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Case: [REDACTED]

INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552 (B) (6)

General

Caller Name	[REDACTED]	Dealer	CAMPBELL NISSAN OF EDMONDS
NNAAnet user ID	dratl10	Contact Name	[REDACTED]
Tech Preferred Phone	[REDACTED]	Customer Name	[REDACTED]
Tech Preferred Email	[REDACTED]	Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	[REDACTED]
Repair/Work Order	[REDACTED]	Mobile Phone	[REDACTED]
Job/Line Number	a	Texting Status	[REDACTED]
Created Day	Tuesday		

Incident Information

Customer Comments	there is a check engine light that intermittely comes on since driving, no drivability.	Customer Name	[REDACTED]
Verified	Yes	Vehicle	[REDACTED]
Question for TECH LINE	What test should I do next?	VIN	[REDACTED]
Service Manual General Section	Engine	Archived VIN Make	[REDACTED]
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	[REDACTED]
When does this concern occur?	CRUISE	Calculated Days Down	13
Is single occurrence or a pattern?		Additional Days Down	[REDACTED]
Repairs Made	none	Total Days Down	13
Observed Modifications & Accessories	none	Repair Attempts	0
		Current Mileage	71
		Vehicle Mileage Prior Value	[REDACTED]

Vehicle Purchased
Miles
Primary DTC
Current DTC [REDACTED]
Past DTC
Other DTCs

TECH LINE Information

Subject [REDACTED] Resolution Action
Status Closed Resolution Object
Confirmed Resolution Yes Field Inspection Indicator
Component Code EC|Emission Controls NNA Field Inspection Date
Category
Component Code ECS|ECCS (SENSORS & SWITCHES) FSSS
Issue
TECH LINE Template ECC Initial Response FSSS Date
TREAD Component 06
Date/Time Closed [REDACTED]
Description
Recommendation Detail

DTS Information

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

Contact Information

Name [REDACTED] Phone [REDACTED]
Account Name CAMPBELL NISSAN OF EDMONDS Mobile
Contact Type NNA Dealer Master Email [REDACTED]
Title Service Technician Email Opt Out
Customer ID. [REDACTED] Reports To
Contact Record Type Contact
Inactive Contact

Address Information

Mailing Address Other Address

Additional Information

Fax Lead Source

INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552 (B) (6)

Home Phone: [REDACTED]

Birthdate

Work Phone: [REDACTED]

Department

Description

System Information

Created By [REDACTED]

Contact Owner NNAETL

Last Modified By [REDACTED]

Activity History

Email: Case [REDACTED] 2023 VERSA SEDAN; [REDACTED]

Name

Task

Due Date [REDACTED]

Assigned To [REDACTED]

Last Modified Date/Time [REDACTED]

Comments

Additional To: [REDACTED]

CC:

BCC:

Attachment:

Subject: Case [REDACTED] 2023 VERSA SEDAN; [REDACTED]

Body:

chris ratliff,
TECH LINE's latest case update is below.
Recommendation:

- That's great news.
- Glad to hear the issue is pin pointed.
- Thank you for the detailed follow up and have a great day.

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

Thank you, [REDACTED] LINE

Updating a TECH LINE Case: Technician: Reply to this email; do not change the email subject line. Email file attachments are limited to 6MB.

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

Customer name: CAMPBELL NISSAN OF EDMONDS

VIN: [REDACTED] Mileage: 71

Dealer code: [REDACTED]

Dealer name: CAMPBELL NISSAN OF EDMONDS

Customer's Concerns:

there is a check engine light that intermittely comes on since driving, no drivability.

Technician Findings:

Found Hard set dt for [REDACTED]. performe diagnostic procedures, confirmed, connector f70 terminal 8 to f10 terminal 35, has contiunity, with no breaks, nor shorts to powers or grounds. tested pin fit at ecm with tool [REDACTED] tested ok. Found terminal 15 and 37 have bv when ignition on at the eivtc. Found in data monitor for int/v timign b1 showing 46.0 ca at idle, when per esm it should be 39 * CA. at this time performed a hard reset, and redata monitor values, found still showing 46. and hard set dtcs. after rechecking still found 45. 5 ca at idle for intake timing, do you suspect that it may need a learn procedure? or is there an update to fix this? also found in freeze frame data that the car tripped the dtc at 609 miles when the car only has 71.:

INFORMATION DELETED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552 (B) (6)

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]

Email: Case [REDACTED] 2023 VERSA SEDAN; [REDACTED]

Name
Task
Due Date
Assigned To

Comments Additional To: [REDACTED]
CC:
BCC:
Attachment:

Subject: [REDACTED]

Body:
chris ratliff,
TECH LINE's latest case update is below.
Recommendation:

- Thank you for the update.
- If the issue continues to set codes and all ESM diagnosis point to it, let's replace the ECM and see where we stand.
- Take care and have a great day.

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

Thank you, _____ Mike Cramer TECH LINE

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Case #: [REDACTED]
Customer name: CAMPBELL NISSAN OF EDMONDS
VIN: [REDACTED] Mileage: 71
Dealer code: 3872
Dealer name: CAMPBELL NISSAN OF EDMONDS

Customer's Concerns:
there is a check engine light that intermittently comes on since driving, no drivability.
Technician Findings:
Found Hard set dt for [REDACTED] performe diagnostic procedures, confirmed, connector f70 terminal 8 to f10 terminal 35, has continuity, with no breaks, nor shorts to powers or grounds. tested pin fit at ecm with tool [REDACTED] tested ok. Found terminal 15 and 37 have bv when ignition on at the eivtc. Found in data monitoir for int/v timign b1 showing 46.0 ca at idle, when per esm it should be 39 * CA. at this time performed a hard reset, and redata monitor values, found still showing 46. and hard set dtcs. after rechecking still found 45. 5 ca at idle for intake timing, do you suspect that it may need a learn procedure? or is there an update to fix this? also found in freexe frame data that the car tripped the dtc at 609 miles when the car only has 71.:

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[REDACTED]

An email was sent to the Caller Name

Name

Task

Due Date

Assigned To

Comments

Emails

Case

Message Date

Has Attachment

Email Address

Status

Subject

Text Body

TECH LINE's latest case update is below.

Recommendation:

- That's great news.
- Glad to hear the issue is pin pointed.
- Thank you for the detailed follow up and have a great day.

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

Thank you,

Mike Cramer

TECH LINE

INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552 (B) (6)

Updating a TECH LINE Case:

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[REDACTED]

Mileage: 71

Dealer code: [REDACTED]

Dealer name: CAMPBELL NISSAN OF EDMONDS

Customer's Concerns:
there is a check engine light that intermittently comes on since driving, no drivability.

Technician Findings:
Found Hard set dt for [REDACTED] performe diagnostic procedures, confirmed, connector f70 terminal 8 to f10 terminal 35, has contiunity, with no breaks, nor shorts to powers or grounds. tested pin fit at ecm with tool J-[REDACTED] tested ok. Found terminal 15 and 37 have bv when ignition on at the eivtc. Found in data monitoir for int/v timign b1 showing 46.0 ca at idle, when per esm it should be 39 * CA. at this time performed a hard reset, and redata monitor values, found still showing 46. and hard set dtcs. after rechecking still found 45. 5 ca at idle for intake timing, do you suspect that it may need a learn procedure? or is there an update to fix this? also found in freeex frame data that the car tripped the dtc at 609 miles when the car only has 71.:

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Case [REDACTED]

Message Date [REDACTED]

Has Attachment

Email Address techline@nissan-usa.com

Status Read

Subject Case [REDACTED]

Text Body From: [REDACTED]

INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552 (B) (6)

To: NNA TECH LINE <techline@nissan-usa.com>

Subject: Re: Case [REDACTED]

After replacing the ecm and performing all post operation procedures / additional services now cam angle was correct via data monitor, and no return dtcs at this time. On [REDACTED] TECH LINE <techline@nissan-usa.com>

After replacing the ecm and performing all post operation procedures / additional services now cam angle was correct via data monitor, and no return dtcs at this time.

On [REDACTED] TECH LINE <techline@nissan-usa.com<mailto:techline@nissan-usa.com>> wrote:

[Image removed by sender.]

chris ratliff,

We noticed that case number [REDACTED] does not have a confirmed resolution.

Help us improve your database search by updating your case. Pick 1 of 4 ways to update your case.

- Update the case through the Case Creation Portal. [Click Here.](#)

[REDACTED]

or

- Reply All to the last email from the case.

or

- Contact us through Chat. [Click Here.](#)

[REDACTED]

or

- Call TECH LINE at 1-800-662-3497 and enter your case number when prompted

How was your TECH LINE experience? Let us know on the Survey. [Click](#)

Her [REDACTED]

[REDACTED]

Thank you,

[REDACTED]

[REDACTED]

Mileage: 71

Dealer code: [REDACTED]

Dealer name: CAMPBELL NISSAN OF EDMONDS

Customer's Concerns:

there is a check engine light that intermittently comes on since driving, no drivability.

Technician Findings:

Found Hard set dt for [REDACTED]. performe diagnostic procedures, confirmed, connector f70 terminal 8 to f10 terminal 35, has continuity, with no breaks, nor shorts to powers or grounds. tested pin fit at ecm with tool [REDACTED] tested ok. Found terminal 15 and 37 have bv when ignition on at the eivtc. Found in data monitoir for int/v timign b1 showing 46.0 ca at idle, when per esm it should be 39 * CA. at this time performed a hard reset, and redata monitor values, found still showing 46. and hard set dtcs. after rechecking still found 45. 5 ca at idle

INFORMATION REDACTED

FOIA FREEDOM

INFORMATION ACT (FOIA), 5 U.S.C. 552 (B) (6)

for intake timing, do you suspect that it may need a learn procedure? or is there an update to fix this? also found in freexe frame data that the car tripped the dtc at 609 miles when the car only has 71.:

Case [REDACTED]

Message Date [REDACTED]

Has Attachment

Email Address christiferratliff@gmail.com

Status Sent

Subject Case [REDACTED]

Text Body [REDACTED]

TECH LINE's latest case update is below.

Recommendation:

- Thank you for the update.
- If the issue continues to set codes and all ESM diagnosis point to it, let's replace the ECM and see where we stand.
- Take care and have a great day.

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

Thank you,

TECH LINE

Updating a TECH LINE Case:

Technician: Reply to this email; do not change the email subject line. Email file attachments are limited to 6MB.

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

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[REDACTED]

INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552 (B) (6)

Mileage: 71

Dealer code: [REDACTED]

Dealer name: CAMPBELL NISSAN OF EDMONDS

Customer's Concerns:

there is a check engine light that intermittently comes on since driving, no drivability.

Technician Findings:

Found Hard set dt for [REDACTED] performe diagnostic procedures, confirmed, connector f70 terminal 8 to f10 terminal 35, has continuity, with no breaks, nor shorts to powers or grounds. tested pin fit at ecm with tool [REDACTED] tested ok. Found terminal 15 and 37 have bv when ignition on at the eivtc. Found in data monitoir for int/v timign b1 showing 46.0 ca at idle, when per esm it should be 39 * CA. at this time performed a hard reset, and redata monitor values, found still showing 46. and hard set dtcs. after rechecking still found 45. 5 ca at idle for intake timing, do you suspect that it may need a learn procedure? or is there an update to fix this? also found in freexe frame data that the car tripped the dtc at 609 miles when the car only has 71.:

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Case Comments

[REDACTED]

User [REDACTED]
Public

Recommendation:
• That's great news.
• Glad to hear the issue is pin pointed.
• Thank you for the detailed follow up and have a great day.

User [REDACTED]
Public

Tech email reports:
• After replacing the ecm and performing all post operation procedures / additional services now cam angle was correct via data monitor, and no return dtcs at this time.

User [REDACTED]
Public

Recommendation:
• Thank you for the update.
• If the issue continues to set codes and all ESM diagnosis point to it, let's replace the ECM and see where we stand.
• Take care and have a great day.

User [REDACTED] Survey Site Guest User
Public

Customer Comments: there is a check engine light that intermittently comes on since driving, no drivability.
 Technician Findings: Found Hard set dt for [REDACTED] performe diagnostic procedures, confirmed, connector f70 terminal 8 to f10 terminal 35, has continuity, with no breaks, nor shorts to powers or grounds. tested pin fit at ecm with tool [REDACTED] tested ok. Found terminal 15 and 37 have bv when ignition on at the eivtc. Found in data monitoir for int/v timign b1 showing 46.0 ca at idle, when per esm it should be 39 * CA. at this time performed a hard reset, and redata monitor values, found still showing 46. and hard set dtcs. after rechecking still found 45. 5 ca at idle for intake timing, do you suspect that it may need a learn procedure? or is there an update to fix this? also found in freexe

frame data that the car tripped the dtc at 609 miles when the car only has 71.

Repairs Made: none

Verified: Yes

Current DTC: ECM [REDACTED]

[REDACTED] test should I do next?

Case History

User	[REDACTED]
Connection	[REDACTED]
Action	Changed Status from Pending Dealer Reply to Closed. Changed Status from Pending TECH LINE to Pending Dealer Reply.
User	[REDACTED]
Connection	[REDACTED]
Action	Changed Case Owner from TECH LINE Tier 2 to Michael Cramer.
User	[REDACTED]
Connection	[REDACTED]
Action	Changed Case Owner from Michael Cramer to TECH LINE Tier 2.
User	Managed Services
Connection	[REDACTED]
Action	Changed First Call Resolution from Yes to No. Changed Reopen Date to [REDACTED]. Changed Status from Pending Dealer Reply to Pending TECH LINE.
User	[REDACTED]
Connection	[REDACTED]
Action	Changed Case Owner from TECH LINE Initial 1 to [REDACTED]
User	[REDACTED]
Connection	[REDACTED]
Action	Changed Status from Pending TECH LINE to Pending Dealer Reply.
User	[REDACTED]
Connection	[REDACTED]
Action	Changed Subject to [REDACTED]
User	Survey Site Guest User
Connection	[REDACTED]
Action	Changed Preferred Contact Method to Email. Changed Case Owner from TECH LINE Stage to TECH LINE Initial 1.
User	Survey Site Guest User
Connection	[REDACTED]
Action	Changed Status from Open to Pending TECH LINE. Changed Account Name to CAMPBELL NISSAN OF EDMONDS. Created.

INFORMATION FOR RELEASE PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552 (B) (6)

INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552 (B) (6)



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Case: [REDACTED]

INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552 (B) (6)

General

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

Incident Information

Customer Comments	Service light came on	Customer Name	[REDACTED]
Verified	No	Vehicle	[REDACTED]
Question for TECH LINE	Have you seen this before?	VIN	[REDACTED]
Service Manual General Section	Electrical & Power Control	Archived VIN Make	
Service Manual Specific Section	Engine Control System	Archived VIN Year	2023
Symptom Code Category	General	Archived VIN Model	VERSA SEDAN
Symptom	CHECK ENGINE LIGHT	Incident/RO Date	[REDACTED]
When does this concern occur?	ALL TIMES	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	190
		Vehicle Mileage Prior Value	
		Vehicle Purchased	

Miles
Primary DTC
Current DTC [REDACTED]
Past DTC [REDACTED]
Other DTCs

TECH LINE Information

Subject [REDACTED] Resolution Action
Status Pending Dealer Reply Resolution Object
Confirmed Resolution Pending Field Inspection Indicator
Component Code Category EC|Emission Controls NNA Field Inspection Date
Component Code Issue ECU|ELECTRONIC CONTROL UNIT FSSS
TECH LINE Template ECC Initial Response FSSS Date
TREAD Component 06
Date/Time Closed [REDACTED]
Description
Recommendation Detail

DTS Information

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

Contact Information

Name GWINNETT PLACE NISSAN DUMMY DEALER CONTACT Phone [REDACTED]
Account Name GWINNETT PLACE NISSAN Mobile
Contact Type Other Email
Title Email Opt Out
Customer ID. Reports To
Contact Record Type Contact
Inactive Contact

Address Information

Mailing Address 2555 PLEASANT HILL RD DULUTH, GA 30096 Other Address

Additional Information

[REDACTED]

INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552 (B) (6)

Fax
Home Phone
Work Phone
Description

Lead Source
Birthdate
Department

System Information

Created By [REDACTED]

Contact Owner Managed Services

Last Modified By [REDACTED]

Activity History

Email: Case [REDACTED]

Name

Task

Due

CC:

BCC: joe.sabba@nissan-usa.com

Attachment:

Subject: Case [REDACTED]

Body:

TECH LINE's latest case update is below.
Thank you for the information on this case.

Previous similar cases have been resolved with EIVT Control Actuator and/or F-Harness replacement.

Please thoroughly re-evaluate all EIVT Actuator/EIVT Module related circuit integrity.

[Reference]

All circuit testing for shorts, opens & high resistance should include terminal inspections as well.

Ensure we utilize the correct STG in the recommended manner when testing.

All terminals should be sufficiently secured within their respective connector.

All related in-line/wire-to-wire connections should be physically inspected.

We need to ensure any circuit inspected is not shorted to power, ground or another circuit sharing its common connectors and conduit.

Measuring continuity alone does not necessarily guarantee circuit integrity.

A single strand of conductor in a damaged wire can measure with acceptable continuity but not carry the functioning load of the circuit when operating.

Utilize loaded circuit voltage drop testing as necessary.

(Reference the Fall 2011, FEB/MAR 2016 & AUG/SEPT 2019 TECH TALKS for additional information regarding Voltage Drop Testing)

Any suspect circuits can be replaced with new wiring and terminals for testing purposes.

(The original circuit should be de-pinned/removed for testing)

Any ground circuits can be supplemented also during testing.

Scope to be utilized as necessary for functional circuit confirmations.

When inspecting CAN Circuits, operation voltages should be obtained along with confirming presence/function of Terminating Resistors.

Document and provide all test & inspection results.

Be descriptive & specific, include connector & terminal numbers along with setting of DVOM & lead placement.

Measurements obtained should be transcribed exactly as displayed.

Unless otherwise noted, the majority of tests/inspections should be conducted by back-probing the relevant circuit terminal.

If no circuit concerns noted, replace Actuator then re-evaluate.

If any additional assistance is desired, let's plan on working together via-Lenz.

Thank you, [REDACTED] TECH LINE

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[REDACTED]

Dealer name: GWINNETT PLACE NISSAN

Customer's Concerns:

Service light came on

Technician Findings:

vehicle came with check engine light on. DTC [REDACTED] is present. service manual indicates to Check the continuity between ECM harness connector and electric intake valve timing control module harness connector from connector F10 Terminal 35 to connector F70 Terminal 8. continuity is present and also check for short to ground and short to power. no short to ground and power present. what should be the next step.:

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[REDACTED]

An email was sent to the Caller Name

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

An email was sent to the Caller Name

Name
Task
Due Date
Assigned To [REDACTED]
[REDACTED]
Comments

An email was sent to the Caller Name

Name
Task
Due Date
Assigned To **Joe Sabba**
Last Modified Date/Time **6/16/2023 5:54 AM**
Comments

Emails

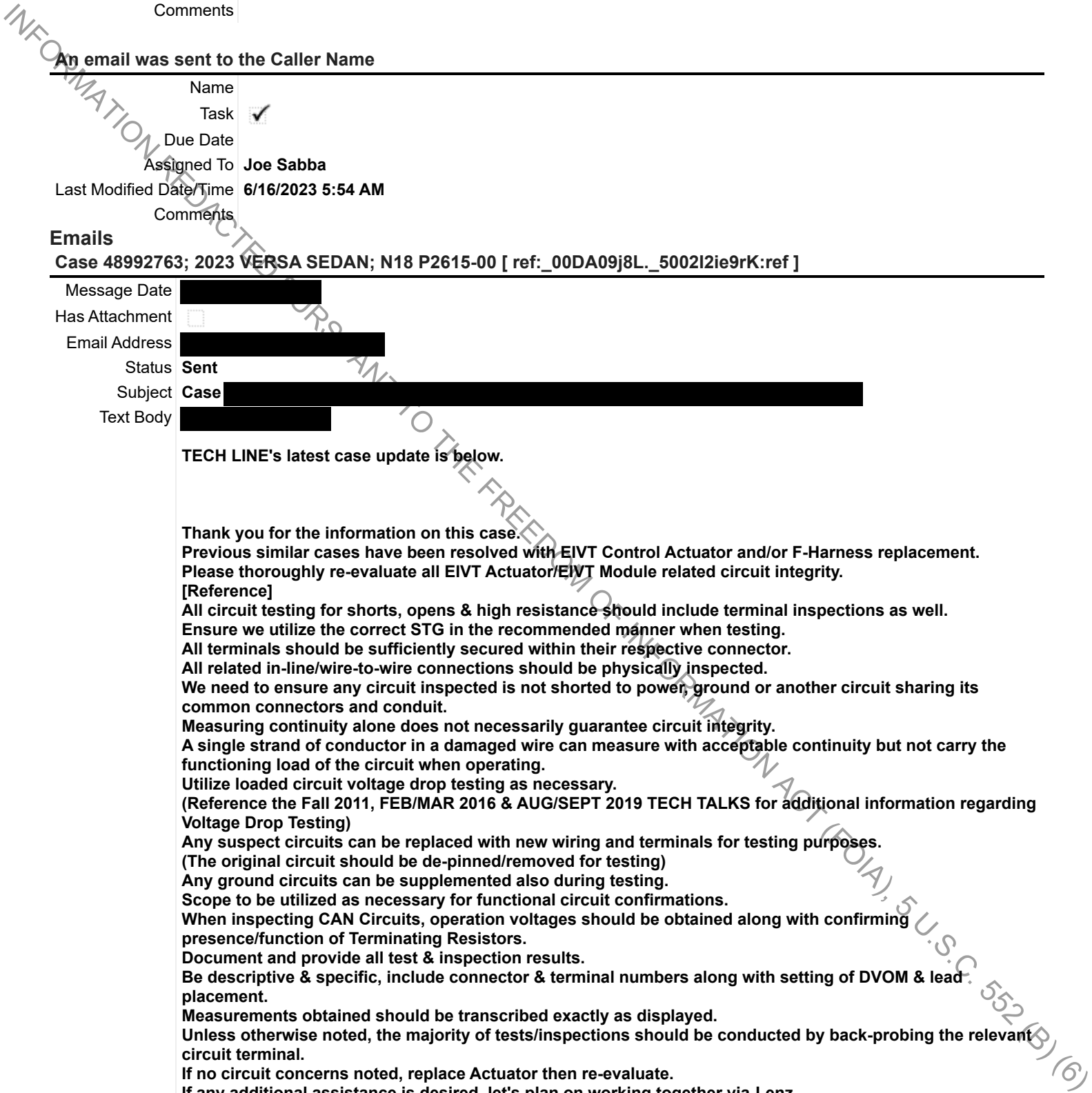
Case 48992763; 2023 VERSA SEDAN; N18 P2615-00 [ref: _00DA09j8L_ 5002I2ie9rK:ref]

Message Date [REDACTED]
Has Attachment
Email Address [REDACTED]
Status **Sent**
Subject **Case [REDACTED]**
Text Body [REDACTED]

TECH LINE's latest case update is below.

Thank you for the information on this case.
Previous similar cases have been resolved with EIVT Control Actuator and/or F-Harness replacement. Please thoroughly re-evaluate all EIVT Actuator/EIVT Module related circuit integrity.
[Reference]
All circuit testing for shorts, opens & high resistance should include terminal inspections as well. Ensure we utilize the correct STG in the recommended manner when testing.
All terminals should be sufficiently secured within their respective connector.
All related in-line/wire-to-wire connections should be physically inspected.
We need to ensure any circuit inspected is not shorted to power, ground or another circuit sharing its common connectors and conduit.
Measuring continuity alone does not necessarily guarantee circuit integrity.
A single strand of conductor in a damaged wire can measure with acceptable continuity but not carry the functioning load of the circuit when operating.
Utilize loaded circuit voltage drop testing as necessary.
(Reference the Fall 2011, FEB/MAR 2016 & AUG/SEPT 2019 TECH TALKS for additional information regarding Voltage Drop Testing)
Any suspect circuits can be replaced with new wiring and terminals for testing purposes.
(The original circuit should be de-pinned/removed for testing)
Any ground circuits can be supplemented also during testing.
Scope to be utilized as necessary for functional circuit confirmations.
When inspecting CAN Circuits, operation voltages should be obtained along with confirming presence/function of Terminating Resistors.
Document and provide all test & inspection results.
Be descriptive & specific, include connector & terminal numbers along with setting of DVOM & lead placement.
Measurements obtained should be transcribed exactly as displayed.
Unless otherwise noted, the majority of tests/inspections should be conducted by back-probing the relevant circuit terminal.
If no circuit concerns noted, replace Actuator then re-evaluate.
If any additional assistance is desired, let's plan on working together via-Lenz.

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



Thank you,

[REDACTED]

TECH LINE

Updating a TECH LINE Case:

Technician: Reply to this email; do not change the email subject line. Email file attachments are limited to 6MB.

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

If no response, we will assume additional assistance is not required and the case will be closed. Closed **TECH LINE** cases can be reopened.

[REDACTED]

Mileage: 190

Dealer code: [REDACTED]

Dealer name: GWINNETT PLACE NISSAN

Customer's Concerns:
Service light came on

Technician Findings:
vehicle came with check engine light on. [REDACTED] is present. service manual indicates to Check the continuity between ECM harness connector and electric intake valve timing control module harness connector from connector F10 Terminal 35 to connector F70 Terminal 8. continuity is present and also check for short to ground and short to power. no short to ground and power present. what should be the next step.:

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

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[REDACTED]

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

[REDACTED]

User **NNAETL**

Public

Comment

[REDACTED]

User [REDACTED]

Public

Thank you for the information on this case. Previous similar cases have been resolved with EIVT Control Actuator and/or F-Harness replacement. Please thoroughly re-evaluate all EIVT Actuator/EIVT Module related circuit integrity. [Reference] All circuit testing for shorts, opens & high resistance should include terminal inspections as well. Ensure we utilize the correct STG in the recommended manner when testing. All terminals should be sufficiently secured within their respective connector. All related in-line/wire-to-wire connections should be physically inspected. We need to ensure any circuit inspected is not shorted to power, ground or another circuit sharing its common connectors and conduit. Measuring continuity alone does not necessarily guarantee circuit integrity. A single strand of conductor in a damaged wire can measure with acceptable continuity but not carry the functioning load of the circuit when operating. Utilize loaded circuit voltage drop testing as necessary.

Comment (Reference the Fall 2011, FEB/MAR 2016 & AUG/SEPT 2019 TECH TALKS for additional information regarding Voltage Drop Testing) Any suspect circuits can be replaced with new wiring and terminals for testing purposes. (The original circuit should be de-pinned/removed for testing). Any ground circuits can be supplemented also during testing. Scope to be utilized as necessary for functional circuit confirmations. When inspecting CAN Circuits, operation voltages should be obtained along with confirming presence/function of Terminating Resistors. Document and provide all test & inspection results. Be descriptive & specific, include connector & terminal numbers along with setting of DVOM & lead placement. Measurements obtained should be transcribed exactly as displayed. Unless otherwise noted, the majority of tests/inspections should be conducted by back-probing the relevant circuit terminal. If no circuit concerns noted, replace Actuator then re-evaluate. If any additional assistance is desired, let's plan on working together via-Lenz.

[REDACTED]

User **Survey Site Guest User**

Public

Comment

Customer Comments: Service light came on
 Technician Findings: vehicle came with check engine light on. [REDACTED] is present. service manual indicates to Check the continuity between ECM harness connector and electric intake valve timing control module harness connector from connector F10 Terminal 35 to connector F70 Terminal 8. continuity is present and also check for short to ground and short to power, no short to ground and power present. what should be the next step.
 Repairs Made: none
 Verified: No
 [REDACTED]
 [REDACTED] Have you seen this before?

Comment

Case History

[REDACTED]

[REDACTED]

User [REDACTED]

Connection

Action **Changed Subject to [REDACTED] Changed Status from Pending TECH LINE to Pending Dealer Reply.**

User [REDACTED]

Connection

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

User **Survey Site Guest User**

Connection

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

User **Survey Site Guest User**

Connection

Action **Changed Status from Open to Pending TECH LINE. Changed Account Name to GWINNETT PLACE NISSAN. Created.**

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INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552 (B) (6)



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

Case: [REDACTED]

INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552 (B) (6)

General

Caller Name	kenneth hodge	Dealer	NUCAR NISSAN OF TILTON
NNAnet user ID	[REDACTED]	Contact Name	kenneth hodge
Tech Preferred Phone	[REDACTED]	Customer Name	
Tech Preferred Email	[REDACTED]	Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	Andrew Morris
Repair/Work Order	[REDACTED]	Mobile Phone	
Job/Line Number	5	Texting Status	
Created Day	Wednesday		

Incident Information

Customer Comments	VEHILCE LOSSES ALL POWER RPMS INCREASE EXTREMELY SLOWLY, WHEN THIS HAPPENS THE VEHICLE IS LIMITED TO ONLY 3000x RPMS,	Customer Name	[REDACTED]
Verified	No	Vehicle	[REDACTED]
Question for TECH LINE	Have you seen this before?	VIN	[REDACTED]
Service Manual General Section	Transmission & Drive-Line	Archived VIN Make	
Service Manual Specific Section	Clutch System	Archived VIN Year	2022
Symptom Code Category	Experience/Occurrence	Archived VIN Model	VERSA SEDAN
Symptom	LACK OF POWER NO ACCEL	Incident/RO Date	[REDACTED]
When does this concern occur?	INTERMITTENT	Calculated Days Down	279
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	no repairs made	Total Days Down	279
Observed Modifications & Accessories	none	Repair Attempts	1
		Current Mileage	5,237
		Vehicle Mileage Prior Value	

Vehicle Purchased
Miles
Primary DTC
Current DTC
Past DTC
Other DTCs

TECH LINE Information

Subject	Intermittent lack of power N18	Resolution Action	NO ACTION
Status	Closed	Resolution Object	NOT APPLICABLE
Confirmed Resolution	No	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	[REDACTED]		
Description			
Recommendation Detail			

DTS Information

DTSM Inspection Date		DTSM Request Type	
DTSM Inspection Date Confirmed?	<input type="checkbox"/>	Inspection Time/Notes	Appointment Time: Notes to Agent:
Notes for DTSM (Vehicle Concerns)			

Contact Information

Name	[REDACTED]	Phone	[REDACTED]
Account Name	NUCAR NISSAN OF TILTON	Mobile	
Contact Type	NNA Dealer Master	Email	[REDACTED]
Title	Service Technician	Email Opt Out	<input type="checkbox"/>
Customer ID.	[REDACTED]	Reports To	
		Contact Record Type	Contact
		Inactive Contact	<input type="checkbox"/>

Address Information

Mailing Address	Other Address
-----------------	---------------

Additional Information

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Fax
Home Phone
Work Phone
Description

Lead Source
Birthdate
Department

System Information

Created By [REDACTED]

Contact Owner NNAETL

Last Modified By [REDACTED]

Activity History

Review Dealer Comment

Name

Task

Due Date [REDACTED]

Comments

Email: Case [REDACTED]

Name

Task

Due Date [REDACTED]

Assigned To Andrew Morris

Last Modified Date/Time [REDACTED]

CC:

BCC: andrew.morris@nissan-usa.com

Attachment:

Subject: [REDACTED]

Body:

kenneth hodge,
TECH LINE's latest case update is below.

Recommendation:

Thank you Kenneth! Please let us know if we can help.

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

Thank you, [REDACTED] TECH LINE

Updating a TECH LINE Case: Technician: Reply to this email; do not change the email subject line. Email file attachments are limited to 6MB.

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Dealer name: NUCAR NISSAN OF TILTON

Customer's Concerns:

VEHICLE LOSSES ALL POWER RPMS INCREASE EXTREMELY SLOWLY, WHEN THIS HAPPENS THE VEHICLE IS LIMITED TO ONLY 3000x RPMS,

Technician Findings:

haven't been able to duplicate concern , no dtc store in the system:

INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA) 5 U.S.C. 552 (B) (6)

This TECH LINE recommendation is given based solely on the information provided by the dealer. TECH LINE bases repair recommendations on time to repair, quality of repair, and ease of repair, regardless of who is paying for the repair or whether or not the vehicle is covered under warranty. Ultimately, it is the responsibility of the dealer to determine whether the work will be performed under warranty, a service contract, goodwill, customer pay, or dealer internal.

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[REDACTED]

Email: Case [REDACTED]

Name
Task
Due Date

CC:
BCC: andrew.morris@nissan-usa.com
Attachment:

Subject: [REDACTED]

Body:

[REDACTED] case update is below.

Recommendation:

Thank you for the update Kenneth.

- Engineering is currently investigation [REDACTED] INTAKE CAMSHAFT POSITION SENSOR on manual transmission Versas causing a lack of power/throttle response until an ignition cycle.
- With the concern only occurring for us one time, and us not being able to isolate the cause to a specific component, we would not recommend making any repairs at this time.
- We understand the customer has a legitimate concern, and what we want to avoid is recommending any unnecessary repairs that may not resolve their concern. Please assure the customer that this is part of Nissan's commitment to continuous improvement of our products.
- If Engineering concludes that further action is needed, typically a publication of some kind will be released; not all engineering reviews result in a vehicle repair, or additional required action.

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

Thank you, [REDACTED] TECH LINE

Updating a TECH LINE Case: Technician: Reply to this email; do not change the email subject line. Email file attachments are limited to 6MB. From ASIST, Select TECH LINE Support Request, Enter your dealer code and select Update a Case. If no response, we will assume additional assistance is not required and the case will be closed. Closed TECH LINE cases can be reopened.

[REDACTED] 5,237
Dealer code: 5869
Dealer name: NUCAR NISSAN OF TILTON

Customer's Concerns:

VEHILCE LOSSES ALL POWER RPMS INCREASE EXTREMELY SLOWLY, WHEN THIS HAPPENS THE VEHICLE IS LIMITED TO ONLY 3000x RPMS,

Technician Findings:

haven't been able to duplicate concern , no dtc store in the system:

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

INFORMATION REPRODUCED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552 (B) (6)

paying for the repair or whether or not the vehicle is covered under warranty. Ultimately, it is the responsibility of the dealer to determine whether the work will be performed under warranty, a service contract, goodwill, customer pay, or dealer internal.

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[REDACTED]

Email: Case [REDACTED]

Name
Task
Due Date

CC:
BCC: andrew.morris@nissan-usa.com
Attachment:

Subject: Case [REDACTED]

Body:

TECH LINE's latest case update is below.

Recommendation:

That sounds like a plan [REDACTED]

- Unfortunately without DTCs to give us a starting point, duplication will be necessary before we can make any repairs.

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

Thank you, [REDACTED] TECH LINE

Updating a TECH LINE Case: Technician: Reply to this email; do not change the email subject line. Email file attachments are limited to 6MB.

From ASIST, Select TECH LINE Support Request, Enter your dealer code and select Update a Case. If no response, we will assume additional assistance is not required and the case will be closed. Closed TECH LINE cases can be reopened.

[REDACTED]

Dealer name: NUCAR NISSAN OF TILTON

Customer's Concerns:

VEHICLE LOSSES ALL POWER RPMs INCREASE EXTREMELY SLOWLY, WHEN THIS HAPPENS THE VEHICLE IS LIMITED TO ONLY 3000x RPMs,

Technician Findings:

haven't been able to duplicate concern, no dtc store in the system:

This TECH LINE recommendation is given based solely on the information provided by the dealer. TECH LINE bases repair recommendations on time to repair, quality of repair, and ease of repair, regardless of who is paying for the repair or whether or not the vehicle is covered under warranty. Ultimately, it is the responsibility of the dealer to determine whether the work will be performed under warranty, a service contract, goodwill, customer pay, or dealer internal.

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INFORMATION REQUESTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA) 5 U.S.C. 552 (B) (6)

Email: [REDACTED]

Name

Task

Due Date [REDACTED]

CC:

BCC: andrew.morris@nissan-usa.com

Attachment:

Subject: Case [REDACTED]

Body:

TECH LINE'S latest case update is below.

Recommendation:

Thank you for taking the time to discuss this case with us Kenneth. Below is a recap of our recent conversation. Please follow up if additional assistance is needed and we will be happy to help.

Incoming call:

- Second visit for this concern.
- Vehicle has manual transmission.
- Technician has been unable to duplicate the concern.
- DBS history states that when concern duplicated previously, it happened for the whole drive cycle.
- Advised tech to inspect the 12v battery as we have seen low voltage cause intermittent concerns in the past. This could also explain why the concern resolved after a key cycle previously, and could also explain the concern occurring in extreme temperatures.
- SIGMA shows no relevant DTC history.
- Vehicle has clean CarFax report.

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

Thank you, _____ TECH LINE

Updating a TECH LINE Case: Technician: Reply to this email; do not change the email subject line.

Email file attachments are limited to 6MB.

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

If no response, we will assume additional assistance is not required and the case will be closed.

Closed TECH LINE cases can be reopened.

Dealer name: NUCAR NISSAN OF TILTON

Customer's Concerns:

VEHILCE LOSSES ALL POWER RPMS INCREASE EXTREMELY SLOWLY, WHEN THIS HAPPENS THE VEHICLE IS LIMITED TO ONLY 3000x RPMS,

Technician Findings:

haven't been able to duplicate concern , no dtc store in the system:

This TECH LINE recommendation is given based solely on the information provided by the dealer. TECH LINE bases repair recommendations on time to repair, quality of repair, and ease of repair, regardless of who is paying for the repair or whether or not the vehicle is covered under warranty. Ultimately, it is the responsibility of the dealer to determine whether the work will be performed under warranty, a service contract, goodwill, customer pay, or dealer internal.

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sender immediately and delete all copies of the message.

Attachments

Size	3.11MB	Size	3.11MB
Ownership	Managed Services	Ownership	Managed Services
View	View file	View	View file
Last Modified	[REDACTED]	Last Modified	[REDACTED]

Emails

Case [REDACTED]

Message Date [REDACTED] 2:37 PM

Has Attachment

Email Address [REDACTED]

Status **Sent**

Subject **Case** [REDACTED]

Text Body [REDACTED]

TECH LINE's latest case update is below.

Recommendation:
 Thank you Kenneth! Please let us know if we can help.

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

Thank you,

[REDACTED]

TECH LINE

Updating a TECH LINE Case:

Technician: Reply to this email; do not change the email subject line. Email file attachments are limited to 6MB.

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

INFORMATION RELEASED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552 (B) (6)

If no response, we will assume additional assistance is not required and the case will be closed. Closed TECH LINE cases can be reopened.

[REDACTED]

Mileage: 5,237

Dealer code: [REDACTED]

Dealer name: NUCAR NISSAN OF TILTON

Customer's Concerns:

VEHICLE LOSSES ALL POWER RPMS INCREASE EXTREMELY SLOWLY, WHEN THIS HAPPENS THE VEHICLE IS LIMITED TO ONLY 3000x RPMS,

Technician Findings:

haven't been able to duplicate concern , no dtc store in the system:

This TECH LINE recommendation is given based solely on the information provided by the dealer. TECH LINE bases repair recommendations on time to repair, quality of repair, and ease of repair, regardless of who is paying for the repair or whether or not the vehicle is covered under warranty. Ultimately, it is the responsibility of the dealer to determine whether the work will be performed under warranty, a service contract, goodwill, customer pay, or dealer internal.

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Re: Case [REDACTED]

Message Date [REDACTED]

Has Attachment

Email Address [REDACTED]

Status **Read**

Subject **Re: Case** [REDACTED]

Text Body thank you so much i will pass on this information to the service advisor and customer

On Tue, Mar 12, 2024 at 1:25 PM TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:

- > [REDACTED]
- > [REDACTED]
- > TECH LINE's latest case update is below.
- > [REDACTED]
- > [REDACTED]
- > Recommendation:
- > Thank you for the update Kenneth.
- > • Engineering is currently investigation [REDACTED] INTAKE CAMSHAFT POSITION
- > SENSOR on manual transmission Versas causing a lack of power/throttle
- > response until an ignition cycle.

INFORMATION REQUESTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA) 5 U.S.C. 552 (B) (6)

- > • With the concern only occurring for us one time, and us not being able
- > to isolate the cause to a specific component, we would not recommend making
- > any repairs at this time.
- > • We understand the customer has a legitimate concern, and what we want to
- > avoid is recommending any unnecessary repairs that may not resolve their
- > concern. Please assure the customer that this is part of Nissan's
- > commitment to continuous improvement of our products.
- > • If Engineering concludes that further action is needed, typically a
- > publication of some kind will be released; not all engineering reviews
- > result in a vehicle repair, or additional required action.

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

[REDACTED]

> Thank you,

[REDACTED]

> TECH LINE

> *Updating a TECH LINE Case:*

- > Technician: Reply to this email; do not change the email subject line.
- > Email file attachments are limited to 6MB.

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

> *If no response, we will assume additional assistance is not required and the case will be closed. Closed TECH LINE cases can be reopened.*

[REDACTED]

> Mileage: 5,237

> Dealer code: [REDACTED]

> Dealer name: NUCAR NISSAN OF TILTON

> Customer's Concerns:

> VEHILCE LOSSES ALL POWER RPMS INCREASE EXTREMELY SLOWLY, WHEN THIS HAPPENS
> THE VEHICLE IS LIMITED TO ONLY 3000x RPMS,

> Technician Findings:

> haven't been able to duplicate concern , no dtc store in the system:

[REDACTED]

INFORMATION REACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552 (B) (6)

[REDACTED]

>
 > This TECH LINE recommendation is given based solely on the information
 > provided by the dealer. TECH LINE bases repair recommendations on time to
 > repair, quality of repair, and ease of repair, regardless of who is paying
 > for the repair or whether or not the vehicle is covered under warranty.
 > Ultimately, it is the responsibility of the dealer to determine whether the
 > work will be performed under warranty, a service contract, goodwill,
 > customer pay, or dealer internal.
 >
 >
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 > 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]
 >

INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552 (B) (6)

Case [REDACTED]

Message Date [REDACTED]
 Has Attachment
 Email Address [REDACTED]
 Status **Sent**
 Subject **Case** [REDACTED]
 Text Body [REDACTED]

TECH LINE's latest case update is below.

Recommendation:

Thank you for the update Kenneth.

- Engineering is currently investigation [REDACTED] INTAKE CAMSHAFT POSITION SENSOR on manual transmission Versas causing a lack of power/throttle response until an ignition cycle.
- With the concern only occurring for us one time, and us not being able to isolate the cause to a specific component, we would not recommend making any repairs at this time.
- We understand the customer has a legitimate concern, and what we want to avoid is recommending any unnecessary repairs that may not resolve their concern. Please assure the customer that this is part of Nissan's commitment to continuous improvement of our products.
- If Engineering concludes that further action is needed, typically a publication of some kind will be released; not all engineering reviews result in a vehicle repair, or additional required action.

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

Thank you,

Andrew 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.

[REDACTED]

Mileage: 5,237

[REDACTED]

Dealer name: NUCAR NISSAN OF TILTON

Customer's Concerns:

VEHICLE LOSSES ALL POWER RPMs INCREASE EXTREMELY SLOWLY, WHEN THIS HAPPENS THE VEHICLE IS LIMITED TO ONLY 3000x RPMs,

Technician Findings:

haven't been able to duplicate concern , no dtc store in the system:

This TECH LINE recommendation is given based solely on the information provided by the dealer. TECH LINE bases repair recommendations on time to repair, quality of repair, and ease of repair, regardless of who is paying for the repair or whether or not the vehicle is covered under warranty. Ultimately, it is the responsibility of the dealer to determine whether the work will be performed under warranty, a service contract, goodwill, customer pay, or dealer internal.

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[REDACTED]

Message Date [REDACTED]
Has Attachment
Email Address [REDACTED]

[REDACTED]

Status **Sent**

Subject [REDACTED]

Text Body [REDACTED]

TECH LINE's latest case update is below.

Recommendation:

That sounds like a plan [REDACTED]

- Unfortunately without DTCs to give us a starting point, duplication will be necessary before we can make any repairs.

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

Thank you,

[REDACTED]

TECH LINE

Updating a TECH LINE Case:

Technician: Reply to this email; do not change the email subject line. Email file attachments are limited to 6MB.

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

If no response, we will assume additional assistance is not required and the case will be closed. Closed **TECH LINE** cases can be reopened.

[REDACTED]

Mileage: 5,237

[REDACTED]

Dealer name: **NUCAR NISSAN OF TILTON**

Customer's Concerns:

VEHILCE LOSSES ALL POWER RPMS INCREASE EXTREMELY SLOWLY, WHEN THIS HAPPENS THE VEHICLE IS LIMITED TO ONLY 3000x RPMS,

INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552 (B) (6)

Technician Findings:
haven't been able to duplicate concern , no dtc store in the system:

This **TECH LINE** recommendation is given based solely on the information provided by the dealer. **TECH LINE** bases repair recommendations on time to repair, quality of repair, and ease of repair, regardless of who is paying for the repair or whether or not the vehicle is covered under warranty. Ultimately, it is the responsibility of the dealer to determine whether the work will be performed under warranty, a service contract goodwill, customer pay, or dealer internal.

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Re: [REDACTED]

Message Date [REDACTED]
Has Attachment
Email Address [REDACTED]
Status **Read**
Subject **Re:** [REDACTED]

Text Body test / charge battery - battery its good i will continue to try to duplicate concern if i cant get it to do it i will return vehicle to customer thank you so much

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

- > [REDACTED]
- > [REDACTED]
- > **TECH LINE's** latest case update is below.
- > [REDACTED]
- > [REDACTED]
- > **Recommendation:**
- > Thank you for taking the time to discuss this case with us [REDACTED] Below
- > is a recap of our recent conversation. Please follow up if additional
- > assistance is needed and we will be happy to help.
- > [REDACTED]
- > **Incoming call:**
- > • **Second visit** for this concern.
- > • **Vehicle has manual transmission.**
- > • **Technician has been unable to duplicate the concern.**
- > • **DBS history states that when concern duplicated previously, it happened for the whole drive cycle.**
- > • **Advised tech to inspect the 12v battery as we have seen low voltage cause intermittent concerns in the past. This could also explain why the concern resolved after a key cycle previously, and could also explain the concern occurring in extreme temperatures.**
- > • **SIGMA shows no relevant DTC history.**
- > • **Vehicle has clean CarFax report.**

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

> [REDACTED]

>
>
>

INFORMATION REVEALED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552 (B) (6)

> [REDACTED]
> [REDACTED]

Case [REDACTED]

Message Date [REDACTED]

Has Attachment

Email Address [REDACTED]

Status **Sent**

Subject **Case** [REDACTED]

Text Body [REDACTED]

TECH LINE's latest case update is below.

Recommendation:

Thank you for taking the time to discuss this case with us [REDACTED]. Below is a recap of our recent conversation. Please follow up if additional assistance is needed and we will be happy to help.

Incoming call:

- Second visit for this concern.
- Vehicle has manual transmission.
- Technician has been unable to duplicate the concern.
- DBS history states that when concern duplicated previously, it happened for the whole drive cycle.
- Advised tech to inspect the 12v battery as we have seen low voltage cause intermittent concerns in the past. This could also explain why the concern resolved after a key cycle previously, and could also explain the concern occurring in extreme temperatures.
- SIGMA shows no relevant DTC history.
- Vehicle has clean CarFax report.

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

Thank you,

[REDACTED]

TECH LINE

Updating a TECH LINE Case:

Technician: Reply to this email; do not change the email subject line. Email file attachments are limited to 6MB.

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

If no response, we will assume additional assistance is not required and the case will be closed. Closed

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[REDACTED]

TECH LINE cases can be reopened.

[REDACTED]

Mileage: 5,237

Dealer code: [REDACTED]

Dealer name: NUCAR NISSAN OF TILTON

Customer's Concerns:

VEHICLE LOSSES ALL POWER RPMs INCREASE EXTREMELY SLOWLY, WHEN THIS HAPPENS THE VEHICLE IS LIMITED TO ONLY 3000x RPMs,

Technician Findings:

haven't been able to duplicate concern , no dtc store in the system:

This TECH LINE recommendation is given based solely on the information provided by the dealer. TECH LINE bases repair recommendations on time to repair, quality of repair, and ease of repair, regardless of who is paying for the repair or whether or not the vehicle is covered under warranty. Ultimately, it is the responsibility of the dealer to determine whether the work will be performed under warranty, a service contract goodwill, customer pay, or dealer internal.

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[REDACTED]

User [REDACTED]
Public
Comment Recommendation:
Thank you [REDACTED] Please let us know if we can help.

User [REDACTED]
Public
Comment Technician replied by email:
thank you so much i will pass on this information to the service advisor and customer

User [REDACTED]
Public
Comment Recommendation:
Thank you for the update [REDACTED]
• Engineering is currently investigation [REDACTED] INTAKE CAMSHAFT POSITION SENSOR on manual transmission Versas causing a lack of power/throttle response until an ignition cycle.
• With the concern only occurring for us one time, and us not being able to isolate the cause to a specific component, we would not recommend making any repairs at this time.
• We understand the customer has a legitimate concern, and what we want to avoid is recommending any unnecessary repairs that may not resolve their concern. Please assure the customer that this is part of Nissan's commitment

User Survey Site Guest User
Public
Comment vehicle fist visit was 6/23 with no issue found back in 12/23 customer return and mention the issue its happening and that the vehicle its running out side. test drive was perform and i was able to confirm the vehicle had a lack of power mostly going up hills. rpm will not go over 3k rpm. scan vehicle for dtc and found dtc [REDACTED] store in the system. dtc was current. check assist for any available tsb no tsb were found for this concern. cycle the key to see what happen after key was cylice the vehicle dtc went past code perform test drive again now everything its working as design. esm diag flow chart was use to diag this concern. first step its to make sure dtc p0340 its not store in the system. dtc [REDACTED] its not store currently in the

INFORMATION REQUESTED PURSUANT TO THE AMERICAN FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552 (B) (6)

to continuous improvement of our products.
• If Engineering concludes that further action is needed, typically a publication of some kind will be released; not all engineering reviews result in a vehicle repair, or additional required action.

system next step was to check CMP sensor signal that also seem ok. that's where the test end. due to the customer returning multiple times harness wiggle test was perform with no change. check pin fitment that also ok. inspect all the ground related to this concern they also seem fine. check EIVT power supply circuit that also its fine at the moment of the inspection due to issue been so intermittent i decide to just replace the Intake came sensor. explain to the customer of the work that was perform. clear dtc this was back in 12/23. now 3/24 customer return with the same concern i have not been able to duplicate the concern. scan vehicle for dtc there no dtc store in the ecm or tcm. check for tsb again still no tsb for this concern. check techline data base and i was able to fine a related case [REDACTED] with no solution. every test result its good. there no dtc, i have only been able to duplicate the concern once what's should be the next step i should take?

[REDACTED]
User [REDACTED]
Public
Comment **Recommendation:**
That sounds like a plan [REDACTED] us a starting point, duplication will be necessary before we can make any repairs.

[REDACTED]
User [REDACTED]
Public
Comment **Technician replied by email:**
test / charge battery - battery its good i will continue to try to duplicate concern if i cant get it to do it i will return vehicle to customer thank you so much

[REDACTED]
User [REDACTED]
Public
Comment **Recommendation:**
Thank you for taking the time to discuss this case with us [REDACTED] Below is a recap of our recent conversation. Please follow up if additional assistance is needed and we will be happy to help.

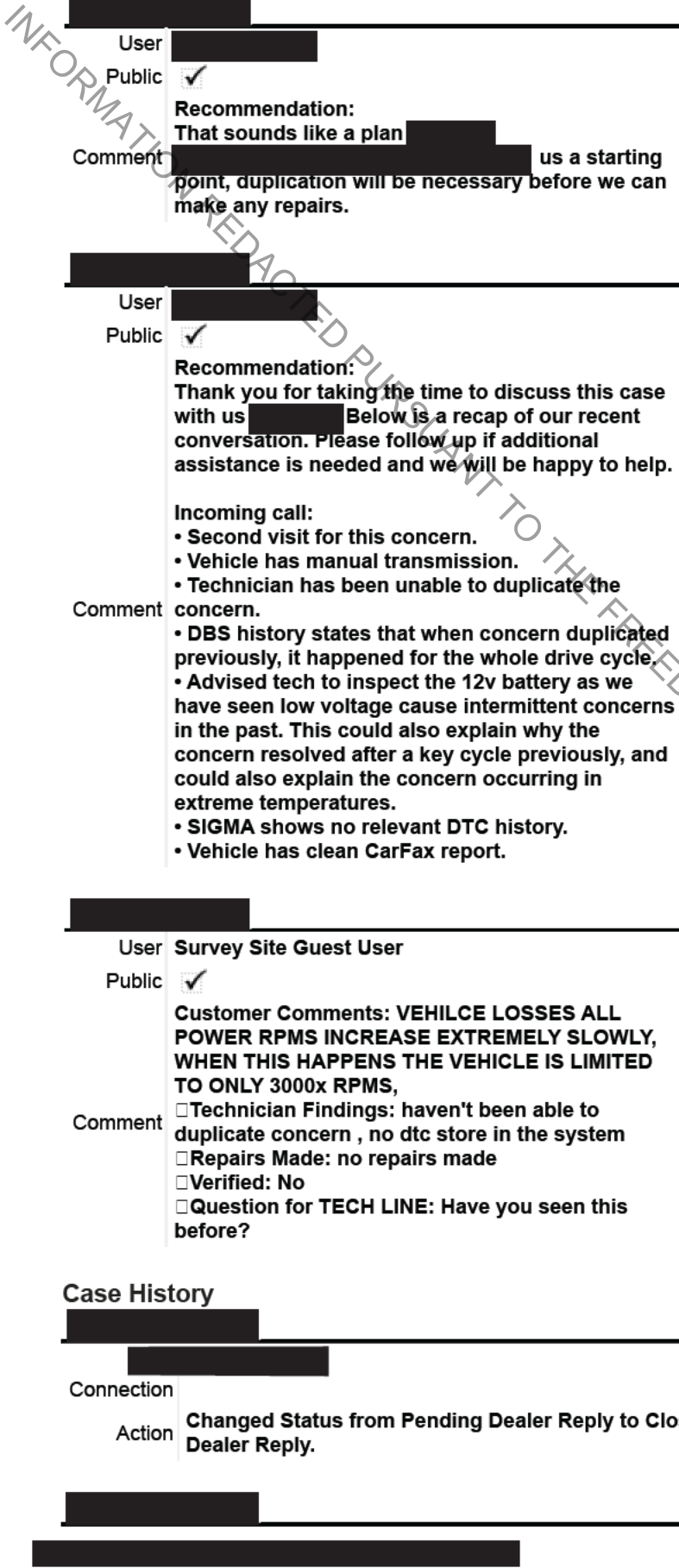
Incoming call:
• Second visit for this concern.
• Vehicle has manual transmission.
• Technician has been unable to duplicate the concern.
• DBS history states that when concern duplicated previously, it happened for the whole drive cycle.
• Advised tech to inspect the 12v battery as we have seen low voltage cause intermittent concerns in the past. This could also explain why the concern resolved after a key cycle previously, and could also explain the concern occurring in extreme temperatures.
• SIGMA shows no relevant DTC history.
• Vehicle has clean CarFax report.

[REDACTED]
User Survey Site Guest User
Public
Comment **VEHILCE LOSSES ALL POWER AND RPMS INCREASE EXTREMELY SLOWLY, WHEN THIS HAPPENS THE VEHICLE IS LIMITED TO ONLY 3000x RPMS, VEHICLE HOLDS SHIFT POINT AT 3K RPMS AND WILL NOT ALLOW IT TO RISE PAST THAT POINT. GUEST STATES THIS IS NOT PIN POINTED TO 1 GEAR, HAPPENS IN ALL GEARS, WHEN HAPPENING THE GUEST CAN SHIFT TO NEXT GEAR BUT STILL GETS HELD AT 3K RPM AND WILL NOT LET VEHICLE GO PAST THAT THRESHOLD. GUEST STATES THAT THE FEW TIMES THIS HAS HAPPENED IT HAS BEEN EITHER EXTREMELY COLD OR HOT OUT AND VEHICLE HAS SATYED IDLING FOR A WHILE BEFROE DRIVEN.**

[REDACTED]
User Survey Site Guest User
Public
Comment **Customer Comments: VEHILCE LOSSES ALL POWER RPMS INCREASE EXTREMELY SLOWLY, WHEN THIS HAPPENS THE VEHICLE IS LIMITED TO ONLY 3000x RPMS,**
 Technician Findings: haven't been able to duplicate concern , no dtc store in the system
 Repairs Made: no repairs made
 Verified: No
 Question for TECH LINE: Have you seen this before?

Case History

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



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

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

User [REDACTED]
Connection [REDACTED]
Action **Changed Reopen Date from [REDACTED] Changed Status from Closed to Pending TECH LINE. Changed Preferred Contact Method from Phone to Email.**

User [REDACTED]
Connection [REDACTED]
Action **Changed Caller Name from [REDACTED] Changed Dealer from Nissan of Salem to NUCAR NISSAN OF TILTON.**

User [REDACTED]
Connection [REDACTED]
Action **Changed Dealer from NUCAR NISSAN OF TILTON to Nissan of Salem.**

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

User [REDACTED]
Connection [REDACTED]
Action **Changed Status from Pending TECH LINE to Open.**

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

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

User [REDACTED]
Connection [REDACTED]
Action **Changed Subject to Intermittent lack of power N18.**

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[REDACTED]
[REDACTED]
[REDACTED]
Connection
Action **Changed Case Owner from TECH LINE Phone to [REDACTED]**

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

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

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

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Case: [REDACTED]

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General

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

Incident Information

Customer Comments	CUSTOMER STATES VEHICLE LOOSES POWER TO ACCELERATE AND RPMS FLARE UP CHECK AND ADVISE	Customer Name	[REDACTED]
Verified	Yes	Vehicle	[REDACTED]
Question for TECH LINE	What test should I do next?	VIN	[REDACTED]
Service Manual General Section	Engine	Archived VIN Make	[REDACTED]
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	[REDACTED]
When does this concern occur?	INTERMITTENT	Calculated Days Down	182
Is single occurrence or a pattern?		Additional Days Down	[REDACTED]
Repairs Made	NONE	Total Days Down	182
Observed Modifications & Accessories	NONE	Repair Attempts	0
		Current Mileage	7,720
		Vehicle Mileage Prior Value	[REDACTED]
		Vehicle Purchased Miles	[REDACTED]
		Primary DTC	[REDACTED]
		Current DTC	[REDACTED]
		Past DTC	LASER/RADAR [REDACTED]
		Other DTCs	[REDACTED]

TECH LINE Information

Subject	ECM sets [REDACTED] N18 - EC	Resolution Action	[REDACTED]
Status	Pending Dealer Reply	Resolution Object	[REDACTED]
Confirmed Resolution	Pending	Field Inspection Indicator	<input type="checkbox"/>
Component Code Category	EC Emission Controls	NNA Field Inspection Date	[REDACTED]
Component Code Issue	ECS ECCS (SENSORS & SWITCHES)	FSSS	<input type="checkbox"/>
TECH LINE Template	ECC Initial Response	FSSS Date	[REDACTED]

TREAD Component 06

Date/Time Closed [REDACTED]

Description

Recommendation Detail

DTS Information

DTSM Inspection Date

DTSM Request Type

DTSM Inspection Date Confirmed?

Inspection Time/Notes Appointment Time:

Notes to Agent:

Notes for DTSM (Vehicle Concerns)

Contact Information

Name [REDACTED]

Phone [REDACTED]

Account Name PUENTE HILLS NISSAN

Mobile

Contact Type NNA Dealer Master

Email [REDACTED]

Title Service Technician

Email Opt Out

Customer ID. [REDACTED]

Reports To

Contact Record Type Contact

Inactive Contact

Address Information

Mailing Address

Other Address

Additional Information

Fax

Lead Source

Home Phone

Birthdate

Work Phone

Department

Description

System Information

Created By [REDACTED]

Contact Owner NNAETL

Last Modified By [REDACTED]

Activity History

Email: Case [REDACTED]

Name

Task

Due [REDACTED]

CC:

BCC: joshua.bredeson@nissan-usa.com

Attachment:

Subject: Case [REDACTED]

Body:

Recommendation Good morning [REDACTED]. This incident is currently is confirmed to be under engineering review. Unfortunately, because of this review, we do not recommend any repairs at this time. We understand the customer has a legitimate concern, and what we want to avoid is recommending any unnecessary repairs that may not resolve their concern. Please assure the customer that this is part of Nissan's commitment to continuous improvement of our products. If Engineering concludes that further action is needed, typically a publication of some kind will be released; not all engineering reviews result in a vehicle repair, or additional required action.

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Thank you, [REDACTED] LINE

The TECH LINE Survey can be accessed by: [CLICKING HERE](#)
Updating a TECH LINE Case: Technician: Reply to this email; do not change the email subject line. 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.

Dealer name: PUENTE HILLS NISSAN

Customer's Concerns:
CUSTOMER STATES VEHICLE LOOSES POWER TO ACCELERATE AND RPMS FLARE UP CHECK AND ADVISE
Technician Findings:
VERIFIED CONCERN, SCANNED VEHICLE FOR DTCS AND FOUND DTC [REDACTED] STORED IN ECM. PERFORMED DIAG PER ESM AND CHECKED HARNESS FOR CONTINUITY BETWEEN ECM CONNECTOR F10 TERMINAL 35 AND ELECTRIC INTAKE VALVE TIMING CONTROL MODULE CONNECTOR F70 TERMINAL 8. FOUND CONTINUITY EXSITED. ALSO FOUND OTHER CASES WITH SAME CONCERN AND INSPECTED INTAKE CAMSHAFT SENSOR AS PER OTHER CASES. STILL WAS UNABLE FOR DTC TO SET AGAIN. CUSTOMER DID MENTION THAT WHEN VEHICLE STARTS TO LACK POWER, HE WOULD SHUT VEHICLE AND RESTART VEHICLE AND VEHICLE WOULD NO LONGER LACK POWER , BUT WILL EVENTUALLY LACK POWER AFTER A WHILE OF DRIVING. I PERSONALLY WENT WITH THE CUSTOMER FOR A TEST DRIVE, WHEN HE DROPPED OFF VEHICLE AND EXPLAIN TO ME THAT IF WE SHUT IT OFF, VEHICLE WONT LACK POWER AND WE WOULD HAVE TO DRIVE IT FOR AN UNKNOWN AMOUNT OF TIME BEFORE VEHICLE WOULD START TO LACK POWER.

This TECH LINE recommendation is given based solely on the information provided by the dealer. TECH LINE bases repair recommendations on time to repair, quality of repair, and ease of repair, regardless of who is paying for the repair or whether or not the vehicle is covered under warranty. Ultimately, it is the responsibility of the dealer to determine whether the work will be performed under warranty, a service contract, goodwill, customer pay, or dealer internal.
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[REDACTED]

[REDACTED]

Name
Task
Due Date

CC:
BCC: joshua.bredeson@nissan-usa.com
Attachment:

Subject: [REDACTED]

[REDACTED] update is below.
Recommendation

Good afternoon [REDACTED]

We currently have an engineering review open on this DTC that applies to manual transmission vehicles only.
Engineering believes this can be triggered if the engine idle becomes too low while starting off from a stop.
Let's see if we can duplicate the concern by using the clutch to bring the engine idle down low to confirm.
We have reached out to engineering for more information on this case and to see if there are any repairs recommended.
Thank you for your patience with this case.

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

[REDACTED]

Thank you, [REDACTED] TECH LINE

Updating a TECH LINE Case: Technician: Reply to this email; do not change the email subject line. Email file attachments are limited to 6MB.

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

If no response, we will assume additional assistance is not required and the case will be closed. Closed TECH LINE cases can be reopened.

Dealer name: PUENTE HILLS NISSAN

Customer's Concerns:

CUSTOMER STATES VEHICLE LOOSES POWER TO ACCELERATE AND RPMS FLARE UP CHECK AND ADVISE

Technician Findings:

VERIFIED CONCERN, SCANNED VEHICLE FOR DTCS AND FOUND DTC [REDACTED] STORED IN ECM. PERFORMED DIAG PER ESM AND CHECKED HARNESS FOR CONTINUITY BETWEEN ECM CONNECTOR F10 TERMINAL 35 AND ELECTRIC INTAKE VALVE TIMING CONTROL MODULE CONNECTOR F70 TERMINAL 8. FOUND CONTINUITY EXSITED. ALSO FOUND OTHER CASES WITH SAME CONCERN AND INSPECTED INTAKE CAMSHAFT SENSOR AS PER OTHER CASES. STILL WAS UNABLE FOR DTC TO SET AGAIN. CUSTOMER DID MENTION THAT WHEN VEHICLE STARTS TO LACK POWER, HE WOULD SHUT VEHICLE AND RESTART VEHICLE AND VEHICLE WOULD NO LONGER LACK POWER, BUT WILL EVENTUALLY LACK POWER AFTER A WHILE OF DRIVING. I PERSONALLY WENT WITH THE CUSTOMER FOR A TEST DRIVE, WHEN HE DROPPED OFF VEHICLE AND EXPLAIN TO ME THAT IF WE SHUT IT OFF, VEHICLE WONT LACK POWER AND WE WOULD HAVE TO DRIVE IT FOR AN UNKNOWN AMOUNT OF TIME BEFORE VEHICLE WOULD START TO LACK POWER.:

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Call

Name

Task

Due Date [REDACTED]

Comments

Email:

Name

Task

Due Date [REDACTED]

Comments

Additional To: jeff.nafzger@nissan-usa.com
CC: jesse.adams@nissan-usa.com; johnny.jackson@nissan-usa.com
BCC: joshua.bredeson@nissan-usa.com
Attachment:

Subject: [REDACTED]

Body:

Good afternoon Jeff!

Is there any fix for the P2615 on manual trans Versa?

The customer has returned twice now due to the CEL coming on with this as the only DTC stored.

We assume this is from an engine stop condition but unsure as the tech cannot duplicate.

Please see additional case details below.

Thank you,

[REDACTED] Dealer Support Nissan North America,
Inc.joshua.bredeson@nissan-usa.com Phone: FAX:

NISSAN17320 E GALE AVENUE

NAME: PUENTE HILLS

CITY OF INDUSTRY, CA 91748

United States

Phone: [REDACTED]

Fax:

PROBLEM ANALYSIS:

What?

Where?

When?

Extent?

Dealer Action/Observation:

INITIAL RECOMMENDATION:

LATEST UPDATE:VEHICLE IS BACK NOW WITH DTC P2615-00 SAME CONCERN

SALESFORCE CASE LINK:<https://nissanna.my.salesforce.com/5002100002jwEDD>

[REDACTED]

Email: [REDACTED]

Name

Task

Due

CC:

BCC: joshua.bredeson@nissan-usa.com

Attachment:

Subject: Case [REDACTED]

Body:

TECH LINE's latest case update is below.

Recommendation

Thank you for the [REDACTED]

Once we are able to duplicate the concern then we need to see what value sin data monitor might be different from a known good vehicle.

This will help us get a better understanding of what may be the source of the loss of power.

If you need further assistance feel free to reach out to us anytime and we will be glad to answer any questions you may have.

Have a great day!

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

Thank you, [REDACTED] TECH LINE

Updating a TECH LINE Case:Technician: Reply to this email; do not change the email subject line. Email file attachments are limited to 6MB.

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[REDACTED]

Dealer name: PUENTE HILLS NISSAN

Customer's Concerns:

CUSTOMER STATES VEHICLE LOOSES POWER TO ACCELERATE AND RPMS FLARE UP CHECK AND ADVISE

Technician Findings:

VERIFIED CONCERN, SCANNED VEHICLE FOR DTCS AND FOUND DTC [REDACTED], STORED IN ECM. PERFORMED DIAG PER ESM AND CHECKED HARNESS FOR CONTINUITY BETWEEN ECM CONNECTOR F10 TERMINAL 35 AND ELECTRIC INTAKE VALVE TIMING CONTROL MODULE CONNECTOR F70 TERMINAL 8. FOUND CONTINUITY EXSITED. ALSO FOUND OTHER CASES WITH SAME CONCERN AND INSPECTED INTAKE CAMSHAFT SENSOR AS PER OTHER CASES. STILL WAS UNABLE FOR DTC TO SET AGAIN. CUSTOMER DID MENTION THAT WHEN VEHICLE STARTS TO LACK POWER, HE WOULD SHUT VEHICLE AND RESTART VEHICLE AND VEHICLE WOULD NO LONGER LACK POWER, BUT WILL EVENTUALLY LACK POWER AFTER A WHILE OF DRIVING. I PERSONALLY WENT WITH THE CUSTOMER FOR A TEST DRIVE, WHEN HE DROPPED OFF VEHICLE AND EXPLAIN TO ME THAT IF WE SHUT IT OFF, VEHICLE WONT LACK POWER AND WE WOULD HAVE TO DRIVE IT FOR AN UNKNOWN AMOUNT OF TIME BEFORE VEHICLE WOULD START TO LACK POWER.:

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Call

Name
Task
Due Date

[REDACTED]

Comments

Email: Case

Name
Task
Due

[REDACTED]

CC:
BCC: joshua.bredeson@nissan-usa.com
Attachment:

Subject: Case

TECH LINE's latest case update is below.
Recommendation

Good afternoon

This is not something we see in the database outside of some fuel pump concerns when the engine runs normally but has low power under accel with no DTCs.

Let's start with the basics here first.

Let's verify fuel pressure next and if we find the fuel pressure is above the minimum spec then we may need to compare data monitor readings from a known good similar vehicle to isolate a direction for diagnosis.

If you need further assistance feel free to reach out to us anytime and we will be glad to answer any questions you may have.

Have a great day!

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

Thank you, [REDACTED] TECH LINE

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Dealer name: PUENTE HILLS NISSAN

Customer's Concerns:

CUSTOMER STATES VEHICLE LOOSES POWER TO ACCELERATE AND RPMS FLARE UP CHECK AND ADVISE

Technician Findings:

VERIFIED CONCERN, SCANNED VEHICLE FOR DTCs AND FOUND DTC [REDACTED], STORED IN ECM. PERFORMED DIAG PER ESM AND CHECKED HARNESS FOR CONTINUITY BETWEEN ECM CONNECTOR F10 TERMINAL 35 AND ELECTRIC INTAKE VALVE TIMING CONTROL MODULE CONNECTOR F70 TERMINAL 8. FOUND CONTINUITY EXSITED. ALSO FOUND OTHER CASES WITH SAME CONCERN AND INSPECTED INTAKE CAMSHAFT SENSOR AS PER OTHER CASES. STILL WAS UNABLE FOR DTC TO SET AGAIN. CUSTOMER DID MENTION THAT WHEN VEHICLE STARTS TO LACK POWER, HE WOULD SHUT VEHICLE AND RESTART VEHICLE AND VEHICLE WOULD NO LONGER LACK POWER, BUT WILL EVENTUALLY LACK POWER AFTER A WHILE OF DRIVING. I PERSONALLY WENT WITH THE CUSTOMER FOR A TEST DRIVE, WHEN HE DROPPED OFF VEHICLE AND EXPLAIN TO ME THAT IF WE SHUT IT OFF, VEHICLE WONT LACK POWER AND WE WOULD HAVE TO DRIVE IT FOR AN UNKNOWN AMOUNT OF TIME BEFORE VEHICLE WOULD START TO LACK POWER.:

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immediately and delete all copies of the message.

Email: Case [REDACTED]

Name

Task

Due Date

Assigned To

Last Modified Date/Time

Additional To:

CC:

BCC: joshua.bredeson@nissan-usa.com

Attachment:

Subject: Case [REDACTED]

Body:

[REDACTED] case update is below.

Recommendation

Thank you for the update, [REDACTED]

I apologize for the confusion!

The most likely concern for this DTC after the actuator is the IVT control unit or a sprocket concern.

Let's swap the IVT control unit and if no change intake sprocket replacement is recommended.

If you need further assistance feel free to reach out to us anytime and we will be glad to answer any questions you may have.

Have a great day!

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

Thank you, [REDACTED] TECH LINE

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Comments

[REDACTED]
[REDACTED]
[REDACTED] HILLS NISSAN

Customer's Concerns:

CUSTOMER STATES VEHICLE LOOSES POWER TO ACCELERATE AND RPMS FLARE UP CHECK AND ADVISE

Technician Findings:

VERIFIED CONCERN, SCANNED VEHICLE FOR DTCS AND FOUND DTC [REDACTED] STORED IN ECM. PERFORMED DIAG PER ESM AND CHECKED HARNESS FOR CONTINUITY BETWEEN ECM CONNECTOR F10 TERMINAL 35 AND ELECTRIC INTAKE VALVE TIMING CONTROL MODULE CONNECTOR F70 TERMINAL 8. FOUND CONTINUITY EXSITED. ALSO FOUND OTHER CASES WITH SAME CONCERN AND INSPECTED INTAKE CAMSHAFT SENSOR AS PER OTHER CASES. STILL WAS UNABLE FOR DTC TO SET AGAIN. CUSTOMER DID MENTION THAT WHEN VEHICLE STARTS TO LACK POWER, HE WOULD SHUT VEHICLE AND RESTART VEHICLE AND VEHICLE WOULD NO LONGER LACK POWER, BUT WILL EVENTUALLY LACK POWER AFTER A WHILE OF DRIVING. I PERSONALLY WENT WITH THE CUSTOMER FOR A TEST DRIVE, WHEN HE DROPPED OFF VEHICLE AND EXPLAIN TO ME THAT IF WE SHUT IT OFF, VEHICLE WONT LACK POWER AND WE WOULD HAVE TO DRIVE IT FOR AN UNKNOWN AMOUNT OF TIME BEFORE VEHICLE WOULD START TO LACK POWER.:

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Email: Case [REDACTED]

Name

Task

Due

CC:

BCC: phillip.page@nissan-usa.com
Attachment:

Subject: [REDACTED]

Body:

TECH LINE's latest case update is below.

- Hello, [REDACTED] and I will be assisting with your case today
- As I understand, we are diagnosing [REDACTED]
- We completed circuit inspections and replaced the eIVT actuator with no change
- P2615 is related to the actuator position sensor input to the eIVT control unit
- If unresolved with the actuator replacement, we would next suspect:
 1. A poor harness pin connection at F70 / F71
 2. IVT control unit
 3. Intake camshaft sprocket
- Let's check the pin connections
- Let's swap the IVT control unit from another vehicle and test drive
- Let's replace the intake sprocket if unresolved with IVT control unit and there are no harness issues

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Thank you, [REDACTED] LINE

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Dealer name: PUENTE HILLS NISSAN

Customer's Concerns:

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[REDACTED]

[REDACTED]

Name

Task

Due

CC:

BCC: joshua.bredeson@nissan-usa.com

Attachment:

Subject: [REDACTED]

Body:

[REDACTED]

INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), U.S.C. 552 (B) (6)

TECH LINE's latest case update is below.
Recommendation

Good morning [REDACTED]

My name is [REDACTED] and I will be assisting you on this case from here.

We previously discussed removing and inspecting the timing control actuator, do you know if this was completed?

If not let's do that next and see if we find any trauma with the actuator, target button or sprocket as the next step.

If this was completed and no abnormalities were found please use data monitor to record all Engine signals and DTC trigger to provide us data on the engine signals when the DTC is triggered.

Be sure to save this as a .txt file and submit for review.

Keep me posted on your results.

Have a great day!

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Thank you, [REDACTED] TECH LINE

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Email: [REDACTED]

Name

Task

Due Date [REDACTED]

Comments

Additional To: [REDACTED]

CC:

BCC: steve.berger@nissan-usa.com

Attachment:

Subject: [REDACTED]

Body:

Tony, An E-IVT actuator is possible. In addition to the ESM diagnostic procedures, let's also remove the E-IVT actuator and inspect for any trauma. Swap or replace as needed and re-test.

TECH LINE's latest case update is below.

RECOMMENDATION:

Just to confirm, which sensor was swapped? This DTC applies top the sensor that is in the E-IVT actuator. Was E-IVT actuator swapped?

We have also seen a case where there was interference from one of the ignition coils causing this DTC.

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Thank you, [REDACTED] LINE

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[REDACTED]
[REDACTED]
[REDACTED] HILLS NISSAN

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[REDACTED]

Email: [REDACTED]

Name

Task

Due Date [REDACTED]

CC:

BCC: steve.berger@nissan-usa.com

Attachment:

Subject: [REDACTED]

Body:

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[REDACTED]
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[REDACTED] PUENTE HILLS NISSAN

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Technician Findings:

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[REDACTED]

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[REDACTED]

[REDACTED]

Name
Task
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CC:
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Attachment:

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?Repairs Made: NONE
?Verified: Yes
?Current DTC [REDACTED]

?Question for TECH LINE: What test should I do next?

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Thank you, [REDACTED] Steve BTECH LINE

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[REDACTED] HILLS NISSAN

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