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Case: [REDACTED]

General

| | | | |
|--------------------------|----------------------------|------------------|-----------------|
| Caller Name | Joseph Sticca | Dealer | CRABTREE NISSAN |
| NNAnet user ID | dsticj71 | Contact Name | Joseph Sticca |
| Tech Preferred Phone | 912037588221 | Customer Name | |
| Tech Preferred Email | jsticca@crabtreennisan.com | Case Record Type | TECH LINE Cases |
| Preferred Contact Method | Email | Case Owner | Steven Cooke |
| Repair/Work Order | [REDACTED] | Mobile Phone | |
| Job/Line Number | c | Texting Status | |
| Created Day | Tuesday | | |

Incident Information

| | | | |
|--------------------------------------|--|-----------------------------|-------------|
| Customer Comments | cust states rpm go down and car wont speed up. cust states was in third gear on hill car felt like it went into limp mode and had no power | Customer Name | [REDACTED] |
| Verified | Yes | Vehicle | [REDACTED] |
| Question for TECH LINE | Can you explain this to me? | VIN | [REDACTED] |
| Service Manual General Section | Electrical & Power Control | Archived VIN Make | |
| Service Manual Specific Section | | Archived VIN Year | 2024.0 |
| Symptom Code Category | Experience/Occurrence | Archived VIN Model | VERSA SEDAN |
| Symptom | LACK OF POWER NO ACCEL | Incident/RO Date | 3/26/2024 |
| When does this concern occur? | ALL TIMES | Calculated Days Down | 15 |
| Is single occurrence or a pattern? | | Additional Days Down | |
| Repairs Made | none | Total Days Down | 15 |
| Observed Modifications & Accessories | none | Repair Attempts | 0 |
| | | Current Mileage | 4,161 |
| | | Vehicle Mileage Prior Value | |



Vehicle Purchased
Miles

Primary DTC

Current DTC ECM none

Past DTC ECM p2615 ABS c1109-16
LASER/RADAR c1a16-97

Other DTCs

TECH LINE Information

| | | | |
|-------------------------|--|----------------------------|--------------------------|
| Subject | Engine sets P2615 after engine stalled - N18 | Resolution Action | |
| Status | Pending Dealer Reply | Resolution Object | |
| Confirmed Resolution | Pending | Field Inspection Indicator | <input type="checkbox"/> |
| Component Code Category | EM Engine Mechanical | NNA Field Inspection Date | |
| Component Code Issue | EMA ENGINE ASSEMBLY | FSSS | <input type="checkbox"/> |
| TECH LINE Template | ECC Initial Response | FSSS Date | |
| TREAD Component | 06 | | |
| Date/Time Closed | 4/10/2024 11:44 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 | Joseph Sticca | Phone | 203-758-8221 |
| Account Name | CRABTREE NISSAN | Mobile | |
| Contact Type | NNA Dealer Master | Email | jsticca@crabtreennisan.com |
| 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

| | |
|-------------|-------------|
| Fax | Lead Source |
| Home Phone | Birthdate |
| Work Phone | Department |
| Description | |

System Information

| | | | |
|------------------|----------------------------|---------------|--------|
| Created By | NNAETL, 2/11/2022 4:35 AM | Contact Owner | NNAETL |
| Last Modified By | NNAETL, 6/27/2024 11:48 PM | | |

Activity History

Review Dealer Comment

| | |
|-------------------------|-------------------------------------|
| Name | |
| Task | <input checked="" type="checkbox"/> |
| Due Date | 4/11/2024 |
| Assigned To | Steven Cooke |
| Last Modified Date/Time | 4/10/2024 11:44 AM |
| Comments | |

Review Dealer Comment

| | |
|-------------------------|-------------------------------------|
| Name | |
| Task | <input checked="" type="checkbox"/> |
| Due Date | 4/11/2024 |
| Assigned To | Michael Behning |
| Last Modified Date/Time | 4/10/2024 9:15 AM |
| Comments | |

Email: Case 51002761; 2024.0 VERSA SEDAN; Engine sets P2615 after engine stalled - N18 [

| | |
|-------------------------|---|
| Name | |
| Task | <input checked="" type="checkbox"/> |
| Due Date | 4/10/2024 |
| Assigned To | Steven Cooke |
| Last Modified Date/Time | 4/10/2024 3:28 PM |
| Comments | <p>Additional To: jsticca@crabtree Nissan.com CC: BCC: steven.cooke@nissan-usa.com Attachment:</p> <p>Subject: Case [REDACTED] 2024.0 VERSA SEDAN; Engine sets P2615 after engine stalled - N18 [</p> <p>Body: Good afternoon, Joe—TECH LINE has received a response from Field Quality Investigation (FQI) on the Engineering Review.</p> <p>TECH LINE Recommendations:</p> <p>At this time, there is no reprogramming data available to the field and it is estimated that it will be available in July.</p> |

With that said, let's proceed with the **ESM Diagnosis Procedure** for this **DTC** to ensure we do not have a circuit concern that we can resolve to get the vehicle operating as designed.

Please keep us posted on your results; we look forward to resolving this case with you.

Have a good evening, Joe.

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: 3/26/2024
VIN: [REDACTED] Mileage: 4,161
Dealer code: 5928
Dealer name: CRABTREE NISSAN

Customer's Concerns:

cust states rpm go down and car wont speed up. cust states was in third gear on hill car felt like it went into limp mode and had no power

Technician Findings:

check for engine lack of power after engine stalled at stop sign . restart engine and i have no power !check for codes found code p2615-00 past check for bulletin no bulletin found note after cycling the keys the power was back !:

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ref: [REDACTED] f

Email: Case [REDACTED]; 2024.0 VERSA SEDAN; Engine sets P2615 after engine stalled. N18 [REDACTED]

| | |
|-------------------------|--|
| Name | |
| Task | <input checked="" type="checkbox"/> |
| Due Date | 4/10/2024 |
| Assigned To | Michael Behning |
| Last Modified Date/Time | 4/10/2024 9:31 AM |
| Comments | Additional To: jsticca@crabtreennisan.com CC: BCC: michael.behning@nissan-usa.com Attachment: |
| Subject: | Case [REDACTED]; 2024.0 VERSA SEDAN; Engine sets P2615 after engine stalled. N18 [REDACTED] |
| re: | [REDACTED] |

Body:

Joseph Sticca,
TECH LINE's latest case update is below.

Description-

Incoming call from tech.
Tech checking on update for P2615 INTAKE CAMSHAFT POSITION SENSOR.
Still under engineering review.
P2615 sets after manual transmission stall at stop.
Recommendation:
Clear DTC, caused by driver error equipped with manual transmission.

DTC sets as a symptom of the accidental engine quit caused by stalling out the manual transmission vehicle.

- As of 3-22-24, ECM repro should be coming soon.
Advised tech to sync ASIST and check for ECM updates.
FQI contacted for updates, none at this time.

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

Thank you, _____ Mike B.TECH LINE

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ref: [REDACTED]

Email: Case [REDACTED]; 2024.0 VERSA SEDAN; Engine sets P2615 after engine stalled. N18 [REDACTED]

| | |
|-------------------------|---|
| Name | [REDACTED] |
| Task | <input checked="" type="checkbox"/> |
| Due Date | 3/26/2024 |
| Assigned To | Steven Cooke |
| Last Modified Date/Time | 3/26/2024 11:37 AM |
| Comments | Additional To: [REDACTED] CC: BCC: steven.cooke@nissan-usa.com Attachment: |

Subject: Case [REDACTED] : 2024.0 VERSA SEDAN; Engine sets P2615 after engine stalled. N18 [REDACTED]
re [REDACTED]

Body:

Joe—Thank you for contacting **TECH LINE** this afternoon; it was good to speak with you regarding this case.

TECH LINE Recommendations:

As we discussed, **TECH LINE** recommends to discuss with the customer regarding the release of the vehicle.

TECH LINE's last update on the concern was received from Field Quality Investigation (FQI) on 3/22/2024 and it is noted that the reprogramming data will be 'released soon' for this concern. Unfortunately, we cannot be sure that the release of information may occur within a week or six months.

Have a good day, Joe.

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

Thank you, _____ Steve C**TECH LINE**

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Case [REDACTED]
Date Created: 3/26/2024
VIN: [REDACTED] Mileage: 4,161
Dealer code: 5928
Dealer name: CRABTREE NISSAN

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ref: [REDACTED]

Email: Case [REDACTED] ; 2024.0 VERSA SEDAN; Engine sets P2615 after engine stalled. N18 [REDACTED]

Name

Task

Due Date 3/26/2024

Assigned To Erich Shuman

Last Modified Date/Time 3/26/2024 10:31 AM

Additional To: [REDACTED]

CC:

BCC: erich.shuman@nissan-usa.com

Attachment:

Subject: Case [REDACTED]; 2024.0 VERSA SEDAN; Engine sets P2615 after engine stalled. N18 [REDACTED]

Body:

Joe,

TECH LINE's latest case update is below.

Thank you for the case information.

We noticed the preferred contact method was set to phone.

You are able to call 7 AM – 4 PM Central, Monday through Friday.

The TECH LINE phone number (1-800-662-3497) and your case number (to be entered as an access code.)

This code will set when the engine is stalled on this model with a manual transmission and can have temporary loss of power when restarted.

This is under engineering review as the code should not store due to mismanagement of the clutch.

We suspect that a bulletin detailing reprogramming will be available once software is available.

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

Thank you, _____ Erich ShumanTECH LINE

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Case #: [REDACTED]

Date Created: 3/26/2024

VIN: [REDACTED] Mileage: 4,161

Dealer code: 5928

Dealer name: CRABTREE NISSAN

Customer's Concerns:

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ref: [REDACTED]

Comments

Call

Name

Task

[REDACTED]

Due Date 3/26/2024
Assigned To Erich Shuman
Last Modified Date/Time 3/26/2024 10:31 AM
Comments

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

Name
Task
Due Date 3/26/2024
Assigned To Adam Hoff
Last Modified Date/Time 3/26/2024 10:13 AM
Comments Additional To: jsticca@crabtreenissan.com
CC:
BCC: adam.hoff@nissan-usa.com
Attachment:

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

Body:
Joseph Sticca,
TECH LINE's latest case update is below.
TSS recommendation:

Thank you for the case information.

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You are able to call 7 AM – 4 PM Central, Monday through Friday.

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Thank you, _____ Adam HTECH LINE

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Case #: [REDACTED]
Date Created: 3/26/2024
VIN: [REDACTED] Mileage: 4,161
Dealer code: 5928
Dealer name: CRABTREE NISSAN

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ref: [REDACTED]

Emails

Case [REDACTED]; 2024.0 VERSA SEDAN; Engine sets P2615 after engine stalled - N18 [

Message Date 4/10/2024 3:28 PM

Has Attachment

Email Address jsticca@crabtreenissan.com

Status Sent

Subject Case [REDACTED]; 2024.0 VERSA SEDAN; Engine sets P2615 after engine stalled - N18 [ref: [REDACTED]

Text Body Joseph Sticca,

TECH LINE's latest case update is below.

TECH LINE Recommendations:

Good afternoon, Joe—

TECH LINE has received a response from Field Quality Investigation (FQI) on the Engineering Review.

At this time, there is no reprogramming data available to the field and it is estimated that it will be available in July.

With that said, let's proceed with the ESM Diagnosis Procedure for this DTC to ensure we do not have a circuit concern that we can resolve to get the vehicle operating as designed.

Please keep us posted on your results; we look forward to resolving this case with you.

Have a good evening, Joe.

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

Thank you,

Steve C

TECH LINE

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Case #: [REDACTED]
Date Created: 3/26/2024
VIN: [REDACTED]

Mileage: 4,161

Dealer code: 5928

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Steve Cooke | Technical Support Specialist - Aftersales Dealer Support | Nissan Group of the Americas | Phone: 615.223.4955

Case [REDACTED]; 2024.0 VERSA SEDAN; Engine sets P2615 after engine stalled. N18 [ref: [REDACTED]]

Message Date 4/10/2024 9:31 AM

Has Attachment

Email Address jsticca@crabtree Nissan.com

Status Sent

Subject Case [REDACTED]; 2024.0 VERSA SEDAN; Engine sets P2615 after engine stalled. N18 [REDACTED]

Text Body Joseph Sticca,

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Description-

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P2615 sets after manual transmission stall at stop.

Recommendation:

Clear DTC, caused by driver error equipped with manual transmission.

DTC sets as a symptom of the accidental engine quit caused by stalling out the manual transmission vehicle.

- As of 3-22-24, ECM repro should be coming soon.

Advised tech to sync ASIST and check for ECM updates.

FQI contacted for updates, none at this time.

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

Thank you,

Mike B.

TECH LINE

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Case #: [REDACTED]
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Case [REDACTED] 2024.0 VERSA SEDAN; Engine sets P2615 after engine stalled. N18 [REDACTED]

Message Date 3/26/2024 11:37 AM

Has Attachment

Email Address [REDACTED]

Status Sent

Subject Case [REDACTED] ; 2024.0 VERSA SEDAN; Engine sets P2615 after engine stalled. N18 [REDACTED]

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Thank you,

Steve C

TECH LINE

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Date Created: 3/26/2024
VIN: [REDACTED]

Mileage: 4,161

Dealer code: 5928

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Steve Cooke | Technical Support Specialist - Aftersales Dealer Support | Nissan Group of the Americas | Phone: 615.223.4955

[REDACTED]; 2024.0 VERSA SEDAN; Engine sets P2615 after engine stalled. N18 [REDACTED]

Message Date 3/26/2024 10:31 AM
 Has Attachment
 Email Address [REDACTED]
 Status Sent
 Subject Case [REDACTED]; 2024.0 VERSA SEDAN; Engine sets P2615 after engine stalled. N18 [REDACTED]
 Text Body Joseph Sticca,

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Thank you,

 Erich Shuman

TECH LINE

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Case #: [REDACTED]
Date Created: 3/26/2024
VIN: [REDACTED]

Mileage: 4,161

Dealer code: 5928

Dealer name: CRABTREE NISSAN

Customer's Concerns:

cust states rpm go down and car wont speed up. cust states was in third gear on hill car felt like it went into limp mode and had no power

Technician Findings:

check for engine lack of power after engine stalled at stop sign . restart engine and i have no power !check for codes found code p2615-00 past check for bulletin no bulletin found note after cycling the keys the power was back !:

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

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Case [REDACTED]; 2024.0 VERSA SEDAN; [ref: [REDACTED]]

Message Date **3/26/2024 10:13 AM**
Has Attachment
Email Address **jsticca@crabtreenissan.com**

Status **Sent**
 Subject **Case [REDACTED]; 2024.0 VERSA SEDAN; [REDACTED]**
 Text Body **Joseph Sticca,**

TECH LINE's latest case update is below.

TSS recommendation:

Thank you for the case information.

We noticed the preferred contact method was set to phone.

You are able to call 7 AM – 4 PM Central, Monday through Friday.

The **TECH LINE** phone number (1-800-662-3497) and your case number (to be entered as an access code.)

This code will set when the engine is stalled on this model with a manual transmission and can have temporary loss of power when restarted.

This is under engineering review as the code should not store due to mismanagement of the clutch.

We suspect that a bulletin detailing reprogramming will be available once software is available.

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

Thank you,

Adam H

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: 3/26/2024

Mileage: 4,161

Dealer code: 5928

Dealer name: CRABTREE NISSAN

Customer's Concerns:

cust states rpm go down and car wont speed up. cust states was in third gear on hill car felt like it went into limp mode and had no power

Technician Findings:

check for engine lack of power after engine stalled at stop sign . restart engine and i have no power !check for codes found code p2615-00 past check for bulletin no bulletin found note after cycling the keys the power was back !:

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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

4/10/2024 3:28 PM

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

Good afternoon, Joe—
TECH LINE has received a response from Field Quality Investigation (FQI) on the Engineering Review.

At this time, there is no reprogramming data available to the field and it is estimated that it will be available in July.

With that said, let's proceed with the ESM Diagnosis Procedure for this DTC to ensure we do not have a circuit concern that we can resolve to get the vehicle operating as designed.

Please keep us posted on your results; we look forward to resolving this case with you.

4/10/2024 3:28 PM

User **Steven Cooke**
Public
Comment **TECH LINE received response from Field Quality Investigation (FQI):**

No repro data yet and the estimate to get it is July.

4/10/2024 9:29 AM

User **Michael Behning**
Public
Comment **Description-**
Incoming call from tech.
Tech checking on update for P2615 INTAKE CAMSHAFT POSITION SENSOR.
Still under engineering review.
P2615 sets after manual transmission stall at stop.
Recommendation:
Clear DTC, caused by driver error equipped with manual transmission.

DTC sets as a symptom of the accidental engine

Have a good evening, Joe.

4/10/2024 11:27 AM

User Survey Site Guest User
Public
Comment NO OTHER COMMENT

4/10/2024 8:57 AM

User Survey Site Guest User
Public
Comment HI THIS JOE FROM CRABTREENISSAN CUSTOMER DON'T WANT TO DRIVE THE VEHICLE IT IS NOT SAFE! ROAD TEST VEHICLE THIS MORNING AND YES THE VEHICLE IS LACK OF POWER ! AFTER ENGINE STALL OUT AT STOP SIGN +SET CODE P2615-00 SOME UPDATE PLEASE

3/26/2024 11:37 AM

User Steven Cooke
Public
Comment TECH LINE received incoming call from Technician [3/26/2024, 12:26 EDT/1:26 CDT] Technician questioning whether the vehicle should be released or held awaiting ECM reprogramming.

3/26/2024 10:13 AM

User Adam Hoff
Public
Comment TSS recommendation: Thank you for the case information. We noticed the preferred contact method was set to phone. You are able to call 7 AM – 4 PM Central, Monday through Friday. The TECH LINE phone number (1-800-662-3497) and your case number (to be entered as an access code.) This code will set when the engine is stalled on this model with a manual transmission and can have temporary loss of power when restarted. This is under engineering review as the code should not store due to mismanagement of the clutch. We suspect that a bulletin detailing reprogramming will be available once software is available.

3/26/2024 9:34 AM

User Survey Site Guest User
Public
Comment Customer Comments: cust states rpm go down and car wont speed up. cust states was in third gear on hill car felt like it went into limp mode and had no power
 Technician Findings: check for engine lack of power after engine stalled at stop sign . restart engine and i have no power !check for codes found code p2615-00 past check for bulletin no bulletin found note after cycling the keys the

quit caused by stalling out the manual transmission vehicle.
- As of 3-22-24, ECM repro should be coming soon. Advised tech to sync ASIST and check for ECM updates.
FQI contacted for updates, none at this time.

3/26/2024 11:37 AM

User Steven Cooke
Public
Comment TECH LINE Recommendations:

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

As we discussed, TECH LINE recommends to discuss with the customer regarding the release of the vehicle.

TECH LINE's last update on the concern was received from Field Quality Investigation (FQI) on 3/22/2024 and it is noted that the reprogramming data will be 'released soon' for this concern. Unfortunately, we cannot be sure that the release of information may occur within a week or six months.

Have a good day, Joe.

3/26/2024 10:32 AM

User Erich Shuman
Public
Comment Inbound call from dealer:

• Advised tech that this concern is currently under engineering review.
• Tech provided an alternate email address; resent original recommendation email.
• Tech to follow up if additional assistance is needed.

3/26/2024 9:40 AM

User Survey Site Guest User
Public
Comment + check charging system show ok! on road test engine stall out by shifting in 2 nd gear by mistake restar and find out engine had no power !until i cycling the keys again !

- power was back !
- Repairs Made: none
- Verified: Yes
- Current DTC: ECM none
- Past DTC: ECM p2615 ABS c1109-16
- LASER/RADAR c1a16-97
- Question for TECH LINE: Can you explain this to me?

Case History

4/10/2024 11:44 AM

User **Steven Cooke**
 Connection
 Action **Changed Status from Pending TECH LINE to Pending Dealer Reply.**

4/10/2024 11:27 AM

User **Survey Site Guest User**
 Connection
 Action **Changed Reopen Date from 4/10/2024 8:57 AM to 4/10/2024 11:27 AM. Changed Status from Pending Dealer Reply to Pending TECH LINE. Changed Preferred Contact Method from Phone to Email.**

4/10/2024 9:36 AM

User **Steven Cooke**
 Connection
 Action **Changed Subject from Engine sets P2615 after engine stalled. N18 to Engine sets P2615 after engine stalled - N18. Changed Status from Caller In Queue to Pending Dealer Reply.**

4/10/2024 9:32 AM

User **Michael Behning**
 Connection
 Action **Changed Case Owner from Michael Behning to Steven Cooke.**

4/10/2024 9:15 AM

User **Michael Behning**
 Connection
 Action **Changed Case Owner from Steven Cooke to Michael Behning.**

4/10/2024 9:14 AM

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

4/10/2024 8:57 AM

User **Survey Site Guest User**
 Connection
 Action **Changed Reopen Date from 3/26/2024 11:26 AM to 4/10/2024 8:57 AM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

4/10/2024 8:52 AM

User **Survey Site Guest User**
 Connection
 Action **Changed Tech Preferred Email from [REDACTED] to jsticca@crabtreennisan.com.**

3/26/2024 11:43 AM

User **Steven Cooke**

Connection
Action **Changed Status from Caller In Queue to Pending Dealer Reply.**

3/26/2024 11:27 AM

User **Steven Cooke**
Connection
Action **Changed Case Owner from Erich Shuman to Steven Cooke.**

3/26/2024 11:26 AM

User **ATOS Integration User**
Connection
Action **Changed Reopen Date from 3/26/2024 10:23 AM to 3/26/2024 11:26 AM. Changed Status from Closed to Caller In Queue.**

3/26/2024 10:33 AM

User **Erich Shuman**
Connection
Action **Changed Status from Pending Dealer Reply to Closed. Changed Status from Caller In Queue to Pending Dealer Reply.**

3/26/2024 10:29 AM

User **Erich Shuman**
Connection
Action **Changed Tech Preferred Email from jsticca@crabtreennisan.com to [REDACTED].**

3/26/2024 10:25 AM

User **Erich Shuman**
Connection
Action **Changed Case Owner from Adam Hoff to Erich Shuman.**

3/26/2024 10:23 AM

User **ATOS Integration User**
Connection
Action **Changed First Call Resolution from Yes to No. Changed Reopen Date to 3/26/2024 10:23 AM. Changed Status from Pending Dealer Reply to Caller In Queue.**

3/26/2024 10:14 AM

User **Adam Hoff**
Connection
Action **Changed Subject to Engine sets P2615 after engine stalled. N18. Changed Status from Pending TECH LINE to Pending Dealer Reply.**

3/26/2024 10:10 AM

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

3/26/2024 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.**

3/26/2024 9:34 AM

User **Survey Site Guest User**

Connection

Action

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

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Case: [REDACTED]

General

| | | | |
|---------------------------------|--------------|-------------------------|--------------------------|
| Caller Name | Chris Jones | Dealer | HUGH WHITE NISSAN ATHENS |
| NNAnet user ID | XD950007 | Contact Name | Chris Jones |
| Tech Preferred Phone | 917408181973 | Customer Name | |
| Tech Preferred Email | [REDACTED] | Case Record Type | TECH LINE Cases |
| Preferred Contact Method | Email | Case Owner | Dennis Kent |
| Repair/Work Order | [REDACTED] | Mobile Phone | |
| Job/Line Number | A | Texting Status | |
| Created Day | Friday | | |

Incident Information

| | | | |
|---|--|------------------------------------|-------------|
| Customer Comments | A) CUSTOMER STATES:CHECK ENGINE LIGHT HAS BEEN ON, PREVIOUSLY ORDERED A CAMSHAFT POSITION SENSOR. SOP IS HERE. | 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 | | Archived VIN Year | 2024.0 |
| Symptom Code Category | General | Archived VIN Model | VERSA SEDAN |
| Symptom | CHECK ENGINE LIGHT | Incident/RO Date | 3/19/2024 |
| When does this concern occur? | INTERMITTENT | Calculated Days Down | 10 |
| Is single occurrence or a pattern? | | Additional Days Down | |
| Repairs Made | CAMSHAFT POSITION SENSOR | Total Days Down | 10 |
| Observed Modifications & Accessories | NONE | Repair Attempts | 0 |
| | | Current Mileage | 1,105 |
| | | Vehicle Mileage Prior Value | |



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

TECH LINE Information

Subject Sluggish acceleration, P2615, N18 Resolution Action
 Status Pending Dealer Reply Resolution Object
 Confirmed Resolution Pending Field Inspection Indicator
 Component Code Category EM|Engine Mechanical NNA Field Inspection Date
 Component Code Issue ENV|VARIABLE DURATION CAM/PULLEY/SOLENOID FSSS
 TECH LINE Template ECC Initial Response FSSS Date
 TREAD Component 06
 Date/Time Closed 3/29/2024 2:39 PM
 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 Chris Jones Phone 740-818-1973
 Account Name HUGH WHITE NISSAN ATHENS Mobile
 Contact Type NNA Dealer Master Email [REDACTED]
 Title Service Technician Email Opt Out
 Customer ID. 5705XD950007 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 NNAETL, 7/31/2018 4:32 AM Contact Owner NNAETL
 Last Modified By NNAETL, 6/27/2024 11:49 PM

Activity History

Email: Case [REDACTED] 2024.0 VERSA SEDAN; Sluggish acceleration, P2615, N18 [REDACTED]

| | |
|-------------------------|--|
| Name | [REDACTED] |
| Task | <input checked="" type="checkbox"/> |
| Due Date | 3/29/2024 |
| Assigned To | Dennis Kent |
| Last Modified Date/Time | 3/29/2024 2:39 PM |
| Comments | <p>Additional To: [REDACTED]</p> <p>CC:</p> <p>BCC: dennis.kent@nissan-usa.com</p> <p>Attachment:</p> <p>Subject: Case [REDACTED]; 2024.0 VERSA SEDAN; Sluggish acceleration, P2615, N18 [REDACTED] ref: [REDACTED]</p> <p>Body:</p> <p>Chris Jones, TECH LINE's latest case update is below. Recommendation:</p> <p>Good afternoon Chris, and thank you for contacting TECH LINE. We see that you are looking at a concern with sluggish acceleration. P2615 was set previously, but has not returned after being cleared.</p> <p>On 2024 model Versa equipped with manual transmission, we have seen P2615 set if the engine quits when attempting to take off from a stop (driver error). P2615 setting under this condition is currently under engineering review, with no recommended repairs at this time.</p> <p>Since P2615 has not reset, let's focus on our drivability symptom. -Please compare acceleration to a KGV (Known Good Vehicle). If vehicle acceleration compares, no repairs are recommended, since parts replacement will not resolve this.</p> <p>-If concern does not compare, please provide more information about the concern, such as which gear we are in, RPM, driving conditions, ect.</p> <p>The TECH LINE Survey can be accessed by: CLICKING HERE</p> <p>Thank you, _____ DennisTECH 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: 3/29/2024 VIN: [REDACTED] Mileage: 1,105 Dealer code: 5705 Dealer name: HUGH WHITE NISSAN ATHENS</p> <p>Customer's Concerns:</p> <p>[REDACTED]</p> |

A) CUSTOMER STATES:CHECK ENGINE LIGHT HAS BEEN ON, PREVIOUSLY ORDERED A CAMSHAFT POSITION SENSOR. SOP IS HERE.

Technician Findings:

CUSTOMER BROUGHT VEHICLE IN 3/19/24 FOR A CHECK ENGINE LIGHT AND THAT THE VEHICLE WOULD FEEL SLUGGISH AND NO POWER AT TIMES. ANOTHER TECH LOOKED AT THE VEHICLE AND DTC 2615-00 WAS STORED. AN INTAKE CAMSHAFT POSITION SENSOR WAS REPLACED AND CUSTOMER CAME RIGHT BACK AND STATED IT FEELS SLUGGISH WHEN GETTING ON THE HIGHWAY BUT NO DTCS HAS RETURNED. I LOOKED AT THE VEHICLE AND IM UNABLE TO DUPLICATE THE CONCERN AT THIS TIME. I WAS LOOKING AT THE DIAG PROCEDURE FOR P2615 AND IM NOT UNDERSTANDING THE DIAG PROCEDURE FOR THIS CODE. I DONT SEE ANY CASES WITH THIS DTC OR TSBS.:

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ref: [REDACTED]

An email was sent to the Caller Name

| | |
|-------------------------|-------------------------------------|
| Name | |
| Task | <input checked="" type="checkbox"/> |
| Due Date | |
| Assigned To | Dennis Kent |
| Last Modified Date/Time | 4/9/2024 1:09 AM |
| Comments | |

Emails

Case [REDACTED] 2024.0 VERSA SEDAN; Sluggish acceleration, P2615, N18 [ref: [REDACTED]

| | |
|----------------|---|
| Message Date | 3/29/2024 2:39 PM |
| Has Attachment | <input type="checkbox"/> |
| Email Address | [REDACTED] |
| Status | Sent |
| Subject | Case [REDACTED]; 2024.0 VERSA SEDAN; Sluggish acceleration, P2615, N18 [REDACTED] |
| Text Body | <p>Chris Jones,</p> <p>TECH LINE's latest case update is below.</p> <p>Recommendation:</p> <p>Good afternoon Chris, and thank you for contacting TECH LINE. We see that you are looking at a concern with sluggish acceleration. P2615 was set previously, but has not returned after being cleared.</p> <p>On 2024 model Versa equipped with manual transmission, we have seen P2615 set if the engine quits when attempting to take off from a stop (driver error). P2615 setting under this condition is currently under engineering review, with no recommended repairs at this time.</p> <p>Since P2615 has not reset, let's focus on our drivability symptom.</p> <p>-Please compare acceleration to a KGV (Known Good Vehicle). If vehicle acceleration compares, no repairs are recommended, since parts replacement will not resolve this.</p> <p>-If concern does not compare, please provide more information about the concern, such as which gear we are in, RPM, driving conditions, ect.</p> |

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

Thank you,

Dennis

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: 3/29/2024
VIN: [REDACTED]

Mileage: 1,105

Dealer code: 5705

Dealer name: HUGH WHITE NISSAN ATHENS

Customer's Concerns:

A) CUSTOMER STATES:CHECK ENGINE LIGHT HAS BEEN ON, PREVIOUSLY ORDERED A CAMSHAFT POSITION SENSOR. SOP IS HERE.

Technician Findings:

CUSTOMER BROUGHT VEHICLE IN 3/19/24 FOR A CHECK ENGINE LIGHT AND THAT THE VEHICLE WOULD FEEL SLUGGISH AND NO POWER AT TIMES. ANOTHER TECH LOOKED AT THE VEHICLE AND DTC 2615-00 WAS STORED. AN INTAKE CAMSHAFT POSITION SENSOR WAS REPLACED AND CUSTOMER CAME RIGHT BACK AND STATED IT FEELS SLUGGISH WHEN GETTING ON THE HIGHWAY BUT NO DTCS HAS RETURNED. I LOOKED AT THE VEHICLE AND IM UNABLE TO DUPLICATE THE CONCERN AT THIS TIME. I WAS LOOKING AT THE DIAG PROCEDURE FOR P2615 AND IM NOT UNDERSTANDING THE DIAG PROCEDURE FOR THIS CODE. I DONT SEE ANY CASES WITH THIS DTC OR TSBS.:



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Case Comments

3/29/2024 2:39 PM

3/29/2024 2:22 PM

| | | | |
|---------|---|---------|--|
| User | Dennis Kent | User | Survey Site Guest User |
| Public | <input checked="" type="checkbox"/> | Public | <input checked="" type="checkbox"/> |
| | <p>Recommendation:</p> <p>Good afternoon Chris, and thank you for contacting TECH LINE. We see that you are looking at a concern with sluggish acceleration. P2615 was set previously, but has not returned after being cleared.</p> <p>On 2024 model Versa equipped with manual transmission, we have seen P2615 set if the engine quits when attempting to take off from a stop (driver error). P2615 setting under this condition is currently under engineering review, with no recommended repairs at this time.</p> <p>Since P2615 has not reset, let's focus on our drivability symptom. -Please compare acceleration to a KGV (Known Good Vehicle). If vehicle acceleration compares, no repairs are recommended, since parts replacement will not resolve this.</p> <p>-If concern does not compare, please provide more information about the concern, such as which gear we are in, RPM, driving conditions, ect.</p> | | <p>Customer Comments: A) CUSTOMER STATES:CHECK ENGINE LIGHT HAS BEEN ON, PREVIOUSLY ORDERED A CAMSHAFT POSITION SENSOR. SOP IS HERE.</p> <p><input type="checkbox"/> Technician Findings: CUSTOMER BROUGHT VEHICLE IN 3/19/24 FOR A CHECK ENGINE LIGHT AND THAT THE VEHICLE WOULD FEEL SLUGGISH AND NO POWER AT TIMES. ANOTHER TECH LOOKED AT THE VEHICLE AND DTC 2615-00 WAS STORED. AN INTAKE CAMSHAFT POSITION SENSOR WAS REPLACED AND CUSTOMER CAME RIGHT BACK AND STATED IT FEELS SLUGGISH WHEN GETTING ON THE HIGHWAY BUT NO DTCS HAS RETURNED. I LOOKED AT THE VEHICLE AND IM UNABLE TO DUPLICATE THE CONCERN AT THIS TIME. I WAS LOOKING AT THE DIAG PROCEDURE FOR P2615 AND IM NOT UNDERSTANDING THE DIAG PROCEDURE FOR THIS CODE. I DONT SEE ANY CASES WITH THIS DTC OR TSBS.</p> <p><input type="checkbox"/> Repairs Made: CAMSHAFT POSITION SENSOR <input type="checkbox"/> Verified: Yes <input type="checkbox"/> Past DTC: ECM P2615 <input type="checkbox"/> Question for TECH LINE: Have you seen this before?</p> |
| Comment | | Comment | |

Case History

3/29/2024 2:39 PM

| | |
|------------|--|
| User | Dennis Kent |
| Connection | |
| Action | Changed Status from Pending TECH LINE to Pending Dealer Reply. |

3/29/2024 2:33 PM

| | |
|------------|---|
| User | Dennis Kent |
| Connection | |
| Action | Changed Subject to Sluggish acceleration, P2615, N18. |

3/29/2024 2:31 PM



User **Dennis Kent**
Connection
Action **Changed Case Owner from TECH LINE Initial to Dennis Kent.**

3/29/2024 2:22 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.**

3/29/2024 2:22 PM

User **Survey Site Guest User**
Connection
Action **Changed Status from Open to Pending TECH LINE. Changed Account Name to HUGH WHITE NISSAN ATHENS. Created.**



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

Case: [REDACTED]

General

| | | | |
|--------------------------|--------------------------|------------------|-----------------|
| Caller Name | Noah Schaffer | Dealer | COGGIN NISSAN |
| NNAnet user ID | XD470363 | Contact Name | Noah Schaffer |
| Tech Preferred Phone | 919045831191 | Customer Name | |
| Tech Preferred Email | nschaffer@cogginauto.com | Case Record Type | TECH LINE Cases |
| Preferred Contact Method | Email | Case Owner | Brian Terk |
| Repair/Work Order | [REDACTED] | Mobile Phone | |
| Job/Line Number | A | Texting Status | |
| Created Day | Friday | | |

Incident Information

| | | | |
|--------------------------------------|---|-----------------------------|---------------------------|
| Customer Comments | CUSTOMER STATES CHECK ENGINE LIGHT IS ON, PLEASE CHECK AND ADVISE | Customer Name | Coggin Nissan On Atlantic |
| Verified | Yes | Vehicle | [REDACTED] |
| Question for TECH LINE | What test should I do next? | VIN | [REDACTED] 1 |
| Service Manual General Section | Engine | Archived VIN Make | |
| Service Manual Specific Section | Engine Control System | Archived VIN Year | 2024.0 |
| Symptom Code Category | General | Archived VIN Model | VERSA SEDAN |
| Symptom | CHECK ENGINE LIGHT | Incident/RO Date | 4/5/2024 |
| 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 | N/A | Repair Attempts | 0 |
| | | Current Mileage | 4 |
| | | Vehicle Mileage Prior Value | |



Vehicle Purchased
Miles

Primary DTC

Current DTC

Past DTC ECM P2615-00 ABS U1000-01

Other DTCs

TECH LINE Information

| | | | |
|-------------------------|-----------------------------|----------------------------|--------------------------|
| Subject | SES light on P2615 N18 | Resolution Action | ENGINEERING |
| Status | Closed | Resolution Object | |
| Confirmed Resolution | No | Field Inspection Indicator | <input type="checkbox"/> |
| Component Code Category | EC Emission Controls | NNA Field Inspection Date | |
| Component Code Issue | ECU ELECTRONIC CONTROL UNIT | FSSS | <input type="checkbox"/> |
| TECH LINE Template | ECC Initial Response | FSSS Date | |
| TREAD Component | 06 | | |
| Date/Time Closed | 4/5/2024 2:01 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 for DTSM (Vehicle Concerns) | | | Notes to Agent: |

Contact Information

| | | | |
|--------------|--------------------|---------------------|--------------------------|
| Name | Noah Schaffer | Phone | 904-583-1191 |
| Account Name | COGGIN NISSAN | Mobile | |
| Contact Type | NNA Dealer Master | Email | [REDACTED] |
| Title | Service Technician | Email Opt Out | <input type="checkbox"/> |
| Customer ID. | 19113XD470363 | 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, 5/18/2021 4:33 AM Contact Owner NNAETL
Last Modified By NNAETL, 6/27/2024 11:47 PM

Activity History

Email: Case [REDACTED]; 2024.0 VERSA SEDAN; SES light on P2615 N18 [REDACTED]

Name
Task
Due Date 4/5/2024
Assigned To Brian Terk
Last Modified Date/Time 4/5/2024 2:09 PM
Comments

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

Subject: Case [REDACTED]; 2024.0 VERSA SEDAN; SES light on P2615 N18 [REDACTED]

Body:
Noah Schaffer,
TECH LINE's latest case update is below.
-RECOMMENDATION DETAIL:
-Good afternoon Noah and thank you for contacting TECH LINE
-It looks like the SES light is on with a past P2615 in ECM and a past U1000 in ABS
-On e-IVT equipped vehicles the INT/V TIM is Not typically 0 degrees at idle like it is on other vehicles with IVT solenoids
-P2615 DTC typically sets when the engine quits with incorrect clutch application and this is currently under engineering review for Versa with manual transmission
-This incident is currently 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.

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

Thank you, _____ Brian TTECH 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: 4/5/2024
VIN: [REDACTED] Mileage: 4
Dealer code: 19113
Dealer name: COGGIN NISSAN

Customer's Concerns:
CUSTOMER STATES CHECK ENGINE LIGHT IS ON, PLEASE CHECK AND ADVISE
Technician Findings:
DTC P2615-00 and U1000-01 stored. Found intake valve timing to be at 46 degrees at idle. No change after attempting actuator relearn. Intake timing seems normal when revving engine. Continuity to [REDACTED]

actuator is normal and no short to power/ground found. Leaning towards intake valve timing control actuator replacement; Any further recommendations for testing?:

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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ref: [REDACTED] f

Emails

Case [REDACTED]; 2024.0 VERSA SEDAN; SES light on P2615 N18 [REDACTED]

Message Date 4/5/2024 2:09 PM

Has Attachment

Email Address [REDACTED]

Status Sent

Subject Case [REDACTED]; 2024.0 VERSA SEDAN; SES light on P2615 N18 [ref: [REDACTED]]

Text Body Noah Schaffer,

TECH LINE's latest case update is below.

-RECOMMENDATION DETAIL:

- Good afternoon Noah and thank you for contacting TECH LINE
- It looks like the SES light is on with a past P2615 in ECM and a past U1000 in ABS
- On e-IVT equipped vehicles the INT/V TIM is Not typically 0 degrees at idle like it is on other vehicles with IVT solenoids
- P2615 DTC typically sets when the engine quits with incorrect clutch application and this is currently under engineering review for Versa with manual transmission
- This incident is currently 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.

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

Thank you,

Brian T

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: 4/5/2024
VIN: [REDACTED]

Mileage: 4

Dealer code: 19113

Dealer name: COGGIN NISSAN

Customer's Concerns:

CUSTOMER STATES CHECK ENGINE LIGHT IS ON, PLEASE CHECK AND ADVISE

Technician Findings:

DTC P2615-00 and U1000-01 stored. Found intake valve timing to be at 46 degrees at idle. No change after attempting actuator relearn. Intake timing seems normal when revving engine. Continuity to actuator is normal and no short to power/ground found. Leaning towards intake valve timing control actuator replacement; Any further recommendations for testing?:

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**Brian Terk
Nissan North America, Inc.
Technical Support Specialist 2
TECH LINE
Vehicle Technical Support**

Case Comments

4/5/2024 2:09 PM

User **Brian Terk**
 Public

Comment

-RECOMMENDATION DETAIL:
 -Good afternoon Noah and thank you for contacting TECH LINE
 -It looks like the SES light is on with a past P2615 in ECM and a past U1000 in ABS
 -On e-IVT equipped vehicles the INT/V TIM is Not typically 0 degrees at idle like it is on other vehicles with IVT solenoids
 -P2615 DTC typically sets when the engine quits with incorrect clutch application and this is currently under engineering review for Versa with manual transmission
 -This incident is currently 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.

4/5/2024 2:00 PM

User **Brian Terk**
 Public

Comment

-ENGINE
 • P2615 INTAKE CAMSHAFT POSITION SENSOR. The intake camshaft position sensor signal edge count is less than 4 counts per one camshaft rotation
-ABS
 • U1000 CAN COMM CIRCUIT

4/5/2024 1:56 PM

User **Survey Site Guest User**
 Public

Comment

Customer Comments: CUSTOMER STATES CHECK ENGINE LIGHT IS ON, PLEASE CHECK AND ADVISE
 Technician Findings: DTC P2615-00 and U1000-01 stored. Found intake valve timing to be at 46 degrees at idle. No change after attempting actuator relearn. Intake timing seems normal when revving engine. Continuity to actuator is normal and no short to power/ground found. Leaning towards intake valve timing control actuator replacement; Any further recommendations for testing?
 Repairs Made: None
 Verified: Yes
 Past DTC: ECM P2615-00 ABS U1000-01
 Question for TECH LINE: What test should I do next?

4/5/2024 1:57 PM

User **Survey Site Guest User**
 Public

Comment **Looking for additional info**

Case History

4/6/2024 7:44 AM

User **Survey Site Guest User**
 Connection
 Action **Changed Tech Preferred Email from [REDACTED] to nschaffer@cogginauto.com.**

4/5/2024 2:09 PM

User **Brian Terk**
 Connection
 Action **Changed Status from Pending Dealer Reply to Closed.**

4/5/2024 2:01 PM

User **Brian Terk**
 Connection
 Action **Changed Subject to SES light on P2615 N18. Changed Status from Pending TECH LINE to Pending Dealer Reply.**

4/5/2024 1:58 PM

User **Brian Terk**
 Connection
 Action **Changed Case Owner from TECH LINE Initial to Brian Terk.**

4/5/2024 1:57 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.**

4/5/2024 1:56 PM

User **Survey Site Guest User**

Connection

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

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Case: [REDACTED]

General

| | | | |
|--------------------------|-----------------------|------------------|--------------------|
| Caller Name | RICHARD SAWYER | Dealer | WOOD MOTOR COMPANY |
| NNAnet user ID | DSAWYR40 | Contact Name | RICHARD SAWYER |
| Tech Preferred Phone | 918707418211 | Customer Name | |
| Tech Preferred Email | rsawyer@woodmotor.com | Case Record Type | TECH LINE Cases |
| Preferred Contact Method | Email | Case Owner | Michael Aceves |
| Repair/Work Order | [REDACTED] | Mobile Phone | |
| Job/Line Number | 1 | Texting Status | |
| Created Day | Friday | | |

Incident Information

| | | | |
|--------------------------------------|--|-----------------------------|-------------|
| Customer Comments | vehicle has check engine light on, while driving vehicle sometimes it will randomly lose 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 | | Archived VIN Year | 2024.0 |
| Symptom Code Category | Experience/Occurrence | Archived VIN Model | VERSA SEDAN |
| Symptom | IMPROPER OPERATION | Incident/RO Date | 4/12/2024 |
| When does this concern occur? | INTERMITTENT | Calculated Days Down | 3 |
| Is single occurrence or a pattern? | | Additional Days Down | |
| Repairs Made | none | Total Days Down | 3 |
| Observed Modifications & Accessories | none | Repair Attempts | 0 |
| | | Current Mileage | 484 |
| | | Vehicle Mileage Prior Value | |



Vehicle Purchased Miles
 Primary DTC
 Current DTC ECM b2615
 Past DTC
 Other DTCs

TECH LINE Information

| | | | |
|-------------------------|-------------------------------|----------------------------|--------------------------|
| Subject | MIL P2615. | Resolution Action | |
| Status | Closed | 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 | 4/15/2024 7:17 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 | RICHARD SAWYER | Phone | 870-741-8211 |
| Account Name | WOOD MOTOR COMPANY | Mobile | |
| Contact Type | NNA Dealer Master | Email | rsawyer@woodmotor.com |
| Title | Service Technician | Email Opt Out | <input type="checkbox"/> |
| Customer ID. | 2240DSAWYR40 | 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 Managed Services, 7/31/2018 10:31 PM Contact Owner Managed Services
Last Modified By NNAETL, 6/27/2024 11:48 PM

Activity History

Email: Case [REDACTED]; 2024.0 VERSA SEDAN; MIL P2615. [ref: [REDACTED]]

Name
Task
Due Date 4/15/2024
Assigned To Michael Aceves
Last Modified Date/Time 4/15/2024 7:18 AM
Comments

Additional To: rsawyer@woodmotor.com
CC:
BCC:
Attachment:

Subject: Case [REDACTED] 2024.0 VERSA SEDAN; MIL P2615. [ref: [REDACTED]]

Body:
RICHARD SAWYER,
TECH LINE's latest case update is below.
Recommendation:

Understood, this is something we are not looking into and not part of the engineering review I referred too.

Continue on as it's own unique case by following the ESM steps for the DTC.

- Inspect connection and pin fit at the sensor and ECM
- Check the circuit for opens and short to ground
- Wiggle check the harness for duplication
- Replace the Sensor

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

Thank you, _____ Michael ATECH 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: 4/12/2024
VIN: [REDACTED] 5 Mileage: 484
Dealer code: 2240
Dealer name: WOOD MOTOR COMPANY

Customer's Concerns:
vehicle has check engine light on, while driving vehicle sometimes it will randomly lose power
Technician Findings:
scanned codes 2615 insp harness ok checked connectors ok code was in past oil is clean:

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]

Review Dealer Comment

Name
Task
Due Date 4/15/2024
Assigned To Michael Aceves
Last Modified Date/Time 4/15/2024 7:12 AM
Comments

Review Dealer Comment

Name
Task
Due Date 4/15/2024
Assigned To Michael Aceves
Last Modified Date/Time 4/12/2024 2:07 PM
Comments

Email: Case [REDACTED] 2024.0 VERSA SEDAN; MIL P2615. [REDACTED]

Name
Task
Due Date 4/12/2024
Assigned To Michael Aceves
Last Modified Date/Time 4/12/2024 2:11 PM
Comments Additional To: rsawyer@woodmotor.com

CC:
BCC:
Attachment:

Subject: Case [REDACTED] 2024.0 VERSA SEDAN; MIL P2615. [ref: [REDACTED]]

Body:
RICHARD SAWYER,
TECH LINE's latest case update is below.
Recommendation:

Thank you for that clarification Richard.

If unable to duplicate, you can just clear the code and let the customer know what I previously described.

That code is currently being reviewed by our engineering team and no further repairs are recommended right now.

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

Thank you, _____ Michael ATECH 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: 4/12/2024
VIN: [REDACTED] Mileage: 484
Dealer code: 2240
Dealer name: WOOD MOTOR COMPANY

Customer's Concerns:
vehicle has check engine light on, while driving vehicle sometimes it will randomly lose power
Technician Findings:
scanned codes 2615 insp harness ok checked connectors ok code was in past oil is clean:

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ref: [REDACTED]

Email: Case [REDACTED] 2024.0 VERSA SEDAN; MIL P2615. [ref: [REDACTED]]

| | |
|-------------------------|---|
| Name | [REDACTED] |
| Task | <input checked="" type="checkbox"/> |
| Due Date | 4/12/2024 |
| Assigned To | Michael Aceves |
| Last Modified Date/Time | 4/12/2024 11:58 AM |
| Comments | <p>Additional To: rsawyer@woodmotor.com CC: BCC: Attachment:</p> <p>Subject: Case [REDACTED]; 2024.0 VERSA SEDAN; MIL P2615. [ref: [REDACTED]]</p> <p>Body: RICHARD SAWYER, TECH LINE's latest case update is below. Recommendation:</p> <p>Thank you for the case information Richard.</p> <p>I see we have an intermittent lack of power and check engine light on.</p> <p>I notice you listed an ECM code of B2615, but I'm thinking that might of been a typo and should be P2615.</p> <p>P2615 is related to the Intake sensor and that would go along with the customers concern.</p> <p>We have seen this in the past on this model with manual transmissions.</p> <p>In some cases if the transmission clutch is let out too quickly and the engine quits, this can potentially set this code.</p> <p>Engineering is reviewing the code logic and for now just advise the customer about the clutch operation.</p> <p>The TECH LINE Survey can be accessed by: CLICKING HERE</p> <p>Thank you, _____ Michael ATECH 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: 4/12/2024
VIN: [REDACTED] Mileage: 484
Dealer code: 2240
Dealer name: WOOD MOTOR COMPANY

Customer's Concerns:
vehicle has check engine light on, while driving vehicle sometimes it will randomly lose power
Technician Findings:
scanned codes 2615 insp harness ok checked connectors ok code was in past oil is clean:

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ref: [REDACTED]

Emails

Case [REDACTED]; 2024.0 VERSA SEDAN; MIL P2615. [ref: [REDACTED]]

Message Date 4/15/2024 7:18 AM

Has Attachment

Email Address rsawyer@woodmotor.com

Status Sent

Subject Case [REDACTED]; 2024.0 VERSA SEDAN; MIL P2615. [ref: [REDACTED]]

Text Body RICHARD SAWYER,

TECH LINE's latest case update is below.

Recommendation:

Understood, this is something we are not looking into and not part of the engineering review I referred too. Continue on as it's own unique case by following the ESM steps for the DTC.

- Inspect connection and pin fit at the sensor and ECM
- Check the circuit for opens and short to ground
- Wiggle check the harness for duplication
- Replace the Sensor

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

Thank you,

Michael A

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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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: 4/12/2024
VIN: [REDACTED]

Mileage: 484

Dealer code: 2240

Dealer name: WOOD MOTOR COMPANY

Customer's Concerns:
vehicle has check engine light on, while driving vehicle sometimes it will randomly lose power

Technician Findings:
scanned codes 2615 insp harness ok checked connectors ok code was in past oil is clean:

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Michael Aceves II
Technical Support Specialist
TECH LINE

Nissan North America, Inc.

Case [REDACTED] 2024.0 VERSA SEDAN; MIL P2615. [ref: [REDACTED]

Message Date 4/12/2024 2:11 PM

Has Attachment

Email Address rsawyer@woodmotor.com

Status Sent

Subject Case [REDACTED]; 2024.0 VERSA SEDAN; MIL P2615. [REDACTED]

Text Body RICHARD SAWYER,

TECH LINE's latest case update is below.

Recommendation:

Thank you for that clarification Richard.

If unable to duplicate, you can just clear the code and let the customer know what I previously described.

That code is currently being reviewed by our engineering team and no further repairs are recommended right now.

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

Thank you,

Michael A

TECH LINE

Updating a TECH LINE Case:

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Case #: [REDACTED]
Date Created: 4/12/2024

VIN: [REDACTED]

Mileage: 484

Dealer code: 2240

Dealer name: WOOD MOTOR COMPANY

Customer's Concerns:

vehicle has check engine light on, while driving vehicle sometimes it will randomly lose power

Technician Findings:

scanned codes 2615 insp harness ok checked connectors ok code was in past oil is clean:

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Michael Aceves II
Technical Support Specialist
TECH LINE

Nissan North America, Inc.

Case [REDACTED]; 2024.0 VERSA SEDAN; MIL P2615. [ref: [REDACTED]]

Message Date 4/12/2024 11:58 AM
Has Attachment
Email Address rsawyer@woodmotor.com
Status Sent
Subject Case [REDACTED]; 2024.0 VERSA SEDAN; MIL P2615. [REDACTED]
Text Body RICHARD SAWYER,

TECH LINE's latest case update is below.

Recommendation:

Thank you for the case information Richard.
I see we have an intermittent lack of power and check engine light on.
I notice you listed an ECM code of B2615, but I'm thinking that might of been a typo and should be P2615. P2615 is related to the Intake sensor and that would go along with the customers concern.
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In some cases if the transmission clutch is let out too quickly and the engine quits, this can potentially set this code.
Engineering is reviewing the code logic and for now just advise the customer about the clutch operation.

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

Thank you,

Michael A

TECH LINE

Updating a TECH LINE Case:

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

Case: [REDACTED]
Date Created: 4/12/2024
VIN: [REDACTED]

Mileage: 484

Dealer code: 2240

Dealer name: WOOD MOTOR COMPANY

Customer's Concerns:
vehicle has check engine light on, while driving vehicle sometimes it will randomly lose power

Technician Findings:
scanned codes 2615 insp harness ok checked connectors ok code was in past oil is clean:

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.

Michael Aceves II
Technical Support Specialist
TECH LINE

Nissan North America, Inc.

Case Comments

4/15/2024 7:17 AM

User **Michael Aceves**
Public

Comment
Recommendation:
Understood, this is something we are not looking into and not part of the engineering review I referred too.
Continue on as it's own unique case by following the ESM steps for the DTC.
-Inspect connection and pin fit at the sensor and ECM
-Check the circuit for opens and short to ground
-Wiggle check the harness for duplication
-Replace the Sensor

4/12/2024 2:10 PM

User **Michael Aceves**
Public

Comment
Recommendation:
Thank you for that clarification Richard.
If unable to duplicate, you can just clear the code and let the customer know what I previously described.
That code is currently being reviewed by our engineering team and no further repairs are recommended right now.

4/12/2024 11:57 AM

User **Michael Aceves**
Public

Comment
Recommendation:
Thank you for the case information Richard.
I see we have an intermittent lack of power and check engine light on.
I notice you listed an ECM code of B2615, but I'm thinking that might of been a typo and should be P2615.
P2615 is related to the Intake sensor and that would go along with the customers concern.
We have seen this in the past on this model with manual transmissions.
In some cases if the transmission clutch is let out too quickly and the engine quits, this can potentially set this code.
Engineering is reviewing the code logic and for now just advise the customer about the clutch operation.

4/12/2024 3:21 PM

User **Survey Site Guest User**
Public

Comment
The customer said it has happened twice before the check engine light came on, and it wasn't when they were taking off. It was when they were driving down the highway and went to pull a hill. The customer of course said they have been driving a standard their whole life and don't feel safe driving their brand-new vehicle until after Nissan finishes their review and comes up with a solution.

4/12/2024 12:08 PM

User **Survey Site Guest User**
Public

Comment
sorry yes p2615-00 is the code and it says A camshaft posi sign b1 code

4/12/2024 11:46 AM

User **Survey Site Guest User**
Public

Comment
Customer Comments: vehicle has check engine light on, while driving vehicle sometimes it will randomly lose power
 Technician Findings: scanned codes 2615 insp harness ok checked connectors ok code was in past oil is clean
 Repairs Made: none
 Verified: No
 Current DTC: ECM b2615
 Question for TECH LINE: Have you seen this before?

Case History**4/15/2024 7:17 AM**

User **Michael Aceves**
Connection
Action **Changed Status from Pending Dealer Reply to Closed. Changed Status from Pending TECH LINE to Pending Dealer Reply.**

4/12/2024 3:21 PM

User **Survey Site Guest User**
Connection
Action **Changed Reopen Date from 4/12/2024 12:08 PM to 4/12/2024 3:21 PM. Changed Status from Closed to Pending TECH LINE.**

4/12/2024 2:11 PM

User **Michael Aceves**
Connection
Action **Changed Status from Pending Dealer Reply to Closed. Changed Status from Pending TECH LINE to Pending Dealer Reply.**

4/12/2024 12:08 PM

User **Survey Site Guest User**
Connection
Action **Changed First Call Resolution from Yes to No. Changed Reopen Date to 4/12/2024 12:08 PM. Changed Status from Closed to Pending TECH LINE.**

4/12/2024 11:58 AM

User **Michael Aceves**
Connection
Action **Changed Subject to MIL P2615.. Changed Status from Pending Dealer Reply to Closed. Changed Status from Pending TECH LINE to Pending Dealer Reply.**

4/12/2024 11:49 AM

User **Michael Aceves**
Connection
Action **Changed Case Owner from TECH LINE Initial to Michael Aceves.**

4/12/2024 11:46 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.**

4/12/2024 11:46 AM

User **Survey Site Guest User**
Connection
Action **Changed Status from Open to Pending TECH LINE. Changed Account Name to WOOD MOTOR COMPANY. Changed VIN from [REDACTED] to [REDACTED] 5. Created.**



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

Case: [REDACTED]

General

| | | | |
|--------------------------|-----------------|------------------|---------------------------|
| Caller Name | GILBERTO MENDEZ | Dealer | TEXAS NISSAN OF GRAPEVINE |
| NNAnet user ID | XD836596 | Contact Name | GILBERTO MENDEZ |
| Tech Preferred Phone | 919394295536 | Customer Name | |
| Tech Preferred Email | [REDACTED] | Case Record Type | TECH LINE Cases |
| Preferred Contact Method | Email | Case Owner | Carlos Nunez |
| Repair/Work Order | [REDACTED] | Mobile Phone | |
| Job/Line Number | A | Texting Status | |
| Created Day | Friday | | |

Incident Information

| | | | |
|--------------------------------------|---|-----------------------------|-------------|
| Customer Comments | CHECK ENGINE LIGHT IS ON CHECK AND ADVISE | Customer Name | [REDACTED] |
| Verified | Yes | Vehicle | [REDACTED] |
| Question for TECH LINE | Can you explain this to me? | VIN | [REDACTED] |
| Service Manual General Section | Engine | Archived VIN Make | |
| Service Manual Specific Section | | Archived VIN Year | 2024.0 |
| Symptom Code Category | General | Archived VIN Model | VERSA SEDAN |
| Symptom | CHECK ENGINE LIGHT | Incident/RO Date | 4/12/2024 |
| When does this concern occur? | AT START | Calculated Days Down | 0 |
| Is single occurrence or a pattern? | | Additional Days Down | |
| Repairs Made | N/A | Total Days Down | 0 |
| Observed Modifications & Accessories | N/A | Repair Attempts | 0 |
| | | Current Mileage | 5 |
| | | Vehicle Mileage Prior Value | |
| | | Vehicle Purchased | |



Miles
 Primary DTC
 Current DTC
 Past DTC ECM P2615
 Other DTCs

TECH LINE Information

Subject ECM sets P2615 N18 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 ECS|ECCS (SENSORS & SWITCHES) FSSS
 TECH LINE Template ECC Initial Response FSSS Date
 TREAD Component 06
 Date/Time Closed 4/12/2024 5:25 PM
 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 GILBERTO MENDEZ Phone 939-429-5536
 Account Name TEXAS NISSAN OF GRAPEVINE Mobile
 Contact Type NNA Dealer Master Email [REDACTED]
 Title Service Technician Email Opt Out
 Customer ID. 5125XD836596 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 NNAETL, 4/12/2019 4:36 AM

Contact Owner NNAETL

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

Activity History

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

Name

Task

Due Date 4/12/2024

Assigned To Carlos Nunez

Last Modified Date/Time 4/12/2024 5:24 PM

Comments Additional To: [REDACTED]

CC: carlos.nunez@nissan-usa.com
Attachment:

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

Body:

Gilberto,

Good afternoon & thank you for contacting TECH LINE regarding this DTC P2615 concern. Please also confirm terminal pin fit of sensor power supply & ground circuit terminals if not already done.

If DTC is not erasing, use 4 channel oscilloscope to check for concern with signal waveform pattern, and power supply, ground circuit values when DTC during DTC.

Ensure to set oscilloscope to the following settings:

• For time division: 50 mSec/div

• For voltage division: 2V/ Div

If DTC is not setting, please capture on oscilloscope at time of DTC.

If additional assistance is needed, for case documentation, please save file (Save icon at top of oscilloscope page) and attach file to email reply.

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

Thank you, _____ Carlos N.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: 4/12/2024

VIN: [REDACTED] Mileage: 5

Dealer code: 5125

Dealer name: TEXAS NISSAN OF GRAPEVINE

Customer's Concerns:

CHECK ENGINE LIGHT IS ON CHECK AND ADVISE

Technician Findings:

VERIFIED CUSTOMER CONCERN. THE VEHICLE WAS SCANNED AND FOUND CODE P2615. ALREADY CHECK CONECTOR F10 TERMINAL 35 AND F70 TERMINAL 8 AND FOUND GOOD CONTINUITY. NO CORROSION, PIN FIT OK.:

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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ref: [REDACTED]

An email was sent to the Caller Name

| | |
|-------------------------|-------------------------------------|
| Name | |
| Task | <input checked="" type="checkbox"/> |
| Due Date | |
| Assigned To | Carlos Nunez |
| Last Modified Date/Time | 4/23/2024 1:24 AM |
| Comments | |

Emails

Case [REDACTED]; 2024.0 VERSA SEDAN; [REDACTED]

| | |
|----------------|---|
| Message Date | 4/12/2024 5:24 PM |
| Has Attachment | <input type="checkbox"/> |
| Email Address | [REDACTED] |
| Status | Sent |
| Subject | Case [REDACTED]; 2024.0 VERSA SEDAN; [REDACTED] |
| Text Body | GILBERTO MENDEZ, |

TECH LINE's latest case update is below.

RECOMMENDATION:

Good afternoon & thank you for contacting TECH LINE regarding this DTC P2615 concern. Please also confirm terminal pin fit of sensor power supply & ground circuit terminals if not already done. If DTC is not erasing, use 4 channel oscilloscope to check for concern with signal waveform pattern, and power supply, ground circuit values when DTC during DTC. Ensure to set oscilloscope to the following settings:

- For time division: 50 mSec/div
- For voltage division: 2V/ Div

If DTC is not setting, please capture on oscilloscope at time of DTC. If additional assistance is needed, for case documentation, please save file (Save icon at top of oscilloscope page) and attach file to email reply.

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

Thank you,

Carlos N.

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: 4/12/2024
VIN: [REDACTED]

Mileage: 5

Dealer code: 5125

Dealer name: TEXAS NISSAN OF GRAPEVINE

Customer's Concerns:
CHECK ENGINE LIGHT IS ON CHECK AND ADVISE

Technician Findings:
VERIFIED CUSTOMER CONCERN. THE VEHICLE WAS SCANNED AND FOUND CODE P2615. ALREADY CHECK CONECTOR F10 TERMINAL 35 AND F70 TERMINAL 8 AND FOUND GOOD CONTINUITY. NO CORROSION, PIN FIT OK.:

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

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Case Comments

4/12/2024 5:24 PM

4/12/2024 4:59 PM

User Carlos Nunez
Public

User Survey Site Guest User
Public



| | | |
|---------|---|--|
| Comment | <p>RECOMMENDATION: Good afternoon & thank you for contacting TECH LINE regarding this DTC P2615 concern. Please also confirm terminal pin fit of sensor power supply & ground circuit terminals if not already done. If DTC is not erasing, use 4 channel oscilloscope to check for concern with signal waveform pattern, and power supply, ground circuit values when DTC during DTC. Ensure to set oscilloscope to the following settings: • For time division: 50 mSec/div • For voltage division: 2V/ Div If DTC is not setting, please capture on oscilloscope at time of DTC. If additional assistance is needed, for case documentation, please save file (Save icon at top of oscilloscope page) and attach file to email reply.</p> | <p>Customer Comments: CHECK ENGINE LIGHT IS ON CHECK AND ADVISE <input type="checkbox"/> Technician Findings: VERIFIED CUSTOMER CONCERN. THE VEHICLE WAS SCANNED AND FOUND CODE P2615. ALREADY CHECK CONECTOR F10 TERMINAL 35 AND F70 TERMINAL 8 AND FOUND GOOD CONTINUITY. NO CORROSION, PIN FIT OK. <input type="checkbox"/> Repairs Made: N/A <input type="checkbox"/> Verified: Yes <input type="checkbox"/> Past DTC: ECM P2615 <input type="checkbox"/> Question for TECH LINE: Can you explain this to me?</p> |
|---------|---|--|

Case History

4/12/2024 5:25 PM

| | |
|------------|---|
| User | Carlos Nunez |
| Connection | |
| Action | Changed Subject to ECM sets P2615 N18. Changed Status from Pending TECH LINE to Pending Dealer Reply. |

4/12/2024 5:13 PM

| | |
|------------|--|
| User | Carlos Nunez |
| Connection | |
| Action | Changed Case Owner from TECH LINE Initial 1 to Carlos Nunez. |

4/12/2024 4:59 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. |

4/12/2024 4:59 PM

| | |
|------------|--|
| User | Survey Site Guest User |
| Connection | |
| Action | Changed Status from Open to Pending TECH LINE. Changed Account Name to TEXAS NISSAN OF GRAPEVINE. Created. |



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Case: [REDACTED]

General

| | | | |
|--------------------------|--------------------------|------------------|--------------------|
| Caller Name | RONALD LAZO | Dealer | NISSAN OF VAN NUYS |
| NNAnet user ID | DLAZOR56 | Contact Name | edgar lopez |
| Tech Preferred Phone | 918184450313 | Customer Name | |
| Tech Preferred Email | rlazo@wishautomotive.com | Case Record Type | TECH LINE Cases |
| Preferred Contact Method | Email | Case Owner | Andrew Morris |
| Repair/Work Order | [REDACTED] | Mobile Phone | |
| Job/Line Number | 1 | Texting Status | |
| Created Day | Wednesday | | |

Incident Information

| | | | |
|--------------------------------------|--|-----------------------------|-------------|
| Customer Comments | CUSTOMER STATES ENGINE LIGHT KEEPS COMING ON AND OFF WHEN DRIVING AT HIGH SPEEDS | 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 | | Archived VIN Year | 2024.0 |
| Symptom Code Category | Experience/Occurrence | Archived VIN Model | VERSA SEDAN |
| Symptom | UNDERCHARGING | Incident/RO Date | 4/22/2024 |
| When does this concern occur? | AT HIGH SPEED 51 and above | Calculated Days Down | 3 |
| Is single occurrence or a pattern? | | Additional Days Down | |
| Repairs Made | REPLACED ALTERNATOR | Total Days Down | 3 |
| Observed Modifications & Accessories | none | Repair Attempts | 0 |
| | | Current Mileage | 745 |
| | | Vehicle Mileage Prior Value | |

Vehicle Purchased
Miles

Primary DTC

Current DTC

Past DTC

Other DTCs

TECH LINE Information

| | | | |
|-------------------------|-------------------------------|----------------------------|--------------------------|
| Subject | N18 P2615 | Resolution Action | |
| Status | Closed | Resolution Object | |
| 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 | 4/25/2024 6:56 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 | edgar lopez | Phone | 661-941-7959 |
| Account Name | NISSAN OF VAN NUYS | Mobile | |
| Contact Type | NNA Dealer Master | Email | [REDACTED] |
| Title | Service Technician | Email Opt Out | <input type="checkbox"/> |
| Customer ID. | 5736XD302660 | 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, 7/18/2023 4:36 AM Contact Owner NNAETL
Last Modified By NNAETL, 6/27/2024 11:48 PM

Activity History

Email: [REDACTED]; 2024.0 VERSA SEDAN; N18 P2615 [REDACTED]

Name
Task
Due Date
Assigned To
Last Modified Date/Time
Comments

4/25/2024
Andrew Morris
4/25/2024 6:56 AM

Additional To: [REDACTED]
CC:
BCC: andrew.morris@nissan-usa.com
Attachment:

Subject: [REDACTED]; 2024.0 VERSA SEDAN; N18 P2615 [REDACTED]

Body:
edgar lopez,
TECH LINE's latest case update is below.
Recommendation:
• Thank you for the case details.
• We have a vehicle with P2615 INTAKE CAMSHAFT POSITION SENSOR stored, and have found the alternator charging at around 12.6v.
• The alternator charging at this voltage is likely normal on this vehicle. Let's compare the charging voltage to a like equipped vehicle to verify.
• Regarding the P2615 INTAKE CAMSHAFT POSITION SENSOR, this DTC is currently under engineering review on manual transmission vehicles. If the DTC is not currently setting as current, please clear the DTC.
• This incident is currently 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.
• Please feel free to reach out using Lenz and the voice commands: Frontline Workplace> Start Work> Call Support> Start Service Call> TECH LINE

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

Thank you, _____ 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.

Case [REDACTED]
Date Created: 4/24/2024
VIN: [REDACTED] Mileage: 745
Dealer code: 5736
Dealer name: NISSAN OF VAN NUYS

Customer's Concerns:
CUSTOMER STATES ENGINE LIGHT KEEPS COMING ON AND OFF WHEN DRIVING AT HIGH SPEEDS

Technician Findings:

UPON CHECKING FOR CODES FOUND PAST CKP SEN/CIRCUIT AND P2615 CAMSHAFT SIGNAL B1. ATTEMPTED TO PERFORM DTC CONFIRMATION BUT FOUND NO CODES RETURN. CLEARED CODES AND TEST DROVE VEHICLE WITH CONSULT PLUGGED IN TO SEE IF IT WOULD APPEAR AT ALL. NOTICED VOLTAGE WAS AT 12.6 INSTEAD OF AROUND 14.5 WHILE DRIVING. CAME TO SHOP AND PERFORMED CHARGING SYSTEM TEST AND FOUND LOW OUTPUT FROM ALTERNATOR. REPLACED ALTERNATOR AND INSTALLED NEW OE ALTERNATOR, PERFORMED CHARGING SYSTEM TEST AND FOUND SAME RESULT; LOW OUTPUT. POSSIBLE THAT NEW ALTERNATOR IS FAULTY OR DO THESE VEHICLES ALTERNATOR PUT OUT LOWER VOLTAGES ?:

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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ref: [REDACTED]

Emails

Case [REDACTED]; 2024.0 VERSA SEDAN; N18 P2615 [ref: [REDACTED]]

Message Date 4/25/2024 6:56 AM

Has Attachment

Email Address [REDACTED]

Status Sent

Subject Case [REDACTED]; 2024.0 VERSA SEDAN; N18 P2615 [ref: [REDACTED]]

Text Body edgar lopez,

TECH LINE's latest case update is below.

Recommendation:

- Thank you for the case details.
- We have a vehicle with P2615 INTAKE CAMSHAFT POSITION SENSOR stored, and have found the alternator charging at around 12.6v.
- The alternator charging at this voltage is likely normal on this vehicle. Let's compare the charging voltage to a like equipped vehicle to verify.
- Regarding the P2615 INTAKE CAMSHAFT POSITION SENSOR, this DTC is currently under engineering review on manual transmission vehicles. If the DTC is not currently setting as current, please clear the DTC.
- This incident is currently 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.
- Please feel free to reach out using Lenz and the voice commands: Frontline Workplace> Start Work> Call Support> Start Service Call> TECH LINE

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

Thank you,

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.

Case [REDACTED]
Date Created: 4/24/2024
VIN: [REDACTED]

Mileage: 745

Dealer code: 5736

Dealer name: NISSAN OF VAN NUYS

Customer's Concerns:
CUSTOMER STATES ENGINE LIGHT KEEPS COMING ON AND OFF WHEN DRIVING AT HIGH SPEEDS

Technician Findings:
UPON CHECKING FOR CODES FOUND PAST CKP SEN/CIRCUIT AND P2615 CAMSHAFT SIGNAL B1. ATTEMPTED TO PERFORM DTC CONFIRMATION BUT FOUND NO CODES RETURN. CLEARED CODES AND TEST DROVE VEHICLE WITH CONSULT PLUGGED IN TO SEE IF IT WOULD APPEAR AT ALL. NOTICED VOLTAGE WAS AT 12.6 INSTEAD OF AROUND 14.5 WHILE DRIVING. CAME TO SHOP AND PERFORMED CHARGING SYSTEM TEST AND FOUND LOW OUTPUT FROM ALTERNATOR. REPLACED ALTERNATOR AND INSTALLED NEW OE ALTERNATOR, PERFORMED CHARGING SYSTEM TEST AND FOUND SAME RESULT; LOW OUTPUT. POSSIBLE THAT NEW ALTERNATOR IS FAULTY OR DO THESE VEHICLES ALTERNATOR PUT OUT LOWER VOLTAGES ?:

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

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Case Comments

4/25/2024 6:56 AM

4/24/2024 6:46 PM

| | | | |
|---------|---|---------|-------------------------------------|
| User | Andrew Morris | User | Survey Site Guest User |
| Public | <input checked="" type="checkbox"/> | Public | <input checked="" type="checkbox"/> |
| Comment | <p>Recommendation:</p> <ul style="list-style-type: none"> • Thank you for the case details. • We have a vehicle with P2615 INTAKE CAMSHAFT POSITION SENSOR stored, and have found the alternator charging at around 12.6v. • The alternator charging at this voltage is likely normal on this vehicle. Let's compare the charging voltage to a like equipped vehicle to verify. • Regarding the P2615 INTAKE CAMSHAFT POSITION SENSOR, this DTC is currently under engineering review on manual transmission vehicles. If the DTC is not currently setting as current, please clear the DTC. • This incident is currently 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. • Please feel free to reach out using Lenz and the voice commands: Frontline Workplace> Start Work> Call Support> Start Service Call> TECH LINE | Comment | WHAT IS RECOMMENDED TO BE DONE ? |

4/24/2024 6:45 PM

| | |
|---------|--|
| User | Survey Site Guest User |
| Public | <input checked="" type="checkbox"/> |
| Comment | <p>Customer Comments: CUSTOMER STATES ENGINE LIGHT KEEPS COMING ON AND OFF WHEN DRIVING AT HIGH SPEEDS</p> <p><input type="checkbox"/> Technician Findings: UPON CHECKING FOR CODES FOUND PAST CKP SEN/CIRCUIT AND P2615 CAMSHAFT SIGNAL B1. ATTEMPTED TO PERFORM DTC CONFIRMATION BUT FOUND NO CODES RETURN. CLEARED CODES AND TEST DROVE VEHICLE WITH CONSULT PLUGGED IN TO SEE IF IT WOULD APPEAR AT ALL. NOTICED VOLTAGE WAS AT 12.6 INSTEAD OF AROUND 14.5 WHILE DRIVING. CAME TO SHOP AND PERFORMED CHARGING SYSTEM TEST AND FOUND LOW OUTPUT FROM ALTERNATOR. REPLACED ALTERNATOR AND INSTALLED NEW OE ALTERNATOR, PERFORMED CHARGING SYSTEM TEST AND FOUND SAME RESULT; LOW OUTPUT. POSSIBLE THAT NEW ALTERNATOR IS FAULTY OR DO THESE VEHICLES ALTERNATOR PUT OUT LOWER VOLTAGES ?</p> <p><input type="checkbox"/> Repairs Made: REPLACED ALTERNATOR</p> |

- Verified: No
- Question for TECH LINE: Have you seen this before?

Case History

4/25/2024 4:58 PM

User **Survey Site Guest User**
 Connection
 Action **Changed Caller Name from edgar lopez to RONALD LAZO. Changed Tech Preferred Email from [REDACTED] to rlazo@wishautomotive.com. Changed Tech Preferred Phone from 916619417959 to 918184450313.**

4/25/2024 6:56 AM

User **Andrew Morris**
 Connection
 Action **Changed Status from Pending Dealer Reply to Closed. Changed Status from Pending TECH LINE to Pending Dealer Reply.**

4/25/2024 6:52 AM

User **Joshua Bredeson**
 Connection
 Action **Changed Case Owner from Joshua Bredeson to Andrew Morris.**

4/25/2024 6:50 AM

User **Andrew Morris**
 Connection
 Action **Changed Subject to N18 P2615.**

4/25/2024 6:50 AM

User **Joshua Bredeson**
 Connection
 Action **Changed Case Owner from Andrew Morris to Joshua Bredeson.**

4/25/2024 6:49 AM

User **Andrew Morris**
 Connection
 Action **Changed Case Owner from TECH LINE Initial to Andrew Morris.**

4/24/2024 6:46 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.**

4/24/2024 6:45 PM

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



- [Close Window](#)
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Case: [REDACTED]

General

| | | | |
|--------------------------|-------------|------------------|-----------------|
| Caller Name | Chris Moore | Dealer | DUTRO NISSAN |
| NNAnet user ID | XD710136 | Contact Name | Chris Moore |
| Tech Preferred Phone | 7403198800 | Customer Name | |
| Tech Preferred Email | [REDACTED] | Case Record Type | TECH LINE Cases |
| Preferred Contact Method | | Case Owner | Matthew Mead |
| Repair/Work Order | [REDACTED] | Mobile Phone | |
| Job/Line Number | 1 | Texting Status | |
| Created Day | Monday | | |

Incident Information

| | | | |
|--------------------------------------|-----------------------|-----------------------------|-------------|
| Customer Comments | Lack of power | Customer Name | |
| Verified | Yes | Vehicle | [REDACTED] |
| Question for TECH LINE | | VIN | [REDACTED] |
| Service Manual General Section | Engine | Archived VIN Make | |
| Service Manual Specific Section | Engine Control System | Archived VIN Year | 2024.0 |
| Symptom Code Category | General | Archived VIN Model | VERSA SEDAN |
| Symptom | | Incident/RO Date | |
| When does this concern occur? | | Calculated Days Down | 0 |
| Is single occurrence or a pattern? | | Additional Days Down | |
| Repairs Made | | Total Days Down | 0 |
| Observed Modifications & Accessories | | Repair Attempts | |
| | | Current Mileage | |
| | | Vehicle Mileage Prior Value | |
| | | Vehicle Purchased Miles | |

Primary DTC

Current DTC

Past DTC

Other DTCs

TECH LINE Information

| | | | |
|--------------------------------|---|-----------------------------------|--------------------------|
| Subject | Lack of power, RPM's will not increase, N18 | Resolution Action | |
| Status | Closed | Resolution Object | |
| Confirmed Resolution | Pending | Field Inspection Indicator | <input type="checkbox"/> |
| Component Code Category | EM Engine Mechanical | NNA Field Inspection Date | |
| Component Code Issue | EMA ENGINE ASSEMBLY | FSSS | <input type="checkbox"/> |
| TECH LINE Template | ECC Initial Response | FSSS Date | |
| TREAD Component | 06 | | |
| Date/Time Closed | 4/30/2024 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 for DTSM (Vehicle Concerns) | | | Notes to Agent: |

Contact Information

| | | | |
|---------------------|--------------------|----------------------------|--------------------------|
| Name | Chris Moore | Phone | 740-452-6334 |
| Account Name | DUTRO NISSAN | Mobile | |
| Contact Type | NNA Dealer Master | Email | [REDACTED] |
| Title | Service Technician | Email Opt Out | <input type="checkbox"/> |
| Customer ID. | 2122XD710136 | 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, 10/13/2022 5:28 AM

Contact Owner NNAETL

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

Activity History

Email: Case [REDACTED]; 2024.0 VERSA SEDAN; Lack of power, RPM's will not increase, N18 [REDACTED]

| | |
|-------------------------|--|
| Name | |
| Task | <input checked="" type="checkbox"/> |
| Due Date | 4/30/2024 |
| Assigned To | Matthew Mead |
| Last Modified Date/Time | 4/30/2024 11:41 AM |
| Comments | <p>Additional To: [REDACTED]</p> <p>CC:</p> <p>BCC:</p> <p>Attachment:</p> <p>Subject: Case [REDACTED] VERSA SEDAN; Lack of power, RPM's will not increase, N18 [REDACTED] ref [REDACTED]</p> <p>Body:</p> <p>Chris Moore,</p> <p>TECH LINE's latest case update is below.</p> <p>Recommendation:</p> <ul style="list-style-type: none"> - Thank you for documenting the vehicle was driven 40 miles before the concern occurred again. - Since the concern occurs very intermittently we most likely have a short or open in the F-harness. - Please visually inspect the F70, F71, F72, and F21 connectors for signs of a poor connection or terminals pushing back in the connector when the connector is installed. - If no concerns are found in these connections 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.</p> <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.</p> <p>Case #: [REDACTED]</p> <p>Date Created: 4/29/2024</p> <p>VIN: [REDACTED] Mileage:</p> <p>Dealer code: 2122</p> <p>Dealer name: DUTRO NISSAN</p> <p>Customer's Concerns:</p> <p>Lack of power</p> <p>Technician Findings:</p> <p>Tech chatted in:</p> <p>ENGINE WILL NOT REV UP, IT HAS NO POWER . IF YOU TURN THE CAR OFF AND BACK ON, THEN IT HAS POWER AND WILL REV UP.</p> <p>NO CODES AT THIS TIME, AND IT WILL NOT DO IT ALL THE TIME, WE HAVE HAD IT DO IT ONE TIME FOR US.</p> <p>HAVE YOU HAD ANY CARS DOING THIS?:</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]

Email: Case [REDACTED]; 2024.0 VERSA SEDAN; Lack of power, RPM's will not increase, N18 [REDACTED]
ref: [REDACTED]

Name
Task
Due Date
Assigned To
Last Modified Date/Time
Comments

4/29/2024
Matthew Mead
4/29/2024 7:59 AM
Additional To: [REDACTED]
CC:
BCC: matthew.mead@nissan-usa.com
Attachment:

Subject: Case [REDACTED] 2024.0 VERSA SEDAN; Lack of power, RPM's will not increase, N18 [REDACTED]
ref: [REDACTED] f]

Body:
Chris Moore,
TECH LINE's latest case update is below.
Recommendation:
- Thank you for documenting no codes are stored.
- We most commonly see similar concerns caused by a DTC stored or an incorrect input to the ECM causing the engine not to rev up.
- Please document the RPM reached when the engine will not rev.
- Wiggle and flex test the harness near the Camshaft sensor (that was replaced) and the crankshaft position sensor and find out if we are able to duplicate the concern.
- Please also test the 12v battery and charging system.

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

Thank you, _____ Matt MTECH 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: 4/29/2024
VIN: [REDACTED] ileage:
Dealer code: 2122
Dealer name: DUTRO NISSAN

Customer's Concerns:
Lack of power
Technician Findings:
Tech chatted in:

ENGINE WILL NOT REV UP, IT HAS NO POWER . IF YOU TURN THE CAR OFF AND BACK ON, THEN IT HAS POWER AND WILL REV UP.

NO CODES AT THIS TIME, AND IT WILL NOT DO IT ALL THE TIME, WE HAVE HAD IT DO IT ONE TIME FOR US.

HAVE YOU HAD ANY CARS DOING THIS?:

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re [REDACTED]

Emails

Case [REDACTED]; 2024.0 VERSA SEDAN; Lack of power, RPM's will not increase, N18 [REDACTED]

Message Date 4/30/2024 11:41 AM

Has Attachment

Email Address [REDACTED]

Status Sent

Subject Case [REDACTED] 2024.0 VERSA SEDAN; Lack of power, RPM's will not increase, N18 [REDACTED]

Text Body Chris Moore,

TECH LINE's latest case update is below.

Recommendation:

- Thank you for documenting the vehicle was driven 40 miles before the concern occurred again.
- Since the concern occurs very intermittently we most likely have a short or open in the F-harness.
- Please visually inspect the F70, F71, F72, and F21 connectors for signs of a poor connection or terminals pushing back in the connector when the connector is installed.
- If no concerns are found in these connections please replace the F-harness/EGI harness.

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

Thank you,

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

[REDACTED]

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: 4/29/2024
VIN: [REDACTED]

Mileage:

Dealer code: 2122

Dealer name: DUTRO NISSAN

Customer's Concerns:
Lack of power

Technician Findings:
Tech chatted in:

ENGINE WILL NOT REV UP, IT HAS NO POWER . IF YOU TURN THE CAR OFF AND BACK ON, THEN IT HAS POWER AND WILL REV UP.

NO CODES AT THIS TIME, AND IT WILL NOT DO IT ALL THE TIME, WE HAVE HAD IT DO IT ONE TIME FOR US.

HAVE YOU HAD ANY CARS DOING THIS?:

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FW: [REDACTED]; 2024.0 VERSA SEDAN; Lack of power, RPM's will not increase, N18 [REDACTED]

Message Date 4/30/2024 11:16 AM

Has Attachment

Email Address techlinesfdc@nissan-usa.com

Status Read

Subject FW: [REDACTED]; 2024.0 VERSA SEDAN; Lack of power, RPM's will not increase, N18 [ref [REDACTED]]

Text Body From: [REDACTED] >
Sent: Monday, April 29, 2024 9:53 AM
To: TECH LINE Sales Force Case Creation (EXTERNAL) <TechLineSFDC@nissan-usa.com>
Subject: RE: Case [REDACTED]; 2024.0 VERSA SEDAN; Lack of power, RPM's will not increase, N18 [REDACTED]

Case update, had to drive about 40 miles to get it act up, no cel on, limped back to shop w/o shutting off, wiggled tested all, all ok, no changes and battery and charging ok. Scanned again and has P2615 again current, now. FFD shows S-fuel

ZjQcmQRYFpfptBannerStart

This Message Is From an Untrusted Sender

You have not previously corresponded with this sender.

ZjQcmQRYFpfptBannerEnd

Case update, had to drive about 40 miles to get it act up, no cel on, limped back to shop w/o shutting off, wiggled tested all, all ok, no changes and battery and charging ok. Scanned again and has P2615 again current, now. FFD shows S-fuel trim @ 125% and live data shows int/v timing B1 is always 0(ZERO), after shutting off, then restarting timing is active about 45 or 46 degrees.

Sent via the Samsung Galaxy Note20 Ultra 5G, an AT&T 5G smartphone

----- Original message -----

From: TECH LINE Email to Case <techlinesfdc@nissan-usa.com<mailto:techlinesfdc@nissan-usa.com>>

Date: 4/29/24 8:59 AM (GMT-05:00)

To: [REDACTED]

Subject: Case [REDACTED]; 2024.0 VERSA SEDAN; Lack of power, RPM's will not increase, N18 [REDACTED]

[REDACTED]

Chris Moore,

TECH LINE's latest case update is below.

Recommendation:

- Thank you for documenting no codes are stored.
- We most commonly see similar concerns caused by a DTC stored or an incorrect input to the ECM causing the engine not to rev up.
- Please document the RPM reached when the engine will not rev.
- Wiggle and flex test the harness near the Camshaft sensor (that was replaced) and the crankshaft position sensor and find out if we are able to duplicate the concern.
- Please also test the 12v battery and charging system.

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

Thank you,

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: 4/29/2024
VIN: [REDACTED]

Mileage:

Dealer code: 2122

Dealer name: DUTRO NISSAN

Customer's Concerns:
Lack of power

Technician Findings:
Tech chatted in:

ENGINE WILL NOT REV UP, IT HAS NO POWER . IF YOU TURN THE CAR OFF AND BACK ON, THEN IT HAS POWER AND WILL REV UP.

NO CODES AT THIS TIME, AND IT WILL NOT DO IT ALL THE TIME, WE HAVE HAD IT DO IT ONE TIME FOR US.

HAVE YOU HAD ANY CARS DOING THIS?:

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copies of the message.

re [REDACTED]

Case [REDACTED]; 2024.0 VERSA SEDAN; Lack of power, RPM's will not increase, N18 [

Message Date 4/29/2024 7:59 AM

Has Attachment

Email Address [REDACTED]

Status Sent

Subject **Case [REDACTED] VERSA SEDAN; Lack of power, RPM's will not increase, N18 [**
[REDACTED]

Text Body **Chris Moore,**

TECH LINE's latest case update is below.

Recommendation:

- Thank you for documenting no codes are stored.
- We most commonly see similar concerns caused by a DTC stored or an incorrect input to the ECM causing the engine not to rev up.
- Please document the RPM reached when the engine will not rev.
- Wiggle and flex test the harness near the Camshaft sensor (that was replaced) and the crankshaft position sensor and find out if we are able to duplicate the concern.
- Please also test the 12v battery and charging system.

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

Thank you,

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: 4/29/2024
VIN: [REDACTED]

Mileage:

Dealer code: 2122

Dealer name: DUTRO NISSAN

Customer's Concerns:
Lack of power

Technician Findings:
Tech chatted in:

ENGINE WILL NOT REV UP, IT HAS NO POWER . IF YOU TURN THE CAR OFF AND BACK ON, THEN IT HAS POWER AND WILL REV UP.

NO CODES AT THIS TIME, AND IT WILL NOT DO IT ALL THE TIME, WE HAVE HAD IT DO IT ONE TIME FOR US.

HAVE YOU HAD ANY CARS DOING THIS?:

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Case Comments

4/30/2024 11:41 AM

| | |
|---------|---|
| User | Matthew Mead |
| Public | <input checked="" type="checkbox"/> |
| Comment | <p>Recommendation:</p> <ul style="list-style-type: none"> - Thank you for documenting the vehicle was driven 40 miles before the concern occurred again. - Since the concern occurs very intermittently we most likely have a short or open in the F-harness. - Please visually inspect the F70, F71, F72, and F21 connectors for signs of a poor connection or terminals pushing back in the connector when the |

4/30/2024 11:35 AM

| | |
|---------|--|
| User | Matthew Mead |
| Public | <input checked="" type="checkbox"/> |
| Comment | <p>Description:</p> <p>Case update, had to drive about 40 miles to get it act up, no cel on, limped back to shop w/o shutting off, wiggled tested all, all ok, no changes and battery and charging ok. Scanned again and has P2615 again current, now. FFD shows S-fuel trim @ 125% and live data shows int/v timing B1 is</p> |

connector is installed.
- If no concerns are found in these connections please replace the F-harness/EGI harness.

always 0(ZERO), after shutting off, then restarting timing is active about 45 or 46 degrees.

4/29/2024 7:59 AM

User **Matthew Mead**
Public
Comment **Recommendation:**
- Thank you for documenting no codes are stored.
- We most commonly see similar concerns caused by a DTC stored or an incorrect input to the ECM causing the engine not to rev up.
- Please document the RPM reached when the engine will not rev.
- Wiggle and flex test the harness near the Camshaft sensor (that was replaced) and the crankshaft position sensor and find out if we are able to duplicate the concern.
- Please also test the 12v battery and charging system.

4/29/2024 7:43 AM

User **Justin Studenberg**
Public
Tech added:
Comment **ON A PREVIOUS VISIT WITH CEL ON, WE REPLACED CAMSHAFT SENSOR AND ACTUATOR FOR DTC P2615.**

4/29/2024 7:36 AM

User **Justin Studenberg**
Public
Comment **Customer Comments: Lack of power**
 Technician Findings: Tech chatted in:

ENGINE WILL NOT REV UP, IT HAS NO POWER . IF YOU TURN THE CAR OFF AND BACK ON, THEN IT HAS POWER AND WILL REV UP.

NO CODES AT THIS TIME, AND IT WILL NOT DO IT ALL THE TIME, WE HAVE HAD IT DO IT ONE TIME FOR US.

HAVE YOU HAD ANY CARS DOING THIS?
 Verified: Yes

DTSM Field Inspections
51213653 TL N18 2024 P2615

Status **Completed**
Created Date **4/30/2024**
Owner First Name **Jason**
DTSM Team **MWR**
Vehicle [REDACTED]
DTSM Inspection Date **4/30/2024 2:00 PM**
Report Date **4/30/2024 2:13 PM**
VIN [REDACTED]

Chat Transcripts
01816731

Owner **J**
Start Time **4/29/2024 7:30 AM**
End Time **4/29/2024 7:44 AM**
Status **Completed**

Case History
4/30/2024 11:42 AM

User **Matthew Mead**

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

4/30/2024 11:35 AM

User **Matthew Mead**
Connection
Action **Changed Status from Pending TECH LINE to Pending Dealer Reply.**

4/30/2024 11:16 AM

User **Managed Services**
Connection
Action **Changed First Call Resolution from Yes to No. Changed Reopen Date to 4/30/2024 11:16 AM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

4/29/2024 7:56 AM

User **Matthew Mead**
Connection
Action **Changed Status from Open to Pending Dealer Reply.**

4/29/2024 7:56 AM

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

4/29/2024 7:44 AM

User **Justin Studenberg**
Connection
Action **Changed Case Owner from Justin Studenberg to TECH LINE Initial.**

4/29/2024 7:36 AM

User **Justin Studenberg**
Connection
Action **Changed Account Name to DUTRO NISSAN. Created.**



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Case: [REDACTED]

General

| | | | |
|--------------------------|-----------------|------------------|-----------------|
| Caller Name | PATRICK CURRIER | Dealer | TEAM NISSAN |
| NNAAnet user ID | xd387667 | Contact Name | PATRICK CURRIER |
| Tech Preferred Phone | 916032601704 | Customer Name | |
| Tech Preferred Email | [REDACTED] | Case Record Type | TECH LINE Cases |
| Preferred Contact Method | Email | Case Owner | Michael Aceves |
| Repair/Work Order | [REDACTED] | Mobile Phone | |
| Job/Line Number | 1 | Texting Status | |
| Created Day | Monday | | |

Incident Information

| | | | |
|--------------------------------------|-----------------------------|-----------------------------|------------|
| Customer Comments | check engine light on | Customer Name | [REDACTED] |
| Verified | Yes | Vehicle | [REDACTED] |
| Question for TECH LINE | Can you explain this to me? | VIN | [REDACTED] |
| Service Manual General Section | Engine | Archived VIN Make | |
| Service Manual Specific Section | | Archived VIN Year | |
| Symptom Code Category | Experience/Occurrence | Archived VIN Model | |
| Symptom | IMPROPER OPERATION | Incident/RO Date | 4/29/2024 |
| When does this concern occur? | INTERMITTENT | Calculated Days Down | 0 |
| Is single occurrence or a pattern? | | Additional Days Down | |
| Repairs Made | followed diag procedure | Total Days Down | 0 |
| Observed Modifications & Accessories | none | Repair Attempts | 0 |
| | | Current Mileage | 351 |
| | | Vehicle Mileage Prior Value | |
| | | Vehicle Purchased Miles | |

Primary DTC
 Current DTC
 Past DTC ECM P2615
 Other DTCs

TECH LINE Information

| | | | |
|-------------------------|-------------------------------|----------------------------|--------------------------|
| Subject | MIL P2615. | Resolution Action | |
| Status | Closed | 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 | 4/29/2024 1:43 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 for DTSM (Vehicle Concerns) | | | Notes to Agent: |

Contact Information

| | | | |
|--------------|--------------------|---------------------|--------------------------|
| Name | PATRICK CURRIER | Phone | 603-260-1704 |
| Account Name | TEAM NISSAN | Mobile | |
| Contact Type | NNA Dealer Master | Email | [REDACTED] |
| Title | Service Technician | Email Opt Out | <input type="checkbox"/> |
| Customer ID. | 2940XD387667 | 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, 4/27/2021 4:36 AM Contact Owner NNAETL
Last Modified By NNAETL, 6/27/2024 11:48 PM

Activity History

Email: Case [REDACTED]; 2024 Versa; MIL P2615. [ref: [REDACTED]]

| | |
|-------------------------|---|
| Name | |
| Task | <input checked="" type="checkbox"/> |
| Due Date | 4/29/2024 |
| Assigned To | Michael Aceves |
| Last Modified Date/Time | 4/29/2024 1:44 PM |
| Comments | <p>Additional To: [REDACTED]</p> <p>CC:</p> <p>BCC:</p> <p>Attachment:</p> <p>Subject: Case [REDACTED]; 2024 Versa; MIL P2615. [ref: [REDACTED]]</p> <p>Body:</p> <p>PATRICK CURRIER, TECH LINE's latest case update is below. Recommendation:</p> <p>Thank you for the case information Patrick.</p> <p>This is an issue that engineering is aware of and currently reviewing.</p> <p>The code can set as a symptom of accidental engine quit such as releasing the clutch too quick causing the engine to quit.</p> <p>For now we can clear the code.</p> <p>This incident is currently under engineering review. Unfortunately, because of this review, we do not recommend any repairs at this time.</p> <p>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.</p> <p>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.</p> <p>The TECH LINE Survey can be accessed by: CLICKING HERE</p> <p>Thank you, _____ Michael ATECH 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: 4/29/2024 VIN: [REDACTED]: 351 Dealer code: 2940 Dealer name: TEAM NISSAN</p> <p>Customer's Concerns: check engine light on Technician Findings:</p> |



code p2615 camshaft posi signal b1 keeps coming back on when vehicle stalls. I understand that the vehicle is not meant to be stalled but the vehicle goes into limp mode once code is currant. followed diag procedure. not problems found. is this 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.

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ref: [REDACTED]

Emails

Case [REDACTED] 2024 Versa; MIL P2615. [REDACTED]

Message Date 4/29/2024 1:44 PM

Has Attachment

Email Address [REDACTED]

Status Sent

Subject Case [REDACTED]; 2024 Versa; MIL P2615. [ref: [REDACTED]]

Text Body PATRICK CURRIER,

TECH LINE's latest case update is below.

Recommendation:

Thank you for the case information Patrick.

This is an issue that engineering is aware of and currently reviewing.

The code can set as a symptom of accidental engine quit such as releasing the clutch too quick causing the engine to quit.

For now we can clear the code.

This incident is currently 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.

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

Thank you,

Michael A

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: 4/29/2024
VIN: [REDACTED]

Mileage: 351

Dealer code: 2940

Dealer name: TEAM NISSAN

Customer's Concerns:
check engine light on

Technician Findings:
code p2615 camshaft posi signal b1 keeps coming back on when vehicle stalls. I understand that the vehicle is not meant to be stalled but the vehicle goes into limp mode once code is currant. followed diag procedure. not problems found. is this 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.

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Michael Aceves II
Technical Support Specialist
TECH LINE

Nissan North America, Inc.

Case Comments

4/29/2024 1:42 PM

4/29/2024 1:27 PM

| | | | |
|---------|---|---------|---|
| User | Michael Aceves | User | Survey Site Guest User |
| Public | <input checked="" type="checkbox"/> | Public | <input checked="" type="checkbox"/> |
| Comment | <p>Recommendation: Thank you for the case information Patrick. This is an issue that engineering is aware of and currently reviewing. The code can set as a symptom of accidental engine quit such as releasing the clutch too quick causing the engine to quit. For now we can clear the code. This incident is currently 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.</p> | Comment | <p>Customer Comments: check engine light on <input type="checkbox"/> Technician Findings: code p2615 camshaft posi signal b1 keeps coming back on when vehicle stalls. I understand that the vehicle is not meant to be stalled but the vehicle goes into limp mode once code is currant. followed diag procedure. not problems found. is this normal? <input type="checkbox"/> Repairs Made: followed diag procedure <input type="checkbox"/> Verified: Yes <input type="checkbox"/> Past DTC: ECM P2615 <input type="checkbox"/> Question for TECH LINE: Can you explain this to me?</p> |

Case History

4/29/2024 1:43 PM

| | |
|------------|---|
| User | Michael Aceves |
| Connection | |
| Action | Changed Subject to MIL P2615.. Changed Status from Pending Dealer Reply to Closed. Changed Status from Pending TECH LINE to Pending Dealer Reply. |

4/29/2024 1:29 PM

| | |
|------------|--|
| User | Michael Aceves |
| Connection | |
| Action | Changed Case Owner from TECH LINE Initial to Michael Aceves. |

4/29/2024 1:27 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. |

4/29/2024 1:27 PM

| | |
|------------|--|
| User | Survey Site Guest User |
| Connection | |
| Action | Changed Status from Open to Pending TECH LINE. Changed Account Name to TEAM NISSAN. Changed Vehicle to [REDACTED] Created. |



- [Close Window](#)
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Case: [REDACTED]

General

| | | | |
|--------------------------|---------------|------------------|-----------------------------|
| Caller Name | Zachary Allen | Dealer | WALLACE NISSAN OF KINGSPORT |
| NNAnet user ID | xd119963 | Contact Name | zachary allen |
| Tech Preferred Phone | 914238633828 | Customer Name | |
| Tech Preferred Email | [REDACTED] | Case Record Type | TECH LINE Cases |
| Preferred Contact Method | Email | Case Owner | Dennis Kent |
| Repair/Work Order | [REDACTED] | Mobile Phone | |
| Job/Line Number | 1 | Texting Status | |
| Created Day | Thursday | | |

Incident Information

| | | | |
|--------------------------------------|---|-----------------------------|-------------|
| Customer Comments | after vehicle stalls it struggles to accelerate | Customer Name | [REDACTED] |
| Verified | Yes | 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 | Transaxle & Transmission | Archived VIN Year | 2024.0 |
| Symptom Code Category | Experience/Occurrence | Archived VIN Model | VERSA SEDAN |
| Symptom | IMPROPER OPERATION | Incident/RO Date | 5/2/2024 |
| 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 | 1 |
| | | Current Mileage | 1,979 |
| | | Vehicle Mileage Prior Value | |
| | | Vehicle Purchased | |

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

TECH LINE Information

Subject Lack of acceleration after driver error engine quit, P2615, N18 **Resolution Action** ENGINEERING

Status Closed **Resolution Object**

Confirmed Resolution No **Field Inspection Indicator**

Component Code Category CL|Clutch System **NNA Field Inspection Date**

Component Code Issue CLA|CLUTCH PEDAL, CABLE/HYDRAULIC SYSTEM **FSSS**

TECH LINE Template ECC Initial Response **FSSS Date**

TREAD Component 10

Date/Time Closed 5/2/2024 2:00 PM

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 zachary allen **Phone** 423-863-3828

Account Name WALLACE NISSAN OF KINGSPORT **Mobile**

Contact Type NNA Dealer Master **Email** [REDACTED]

Title Service Technician **Email Opt Out**

Customer ID. 3256XD119963 **Reports To**

Contact Record Type Contact

Inactive Contact

Address Information

Mailing Address **Other Address**

Additional Information

Fax
Home Phone
Work Phone
Description

Lead Source
Birthdate
Department

System Information

Created By NNAETL, 1/8/2021 4:30 AM Contact Owner NNAETL
Last Modified By NNAETL, 6/27/2024 11:48 PM

Activity History

Email: Case [REDACTED]; 2024.0 VERSA SEDAN; Lack of acceleration after driver error engine quit, P2615, N18 [REDACTED]

| | |
|-------------------------|--|
| Name | |
| Task | <input checked="" type="checkbox"/> |
| Due Date | 5/2/2024 |
| Assigned To | Dennis Kent |
| Last Modified Date/Time | 5/2/2024 2:00 PM |
| Comments | <p>Additional To: [REDACTED]</p> <p>CC:</p> <p>BCC: dennis.kent@nissan-usa.com</p> <p>Attachment:</p> <p>Subject: Case [REDACTED]; 2024.0 VERSA SEDAN; Lack of acceleration after driver error engine quit, P2615, N18 [REDACTED]</p> <p>Body:</p> <p>Zachary Allen, TECH LINE's latest case update is below. Recommendation:</p> <p>Good afternoon Zachary, and thank you for contacting TECH LINE. We see that you are looking at a concern with lack of acceleration. This occurs after a driver error caused engine quit. P2615 is set when this happens.</p> <p>We agree that P2615 will set after a driver induced engine quit even on manual equipped Versa. This incident is currently under engineering review. Unfortunately, because of this review, we do not recommend any repairs at this time.</p> <p>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.</p> <p>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.</p> <p>The TECH LINE Survey can be accessed by: CLICKING HERE</p> <p>Thank you, _____ DennisTECH 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: 5/2/2024 VIN: [REDACTED] Mileage: 1,979 Dealer code: 3256 Dealer name: WALLACE NISSAN OF KINGSPORT</p> <p>Customer's Concerns: after vehicle stalls it struggles to accelerate</p> |

Technician Findings:

customer states after stalling vehicle it struggles to accelerate has no power. after cutting vehicle off and restarting vehicle accelerates fine. issue only occurs after customer dumps the clutch and kills engine. i drove vehicle several miles last time and couldnt duplicate concern. check engine light popped on after customer stalled it and has code p2615-00. i believe it set the code because of the abrupt stop of engine from dumping clutch. checked for bulletins and none related to issue. curious as to if this is an actual issue or if customer is creating issue by stalling vehicle.:

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]

Emails

Case [REDACTED]; 2024.0 VERSA SEDAN; Lack of acceleration after driver error engine quit, P2615, N18 [ref: [REDACTED]]

Message Date 5/2/2024 2:00 PM

Has Attachment

Email Address [REDACTED]

Status **Sent**

Subject Case [REDACTED]; 2024.0 VERSA SEDAN; Lack of acceleration after driver error engine quit, P2615, N18 [ref: [REDACTED]]

Text Body **Zachary Allen,**

TECH LINE's latest case update is below.

Recommendation:

Good afternoon Zachary, and thank you for contacting TECH LINE. We see that you are looking at a concern with lack of acceleration. This occurs after a driver error caused engine quit. P2615 is set when this happens.

We agree that P2615 will set after a driver induced engine quit even on manual equipped Versa. This incident is currently 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.

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

Thank you,

Dennis

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: 5/2/2024
VIN: [REDACTED]

Mileage: 1,979

Dealer code: 3256

Dealer name: WALLACE NISSAN OF KINGSPORT

Customer's Concerns:
after vehicle stalls it struggles to accelerate

Technician Findings:
customer states after stalling vehicle it struggles to accelerate has no power. after cutting vehicle off and restarting vehicle accelerates fine. issue only occurs after customer dumps the clutch and kills engine. i drove vehicle several miles last time and couldnt duplicate concern. check engine light popped on after customer stalled it and has code p2615-00. i believe it set the code because of the abrupt stop of engine from dumping clutch. checked for bulletins and none related to issue. curious as to if this is an actual issue or if customer is creating issue by stalling vehicle.:

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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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

5/2/2024 1:59 PM

User **Dennis Kent**
 Public
Recommendation:
 Good afternoon Zachary, and thank you for contacting TECH LINE. We see that you are looking at a concern with lack of acceleration. This occurs after a driver error caused engine quit. P2615 is set when this happens.
 We agree that P2615 will set after a driver induced engine quit even on manual equipped Versa. This incident is currently 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.

Comment

5/2/2024 1:39 PM

User **Survey Site Guest User**
 Public
Customer Comments: after vehicle stalls it struggles to accelerate
 Technician Findings: customer states after stalling vehicle it struggles to accelerate has no power. after cutting vehicle off and restarting vehicle accelerates fine. issue only occurs after customer dumps the clutch and kills engine. i drove vehicle several miles last time and couldnt duplicate concern. check engine light popped on after customer stalled it and has code p2615-00. i believe it set the code because of the abrupt stop of engine from dumping clutch. checked for bulletins and none related to issue. curious as to if this is an actual issue or if customer is creating issue by stalling vehicle.
 Repairs Made: none
 Verified: Yes
 Current DTC: ECM p2615-00
 Question for TECH LINE: Have you seen this before?

Comment

Case History

5/2/2024 2:00 PM

User **Dennis Kent**
 Connection
 Action **Changed Status from Pending Dealer Reply to Closed. Changed Status from Pending TECH LINE to Pending Dealer Reply.**

5/2/2024 1:59 PM

User **Dennis Kent**
 Connection
 Action **Changed Subject from Lack of acceleration occurs after driver error engine quit, P2615, N18 to Lack of acceleration after driver error engine quit, P2615, N18.**

5/2/2024 1:55 PM

User **Dennis Kent**
 Connection
 Action **Changed Subject to Lack of acceleration occurs after driver error engine quit, P2615, N18.**

5/2/2024 1:52 PM

User **Dennis Kent**
 Connection
 Action **Changed Caller Name from zachary allen to Zachary Allen.**

5/2/2024 1:52 PM

User **Dennis Kent**



Connection

Action **Changed Case Owner from TECH LINE Initial to Dennis Kent.**

5/2/2024 1:40 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.**

5/2/2024 1:39 PM

User **Survey Site Guest User**

Connection

Action **Changed Status from Open to Pending TECH LINE. Changed Account Name to WALLACE NISSAN OF KINGSPORT. Created.**

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Case: [REDACTED]

General

| | | | |
|---------------------------------|---------------------------|-------------------------|---------------------|
| Caller Name | Julio Ponce-Ramirez | Dealer | NISSAN OF YUBA CITY |
| NNAnet user ID | xd831416 | Contact Name | Julio Ponce-Ramirez |
| Tech Preferred Phone | 914155787520 | Customer Name | |
| Tech Preferred Email | jponce@yubacitynissan.com | Case Record Type | TECH LINE Cases |
| Preferred Contact Method | Email | Case Owner | Dennis Kent |
| Repair/Work Order | [REDACTED] | Mobile Phone | |
| Job/Line Number | 1 | Texting Status | |
| Created Day | Monday | | |

Incident Information

| | | | |
|---|--|------------------------------------|-------------|
| Customer Comments | When at a stop check engine light comes on and vehicle has lack of power and stalls when trying to accelerate. | 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 | 2024.0 |
| Symptom Code Category | Experience/Occurrence | Archived VIN Model | VERSA SEDAN |
| Symptom | LACK OF POWER NO ACCEL | Incident/RO Date | 5/6/2024 |
| 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 | 1,949 |
| | | Vehicle Mileage Prior Value | |



Vehicle Purchased Miles
Primary DTC
Current DTC
Past DTC ECM P2615 LASER/RADAR C1A16-97
Other DTCs

TECH LINE Information

| | | | |
|--------------------------------|--|-----------------------------------|--------------------------|
| Subject | ECM sets P2615 after engine quit, MT N18 | Resolution Action | ENGINEERING |
| Status | Closed | Resolution Object | |
| Confirmed Resolution | No | Field Inspection Indicator | <input type="checkbox"/> |
| Component Code Category | EC Emission Controls | NNA Field Inspection Date | |
| Component Code Issue | ECU ELECTRONIC CONTROL UNIT | FSSS | <input type="checkbox"/> |
| TECH LINE Template | ECC Initial Response | FSSS Date | |
| TREAD Component | 06 | | |
| Date/Time Closed | 5/6/2024 1:50 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 | Julio Ponce-Ramirez | Phone | 415-578-7520 |
| Account Name | NISSAN OF YUBA CITY | Mobile | |
| Contact Type | NNA Dealer Master | Email | jponce@yubacitynissan.com |
| Title | Service Technician | Email Opt Out | <input type="checkbox"/> |
| Customer ID. | 5459XD831416 | 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, 1/16/2024 11:48 PM | Contact Owner | NNAETL |
| Last Modified By | NNAETL, 6/27/2024 11:47 PM | | |

Activity History

Email: Case [REDACTED] 2024.0 VERSA SEDAN; ECM sets P2615 after engine quit, MT N18 [REDACTED]

| | |
|-------------------------|--|
| Name | [REDACTED] |
| Task | <input checked="" type="checkbox"/> |
| Due Date | 5/6/2024 |
| Assigned To | Dennis Kent |
| Last Modified Date/Time | 5/6/2024 1:50 PM |
| Comments | <p>Additional To: jponce@yubacitynissan.com</p> <p>CC:</p> <p>BCC: dennis.kent@nissan-usa.com</p> <p>Attachment:</p> <p>Subject: Case [REDACTED]; 2024.0 VERSA SEDAN; ECM sets P2615 after engine quit, MT N18 [REDACTED] re [REDACTED]</p> <p>Body:</p> <p>Julio Ponce-Ramirez, TECH LINE's latest case update is below. Recommendation:</p> <p>Good afternoon Julio, and thank you for contacting TECH LINE. We see that you are looking at a low power concern/CEL, with P2615 set Past.</p> <p>P2615 will set when taking off in first gear and allowing the engine to quit on 24 Versa equipped with manual transmission.</p> <p>This incident is currently under engineering review. Unfortunately, because of this review, we do not recommend any repairs at this time.</p> <p>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.</p> <p>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.</p> <p>The TECH LINE Survey can be accessed by: CLICKING HERE</p> <p>Thank you, _____ DennisTECH 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. Case #: [REDACTED] Date Created: 5/6/2024 VIN: [REDACTED] 5Mileage: 1,949 Dealer code: 5459 Dealer name: NISSAN OF YUBA CITY</p> <p>Customer's Concerns:</p> <p>[REDACTED]</p> |

When at a stop check engine light comes on and vehicle has lack of power and stalls when trying to accelerate.

Technician Findings:

Found DTC P2615 stored in past. Freeze frame data shows DTC set at 188 RPM. Vehicle is equipped with manual transmission. Test drove vehicle and vehicle operation is normal, DTC does not return. Cam timing is normal no issues found at this time. With this being an intermittent concern what would be next test to perform?:

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]

Emails

Case [REDACTED]; 2024.0 VERSA SEDAN; ECM sets P2615 after engine quit, MT N18 [ref: [REDACTED]]

Message Date 5/6/2024 1:50 PM
 Has Attachment
 Email Address jponce@yubacitynissan.com
 Status Sent
 Subject Case [REDACTED]; 2024.0 VERSA SEDAN; ECM sets P2615 after engine quit, MT N18 [REDACTED]
 Text Body Julio Ponce-Ramirez,

TECH LINE's latest case update is below.

Recommendation:

Good afternoon Julio, and thank you for contacting TECH LINE. We see that you are looking at a low power concern/CEL, with P2615 set Past.

P2615 will set when taking off in first gear and allowing the engine to quit on 24 Versa equipped with manual transmission.

This incident is currently 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.

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

Thank you,

Dennis

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: 5/6/2024
VIN: [REDACTED]

Mileage: 1,949

Dealer code: 5459

Dealer name: NISSAN OF YUBA CITY

Customer's Concerns:

When at a stop check engine light comes on and vehicle has lack of power and stalls when trying to accelerate.

Technician Findings:

Found DTC P2615 stored in past. Freeze frame data shows DTC set at 188 RPM. Vehicle is equipped with manual transmission. Test drove vehicle and vehicle operation is normal, DTC does not return. Cam timing is normal no issues found at this time. With this being an intermittent concern what would be next test to perform?:

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Case Comments

5/6/2024 1:50 PM

User **Dennis Kent**
 Public
Recommendation:
 Good afternoon Julio, and thank you for contacting TECH LINE.
 We see that you are looking at a low power concern/CEL, with P2615 set Past.
 P2615 will set when taking off in first gear and allowing the engine to quit on 24 Versa equipped with manual transmission.
 This incident is currently 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.

5/6/2024 1:44 PM

User **Survey Site Guest User**
 Public
Customer Comments: When at a stop check engine light comes on and vehicle has lack of power and stalls when trying to accelerate.
 Technician Findings: Found DTC P2615 stored in past. Freeze frame data shows DTC set at 188 RPM. Vehicle is equipped with manual transmission. Test drove vehicle and vehicle operation is normal, DTC does not return. Cam timing is normal no issues found at this time. With this being an intermittent concern what would be next test to perform?
 Repairs Made: none
 Verified: No
 Past DTC: ECM P2615 LASER/RADAR C1A16-97
 Question for TECH LINE: Have you seen this before?

Case History

5/6/2024 1:50 PM

User **Dennis Kent**
 Connection
 Action **Changed Status from Pending Dealer Reply to Closed. Changed Status from Pending TECH LINE to Pending Dealer Reply.**

5/6/2024 1:48 PM

User **Dennis Kent**
 Connection
 Action **Changed Subject to ECM sets P2615 after engine quit, MT N18.**

5/6/2024 1:47 PM

User **Dennis Kent**
 Connection
 Action **Changed Case Owner from TECH LINE Initial to Dennis Kent.**

5/6/2024 1:44 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.**

5/6/2024 1:44 PM

User **Survey Site Guest User**
 Connection

Action **Changed Status from Open to Pending TECH LINE. Changed Account Name to NISSAN OF YUBA CITY. Created.**

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Case: [REDACTED]

General

| | | | |
|--------------------------|----------------------------|------------------|-------------------------|
| Caller Name | JAY HONSAKER | Dealer | JEFF WYLER KINGS NISSAN |
| NNAnet user ID | dhonsj84 | Contact Name | JAY HONSAKER |
| Tech Preferred Phone | 5135150797 | Customer Name | |
| Tech Preferred Email | jay.honsaker@jeffwyler.com | Case Record Type | TECH LINE Cases |
| Preferred Contact Method | | Case Owner | Roberto Morales |
| Repair/Work Order | [REDACTED] | Mobile Phone | |
| Job/Line Number | a | Texting Status | |
| Created Day | Monday | | |

Incident Information

| | | | |
|--------------------------------------|-----------------------------------|-----------------------------|-------------|
| Customer Comments | Stalls and loses power | Customer Name | [REDACTED] |
| Verified | Yes | Vehicle | [REDACTED] |
| Question for TECH LINE | Can you help me find information? | VIN | [REDACTED] |
| Service Manual General Section | Electrical & Power Control | Archived VIN Make | |
| Service Manual Specific Section | | Archived VIN Year | 2024.0 |
| Symptom Code Category | General | Archived VIN Model | VERSA SEDAN |
| Symptom | | Incident/RO Date | 5/13/2024 |
| When does this concern occur? | | Calculated Days Down | 32 |
| Is single occurrence or a pattern? | | Additional Days Down | |
| Repairs Made | | Total Days Down | 32 |
| Observed Modifications & Accessories | | Repair Attempts | |
| | | Current Mileage | 1,924 |
| | | Vehicle Mileage Prior Value | |
| | | Vehicle Purchased Miles | |
| | | Primary DTC | |
| | | Current DTC | |
| | | Past DTC | |
| | | Other DTCs | |

TECH LINE Information

| | | | |
|-------------------------|----------------------|----------------------------|--------------------------|
| Subject | Loss of power N18 | Resolution Action | |
| Status | Closed | Resolution Object | |
| Confirmed Resolution | No | Field Inspection Indicator | <input type="checkbox"/> |
| Component Code Category | EM Engine Mechanical | NNA Field Inspection Date | |
| Component Code Issue | EMA ENGINE ASSEMBLY | FSSS | <input type="checkbox"/> |
| TECH LINE Template | ECC Initial Response | FSSS Date | |
| TREAD Component | 06 | | |
| Date/Time Closed | 6/14/2024 8:36 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)

Contact Information

| | | | |
|--------------|-------------------------|---------------------|--------------------------|
| Name | JAY HONSAKER | Phone | 513-515-0797 |
| Account Name | JEFF WYLER KINGS NISSAN | Mobile | |
| Contact Type | NNA Dealer Master | Email | [REDACTED] |
| Title | Service Technician | Email Opt Out | <input type="checkbox"/> |
| Customer ID. | 5473DHONSJ84 | 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 4:36 AM | Contact Owner | NNAETL |
| Last Modified By | NNAETL, 6/27/2024 11:47 PM | | |

Activity History

Email: Case [REDACTED] VERSA SEDAN; Loss of power N18 [REDACTED] [f]

Name [REDACTED]
 Task
 Due Date 6/14/2024
 Assigned To Roberto Morales
 Last Modified Date/Time 6/14/2024 8:36 AM
 Comments Additional To: jay.honsaker@jeffwyler.com
 CC:
 BCC: roberto.morales@nissan-usa.com
 Attachment:
 Subject: Case [REDACTED]; 2024.0 VERSA SEDAN; Loss of power N18 [REDACTED]
 Body:
 TECH LINE's latest case update is below.
 Hello, Jay
 Thank you for the update,
 We will update the case notes regarding A/C operation at time of concern.
 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
 The TECH LINE Survey can be accessed by: [CLICKING HERE](#)
 Thank you, _____ Roberto.MTECH 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: 5/13/2024
 [REDACTED]: 1,924
 Dealer code: 5473
 Dealer name: JEFF WYLER KINGS NISSAN
 Customer's Concerns:
 Stalls and loses power
 Technician Findings:
 -can you confirm there is a software update to23710 9ex0b for loss of power and or stalling? I read [REDACTED], and it looks like my customers car fall in the same category? can you confirm software supersession is coming, or this car already has the update?
 -Stalls and loses power, will not go over 30 mph. customer went in store and came back out, car started sputtered a couple times, and felt like it was going to die. Car did not die.
 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] f

Email: Case [REDACTED]; 2024.0 VERSA SEDAN; Loss of power N18 [REDACTED]

Name
Task
Due Date 6/12/2024
Assigned To Roberto Morales
Last Modified Date/Time 6/12/2024 3:26 PM

Additional To: jay.honsaker@jeffwyler.com
CC:
BCC: roberto.morales@nissan-usa.com
Attachment:

Subject: Case [REDACTED]; 2024.0 VERSA SEDAN; Loss of power N18 [REDACTED]

Body:
TECH LINE's latest case update is below.
Hello, Jay

Thank you for the update,

We understand the customer has picked up the vehicle.

To summarize

- Fresh fuel has been added since concern was first noticed
- Concern appears to happen when A/C or Defrost is being used.
- Unable to determine a common cause, concern "just happens"
- Engine will start immediately after engine quits
- Lack of power concern noticed after Engine quit concern.
- Vehicle will return to normal after leaving off for 10 minutes

- We were unable to gather recording of concern.

If customer is able to duplicate concern during a test drive, if we are able to duplicate or have customer duplicate concern, please gather the previously recommend data monitor items at time of concern.

Thank you for the information on this case, we are working diligently on a response and will follow up as soon as possible

Comments

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

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

Thank you, _____ Roberto.MTECH 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: 5/13/2024

VIN: [REDACTED] Mileage: 1,924

Dealer code: 5473

Dealer name: JEFF WYLER KINGS NISSAN

Customer's Concerns:

Stalls and loses power

Technician Findings:

-can you confirm there is a software update to 23710 9ex0b for loss of power and or stalling? I read case [REDACTED], and it looks like my customers car fall in the same category? can you confirm software supersession is coming, or this car already has the update?

-Stalls and loses power, will not go over 30 mph. customer went in store and came back out, car started sputtered a couple times, and felt like it was going to die. Car did not die:

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re [REDACTED]

Email: [REDACTED]; 2024.0 VERSA SEDAN; Loss of power N18 [REDACTED]

Name
Task
Due Date 6/11/2024
Assigned To Roberto Morales
Last Modified Date/Time 6/11/2024 11:42 AM

Additional To: jay.honsaker@jeffwyler.com
CC:
BCC: roberto.morales@nissan-usa.com
Attachment:

Subject: Case [REDACTED] 2024.0 VERSA SEDAN; Loss of power N18 [REDACTED]

Body:
TECH LINE's latest case update is below.
Hello, Jay

Thank you for contacting TECH LINE, it was good to speak with you regarding this case

As we discussed, engine quits and will not accelerate, intermittent concern. Have not duplicated concern.

We connected via Tech Link to monitor ECM values. We found at idle A/C compressor will engage and engine rpms will drop 200-300 rpms. When IAVL was attempted, engine speed will fluctuate as low as 250 rpms. We completed manual throttle relearn, and attempted IAVL learn. IAVL completed normally.

Let's gather additional information from the customer when concern occurs, such as frequency, time of day, length of driving, vehicle loads(A/C, lights, wipers, etc.) Are there any aftermarket accessories being used or installed?

If we are able to duplicate concerns, let's gather a Data Monitor recording saved as Flying Graph txt format, using pre-saved list

Please update the case with your progress and findings.

Comments

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

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

Thank you, _____ Roberto.MTECH 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: 5/13/2024
VIN: [REDACTED] eage: 1,924
Dealer code: 5473
Dealer name: JEFF WYLER KINGS NISSAN

Customer's Concerns:
Stalls and looses power

Technician Findings:
-can you confirm there is a software update to23710 9ex0b for loss of power and or stalling? I read case [REDACTED], and it looks like my customers car fall in the same category? can you confirm software supersession is coming, or this car already has the update?
-Stalls and looses power, will not go over 30 mph. customer went in store and came back out, car started sputtered a couple times, and felt like it was going to die. Car did not die:

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re: [REDACTED]

Call

Name
Task
Due Date 6/11/2024
Assigned To Roberto Morales
Last Modified Date/Time 6/11/2024 11:28 AM
Comments

Call

Name
Task
Due Date 6/11/2024
Assigned To Michael Behning

Last Modified Date/Time 6/11/2024 9:37 AM
Comments Unanswered Call...

Call

Name
Task
Due Date 6/11/2024
Assigned To Michael Behning
Last Modified Date/Time 6/11/2024 9:37 AM
Comments Unanswered Call...

Email: [REDACTED]; 2024.0 VERSA SEDAN; Loss of power N18 [REDACTED]

Name
Task
Due Date 6/8/2024
Assigned To Roberto Morales
Last Modified Date/Time 6/8/2024 11:05 AM
Additional To: jay.honsaker@jeffwyler.com
CC: roberto.morales@nissan-usa.com
Attachment:

Subject: [REDACTED]; 2024.0 VERSA SEDAN; Loss of power N18 [REDACTED]

Body:
TECH LINE's latest case update is below.
Hello, Jay

Thank you for the update,

We will plan to connect on Tuesday the 11th at 10:00 am.

We look forward to discussing this case further with you.

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

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

Thank you, _____ Roberto.MTECH 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: 5/13/2024
VIN: [REDACTED] : 1,924
Dealer code: 5473
Dealer name: JEFF WYLER KINGS NISSAN

Customer's Concerns:
Stalls and loses power
Technician Findings:
-can you confirm there is a software update to23710 9ex0b for loss of power and or stalling? I read case [REDACTED], and it looks like my customers car fall in the same category? can you confirm software supersession is coming, or this car already has the update?
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ref: [REDACTED]

Email: Case [REDACTED]; 2024.0 VERSA SEDAN; Loss of power N18 [REDACTED]

Name
Task
Due Date 6/5/2024
Assigned To Roberto Morales
Last Modified Date/Time 6/5/2024 1:33 PM
Comments Additional To: jay.honsaker@jeffwyler.com
CC: roberto.morales@nissan-usa.com
Attachment:

Subject: Case [REDACTED]; 2024.0 VERSA SEDAN; Loss of power N18 [REDACTED]

Body:
TECH LINE's latest case update is below.
Hello, Jay

Thank you for your time on the phone today

As we discussed, we have received an update from Engineering.

We would like to connect via Tech Link to gather additional information on this vehicle when incident occurs.

Please provide a time that works for you so we may plan accordingly.

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

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

Thank you, [REDACTED] Roberto.MTECH 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: 5/13/2024

VIN: [REDACTED] 2 Mileage: 1,924

Dealer code: 5473

Dealer name: JEFF WYLER KINGS NISSAN

Customer's Concerns:

Stalls and loses power

Technician Findings:

-can you confirm there is a software update to 23710 9ex0b for loss of power and or stalling? I read case [REDACTED], and it looks like my customers car fall in the same category? can you confirm software supersession is coming, or this car already has the update?

-Stalls and loses power, will not go over 30 mph. customer went in store and came back out, car started sputtered a couple times, and felt like it was going to die. Car did not die.

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re: [REDACTED]

Call

Name [REDACTED]
Task
Due Date 5/14/2024
Assigned To Roberto Morales
Last Modified Date/Time 5/14/2024 3:12 PM
Comments

Email: Case [REDACTED]; Dealer JEFF WYLER KINGS NISSAN; 2024.0 VERSA SEDAN; Loss of power N18 [REDACTED]

Name [REDACTED]
Task
Due Date 5/13/2024
Assigned To Roberto Morales
Last Modified Date/Time 5/13/2024 12:51 PM
Comments Additional To: Yozaburo.Aoki@nissan-usa.com; Jerry.Puetz@Nissan-Usa.com
CC: jesse.adams@nissan-usa.com; johnny.jackson@nissan-usa.com
BCC: roberto.morales@nissan-usa.com
Attachment:

Subject: [REDACTED]; Dealer JEFF WYLER KINGS NISSAN; 2024.0 VERSA SEDAN; Loss of power N18 [REDACTED]

Body:

Good morning,

We have a Versa 24 N18 experiencing Quits coming to a stop, Quits sitting at idle, and Quits when starting to accel from a stop. Tech has confirmed no reprograms available for ECM and TCM.

Please see additional case details below.

Thank you,

[REDACTED] Roberto Morales Aftersales Dealer Support Nissan North America, Inc. roberto.morales@nissan-usa.com Phone:

FAX:

CALLER NAME: JAY HONSAKER CUSTOMER NAME: VIN: [REDACTED] MILEAGE: 1,924 DEALER CODE: 5473 YEAR/MODEL: 2024.0 VERSA SEDAN MODEL CODE: 10054 MFG DATE: 12/19/2023 DEALER NAME: JEFF WYLER KINGS NISSAN 9819 KINGS AUTO MALL RD CINCINNATI, OH 45249

Phone: 5136979770

Fax:

PROBLEM ANALYSIS:

What?

Where?

When?

Extent?

Dealer Action/Observation:

INITIAL RECOMMENDATION:

LATEST UPDATE:Incoming call received

TSS Recommendation:

Hello, Jay

Thank you for contacting TECH LINE, it was good to speak with you regarding this case

As we discussed, Engine quits when coming to a stop or at a stop.

This is currently under Engineering review, because of this review, we do not recommend any repairs at this time. We will follow up with an update as soon as one is available.

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
SALESFORCE CASE LINK [REDACTED]

re: [REDACTED]

Email: Case [REDACTED]; 2024.0 VERSA SEDAN; Loss of power N18 [REDACTED]

| | |
|-------------------------|---|
| Name | [REDACTED] |
| Task | <input checked="" type="checkbox"/> |
| Due Date | 5/13/2024 |
| Assigned To | Roberto Morales |
| Last Modified Date/Time | 5/13/2024 10:13 AM |
| Comments | <p>Additional To: jay.honsaker@jeffwyler.com</p> <p>CC:</p> <p>BCC: roberto.morales@nissan-usa.com</p> <p>Attachment:</p> <p>Subject: Case [REDACTED]; 2024.0 VERSA SEDAN; Loss of power [REDACTED]</p> <p>Body:</p> <p>TECH LINE's latest case update is below.</p> <p>Hello, Jay</p> <p>Thank you for contacting TECH LINE, it was good to speak with you regarding this case</p> <p>As we discussed, Engine quits when coming to a stop or at a stop.</p> <p>This is currently under Engineering review, because of this review, we do not recommend any repairs at this time. We will follow up with an update as soon as one is available.</p> <p>Please update the case with your progress and findings.</p> <p>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</p> <p>The TECH LINE Survey can be accessed by: CLICKING HERE</p> <p>Thank you, _____ Roberto.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]</p> <p>Date Created: 5/13/2024</p> <p>VIN: [REDACTED] : 1,924</p> <p>Dealer code: 5473</p> <p>Dealer name: JEFF WYLER KINGS NISSAN</p> <p>Customer's Concerns:</p> <p>Stalls and loses power</p> <p>Technician Findings:</p> <p>-can you confirm there is a software update to23710 9ex0b for loss of power and or stalling? I read case [REDACTED] d it looks like my customers car fall in the same category? can you confirm software supersession is coming, or this car already has the update?</p> <p>-Stalls and loses power, will not go over 30 mph. customer went in store and came back out, car started sputtered a couple times, and felt like it was going to die. Car did not die:</p> <p>This TECH LINE recommendation is given based solely on the</p> <p>[REDACTED]</p> |

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] ef

Emails

Case [redacted] 2024.0 VERSA SEDAN; Loss of power N18 [redacted]

Message Date 6/14/2024 8:36 AM

Has Attachment

Email Address jay.honsaker@jeffwyler.com

Status Sent

Subject [redacted]; 2024.0 VERSA SEDAN; Loss of power N18 [redacted]

Text Body JAY HONSAKER,

TECH LINE's latest case update is below.

Email Reply:

" It sounds accurate, except for the A/C? He / I am unsure if the A/C has been on every time it stalled. He is sure it has been on at least some of the times it has stalled. "

TSS Recommendation:

Hello, Jay
Thank you for the update,

We will update the case notes regarding A/C operation at time of concern.

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

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

Thank you,

Roberto.M

TECH LINE

Updating a TECH LINE Case:

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Case [redacted]
Date Created: 5/13/2024
VIN: [redacted]

Mileage: 1,924

Dealer code: 5473

Dealer name: JEFF WYLER KINGS NISSAN

Customer's Concerns:
Stalls and loses power

Technician Findings:

-can you confirm there is a software update to 23710 9ex0b for loss of power and or stalling? I read case [REDACTED] and it looks like my customers car fall in the same category? can you confirm software supersession is coming, or this car already has the update?
-Stalls and loses power, will not go over 30 mph. customer went in store and came back out, car started sputtered a couple times, and felt like it was going to die. Car did not die:

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Re: [REDACTED]; 2024.0 VERSA SEDAN; Loss of power N18 [REDACTED]

Message Date 6/12/2024 6:55 PM

Has Attachment

Email Address jay.honsaker@jeffwyler.com

Status Read

Subject Re: [REDACTED]; 2024.0 VERSA SEDAN; Loss of power N18 [REDACTED]

Text Body It sounds accurate, except for the A/C? He / I am unsure if the A/C has been on every time it stalled. He is sure it has been on at least some of the times it has stalled.

Jay Honsaker

Get Outlook for iOS [REDACTED] >

From: TECH LINE Email to Case <techlinesfdc@nissan-usa.com>
Sent: Wednesday, June 12, 2024 4:26:26 PM
To: Jay Honsaker <jay.honsaker@jeffwyler.com>
Subject: Case [REDACTED]; 2024.0 VERSA SEDAN; Loss of power N18 [REDACTED]

TECH LINE's latest case update is below. Hello, Jay Thank you for the update, We understand the customer has picked up the vehicle. To summarize - Fresh fuel has been added since concern was first noticed - Concern appears to happen when A/C

[REDACTED]

TECH LINE's latest case update is below.

Hello, Jay
Thank you for the update,

We understand the customer has picked up the vehicle.

To summarize

- Fresh fuel has been added since concern was first noticed
- Concern appears to happen when A/C or Defrost is being used.
- Unable to determine a common cause, concern "just happens"
- Engine will start immediately after engine quits
- Lack of power concern noticed after Engine quit concern.
- Vehicle will return to normal after leaving off for 10 minutes
- We were unable to gather recording of concern.

If customer is able to duplicate concern during a test drive, if we are able to duplicate or have customer duplicate concern, please gather the previously recommend data monitor items at time of concern.

Thank you for the information on this case, we are working diligently on a response and will follow up as soon as possible

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

The TECH LINE Survey can be accessed by: CLICKING [REDACTED]

Thank you,

Roberto.M

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.

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

Case # [REDACTED]
Date Created: 5/13/2024
VIN: [REDACTED]
Mileage: 1,924
Dealer code: 5473
Dealer name: JEFF WYLER KINGS NISSAN

Customer's Concerns:
Stalls and loses power

Technician Findings:
-can you confirm there is a software update to23710 9ex0b for loss of power and or stalling? I read case [REDACTED] and it looks like my customers car fall in the same category? can you confirm software supersession is coming, or this car already has the update?
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[REDACTED]

Case [REDACTED]; 2024.0 VERSA SEDAN; Loss of power N18 [REDACTED]

Message Date 6/12/2024 3:26 PM

Has Attachment

Email Address jay.honsaker@jeffwyler.com

Status Sent

Subject Case [REDACTED]; 2024.0 VERSA SEDAN; Loss of power N18 [REDACTED]

Text Body JAY HONSAKER,

TECH LINE's latest case update is below.

TSS Recommendation:

Hello, Jay
Thank you for the update,

We understand the customer has picked up the vehicle.

To summarize

- Fresh fuel has been added since concern was first noticed
- Concern appears to happen when A/C or Defrost is being used.
- Unable to determine a common cause, concern "just happens"
- Engine will start immediately after engine quits
- Lack of power concern noticed after Engine quit concern.
- Vehicle will return to normal after leaving off for 10 minutes
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Thank you,

Roberto.M

TECH LINE

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Case [redacted]
Date Created: 5/13/2024
VIN: [redacted]
Mileage: 1,924
Dealer code: 5473
Dealer name: JEFF WYLER KINGS NISSAN

Customer's Concerns:
Stalls and loses power

Technician Findings:

-can you confirm there is a software update to 23710 9ex0b for loss of power and or stalling? I read case [redacted], and it looks like my customers car fall in the same category? can you confirm software supersession is coming, or this car already has the update?
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Re: Case [redacted]; 2024.0 VERSA SEDAN; Loss of power N18 [redacted]

Message Date 6/11/2024 3:53 PM
Has Attachment
Email Address jay.honsaker@jeffwyler.com
Status Read

Subject Re: Case [redacted] 2024.0 VERSA SEDAN; Loss of power N18 [redacted]

Text Body Roberto, [redacted] needed to pick his car up this afternoon unexpectedly. I did have a good conversation with him, answers as follows, after a short clarification or problem.

The first time the car stalled was at a red light. Customer was already stopped and waiting for the light to change, it was in February sometime, shortly after purchase. After the stall, the car did seem to restart normally, but when he went to drive away, the car would not go over 40 MPH. He pulled over in a parking lot, shut car off, restarted immediately and the car would not go over 40 MPH still. He pulled over a second time, shut car off and waited about 10 minutes. Then, car drove normally. He says "it has to go to sleep". When it stalls now, he knows that he needs to pull over and wait about 10 minutes. No check engine light, no seen evidence, at any time. He said that it happened more frequently at the beginning, maybe 3 times a week, but still happens about once each week or so. The low power / 40 MPH restriction only happens when the car stalls first, and he is positive they are one concern / failure. Defiantly related at the very least.

- 1 Yes fuel has been added multiple times since concern was first noticed.
- 2 Does stalling happen most often with A/C on? Yes, but not always. This has been an intermittent issue since the car was purchased in February. Since A/C comes on with defroster, we can not rule that out, that it is only with A/C compressor engaged.
- 3 No rhyme or reason for when it happens. No environmental or accessory differences can be determined to make any difference. We did talk about this for a few minutes, and he is confidant that "it just happens sometimes".

4 engine does restart normally, but when car stalls, if immediately restarted it will have no power and not go over 40 mph until it is shut off for about 10 minutes or more??? Every time!

5 I did tell him there was an ECM update in the pipe. I made no promises - or guesses - for timeframe, or how he would be notified. We did vaguely talk about some of the different steps an update goes through before release, such as EPA approval.

6 I did not have a chance to get a data recording, I did not even make a drive long enough to call it a test drive...He had to pick his car up this afternoon... I keep telling myself, it is, after all, his car... It is just frustrating, not being able to see the end. Like a race with no finish line, and no paycheck.

Thank You for the support today. My gut tells me this is an ECM software issue, probably the update will repair it. Maybe that is wishful thinking, but a man has to have hope! LOL! Have a great Day! Reach out with any further questions. He did not make a follow up appointment for the test drive today. If that is important to your side of the case, let me know and I will try to set it up.

Jay Honsaker
5135150797
jay.honsaker@jeffwyler.com

From: TECH LINE Email to Case <techlinesfdc@nissan-usa.com>
Sent: Tuesday, June 11, 2024 12:42 PM
To: Jay Honsaker <jay.honsaker@jeffwyler.com>
Subject: Case [REDACTED]; 2024.0 VERSA SEDAN; Loss of power N18 [REDACTED]

TECH LINE's latest case update is below. Hello, Jay Thank you for contacting TECH LINE, it was good to speak with you regarding this case As we discussed, engine quits and will not accelerate, intermittent concern. Have not duplicated concern.

[REDACTED]

TECH LINE's latest case update is below.

Hello, Jay
Thank you for contacting TECH LINE, it was good to speak with you regarding this case

As we discussed, engine quits and will not accelerate, intermittent concern. Have not duplicated concern.

We connected via Tech Link to monitor ECM values. We found at idle A/C compressor will engage and engine rpms will drop 200-300 rpms. When IAVL was attempted, engine speed will fluctuate as low as 250 rpms. We completed manual throttle relearn, and attempted IAVL learn. IAVL completed normally.

Let's gather additional information from the customer when concern occurs, such as frequency, time of day, length of driving, vehicle loads(A/C, lights, wipers, etc.) Are there any aftermarket accessories being used or installed?

If we are able to duplicate concerns, let's gather a Data Monitor recording saved as Flying Graph txt format, using pre-saved list

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

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

[REDACTED]

Roberto.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: 5/13/2024
VIN: [REDACTED]

Mileage: 1,924

Dealer code: 5473

Dealer name: JEFF WYLER KINGS NISSAN

[REDACTED]

Customer's Concerns:
Stalls and loses power

Technician Findings:

-can you confirm there is a software update to 23710 9ex0b for loss of power and or stalling? I read [REDACTED], and it looks like my customers car fall in the same category? can you confirm software supersession is coming, or this car already has the update?
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[REDACTED]

Case [REDACTED]; 2024.0 VERSA SEDAN; Loss of power N18 [REDACTED]

Message Date 6/11/2024 11:42 AM

Has Attachment

Email Address jay.honsaker@jeffwyler.com

Status Sent

Subject Case [REDACTED]; 2024.0 VERSA SEDAN; Loss of power N18 [REDACTED]

Text Body JAY HONSAKER,

TECH LINE's latest case update is below.

Incoming call received:

TSS Recommendation:

Hello, Jay
Thank you for contacting TECH LINE, it was good to speak with you regarding this case

As we discussed, engine quits and will not accelerate, intermittent concern. Have not duplicated concern.

We connected via Tech Link to monitor ECM values. We found at idle A/C compressor will engage and engine rpms will drop 200-300 rpms. When IAVL was attempted, engine speed will fluctuate as low as 250 rpms. We completed manual throttle relearn, and attempted IAVL learn. IAVL completed normally.

Let's gather additional information from the customer when concern occurs, such as frequency, time of day, length of driving, vehicle loads(A/C, lights, wipers, etc.) Are there any aftermarket accessories being used or installed?

If we are able to duplicate concerns, let's gather a Data Monitor recording saved as Flying Graph txt format, using pre-saved list

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

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Thank you,

Roberto.M

TECH LINE

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Case # [REDACTED]
Date Created: 5/13/2024
VIN: [REDACTED]

Mileage: 1,924

Dealer code: 5473

Dealer name: JEFF WYLER KINGS NISSAN

Customer's Concerns:
Stalls and loses power

Technician Findings:

-can you confirm there is a software update to23710 9ex0b for loss of power and or stalling? I read [REDACTED], and it looks like my customers car fall in the same category? can you confirm software supersession is coming, or this car already has the update?
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Re: [REDACTED]; 2024.0 VERSA SEDAN; Loss of power N18 [REDACTED] f]

Message Date 6/11/2024 9:11 AM

Has Attachment

Email Address jay.honsaker@jeffwyler.com

Status Read

Subject Re: Case [REDACTED] 73; 2024.0 VERSA SEDAN; Loss of power N18 [REDACTED]]

Text Body It is 10:10 on Tuesday the 11th? Are you just hung up on another call?

Jay
[REDACTED]

Get Outlook for iOS< [REDACTED]>

From: Jay Honsaker <jay.honsaker@jeffwyler.com>
Sent: Saturday, June 8, 2024 12:08:42 PM
To: TECH LINE Email to Case <techlinesfdc@nissan-usa.com>
Subject: Re: Case [REDACTED]; 2024.0 VERSA SEDAN; Loss of power N18 [REDACTED]]

Excellent!

Jay
[REDACTED]

Get Outlook for [REDACTED]

From: TECH LINE Email to Case <techlinesfdc@nissan-usa.com>
Sent: Saturday, June 8, 2024 12:05:03 PM
To: Jay Honsaker <jay.honsaker@jeffwyler.com>
Subject: Case [REDACTED]; 2024.0 VERSA SEDAN; Loss of power N18 [REDACTED]

TECH LINE's latest case update is below. Hello, Jay Thank you for the update, We will plan to connect on Tuesday the 11th at 10:00 am. We look forward to discussing this case further with you. If you have any additional questions or require

TECH LINE's latest case update is below.

Hello, Jay
Thank you for the update,

We will plan to connect on Tuesday the 11th at 10:00 am.

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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

The TECH LINE Survey can be accessed by: CLICKING HERE [REDACTED]

Thank you,

Roberto.M
TECH LINE

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Case # [REDACTED]
Date Created: 5/13/2024
VIN: [REDACTED]
Mileage: 1,924
Dealer code: 5473
Dealer name: JEFF WYLER KINGS NISSAN

Customer's Concerns:
Stalls and loses power

Technician Findings:
-can you confirm there is a software update to23710 9ex0b for loss of power and or stalling? I read case [REDACTED], and it looks like my customers car fall in the same category? can you confirm software supersession is coming, or this car already has the update?
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[REDACTED] b8rQhNdeMBE9PgixgAAYfirU7CS]

Re: Case [REDACTED]; 2024.0 VERSA SEDAN; Loss of power N18 [REDACTED]

Message Date 6/8/2024 11:09 AM

Has Attachment

Email Address jay.honsaker@jeffwyler.com

Status Read

Subject Re: Case [REDACTED] 2024.0 VERSA SEDAN; Loss of power N18 [REDACTED]

Text Body Excellent!

Jay

[REDACTED]

From: TECH LINE Email to Case <techlinesfdc@nissan-usa.com>
Sent: Saturday, June 8, 2024 12:05:03 PM
To: Jay Honsaker <jay.honsaker@jeffwyler.com>
Subject: Case [REDACTED]; 2024.0 VERSA SEDAN; Loss of power N18 [REDACTED]

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[REDACTED]

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[REDACTED]

Thank you,

Roberto.M

TECH LINE

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Case #: [REDACTED]
Date Created: 5/13/2024
VIN: [REDACTED]

Mileage: 1,924

Dealer code: 5473

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Customer's Concerns:
Stalls and loses power

Technician Findings:

-can you confirm there is a software update to23710 9ex0b for loss of power and or stalling? I read [REDACTED], and it looks like my customers car fall in the same category? can you confirm software supersession is coming, or this car already has the update?
-Stalls and loses power, will not go over 30 mph. customer went in store and came back out, car started sputtered a couple times, and felt like it was going to die. Car did not die:

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[REDACTED]

Case [REDACTED]; 2024.0 VERSA SEDAN; Loss of power N18 [REDACTED]

Message Date 6/8/2024 11:05 AM

Has Attachment

Email Address jay.honsaker@jeffwyler.com

Status Sent

Subject [REDACTED]; 2024.0 VERSA SEDAN; Loss of power N18 [REDACTED]

Text Body JAY HONSAKER,

TECH LINE's latest case update is below.

Email Reply:

" I just heard from the Advisor that an appointment has been set for Tuesday the 11th, drop off scheduled for 10 am, pick up Thursday morning. Can you gather the data on Tuesday the 11th? "

TSS Recommendation:

Hello, Jay
Thank you for the update,

We will plan to connect on Tuesday the 11th at 10:00 am.

We look forward to discussing this case further with you.

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

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

Thank you,

Roberto.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: 5/13/2024
VIN: [REDACTED]

Mileage: 1,924

Dealer code: 5473

Dealer name: JEFF WYLER KINGS NISSAN

Customer's Concerns:
Stalls and loses power

Technician Findings:

-can you confirm there is a software update to23710 9ex0b for loss of power and or stalling? I read [REDACTED], and it looks like my customers car fall in the same category? can you confirm software supersession is coming, or this car already has the update?

-Stalls and loses power, will not go over 30 mph. customer went in store and came back out, car started sputtered a couple times, and felt like it was going to die. Car did not die:

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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: Case [REDACTED]; 2024.0 VERSA SEDAN; Loss of power [REDACTED]

Message Date 6/7/2024 3:20 PM

Has Attachment

Email Address jay.honsaker@jeffwyler.com

Status Read

Subject Re: Case [REDACTED]; 2024.0 VERSA SEDAN; Loss of power N18 [REDACTED]

Text Body Roberto, I just heard from the Advisor that an appointment has been set for Tuesday the 11th, drop off scheduled for 10 am, pick up Thursday morning. Can you gather the data on Tuesday the 11th?

Jay Honsaker
[REDACTED]

From: Jay Honsaker <jay.honsaker@jeffwyler.com>
Sent: Friday, June 7, 2024 11:45 AM
To: TECH LINE Email to Case <techlinesfdc@nissan-usa.com>
Subject: Re: Case [REDACTED] 2024.0 VERSA SEDAN; Loss of power N18 [REDACTED]

Bruno, We have not been able to make contact with the customer yet... Will try again next week, maybe he is on vacation? Will let you know when we have an appointment set.

Jay

From: TECH LINE Email to Case <techlinesfdc@nissan-usa.com>
Sent: Wednesday, June 5, 2024 2:33 PM
To: Jay Honsaker <jay.honsaker@jeffwyler.com>
Subject: Case [REDACTED] VERSA SEDAN; Loss of power N18 [REDACTED]

TECH LINE's latest case update is below. Hello, Jay Thank you for your time on the phone today As we discussed, we have received an update from Engineering. We would like to connect via Tech Link to gather additional information on this vehicle

[REDACTED]

TECH LINE's latest case update is below.

Hello, Jay
Thank you for your time on the phone today

As we discussed, we have received an update from Engineering.

We would like to connect via Tech Link to gather additional information on this vehicle when incident occurs.

Please provide a time that works for you so we may plan accordingly.

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

The TECH LINE Survey can be accessed by: CLICKING [REDACTED]

Thank you,

Roberto.M

TECH LINE

Updating a TECH LINE Case:

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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: 5/13/2024
VIN: [REDACTED]

Mileage: 1,924

Dealer code: 5473

Dealer name: JEFF WYLER KINGS NISSAN

[REDACTED]

Customer's Concerns:
Stalls and loses power

Technician Findings:

-can you confirm there is a software update to23710 9ex0b for loss of power and or stalling? I read case 51002761, and it looks like my customers car fall in the same category? can you confirm software supersession is coming, or this car already has the update?
-Stalls and loses power, will not go over 30 mph. customer went in store and came back out, car started sputtered a couple times, and felt like it was going to die. Car did not die:

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[Redacted]

Re: Case [Redacted]; 2024.0 VERSA SEDAN; Loss of power N18 [Redacted]

Message Date 6/7/2024 10:45 AM

Has Attachment

Email Address jay.honsaker@jeffwyler.com

Status Read

Subject Re: Case [Redacted]; 2024.0 VERSA SEDAN; Loss of power N18 [Redacted]

Text Body Bruno, We have not been able to make contact with the customer yet... Will try again next week, maybe he is on vacation? Will let you know when we have an appointment set.

Jay

From: TECH LINE Email to Case <techlinesfdc@nissan-usa.com>
Sent: Wednesday, June 5, 2024 2:33 PM
To: Jay Honsaker <jay.honsaker@jeffwyler.com>
Subject: Case [Redacted]; 2024.0 VERSA SEDAN; Loss of power N18 [Redacted]

TECH LINE's latest case update is below. Hello, Jay Thank you for your time on the phone today As we discussed, we have received an update from Engineering. We would like to connect via Tech Link to gather additional information on this vehicle

[Redacted]

TECH LINE's latest case update is below.

Hello, Jay
Thank you for your time on the phone today

As we discussed, we have received an update from Engineering.

We would like to connect via Tech Link to gather additional information on this vehicle when incident occurs.

Please provide a time that works for you so we may plan accordingly.

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

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

Thank you,

Roberto.M

TECH LINE

Updating a TECH LINE Case:

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Case [REDACTED]
Date Created: 5/13/2024
VIN: [REDACTED]

Mileage: 1,924

Dealer code: 5473

Dealer name: JEFF WYLER KINGS NISSAN

Customer's Concerns:
Stalls and loses power

Technician Findings:

-can you confirm there is a software update to 23710 9ex0b for loss of power and or stalling? I read [REDACTED], and it looks like my customers car fall in the same category? can you confirm software supersession is coming, or this car already has the update?
-Stalls and loses power, will not go over 30 mph. customer went in store and came back out, car started sputtered a couple times, and felt like it was going to die. Car did not die:

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[REDACTED]

Case [REDACTED]; 2024.0 VERSA SEDAN; Loss of power N18 [REDACTED]

Message Date 6/5/2024 1:33 PM

Has Attachment

Email Address jay.honsaker@jeffwyler.com

Status Sent

Subject Case [REDACTED] 2024.0 VERSA SEDAN; Loss of power N18 [REDACTED]

Text Body JAY HONSAKER,

TECH LINE's latest case update is below.

Outbound call to Dealer:

TSS Recommendation:

Hello, Jay
Thank you for your time on the phone today

As we discussed, we have received an update from Engineering.

We would like to connect via Tech Link to gather additional information on this vehicle when incident occurs.

Please provide a time that works for you so we may plan accordingly.

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

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

Thank you,

Roberto.M

TECH LINE

Updating a TECH LINE Case:

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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: 5/13/2024

Mileage: 1,924

Dealer code: 5473

Dealer name: JEFF WYLER KINGS NISSAN

Customer's Concerns:
Stalls and loses power

Technician Findings:

-can you confirm there is a software update to23710 9ex0b for loss of power and or stalling? I read case [REDACTED], and it looks like my customers car fall in the same category? can you confirm software supersession is coming, or this car already has the update?
-Stalls and loses power, will not go over 30 mph. customer went in store and came back out, car started sputtered a couple times, and felt like it was going to die. Car did not die:

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RE: Case [REDACTED] Dealer JEFF WYLER KINGS NISSAN; 2024.0 VERSA SEDAN; Loss of power N18 [REDACTED]

Message Date 5/13/2024 8:12 PM

Has Attachment

Email Address yozaburo.aoki@nissan-usa.com

Status Read

Subject RE: Case [REDACTED] Dealer JEFF WYLER KINGS NISSAN; 2024.0 VERSA SEDAN; Loss of power N18 [REDACTED]

Text Body Hello Roberto-san,

I confirmed vehicle information and found that this incident vehicle is equipped with M/T.
The case I am looking for is related to CVT vehicle.
I also confirmed the SIGMA data, but there's no data remained.
From below description, IAVL might be some help for this issue, but effectiveness is not accurate.

Thank you.
Best regards,

Yozaburo AOKI (青木 陽三郎)
Field Quality Investigations

NISSAN NORTH AMERICA, INC.
610 Enon Springs Road East
Smyrna, TN 37167-4410
Phone.629-250-9954 (mobile)
E-mail Yozaburo.Aoki@nissan-usa.com<mailto:Yozaburo.Aoki@nissan-usa.com>

From: TECH LINE Email to Case <techlinesfdc@nissan-usa.com>
Sent: Monday, May 13, 2024 12:52 PM
To: Aoki, Yozaburo <Yozaburo.Aoki@nissan-usa.com>; Puetz, Jerry <jerry.puetz@Nissan-Usa.com>
Cc: Adams, Jesse <Jesse.Adams@Nissan-Usa.com>; Jackson, Johnny R <Johnny.Jackson@nissan-usa.com>
Subject: Case [REDACTED]; Dealer JEFF WYLER KINGS NISSAN; 2024.0 VERSA SEDAN; Loss of power N18 [REDACTED]

Good morning,

We have a Versa 24 N18 experiencing Quits coming to a stop, Quits sitting at idle, and Quits when starting to accel from a stop. Tech has confirmed no reprograms available for ECM and TCM.

Please see additional case details below.

Thank you,

Roberto Morales
Aftersales Dealer Support
Nissan North America, Inc.
roberto.morales@nissan-usa.com<mailto:roberto.morales@nissan-usa.com>
Phone:
FAX:

CALLER NAME: JAY HONSAKER
CUSTOMER NAME:
VIN: [REDACTED]
MILEAGE: 1,924
DEALER CODE: 5473
YEAR/MODEL: 2024.0 VERSA SEDAN
MODEL CODE: 10054
MFG DATE: 12/19/2023
DEALER NAME: JEFF WYLER KINGS NISSAN
9819 KINGS AUTO MALL RD
CINCINNATI, OH 45249

Phone: 5136979770
Fax:

PROBLEM ANALYSIS:
What?

Where?

When?

Extent?
Dealer Action/Observation:

INITIAL RECOMMENDATION:

LATEST UPDATE:
Incoming call received

TSS Recommendation:

Hello, Jay
Thank you for contacting TECH LINE, it was good to speak with you regarding this case

As we discussed, Engine quits when coming to a stop or at a stop.

This is currently under Engineering review, because of this review, we do not recommend any repairs at this time. We will follow up with an update as soon as one is available.

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

SALESFORCE CASE LINK:

[REDACTED]

Case [REDACTED]; Dealer JEFF WYLER KINGS NISSAN; 2024.0 VERSA SEDAN; Loss of power N18 [REDACTED]

Message Date 5/13/2024 12:51 PM
Has Attachment
Email Address Yozaburo.Aoki@nissan-usa.com; Jerry.Puetz@Nissan-Usa.com
Status Sent
Subject Case [REDACTED] 3; Dealer JEFF WYLER KINGS NISSAN; 2024.0 VERSA SEDAN; Loss of power N18 [REDACTED]
Text Body Please see additional case details below.

Thank you,

Roberto Morales
Aftersales Dealer Support
Nissan North America, Inc.
roberto.morales@nissan-usa.com
Phone:
FAX:

CALLER NAME: JAY HONSAKER
CUSTOMER NAME:
[REDACTED]
MILEAGE: 1,924

DEALER CODE: 5473
YEAR/MODEL: 2024.0 VERSA SEDAN
MODEL CODE: 10054
MFG DATE: 12/19/2023
DEALER NAME: JEFF WYLER KINGS NISSAN
9819 KINGS AUTO MALL RD
CINCINNATI, OH 45249

Phone: 5136979770
Fax:

PROBLEM ANALYSIS:
What?

Where?

When?

Extent?

Dealer Action/Observation:

INITIAL RECOMMENDATION:

LATEST UPDATE:

Incoming call received

TSS Recommendation:

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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

SALESFORCE CASE LINK:
[REDACTED]

Case [REDACTED] 2024.0 VERSA SEDAN; Loss of power N18 [REDACTED]

Message Date 5/13/2024 10:13 AM

Has Attachment

Email Address jay.honsaker@jeffwyler.com

Status Sent

Subject Case [REDACTED]; 2024.0 VERSA SEDAN; Loss of power N18 [re [REDACTED]]

Text Body JAY HONSAKER,

TECH LINE's latest case update is below.

Incoming call received

TSS Recommendation:

Hello, Jay

Thank you for contacting TECH LINE, it was good to speak with you regarding this case

As we discussed, Engine quits when coming to a stop or at a stop.

This is currently under Engineering review, because of this review, we do not recommend any repairs at this time. We will follow up with an update as soon as one is available.

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

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

Thank you,

Roberto.M

TECH LINE

Updating a TECH LINE Case:

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Case # [REDACTED]
D [REDACTED]
V [REDACTED]

Mileage: 1,924

Dealer code: 5473

Dealer name: JEFF WYLER KINGS NISSAN

Customer's Concerns:
Stalls and loses power

Technician Findings:

-can you confirm there is a software update to23710 9ex0b for loss of power and or stalling? I read case [REDACTED] and it looks like my customers car fall in the same category? can you confirm software supersession is coming, or this car already has the update?
-Stalls and loses power, will not go over 30 mph. customer went in store and came back out, car started sputtered a couple times, and felt like it was going to die. Car did not die:

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Case Comments

6/14/2024 8:35 AM

User Roberto Morales
Public
Email Reply:
" It sounds accurate, except for the A/C? He / I am unsure if the A/C has been on every time it stalled. He is sure it has been on at least some of the times it has stalled. "
TSS Recommendation:
Hello, Jay
Thank you for the update,
We will update the case notes regarding A/C operation at time of concern.
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

6/11/2024 11:42 AM

User Roberto Morales
Public
Comment Incoming call received:
TSS Recommendation:
Hello, Jay
Thank you for contacting TECH LINE, it was good to speak with you regarding this case
As we discussed, engine quits and will not accelerate, intermittent concern. Have not duplicated concern.
We connected via Tech Link to monitor ECM values. We found at idle A/C compressor will engage and engine rpms will drop 200-300 rpms. When IAVL was attempted, engine speed will fluctuate as low as 250 rpms. We completed manual throttle relearn, and attempted IAVL learn. IAVL completed normally.
Let's gather additional information from the customer when concern occurs, such as frequency, time of day, length of driving, vehicle loads(A/C, lights, wipers, etc.) Are there any aftermarket accessories being used or installed?

6/12/2024 3:25 PM

User Roberto Morales
Public
TSS Recommendation:
Hello, Jay
Thank you for the update,
We understand the customer has picked up the vehicle.
To summarize
Fresh fuel has been added since concern was first noticed
- Concern appears to happen when A/C or Defrost is being used.
- Unable to determine a common cause, concern "just happens"
- Engine will start immediately after engine quits
Comment - Lack of power concern noticed after Engine quit concern.
- Vehicle will return to normal after leaving off for 10 minutes
- We were unable to gather recording of concern.
If customer is able to duplicate concern during a test drive, if we are able to duplicate or have customer duplicate concern, please gather the previously recommend data monitor items at time of concern.
Thank you for the information on this case, we are working diligently on a response and will follow up as soon as possible
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

6/11/2024 9:51 AM

User Andrew Morris
Public
Comment TSS R.M. will follow up with technician.

6/8/2024 11:04 AM

User Roberto Morales
Public
Comment Email Reply:
" I just heard from the Advisor that an appointment has been set for Tuesday the 11th, drop off scheduled for 10 am, pick up Thursday morning. Can you

If we are able to duplicate concerns, let's gather a Data Monitor recording saved as Flying Graph txt format, using pre-saved list

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

gather the data on Tuesday the 11th? "

TSS Recommendation:

Hello, Jay
Thank you for the update,

We will plan to connect on Tuesday the 11th at 10:00 am.

We look forward to discussing this case further with you.

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

6/11/2024 9:41 AM

User Andrew Morris

Public

Incoming call:

- Technician following up for scheduled Techlink.
- TSS to discuss with TSS R.M. and we will follow up with technician as soon as possible.

Comment

5/13/2024 10:13 AM

User Roberto Morales

Public

Incoming call received

TSS Recommendation:

Hello, Jay
Thank you for contacting TECH LINE, it was good to speak with you regarding this case

Comment

As we discussed, Engine quits when coming to a stop or at a stop.

This is currently under Engineering review, because of this review, we do not recommend any repairs at this time. We will follow up with an update as soon as one is available.

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

6/5/2024 1:32 PM

User Roberto Morales

Public

Outbound call to Dealer:

TSS Recommendation:

Hello, Jay
Thank you for your time on the phone today

As we discussed, we have received an update from Engineering.

Comment

We would like to connect via Tech Link to gather additional information on this vehicle when incident occurs.

Please provide a time that works for you so we may plan accordingly.

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

5/13/2024 9:17 AM

User Meagan Hughes

Public

TechLine Cases:

Customer Comments: Stalls and loses power
Technician Findings: -can you confirm there is a software update to 23710 9ex0b for loss of power and or stalling? I read ca [REDACTED] and it looks like my customers car fall in the same category? can you confirm software supersession is coming, or this car already has the update?
-Stalls and loses power, will not go over 30 mph. customer went in store and came back out, car started sputtered a couple times, and felt like it was going to die. Car did not die

Comment

Verified: Yes

5/13/2024 9:50 AM

User Dave Sattler

Public

Recommendation:

Thank you for the case information, Jay.

We have a vehicle in with lost power, engine stopping.

We have confirmed the incident engine rough on a test drive not stopping, do we have any DTC stored.

The case and incident being referred to is a DTC setting when engine stops due to incorrect clutch usage with the DTC that sets, when engine stops and is restarted.

Comment

This incident is under engineering review at this time, the case referred has noted no update are available at this time.

We are not finding any TSB added to assist for this incident at this time, we can be inspected for ECM update, performed ECM reprogramming if an update is available, we are not finding ECM update available the current number look to be the latest number.

Perform a IAVL after operating vehicle on a test drive to get vehicle to operating temp.

If further assistance is needed contact TECH LINE anytime.

Chat Transcripts

01823972

Owner [REDACTED]

Start Time 5/13/2024 9:03 AM

End Time 5/13/2024 9:19 AM

Status Completed

Case History

6/14/2024 8:36 AM

User Roberto Morales

Connection

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

6/12/2024 6:55 PM

User Managed Services

Connection

Action Changed Reopen Date from 6/11/2024 3:53 PM to 6/12/2024 6:55 PM. Changed Status from Pending Dealer Reply to Pending TECH LINE.

6/12/2024 3:26 PM

User Roberto Morales
Connection
Action Changed Status from Pending TECH LINE to Pending Dealer Reply.

6/11/2024 3:53 PM

User Managed Services
Connection
Action Changed Reopen Date from 6/11/2024 9:11 AM to 6/11/2024 3:53 PM. Changed Status from Pending Dealer Reply to Pending TECH LINE.

6/11/2024 11:42 AM

User Roberto Morales
Connection
Action Changed Status from Caller In Queue to Pending Dealer Reply.

6/11/2024 9:36 AM

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

6/11/2024 9:11 AM

User Managed Services
Connection
Action Changed Reopen Date from 6/8/2024 11:09 AM to 6/11/2024 9:11 AM. Changed Status from Closed to Pending TECH LINE.

6/10/2024 7:31 AM

User Roberto Morales
Connection
Action Changed Status from Pending Dealer Reply to Closed. Changed Status from Pending TECH LINE to Pending Dealer Reply.

6/8/2024 11:09 AM

User Managed Services
Connection
Action Changed Reopen Date from 6/7/2024 10:45 AM to 6/8/2024 11:09 AM. Changed Status from Pending Dealer Reply to Pending TECH LINE.

6/8/2024 11:07 AM

User Roberto Morales
Connection
Action Changed Status from Pending TECH LINE to Pending Dealer Reply.

6/7/2024 10:45 AM

User Managed Services
Connection
Action Changed Reopen Date from 5/13/2024 8:12 PM to 6/7/2024 10:45 AM. Changed Status from Pending Dealer Reply to Pending TECH LINE.

6/5/2024 1:33 PM

User Roberto Morales
Connection
Action Changed Status from Closed to Pending Dealer Reply.

5/14/2024 3:54 PM

User Roberto Morales
Connection
Action Changed Status from Pending Dealer Reply to Closed. Changed Status from Pending TECH LINE to Pending Dealer Reply.

5/13/2024 8:12 PM

User Managed Services
Connection
Action Changed First Call Resolution from Yes to No. Changed Reopen Date to 5/13/2024 8:12 PM. Changed Status from Closed to Pending TECH LINE.

5/13/2024 9:50 AM

User Dave Sattler
Connection
Action Changed Status from Pending Dealer Reply to Closed. Changed Status from Caller In Queue to Pending Dealer Reply.

5/13/2024 9:37 AM

User Roberto Morales
Connection
Action Changed Case Owner from Dave Sattler to Roberto Morales.

5/13/2024 9:31 AM

User ATOS Integration User
Connection
Action Changed Status from Open to Caller In Queue.

5/13/2024 9:22 AM

User Dave Sattler

Connection

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

5/13/2024 9:21 AM

User Meagan Hughes

Connection

Action Changed Case Owner from Meagan Hughes to TECH LINE Initial.

5/13/2024 9:17 AM

User Meagan Hughes

Connection

Action Changed Account Name to JEFF WYLER KINGS NISSAN. Created.

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Case: [REDACTED]

General

| | | | |
|--------------------------|---------------------------------|------------------|---------------------|
| Caller Name | ZACHARY SCHLICHTING | Dealer | KLIN NISSAN |
| NNAnet user ID | DSCHLZ60 | Contact Name | ZACHARY SCHLICHTING |
| Tech Preferred Phone | 6512608488 | Customer Name | |
| Tech Preferred Email | zschlichting@klineautoworld.com | Case Record Type | TECH LINE Cases |
| Preferred Contact Method | | Case Owner | Andrew Morris |
| Repair/Work Order | [REDACTED] | Mobile Phone | |
| Job/Line Number | a | Texting Status | |
| Created Day | Thursday | | |

Incident Information

| | | | |
|--------------------------------------|--|-----------------------------|-------------|
| Customer Comments | LACK OF POWER | Customer Name | [REDACTED] |
| Verified | Yes | Vehicle | [REDACTED] |
| Question for TECH LINE | What is the most likely cause for this incident? | VIN | [REDACTED] |
| Service Manual General Section | Transmission & Drive-Line | Archived VIN Make | |
| Service Manual Specific Section | Transaxle & Transmission | Archived VIN Year | 2024.0 |
| Symptom Code Category | General | Archived VIN Model | VERSA SEDAN |
| Symptom | | Incident/RO Date | |
| When does this concern occur? | | Calculated Days Down | 0 |
| Is single occurrence or a pattern? | | Additional Days Down | |
| Repairs Made | | Total Days Down | 0 |
| Observed Modifications & Accessories | | Repair Attempts | |
| | | Current Mileage | 3,129 |
| | | Vehicle Mileage Prior Value | |
| | | Vehicle Purchased Miles | |

Primary DTC

Current DTC

Past DTC

Other DTCs

TECH LINE Information

| | | | |
|-------------------------|--|----------------------------|--------------------------|
| Subject | P2615 N18 | Resolution Action | NO ACTION |
| Status | Closed | Resolution Object | NOT APPLICABLE |
| Confirmed Resolution | No | Field Inspection Indicator | <input type="checkbox"/> |
| Component Code Category | AT Automatic Trans | NNA Field Inspection Date | |
| Component Code Issue | ATJ CNTR Unit, Harness, Pawl, Switch and Valve | FSSS | <input type="checkbox"/> |
| TECH LINE Template | ECC Initial Response | FSSS Date | |
| TREAD Component | 10 | | |
| Date/Time Closed | 5/21/2024 9:03 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 | ZACHARY SCHLICHTING | Phone | 651-379-4300 |
| Account Name | KLINE NISSAN | Mobile | |
| Contact Type | NNA Dealer Master | Email | [REDACTED] |
| Title | Service Technician | Email Opt Out | <input type="checkbox"/> |
| Customer ID. | 39007DSCHLZ60 | 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, 11/27/2021 1:13 AM Contact Owner NNAETL
Last Modified By NNAETL, 6/27/2024 11:47 PM

Activity History

Email: Case [REDACTED] 2024.0 VERSA SEDAN; P2615 N18 [ref: [REDACTED]]

| | |
|-------------------------|---|
| Name | |
| Task | <input checked="" type="checkbox"/> |
| Due Date | 5/21/2024 |
| Assigned To | Andrew Morris |
| Last Modified Date/Time | 5/21/2024 9:03 AM |
| Comments | <p>Additional To: zschlichting@klineautoworld.com CC: BCC: andrew.morris@nissan-usa.com Attachment:</p> <p>Subject: Case [REDACTED]; 2024.0 VERSA SEDAN; P2615 N18 [ref: [REDACTED] f] Body: ZACHARY SCHLICHTING, TECH LINE's latest case update is below. Recommendation: <ul style="list-style-type: none"> • Thank you for the update. • The DTC will cause the vehicle to enter fail-safe until the ignition is cycled, so this could explain the lack of power that was duplicated. • If we are not able to duplicate the concern, this is likely related to the engineering review item, and no repairs are recommended. <p>The TECH LINE Survey can be accessed by: CLICKING HERE</p> <p>Thank you, _____ Andrew M.TECH 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. Case #: [REDACTED] Date Created: 5/16/2024 VIN: [REDACTED] : 3,129 Dealer code: 39007 Dealer name: KLINE NISSAN</p> <p>Customer's Concerns: LACK OF POWER Technician Findings: TECH CHAT: IM WORKING ON A 2024 VERSA WITH THE VIN PROVIDED. I HAVE CONFIRMED THE CUSTOMER CONCERN OF LACK OF POWER AND CODE P2615 IS STORED IN THE ECM. I FOUND ONE CASE OF THIS FROM A COUPLE WEEKS AGO AND IN THIS CASE IT IS STILL UNDER ENGINEERING REVIEW. IS THIS TRUE OR HAS THAT BEEN UPDATED?</p> <p>CHECK ENGINE LIGHT WAS NOT ILLUMINATED AND THE LACK OF POWER WILL OCCUR AT RANDOM.</p> <p>CUSTOMER WILL BE DRIVING AND EVERYTHING IS NORMAL, THEN AT RANDOM IT WILL HAVE LACK OF POWER.:</p> <p>This TECH LINE recommendation is given based solely on the information provided by the dealer. TECH LINE bases repair recommendations on</p> </p> |

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

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ref: [REDACTED]

Email: Case [REDACTED] 2024.0 VERSA SEDAN; P2615 N18 [REDACTED]

| | |
|-------------------------|---|
| Name | |
| Task | <input checked="" type="checkbox"/> |
| Due Date | 5/16/2024 |
| Assigned To | Andrew Morris |
| Last Modified Date/Time | 5/16/2024 3:02 PM |
| Comments | <p>Additional To: zschlichting@klineautoworld.com</p> <p>CC:</p> <p>BCC: andrew.morris@nissan-usa.com</p> <p>Attachment:</p> <p>Subject: Case [REDACTED]; 2024.0 VERSA SEDAN; P2615 N18 [ref: [REDACTED]]</p> <p>Body:</p> <p>ZACHARY SCHLICHTING, TECH LINE's latest case update is below.</p> <p>Recommendation:</p> <ul style="list-style-type: none"> • Thank you for the update. • Looking at the Consult synced data, we only see one occurrence of this DTC, and it occurred at 150 RPM. If possible, please attach the freeze frame data from when the DTC stored while driving. • This DTC indicates the ECM was unable to receive the CAM position sensor information from the EIVT control module. Please verify pin fit on all terminals of the EIVT control module, timing actuator, and ECM using the spread terminal gauges. • - The pin fit tool should not enter the terminal (the spring should completely compress and not enter) • - If the pin fit tool enters the terminal and the spring does not fully compress, we would recommend replacement of the terminal itself • If no pin fit concerns are identified, let's flex test all related wiring and see if we are able to induce the concern. <p>The TECH LINE Survey can be accessed by: CLICKING HERE</p> <p>Thank you, _____ Andrew M.TECH 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: 5/16/2024 VIN: [REDACTED] : 3,129 Dealer code: 39007 Dealer name: KLINE NISSAN</p> <p>Customer's Concerns: LACK OF POWER Technician Findings: TECH CHAT: IM WORKING ON A 2024 VERSA WITH THE VIN PROVIDED. I HAVE CONFIRMED THE CUSTOMER CONCERN OF LACK OF POWER AND CODE P2615 IS STORED IN THE ECM. I FOUND ONE CASE OF THIS FROM A COUPLE WEEKS AGO AND IN THIS CASE IT IS STILL UNDER ENGINEERING REVIEW. IS THIS TRUE OR HAS THAT BEEN UPDATED?</p> <p>CHECK ENGINE LIGHT WAS NOT ILLUMINATED AND THE LACK OF POWER WILL OCCUR AT</p> |

RANDOM.

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

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ref: [REDACTED]

Email: Case [REDACTED] 2024.0 VERSA SEDAN; P2615 N18 [REDACTED]]

| | |
|-------------------------|---|
| Name | |
| Task | <input checked="" type="checkbox"/> |
| Due Date | 5/16/2024 |
| Assigned To | Andrew Morris |
| Last Modified Date/Time | 5/16/2024 11:07 AM |
| Comments | <p>Additional To: zschlichting@klineautoworld.com CC: BCC: andrew.morris@nissan-usa.com Attachment:</p> <p>Subject: Case [REDACTED]; 2024.0 VERSA SEDAN; P2615 N18 [REDACTED]] Body: ZACHARY SCHLICHTING, TECH LINE's latest case update is below. Recommendation: <ul style="list-style-type: none"> • Thank you for the case details. • We have a vehicle with P2615 INTAKE CAMSHAFT POSITION SENSOR stored with a lack of power concern. • This concern is currently under engineering review. • Engineering has found that this DTC most commonly occurs on M/T Versa due to the engine quitting due to faster than expected clutch operation. If this is the case, an ignition cycle typically resolves the lack of power. • If the DTC is storing while driving the vehicle normally, this review item may not apply. • If we are able to duplicate the concern without the engine quitting, does the DTC return when the lack of power occurs? • Please feel free to reach out using Lenz and the voice commands: Frontline Workplace> Start Work> Call Support> Start Service Call> TECH LINE <p>The TECH LINE Survey can be accessed by: CLICKING HERE</p> <p>Thank you, _____ Andrew M.TECH 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. Case #: [REDACTED] Date Created: 5/16/2024 VIN: [REDACTED] Mileage: 3,129 Dealer code: 39007 Dealer name: KLINE NISSAN</p> <p>Customer's Concerns: LACK OF POWER Technician Findings:</p> </p> |

TECH CHAT:

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

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

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

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ref: [REDACTED]

Emails

Case [REDACTED]; 2024.0 VERSA SEDAN; P2615 N18 [REDACTED]

Message Date **5/21/2024 9:03 AM**

Has Attachment

Email Address **zschlichting@klineautoworld.com**

Status **Sent**

Subject **[REDACTED]; 2024.0 VERSA SEDAN; P2615 N18 [REDACTED]:ref]**

Text Body **ZACHARY SCHLICHTING,**

TECH LINE's latest case update is below.

Recommendation:

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

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

Thank you,

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.

Case #: [REDACTED]
Date Created: 5/16/2024
VIN: [REDACTED]

Mileage: 3,129

Dealer code: 39007

Dealer name: KLINE NISSAN

Customer's Concerns:
LACK OF POWER

Technician Findings:**TECH CHAT:**

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

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

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

Re: Case [REDACTED]; 2024.0 VERSA SEDAN; P2615 N18 [ref: [REDACTED]]

Message Date 5/21/2024 8:43 AM

Has Attachment

Email Address zschlichting@klineautoworld.com

Status Read

Subject Re: Case [REDACTED]; 2024.0 VERSA SEDAN; P2615 N18 [REDACTED]

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

On Thu, May 16, 2024 at 3:02 PM TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:

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

[REDACTED]

>
>
>
>
>

> 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

[REDACTED]

> 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: 5/16/2024
 > VIN: [REDACTED]
 >
 > Mileage: 3,129
 >
 > Dealer code: 39007
 >
 > Dealer name: KLINE NISSAN
 >
 > Customer's Concerns:
 > LACK OF POWER
 >
 >
 > Technician Findings:
 > TECH CHAT:
 > IM WORKING ON A 2024 VERSA WITH THE VIN PROVIDED. I HAVE CONFIRMED THE
 > CUSTOMER CONCERN OF LACK OF POWER AND CODE P2615 IS STORED IN THE ECM. I
 > FOUND ONE CASE OF THIS FROM A COUPLE WEEKS AGO AND IN THIS CASE IT IS STILL
 > UNDER ENGINEERING REVIEW. IS THIS TRUE OR HAS THAT BEEN UPDATED?
 >
 > CHECK ENGINE LIGHT WAS NOT ILLUMINATED AND THE LACK OF POWER WILL OCCUR AT
 > RANDOM.
 >
 > CUSTOMER WILL BE DRIVING AND EVERYTHING IS NORMAL, THEN AT RANDOM IT WILL
 > HAVE LACK OF POWER.:
 >
 >
 >
 > This TECH LINE recommendation is given based solely on the information
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 >
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 > 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]

Case [REDACTED] ; 2024.0 VERSA SEDAN; P2615 N18 [REDACTED]

Message Date 5/16/2024 3:02 PM
 Has Attachment
 Email Address zschlichting@klineautoworld.com
 Status Sent

Subject Case [REDACTED]; 2024.0 VERSA SEDAN; P2615 N18 [REDACTED]
Text Body ZACHARY SCHLICHTING,

TECH LINE's latest case update is below.

Recommendation:

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

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

Thank you,

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.

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Case #: [REDACTED]
Date Created: 5/16/2024
VIN: [REDACTED]

Mileage: 3,129

Dealer code: 39007

Dealer name: KLINE NISSAN

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

Technician Findings:

TECH CHAT:

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

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Re: Case [REDACTED]; 2024.0 VERSA SEDAN; P2615 N18 [re [REDACTED]]

Message Date 5/16/2024 2:36 PM
 Has Attachment
 Email Address zschlichting@klineautoworld.com
 Status Read
 Subject Re: Case [REDACTED] 2024.0 VERSA SEDAN; P2615 N18 [re [REDACTED]]
 Text Body **YES, THIS CONCERN IS HAPPENING WITHOUT THE ENGINE STALLING. AT RANDOM THE VEHICLE WILL LOSE POWER AND AND SET THIS CODE.**

On Thu, May 16, 2024 at 11:07 AM TECH LINE Email to Case < techlinesfdc@nissan-usa.com> wrote:

- > ZACHARY SCHLICHTING,
- >
- > TECH LINE's latest case update is below.
- >
- >
- > Recommendation:
- > • Thank you for the case details.
- > • We have a vehicle with P2615 INTAKE CAMSHAFT POSITION SENSOR stored with
- > a lack of power concern.
- > • This concern is currently under engineering review.
- > • Engineering has found that this DTC most commonly occurs on M/T Versa
- > due to the engine quitting due to faster than expected clutch operation. If

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

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

> Thank you,

> _____
> Andrew M.

> TECH LINE

> *Updating a TECH LINE Case:*

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

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> Case #: [REDACTED]
> Date Created: 5/16/2024

> Mileage: 3,129

> Dealer code: 39007

> Dealer name: KLINE NISSAN

> Customer's Concerns:
> LACK OF POWER

> Technician Findings:

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

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

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

Case [REDACTED]; 2024.0 VERSA SEDAN; P2615 N18 [REDACTED]

Message Date 5/16/2024 11:07 AM
 Has Attachment
 Email Address zschlichting@klineautoworld.com
 Status Sent
 Subject Case [REDACTED]; 2024.0 VERSA SEDAN; P2615 N18 [REDACTED]
 Text Body ZACHARY SCHLICHTING,

TECH LINE's latest case update is below.

Recommendation:

- Thank you for the case details.
- We have a vehicle with P2615 INTAKE CAMSHAFT POSITION SENSOR stored with a lack of power concern.
- This concern is currently under engineering review.
- Engineering has found that this DTC most commonly occurs on M/T Versa due to the engine quitting due to faster than expected clutch operation. If this is the case, an ignition cycle typically resolves the lack of power.
- If the DTC is storing while driving the vehicle normally, this review item may not apply.
- If we are able to duplicate the concern without the engine quitting, does the DTC return when the lack of power occurs?
- Please feel free to reach out using Lenz and the voice commands: Frontline Workplace> Start Work> Call Support> Start Service Call> TECH LINE

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

Thank you,

[REDACTED]

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.

Case #: [REDACTED]
Date Created: 5/16/2024
VIN: [REDACTED]

Mileage: 3,129

Dealer code: 39007

Dealer name: KLINE NISSAN

Customer's Concerns:
LACK OF POWER

Technician Findings:
TECH CHAT:

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

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

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

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

5/21/2024 9:02 AM

User Andrew Morris

Public

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

5/21/2024 8:55 AM

User Andrew Morris

Public

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

5/16/2024 3:02 PM

User Andrew Morris

Public

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

5/16/2024 11:07 AM

User Andrew Morris

Public

Comment Recommendation:
• Thank you for the case details.
• We have a vehicle with P2615 INTAKE CAMSHAFT POSITION SENSOR stored with a lack of power concern.
• This concern is currently under engineering review.
• Engineering has found that this DTC most commonly occurs on M/T Versa due to the engine quitting due to faster than expected clutch operation. If this is the case, an ignition cycle typically resolves the lack of power.
• If the DTC is storing while driving the vehicle normally, this review item may not apply.
• If we are able to duplicate the concern without the engine quitting, does the DTC return when the lack of power occurs?
• Please feel free to reach out using Lenz and the voice commands: Frontline Workplace> Start Work> Call Support> Start Service Call> TECH LINE

5/16/2024 10:59 AM

User Cathy Wood

Public

Comment TECH ADDED:
PAST CODE C1A16-97 IN LASER/RADAR

5/16/2024 10:32 AM

User Cathy Wood

Public

Comment TechLine Cases:

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

CHECK ENGINE LIGHT WAS NOT ILLUMINATED

AND THE LACK OF POWER WILL OCCUR AT RANDOM.

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

Verified: Yes

Chat Transcripts

01825657

Owner **C.Wood**
Start Time **5/16/2024 10:23 AM**
End Time **5/16/2024 10:35 AM**
Status **Completed**

Case History

5/21/2024 9:03 AM

User **Andrew Morris**
Connection
Action **Changed Status from Pending Dealer Reply to Closed. Changed Status from Pending TECH LINE to Pending Dealer Reply.**

5/21/2024 8:43 AM

User **Managed Services**
Connection
Action **Changed Reopen Date from 5/16/2024 2:36 PM to 5/21/2024 8:43 AM. Changed Status from Closed to Pending TECH LINE.**

5/16/2024 3:02 PM

User **Andrew Morris**
Connection
Action **Changed Status from Pending Dealer Reply to Closed. Changed Status from Pending TECH LINE to Pending Dealer Reply.**

5/16/2024 2:36 PM

User **Managed Services**
Connection
Action **Changed First Call Resolution from Yes to No. Changed Reopen Date to 5/16/2024 2:36 PM. Changed Status from Closed to Pending TECH LINE.**

5/16/2024 11:08 AM

User **Andrew Morris**
Connection
Action **Changed Status from Pending Dealer Reply to Closed. Changed Status from Open to Pending Dealer Reply.**

5/16/2024 11:04 AM

User **Andrew Morris**
Connection
Action **Changed Case Owner from TECH LINE Initial to Andrew Morris.**

5/16/2024 10:59 AM

User **Cathy Wood**
Connection
Action **Changed Case Owner from Cathy Wood to TECH LINE Initial.**

5/16/2024 10:59 AM

User **Cathy Wood**
Connection
Action **Changed Subject to P2615 N18.**

5/16/2024 10:32 AM

User **Cathy Wood**
Connection
Action **Changed Account Name to KLINE NISSAN. Created.**

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Case Detail

| | | |
|--|--------------------------------------|--|
| Case Id: [REDACTED] | Date-Request: 2/9/2024 00:00 | Date-Inspection: 2/9/2024 00:00 |
| DTS Name: Jason Rain | Inspection Status: Completed | Date-Close: 2/9/2024 00:00 |
| Request Type: DTS Dealer | HK Request Type: Non-Consumer | |
| Description: 50629267 CA N18 2022 5295 ECM p2615 when driving | | |

Dealer Information

| | | |
|--|---|-------------------------------------|
| Dealer Code: 5295 | Dealer Name: RON MARHOFER NISSAN | Representative: Chris Wervey |
| Phone Number: 3309238000 | Region: 24 | |
| Address: 247 HOWE AVENUE CUYAHOGA FALLS OH 44221 | | |

Vehicle Information

| | | |
|--------------------------------|--------------------------|--------------------------|
| VIN: [REDACTED] | Model Year: 2022 | Make: NISSAN |
| Model Line: VERSA SEDAN | Model Code: 10052 | Starting Mileage: |

Inspection Summary

| | |
|--|--|
| Appointment Time/Notes: | Customer Representative: |
| Customer Name: | |
| Customer's Concern: Shifting to 2nd gear and car has low power | |
| Did DTS and customer meet?: N | |
| Customer Meeting Summary: | |
| Road Test Performed?: N | Was DTS able to duplicate concerns?: Y |
| Starting Mileage: | Ending Mileage: |
| Vehicle Condition: Good | Non-OE Modifications or Accessories?: N |
| Vehicle Condition Description: | Modification or Accessory Description: |
| Vehicle Findings: 1.ComplaintShifting to 2nd gear and car has low powerCause ecm p2615Correction Ecm software is incorrectly thinks a stall. FQI working on update02/23/2024 NML working on and ecm update04/16/2024 email JN for update update software may not be available until july.Status | |
| Did DTS meet with Dealer?: Y | |
| Dealer Findings: | |
| Repair Status: In Process | ETA: 05/17/2024 |
| Comments: | |
| Goodwill Offered?: 0 | |
| Current Mileage: 0 | TREAD Code: 06 |
| | TREAD Effective Date: 2/9/2024 00:00 |

Additional Comments

Internal Comments:

External Comments:

RO Approval Comment:

Dealer Action/Observation:

Problem Analysis:

Initial Recommendation:

Related/Support Case

Related Support Case:

Related Support Case Subject:

Latest Update:



Case Detail

| | | |
|--|-------------------------------|---------------------------------|
| Case Id: [REDACTED] | Date-Request: 9/7/2022 00:00 | Date-Inspection: 9/7/2022 00:00 |
| DTS Name: Mike Terrill | Inspection Status: Completed | Date-Close: 9/7/2022 00:00 |
| Request Type: DTS Dealer | HK Request Type: Non-Consumer | |
| Description: 22 N18 Reduced power after engine stall | | |

Dealer Information

| | | |
|---|---------------------------------------|--------------------------------|
| Dealer Code: 3696 | Dealer Name: KEN GARFF NISSAN OF OREM | Representative: Spencer Castle |
| Phone Number: 8014948694 | Region: 44 | |
| Address: 285 W UNIVERSITY PKWY OREM UT 84058 | | |

Vehicle Information

| | | |
|-------------------------|-------------------|------------------------|
| VIN: [REDACTED] | Model Year: 2022 | Make: NISSAN |
| Model Line: VERSA SEDAN | Model Code: 10052 | Starting Mileage: 1446 |

Inspection Summary

| | | |
|--|---|--------------------------------------|
| Appointment Time/Notes: | | |
| Customer Name: | Customer Representative: | |
| Customer's Concern: FQI Scramble assistance | | |
| Did DTS and customer meet?: N | | |
| Customer Meeting Summary: | | |
| Road Test Performed?: Y | Was DTS able to duplicate concerns? Y | |
| Starting Mileage: 1446 | Ending Mileage: 1453 | |
| Vehicle Condition: Good | Non-OE Modifications or Accessories?: N | |
| Vehicle Condition Description: | Modification or Accessory Description: | |
| Vehicle Findings: Scramble Support for limp mode after engine stall. | | |
| Did DTS meet with Dealer?: Y | | |
| Dealer Findings: | | |
| Repair Status: Complete | ETA: | |
| Comments: | | |
| Goodwill Offered?: 0 | | |
| Current Mileage: 0 | TREAD Code: 06 | TREAD Effective Date: 9/8/2022 00:00 |

Additional Comments

Internal Comments:

External Comments:

RO Approval Comment:

Dealer Action/Observation:

Problem Analysis:

Initial Recommendation:

Related/Support Case

Related Support Case:

Related Support Case Subject:

Latest Update:



Case Detail

| | | |
|--------------------------|-------------------------------|---------------------------------|
| Case Id: [REDACTED] | Date-Request: 5/3/2022 00:00 | Date-Inspection: 5/3/2022 00:00 |
| DTS Name: Kevin Brehm | Inspection Status: Completed | Date-Close: 5/3/2022 00:00 |
| Request Type: DTS Dealer | HK Request Type: Non-Consumer | |
| Description: N18 2022 | | |

Dealer Information

| | | |
|--|------------------------------------|------------------------------|
| Dealer Code: 3439 | Dealer Name: MOSSY NISSAN EL CAJON | Representative: Mike Hoefler |
| Phone Number: 6195880500 | Region: 44 | |
| Address: 1170 W MAIN ST EL CAJON CA 92020 | | |

Vehicle Information

| | | |
|-------------------------|-------------------|------------------------|
| VIN: [REDACTED] | Model Year: 2022 | Make: NISSAN |
| Model Line: VERSA SEDAN | Model Code: 10052 | Starting Mileage: 4430 |

Inspection Summary

| | | |
|--|---|--------------------------------------|
| Appointment Time/Notes: | | |
| Customer Name: [REDACTED] | Customer Representative: | |
| Customer's Concern: | | |
| Did DTS and customer meet?: N | | |
| Customer Meeting Summary: | | |
| Road Test Performed?: Y | Was DTS able to duplicate concerns?: N | |
| Starting Mileage: 4430 | Ending Mileage: 4452 | |
| Vehicle Condition: Good | Non-OE Modifications or Accessories?: N | |
| Vehicle Condition Description: | Modification or Accessory Description: | |
| Vehicle Findings: 1.Complaint Customer stated vehicle has will sometimes not have power. CUSTOMER STATES THAT THE VEHICLE WILL SOMETIMES NOT HAVE POWER WHILE DRIVING. CHECK AND ADVISE Cause DTSM was asked for support for the following vehicle as the customer has return twice for the loss of power concern. DTSM road tested vehicle for 23 miles and was unable to duplicate loss of power. DTSM returned to the shop and checked for codes. DTSM found several past code for front camera overtemp, Radar stain and corner sensors. DTSM advised S/D of findings. S/D to discuss the past codes. Dealer to road test vehicle again to try and replicate any further concerns.Correction Dealer to road test vehicle and discuss finding of radar stain and camera temperature past code. Dealer to contact DTSM if further concern appear.Status Complete | | |
| Did DTS meet with Dealer?: Y | | |
| Dealer Findings: DTSM met with Mike to discuss the vehicle to be inspected and customers concerns. | | |
| Repair Status: Complete | ETA: | |
| Comments: | | |
| Goodwill Offered?: 0 | | |
| Current Mileage: 0 | TREAD Code: 07 | TREAD Effective Date: 5/3/2022 00:00 |

Additional Comments

Internal Comments:

External Comments:

RO Approval Comment:

Dealer Action/Observation:

Problem Analysis:

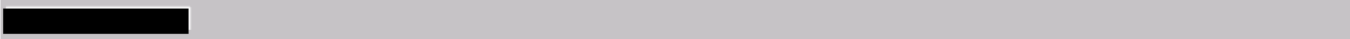
Initial Recommendation:

Related/Support Case

Related Support Case:

Related Support Case Subject:

Latest Update:



Case Detail

| | | |
|------------------------------|------------------------------|----------------------------------|
| Case Id: [REDACTED] | Date-Request: 3/3/2023 00:00 | Date-Inspection: 3/20/2023 00:00 |
| DTS Name: Gary Torgerson | Inspection Status: Completed | Date-Close: 3/20/2023 00:00 |
| Request Type: CA Inspection | HK Request Type: Consumer | |
| Description: [REDACTED] 3256 | | |

Dealer Information

| | | |
|--|---------------------------------------|-------------------------|
| Dealer Code: 3256 | Dealer Name: WALLACE NISSAN KINGSPORT | Representative: GM Vann |
| Phone Number: 4232885500 | Region: 34 | |
| Address: 2733 E STONE DR KINGSPORT TN 37660 | | |

Vehicle Information

| | | |
|-------------------------|-------------------|------------------------|
| VIN: [REDACTED] | Model Year: 2022 | Make: NISSAN |
| Model Line: VERSA SEDAN | Model Code: 10052 | Starting Mileage: 5440 |

Inspection Summary

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

Customer Name: [REDACTED] Customer Representative:

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

Did DTS and customer meet?: Y

Customer Meeting Summary: DTSM met with the customer

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

Starting Mileage: 5440 Ending Mileage:

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

Vehicle Condition Description: Modification or Accessory Description:

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

Did DTS meet with Dealer?: Y

Dealer Findings:

Repair Status: Complete ETA:

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

Goodwill Offered?: 0

Current Mileage: 4500 TREAD Code: 07 TREAD Effective Date: 3/20/2023 00:00

Additional Comments

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

External Comments:

RO Approval Comment:

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

Problem Analysis:

Initial Recommendation:

Related/Support Case

Related Support Case: [REDACTED]

Related Support Case Subject: CUSTOMER: [REDACTED]

Latest Update: RCAS-PK made outbound call to C at [REDACTED] RCAS-PK ADVISED, a??This call may be recorded for quality and training purposes.a?? RCAS-PK advised that RCAS-PK is following up on case. RCAS-PK advised that RCAS-PK was able to hear back from specialist regarding timeframe. RCAS-PK advised that earliest timeframe is 3/20 at 10 AM. RCAS-PK asked if that was a good timeframe for C. C stated yes. C stated C just wants the VEH repaired. RCAS-PK confirmed. RCAS-PK advised that DTSM C will be meeting with Gary. RCAS-PK advised that meeting will last about an hour. RCAS-PK advised that RCAS-PK will set follow up for 3/17 to confirm timeframe. C confirmed. C stated that C would just like the concern resolved. C stated that it hasna?t happened in a few days but C is worried about it. RCAS-PK confirmed. RCAS-PK advised that RCAS-PK does have follow up set for 3/17 to confirm timeframe. C confirmed. C thanked RCAS-PK for call. RCAS-PK thanked C for time. Call ended mutually.

Additional Comments

Internal Comments:

External Comments:

RO Approval Comment:

Dealer Action/Observation:

Problem Analysis:

Initial Recommendation:

Related/Support Case

Related Support Case:

Related Support Case Subject:

Latest Update:



Case Detail

| | | |
|--|--------------------------------|-----------------------------------|
| Case Id: [REDACTED] | Date-Request: 12/19/2023 00:00 | Date-Inspection: 12/19/2023 00:00 |
| DTS Name: Michael Gorill | Inspection Status: Completed | Date-Close: 12/19/2023 00:00 |
| Request Type: DTS Dealer | HK Request Type: Non-Consumer | |
| Description: MY23/N18/MIL, reduced power | | |

Dealer Information

| | | |
|---|-----------------------------------|-----------------|
| Dealer Code: 2730 | Dealer Name: FREEDOM NISSAN, INC. | Representative: |
| Phone Number: 8028647400 | Region: 26 | |
| Address: 1095 SHELBURNE ROAD SOUTH BURLINGTON VT 05403 | | |

Vehicle Information

| | | |
|-------------------------|-------------------|------------------------|
| VIN: [REDACTED] | Model Year: 2023 | Make: NISSAN |
| Model Line: VERSA SEDAN | Model Code: 10053 | Starting Mileage: 6918 |

Inspection Summary

| | |
|---|---|
| Appointment Time/Notes: | |
| Customer Name: [REDACTED] | Customer Representative: |
| Customer's Concern: | |
| Did DTS and customer meet?: N | |
| Customer Meeting Summary: | |
| Road Test Performed?: Y | Was DTS able to duplicate concerns? Y |
| Starting Mileage: 6918 | Ending Mileage: 6943 |
| Vehicle Condition: Good | Non-OE Modifications or Accessories?: N |
| Vehicle Condition Description: | Modification or Accessory Description: |
| <p>Vehicle Findings: Complaint:Customer states MIL comes on and vehicle lacks power at times.Cause:No DTCs visible in CIII+.Sigma shows P2615-00 on multiple scans.Inspected EIVT actuator wiring and connectors. No defects found.Correction:DTSM advised dealer to replace EIVT actuator on RC [REDACTED] line 3.Update 1/12/23:Dealer contacted DTSM, customer returned with P2615-00 present.DTSM advised dealer to replace EGI Harness 8.4 hours straight time on [REDACTED] line 1.</p> | |
| Did DTS meet with Dealer?: N | |
| Dealer Findings: | |
| Repair Status: Complete | ETA: |
| Comments: | |
| Goodwill Offered?: 0 | |
| Current Mileage: 0 | TREAD Code: 06 |
| | TREAD Effective Date: 12/19/2023 00:00 |

Additional Comments

Internal Comments:

External Comments:

RO Approval Comment:

Dealer Action/Observation:

Problem Analysis:

Initial Recommendation:

Related/Support Case

Related Support Case:

Related Support Case Subject:

Latest Update:



Case Detail

| | | |
|--------------------------------|-------------------------------|---------------------------------|
| Case Id: [REDACTED] | Date-Request: 4/5/2023 00:00 | Date-Inspection: 4/5/2023 00:00 |
| DTS Name: Kevin Brehm | Inspection Status: Completed | Date-Close: 4/5/2023 00:00 |
| Request Type: DTS Dealer | HK Request Type: Non-Consumer | |
| Description: N18 2023 P2615-00 | | |

Dealer Information

| | | |
|--|------------------------------------|-----------------|
| Dealer Code: 3439 | Dealer Name: MOSSY NISSAN EL CAJON | Representative: |
| Phone Number: 6195880500 | Region: 44 | |
| Address: 1170 W MAIN ST EL CAJON CA 92020 | | |

Vehicle Information

| | | |
|-------------------------|-------------------|-----------------------|
| VIN: [REDACTED] | Model Year: 2023 | Make: NISSAN |
| Model Line: VERSA SEDAN | Model Code: 10053 | Starting Mileage: 168 |

Inspection Summary

| | |
|--|---|
| Appointment Time/Notes: | |
| Customer Name: [REDACTED] | Customer Representative: |
| Customer's Concern: | |
| Did DTS and customer meet?: N | |
| Customer Meeting Summary: | |
| Road Test Performed?: N | Was DTS able to duplicate concerns? Y |
| Starting Mileage: 168 | Ending Mileage: |
| Vehicle Condition: Good | Non-OE Modifications or Accessories?: N |
| Vehicle Condition Description: | Modification or Accessory Description: |
| <p>Vehicle Findings: 1.Complaint Customer states check Engine light on. Vehicle driving fine. Check and advise. Cause DTSM met with Tech to discuss the vehicle. Tech found cam sensor connector not secure at can sensor. DTSM checked connector and found terminal retainer will not stay seated in connector. DTSM advised to replace connector. Correction Dealer to replace connector assemble and verify repairs. Clear code and road test vehicle. Dealer to contact DTSM if further assistance is needed. Status Complete</p> | |
| Did DTS meet with Dealer?: Y | |
| Dealer Findings: DTSM met with Mike to discuss the following customers concerns as well as several other vehicles. | |
| Repair Status: Complete | ETA: |
| Comments: | |
| Goodwill Offered?: 0 | |
| Current Mileage: 0 | TREAD Code: 13 |
| | TREAD Effective Date: 4/6/2023 00:00 |

Additional Comments

Internal Comments:

External Comments:

RO Approval Comment:

Dealer Action/Observation:

Problem Analysis:

Initial Recommendation:

Related/Support Case

Related Support Case:

Related Support Case Subject:

Latest Update: