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

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Case: [redacted]

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General

Caller Name	[redacted]	Dealer	GRAINGER NIS OF ANDERSON
NNAnet user ID		Contact Name	
Tech Preferred Phone		Customer Name	
Tech Preferred Email		Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	William Spencer
Repair/Work Order	[redacted]	Mobile Phone	
Job/Line Number	A	Texting Status	
Created Day	Friday		

Incident Information

Customer Comments	WARNING MALFUNCTION LIGHT IS ON, TRAC CONTROL LIGHT IS ON	Customer Name	[redacted]
Verified	Yes	Vehicle	[redacted]
Question for TECH LINE	Have you seen this before?	VIN	[redacted]
Service Manual General Section	Brakes	Archived VIN Make	
Service Manual Specific Section	Brake Control System	Archived VIN Year	2021
Symptom Code Category	Experience/Occurrence	Archived VIN Model	ROGUE
Symptom	IMPROPER OPERATION	Incident/RO Date	3/27/2021
When does this concern occur?	ALL TIMES	Calculated Days Down	37
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	REPLACED ABS ACTUATOR	Total Days Down	37
Observed Modifications & Accessories	NONE	Repair Attempts	0
		Current Mileage	329
		Vehicle Mileage Prior Value	

Vehicle Purchased Miles	
Primary DTC	
Current DTC	ABS C1046-04
Past DTC	
Other DTCs	

TECH LINE Information

Subject	ABS programming T33	**Resolution Action**	ADJUST
Status	Closed	**Resolution Object**	CONSULT HARDWARE/SOFTWARE
Confirmed Resolution	Yes	**Field Inspection Indicator**	☐
Component Code Category	BR|Brake System	**NNA Field Inspection Date**	
Component Code Issue	BRA|ABS BRAKE SYSTEM	**FSSS**	☐
TECH LINE Template	ECC Initial Response	**FSSS Date**	
TREAD Component	03		
Date/Time Closed	5/3/2021 7:26 AM		
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)			

Activity History

Email: Case [redacted]; 2021 ROGUE; ABS programming T33 [ref:_00DA09j8L._5002I27FJVu:ref]

Name	
Task	☑
Due Date	**5/3/2021**
Assigned To	**William Spencer**
Last Modified Date/Time	**5/3/2021 7:27 AM**
Comments	**Additional To:** [redacted] **CC:** **BCC: william.spencer@nissan-usa.com** **Attachment:** **Subject: Case [redacted]; 2021 ROGUE; ABS programming T33 [ref:_00DA09j8L._5002I27FJVu:ref]** **Body:** [redacted], **Glad to hear the vehicle is operating correctly.** **Thank you for following up with the resolved case.** **Have a great day!** **The TECH LINE Survey can be accessed by: CLICKING HERE**

Thank you,_____William.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: 4/2/2021
Customer name:
VIN: [redacted] **Mileage: 329**
Dealer code: 5552
Dealer name: GRAINGER NIS OF ANDERSON

Customer's Concerns:
WARNING MALFUNCTION LIGHT IS ON, TRAC CONTROL LIGHT IS ON
Technician Findings:
REPLACED ABS ACTUATOR DUE TO C1046-04 PER DTC. COULD NOT SAVE BEFORE DATA. REPLACED ABS ACTUATOR AND ATTEMPTED PROGRAMMING AFTER ECU REPLACEMENT. ERROR MESSAGE APPEARS STATING REPROGRAMMING/PROGRAMMING DATA NOT FOUND. SPOKE WITH DTS, ATTEMPTED PERFORMING PROGRAMMING FIRST BUT NO PROGRAM AVAILABLE. ROLLED CONSULT BACK TO VERSION 205.10 FROM 205.40 AND NO CHANGE, SAME ERROR MESSAGES OCCUR WHEN ATTEMPTING PROGRAMMING OR RE-PROGRAMMING. ATTEMPTED THE SAME PROCEDURE ON VERSION 205.20 AND NO CHANGE. PLEASE ADVISE ON POSSIBLE RESOLUTION.:

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:_00DA09j8L._5002I27FJVu:ref

Email: Case [redacted]; 2021 ROGUE; ABS programming T33 [ref:_00DA09j8L._5002I27FJVu:ref]

Name	
Task	✓
Due Date	**4/29/2021**
Assigned To	**William Spencer**
Last Modified Date/Time	**4/29/2021 1:44 PM**
Comments	**Additional To:** [redacted] **CC:** **BCC: william.spencer@nissan-usa.com** **Attachment:**

Subject: Case [redacted] **; 2021 ROGUE; ABS programming T33 [ref:_00DA09j8L._5002I27FJVu:ref]**
Body:
[redacted]
Sorry I missed you when I called. Below is a summary of the voicemail left.
Server has been updated and should allow configuration.

Please attempt configuration and follow up with results.

Have a great day!
Thank you,_____William.TECH LINE
The TECH LINE Survey can be accessed by: CLICKING HERE

Updating a TECH LINE Case:Technician: Reply to this email; do not change the email subject line.
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: 4/2/2021
Customer name:
VIN: [redacted] **Mileage: 329**
Dealer code: 5552

Dealer name: GRAINGER NIS OF ANDERSON

Customer's Concerns:
WARNING MALFUNCTION LIGHT IS ON, TRAC CONTROL LIGHT IS ON
Technician Findings:
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ref:_00DA09j8L._5002I27FJVu:ref

Email: Case [redacted]; 2021 ROGUE; ABS programming T33 [ref:_00DA09j8L._5002I27FJVu:ref]

Name	
Task	✓
Due Date	**4/26/2021**
Assigned To	**William Spencer**
Last Modified Date/Time	**4/26/2021 8:14 AM**
Comments	**Additional To: [redacted]** **CC:** **BCC: william.spencer@nissan-usa.com** **Attachment:**

Subject: Case [redacted] 2021 ROGUE; ABS programming T33 [ref:_00DA09j8L._5002I27FJVu:ref]
Body:
Jordan,
They are in the process of updating the server.

I will let you know as soon as I get reply of the information update.

We can try configuration now and then to see if it has been updated as well.
Thank you,_____William.TECH LINE

The TECH LINE Survey can be accessed by: CLICKING HERE

Updating a TECH LINE Case:Technician: Reply to this email; do not change the email subject line.
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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: 4/2/2021
Customer name:
VIN: [redacted] Mileage: 329
Dealer code: 5552
Dealer name: GRAINGER NIS OF ANDERSON

Customer's Concerns:
WARNING MALFUNCTION LIGHT IS ON, TRAC CONTROL LIGHT IS ON
Technician Findings:
REPLACED ABS ACTUATOR DUE TO C1046-04 PER DTC. COULD NOT SAVE BEFORE DATA. REPLACED ABS ACTUATOR AND ATTEMPTED PROGRAMMING AFTER ECU REPLACEMENT. ERROR MESSAGE APPEARS STATING REPROGRAMMING/PROGRAMMING DATA NOT FOUND. SPOKE WITH DTS, ATTEMPTED PERFORMING PROGRAMMING FIRST BUT NO PROGRAM AVAILABLE. ROLLED CONSULT BACK TO VERSION 205.10 FROM 205.40 AND NO CHANGE, SAME ERROR MESSAGES OCCUR WHEN ATTEMPTING PROGRAMMING OR RE-PROGRAMMING. ATTEMPTED THE SAME PROCEDURE ON VERSION 205.20 AND NO CHANGE. PLEASE ADVISE ON

POSSIBLE RESOLUTION.:

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ref:_00DA09j8L._5002I27FJVu:ref

Email: Case [redacted]; 2021 ROGUE; ABS programming T33 [ref:_00DA09j8L._5002I27FJVu:ref]

Name	
Task	✓
Due Date	**4/20/2021**
Assigned To	**William Spencer**
Last Modified Date/Time	**4/20/2021 2:38 PM**
Comments	**Additional To: [redacted]** **CC:** **BCC: william.spencer@nissan-usa.com** **Attachment:** **Subject: Case [redacted]; 2021 ROGUE; ABS programming T33 [ref:_00DA09j8L._5002I27FJVu:ref]** **Body:** [redacted] **Saved file no longer present on Consult.** **Used original unit to create saved file.** **Programming completed successfully.** **When attempting to configure the new ABS unit.** **Received error VESPA 0003** **Collected error log** **TSS Recommendation:** **TSS to forward information to Consult group.** **Once an update is received.** **TSS to reach back out to tech.** **The TECH LINE Survey can be accessed by: CLICKING HERE** **Thank you,_____William.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: 4/2/2021** **Customer name:** **VIN: [redacted] Mileage: 329** **Dealer code: 5552** **Dealer name: GRAINGER NIS OF ANDERSON** **Customer's Concerns:** **WARNING MALFUNCTION LIGHT IS ON, TRAC CONTROL LIGHT IS ON** **Technician Findings:**

REPLACED ABS ACTUATOR DUE TO C1046-04 PER DTC. COULD NOT SAVE BEFORE DATA. REPLACED ABS ACTUATOR AND ATTEMPTED PROGRAMMING AFTER ECU REPLACEMENT. ERROR MESSAGE APPEARS STATING REPROGRAMMING/PROGRAMMING DATA NOT FOUND. SPOKE WITH DTS, ATTEMPTED PERFORMING PROGRAMMING FIRST BUT NO PROGRAM AVAILABLE. ROLLED CONSULT BACK TO VERSION 205.10 FROM 205.40 AND NO CHANGE, SAME ERROR MESSAGES OCCUR WHEN ATTEMPTING PROGRAMMING OR RE-PROGRAMMING. ATTEMPTED THE SAME PROCEDURE ON VERSION 205.20 AND NO CHANGE. PLEASE ADVISE ON POSSIBLE RESOLUTION.:

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ref:_00DA09j8L._5002I27FJVu:ref

Email: Case [redacted]; 2021 ROGUE; ABS programming T33 [ref:_00DA09j8L._5002I27FJVu:ref]

Name	
Task	✓
Due Date	**4/20/2021**
Assigned To	**William Spencer**
Last Modified Date/Time	**4/20/2021 11:41 AM**
Comments	**Additional To:** [redacted] **CC:** **BCC: william.spencer@nissan-usa.com** **Attachment:**

Subject: Case [redacted]; 2021 ROGUE; ABS programming T33 [ref:_00DA09j8L._5002I27FJVu:ref]
Body:
[redacted]
Sorry about calling on your lunch break. I will give you a call back at 1:00 EDT

The TECH LINE Survey can be accessed by: CLICKING HERE

Thank you,_____William.TECH LINE

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Case #: [redacted]
Date Created: 4/2/2021
Customer name:
VIN: [redacted] **Mileage: 329**
Dealer code: 5552
Dealer name: GRAINGER NIS OF ANDERSON

Customer's Concerns:
WARNING MALFUNCTION LIGHT IS ON, TRAC CONTROL LIGHT IS ON
Technician Findings:
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ref:_00DA09j8L._5002I27FJVu:ref

Email: Case [redacted] 2021 ROGUE; ABS programming T33 [ref:_00DA09j8L._5002I27FJVu:ref]

Name	
Task	✓
Due Date	**4/19/2021**
Assigned To	**William Spencer**
Last Modified Date/Time	**4/19/2021 9:13 AM**
Comments	**Additional To:[redacted]** **CC:** **BCC: william.spencer@nissan-usa.com** **Attachment:** **Subject: Case[redacted]; 2021 ROGUE; ABS programming T33 [ref:_00DA09j8L._5002I27FJVu:ref]** **Body:** [redacted] **Sorry I missed you when I called. Below is a summary of the voicemail left.** **A patch has been released to allow ABS programing.** **If receiving error TXACK when programming ABS unit.** **Do not delete the save programming file. It will be required to recover the unit.** **Please follow the below procedure:** **1. Restart the PC** **2. Manually sync ASIST with Consult program closed.** **3. Update to 205.50 or if at 205.50. Reinstall 205.50 by running "Setup.exe" in the 205.50 folder. (Refer to roll back procedure if needed)** **4. Select the saved programing file when programming.** **Selecting the saved programming file will recover the unit.** **Refer to Step 33 of the NTB 20-030 for special key off procedure for all codes to clear** **Keep us informed of repairs or if you need further assistance.** **The TECH LINE Survey can be accessed by: CLICKING HERE** **Thank you,_____William.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: 4/2/2021** **Customer name:** **VIN:** [redacted] **Mileage: 329** **Dealer code: 5552** **Dealer name: GRAINGER NIS OF ANDERSON** **Customer's Concerns:** **WARNING MALFUNCTION LIGHT IS ON, TRAC CONTROL LIGHT IS ON**

Technician Findings:
REPLACED ABS ACTUATOR DUE TO C1046-04 PER DTC. COULD NOT SAVE BEFORE DATA. REPLACED ABS ACTUATOR AND ATTEMPTED PROGRAMMING AFTER ECU REPLACEMENT. ERROR MESSAGE APPEARS STATING REPROGRAMMING/PROGRAMMING DATA NOT FOUND. SPOKE WITH DTS, ATTEMPTED PERFORMING PROGRAMMING FIRST BUT NO PROGRAM AVAILABLE. ROLLED CONSULT BACK TO VERSION 205.10 FROM 205.40 AND NO CHANGE, SAME ERROR MESSAGES OCCUR WHEN ATTEMPTING PROGRAMMING OR RE-PROGRAMMING. ATTEMPTED THE SAME PROCEDURE ON VERSION 205.20 AND NO CHANGE. PLEASE ADVISE ON POSSIBLE RESOLUTION.:

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ref:_00DA09j8L._5002I27FJVu:ref

Email: Case [redacted] 2021 ROGUE; ABS programming T33 [ref:_00DA09j8L._5002I27FJVu:ref]

Name	
Task	✓
Due Date	**4/7/2021**
Assigned To	**William Spencer**
Last Modified Date/Time	**4/7/2021 10:37 AM**
Comments	**Additional To: [redacted]** **CC:** **BCC: william.spencer@nissan-usa.com** **Attachment:** **Subject: Case [redacted] 2021 ROGUE; ABS programming T33 [ref:_00DA09j8L._5002I27FJVu:ref]** **Body:** **Jordan,** **They have duplicated the concern and are working on the next step.** **I expect to hear some kind of update early next week.** **The TECH LINE Survey can be accessed by: CLICKING HERE** **Thank you,_____William.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: 4/2/2021** **Customer name:** **VIN: J[redacted]Mileage: 329** **Dealer code: 5552** **Dealer name: GRAINGER NIS OF ANDERSON** **Customer's Concerns:** **WARNING MALFUNCTION LIGHT IS ON, TRAC CONTROL LIGHT IS ON** **Technician Findings:** **REPLACED ABS ACTUATOR DUE TO C1046-04 PER DTC. COULD NOT SAVE BEFORE DATA. REPLACED ABS ACTUATOR AND ATTEMPTED PROGRAMMING AFTER ECU REPLACEMENT. ERROR MESSAGE APPEARS STATING REPROGRAMMING/PROGRAMMING DATA NOT FOUND. SPOKE WITH DTS, ATTEMPTED PERFORMING PROGRAMMING FIRST BUT NO PROGRAM AVAILABLE. ROLLED CONSULT BACK TO VERSION 205.10 FROM 205.40 AND NO CHANGE, SAME ERROR MESSAGES OCCUR WHEN ATTEMPTING PROGRAMMING OR RE-PROGRAMMING. ATTEMPTED THE SAME PROCEDURE ON VERSION 205.20 AND NO CHANGE. PLEASE ADVISE ON POSSIBLE RESOLUTION.:** **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**

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ref:_00DA09j8L._5002I27FJVu:ref

Email: Case[redacted]; 2021 ROGUE; ABS programming T33 [ref:_00DA09j8L._5002I27FJVu:ref]

Name	
Task	✓
Due Date	**4/6/2021**
Assigned To	**William Spencer**
Last Modified Date/Time	**4/6/2021 3:39 PM**
Comments	**Additional To: [redacted]** **CC:** **BCC: william.spencer@nissan-usa.com** **Attachment:** **Subject: Case[redacted]; 2021 ROGUE; ABS programming T33 [ref:_00DA09j8L._5002I27FJVu:ref]** **Body:** [redacted] **We have not seen any concerns with the programming of the steering rack.** **If you do experience any concerns.** **We will to create a new case for the concern.** **For the ABS status.** **We are still working on a resolution.** **The TECH LINE Survey can be accessed by: CLICKING HERE** **Thank you,_____William.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: 4/2/2021** **Customer name:** **VIN:[redacted]Mileage: 329** **Dealer code: 5552** **Dealer name: GRAINGER NIS OF ANDERSON** **Customer's Concerns:** **WARNING MALFUNCTION LIGHT IS ON, TRAC CONTROL LIGHT IS ON** **Technician Findings:** **REPLACED ABS ACTUATOR DUE TO C1046-04 PER DTC. COULD NOT SAVE BEFORE DATA. REPLACED ABS ACTUATOR AND ATTEMPTED PROGRAMMING AFTER ECU REPLACEMENT. ERROR MESSAGE APPEARS STATING REPROGRAMMING/PROGRAMMING DATA NOT FOUND. SPOKE WITH DTS, ATTEMPTED PERFORMING PROGRAMMING FIRST BUT NO PROGRAM AVAILABLE. ROLLED CONSULT BACK TO VERSION 205.10 FROM 205.40 AND NO CHANGE, SAME ERROR MESSAGES OCCUR WHEN ATTEMPTING PROGRAMMING OR RE-PROGRAMMING. ATTEMPTED THE SAME PROCEDURE ON VERSION 205.20 AND NO CHANGE. PLEASE ADVISE ON POSSIBLE RESOLUTION.:** **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:_00DA09j8L._5002I27FJVu:ref**

Email: Case [redacted]; 2021 ROGUE; ABS programming T33 [ref:_00DA09j8L._5002I27FJVu:ref]

Name	
Task	✓
Due Date	**4/2/2021**
Assigned To	**William Spencer**
Last Modified Date/Time	**4/2/2021 11:03 AM**
Comments	**Additional [redacted]** **CC:** **BCC: william.spencer@nissan-usa.com** **Attachment:** **Subject: Case [redacted]; 2021 ROGUE; ABS programming T33 [ref:_00DA09j8L._5002I27FJVu:ref]** **Body:** [redacted] **Sorry I missed you when I called. Below is a summary of the voicemail left.** **My name is William and I wil be assisting you with this case moving forward.** **We are currently working on this concern.** **We expect to have an update next week.** **Once an update is received.** **We will reach back out to you.** **If you have any question or would like a call back.** **Reply to email with and concerns.** **Thank you,_____William.TECH LINE** **The TECH LINE Survey can be accessed by: CLICKING HERE** **Updating a TECH LINE Case:Technician: Reply to this email; do not change the email subject line.** **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: 4/2/2021** **Customer name:** **VIN:[redacted]: 329** **Dealer code: 5552** **Dealer name: GRAINGER NIS OF ANDERSON** **Customer's Concerns:** **WARNING MALFUNCTION LIGHT IS ON, TRAC CONTROL LIGHT IS ON** **Technician Findings:** **REPLACED ABS ACTUATOR DUE TO C1046-04 PER DTC. COULD NOT SAVE BEFORE DATA. REPLACED ABS ACTUATOR AND ATTEMPTED PROGRAMMING AFTER ECU REPLACEMENT. ERROR MESSAGE APPEARS STATING REPROGRAMMING/PROGRAMMING DATA NOT FOUND. SPOKE WITH DTS, ATTEMPTED PERFORMING PROGRAMMING FIRST BUT NO PROGRAM AVAILABLE. ROLLED CONSULT BACK TO VERSION 205.10 FROM 205.40 AND NO CHANGE, SAME ERROR MESSAGES OCCUR WHEN ATTEMPTING PROGRAMMING OR RE-PROGRAMMING. ATTEMPTED THE SAME PROCEDURE ON VERSION 205.20 AND NO CHANGE. PLEASE ADVISE ON POSSIBLE RESOLUTION.:** **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:_00DA09j8L._5002I27FJVu:ref**

Email: Case [redacted]; 2021 ROGUE; ABS programming T33 [ref:_00DA09j8L._5002I27FJVu:ref]

Name	
Task	✓
Due Date	**4/2/2021**

Assigned To	**John Irion**
Last Modified Date/Time	**4/2/2021 10:14 AM**
Comments	**Additional To:** [redacted] **CC:** **BCC: john.irion@nissan-usa.com** **Attachment:** [redacted].csv **Subject: Case** [redacted] **2021 ROGUE; ABS programming T33 [ref:_00DA09j8L._5002I27FJVu:ref]** **Body:** [redacted], **TECH LINE's latest case update is below.** **Recommendation** **The EPC linked file is attached.** **The TECH LINE Survey can be accessed by: CLICKING HERE** **Thank you,_____John ITECH 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: 4/2/2021** **Customer name:** **VIN:**[redacted]**Mileage: 329** **Dealer code: 5552** **Dealer name: GRAINGER NIS OF ANDERSON** **Customer's Concerns:** **WARNING MALFUNCTION LIGHT IS ON, TRAC CONTROL LIGHT IS ON** **Technician Findings:** **REPLACED ABS ACTUATOR DUE TO C1046-04 PER DTC. COULD NOT SAVE BEFORE DATA. REPLACED ABS ACTUATOR AND ATTEMPTED PROGRAMMING AFTER ECU REPLACEMENT. ERROR MESSAGE APPEARS STATING REPROGRAMMING/PROGRAMMING DATA NOT FOUND. SPOKE WITH DTS, ATTEMPTED PERFORMING PROGRAMMING FIRST BUT NO PROGRAM AVAILABLE. ROLLED CONSULT BACK TO VERSION 205.10 FROM 205.40 AND NO CHANGE, SAME ERROR MESSAGES OCCUR WHEN ATTEMPTING PROGRAMMING OR RE-PROGRAMMING. ATTEMPTED THE SAME PROCEDURE ON VERSION 205.20 AND NO CHANGE. PLEASE ADVISE ON POSSIBLE RESOLUTION.:** **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:_00DA09j8L._5002I27FJVu:ref**

C3: 2 Config ABS T33 South Carolina

Name	
Task	✓
Due Date	
Assigned To	**William Spencer**
Last Modified Date/Time	**5/3/2021 7:27 AM**
Comments	

Attachments

WOFFORD1.jpg

Size	**2.39MB**
Ownership	**Managed Services**
View	**View file**
Last Modified	**4/2/2021 10:04 AM**

WOFFORD5.jpg

Size	**1.94MB**
Ownership	**Managed Services**
View	**View file**
Last Modified	**4/2/2021 10:04 AM**

WOFFORD4.jpg

Size	**2.21MB**
Ownership	**Managed Services**
View	**View file**
Last Modified	**4/2/2021 10:04 AM**

WOFFORD3.jpg

Size	**1.99MB**
Ownership	**Managed Services**
View	**View file**
Last Modified	**4/2/2021 10:04 AM**

WOFFORD2.jpg

Size	**2.09MB**
Ownership	**Managed Services**
View	**View file**
Last Modified	**4/2/2021 10:04 AM**

Emails

Case[redacted]; 2021 ROGUE; ABS programming T33 [ref:_00DA09j8L._5002I27FJVu:ref]

Message Date	**5/3/2021 7:27 AM**
Has Attachment	
Email Address	[redacted]
Status	**Sent**
Subject	**Case [redacted]; 2021 ROGUE; ABS programming T33 [ref:_00DA09j8L._5002I27FJVu:ref]**
Text Body	[redacted],

TECH LINE's latest case update is below.

TSS Recommendation:

Glad to hear the vehicle is operating correctly.
Thank you for following up with the resolved case.

Have a great day!

The TECH LINE Survey can be accessed by: CLICKING HERE

Thank you,

_____

William.

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: 4/2/2021
Customer name:
VIN: [redacted]

Mileage: 329

Dealer code: 5552

Dealer name: GRAINGER NIS OF ANDERSON

Customer's Concerns:
WARNING MALFUNCTION LIGHT IS ON, TRAC CONTROL LIGHT IS ON

Technician Findings:
REPLACED ABS ACTUATOR DUE TO C1046-04 PER DTC. COULD NOT SAVE BEFORE DATA. REPLACED ABS ACTUATOR AND ATTEMPTED PROGRAMMING AFTER ECU REPLACEMENT. ERROR MESSAGE APPEARS STATING REPROGRAMMING/PROGRAMMING DATA NOT FOUND. SPOKE WITH DTS, ATTEMPTED PERFORMING PROGRAMMING FIRST BUT NO PROGRAM AVAILABLE. ROLLED CONSULT BACK TO VERSION 205.10 FROM 205.40 AND NO CHANGE, SAME ERROR MESSAGES OCCUR WHEN ATTEMPTING PROGRAMMING OR RE-PROGRAMMING. ATTEMPTED THE SAME PROCEDURE ON VERSION 205.20 AND NO CHANGE. PLEASE ADVISE ON POSSIBLE RESOLUTION.:

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Re: Case [redacted]; 2021 ROGUE; ABS programming T33 [ref:_00DA09j8L._5002I27FJVu:ref]

Message Date	**4/30/2021 2:39 PM**
Has Attachment	☐
Email Address	[redacted]
Status	**Read**
Subject	**Re: Case [redacted]; 2021 ROGUE; ABS programming T33 [ref:_00DA09j8L._5002I27FJVu:ref]**
Text Body	**It appears to have worked, thanks for your help with this!** **On Thu, Apr 29, 2021 at 2:44 PM TECH LINE Email to Case < techlinesfdc@nissan-usa.com> wrote:** **> [redacted]** **>** **> Sorry I missed you when I called.** **> Below is a summary of the voicemail left.** **>** **> Server has been updated and should allow configuration.** **> Please attempt configuration and follow up with results.** **> Have a great day!**

>
>
> Thank you,
>
> _____
>
> William.
>
> TECH LINE
>
>
> The TECH LINE Survey can be accessed by: CLICKING HERE
> <https://urldefense.com/v3/__http://www.asistfaq.com/online_techline_survey.asp?SurveyId=TLSRVY3__;!![redacted]9NkIH3hw-1-FfG0$ >
>
>
>
>
>
>
> *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: 4/2/2021
> Customer name:
> VIN: [redacted]
>
> Mileage: 329
>
> Dealer code: 5552
>
> Dealer name: GRAINGER NIS OF ANDERSON
>
> Customer's Concerns:
> WARNING MALFUNCTION LIGHT IS ON, TRAC CONTROL LIGHT IS ON
>
>
> Technician Findings:
> REPLACED ABS ACTUATOR DUE TO C1046-04 PER DTC. COULD NOT SAVE BEFORE DATA.
> REPLACED ABS ACTUATOR AND ATTEMPTED PROGRAMMING AFTER ECU REPLACEMENT.
> ERROR MESSAGE APPEARS STATING REPROGRAMMING/PROGRAMMING DATA NOT FOUND.
> SPOKE WITH DTS, ATTEMPTED PERFORMING PROGRAMMING FIRST BUT NO PROGRAM
> AVAILABLE. ROLLED CONSULT BACK TO VERSION 205.10 FROM 205.40 AND NO CHANGE,
> SAME ERROR MESSAGES OCCUR WHEN ATTEMPTING PROGRAMMING OR RE-PROGRAMMING.
> ATTEMPTED THE SAME PROCEDURE ON VERSION 205.20 AND NO CHANGE. PLEASE ADVISE
> ON POSSIBLE RESOLUTION.:
>
>
>
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> message or any part of it. Please notify the sender immediately and delete
> all copies of the message.
>
>
> ref:_00DA09j8L._5002I27FJVu:ref
>

Case[redacted]; 2021 ROGUE; ABS programming T33 [ref:_00DA09j8L._5002I27FJVu:ref]

Message Date	**4/29/2021 1:44 PM**
Has Attachment	
Email Address	[redacted]
Status	**Sent**
Subject	**Case [redacted]; 2021 ROGUE; ABS programming T33 [ref:_00DA09j8L._5002I27FJVu:ref]**
Text Body	[redacted],

TECH LINE's latest case update is below.

Outbound Call to Tech:

No answer
Left voicemail

TSS Recommendation:

Server has been updated and should allow configuration.
Please attempt configuration and follow up with results.
Have a great day!

The TECH LINE Survey can be accessed by: CLICKING HERE

Thank you,

_____

William.

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: 4/2/2021
Customer name:
VIN: [redacted]

Mileage: 329

Dealer code: 5552

Dealer name: GRAINGER NIS OF ANDERSON

Customer's Concerns:
WARNING MALFUNCTION LIGHT IS ON, TRAC CONTROL LIGHT IS ON

Technician Findings:
REPLACED ABS ACTUATOR DUE TO C1046-04 PER DTC. COULD NOT SAVE BEFORE DATA. REPLACED ABS ACTUATOR AND ATTEMPTED PROGRAMMING AFTER ECU REPLACEMENT. ERROR MESSAGE APPEARS STATING REPROGRAMMING/PROGRAMMING DATA NOT FOUND. SPOKE WITH DTS, ATTEMPTED PERFORMING PROGRAMMING FIRST BUT NO PROGRAM AVAILABLE. ROLLED CONSULT BACK TO VERSION 205.10 FROM 205.40 AND NO CHANGE, SAME ERROR MESSAGES OCCUR WHEN ATTEMPTING PROGRAMMING OR RE-PROGRAMMING. ATTEMPTED THE SAME PROCEDURE ON VERSION 205.20 AND NO CHANGE. PLEASE ADVISE ON POSSIBLE RESOLUTION.:

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Case [redacted] 2021 ROGUE; ABS programming T33 [ref:_00DA09j8L._5002I27FJVu:ref]

Message Date	**4/26/2021 8:14 AM**
Has Attachment	☐
Email Address	[redacted]
Status	**Sent**
Subject	**Case [redacted] 2021 ROGUE; ABS programming T33 [ref:_00DA09j8L._5002I27FJVu:ref]**
Text Body	[redacted],

TECH LINE's latest case update is below.

TSS Recommendation:

They are in the process of updating the server.
I will let you know as soon as I get reply of the information update.
We can try configuration now and then to see if it has been updated as well.

The TECH LINE Survey can be accessed by: CLICKING HERE

Thank you,

_____

William.

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: 4/2/2021
Customer name:
VIN: [redacted]

Mileage: 329

Dealer code: 5552

Dealer name: GRAINGER NIS OF ANDERSON

Customer's Concerns:
WARNING MALFUNCTION LIGHT IS ON, TRAC CONTROL LIGHT IS ON

Technician Findings:
REPLACED ABS ACTUATOR DUE TO C1046-04 PER DTC. COULD NOT SAVE BEFORE DATA. REPLACED ABS ACTUATOR AND ATTEMPTED PROGRAMMING AFTER ECU REPLACEMENT. ERROR MESSAGE APPEARS STATING REPROGRAMMING/PROGRAMMING DATA NOT FOUND. SPOKE WITH DTS, ATTEMPTED PERFORMING PROGRAMMING FIRST BUT NO PROGRAM AVAILABLE. ROLLED CONSULT BACK TO VERSION 205.10 FROM 205.40 AND NO CHANGE, SAME ERROR MESSAGES OCCUR WHEN ATTEMPTING PROGRAMMING OR RE-PROGRAMMING. ATTEMPTED THE SAME PROCEDURE ON VERSION 205.20 AND NO CHANGE. PLEASE ADVISE ON POSSIBLE RESOLUTION.:

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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]; 2021 ROGUE; ABS programming T33 [ref:_00DA09j8L._5002l27FJVu:ref]

Message Date	4/23/2021 1:30 PM
Has Attachment	
Email Address	[redacted]
Status	Read
Subject	Re: Case [redacted] 2021 ROGUE; ABS programming T33 [ref:_00DA09j8L._5002l27FJVu:ref]
Text Body	Any updates on this? Have a lot of time tied up in it. On Tue, Apr 20, 2021 at 3:38 PM TECH LINE Email to Case < techlinesfdc@nissan-usa.com> wrote: >[redacted] > > Saved file no longer present on Consult. > Used original unit to create saved file. > Programming completed successfully. > When attempting to configure the new ABS unit. > Received error VESPA 0003 > Collected error log > > TSS Recommendation: > > TSS to forward information to Consult group. > Once an update is received. > TSS to reach back out to tech. > > > > The TECH LINE Survey can be accessed by: CLICKING HERE > <https://urldefense.com/v3/__http://www.asistfaq.com/online_techline_survey.asp?SurveyId=TLSRVY3 [redacted] _7Inwg9ZFj5gF9vPG$ > > > > > > > Thank you, > > _____ > > William. > > 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: 4/2/2021**
> **> Customer name:**
> **> VIN: [redacted]**
> **>**
> **> Mileage: 329**
> **>**
> **> Dealer code: 5552**
> **>**
> **> Dealer name: GRAINGER NIS OF ANDERSON**
> **>**
> **> Customer's Concerns:**
> **> WARNING MALFUNCTION LIGHT IS ON, TRAC CONTROL LIGHT IS ON**
> **>**
> **>**
> **> Technician Findings:**
> **> REPLACED ABS ACTUATOR DUE TO C1046-04 PER DTC. COULD NOT SAVE BEFORE DATA.**
> **> REPLACED ABS ACTUATOR AND ATTEMPTED PROGRAMMING AFTER ECU REPLACEMENT.**
> **> ERROR MESSAGE APPEARS STATING REPROGRAMMING/PROGRAMMING DATA NOT FOUND.**
> **> SPOKE WITH DTS, ATTEMPTED PERFORMING PROGRAMMING FIRST BUT NO PROGRAM**
> **> AVAILABLE. ROLLED CONSULT BACK TO VERSION 205.10 FROM 205.40 AND NO CHANGE,**
> **> SAME ERROR MESSAGES OCCUR WHEN ATTEMPTING PROGRAMMING OR RE-PROGRAMMING.**
> **> ATTEMPTED THE SAME PROCEDURE ON VERSION 205.20 AND NO CHANGE. PLEASE ADVISE**
> **> ON POSSIBLE RESOLUTION.:**
> **>**
> **>**
> **>**
> **>**
> **> This communication may contain information that is proprietary,**
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> **> has been misdirected, or if you suspect you have received this in error,**
> **> you are not authorized to read, print, retain, copy, or disseminate this**
> **> message or any part of it. Please notify the sender immediately and delete**
> **> all copies of the message.**
> **>**
> **>**
> **> ref:_00DA09j8L._5002I27FJVu:ref**
> **>**

Case [redacted]; 2021 ROGUE; ABS programming T33 [ref:_00DA09j8L._5002I27FJVu:ref]

Message Date	**4/20/2021 2:38 PM**
Has Attachment	☐
Email Address	[redacted]
Status	**Sent**
Subject	**Case [redacted] 2021 ROGUE; ABS programming T33 [ref:_00DA09j8L._5002I27FJVu:ref]**
Text Body	**[redacted],** **TECH LINE's latest case update is below.** **Outbound Call to Tech w/Tech Link:** **Saved file no longer present on Consult.** **Used original unit to create saved file.** **Programming completed successfully.** **When attempting to configure the new ABS unit.** **Received error VESPA 0003** **Collected error log** **TSS Recommendation:** **TSS to forward information to Consult group.** **Once an update is received.**

TSS to reach back out to tech.

The TECH LINE Survey can be accessed by: CLICKING HERE

Thank you,

_____

William.

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: 4/2/2021
Customer name:
VIN: [redacted]

Mileage: 329

Dealer code: 5552

Dealer name: GRAINGER NIS OF ANDERSON

Customer's Concerns:
WARNING MALFUNCTION LIGHT IS ON, TRAC CONTROL LIGHT IS ON

Technician Findings:
REPLACED ABS ACTUATOR DUE TO C1046-04 PER DTC. COULD NOT SAVE BEFORE DATA. REPLACED ABS ACTUATOR AND ATTEMPTED PROGRAMMING AFTER ECU REPLACEMENT. ERROR MESSAGE APPEARS STATING REPROGRAMMING/PROGRAMMING DATA NOT FOUND. SPOKE WITH DTS, ATTEMPTED PERFORMING PROGRAMMING FIRST BUT NO PROGRAM AVAILABLE. ROLLED CONSULT BACK TO VERSION 205.10 FROM 205.40 AND NO CHANGE, SAME ERROR MESSAGES OCCUR WHEN ATTEMPTING PROGRAMMING OR RE-PROGRAMMING. ATTEMPTED THE SAME PROCEDURE ON VERSION 205.20 AND NO CHANGE. PLEASE ADVISE ON POSSIBLE RESOLUTION.:

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Case [redacted] 2021 ROGUE; ABS programming T33 [ref:_00DA09j8L._5002I27FJVu:ref]

Message Date	**4/20/2021 11:41 AM**
Has Attachment	☐
Email Address	[redacted]
Status	**Sent**
Subject	**Case [redacted] 2021 ROGUE; ABS programming T33 [ref:_00DA09j8L._5002I27FJVu:ref]**
Text Body	[redacted],

TECH LINE's latest case update is below.

Outbound Call to Tech:

Tech currently at lunch.
Request call back at 1:00 EDT (12:00 CDT)

The TECH LINE Survey can be accessed by: CLICKING HERE

Thank you,

_____

William.

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: 4/2/2021
Customer name:
VIN: [redacted]

Mileage: 329

Dealer code: 5552

Dealer name: GRAINGER NIS OF ANDERSON

Customer's Concerns:
WARNING MALFUNCTION LIGHT IS ON, TRAC CONTROL LIGHT IS ON

Technician Findings:
REPLACED ABS ACTUATOR DUE TO C1046-04 PER DTC. COULD NOT SAVE BEFORE DATA. REPLACED ABS ACTUATOR AND ATTEMPTED PROGRAMMING AFTER ECU REPLACEMENT. ERROR MESSAGE APPEARS STATING REPROGRAMMING/PROGRAMMING DATA NOT FOUND. SPOKE WITH DTS, ATTEMPTED PERFORMING PROGRAMMING FIRST BUT NO PROGRAM AVAILABLE. ROLLED CONSULT BACK TO VERSION 205.10 FROM 205.40 AND NO CHANGE, SAME ERROR MESSAGES OCCUR WHEN ATTEMPTING PROGRAMMING OR RE-PROGRAMMING. ATTEMPTED THE SAME PROCEDURE ON VERSION 205.20 AND NO CHANGE. PLEASE ADVISE ON POSSIBLE RESOLUTION.:

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Re: Case [redacted]; 2021 ROGUE; ABS programming T33 [ref:_00DA09j8L._5002I27FJVu:ref]

Message Date	**4/20/2021 9:35 AM**
Has Attachment	☐
Email Address	[redacted]
Status	**Read**
Subject	**Re: Case [redacted]; 2021 ROGUE; ABS programming T33 [ref:_00DA09j8L._5002I27FJVu:ref]**
Text Body	**Performed procedure as outlined. Consult version 205.50, re-installed 205.50 and restarted consult. All functions now available under reprogramming under ABS, able to perform programming of blank ECU using FAST link supplied by DTS prior. Programming went through normally on second attempt. First attempt gave an error message. Pushed ignition button and held to turn off vehicle, locked and removed keys to complete DTC erasing. After programming completed attempted performing NTB 21-030. When attempting programming error message came up twice, when attempted again per NTB options for reprogramming and save data before ECU replacement grayed out again. Attempted re-installing 205.50 etc and no change. Vehicle now showing no communication with ABS, please advise.** **On Mon, Apr 19, 2021 at 10:13 AM TECH LINE Email to Case < techlinesfdc@nissan-usa.com> wrote:** **> [redacted]** **>** **> Sorry I missed you when I called.** **> Below is a summary of the voicemail left.** **>** **> A patch has been released to allow ABS programing.**

> If receiving error TXACK when programming ABS unit.
> Do not delete the save programming file. It will be required to recover
> the unit.
>
> Please follow the below procedure:
> 1. Restart the PC
> 2. Manually sync ASIST with Consult program closed.
> 3. Update to 205.50 or if at 205.50. Reinstall 205.50 by running
> "Setup.exe" in the 205.50 folder. (Refer to roll back procedure if needed)
> 4. Select the saved programing file when programming.
>
> Selecting the saved programming file will recover the unit.
>
> Refer to Step 33 of the NTB 20-030 for special key off procedure for all
> codes to clear
>
> Keep us informed of repairs or if you need further assistance.
>
>
>
> The TECH LINE Survey can be accessed by: CLICKING HERE
> <https://urldefense. [redacted] FQvIv$ >
>
>
>
>
>
> Thank you,
>
> _____
>
> William.
>
> TECH LINE
>
>
>
> *Updating a TECH LINE Case:*
>
> Technician: Reply to this email; do not change the email subject line.
> Email file attachments are limited to 6MB.
>
>
> From ASIST, Select TECH LINE Support Request, Enter your dealer code and
> select Update a Case.
>
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>
> *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: 4/2/2021
> Customer name:
> VIN: [redacted]
>
> Mileage: 329
>
> Dealer code: 5552
>
> Dealer name: GRAINGER NIS OF ANDERSON
>
> Customer's Concerns:
> WARNING MALFUNCTION LIGHT IS ON, TRAC CONTROL LIGHT IS ON

>
>
> Technician Findings:
> REPLACED ABS ACTUATOR DUE TO C1046-04 PER DTC. COULD NOT SAVE BEFORE DATA.
> REPLACED ABS ACTUATOR AND ATTEMPTED PROGRAMMING AFTER ECU REPLACEMENT.
> ERROR MESSAGE APPEARS STATING REPROGRAMMING/PROGRAMMING DATA NOT FOUND.
> SPOKE WITH DTS, ATTEMPTED PERFORMING PROGRAMMING FIRST BUT NO PROGRAM
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> SAME ERROR MESSAGES OCCUR WHEN ATTEMPTING PROGRAMMING OR RE-PROGRAMMING.
> ATTEMPTED THE SAME PROCEDURE ON VERSION 205.20 AND NO CHANGE. PLEASE ADVISE
> ON POSSIBLE RESOLUTION.:
>
>
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> all copies of the message.
>
>
> ref:_00DA09j8L._5002I27FJVu:ref
>

Case [redacted]; 2021 ROGUE; ABS programming T33 [ref:_00DA09j8L._5002I27FJVu:ref]

Message Date	**4/19/2021 9:13 AM**
Has Attachment	☐
Email Address	[redacted]
Status	**Sent**
Subject	**Case[redacted]; 2021 ROGUE; ABS programming T33 [ref:_00DA09j8L._5002I27FJVu:ref]**
Text Body	[redacted],

TECH LINE's latest case update is below.

Outbound Call to Tech:

No answer
Left voicemail

TSS Recommendation:

A patch has been released to allow ABS programing.
If receiving error TXACK when programming ABS unit.
Do not delete the save programming file. It will be required to recover the unit.

Please follow the below procedure:
1. Restart the PC
2. Manually sync ASIST with Consult program closed.
3. Update to 205.50 or if at 205.50. Reinstall 205.50 by running "Setup.exe" in the 205.50 folder. (Refer to roll back procedure if needed)
4. Select the saved programing file when programming.

Selecting the saved programming file will recover the unit.

Refer to Step 33 of the NTB for special key off procedure for all codes to clear

Keep us informed of repairs or if you need further assistance.

The TECH LINE Survey can be accessed by: CLICKING HERE

Thank you,

_____

William.

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: 4/2/2021
Customer name:
VIN: [redacted]

Mileage: 329

Dealer code: 5552

Dealer name: GRAINGER NIS OF ANDERSON

Customer's Concerns:
WARNING MALFUNCTION LIGHT IS ON, TRAC CONTROL LIGHT IS ON

Technician Findings:
REPLACED ABS ACTUATOR DUE TO C1046-04 PER DTC. COULD NOT SAVE BEFORE DATA. REPLACED ABS ACTUATOR AND ATTEMPTED PROGRAMMING AFTER ECU REPLACEMENT. ERROR MESSAGE APPEARS STATING REPROGRAMMING/PROGRAMMING DATA NOT FOUND. SPOKE WITH DTS, ATTEMPTED PERFORMING PROGRAMMING FIRST BUT NO PROGRAM AVAILABLE. ROLLED CONSULT BACK TO VERSION 205.10 FROM 205.40 AND NO CHANGE, SAME ERROR MESSAGES OCCUR WHEN ATTEMPTING PROGRAMMING OR RE-PROGRAMMING. ATTEMPTED THE SAME PROCEDURE ON VERSION 205.20 AND NO CHANGE. PLEASE ADVISE ON POSSIBLE RESOLUTION.:

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Case [redacted]; 2021 ROGUE; ABS programming T33 [ref:_00DA09j8L._5002I27FJVu:ref]

Message Date	**4/7/2021 10:37 AM**
Has Attachment	☐
Email Address	[redacted]
Status	**Sent**
Subject	**Case [redacted]; 2021 ROGUE; ABS programming T33 [ref:_00DA09j8L._5002I27FJVu:ref]**
Text Body	[redacted]

TECH LINE's latest case update is below.

TSS Recommendation:

They have duplicated the concern and are working on the next step.
I expect to hear some kind of update early next week.

The TECH LINE Survey can be accessed by: CLICKING HERE

Thank you,

_____

William.

