



Case Detail

Case Id: [REDACTED]	Date-Request: [REDACTED]	Date-Inspection: [REDACTED]
DTS Name: [REDACTED]	Inspection Status: Completed	Date-Close: [REDACTED]
Request Type: CA Inspection	HK Request Type: Consumer	
Description: 48323143 GLEN GILLIAM 3256		

Dealer Information

Dealer Code: [REDACTED]	Dealer Name: WALLACE NISSAN KINGSPORT	Representative: GM Vann
Phone Number: 4232885500	Region: 34	
Address: 2733 E STONE DR KINGSPORT TN 37660		

Vehicle Information

VIN: [REDACTED]	Model Year: 2022	Make: NISSAN
Model Line: VERSA SEDAN	Model Code: [REDACTED]	Starting Mileage: 5440

Inspection Summary

Appointment Time/Notes: Appointment Time: Notes to Agent:

Customer Name: [REDACTED] Customer Representative:

Customer's Concern: Loss of power and VEH shuts off C states that concern is still occurring C wants repurchase. ARBS denied and recommended DTSM inspection

Did DTS and customer meet?: Y

Customer Meeting Summary: DTSM met with the customer

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

Starting Mileage: 5440 Ending Mileage:

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

Vehicle Condition Description: Modification or Accessory Description:

Vehicle Findings: 1.Customer states vehicle has a lack of acceleration at times No DTC, fuel pump and battery replaced during previous visit. 1 similar case found in database with no resolution. DTSM is replacing the EGI harness. Tech will go through Vcat for final approval.Customer would appreciate a 1 month payment reimbursement for his inconvenience.Status

Did DTS meet with Dealer?: Y

Dealer Findings:

Repair Status: Complete ETA:

Comments: DTSM approved EGI wiring harness replacement and up to 5.0 hrs straight time as long as punch times and notes match. [REDACTED] Wallace Nissan

Goodwill Offered?: 0

Current Mileage: 4500 TREAD Code: [REDACTED] TREAD Effective Date: [REDACTED]



Additional Comments

Internal Comments: Loss of power and VEH shuts off C states that concern is still occurring C wants repurchase. ARBS denied and recommended DTSM inspection

External Comments:

RO Approval Comment:

Dealer Action/Observation: C is seeking RHR due to VEH not running.

Problem Analysis:

Initial Recommendation:

Related/Support Case

Related Support Case: [REDACTED]

Related Support Case Subject: [REDACTED]

Latest Updates: [REDACTED]