attachment

Email Address [REDACTED]

Status Read

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

Text Body YES, THIS CONCERN IS HAPPENING WITHOUT THE ENGINE STALLING. AT RANDOM THE VEHICLE WILL LOSE POWER AND AND SET THIS CODE.

On [REDACTED] TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:

- > [REDACTED]
- >
- > TECH LINE's latest case update is below.
- >
- >
- > Recommendation:
- > • Thank you for the case details.
- > • We have a vehicle with [REDACTED] INTAKE CAMSHAFT POSITION SENSOR stored with
- > a lack of power concern.
- > • This concern is currently under engineering review.
- > • Engineering has found that this DTC most commonly occurs on M/T Versa
- > due to the engine quitting due to faster than expected clutch operation. If

- > this is the case, an ignition cycle typically resolves the lack of power.
- > • If the DTC is storing while driving the vehicle normally, this review item may not apply.
- > • If we are able to duplicate the concern without the engine quitting, does the DTC return when the lack of power occurs?
- > • Please feel free to reach out using Lenz and the voice commands: Frontline Workplace> Start Work> Call Support> Start Service Call> TECH LINE

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

> Thank you,

> **TECH LINE**

> \*Updating a TECH LINE Case:\*

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> Mileage: 3,129

> Dealer name: KLINE NISSAN

> Customer's Concerns:  
> LACK OF POWER

> Technician Findings:

> TECH CHAT:

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>  
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 > message or any part of it. Please notify the sender immediately and delete  
 > all copies of the message.  
 >  
 >  
 > [REDACTED]  
 >

2024.0 VERSA SEDAN; [REDACTED]

Message Date [REDACTED]  
 Has Attachment   
 Email Address [REDACTED]  
 Status **Sent**  
 Subject [REDACTED] 2024.0 VERSA SEDAN; [REDACTED]  
 Text Body [REDACTED]

TECH LINE's latest case update is below.

**Recommendation:**

- Thank you for the case details.
- We have a vehicle with [REDACTED] INTAKE CAMSHAFT POSITION SENSOR stored with a lack of power concern.
- This concern is currently under engineering review.
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Thank you,

**TECH LINE**

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**Mileage: 3,129**

**Dealer code:**

**Dealer name: KLINE NISSAN**

**Customer's Concerns:  
LACK OF POWER**

**Technician Findings:**

**TECH CHAT:**

**IM WORKING ON A 2024 VERSA WITH THE VIN PROVIDED. I HAVE CONFIRMED THE CUSTOMER CONCERN OF LACK OF POWER AND CODE [REDACTED] IS STORED IN THE ECM. I FOUND ONE CASE OF THIS FROM A COUPLE WEEKS AGO AND IN THIS CASE IT IS STILL UNDER ENGINEERING REVIEW. IS THIS TRUE OR HAS THAT BEEN UPDATED?**

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**CUSTOMER WILL BE DRIVING AND EVERYTHING IS NORMAL, THEN AT RANDOM IT WILL HAVE LACK OF POWER.:**

**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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Case Comments

<p>User [REDACTED]</p> <p>Public <input checked="" type="checkbox"/></p> <p>Comment <b>Recommendation:</b></p> <ul style="list-style-type: none"> <li>• Thank you for the update.</li> <li>• The DTC will cause the vehicle to enter fail-safe until the ignition is cycled, so this could explain the lack of power that was duplicated.</li> <li>• If we are not able to duplicate the concern, this is likely related to the engineering review item, and no repairs are recommended.</li> </ul>	<p>User [REDACTED]</p> <p>Public <input checked="" type="checkbox"/></p> <p>Comment <b>Technician replied by email:</b></p> <p>I WAS ABLE TO VERIFY THE CONCERN ONLY BECAUSE THE CUSTOMER BROUGHT THE CAR IN WHEN IT WAS HAPPENING. CUSTOMER STATES THAT THE CAR WAS NOT STALLED ACCIDENTLY OR SELF INDUCED. MY PIN FITS AT ECM AND EIVT ARE CORRECT AND MAKING GOOD CONTACT. ON MY TEST DRIVES I HAVE NOT BEEN ABLE TO DUPLICATE THE CONCERN BUT I WILL KEEP DRIVING AND ALSO HAVE A RUNNER DRIVE.</p>
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<p>User [REDACTED]</p> <p>Public <input checked="" type="checkbox"/></p> <p>Comment <b>Recommendation:</b></p> <ul style="list-style-type: none"> <li>• Thank you for the update.</li> <li>• Looking at the Consult synced data, we only see one occurrence of this DTC, and it occurred at 150 RPM. If possible, please attach the freeze frame data from when the DTC stored while driving.</li> <li>• This DTC indicates the ECM was unable to receive the CAM position sensor information from the EIVT control module. Please verify pin fit on all terminals of the EIVT control module, timing actuator, and ECM using the spread terminal gauges.</li> <li>• - The pin fit tool should not enter the terminal (the spring should completely compress and not enter)</li> <li>• - If the pin fit tool enters the terminal and the spring does not fully compress, we would recommend replacement of the terminal itself</li> <li>• If no pin fit concerns are identified, let's flex test all related wiring and see if we are able to induce the concern.</li> </ul>	<p>User [REDACTED]</p> <p>Public <input checked="" type="checkbox"/></p> <p>Comment <b>Recommendation:</b></p> <ul style="list-style-type: none"> <li>• Thank you for the case details.</li> <li>• We have a vehicle with [REDACTED] POSITION SENSOR stored with a lack of power concern.</li> <li>• This concern is currently under engineering review.</li> <li>• Engineering has found that this DTC most commonly occurs on M/T Versa due to the engine quitting due to faster than expected clutch operation. If this is the case, an ignition cycle typically resolves the lack of power.</li> <li>• If the DTC is storing while driving the vehicle normally, this review item may not apply.</li> <li>• If we are able to duplicate the concern without the engine quitting, does the DTC return when the lack of power occurs?</li> <li>• Please feel free to reach out using Lenz and the voice commands: Frontline Workplace&gt; Start Work&gt; Call Support&gt; Start Service Call&gt; TECH LINE</li> </ul>
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<p>User [REDACTED]</p> <p>Public <input checked="" type="checkbox"/></p> <p>Comment <b>TECH ADDED:</b></p> <p>PAST CODE [REDACTED] IN LASER/RADAR</p>	<p>User [REDACTED]</p> <p>Public <input checked="" type="checkbox"/></p> <p>Comment <b>TechLine Cases:</b></p> <p><b>Customer Comments: LACK OF POWER</b></p> <p><b>Technician Findings: TECH CHAT:</b></p> <p>IM WORKING ON A 2024 VERSA WITH THE VIN PROVIDED. I HAVE CONFIRMED THE CUSTOMER CONCERN OF LACK OF POWER AND CODE [REDACTED] IS STORED IN THE ECM. I FOUND ONE CASE OF THIS FROM A COUPLE WEEKS AGO AND IN THIS CASE IT IS STILL UNDER ENGINEERING REVIEW. IS THIS TRUE OR HAS THAT BEEN UPDATED?</p> <p>CHECK ENGINE LIGHT WAS NOT ILLUMINATED</p>
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AND THE LACK OF POWER WILL OCCUR AT RANDOM.

CUSTOMER WILL BE DRIVING AND EVERYTHING IS NORMAL, THEN AT RANDOM IT WILL HAVE LACK OF POWER.

Verified: Yes

### Chat Transcripts

Owner [REDACTED]

Status **Completed**

### Case History

User [REDACTED]

Connection

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

User [REDACTED]

**Managed Services**

Connection

Action **Changed Reopen Date from [REDACTED] Changed Status from Closed to Pending TECH LINE.**

User [REDACTED]

Connection

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

User [REDACTED]

**Managed Services**

Connection

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

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

User [REDACTED]

Connection

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

User [REDACTED]

Connection

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

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User	[REDACTED]
Connection	
Action	<b>Changed Subject to [REDACTED]</b>

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User	[REDACTED]
Connection	
Action	<b>Changed Account Name to KLINE NISSAN. Created.</b>

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