



Case Detail

Case Id: [REDACTED]	Date-Request: [REDACTED]	Date-Inspection: [REDACTED]
DTS Name: [REDACTED]	Inspection Status: Completed	Date-Close: [REDACTED]
Request Type: DTS Dealer	HK Request Type: Non-Consumer	
Description: [REDACTED]		

Dealer Information

Dealer Code: 5295	Dealer Name: RON MARHOFER NISSAN	Representative: [REDACTED]
Phone Number: [REDACTED]	Region: 24	
Address: 247 HOWE AVENUE CUYAHOGA FALLS OH 44221		

Vehicle Information

VIN: [REDACTED]	Model Year: 2022	Make: NISSAN
Model Line: VERSA SEDAN	Model Code: [REDACTED]	Starting Mileage:

Inspection Summary

Appointment Time/Notes:

Customer Name: [REDACTED] Customer Representative: [REDACTED]

Customer's Concern: Shifting to 2nd gear and car has low power

Did DTS and customer meet?: N

Customer Meeting Summary:

Road Test Performed?: N Was DTS able to duplicate concerns? Y

Starting Mileage: Ending Mileage:

Vehicle Condition: Good Non-OE Modifications or Accessories?: N

Vehicle Condition Description: Modification or Accessory Description:

Vehicle Findings: 1.ComplaintShifting to 2nd gear and car has low powerCause ecm [REDACTED] Correction Ecm software is incorrectly thinks a stall. FQT working on update [REDACTED] NML working on and ecm [REDACTED] email JN for update update software may not be available until july.Status [REDACTED]

Did DTS meet with Dealer?: Y

Dealer Findings:

Repair Status: In Process ETA: 05/17/2024

Comments:

Goodwill Offered?: 0

Current Mileage: 0 TREAD Code: [REDACTED] TREAD Effective Date: [REDACTED]

Additional Comments

Internal Comments:

External Comments:

RO Approval Comment:

Dealer Action/Observation:

Problem Analysis:

Initial Recommendation:

Related/Support Case

Related Support Case:

Related Support Case Subject:

Latest Update: