



- [Close Window](#)
- [Print This Page](#)
- [Expand All](#) | [Collapse All](#)



Title	[REDACTED]	Request Date	7/31/2023 9:14 PM
Status	Completed	DTSM Inspection Date	7/31/2023 9:14 PM
Owner	Marvin Velasquez	Report Date	7/31/2023 9:14 PM
		Age	0
Current Location Dealer Code	5993	Request Type	DTS Dealer
Current Location Dealer Name	PUENTE HILLS NISSAN	HK Request Type	Non-Consumer
VIN	[REDACTED]	Sub-Request Type	DTS Managed
Year/Model	2022 VERSA SEDAN	Legacy Requested Date	
Customer Name	[REDACTED]	Inspection Time/Notes	
Customer's Concern	C/s vehicle has no power & check engine light is on.	Component Code Category	N/A Not Applicable
Threat Level #	1	Component Code Issue	N/A NOT APPLICABLE
CBB Eval Acceptance Time			
Repair Time	7,987		
Final Submitted Date			
Setup Date			
Setup Time			
Setup Status			
Hours to Respond	0.00		
Hours to Close	0.01		

Case Report

Did DTSM and customer meet?	No	Customer Representative	
Customer Meeting Summary			
DTSM physically inspected vehicle	No	Was DTSM able to duplicate concerns?	No
Did you Road Test?	No	Ending Mileage	7,752
Starting Mileage	7,752	Non OE Mod's or Accy's	No
Vehicle Condition	Good	Mod's or Accy's Description	No Visual Modifications Observed
Vehicle Condition Description	Performed vehicle walk around and inspected condition (Good)		
Vehicle Findings	1.Complaint: C/s vehicle has no power & check engine light is on.		



Update 8/11/23: After EGI harness replacement vehicle operated as intended.

Dealer inspected INT/V data during cold startup & performed wiggle test on harness connector F70 tech noted data functionals. Inspected pin fitment no abnormalities noted. Dtsm authorizes EGI harness replacement.

- Cause: C/s vehicle has no power & check engine light is on.
- Correction: Dtsm authorizes EGI harness replacement.
- Status: Complete

Repair Status	Complete	ETA	7/31/2023
Did DTSM meet with Dealer?	Yes	Dealer Representative	Grant Odell
Dealer Findings			
Comments	Dtsm authorizes EGI harness replacement. Dtsm authorizes 2.0hrs straight time for diagnosis.		
Created By	Marvin Velasquez, 7/31/2023 9:14 PM	Last Modified By	Marvin Velasquez, 8/11/2023 7:41 PM

Comments

- Internal Comments
- External Comments
- RO Approval Comment
- Dealer Action/Observation
- Problem Analysis
- Initial Recommendation
- Latest Update

Vehicle Disposition

Current Possession	CST Vendor Case Number
Contact	
CBB Dealer Contact Phone	Approval Type
CBB Vehicle Disposition	Vendor Approval Status
CBB Findings	CBB Eval Acceptance Date
Morley Managed Follow-Up Instructions	CBB Eval Rejection Count 0
RO Approval Status	Vendor Repair Status
Vendor Repair Accepted Date	

Additional Information

Related Support Case	Related Support Case	ECM sets P2615 - N18 - EC
-----------------------------	-----------------------------	---------------------------

Subject

Requesting Agent

Requesting Agent
Phone Number

Related CST

Goodwill Offered?

Technician Name CRUZ HERNANDEZ

Goodwill Processed 0

Dealer Region 44

Current Mileage 7,720

Dealer Address 17320 E GALE AVENUE
CITY OF INDUSTRY, CA 91748
United States

Vehicle Service
Contract

Dealer Phone Number 6266262600

Is Validation Active?

Dealer Fax Number

Notes & Attachments

F70

Data

Type	File
Last Modified	Marvin Velasquez
Description	Download

Type	File
Last Modified	Marvin Velasquez
Description	Download

DTSM Field Inspection History

8/11/2023 7:41 PM

User	Marvin Velasquez
Connection	
Action	Changed Vehicle Findings.

7/31/2023 9:14 PM

User	Marvin Velasquez
Connection	
Action	Changed Report Date to 7/31/2023 9:14 PM. Changed Threat Level to 1. Created.

Activity History

Pending Repair 22 N18 P2615

Name	
Task	<input checked="" type="checkbox"/>
Due Date	7/31/2023
Assigned To	Marvin Velasquez
Last Modified Date/Time	7/31/2023 9:17 PM
Comments	Follow Up on Pending Repairs



- [Close Window](#)
- [Print This Page](#)
- [Expand All](#) | [Collapse All](#)



Title	[REDACTED]	Request Date	4/26/2024 4:46 PM
Status	Completed	DTSM Inspection Date	4/26/2024 2:00 PM
Owner	[REDACTED]	Report Date	4/26/2024 4:46 PM
		Age	0
Current Location Dealer Code	6022	Request Type	DTS Dealer
Current Location Dealer Name	NISSAN OF REDLANDS	HK Request Type	Non-Consumer
VIN	[REDACTED]	Sub-Request Type	Dealer Managed
Year/Model	2024.0 VERSA SEDAN	Legacy Requested Date	
Customer Name		Inspection Time/Notes	
Customer's Concern	Vehicle loses power and MIL on.	Component Code Category	N/A Not Applicable
Threat Level #	1	Component Code Issue	N/A NOT APPLICABLE
CBB Eval Acceptance Time			
Repair Time	1,511		
Final Submitted Date			
Setup Date			
Setup Time			
Setup Status			
Hours to Respond	0.00		
Hours to Close	2.77		

Case Report

Did DTSM and customer meet?	No	Customer Representative	
Customer Meeting Summary			
DTSM physically inspected vehicle	No	Was DTSM able to duplicate concerns?	Yes
Did you Road Test?	No	Ending Mileage	
Starting Mileage		Non OE Mod's or Accy's	No
Vehicle Condition	Good	Mod's or Accy's Description	
Vehicle Condition Description			
Vehicle Findings			

1. Complaint: Vehicle loses power and MIL on.



- Cause: DTC P2615 is stored and returned after cleared and driven. Issue is currently under engineering review. No repair recommendation at this time.
- Correction: None
- Status: Issue is currently under engineering review. No repair recommendation at this time.

Repair Status	Complete	ETA	
Did DTSM meet with Dealer?	No	Dealer Representative	
Dealer Findings			
Comments			
Created By	Dan Martinez, 4/26/2024 4:46 PM	Last Modified By	Dan Martinez, 4/26/2024 4:46 PM

Comments

- Internal Comments
- External Comments
- RO Approval Comment
- Dealer Action/Observation
- Problem Analysis
- Initial Recommendation
- Latest Update

Vehicle Disposition

Current Possession	CST Vendor Case Number
Contact	
CBB Dealer Contact Phone	Approval Type
CBB Vehicle Disposition	Vendor Approval Status
CBB Findings	CBB Eval Acceptance Date
Morley Managed Follow-Up Instructions	CBB Eval Rejection Count 0
RO Approval Status	Vendor Repair Status
Vendor Repair Accepted Date	

Additional Information

Related Support Case	Related Support Case Subject
Requesting Agent	Requesting Agent Phone Number
Related CST	Goodwill Offered? <input type="checkbox"/>
Technician Name	Goodwill Processed 0
Dealer Region 44	Current Mileage 0
Dealer Address 1665 INDUSTRIAL PARK AVE REDLANDS, CA 92374 United States	Vehicle Service Contract

Dealer Phone Number 9097933377

Is Validation Active?

Dealer Fax Number

DTSM Field Inspection History

4/26/2024 4:46 PM

User **Dan Martinez**

Connection

Action **Changed Report Date to 4/26/2024 4:46 PM. Changed Threat Level to 1. Created.**

Copyright © 2000-2024 salesforce.com, inc. All rights reserved.





- [Close Window](#)
- [Print This Page](#)
- [Expand All](#) | [Collapse All](#)



Title	[Redacted]	Request Date	4/30/2024 2:10 PM
Status	Completed	DTSM Inspection Date	4/30/2024 2:00 PM
Owner	Jason Rain	Report Date	4/30/2024 2:13 PM
		Age	0
Current Location Dealer Code	2122	Request Type	DTS Dealer
Current Location Dealer Name	DUTRO NISSAN	HK Request Type	Non-Consumer
VIN	[Redacted]	Sub-Request Type	Dealer Managed
Year/Model	2024.0 VERSA SEDAN	Legacy Requested Date	
Customer Name		Inspection Time/Notes	
Customer's Concern		Component Code Category	EM Engine Mechanical
Threat Level #	1	Component Code Issue	EME CAMSHAFT, DRIVE SYSTEM, & TIMING BELT
CBB Eval Acceptance Time			
Repair Time	1,417		
Final Submitted Date			
Setup Date			
Setup Time			
Setup Status			
Hours to Respond	0.00		
Hours to Close	0.23		

Case Report

Did DTSM and customer meet?	No	Customer Representative	
Customer Meeting Summary			
DTSM physically inspected vehicle	No	Was DTSM able to duplicate concerns?	Yes
Did you Road Test?	No	Ending Mileage	
Starting Mileage		Non OE Mod's or Accy's	No
Vehicle Condition	Good	Mod's or Accy's Description	
Vehicle Condition Description			
Vehicle Findings	1.Complaint Customer has returned with car entering failsafe/limp mode after shifting. Past codes with p2615 ivt.		



- Cause tech has replaced engine and electrical components. They requested my involvement.
- Correction Engineering is aware of concern and is working on ecm software change. Car can be driven if not shifted aggressive. I advised for dealer to discuss concern with customer and if customer wants to drive until dsoftware is available.
- Status

Repair Status	In Process	ETA	6/28/2024
Did DTSM meet with Dealer?	Yes	Dealer Representative	Brian Cartwright
Dealer Findings	Discussed reason for visit and other cases		
Comments			
Created By	Jason Rain, 4/30/2024 2:10 PM	Last Modified By	Jason Rain, 5/31/2024 4:12 PM

Comments

- Internal Comments
- External Comments
- RO Approval Comment
- Dealer Action/Observation
- Problem Analysis
- Initial Recommendation
- Latest Update

Vehicle Disposition

Current Possession	CST Vendor Case Number
Contact	
CBB Dealer Contact Phone	Approval Type
CBB Vehicle Disposition	Vendor Approval Status
CBB Findings	CBB Eval Acceptance Date
Morley Managed Follow-Up Instructions	CBB Eval Rejection Count 0
RO Approval Status	Vendor Repair Status
Vendor Repair Accepted Date	

Additional Information

Related Support Case	[Redacted]	Related Support Case Subject	Lack of power, RPM's will not increase, N18
Requesting Agent		Requesting Agent Phone Number	
Related CST		Goodwill Offered?	<input type="checkbox"/>
Technician Name	Chris Moore	Goodwill Processed	0
Dealer Region	24	Current Mileage	0

Dealer Address 131 S 5TH ST
ZANESVILLE, OH 43701

Vehicle Service
Contract

Dealer Phone Number 7404526334

Is Validation Active?

Dealer Fax Number

Open Activities

Pending Repair

Name
Task
Due Date **6/28/2024**
Status **Not Started**
Priority **Normal**
Assigned To **Jason Rain**
Comments **Follow Up on Pending Repairs**

DTSM Field Inspection History

4/30/2024 2:13 PM

User **Jason Rain**
Connection
Action **Changed Report Date to 4/30/2024 2:13 PM. Changed Vehicle Findings. Changed Status from Active to Completed.**

4/30/2024 2:10 PM

User **Jason Rain**
Connection
Action **Changed Vehicle Findings. Changed Threat Level to 1. Created.**



- [Close Window](#)
- [Print This Page](#)
- [Expand All](#) | [Collapse All](#)

MY23/N18/Alleged reduced power at times

Title	MY23/N18/Alleged reduced power at times	Request Date	5/1/2024 11:08 AM
Status	Completed	DTSM Inspection Date	5/1/2024 12:00 PM
Owner	Michael Gorrill	Report Date	5/1/2024 11:11 AM
		Age	0
Current Location Dealer Code	2730	Request Type	DTS Dealer
Current Location Dealer Name	FREEDOM NISSAN	HK Request Type	Non-Consumer
VIN	[REDACTED]	Sub-Request Type	DTS Managed
Year/Model	2023 VERSA SEDAN	Legacy Requested Date	
Customer Name	[REDACTED]	Inspection Time/Notes	
Customer's Concern		Component Code Category	EC Emission Controls
Threat Level #	1	Component Code Issue	ECU ELECTRONIC CONTROL UNIT
CBB Eval Acceptance Time			
Repair Time	1,396		
Final Submitted Date			
Setup Date			
Setup Time			
Setup Status			
Hours to Respond	0.00		
Hours to Close	0.00		

Case Report

Did DTSM and customer meet?	Yes	Customer Representative	[REDACTED]
Customer Meeting Summary	DTSM met with customer via phone at the time of inspection.		
DTSM physically inspected vehicle	Yes	Was DTSM able to duplicate concerns?	No
Did you Road Test?	Yes	Ending Mileage	9,630
Starting Mileage	9,595	Non OE Mod's or Accy's	Yes
Vehicle Condition	Good	Mod's or Accy's Description	Vehicle equipped with studded snow tires at the time of inspection.
Vehicle Condition Description			
Vehicle Findings	The vehicle was inspected on Freedom Nissan RO [REDACTED] dated 4/29/24.		

Concern:

- Customer states that the vehicle loses power at times.

Cause:

- P2615
- DTSM road tested vehicle without any abnormal operation.
- Concern consistent with open engineering review item.

Correction:

- No repair recommendation.
- DTSM advised dealer and customer that concern is under engineering review and that no repairs should be made.

Repair Status	Complete	ETA	
Did DTSM meet with Dealer?	Yes	Dealer Representative	Mort Shapiro DP
Dealer Findings	DTSM met with DP to discuss recent NER Dealer meeting, technician training, and SPA		
Comments			
Created By	Michael Gorrill, 5/1/2024 11:08 AM	Last Modified By	Michael Gorrill, 5/1/2024 11:11 AM

Comments

- Internal Comments
- External Comments
- RO Approval Comment
- Dealer Action/Observation
- Problem Analysis
- Initial Recommendation
- Latest Update

Vehicle Disposition

Current Possession	CST Vendor Case Number	
Contact		
CBB Dealer Contact Phone	Approval Type	
CBB Vehicle Disposition	Vendor Approval Status	
CBB Findings	CBB Eval Acceptance Date	
Morley Managed Follow-Up Instructions	CBB Eval Rejection Count	0
RO Approval Status	Vendor Repair Status	
Vendor Repair Accepted Date		



Additional Information

Related Support Case		Related Support Case Subject	
Requesting Agent		Requesting Agent Phone Number	
Related CST		Goodwill Offered?	<input type="checkbox"/>
Technician Name		Goodwill Processed	0
Dealer Region	26	Current Mileage	0
Dealer Address	1095 SHELBURNE ROAD SOUTH BURLINGTON, VT 05403	Vehicle Service Contract	
Dealer Phone Number	8028647400	Is Validation Active?	<input type="checkbox"/>
Dealer Fax Number			

DTSM Field Inspection History

5/1/2024 11:11 AM

User	Michael Gorrill
Connection	
Action	Changed Report Date to 5/1/2024 11:11 AM. Changed Repair Status to Complete. Changed Was DTSM able to duplicate concerns? to No. Changed Vehicle Findings. Changed Status from Active to Completed. Changed Did DTSM meet with Dealer? to Yes. Changed Did DTSM and customer meet? to Yes. Changed Dealer Representative to Mort Shapiro DP. Changed Dealer Findings. Changed Customer Representative to [REDACTED].

5/1/2024 11:08 AM

User	Michael Gorrill
Connection	
Action	Changed Vehicle Findings. Changed Threat Level to 1. Created.



- [Close Window](#)
- [Print This Page](#)
- [Expand All](#) | [Collapse All](#)



Title	[Redacted]	Request Date	5/9/2024 12:25 PM
Status	Completed	DTSM Inspection Date	5/9/2024 12:30 PM
Owner	Jason Rain	Report Date	5/9/2024 12:30 PM
		Age	0
Current Location Dealer Code	3473	Request Type	DTS Dealer
Current Location Dealer Name	GERMAIN NISSAN	HK Request Type	Non-Consumer
VIN	[Redacted]	Sub-Request Type	Dealer Managed
Year/Model	2024.0 VERSA SEDAN	Legacy Requested Date	
Customer Name		Inspection Time/Notes	
Customer's Concern	Fail safe when car stalls	Component Code Category	EM Engine Mechanical
Threat Level #	1	Component Code Issue	EMF CYLINDER HEAD OR VALVE TRAIN
CBB Eval Acceptance Time			
Repair Time	1,203		
Final Submitted Date			
Setup Date			
Setup Time			
Setup Status			
Hours to Respond	0.00		
Hours to Close	0.00		

Case Report

Did DTSM and customer meet?	No	Customer Representative	
Customer Meeting Summary			
DTSM physically inspected vehicle	No	Was DTSM able to duplicate concerns?	Yes
Did you Road Test?	No	Ending Mileage	
Starting Mileage		Non OE Mod's or Accy's	No
Vehicle Condition	Good	Mod's or Accy's Description	
Vehicle Condition Description			
Vehicle Findings	1.Complaint After driver stalls the ngien, Ca will not move well. Code p2615 stored		



- Cause I discussed case with service team and is under engineering review with a software expected by july
- Correction
- Status

Repair Status	In Process	ETA	7/12/2024
Did DTSM meet with Dealer?	Yes	Dealer Representative	josh miller
Dealer Findings			
Comments			
Created By	Jason Rain, 5/9/2024 12:25 PM	Last Modified By	Jason Rain, 6/17/2024 6:02 PM

Comments

- Internal Comments
- External Comments
- RO Approval Comment
- Dealer Action/Observation
- Problem Analysis
- Initial Recommendation
- Latest Update

Vehicle Disposition

Current Possession	CST Vendor Case Number
Contact	
CBB Dealer Contact Phone	Approval Type
CBB Vehicle Disposition	Vendor Approval Status
CBB Findings	CBB Eval Acceptance Date
Morley Managed Follow-Up Instructions	CBB Eval Rejection Count 0
RO Approval Status	Vendor Repair Status
Vendor Repair Accepted Date	

Additional Information

Related Support Case	Related Support Case Subject	Check engine light P2615 N18
Requesting Agent	Requesting Agent Phone Number	
Related CST	Goodwill Offered?	<input type="checkbox"/>
Technician Name han chung	Goodwill Processed	0
Dealer Region 24	Current Mileage	1,189
Dealer Address 4300 MORSE RD COLUMBUS, OH 43230	Vehicle Service Contract	
Dealer Phone Number 6144184500	Is Validation Active?	<input type="checkbox"/>



Dealer Fax Number

Open Activities

Pending Repair



Name
 Task
 Due Date **7/12/2024**
 Status **Not Started**
 Priority **Normal**
 Assigned To **Jason Rain**
 Comments **Follow Up on Pending Repairs**

DTSM Field Inspection History

5/9/2024 12:30 PM

User **Jason Rain**
 Connection
 Action **Changed Report Date to 5/9/2024 12:30 PM. Changed Vehicle Findings. Changed Status from Active to Completed. Changed Did DTSM meet with Dealer? to Yes. Changed Dealer Representative to josh miller.**

5/9/2024 12:25 PM

User **Jason Rain**
 Connection
 Action **Changed Vehicle Findings. Changed Threat Level to 1. Created.**



TR (Technical Report)

Ref. No : [REDACTED]

Status : Linked

Responsible : Jeff Nafziger(NA-NNA-FIELD QUALITY-TCS)

Subject [REDACTED]

General

Local Ref No.	-	Incident Country	United States	Claim No.	-
Model	N18	Model Year	2023	Taskforce Report	No
No Action Reason	-	Info Source	-	Classification	-
Explanation	-				
Issue Coverage	<input type="checkbox"/> 3MIS <input type="checkbox"/> 12MIS <input type="checkbox"/> Durability <input type="checkbox"/> QCS <input type="checkbox"/> IQS <input type="checkbox"/> Breakdown				

Vehicle Details

VIN	[REDACTED]	Plant Code	L-NMEX (Aguascalientes)	Color Code	KADG
Model Variation	BDTALBFN18EUB----	Sold Date	2023/05/26		
Prod Date	2023/03/17	Engine No.	722197		
Engine Type	HR16DE	Transmission No.	-		
Transmission Type	RS5F91R	DC Converter No.	-	Battery Pack No.	-
Inverter No.	-	E-PKB ECU No.	-	On Board Charge No.	-
PBW ECU No.	-	E-PKB ATR No.	-		
Electric Heater Unit No.	-				

Incident Details

Dealer No. - Name	5828-JOHNSON CITY NISSAN	County/State	Tennessee	Contact	-
City/Town	JOHNSON CITY	Incident Mileage	877 Miles		
Date of Incident	2023/08/01				

Customer Complaint Drivability Concern *Customer States, VEHICLE STARTS AND IDLES BUT WILL NOT MOVE- TOW TRUCK DRIVER STATES VEHICLE WILL DRIVE

Details of Incident CHECKED AND FOUND CODE P2615-00; FOLLOWED ESM AND MADE A TECHLINE CASE [REDACTED] FOUND CAMSHAFT POSITION SENSOR TO BE THE PROBLEM.

Incident Conditions REPLACED SENSOR AND FOUND VEHICLE TO BE OPERATING PROPERLY.



Field Investigation

Cam sensor shows evidence of contact

<Parts investigation result>



Repair Action & Results

Replaced cam sensor to resolve

Parts Details

Part No.	Part Name	Quantity Available
----------	-----------	--------------------

Coding Block

PFP	23731-SEN ASSY-CAM	Additional PFP	-	Tread Code	06-Engine & Engine Cooling
DTC	-				
f, s, s, s	No				
CS Code	-	CT Code	-		

Related Documents

Ref No	Status	Responsible	Elapsed Days
[Redacted]	REQ Issued	Jeff Nafzger(NA-NNA-FIELD QUALITY-TCS)	178
[Redacted]	Linked	Jeff Nafzger(NA-NNA-FIELD QUALITY-TCS)	-
[Redacted]	Closed	-	-
[Redacted]	Linked	Jeff Nafzger(NA-NNA-FIELD QUALITY-TCS)	-
[Redacted]	Linked	Jeff Nafzger(NA-NNA-FIELD QUALITY-TCS)	-
[Redacted]	Linked	Jeff Nafzger(NA-NNA-FIELD QUALITY-TCS)	-
[Redacted]	Draft	Jeff Nafzger(NA-NNA-FIELD QUALITY-TCS)	13
[Redacted]	Closed	-	-
[Redacted]	Creating LLR	Yamauchi Masahiro(JP-NML-2U1-MZK)	11
[Redacted]	MZK TCS Received	Alan Jesus Pacheco Barrita(NA-NMEX-POWERTRAIN-MZK)	178
[Redacted]	Closed	-	-
[Redacted]	Draft	Jeff Nafzger(NA-NNA-FIELD QUALITY-TCS)	13

Workflow & History

Date	Old Status	Old Responsible	Action	New Responsible	New Status	Comments
2023/10/26	Public	Jeff Nafzger(NA-NNA-FIELD QUALITY-TCS)	Link to PRO	Jeff Nafzger(NA-NNA-FIELD QUALITY-TCS)	Linked	[Redacted]
2023/10/10	Draft	Jeff Nafzger(NA-NNA-FIELD QUALITY-TCS)	Publish	Jeff Nafzger(NA-NNA-FIELD QUALITY-TCS)	Public	-
2023/10/09	Initiated	Jeff Nafzger(NA-NNA-FIELD QUALITY-TCS)	Save	Jeff Nafzger(NA-NNA-FIELD QUALITY-TCS)	Draft	-

Page 1 of 1

Project Member

Author	Jeff Nafzger(NA-NNA-FIELD QUALITY-TCS)
Published Date	2023/10/10
Pre-Select Destination	-
Notification	Jeff Nafzger(NA-NNA-FIELD QUALITY-TCS)

Comment



TR (Technical Report)

Ref. No : [Redacted]

Status : Linked

Responsible : Jeff Nafziger (NA-NNA-FIELD QUALITY-TCS)

Subject [Redacted]

General

Local Ref No.	-	Incident Country	United States	Claim No.	-
Model	N18	Model Year	2023	Taskforce Report	No
No Action Reason	-	Info Source	-	Classification	-
Explanation	-				
Issue Coverage	<input type="checkbox"/> 3MIS <input type="checkbox"/> 12MIS <input type="checkbox"/> Durability <input type="checkbox"/> QCS <input type="checkbox"/> IQS <input type="checkbox"/> Breakdown				

Vehicle Details

VIN	[Redacted]				
Model Variation	BDTALBFN18EUB----	Plant Code	L-NMEX (Aguascalientes)	Color Code	KH3G
Prod Date	2022/10/28	Sold Date	-	Engine No.	637848
Engine Type	HR16DE	Transmission No.	-	Battery Pack No.	-
Transmission Type	RS5F91R	DC Converter No.	-	On Board Charge No.	-
Inverter No.	-	E-PKB ECU No.	-	E-PKB ATR No.	-
PBW ECU No.	-				
Electric Heater Unit No.	-				

Incident Details

Dealer No. - Name	FQC Fleet	County/State	TN	Contact	-
City/Town	Smyrna	Incident Mileage	58000 Miles		
Date of Incident	2023/10/18				

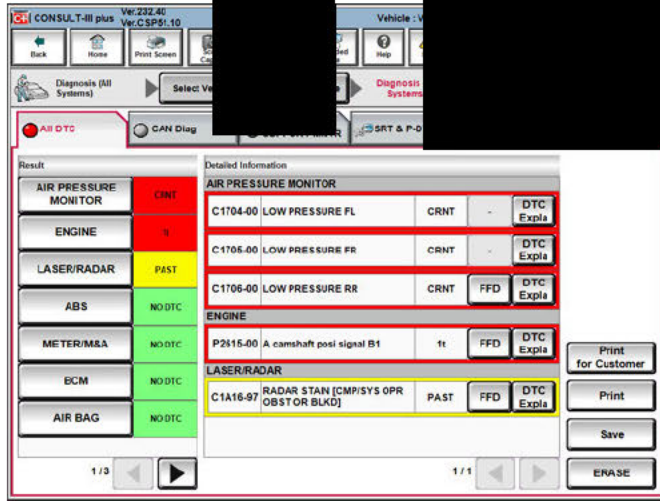
Customer Complaint Reduced power - MIL on P2615 in pending

Details of Incident Induced stall from simulated poor clutch engagement resulted in reduced power with MIL on P2615 in pending

Incident Conditions During Reduced power after stall due to poor clutch engagement



DTC P2615 issue can be reproduced by the stall induced stall procedure shown below.



All Self Diagnosis Results VERSA Sedan N18 /2023- 3N1CN8BV5PL806835

SYSTEM	PART NUMBER	DTC	Detailed Information	TIME
AIR PRESSURE MONITOR	467465FADA	C1704-00	LOW PRESSURE FL	CRNT
AIR PRESSURE MONITOR	467465FADA	C1705-00	LOW PRESSURE FR	CRNT
AIR PRESSURE MONITOR	467465FADA	C1706-00	LOW PRESSURE RR	CRNT
ENGINE	23710-9EWD0A	P2615-00	A camshaft posi signal B1	tt
LASER/RADAR	264385EASE	C1A16-97	RADAR STAIN (CMP/SYS OPR OBST OR BLKD)	PAST
ABS	478555EA2C	No DTC		
METER/M&A	24510-4EL0A	No DTC		
BCM	284B25RW1A	No DTC		
AIR BAG	988206E0A	No DTC		
ICC/ADAS	284E76EM0A	No DTC		
EPS-BAST 3	28504-5EE1E	No DTC		
IPDME-R	284B7-5EA3A	No DTC		
SONAR	265385EA2C	No DTC		
LANE CAMERA	284G35EE0C	No DTC		
3ch CAN GATEWAY	284T268M0A	No DTC		

Reproduce P2615 process

- 3 repeat stalls by releasing clutch with hand brake on in reverse
- cold engine

FFD from 11/23/2023 reproduction shown below

All Self Diagnosis Results VERSA Sedan N18 /2023-

ENGINE

Detected DTC	P2615-00	A camshaft posi signal B1
--------------	----------	---------------------------

FFD(Freeze Frame Data)

MONITOR ITEM	VALUE	UNIT
ODO/TRIP METER	58957	mile
Warm up cycle counter	0	
FUEL SYS-B1	Mode6	
FUEL SYS-B2	##	
CAL/LD VALUE	100	%
COOLANT TEMP	59	°F
L-FUEL TRM-B1	100.0	%
L-FUEL TRM-B2	0.0	%
S-FUEL TRM-B1	100.0	%
S-FUEL TRM-B2	0.0	%
ENGINE SPEED	75	rpm
VEHICL SPEED	0	mph
INT MANI PRES	0.3	psi
ABSOL TH-P/S	23	%
INTA TEMP SF	59	°F
	Mode1	
	10.277	msec



^ **Parts Details**

Part No.	Part Name	Quantity Available
1 23731	-	0

^ **Coding Block**

PFP 23731-SEN ASSY-CAM **Additional PFP** - **Tread Code** 06-Engine & Engine Cooling
DTC -
f, s, s, s No
CS Code - **CT Code** -

^ **Related Documents**

Ref No.	Status	Responsible	Elapsed Days
[Redacted]	REQ Issued	Jeff Nafzger(NA-NNA-FIELD QUALITY-TCS)	178
	Linked	Jeff Nafzger(NA-NNA-FIELD QUALITY-TCS)	-
	Closed	-	-
	Linked	Jeff Nafzger(NA-NNA-FIELD QUALITY-TCS)	-
	Linked	Jeff Nafzger(NA-NNA-FIELD QUALITY-TCS)	-
	Linked	Jeff Nafzger(NA-NNA-FIELD QUALITY-TCS)	-
	Draft	Jeff Nafzger(NA-NNA-FIELD QUALITY-TCS)	13
	Closed	-	-
	Creating LLR	Yamauchi Masahiro(JP-NML-2U1-MZK)	11
	MZK TCS Received	Alan Jesus Pacheco Barrita(NA-NMEX-POWERTRAIN-MZK)	178
	Closed	-	-
	Draft	Jeff Nafzger(NA-NNA-FIELD QUALITY-TCS)	13

^ **Workflow & History**

Date	Old Status	Old Responsible	Action	New Responsible	New Status	Comments
2023/11/16	Public	Jeff Nafzger(NA-NNA-FIELD QUALITY-TCS)	Link to PRO	Jeff Nafzger(NA-NNA-FIELD QUALITY-TCS)	Linked	[Redacted]
2023/11/16	Draft	Jeff Nafzger(NA-NNA-FIELD QUALITY-TCS)	Publish	Jeff Nafzger(NA-NNA-FIELD QUALITY-TCS)	Public	[Redacted]
2023/11/16	Initiated	Jeff Nafzger(NA-NNA-FIELD QUALITY-TCS)	Save	Jeff Nafzger(NA-NNA-FIELD QUALITY-TCS)	Draft	-

Page 1 of 1

^ **Project Member**

Author Jeff Nafzger(NA-NNA-FIELD QUALITY-TCS)
Published Date 2023/11/16
Pre-Select Destination -
Notification Jeff Nafzger(NA-NNA-FIELD QUALITY-TCS)

^ **Comment**





TR (Technical Report)

Ref. No : NNA-TR-24-00551

Status : Public

Responsible : Matt Burke(NA-NNA-FIELD QUALITY-TCS)

Subject 2024 - N18 - 24012 - MIL illuminated while driving with P2615 stored - Partial connection at EGI Harness connector_F70

General

Local Ref No	[Redacted]	Incident Country	United States	Claim No.	-
Model	N18	Model Year	2024	Taskforce Report	No
No Action Reason	-	Info Source	DBS-DBS Open R.O.	Classification	-
Explanation	3 MIS incident DBS Case Feed item				
Issue Coverage	<input checked="" type="checkbox"/> 3MIS	<input type="checkbox"/> 12MIS	<input type="checkbox"/> Durability	<input type="checkbox"/> QCS	<input checked="" type="checkbox"/> IQS
			<input type="checkbox"/> Breakdown		

Vehicle Details

VIN	[Redacted]	Plant Code	L-NMEX (Aguascalientes)	Color Code	QM1G
Model Variation	BDTALBFN18EUB--CA	Sold Date	2024/01/13		
Prod Date	2023/11/26	Engine No.	941877		
Engine Type	HR16DE	Transmission No.	-		
Transmission Type	RS5F91R	DC Converter No.	-	Battery Pack No.	-
Inverter No.	-	E-PKB ECU No.	-	On Board Charge No.	-
PBW ECU No.	-	E-PKB ATR No.	-		
Electric Heater Unit No.	-				

Incident Details

Dealer No. - Name	5902-SCHOMP NISSAN	County/State	CO	Contact	SA-Darrell, Reble
City/Town	LITTLETON	Incident Mileage	279 Miles		
Date of Incident	2024/01/17				

Customer Complaint The customer states the MIL is illuminated while driving and the engine runs rough.

Details of Incident The customer had just purchased the vehicle a couple days before the incident occurred. The issue happens 100% of the time.

Incident Conditions The MIL is illuminated while driving P2615 (Cam Sensor) was stored. The technician inspected the cam position sensor and found connector F70 at Cam Position Sensor was partially connected.





Field Investigation FQM was not present during the inspection or repair of the subject incident

The MIL is illuminated while driving
P2615 (Cam Sensor) was stored.
The technician inspected the cam position sensor and found connector F70 at Cam Position Sensor was partially connected.
No photos were available of the subject incident.

Repair Action & Results The technician properly connected connector F70 at the Cam Position Sensor to resolve the incident.

Parts Details

Part No.	Part Name	Quantity Available
1 24012	EGI Harness	0

Coding Block

PFP 24012-HARN-GUARD **Additional PFP** 24012-HARN-GUARD **Tread Code** 11-Electrical System

DTC P2615

f, s, s, s No

CS Code - **CT Code** -

Related Documents

Workflow & History

Date	Old Status	Old Responsible	Action	New Responsible	New Status	Comments
2024/02/13	Awaiting Approval	Gate Dong(NA-NNA-FIELD QUALITY-TCS)	Approve	Matt Burke(NA-NNA-FIELD QUALITY-TCS)	Public	-
2024/02/13	Draft	Albert Birchell(NA-NNA-FIELD QUALITY-T)	Request Approval	Gate Dong(NA-NNA-FIELD QUALITY-TCS)	Awaiting Approval	-
2024/02/12	Initiated	Albert Birchell(NA-NNA-FIELD QUALITY-T)	Save	Albert Birchell(NA-NNA-FIELD QUALITY-T)	Draft	-

Page 1 of 1

Project Member

Author Albert Birchell(NA-NNA-FIELD QUALITY-TCS)

Published Date 2024/02/13

Pre-Select Destination -

Notification Albert Birchell(NA-NNA-FIELD QUALITY-TCS)
Gate Dong(NA-NNA-FIELD QUALITY-TCS)
Eli Koorey(NA-NNA-FIELD QUALITY-TCS)

Comment



TR (Technical Report)

Ref. No :

Status : Linked

Responsible : Jeff Nafziger(NA-NNA-FIELD QUALITY-TCS)

Subject 2024 - N18 - 23731 - Intermittent Reduced Power, No DTC Stored - M/T Model

General

Local Ref No.	-	Incident Country	United States	Claim No.	-
Model	N18	Model Year	2024	Taskforce Report	No
No Action Reason	-	Info Source	DBS-DBS Open R.O.	Classification	-
Explanation	-				
Issue Coverage	<input type="checkbox"/> 3MIS <input type="checkbox"/> 12MIS <input type="checkbox"/> Durability <input type="checkbox"/> QCS <input type="checkbox"/> IQS <input type="checkbox"/> Breakdown				

Vehicle Details

VIN	[Redacted]				
Model Variation	BDTALBFN18EUB—CA	Plant Code	L-NMEX (Aguascalientes)	Color Code	QM1G
Prod Date	2023/09/11	Sold Date	-		
Engine Type	HR16DE	Engine No.	867985		
Transmission Type	RS5F91R	Transmission No.	-		
Inverter No.	-	DC Converter No.	-	Battery Pack No.	-
PBW ECU No.	-	E-PKB ECU No.	-	On Board Charge No.	-
Electric Heater Unit No.	-	E-PKB ATR No.	-		

Incident Details

Dealer No. - Name	5949-TRACY NISSAN	County/State	CA	Contact	-
City/Town	TRACY	Incident Mileage	2373 Miles		
Date of Incident	2024/02/20				

Customer Complaint Per Repair Order:
 Cust states power reduced on freeway and could not go over 55 mph, CEL also on and off.
 Note: Vehicle was dropped off in the morning before dealer opened and customer filled in an Early Bird Drop Off envelope. His customer complaints are listed below:

- Power reduced while driving on the freeway could not go over 55 mph. problem went away but unsure what happened.
- Check engine light doesn't come on when ignition is in on position. Check engine only comes on occasionally when in on position.

Details of Incident Vehicle repair History:
 Vehicle was previously inspected for MIL ON incident on 12/4/23 at 460 miles.
 Technician found DTC P2615-00 (A Camshaft Posi Signal B1 [No Subtype information]), Past.
 Technician inspected sensor circuit operation and performed intake valve timing relearn.

Incident Conditions Refer to field investigation.

Field Investigation

*** DBS Case Feed ***

- FQM contacted dealer upon receiving DBS case feed and found technician has started vehicle inspection.
- On this visit technician inspected vehicle, MIL is not illuminated with engine running.
- Intermittently, the MIL does not illuminate with ignition ON, engine OFF (bulb check function).
- Technician checked for DTCs, none found.
- Vehicle was road tested approx. 10 miles and found it to be operating as intended.
- FQM collected vehicle history and reviewed incident with FQI J.N.
- FQM inspected vehicle. Confirmed MIL is off and No DTCs stored.
- FQM inspected ECM and intake camshaft position sensor harness connectors, check OK. Terminal tension inspection OK.
- Removed camshaft position sensor to inspect, check OK, no trauma noted.
- No abnormalities found to camshaft position sensor circuit.
- No repair performed since incident could not be duplicated at this time.
- TR generated to document incident.

Note: Technician isolated intermittent MIL operation to poor contact at extended storage fuse. After properly seating extended storage fuse, MIL operates as intended.

Repair Action & Results

No repair performed. TR generated to document incident.

Parts Details

Part No.	Part Name	Quantity Available
1 23731	-	0

Coding Block

PPF	23731-SEN ASSY-CAM	Additional PPF	-	Tread Code	06-Engine & Engine Cooling
DTC	p2615-00				
f, s, s, s	No				
CS Code	-	CT Code	-		

Related Documents

Ref No.	Status	Responsible	Elapsed Days
	REQ Issued	Jeff Nafzger(NA-NNA-FIELD QUALITY-TCS)	178
	Linked	Jeff Nafzger(NA-NNA-FIELD QUALITY-TCS)	-
	Closed	-	-
	Linked	Jeff Nafzger(NA-NNA-FIELD QUALITY-TCS)	-
	Linked	Jeff Nafzger(NA-NNA-FIELD QUALITY-TCS)	-
	Linked	Jeff Nafzger(NA-NNA-FIELD QUALITY-TCS)	-
	Draft	Jeff Nafzger(NA-NNA-FIELD QUALITY-TCS)	13
	Closed	-	-
	Creating LLR	Yamauchi Masahiro(JP-NML-2U1-MZK)	11
	MZK TCS Received	Alan Jesus Pacheco Barrita(NA-NMEX-POWERTRAIN-MZK)	178
	Closed	-	-
	Draft	Jeff Nafzger(NA-NNA-FIELD QUALITY-TCS)	13

Workflow & History

Date	Old Status	Old Responsible	Action	New Responsible	New Status	Comments
2024/03/11	Public	Jeff Nafzger(NA-NNA-FIELD QUALITY-TCS)	Link to PRO	Jeff Nafzger(NA-NNA-FIELD QUALITY-TCS)	Linked	
2024/02/29	Awaiting Approval	Gate Dong(NA-NNA-FIELD QUALITY-TCS)	Approve	Jeff Nafzger(NA-NNA-FIELD QUALITY-TCS)	Public	
2024/02/29	Draft	Daniel Guzman(NA-NNA-FIELD QUALITY-TCS)	Request Approval	Gate Dong(NA-NNA-FIELD QUALITY-TCS)	Awaiting Approval	
2024/02/29	Initiated	Daniel Guzman(NA-NNA-FIELD QUALITY-TCS)	Save	Daniel Guzman(NA-NNA-FIELD QUALITY-TCS)	Draft	

Page 1 of 1

Project Member

Author	Daniel Guzman(NA-NNA-FIELD QUALITY-TCS)
Published Date	2024/02/29
Pre-Select Destination	-
Notification	Gate Dong(NA-NNA-FIELD QUALITY-TCS) Daniel Guzman(NA-NNA-FIELD QUALITY-TCS) Eli Koorey(NA-NNA-FIELD QUALITY-TCS) Jeff Nafzger(NA-NNA-FIELD QUALITY-TCS) Matt Burke(NA-NNA-FIELD QUALITY-TCS)

Comment



- [Close Window](#)
- [Print This Page](#)
- [Expand All](#) | [Collapse All](#)

Case: [REDACTED]

General

Caller Name	BEN HORTON	Dealer	SIMMONS NISSAN
NNAnet user ID	XD866580	Contact Name	
Tech Preferred Phone	913047319708	Customer Name	
Tech Preferred Email	[REDACTED]	Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	Kelby Hausman
Repair/Work Order	[REDACTED]	Mobile Phone	
Job/Line Number	1	Texting Status	
Created Day	Thursday		

Incident Information

Customer Comments	Customer states vehicle has no power.	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	2022
Symptom Code Category	Experience/Occurrence	Archived VIN Model	VERSA SEDAN
Symptom	MISFIRE	Incident/RO Date	5/5/2022
When does this concern occur?	WHEN ACCEL	Calculated Days Down	1
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	test drive/pull codes	Total Days Down	1
Observed Modifications & Accessories	none	Repair Attempts	0
		Current Mileage	484
		Vehicle Mileage Prior Value	
		Vehicle Purchased Miles	

Primary DTC
 Current DTC ECM p2615-00
 Past DTC
 Other DTCs

TECH LINE Information

Subject	ECM sets P2615 N18 EC	Resolution Action	INSPECT
Status	Closed	Resolution Object	CAM POSITION SENSOR
Confirmed Resolution	Yes	Field Inspection Indicator	<input type="checkbox"/>
Component Code Category	EC Emission Controls	NNA Field Inspection Date	
Component Code Issue	ECS ECCS (SENSORS & SWITCHES)	FSSS	<input type="checkbox"/>
TECH LINE Template	ECC Initial Response	FSSS Date	
TREAD Component	06		
Date/Time Closed	5/6/2022 7:36 AM		
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:

Activity History

Email: Case [REDACTED]; 2022 VERSA SEDAN; ECM sets P2615 N18 EC [REDACTED]]

Name	[REDACTED]
Task	<input checked="" type="checkbox"/>
Due Date	5/6/2022
Assigned To	Kelby Hausman
Last Modified Date/Time	5/6/2022 7:36 AM
Comments	<p>Additional To: [REDACTED]</p> <p>CC:</p> <p>BCC: kelby.hausman@nissan-usa.com</p> <p>Attachment:</p> <p>Subject: Case [REDACTED]; 2022 VERSA SEDAN; ECM sets P2615 N18 EC [REDACTED]</p> <p>Body:</p> <p>Ben,</p> <p>Thank you for the update.</p> <p>I will close the case.</p> <p>Have a good day!</p> <p>The TECH LINE Survey can be accessed by: CLICKING HERE</p> <p>Thank you, _____ Kelby HausmanTECH LINE</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: 5/5/2022
Customer name:
VIN: [REDACTED]: 484
Dealer code: 15033
Dealer name: SIMMONS NISSAN

Customer's Concerns:
Customer states vehicle has no power.

Technician Findings:
Test drove and found no issues. Visual inspection revealed oil to be sitting where fuel injectors are installed. Also found oil on purge solenoid, just below purge solenoid, and just next to throttle body. Pics included.

Code p2615 stored as 1t in ECM (23710-9ES0B). Cleared, test drove, following esm, found code did not return.:

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.

ref: [REDACTED]

Email: Case [REDACTED]; 2022 VERSA SEDAN; ECM sets P2615 N18 EC [REDACTED]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	5/5/2022
Assigned To	Kelby Hausman
Last Modified Date/Time	5/5/2022 12:38 PM
Comments	Additional To: [REDACTED] CC: BCC: kelby.hausman@nissan-usa.com Attachment: Subject: Case [REDACTED]; 2022 VERSA SEDAN; ECM sets P2615 N18 EC [REDACTED] ref: [REDACTED] f] Body: Ben, Thank you for the case information. It is difficult to say where the oil came from in the photos. Let's clean the oil from the engine. Inspect for a loose oil fill cap, dip stick unseated, etc. Inspect for any connection concerns at the cam position sensor. Test drive the vehicle and see if any concerns are returning.

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

Thank you, _____ Kelby HausmanTECH 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.

Case #: [REDACTED]
Date Created: 5/5/2022
Customer name:
VIN: [REDACTED] Mileage: 484
Dealer code: 15033
Dealer name: SIMMONS NISSAN

Customer's Concerns:
Customer states vehicle has no power.
Technician Findings:
Test drove and found no issues. Visual inspection revealed oil to be sitting where fuel injectors are installed. Also found oil on purge solenoid, just below purge solenoid, and just next to throttle body. Pics included.

Code p2615 stored as 1t in ECM (23710-9ES0B). Cleared, test drove, following esm, found code did not return.:

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.

ref: [REDACTED] ref

Attachments

20220505_130833_HDR.jpg	20220505_130900_HDR.jpg
Size 249KB	Size 259KB
Ownership Managed Services	Ownership Managed Services
View View file	View View file
Last Modified 5/5/2022 12:12 PM	Last Modified 5/5/2022 12:12 PM
20220505_130816_HDR.jpg	20220505_130759_HDR.jpg
Size 246KB	Size 131KB
Ownership Managed Services	Ownership Managed Services
View View file	View View file
Last Modified 5/5/2022 12:11 PM	Last Modified 5/5/2022 12:11 PM

Emails

Case [REDACTED]; 2022 VERSA SEDAN; ECM sets P2615 N18 EC [ref: [REDACTED] :ref]
Message Date 5/6/2022 7:36 AM
Has Attachment <input type="checkbox"/>
Email Address [REDACTED]
Status Sent
Subject Case [REDACTED]; 2022 VERSA SEDAN; ECM sets P2615 N18 EC [REDACTED]]
Text Body BEN HORTON,
TECH LINE's latest case update is below.

Recommendation:
Thank you for the update.
I will close the case.
Have a good day!

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

Thank you,

Kelby Hausman

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.

Case #: [REDACTED]
Date Created: 5/5/2022
Customer name:
VIN: [REDACTED]

Mileage: 484

Dealer code: 15033

Dealer name: SIMMONS NISSAN

Customer's Concerns:
Customer states vehicle has no power.

Technician Findings:
Test drove and found no issues. Visual inspection revealed oil to be sitting where fuel injectors are installed. Also found oil on purge solenoid, just below purge solenoid, and just next to throttle body. Pics included. Code p2615 stored as 1t in ECM (23710-9ES0B). Cleared, test drove, following esm, found code did not

return.:

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.

Kelby Hausman
Technical Support Specialist
Aftersales Dealer Support – **TECH LINE**

Nissan North America, Inc.
Phone: +1 615-223-4887
Fax: +1 615-984-5234

Re: Case [REDACTED]; 2022 VERSA SEDAN; ECM sets P2615 N18 EC [REDACTED]

Message Date 5/5/2022 1:31 PM

Has Attachment

Email Address [REDACTED]

Status Read

Subject **Re: Case [REDACTED] 2022 VERSA SEDAN; ECM sets P2615 N18 EC [REDACTED]**

Text Body Hello. I agree, the pictures cannot show much detail. I unplugged the connector for intake camshaft position and found the white plastic piece that locks the terminals in place was loose once I had disconnected the connector. pressed back in and reconnected and test drove and still no issues. Compared to exhaust camshaft position sensor and found the white piece stayed in place. Connector did fully lock, so I believe we should be okay and may have had just a poor connection. Thank you for your time.

On Thu, May 5, 2022 at 1:38 PM **TECH LINE** Email to Case <techlinesfdc@nissan-usa.com> wrote:

- > Ben,
- >
- > Thank you for the case information.
- >
- > It is difficult to say where the oil came from in the photos.
- > Let's clean the oil from the engine.
- > Inspect for a loose oil fill cap, dip stick unseated, etc.
- > Inspect for any connection concerns at the cam position sensor.
- > Test drive the vehicle and see if any concerns are returning.

> The **TECH LINE** Survey can be accessed by: **CLICKING HERE**

[REDACTED]

> Thank you,

> _____

>
> Kelby Hausman
>
> **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.***
>
>
> Case #: [REDACTED]
> Date Created: 5/5/2022
> Customer name:
> VIN: [REDACTED]
>
> Mileage: 484
>
> Dealer code: 15033
>
> Dealer name: **SIMMONS NISSAN**
>
> Customer's Concerns:
> Customer states vehicle has no power.
>
>
> Technician Findings:
> Test drove and found no issues. Visual inspection revealed oil to be
> sitting where fuel injectors are installed. Also found oil on purge
> solenoid, just below purge solenoid, and just next to throttle body. Pics
> included.
> Code p2615 stored as 1t in ECM (23710-9ES0B). Cleared, test drove,
> following esm, found code did not return.:
>
>
>
>
> 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]

>

-
Benjamin E. Horton
(304) 731-9708

Case [REDACTED]; 2022 VERSA SEDAN; ECM sets P2615 N18 EC [ref: [REDACTED]]

Message Date 5/5/2022 12:38 PM

Has Attachment

Email Address [REDACTED]

Status **Sent**

Subject **Case [REDACTED]; 2022 VERSA SEDAN; ECM sets P2615 N18 EC [ref: [REDACTED] ef]**

Text Body **BEN HORTON,**

TECH LINE's latest case update is below.

Recommendation:
Thank you for the case information.

**It is difficult to say where the oil came from in the photos.
Let's clean the oil from the engine.
Inspect for a loose oil fill cap, dip stick unseated, etc.
Inspect for any connection concerns at the cam position sensor.
Test drive the vehicle and see if any concerns are returning.**

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

Thank you,

Kelby Hausman

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.

Case # [REDACTED] 2022
Customer name:
[REDACTED]

Mileage: 484

Dealer code: 15033

Dealer name: SIMMONS NISSAN

Customer's Concerns:
Customer states vehicle has no power.

Technician Findings:
Test drove and found no issues. Visual inspection revealed oil to be sitting where fuel injectors are installed. Also found oil on purge solenoid, just below purge solenoid, and just next to throttle body. Pics included. Code p2615 stored as 1t in ECM (23710-9ES0B). Cleared, test drove, following esm, found code did not return.:

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.

Kelby Hausman
Technical Support Specialist
Aftersales Dealer Support – TECH LINE

Nissan North America, Inc.
Phone: +1 615-223-4887
Fax: +1 615-984-5234

Case Comments

5/6/2022 7:35 AM

User: Kelby Hausman
Public:
Comment: Recommendation:
Thank you for the update.
I will close the case.
Have a good day!

5/6/2022 7:35 AM

User: Kelby Hausman
Public:
Comment: Tech email reply:
"Hello. I agree, the pictures cannot show much detail. I unplugged the connector for intake camshaft position and found the white plastic piece that locks the terminals in place was loose once I had disconnected the connector. pressed back in and reconnected and test drove and still no issues. Compared to exhaust camshaft position sensor and found the white piece stayed in place. Connector did fully lock, so I believe we should be okay and may have had just a poor connection. Thank you for your time."

5/5/2022 12:38 PM

User: Kelby Hausman
Public:
Comment: Recommendation:
Thank you for the case information.

It is difficult to say where the oil came from in the photos.

Let's clean the oil from the engine.
 Inspect for a loose oil fill cap, dip stick unseated, etc.
 Inspect for any connection concerns at the cam position sensor.
 Test drive the vehicle and see if any concerns are returning.

5/5/2022 12:13 PM

User Survey Site Guest User
 Public
 Comment pic 1 is oil where fuel injector is mounted. pic 2 is purge control valve. pic 3 is oil under throttle body. pic 4 is oil under purge control valve.

5/5/2022 12:04 PM

User Survey Site Guest User
 Public
 Comment Customer Comments: Customer states vehicle has no power.
 Technician Findings: Test drove and found no issues. Visual inspection revealed oil to be sitting where fuel injectors are installed. Also found oil on purge solenoid, just below purge solenoid, and just next to throttle body. Pics included.
 Code p2615 stored as 1t in ECM (23710-9ES0B). Cleared, test drove, following esm, found code did not return.
 Repairs Made: test drive/pull codes
 Verified: No
 Current DTC: ECM p2615-00
 Question for TECH LINE: Have you seen this before?

Case History

5/6/2022 7:36 AM

User Kelby Hausman
 Connection
 Action Changed Status from Pending TECH LINE to Closed. Closed.

5/5/2022 1:31 PM

User Managed Services
 Connection
 Action Changed First Call Resolution from Yes to No. Changed Reopen Date to 5/5/2022 1:31 PM. Changed Status from Pending Dealer Reply to Pending TECH LINE.

5/5/2022 12:38 PM

User Kelby Hausman
 Connection
 Action Changed Status from Pending TECH LINE to Pending Dealer Reply. Closed.

5/5/2022 12:37 PM

User Kelby Hausman
 Connection
 Action Changed Subject to ECM sets P2615 N18 EC.

5/5/2022 12:30 PM

User Kelby Hausman
 Connection
 Action Changed Case Owner from TECH LINE Initial to Kelby Hausman.

5/5/2022 12:13 PM

User Survey Site Guest User
 Connection
 Action Changed Preferred Contact Method to Email. Changed Case Owner from TECH LINE Stage to TECH LINE Initial.

5/5/2022 12:04 PM

User	Survey Site Guest User
Connection	
Action	Changed Status from Open to Pending TECH LINE. Changed VIN from [REDACTED] to [REDACTED]. Created.

Copyright © 2000-2024 salesforce.com, inc. All rights reserved.



- [Close Window](#)
- [Print This Page](#)
- [Expand All](#) | [Collapse All](#)

Case: [REDACTED]

General

Caller Name	GUILLERMO	Dealer	KEN GARFF NISSAN OF OREM
NNAnet user ID	DGALLG70	Contact Name	Guillermo Gallegos
Tech Preferred Phone	918017627814	Customer Name	
Tech Preferred Email	guillermog@kengarff.com	Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	John Seaborn
Repair/Work Order	[REDACTED]	Mobile Phone	
Job/Line Number	1	Texting Status	
Created Day	Thursday		

Incident Information

Customer Comments	THAT WHEN SHE KILLS THE VEHICLE IT LOSES POWER, AND THAT IT DOESNT ACCELERAT.RPMS DO NOT GO UP CAPS SPEED AT 25-30MPH UNTILL SHE PARKS IT AND RESETS IT.	Customer Name	[REDACTED]
Verified	Yes	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	Accelerator Control System	Archived VIN Year	2022
Symptom Code Category	Experience/Occurrence	Archived VIN Model	VERSA SEDAN
Symptom	LACK OF POWER NO ACCEL	Incident/RO Date	8/10/2022
When does this concern occur?	GEAR 1	Calculated Days Down	1
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	NONE	Total Days Down	1
Observed Modifications & Accessories	NONE	Repair Attempts	0
		Current Mileage	890



Vehicle Mileage Prior Value

Vehicle Purchased Miles

Primary DTC

Current DTC ECM P2615

Past DTC

Other DTCs

TECH LINE Information

Subject	Engine has a lack of power upon restart/post clutch induced engine stop. - N18-	Resolution Action	
Status	Pending Dealer Reply	Resolution Object	
Confirmed Resolution	Pending	Field Inspection Indicator	<input type="checkbox"/>
Component Code Category	EC Emission Controls	NNA Field Inspection Date	
Component Code Issue	ECS ECCS (SENSORS & SWITCHES)	FSSS	<input type="checkbox"/>
TECH LINE Template	ECC Initial Response	FSSS Date	
TREAD Component	06		
Date/Time Closed	8/11/2022 4:45 PM		
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	Guillermo Gallegos	Phone	801-762-7814
Account Name	KEN GARFF NISSAN OF OREM	Mobile	
Contact Type	NNA Dealer Master	Email	[REDACTED]
Title	Service Technician	Email Opt Out	<input type="checkbox"/>
Customer ID.	3696DGALLG70	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, 7/30/2018 4:31 AM	Contact Owner	NNAETL
Last Modified By	NNAETL, 6/27/2024 11:47 PM		

Activity History

Email: [REDACTED]; 2022 VERSA SEDAN; Engine has a lack of power upon restart/post clutch induced engine stop. [REDACTED]

Name	[REDACTED]
Task	<input checked="" type="checkbox"/>
Due Date	8/11/2022
Assigned To	John Seaborn
Last Modified Date/Time	8/11/2022 4:47 PM
Comments	<p>Additional To: guillermog@kengarff.com CC: BCC: john.seaborniii@nissan-usa.com Attachment:</p> <p>Subject: [REDACTED]; 2022 VERSA SEDAN; Engine has a lack of power upon restart/post clutch induced engine stop. [REDACTED]</p> <p>Body: Guillermo, TECH LINE's latest case update is below. Recommendation</p> <p>Guillermo,</p> <p>1) If understood correctly, the vehicle runs & drives fine with no codes when the clutch is operated properly.</p> <p>2) However, if the manual clutch is mis-operated, the engine stops running, P2615 then sets & if the engine is immediately restarted it has a lack of power.</p> <p>3) If correct, please be advised that the database currently does not contain similar cases for N18.</p> <p>4) In addition, the incident is Not currently under engineering review for N18.</p> <p>5) Please keep in mind that the ECM & the IVT control unit are attempting to keep the engine running using IVT & EVT cam angle adjustment as the clutch is mis-operated, therefore, the IVT actuator does not instantaneously reset to base position with the engine not running. Therefore the ignition is cycled, voltage is removed from the actuator and it resets. This would be considered normal operation.</p> <p>Tech to reply to all on email response, if additional technical assistance is required.</p> <p>The TECH LINE Survey can be accessed by: CLICKING HERE</p> <p>Thank you, _____ John S.TECH LINE</p> <p>Updating a TECH LINE Case:Technician: Reply to this email; do not change the email subject line.</p>

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: 8/11/2022

Customer name: KEN GARFF NISSAN OF OREM

VIN: [REDACTED] Mileage: 890

Dealer code: 3696

Dealer name: KEN GARFF NISSAN OF OREM

Customer's Concerns:

THAT WHEN SHE KILLS THE VEHICLE IT LOSES POWER, AND THAT IT DOESNT ACCELERAT.RPMS DO NOT GO UP CAPS SPEED AT 25-30MPH UNTILL SHE PARKS IT AND RESETS IT.

Technician Findings:

VEHICLE HAS 5 SPEED MANUAL TRANS, WHEN VEHICLE STALLS AND DIES AND THEN YOU RE START THE VEHICLE HAS LACK OF ACCELERATION. VEHICLE NEEDS TO BE TURNED OFF WAIT ABOUT 10-15 SECONDS AND RE START, VEHICLE STARTS TO DRIVE NORMAL. HAVE NOTICED WHEN YOU STALL OUT THE VEHICLE P2615-00 COMES ON. WHEN VEHICLE IS DRIVEN NORMAL AND YOU DONT STALL IT OUT DTCS DO NOT COME ON AND DRIVES NORMAL.:

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.

ref: [REDACTED]

An email was sent to the Caller Name

Name	
Task	<input checked="" type="checkbox"/>
Due Date	
Assigned To	John Seaborn
Last Modified Date/Time	8/22/2022 1:24 AM
Comments	

Emails

[REDACTED]; 2022 VERSA SEDAN; Engine has a lack of power upon restart/post clutch induced engine stop. [ref: [REDACTED]:ref]

Message Date 8/11/2022 4:47 PM

Has Attachment

Email Address guillermog@kengarff.com

Status Sent

Subject [REDACTED]; 2022 VERSA SEDAN; Engine has a lack of power upon restart/post clutch induced engine stop. [ref: [REDACTED]]

Text Body **GUILLERMO,**

TECH LINE's latest case update is below.

Recommendation
Guillermo,

- 1) If understood correctly, the vehicle runs & drives fine with no codes when the clutch is operated properly.
- 2) However, if the manual clutch is mis-operated, the engine stops running, P2615 then sets & if the engine is

immediately restarted it has a lack of power.

3) If correct, please be advised that the database currently does not contain similar cases for N18.

4) In addition, the incident is Not currently under engineering review for N18.

5) Please keep in mind that the ECM & IVT control unit are attempting to keep the engine running using IVT & EVT cam angle adjustment as the clutch is mis-operated, therefore, the IVT actuator does not instantaneously reset to base position with the engine not running. Therefore the ignition is cycled, voltage is removed from the actuator and it resets. This would be considered normal operation. Tech to reply to all on email response, if additional technical assistance is required.

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

Thank you,

John S.

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.

Case #: [REDACTED]
Date Created: 8/11/2022
Customer name: KEN GARFF NISSAN OF OREM
VIN: [REDACTED]

Mileage: 890

Dealer code: 3696

Dealer name: KEN GARFF NISSAN OF OREM

Customer's Concerns:

THAT WHEN SHE KILLS THE VEHICLE IT LOSES POWER, AND THAT IT DOESNT ACCELERAT.RPMS DO NOT GO UP CAPS SPEED AT 25-30MPH UNTILL SHE PARKS IT AND RESETS IT.

Technician Findings:

VEHICLE HAS 5 SPEED MANUAL TRANS, WHEN VEHICLE STALLS AND DIES AND THEN YOU RE START

THE VEHICLE HAS LACK OF ACCELERATION. VEHICLE NEEDS TO BE TURNED OFF WAIT ABOUT 10-15 SECONDS AND RE START, VEHICLE STARTS TO DRIVE NORMAL. HAVE NOTICED WHEN YOU STALL OUT THE VEHICLE P2615-00 COMES ON. WHEN VEHICLE IS DRIVEN NORMAL AND YOU DONT STALL IT OUT DTCS DO NOT COME ON AND DRIVES NORMAL.:

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.

Case Comments

8/11/2022 4:45 PM

8/11/2022 4:07 PM

User	John Seaborn	User	Survey Site Guest User
Public	<input checked="" type="checkbox"/>	Public	<input checked="" type="checkbox"/>
Recommendation	Guillermo,	Customer Comments:	THAT WHEN SHE KILLS THE VEHICLE IT LOSES POWER, AND THAT IT DOESNT ACCELERAT.RPMS DO NOT GO UP CAPS SPEED AT 25-30MPH UNTILL SHE PARKS IT AND RESETS IT.
Comment	<p>1) If understood correctly, the vehicle runs & drives fine with no codes when the clutch is operated properly.</p> <p>2) However, if the manual clutch is mis-operated, the engine stops running, P2615 then sets & if the engine is immediately restarted it has a lack of power.</p> <p>3) If correct, please be advised that the database currently does not contain similar cases for N18.</p> <p>4) In addition, the incident is Not currently under engineering review for N18.</p> <p>5) Please keep in mind that the ECM & IVT control unit are attempting to keep the engine running using IVT & EVT cam angle adjustment as the clutch is mis-operated, therefore, the IVT actuator does not instantaneously reset to base position with the engine not running. Therefore the ignition is cycled, voltage is removed from the actuator and it resets. This would be considered normal operation.</p> <p>Tech to reply to all on email response, if additional technical assistance is required.</p>	Comment	<p>SECONDS AND RE START, VEHICLE STARTS TO DRIVE NORMAL. HAVE NOTICED WHEN YOU STALL OUT THE VEHICLE P2615-00 COMES ON. WHEN VEHICLE IS DRIVEN NORMAL AND YOU DONT STALL IT OUT DTCS DO NOT COME ON AND DRIVES NORMAL.</p> <p><input type="checkbox"/> Technician Findings: VEHICLE HAS 5 SPEED MANUAL TRANS, WHEN VEHICLE STALLS AND DIES AND THEN YOU RE START THE VEHICLE HAS LACK OF ACCELERATION. VEHICLE NEEDS TO BE TURNED OFF WAIT ABOUT 10-15</p> <p><input type="checkbox"/> Repairs Made: NONE</p> <p><input type="checkbox"/> Verified: Yes</p> <p><input type="checkbox"/> Current DTC: ECM P2615</p> <p><input type="checkbox"/> Question for TECH LINE: Have you seen this before?</p>

Case History

8/11/2022 4:47 PM

User	John Seaborn
Connection	
Action	Changed Subject from Engine has a lack of power upon restart/post clutch induced engine shut down. -N18- to Engine has a lack of power upon restart/post clutch induced engine stop. -N18-.

8/11/2022 4:45 PM

User	John Seaborn
Connection	
Action	Changed Subject to Engine has a lack of power upon restart/post clutch induced engine shut down. -N18-. Changed Status from Pending TECH LINE to Pending Dealer Reply. Closed.

8/11/2022 4:24 PM

User **John Seaborn**
Connection
Action **Changed Case Owner from TECH LINE Initial to John Seaborn.**

8/11/2022 4:08 PM

User **Survey Site Guest User**
Connection
Action **Changed Preferred Contact Method to Email. Changed Case Owner from TECH LINE Stage to TECH LINE Initial.**

8/11/2022 4:07 PM

User **Survey Site Guest User**
Connection
Action **Changed Status from Open to Pending TECH LINE. Changed Account Name to KEN GARFF NISSAN OF OREM. Created.**

Copyright © 2000-2024 salesforce.com, inc. All rights reserved.



- [Close Window](#)
- [Print This Page](#)
- [Expand All](#) | [Collapse All](#)

Case: [REDACTED]

Caller Name	Austen	Dealer	DEERY BROTHERS NISSAN
NNAnet user ID	XD706537	Contact Name	Austen Totsch
Tech Preferred Phone	913093131196	Customer Name	
Tech Preferred Email	[REDACTED]	Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	Dave Sattler
Repair/Work Order	[REDACTED]	Mobile Phone	
Job/Line Number	c	Texting Status	
Created Day	Wednesday		

Incident Information

Customer Comments	Vehicle went into limp mode	Customer Name	[REDACTED]
Verified	Yes	Vehicle	[REDACTED]
Question for TECH LINE	Other - Ask Question in Technician Findings	VIN	[REDACTED]
Service Manual General Section	Engine	Archived VIN Make	
Service Manual Specific Section	Engine Control System	Archived VIN Year	2022
Symptom Code Category	Experience/Occurrence	Archived VIN Model	VERSA SEDAN
Symptom	MISFIRE	Incident/RO Date	1/25/2023
When does this concern occur?	IN DRIVE	Calculated Days Down	0
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	resecurd intake cam sensor secondary white terminal lock	Total Days Down	0
Observed Modifications & Accessories	none	Repair Attempts	1
		Current Mileage	12,212
		Vehicle Mileage Prior Value	

Vehicle Purchased Miles
 Primary DTC
 Current DTC ECM p2615
 Past DTC
 Other DTCs

TECH LINE Information

Subject MIL P2615 INTAKE CAMSHAFT POSITION SENSOR Resolution Action
 Status Pending Dealer Reply Resolution Object
 Confirmed Resolution Pending Field Inspection Indicator
 Component Code Category EL|Electrical NNA Field Inspection Date
 Component Code Issue ELA|CONNECTORS/ELEC DEFROST/FUSE/WIRING FSSS
 TECH LINE Template ECC Initial Response FSSS Date
 TREAD Component 13
 Date/Time Closed 1/25/2023 10:04 AM
 Description
 Recommendation Detail

DTS Information

DTSM Inspection Date DTSM Request Type
 DTSM Inspection Date Confirmed? Inspection Time/Notes Appointment Time:
 Notes for DTSM (Vehicle Concerns) Notes to Agent:

Contact Information

Name Austen Totsch Phone 319-752-6600
 Account Name DEERY BROTHERS NISSAN Mobile
 Contact Type NNA Dealer Master Email [REDACTED]
 Title Service Technician Email Opt Out
 Customer ID. 2931XD706537 Reports To
 Contact Record Type Contact
 Inactive Contact

Address Information

Mailing Address Other Address

Additional Information

[REDACTED]

Fax
Home Phone
Work Phone
Description

Lead Source
Birthdate
Department

System Information

Created By NNAETL, 6/4/2020 4:35 AM Contact Owner NNAETL
Last Modified By NNAETL, 6/27/2024 11:48 PM

Activity History

Email: Case [REDACTED]; 2022 VERSA SEDAN; MIL P2615 INTAKE CAMSHAFT POSITION SENSOR [ref: [REDACTED]]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	1/25/2023
Assigned To	Dave Sattler
Last Modified Date/Time	1/25/2023 10:05 AM
Comments	<p>Additional To: [REDACTED]</p> <p>CC:</p> <p>BCC: dave.sattler@nissan-usa.com</p> <p>Attachment:</p> <p>Subject: Case [REDACTED]; 2022 VERSA SEDAN; MIL P2615 INTAKE CAMSHAFT POSITION SENSOR [ref: [REDACTED]]</p> <p>Body:</p> <p>Austen, TECH LINE's latest case update is below. Recommendation:</p> <p>Thank you for the case information, Austen.</p> <p>We have a vehicle in with a mil on and a DTC stored for intake cam sensor.</p> <p>Last visit found this same incident DTC we found the F21 connector not fully seated and lock in place, no visible incident found to connector or sensor.</p> <p>Vehicle has now returned with same incident, DTC with the F21 connector again not locked in place.</p> <p>With the F21 connector not staying locked in place, we will replace the connector F21=RH03FB with a new connector 24008-9DM0C, replace cam sensor as well.</p> <p>If further assistance is needed contact TECH LINE anytime</p> <p>The TECH LINE Survey can be accessed by: CLICKING HERE</p> <p>Thank you, _____ Dave STECH 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.</p>

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: 1/25/2023
Customer name: DEERY BROTHERS NISSAN
VIN: [REDACTED] Mileage: 12,212
Dealer code: 2931
Dealer name: DEERY BROTHERS NISSAN

Customer's Concerns:

Vehicle went into limp mode

Technician Findings:

Vehicle originally came in for going into limp mode intermittently. Scanned vehicle, code p2615. Vehicle was operating normally for me so check for similar cases. Found multiple cases where the secondary terminal lock on connector F21 was loose causing a poor connection. Inspected F21 and found the white secondary lock was loose, removed lock and found no damage or wear. Reinstalled lock with audible click, reconnected connector, test drove, vehicle was ok. Now almost a month later vehicle returned for same problem. Again the white lock on F21 was loose and can audibly click back into place. What repair should be made now?:

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.

re [REDACTED] f

An email was sent to the Caller Name

Name	
Task	<input checked="" type="checkbox"/>
Due Date	
Assigned To	Dave Sattler
Last Modified Date/Time	2/5/2023 1:24 AM
Comments	

Emails

Case [REDACTED] 2022 VERSA SEDAN; MIL P2615 INTAKE CAMSHAFT POSITION SENSOR [ref: [REDACTED]]

Message Date	1/25/2023 10:05 AM
Has Attachment	<input type="checkbox"/>
Email Address	[REDACTED]
Status	Sent
Subject	Case [REDACTED]; 2022 VERSA SEDAN; MIL P2615 INTAKE CAMSHAFT POSITION SENSOR [ref: [REDACTED]]
Text Body	Austen,

TECH LINE's latest case update is below.

Recommendation:
Thank you for the case information, Austen.

We have a vehicle in with a mil on and a DTC stored for intake cam sensor.

Last visit found this same incident DTC we found the F21 connector not fully seated and lock in place, no

visible incident found to connector or sensor.

Vehicle has now returned with same incident, DTC with the F21 connector again not locked in place.

With the F21 connector not staying locked in place, we will replace the connector F21=RH03FB with a new connector 24008-9DM0C, replace cam sensor as well.

If further assistance is needed contact TECH LINE anytime

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

Thank you,

Dave S

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.

Case #: [REDACTED]
Date Created: 1/25/2023
Customer name: DEERY BROTHERS NISSAN
[REDACTED]

Mileage: 12,212

Dealer code: 2931

Dealer name: DEERY BROTHERS NISSAN

Customer's Concerns:
Vehicle went into limp mode

Technician Findings:
Vehicle originally came in for going into limp mode intermittently. Scanned vehicle, code p2615. Vehicle was [REDACTED]

operating normally for me so check for similar cases. Found multiple cases where the secondary terminal lock on connector F21 was loose causing a poor connection. Inspected F21 and found the white secondary lock was loose, removed lock and found no damage or wear. Reinstalled lock with audible click, reconnected connector, test drove, vehicle was ok. Now almost a month later vehicle returned for same problem. Again the white lock on F21 was loose and can audibly click back into place. What repair should be made now?:

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.

Case Comments

1/25/2023 10:03 AM

1/25/2023 9:34 AM

User	Dave Sattler	User	Survey Site Guest User
Public	<input checked="" type="checkbox"/>	Public	<input checked="" type="checkbox"/>
Comment	<p>Recommendation: Thank you for the case information, Austen.</p> <p>We have a vehicle in with a mil on and a DTC stored for intake cam sensor.</p> <p>Last visit found this same incident DTC we found the F21 connector not fully seated and lock in place, no visible incident found to connector or sensor.</p> <p>Vehicle has now returned with same incident, DTC with the F21 connector again not locked in place.</p> <p>With the F21 connector not staying locked in place, we will replace the connector F21=RH03FB with a new connector 24008-9DM0C, replace cam sensor as well.</p> <p>If further assistance is needed contact TECH LINE anytime</p>	Comment	<p>Customer Comments: Vehicle went into limp mode</p> <p><input type="checkbox"/> Technician Findings: Vehicle originally came in for going into limp mode intermittently. Scanned vehicle, code p2615. Vehicle was operating normally for me so check for similar cases. Found multiple cases where the secondary terminal lock on connector F21 was loose causing a poor connection. Inspected F21 and found the white secondary lock was loose, removed lock and found no damage or wear. Reinstalled lock with audible click, reconnected connector, test drove, vehicle was ok. Now almost a month later vehicle returned for same problem. Again the white lock on F21 was loose and can audibly click back into place. What repair should be made now?</p> <p><input type="checkbox"/> Repairs Made: resecured intake cam sensor secondary white terminal lock</p> <p><input type="checkbox"/> Verified: Yes</p> <p><input type="checkbox"/> Current DTC: ECM p2615</p> <p><input type="checkbox"/> Question for TECH LINE: Other - Ask Question in Technician Findings</p>

Case History

1/25/2023 10:04 AM

User	Dave Sattler
Connection	
Action	Changed Subject to MIL P2615 INTAKE CAMSHAFT POSITION SENSOR. Changed Status from Pending TECH LINE to Pending Dealer Reply.

1/25/2023 9:45 AM

User	Dave Sattler
Connection	
Action	Changed Case Owner from TECH LINE Initial to Dave Sattler.

1/25/2023 9:34 AM

User	Survey Site Guest User
Connection	

Action **Changed Preferred Contact Method to Email. Changed Case Owner from TECH LINE Stage to TECH LINE Initial.**

1/25/2023 9:34 AM

User	Survey Site Guest User
Connection	
Action	Changed Status from Open to Pending TECH LINE. Changed Account Name to DEERY BROTHERS NISSAN. Changed VIN from [REDACTED] to [REDACTED] Created.

Copyright © 2000-2024 salesforce.com, inc. All rights reserved.





- [Close Window](#)
- [Print This Page](#)
- [Expand All](#) | [Collapse All](#)

Case: [REDACTED]

General

Caller Name	Travis Yates	Dealer	WALLACE NISSAN OF KINGSPORT
NNAnet user ID	xd847472	Contact Name	WALLACE NISSAN OLDSMOBILE DUMMY DEALER CONTACT
Tech Preferred Phone	914233413352	Customer Name	
Tech Preferred Email	[REDACTED]	Case Record Type	TECH LINE Cases
Preferred Contact Method	Phone	Case Owner	Steven Cooke
Repair/Work Order	[REDACTED]	Mobile Phone	
Job/Line Number	3	Texting Status	
Created Day	Wednesday		

Incident Information

Customer Comments	Car loses power when pulling hills and backfires when that happens	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	2022
Symptom Code Category	Experience/Occurrence	Archived VIN Model	VERSA SEDAN
Symptom	MISFIRE	Incident/RO Date	1/25/2023
When does this concern occur?	UP HILL	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	2
		Current Mileage	3,869
		Vehicle Mileage Prior Value	



Vehicle Purchased Miles

Primary DTC

Current DTC

Past DTC

ABS c1109-16 LASER/RADAR c1a16

Other DTCs

TECH LINE Information

Subject	Lacks power climbing hills; backfiring, no DTCs - N18	Resolution Action	
Status	Pending Dealer Reply	Resolution Object	
Confirmed Resolution	Pending	Field Inspection Indicator	<input type="checkbox"/>
Component Code Category	FE Fuel Supply / Exhaust	NNA Field Inspection Date	
Component Code Issue	FEE FUEL RELATED (FLUID)	FSSS	<input type="checkbox"/>
TECH LINE Template	ECC Initial Response	FSSS Date	
TREAD Component	07		
Date/Time Closed	1/25/2023 11:35 AM		
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	WALLACE NISSAN OLDSMOBILE DUMMY DEALER CONTACT	Phone	4232885500
Account Name	WALLACE NISSAN OF KINGSPORT	Mobile	
Contact Type	Other	Email	
Title		Email Opt Out	<input type="checkbox"/>
Customer ID.		Reports To	
		Contact Record Type	Contact
		Inactive Contact	<input type="checkbox"/>

Address Information

Mailing Address	2733 E STONE DR KINGSPORT, TN 37660	Other Address	
------------------------	--	----------------------	--

Additional Information

Fax	Lead Source
Home Phone	Birthdate
Work Phone	Department
Description	

System Information

Created By	Joshua Olimer, 4/4/2011 3:23 PM	Contact Owner	Managed Services
Last Modified By	NNAETL, 6/27/2024 11:50 PM		

Activity History

Email: Case [REDACTED]; 2022 VERSA SEDAN; [ref:_00 [REDACTED]]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	1/25/2023
Assigned To	Steven Cooke
Last Modified Date/Time	1/25/2023 11:32 AM
Comments	<p>Additional To: [REDACTED]</p> <p>CC:</p> <p>BCC: steven.cooke@nissan-usa.com</p> <p>Attachment:</p> <p>Subject: Case [REDACTED] 2022 VERSA SEDAN; [ref: [REDACTED]]</p> <p>Body: Travis—Thank you for contacting TECH LINE this morning; it was good to speak with you regarding this case. I apologize for the delayed email.</p> <p>TECH LINE Recommendations:</p> <p>As we discussed, TECH LINE recommends to gather a little more information from the customer related to this concern.</p> <p>Please inquire with the customer about the concern and fuel system:</p> <ul style="list-style-type: none"> • What is the fuel level of the vehicle when concern occurs? • Does the vehicle begin to lack power at the start of the hill or after beginning to climb? • Does a key cycle resolve the concern? <p>If we find that a pattern of lack of power is occurring with a fuel level less than 25% (for example), then we may recommend to the customer to ensure the fuel level remains above the range when the concern occurs and continue to monitor.</p> <p>If we find that the fuel level is not a concern but key cycles typically resolve the issue, although we don't have a DTC to work with, we will begin trying to isolate a circuit or control concern.</p>

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.

Have a good day, Travis.

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

Thank you, _____ Steve CTECH 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.

Case #: [REDACTED]
Date Created: 1/25/2023
Customer name: WALLACE NISSAN OF KINGSPORT
VIN: [REDACTED] Mileage: 3,869
Dealer code: 3256
Dealer name: WALLACE NISSAN OF KINGSPORT

Customer's Concerns:

Car loses power when pulling hills and backfires when that happens

Technician Findings:

Customer states the car loses power when pulling hills and will sometimes backfire. I drove the car 7 miles today on various hills and could not duplicate the condition. I rode with the customer on a previous visit and he could not duplicate the concern either. No DTC's stored in the engine computer. Does have history C1109-16 in the abs module:

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.

ref: [REDACTED]

Call

Name	
Task	<input checked="" type="checkbox"/>
Due Date	1/25/2023
Assigned To	Steven Cooke
Last Modified Date/Time	1/25/2023 10:14 AM
Comments	

An email was sent to the Caller Name

Name	
Task	<input checked="" type="checkbox"/>
Due Date	
Assigned To	Steven Cooke
Last Modified Date/Time	2/24/2024 1:09 AM
Comments	

An email was sent to the Caller Name

Name
 Task
 Due Date
 Assigned To **Steven Cooke**
 Last Modified Date/Time **2/5/2023 1:24 AM**
 Comments

Attachments

48132588_ASC DTCs		48132588_Vehicle CAN	
Size	97KB	Size	299KB
Ownership	Steven Cooke	Ownership	Steven Cooke
View	Download	View	Download
Last Modified	1/25/2023 11:34 AM	Last Modified	1/25/2023 11:34 AM
48132588_ITS CAN		48132588_CDSM	
Size	243KB	Size	118KB
Ownership	Steven Cooke	Ownership	Steven Cooke
View	Download	View	Download
Last Modified	1/25/2023 11:34 AM	Last Modified	1/25/2023 11:34 AM

Emails

Case [REDACTED]; 2022 VERSA SEDAN; [ref [REDACTED] f]

Message Date **1/25/2023 11:32 AM**
 Has Attachment
 Email Address [REDACTED]
 Status **Sent**
 Subject **Case [REDACTED]; 2022 VERSA SEDAN; [REDACTED]]**
 Text Body **Travis Yates,**

TECH LINE's latest case update is below.

TECH LINE Recommendations:

Travis—
Thank you for contacting TECH LINE this morning; it was good to speak with you regarding this case.

As we discussed, TECH LINE recommends to gather a little more information from the customer related to this concern.

- Please inquire with the customer about the concern and fuel system:**
- **What is the fuel level of the vehicle when concern occurs?**
 - **Does the vehicle begin to lack power at the start of the hill or after beginning to climb?**
 - **Does a key cycle resolve the concern?**

If we find that a pattern of lack of power is occurring with a fuel level less than 25% (for example), then we may recommend to the customer to ensure the fuel level remains above the range when the concern occurs and continue to monitor.

If we find that the fuel level is not a concern but key cycles typically resolve the issue, although we don't have a DTC to work with, we will begin trying to isolate a circuit or control concern.

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.

Have a good day, Travis.

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

Thank you,

Steve C

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.

Case [REDACTED]
Date Created: 1/25/2023
Customer name: WALLACE NISSAN OF KINGSPORT
VIN: [REDACTED]

Mileage: 3,869

Dealer code: 3256

Dealer name: WALLACE NISSAN OF KINGSPORT

Customer's Concerns:
Car loses power when pulling hills and backfires when that happens

Technician Findings:
Customer states the car loses power when pulling hills and will sometimes backfire. I drove the car 7 miles today on various hills and could not duplicate the condition. I rode with the customer on a previous visit and he could not duplicate the concern either. No DTC's stored in the engine computer. Does have history C1109-16 in the abs module:

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.

Case Comments

2/13/2024 11:48 PM

User **NNAETL**
 Public
 Comment **The Case was reassigned from TRAVIS YATES (0032I00003DX3jiQAD) to WALLACE NISSAN OLDSMOBILE DUMMY DEALER CONTACT (0030G00002hjjuaQAQ) 2/13/2024**

1/25/2023 11:31 AM

User **Steven Cooke**
 Public
 Comment **TECH LINE received incoming call from Technician [1/25/2023, 10:50 EST/09:50 CST]**

Customer has returned with concern of lack of power and backfiring when climbing a hill. [Vehicle is equipped with 5-speed manual transmission]
Technician is unable to duplicate the concern; customer was unable to duplicate on a test drive. Concern occurs on secondary roads at speeds 30 – 50mph.
When the concern occurs, the issue is unresolved with downshifts.
Technician test drove uphill allowing engine speeds to drop to 1500RPM before downshifting without issue.
No other drivability concerns have been noted.

1/25/2023 11:31 AM

User **Steven Cooke**
 Public
 Comment **TECH LINE Recommendations:**

Travis—
Thank you for contacting TECH LINE this morning; it was good to speak with you regarding this case.

As we discussed, TECH LINE recommends to gather a little more information from the customer related to this concern.

Please inquire with the customer about the concern and fuel system:

- What is the fuel level of the vehicle when concern occurs?
- Does the vehicle begin to lack power at the start of the hill or after beginning to climb?
- Does a key cycle resolve the concern?

If we find that a pattern of lack of power is occurring with a fuel level less than 25% (for example), then we may recommend to the customer to ensure the fuel level remains above the range when the concern occurs and continue to monitor.

If we find that the fuel level is not a concern but key cycles typically resolve the issue, although we don't have a DTC to work with, we will begin trying to isolate a circuit or control concern.

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.

Have a good day, Travis.

1/25/2023 9:39 AM

User **Survey Site Guest User**
 Public
 Comment **Customer Comments: Car loses power when pulling hills and backfires when that happens**
 Technician Findings: Customer states the car loses power when pulling hills and will sometimes backfire. I drove the car 7 miles today on various hills and could not duplicate the condition. I rode with the customer on a previous visit and he could not duplicate the concern either. No DTC's stored in the engine computer. Does have history C1109-16 in the abs module

- Repairs Made: none
- Verified: No
- Past DTC: ABS c1109-16 LASER/RADAR c1a16
- Question for TECH LINE: Have you seen this before?

DTSM Field Inspections
2023 Versa loss of power

Status **Completed**
 Created Date **1/30/2023**
 Owner First Name **Gary**
 DTSM Team **SER**
 Vehicle [REDACTED]
 DTSM Inspection Date **1/30/2023 10:52 AM**
 Report Date **1/30/2023 11:03 AM**
 VIN [REDACTED]

Case History

1/25/2023 11:35 AM

User **Steven Cooke**
 Connection
 Action **Changed Subject to Lacks power climbing hills; backfiring, no DTCs - N18. Changed Status from Caller In Queue to Pending Dealer Reply.**

1/25/2023 9:53 AM

User **Steven Cooke**
 Connection
 Action **Changed Case Owner from TECH LINE Phone to Steven Cooke.**

1/25/2023 9:50 AM

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

1/25/2023 9:40 AM

User **Survey Site Guest User**
 Connection
 Action **Changed Preferred Contact Method to Phone. Changed Case Owner from TECH LINE Stage to TECH LINE Phone.**

1/25/2023 9:39 AM

User **Survey Site Guest User**
 Connection
 Action **Changed Status from Open to Pending TECH LINE. Changed Account Name to WALLACE NISSAN OF KINGSPORT. Changed VIN from [REDACTED] to [REDACTED]. Created.**



- [Close Window](#)
- [Print This Page](#)
- [Expand All](#) | [Collapse All](#)

Case: [REDACTED]

General

Caller Name	LUIS MACIAS	Dealer	HAYWARD NISSAN
NNAnet user ID	XD825056	Contact Name	HAYWARD NISSAN DUMMY DEALER CONTACT
Tech Preferred Phone	915105006750	Customer Name	
Tech Preferred Email	[REDACTED]	Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	Kelby Hausman
Repair/Work Order	[REDACTED]	Mobile Phone	
Job/Line Number	A	Texting Status	
Created Day	Monday		

Incident Information

Customer Comments	Customer states the vehicle intermittently loses power, rpms fluctuates, and warning lights come on the dash.	Customer Name	[REDACTED]
Verified	Yes	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	2022
Symptom Code Category	Experience/Occurrence	Archived VIN Model	VERSA SEDAN
Symptom	MISFIRE	Incident/RO Date	2/20/2023
When does this concern occur?	WHEN ACCEL	Calculated Days Down	3
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	NO REPAIRS MADE	Total Days Down	3
Observed Modifications & Accessories	NO MODIFICATIONS NO ACCESORIES	Repair Attempts	1
		Current Mileage	3,736

Vehicle Mileage Prior Value

Vehicle Purchased Miles

Primary DTC

Current DTC

Past DTC

Other DTCs

TECH LINE Information

Subject	Lack of power on acceleration N18 EC	Resolution Action	INSPECT
Status	Pending Dealer Reply	Resolution Object	ECCS (SENSORS & SWITCHES)
Confirmed Resolution	Pending	Field Inspection Indicator	<input type="checkbox"/>
Component Code Category	EC Emission Controls	NNA Field Inspection Date	
Component Code Issue	ECS ECCS (SENSORS & SWITCHES)	FSSS	<input type="checkbox"/>
TECH LINE Template	ECC Initial Response	FSSS Date	
TREAD Component	06		
Date/Time Closed	2/23/2023 7:45 AM		
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	HAYWARD NISSAN DUMMY DEALER CONTACT	Phone	5103722800
Account Name	HAYWARD NISSAN	Mobile	
Contact Type	Other	Email	
Title		Email Opt Out	<input type="checkbox"/>
Customer ID.		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	Timothy Freeman, 3/23/2011 2:17 PM	Contact Owner	Angelo Abangan
Last Modified By	NNAETL, 6/20/2024 11:51 PM		

Activity History

Review Dealer Comment

Name	
Task	<input checked="" type="checkbox"/>
Due Date	2/23/2023
Assigned To	Kelby Hausman
Last Modified Date/Time	2/23/2023 7:45 AM
Comments	

Email: Case [REDACTED]; 2022 VERSA SEDAN; Lack of power on acceleration N18 EC [ref: [REDACTED]]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	2/23/2023
Assigned To	Kelby Hausman
Last Modified Date/Time	2/23/2023 7:44 AM
Comments	

Additional To: [REDACTED]
 CC:
 BCC: kelby.hausman@nissan-usa.com
 Attachment:
 Subject: Case [REDACTED]; 2022 VERSA SEDAN; Lack of power on acceleration N18 EC [ref: [REDACTED]]
 Body:
 Luis,
 Thank you for the update.

With the abnormal noise from the fuel pump, let's replace the fuel pump and recheck for any concerns.

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

Thank you, _____ Kelby HausmanTECH 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.
 Case #: [REDACTED]
 Date Created: 2/20/2023
 Customer name: HAYWARD NISSAN
 VIN: [REDACTED] Mileage: 3,736
 Dealer code: 5191
 Dealer name: HAYWARD NISSAN

Customer's Concerns:

Customer states the vehicle intermittently loses power, rpms fluctuates, and warning lights come on the dash.

Technician Findings:

This vehicle is in for a lack of power on acceleration it has been to another dealer with same concern. Based on db's history I believe they performed an idle air re learn. Now the vehicle has returned on 02/17/23. When the vehicle was written up the concern was present and was verified with customer on road test. During road test we found that when accelerating from a stop or while driving the vehicle has an extreme lack of power. The vehicle is equipped with a manual transmission, the lack of power is so severe when accelerating from a stop on an incline the vehicle struggles in first gear with accelerator pedal fully pressed the rpms/and vehicle will very slowly start to pick up, once the vehicle is rolling the rpms only go up to 4000 and shifting into the following gear only results in very slow acceleration. during the road test the customer stated that if the engine is turned off the concern will "reset" and the lack of power will not be there. We also noted that during concern at idle in N the fuel pump can be heard operating louder than usual. The customer has informed us that the collision warning light will illuminate whe concern is present, he has also stated that when coming to idle at a stop he notices the rpm needle will fluctuate quickly very small amounts (i.e rpm needle vibrates and bounces between 650-900 rpm). He has provided us with video footage of rpm needle on idle and there is infact a very small fast fluctuation in rpm. Unfortunately we were unable to keep engine on as the vehicle came in with no appointment and we where unable to get to the vehicle that day. We installed a fuel pressure gauge and have driven it 20 miles with no concern presenting itself. The fuel pressure reds a steady 51 psi. We are aware that verification is key to proper diagnosis, while we attempt to verify the concern I am reaching out to see if there has been similar cases? Or if there is some monitors you would recommend to observe during our test drive.:

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.

ref: [REDACTED]

Email: Case [REDACTED]; 2022 VERSA SEDAN; Lack of power on acceleration N18 EC [REDACTED]

Name [REDACTED]
 Task
 Due Date 2/21/2023
 Assigned To Kelby Hausman
 Last Modified Date/Time 2/21/2023 7:14 AM
 Comments Additional To: [REDACTED]
 CC:
 BCC: kelby.hausman@nissan-usa.com
 Attachment:

Subject: Cas [REDACTED] 2022 VERSA SEDAN; Lack of power on acceleration N18 EC [REDACTED]
 ref: [REDACTED]

Body:
 Luis,
 Thank you for the case information.

This is not something we commonly see on this vehicle.

As you mentioned we will need to duplicate the concern again in order to continue with diagnosis.

If we are able to duplicate again, monitoring fuel pressure would be our next step.

With the concern described, and the fuel pump sounding louder than normal, low fuel pressure is a likely cause.

Let's also monitor battery voltage, IVT/EVT, MAF, Engine Speed, etc. for anything out of the ordinary during the concern.

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

Thank you, _____ Kelby HausmanTECH 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.

Case #: [REDACTED]
Date Created: 2/20/2023
Customer name: HAYWARD NISSAN
VIN: [REDACTED] 7Mileage: 3,736
Dealer code: 5191
Dealer name: HAYWARD NISSAN

Customer's Concerns:

Customer states the vehicle intermittently loses power, rpms fluctuates, and warning lights come on the dash.

Technician Findings:

This vehicle is in for a lack of power on acceleration it has been to another dealer with same concern. Based on dbs history I believe they performed an idle air re learn. Now the vehicle has returned on 02/17/23. When the vehicle was written up the concern was present and was verified with customer on road test. During road test we found that when accelerating from a stop or while driving the vehicle has an extreme lack of power. The vehicle is equipped with a manual transmission, the lack of power is so severe when accelerating from a stop on an incline the vehicle struggles in first gear with accelerator pedal fully pressed the rpms/and vehicle will very slowly start to pick up, once the vehicle is rolling the rpms only go up to 4000 and shifting into the following gear only results in very slow acceleration. during the road test the customer stated that if the engine is turned off the concern will "reset" and the lack of power will not be there. We also noted that during concern at idle in N the fuel pump can be heard operating louder than usual. The customer has informed us that the collision warning light will illuminate whe concern is present, he has also stated that when coming to idle at a stop he notices the rpm needle will fluctuate quickly very small amounts (i.e rpm needle vibrates and bounces between 650-900 rpm). He has provided us with video footage of rpm needle on idle and there is infact a very small fast fluctuation in rpm. Unfortunately we were unable to keep engine on as the vehicle came in with no appointment and we where unable to get to the vehicle that day. We installed a fuel pressure gauge and have driven it 20 miles with no concern presenting itself. The fuel pressure reds a steady 51 psi. We are aware that verification is key to proper diagnosis, while we attempt to verify the concern I am reaching out to see if there has been similar cases? Or if there is some monitors you would recommend to observe during our test drive.:

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]; 2022 VERSA SEDAN; Lack of power on acceleration N18 EC [REDACTED]

Message Date 2/23/2023 7:44 AM

Has Attachment

Email Address [REDACTED]

Status **Sent**

Subject **Case 4 [REDACTED]; 2022 VERSA SEDAN; Lack of power on acceleration N18 EC [REDACTED]
ref: [REDACTED]**

Text Body **LUIS MACIAS,**

TECH LINE's latest case update is below.

Recommendation:

Thank you for the update.

With the abnormal noise from the fuel pump, let's replace the fuel pump and recheck for any concerns.

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

Thank you,

Kelby Hausman

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.

**Case #: [REDACTED]
Date Created: 2/20/2023
Customer name: HAYWARD NISSAN
VIN: [REDACTED]**

Mileage: 3,736

Dealer code: 5191

Dealer name: HAYWARD NISSAN

[REDACTED]

Customer's Concerns:

Customer states the vehicle intermittently loses power, rpms fluctuates, and warning lights come on the dash.

Technician Findings:

This vehicle is in for a lack of power on acceleration it has been to another dealer with same concern. Based on db's history I believe they performed an idle air re learn. Now the vehicle has returned on 02/17/23. When the vehicle was written up the concern was present and was verified with customer on road test. During road test we found that when accelerating from a stop or while driving the vehicle has an extreme lack of power. The vehicle is equipped with a manual transmission, the lack of power is so severe when accelerating from a stop on an incline the vehicle struggles in first gear with accelerator pedal fully pressed the rpms/and vehicle will very slowly start to pick up, once the vehicle is rolling the rpms only go up to 4000 and shifting into the following gear only results in very slow acceleration. during the road test the customer stated that if the engine is turned off the concern will "reset" and the lack of power will not be there. We also noted that during concern at idle in N the fuel pump can be heard operating louder than usual. The customer has informed us that the collision warning light will illuminate whe concern is present, he has also stated that when coming to idle at a stop he notices the rpm needle will fluctuate quickly very small amounts (i.e rpm needle vibrates and bounces between 650-900 rpm). He has provided us with video footage of rpm needle on idle and there is infact a very small fast fluctuation in rpm. Unfortunately we were unable to keep engine on as the vehicle came in with no appointment and we where unable to get to the vehicle that day. We installed a fuel pressure gauge and have driven it 20 miles with no concern presenting itself. The fuel pressure reds a steady 51 psi. We are aware that verification is key to proper diagnosis, while we attempt to verify the concern I am reaching out to see if there has been similar cases? Or if there is some monitors you would recommend to observe during our test drive.:

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.

Kelby Hausman
Technical Support Specialist
Aftersales Dealer Support – TECH LINE

Nissan North America, Inc.
Phone: +1 615-223-4887
Fax: +1 615-984-5234

Case [REDACTED]; 2022 VERSA SEDAN; Lack of power on acceleration N18 EC [REDACTED]

Message Date 2/21/2023 7:14 AM

Has Attachment

Email Address [REDACTED]

Status **Sent**

Subject **Case [REDACTED] 2022 VERSA SEDAN; Lack of power on acceleration N18 EC [REDACTED] ref: [REDACTED]**

Text Body **LUIS MACIAS,**

TECH LINE's latest case update is below.

Recommendation:
Thank you for the case information.

**This is not something we commonly see on this vehicle.
As you mentioned we will need to duplicate the concern again in order to continue with diagnosis.**

**If we are able to duplicate again, monitoring fuel pressure would be our next step.
With the concern described, and the fuel pump sounding louder than normal, low fuel pressure is a likely cause.**

Let's also monitor battery voltage, IVT/EVT, MAF, Engine Speed, etc. for anything out of the ordinary during the concern.

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

Thank you,

Kelby Hausman

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.

**Case #: [REDACTED]
Date Created: 2/20/2023
Customer name: HAYWARD NISSAN
VIN: [REDACTED]**

Mileage: 3,736

Dealer code: 5191

Dealer name: HAYWARD NISSAN

Customer's Concerns:

Customer states the vehicle intermittently loses power, rpms fluctuates, and warning lights come on the dash.

Technician Findings:

This vehicle is in for a lack of power on acceleration it has been to another dealer with same concern. Based on db's history I believe they performed an idle air re learn. Now the vehicle has returned on 02/17/23. When the vehicle was written up the concern was present and was verified with customer on road test. During road test we found that when accelerating from a stop or while driving the vehicle has an extreme lack of power. The vehicle is equipped with a manual transmission, the lack of power is so severe when accelerating from a stop on an incline the vehicle struggles in first gear with accelerator pedal fully pressed the rpms/and vehicle will very slowly start to pick up, once the vehicle is rolling the rpms only go up to 4000 and shifting into the following gear only results in very slow acceleration. during the road test the customer stated that if the engine is turned off the concern will "reset" and the lack of power will not be there. We also noted that during concern at idle in N the fuel pump can be heard operating louder than usual. The customer has informed us that the collision warning light will illuminate whe concern is present, he has also stated that when coming to idle at a stop he notices the rpm needle will fluctuate quickly very small amounts (i.e rpm needle vibrates and bounces between 650-900 rpm). He has provided us with video footage of rpm needle on idle and there is infact a very small fast fluctuation in rpm. Unfortunately we were unable to keep engine on as the vehicle came in with no appointment and we where unable to get to the vehicle that day. We installed a fuel pressure gauge and have driven it 20 miles with no concern presenting itself. The fuel pressure reds a steady 51 psi. We are aware that verification is key to proper diagnosis, while we attempt to verify the concern I am reaching out to see if there has been similar cases? Or if there is some monitors you would recommend to observe during our test drive.:

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.

Kelby Hausman
Technical Support Specialist
Aftersales Dealer Support – TECH LINE

Nissan North America, Inc.
Phone: +1 615-223-4887
Fax: +1 615-984-5234

Case Comments

11/1/2023 11:51 PM

User **NNAETL**
Public
Comment The Case was reassigned from Luis Macias (0032I00003C4gFrQAJ) to HAYWARD NISSAN DUMMY DEALER CONTACT (003F000002BVew4IAD) 11/1/2023

2/23/2023 7:44 AM

User **Kelby Hausman**
Public
Comment Recommendation:
Thank you for the update.
With the abnormal noise from the fuel pump, let's replace the fuel pump and recheck for any concerns.

2/22/2023 4:04 PM

User **Survey Site Guest User**
Public
Comment We test drove the vehicle this morning with no concern verification. We removed the fuel pressure gauge and parked the vehicle waiting to be released. Once the vehicle was moved by our detail department they brought to our attention that there was no acceleration. We drove the vehicle again and verified the lack of power and again the fuel pump sounded louder then usual. We were forced to turn the engine off in order to re install fuel pressure gauge however the concern

2/21/2023 7:14 AM

User **Kelby Hausman**
Public
Comment Recommendation:
Thank you for the case information.
This is not something we commonly see on this vehicle.
As you mentioned we will need to duplicate the concern again in order to continue with diagnosis.

went away upon cycling ignition. With the way that concern presents itself we are finding it difficult to verify the concern while the pressure gauge is hooked up. My service manager has instructed to reach out again and ask what is the most likely cause of the concern given the information we have , or what would be the best way to approach the concern.

If we are able to duplicate again, monitoring fuel pressure would be our next step. With the concern described, and the fuel pump sounding louder than normal, low fuel pressure is a likely cause.

Let's also monitor battery voltage, IVT/EVT, MAF, Engine Speed, etc. for anything out of the ordinary during the concern.

2/20/2023 5:09 PM

User **Survey Site Guest User**
Public
Comment .

2/20/2023 5:07 PM

User **Survey Site Guest User**
Public

Customer Comments: Customer states the vehicle intermittently loses power, rpms fluctuates, and warning lights come on the dash.
 Technician Findings: This vehicle is in for a lack of power on acceleration it has been to another dealer with same concern. Based on dbs history I believe they performed an idle air re learn. Now the vehicle has returned on 02/17/23. When the vehicle was written up the concern was present and was verified with customer on road test. During road test we found that when accelerating from a stop or while driving the vehicle has an extreme lack of power. The vehicle is equipped with a manual transmission, the lack of power is so severe when accelerating from a stop on an incline the vehicle struggles in first gear with accelerator pedal fully pressed the rpms/and vehicle will very slowly start to pick up, once the vehicle is rolling the rpms only go up to 4000 and shifting into the following gear only results in very slow acceleration. during the road test the customer stated that if the engine is turned off the concern will "reset" and the lack of power will not be there. We also noted that during concern at idle in N the fuel pump can be heard operating louder than usual. The customer has informed us that the collision warning light will illuminate whe concern is present, he has also stated that when coming to idle at a stop he notices the rpm needle will fluctuate quickly very small amounts (i.e rpm needle vibrates and bounces between 650-900 rpm). He has provided us with video footage of rpm needle on idle and there is infact a very small fast fluctuation in rpm. Unfortunately we were unable to keep engine on as the vehicle came in with no appointment and we where unable to get to the vehicle that day. We installed a fuel pressure gauge and have driven it 20 miles with no concern presenting itself. The fuel pressure reds a steady 51 psi. We are aware that verification is key to proper diagnosis, while we attempt to verify the concern I am reaching out to see if there has been similar cases? Or if there is some monitors you would recommend to observe during our test drive.
 Repairs Made: NO REPAIRS MADE
 Verified: Yes
 Question for TECH LINE: Have you seen this before?

Case History

2/23/2023 7:45 AM

User **Kelby Hausman**
Connection

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

2/22/2023 4:04 PM

User **Survey Site Guest User**

Connection

Action **Changed First Call Resolution from Yes to No. Changed Reopen Date to 2/22/2023 4:04 PM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

2/21/2023 7:13 AM

User **Kelby Hausman**

Connection

Action **Changed Subject to Lack of power on acceleration N18 EC. Changed Status from Pending TECH LINE to Pending Dealer Reply.**

2/21/2023 7:05 AM

User **Kelby Hausman**

Connection

Action **Changed Case Owner from TECH LINE Initial 1 to Kelby Hausman.**

2/20/2023 5:09 PM

User **Survey Site Guest User**

Connection

Action **Changed Preferred Contact Method to Email. Changed Case Owner from TECH LINE Stage to TECH LINE Initial 1.**

2/20/2023 5:07 PM

User **Survey Site Guest User**

Connection

Action **Changed Status from Open to Pending TECH LINE. Changed Account Name to HAYWARD NISSAN. Changed VIN from [REDACTED] to [REDACTED]. Created.**



- [Close Window](#)
- [Print This Page](#)
- [Expand All](#) | [Collapse All](#)

Case: [REDACTED]

Caller Name	Tyler Rau	Dealer	JANESVILLE NISSAN
NNAnet user ID	draut95	Contact Name	Tyler Rau
Tech Preferred Phone	916083020284	Customer Name	
Tech Preferred Email	[REDACTED]	Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	Matthew Mead
Repair/Work Order	[REDACTED]	Mobile Phone	
Job/Line Number	1	Texting Status	
Created Day	Wednesday		

Incident Information

Customer Comments	check engine light keep coming on and off	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	Engine	Archived VIN Make	
Service Manual Specific Section	Engine Control System	Archived VIN Year	2023
Symptom Code Category	Experience/Occurrence	Archived VIN Model	VERSA SEDAN
Symptom	MISFIRE	Incident/RO Date	4/12/2023
When does this concern occur?	INTERMITTENT	Calculated Days Down	0
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	Intake cam position sensor and pigtail.	Total Days Down	0
Observed Modifications & Accessories	stock, factory	Repair Attempts	1
		Current Mileage	643
		Vehicle Mileage Prior Value	



Vehicle Purchased Miles
 Primary DTC
 Current DTC
 Past DTC ECM P2615
 Other DTCs

TECH LINE Information

Subject	ECM stores P2615 - N18	Resolution Action	
Status	Pending Dealer Reply	Resolution Object	
Confirmed Resolution	Pending	Field Inspection Indicator	<input type="checkbox"/>
Component Code Category	EC Emission Controls	NNA Field Inspection Date	
Component Code Issue	ECS ECCS (SENSORS & SWITCHES)	FSSS	<input type="checkbox"/>
TECH LINE Template	ECC Initial Response	FSSS Date	
TREAD Component	06		
Date/Time Closed	4/12/2023 2:18 PM		
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	Tyler Rau	Phone	608-302-0284
Account Name	JANESVILLE NISSAN	Mobile	
Contact Type	NNA Dealer Master	Email	[REDACTED]
Title	Service Technician	Email Opt Out	<input type="checkbox"/>
Customer ID.	5507DRAUT95	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 NNAETL, 7/30/2018 4:36 AM Contact Owner NNAETL
Last Modified By NNAETL, 6/27/2024 11:49 PM

Activity History

Email: Case [REDACTED] 2023 VERSA SEDAN; ECM stores P2615 - N18 [REDACTED]

Name	[REDACTED]
Task	<input checked="" type="checkbox"/>
Due Date	4/12/2023
Assigned To	Matthew Mead
Last Modified Date/Time	4/12/2023 2:27 PM
Comments	<p>Additional To: [REDACTED]</p> <p>CC:</p> <p>BCC:</p> <p>Attachment:</p> <p>Subject: Case [REDACTED] 2023 VERSA SEDAN; ECM stores P2615 - N18 [REDACTED]</p> <p>Body:</p> <p>Tyler Rau, TECH LINE's latest case update is below. Recommendation:</p> <ul style="list-style-type: none"> - Thank you for documenting the Intake Camshaft Position Sensor and connector have been replaced. - The ECM will monitor the Intake Camshaft position sensor when cranking (low RPM) in order to produce accurately timed spark and fuel injector pulse. - In previous cases we most commonly see F-harness repair or replacement resolve this DTC. - Please test the 12v battery and charge or replace the battery as needed. - Visually inspect the terminals 32,33, and 34 of the ECM for signs of a poor connection or trauma. - If no concerns are found please replace the F-harness/EGI harness. <p>The TECH LINE Survey can be accessed by: CLICKING HERE</p> <p>Thank you, _____ Matt MTECH 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>Case #: [REDACTED] Date Created: 4/12/2023 Customer name: JANESVILLE NISSAN VIN: [REDACTED] Mileage: 643 Dealer code: 5507 Dealer name: JANESVILLE NISSAN</p> <p>Customer's Concerns: check engine light keep coming on and off Technician Findings: Check engine light on and off more or less since new. Last visit at 339 miles P2615 past code and check engine light off. Replaced the intake cam position sensor and pigtail since the center lock on the connector was loose when removed from the sensor. Also didn't fit very snug when plugged in and clicked. Back again with concern of check engine light being on then off. No drivability issue that I've been told. Car is manual/clutch/3rd pedal:</p>

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.

ref: [REDACTED]

An email was sent to the Caller Name

Name
Task
Due Date
Assigned To **Matthew Mead**
Last Modified Date/Time **4/23/2023 1:24 AM**
Comments

Attachments

20230412_140704[1].jpg

Size **2.56MB**
Ownership **Managed Services**
View [View file](#)
Last Modified **4/12/2023 2:12 PM**

Emails

Case [REDACTED]; 2023 VERSA SEDAN; ECM stores P2615 - N18 [REDACTED]:ref]

Message Date **4/12/2023 2:27 PM**
Has Attachment
Email Address [REDACTED]
Status **Sent**
Subject **Case [REDACTED]; 2023 VERSA SEDAN; ECM stores P2615 - N18 [REDACTED] 1**
Text Body **Tyler Rau,**

TECH LINE's latest case update is below.

Recommendation:

- Thank you for documenting the Intake Camshaft Position Sensor and connector have been replaced.
- The ECM will monitor the Intake Camshaft position sensor when cranking (low RPM) in order to produce accurately timed spark and fuel injector pulse.
- In previous cases we most commonly see F-harness repair or replacement resolve this DTC.
- Please test the 12v battery and charge or replace the battery as needed.
- Visually inspect the terminals 32,33, and 34 of the ECM for signs of a poor connection or trauma.
- If no concerns are found please replace the F-harness/EGI harness.

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

Thank you,

[REDACTED]

Matt M

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.

Case #: [REDACTED]
Date Created: 4/12/2023
Customer name: JANESVILLE NISSAN
VIN: [REDACTED]

Mileage: 643

Dealer code: 5507

Dealer name: JANESVILLE NISSAN

Customer's Concerns:
check engine light keep coming on and off

Technician Findings:
Check engine light on and off more or less since new. Last visit at 339 miles P2615 past code and check engine light off. Replaced the intake cam position sensor and pigtail since the center lock on the connector was loose when removed from the sensor. Also didn't fit very snug when plugged in and clicked. Back again with concern of check engine light being on then off. No drivability issue that I've been told. Car is manual/clutch/3rd pedal:

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.

Case Comments

4/12/2023 2:27 PM

User **Matthew Mead**
 Public

Comment
Recommendation:
 - Thank you for documenting the Intake Camshaft Position Sensor and connector have been replaced.
 - The ECM will monitor the Intake Camshaft position sensor when cranking (low RPM) in order to produce accurately timed spark and fuel injector pulse.
 - In previous cases we most commonly see F-harness repair or replacement resolve this DTC.
 - Please test the 12v battery and charge or replace the battery as needed.
 - Visually inspect the terminals 32,33, and 34 of the ECM for signs of a poor connection or trauma.
 - If no concerns are found please replace the F-harness/EGI harness.

4/12/2023 2:14 PM

User **Survey Site Guest User**
 Public

Comment
 Oh took a pic of the freeze frame, I forgot where to enter that in unless the case has to be made then updated. This time the engine speed is 150rpm, last time the code set at 400 rpm. Why is it checking for issues at such a low RPM?

4/12/2023 2:10 PM

User **Survey Site Guest User**
 Public

Comment
Customer Comments: check engine light keep coming on and off
 Technician Findings: Check engine light on and off more or less since new. Last visit at 339 miles P2615 past code and check engine light off. Replaced the intake cam position sensor and pigtail since the center lock on the connector was loose when removed from the sensor. Also didn't fit very snug when plugged in and clicked. Back again with concern of check engine light being on then off. No drivability issue that I've been told. Car is manual/clutch/3rd pedal
 Repairs Made: Intake cam position sensor and pigtail.
 Verified: Yes
 Past DTC: ECM P2615
 Question for TECH LINE: What is the most likely cause for this incident?

Case History

4/12/2023 2:18 PM

User **Matthew Mead**
 Connection
 Action **Changed Subject to ECM stores P2615 - N18. Changed Status from Pending TECH LINE to Pending Dealer Reply.**

4/12/2023 2:17 PM

User **Matthew Mead**
 Connection
 Action **Changed Case Owner from TECH LINE Initial to Matthew Mead.**

4/12/2023 2:14 PM

User **Survey Site Guest User**
 Connection
 Action **Changed Preferred Contact Method to Email. Changed Case Owner from TECH LINE Stage to TECH LINE Initial.**

4/12/2023 2:10 PM

User	Survey Site Guest User
Connection	
Action	Changed Status from Open to Pending TECH LINE. Changed Account Name to JANESVILLE NISSAN. Created.

Copyright © 2000-2024 salesforce.com, inc. All rights reserved.





- [Close Window](#)
- [Print This Page](#)
- [Expand All](#) | [Collapse All](#)

Case: [REDACTED]

General

Caller Name	Kirk Henry	Dealer	STRAUB NISSAN
NNAnet user ID	dhenrk06	Contact Name	Kirk Henry
Tech Preferred Phone	913042803894	Customer Name	
Tech Preferred Email	[REDACTED]	Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	Adam Hoff
Repair/Work Order	[REDACTED]	Mobile Phone	
Job/Line Number	1	Texting Status	
Created Day	Monday		

Incident Information

Customer Comments	accelerator pedal to the floor will not go above 40mph tow in	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	2023
Symptom Code Category	Experience/Occurrence	Archived VIN Model	VERSA SEDAN
Symptom	MISFIRE	Incident/RO Date	4/24/2023
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	78
		Vehicle Mileage Prior Value	
		Vehicle Purchased	



- Miles
- Primary DTC
- Current DTC
- Past DTC
- Other DTCs

TECH LINE Information

Subject	Lack of acceleration. P2615 N18	Resolution Action	
Status	Pending Dealer Reply	Resolution Object	
Confirmed Resolution	Pending	Field Inspection Indicator	<input type="checkbox"/>
Component Code Category	EF Engine Fuel Systems	NNA Field Inspection Date	
Component Code Issue	EFV THROTTLE CHAMBER	FSSS	<input type="checkbox"/>
TECH LINE Template	ECC Initial Response	FSSS Date	
TREAD Component	07		
Date/Time Closed	4/24/2023 9:24 AM		
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	Kirk Henry	Phone	304-280-3894
Account Name	STRAUB NISSAN	Mobile	
Contact Type	NNA Dealer Master	Email	[REDACTED]
Title	Service Technician	Email Opt Out	<input type="checkbox"/>
Customer ID.	5233DHENRK06	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 Managed Services, 7/31/2018 10:55 PM

Contact Owner Managed Services

Last Modified By NNAETL, 6/27/2024 11:48 PM

Activity History

Email: Case [REDACTED]; 2023 VERSA SEDAN; Lack of acceleration. P2615 N18 [REDACTED]:ref]

Name

Task

Due Date 4/24/2023

Assigned To Adam Hoff

Last Modified Date/Time 4/24/2023 9:24 AM

Comments Additional To: [REDACTED]
CC:
BCC: adam.hoff@nissan-usa.com
Attachment:

Subject: Case [REDACTED]; 2023 VERSA SEDAN; Lack of acceleration. P2615 N18 [ref: [REDACTED]ef]

Body:
Kirk Henry,
TECH LINE's latest case update is below.
TSS recommendation:

Thank you for the case information.

We have a couple other cases of this with concerns at the camshaft position sensor connector or the harness itself needing to be replaced to resolve.

Check these connections and nearby harness for concerns and perform wiggle test to see if the code will set as confirmation.

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

Thank you, _____ Adam HTECH 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.

Case #: [REDACTED]
Date Created: 4/24/2023
Customer name: STRAUB NISSAN
VIN: [REDACTED] Mileage: 78
Dealer code: 5233
Dealer name: STRAUB NISSAN

Customer's Concerns:
accelerator pedal to the floor will not go above 40mph tow in
Technician Findings:
customer states vehicle would not accelerate or go over 40mph, he has a code scanner and it showed P2615-00 , I assume he cleared it because all dtc shows no codes, I test drove vehicle 15 miles and had no issues.:

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.

ref: [REDACTED] f

An email was sent to the Caller Name

Name
Task
Due Date
Assigned To **Adam Hoff**
Last Modified Date/Time **5/5/2023 1:24 AM**
Comments

Emails

Case [REDACTED]; 2023 VERSA SEDAN; Lack of acceleration. P2615 N18 [REDACTED] ref]

Message Date **4/24/2023 9:24 AM**
Has Attachment
Email Address [REDACTED]
Status **Sent**
Subject **Case [REDACTED] VERSA SEDAN; Lack of acceleration. P2615 N18 [REDACTED] ef]**
Text Body **Kirk Henry,**

TECH LINE's latest case update is below.

TSS recommendation:

Thank you for the case information.

We have a couple other cases of this with concerns at the camshaft position sensor connector or the harness itself needing to be replaced to resolve.

Check these connections and nearby harness for concerns and perform wiggle test to see if the code will set as confirmation.

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

Thank you,

Adam H

TECH LINE

Updating a TECH LINE Case:

[REDACTED]

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: 4/24/2023
Customer name: STRAUB NISSAN
VIN: [REDACTED]

Mileage: 78

Dealer code: 5233

Dealer name: STRAUB NISSAN

Customer's Concerns:
accelerator pedal to the floor will not go above 40mph tow in

Technician Findings:
customer states vehicle would not accelerate or go over 40mph, he has a code scanner and it showed P2615-00 , I assume he cleared it because all dtc shows no codes, I test drove vehicle 15 miles and had no issues.:

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.

Adam Hoff
Technical Support Specialist
Aftersales Dealer Support

Nissan North America, Inc.
610 Enon Springs Road East
Smyrna, TN 37167
Phone: +1-615-223-4964 Fax: +1-615-967-3812

Case Comments

4/24/2023 9:23 AM

4/24/2023 9:15 AM

User	Adam Hoff
Public	<input checked="" type="checkbox"/>
Comment	TSS recommendation: Thank you for the case information. We have a couple other cases of this with

User	Survey Site Guest User
Public	<input checked="" type="checkbox"/>
Comment	note this vehicle has a manual transmission

concerns at the camshaft position sensor connector or the harness itself needing to be replaced to resolve.
Check these connections and nearby harness for concerns and perform wiggle test to see if the code will set as confirmation.

4/24/2023 9:14 AM

User	Survey Site Guest User
Public	<input checked="" type="checkbox"/>
Comment	<p>Customer Comments: accelerator pedal to the floor will not go above 40mph tow in</p> <p><input type="checkbox"/> Technician Findings: customer states vehicle would not accelerate or go over 40mph, he has a code scanner and it showed P2615-00 , I assume he cleared it because all dtc shows no codes, I test drove vehicle 15 miles and had no issues.</p> <p><input type="checkbox"/> Repairs Made: none</p> <p><input type="checkbox"/> Verified: No</p> <p><input type="checkbox"/> Question for TECH LINE: Have you seen this before?</p>

Case History

4/24/2023 9:24 AM

User	Adam Hoff
Connection	
Action	Changed Subject to Lack of acceleration. P2615 N18. Changed Status from Pending TECH LINE to Pending Dealer Reply.

4/24/2023 9:18 AM

User	Adam Hoff
Connection	
Action	Changed Case Owner from TECH LINE Initial to Adam Hoff.

4/24/2023 9:15 AM

User	Survey Site Guest User
Connection	
Action	Changed Preferred Contact Method to Email. Changed Case Owner from TECH LINE Stage to TECH LINE Initial.

4/24/2023 9:14 AM

User	Survey Site Guest User
Connection	
Action	Changed Status from Open to Pending TECH LINE. Changed Account Name to STRAUB NISSAN. Created.