TECH LINE

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Case #: [redacted]
Date Created: 4/2/2021
Customer name:
VIN: [redacted]

Mileage: 329

Dealer code: 5552

Dealer name: GRAINGER NIS OF ANDERSON

Customer's Concerns:
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Technician Findings:
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Re: Case [redacted]; 2021 ROGUE; ABS programming T33 [ref:_00DA09j8L._5002I27FJVu:ref]

Message Date	**4/6/2021 3:57 PM**
Has Attachment	
Email Address	[redacted]
Status	**Read**
Subject	**Re: Case [redacted] 2021 ROGUE; ABS programming T33 [ref:_00DA09j8L._5002I27FJVu:ref]**
Text Body	**Just figured I would ask before performing repairs since we have experienced programming issues. It completed normally. Any updates on the ABS programming yet?** **On Tue, Apr 6, 2021 at 4:39 PM TECH LINE Email to Case < techlinesfdc@nissan-usa.com> wrote:** **>[redacted]** **>** **>** **> We have not seen any concerns with the programming of the steering rack.** **> If you do experience any concerns.** **> We will to create a new case for the concern.** **>** **> For the ABS status.** **> We are still working on a resolution.** **>** **>** **>** **> The TECH LINE Survey can be accessed by: CLICKING HERE** **> <https://urlde [redacted] FlYdVXrolKDdu1O58aUlL$ >** **>** **>** **>** **>**

> Thank you,
>
> _____
>
> William.
>
> TECH LINE
>
>
>
> *Updating a TECH LINE Case:*
>
> Technician: Reply to this email; do not change the email subject line.
> Email file attachments are limited to 6MB.
>
>
> From ASIST, Select TECH LINE Support Request, Enter your dealer code and
> select Update a Case.
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>
>
>
>
>
> *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: 4/2/2021
> Customer name:
> VIN: [redacted]
>
> Mileage: 329
>
> Dealer code: 5552
>
> Dealer name: GRAINGER NIS OF ANDERSON
>
> Customer's Concerns:
> WARNING MALFUNCTION LIGHT IS ON, TRAC CONTROL LIGHT IS ON
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> Technician Findings:
> REPLACED ABS ACTUATOR DUE TO C1046-04 PER DTC. COULD NOT SAVE BEFORE DATA.
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>
>
> ref:_00DA09j8L._5002I27FJVu:ref
>

Case [redacted]; 2021 ROGUE; ABS programming T33 [ref:_00DA09j8L._5002I27FJVu:ref]

Message Date	**4/6/2021 3:39 PM**
Has Attachment	☐
Email Address	[redacted]
Status	**Sent**
Subject	**Case [redacted] 2021 ROGUE; ABS programming T33 [ref:_00DA09j8L._5002I27FJVu:ref]**
Text Body	**[redacted],**

TECH LINE's latest case update is below.

TSS Recommendation:

We have not seen any concerns with the programming of the steering rack.
If you do experience any concerns.
We will to create a new case for the concern.

For the ABS status.
They are still working on a resolution.

The TECH LINE Survey can be accessed by: CLICKING HERE

Thank you,

_____

William.

TECH LINE

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Case #:[redacted]
Date Created: 4/2/2021
Customer name:
VIN:[redacted]

Mileage: 329

Dealer code: 5552

Dealer name: GRAINGER NIS OF ANDERSON

Customer's Concerns:
WARNING MALFUNCTION LIGHT IS ON, TRAC CONTROL LIGHT IS ON

Technician Findings:
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Re: Case [redacted]; 2021 ROGUE; ABS programming T33 [ref:_00DA09j8L._5002I27FJVu:ref]

Message Date	**4/6/2021 11:35 AM**
Has Attachment	☐
Email Address	[redacted]
Status	**Read**
Subject	**Re: Case [redacted]; 2021 ROGUE; ABS programming T33 [ref:_00DA09j8L._5002I27FJVu:ref]**
Text Body	**Will I be able to do the necessary programming required to replace the steering rack assembly on a 2021 Rogue? We just got the parts in today, replacing for bent inner tie rod. I figured I would ask before running into the same issue again. Thanks.**

On Fri, Apr 2, 2021 at 12:03 PM TECH LINE Email to Case < techlinesfdc@nissan-usa.com> wrote:

>[redacted]
>
> Sorry I missed you when I called.
> Below is a summary of the voicemail left.
>
> My name is William and I wil be assisting you with this case moving
> forward.
>
> We are currently working on this concern.
> We expect to have an update next week.
> Once an update is received.
> We will reach back out to you.
> If you have any question or would like a call back.
> Reply to email with and concerns.
>
>
> Thank you,
>
> _____
>

> William.
>
> TECH LINE
>
>
> The TECH LINE Survey can be accessed by: CLICKING HERE
> <https://urldefense.com/ [redacted] HfMfxBVtBkJ5SWK6ufWK$ >
>
>
>
>
>
>
> *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: 4/2/2021
> Customer name:
> VIN: [redacted]
>
> Mileage: 329
>
> Dealer code: 5552
>
> Dealer name: GRAINGER NIS OF ANDERSON
>
> Customer's Concerns:
> WARNING MALFUNCTION LIGHT IS ON, TRAC CONTROL LIGHT IS ON
>
>
> Technician Findings:
> REPLACED ABS ACTUATOR DUE TO C1046-04 PER DTC. COULD NOT SAVE BEFORE DATA.
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>
>

> ref:_00DA09j8L._5002I27FJVu:ref
>

Case[redacted]; 2021 ROGUE; ABS programming T33 [ref:_00DA09j8L._5002I27FJVu:ref]

Message Date	**4/2/2021 11:03 AM**
Has Attachment	☐
Email Address	[redacted]
Status	**Sent**
Subject	**Case[redacted] 2021 ROGUE; ABS programming T33 [ref:_00DA09j8L._5002I27FJVu:ref]**
Text Body	[redacted],

TECH LINE's latest case update is below.

Outbound Call to Tech:

No answer
Left voicemail TSS would call back

Called back
No answer
Left voicemail

TSS Recommendation:

We are currently working on this concern.
We expect to have an update next week.
Once an update is received.
We will reach back out to you.
If you have any question or would like a call back.
Reply to email with and concerns.

The TECH LINE Survey can be accessed by: CLICKING HERE

Thank you,

_____

William.

TECH LINE

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Case #: [redacted]
Date Created: 4/2/2021
Customer name:
VIN: [redacted]

Mileage: 329

Dealer code: 5552

Dealer name: GRAINGER NIS OF ANDERSON

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Technician Findings:
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Re: Case [redacted] 2021 ROGUE; ABS programming T33 [ref:_00DA09j8L._5002I27FJVu:ref]

Message Date	**4/2/2021 10:17 AM**
Has Attachment	☐
Email Address	[redacted]
Status	**Read**
Subject	**Re: Case [redacted]; 2021 ROGUE; ABS programming T33 [ref:_00DA09j8L._5002I27FJVu:ref]**
Text Body	**I can't access the EPC Linked programming, it pops up with that error message and then kicks me out.** **On Fri, Apr 2, 2021 at 11:14 AM TECH LINE Email to Case < techlinesfdc@nissan-usa.com> wrote:** **>[redacted],** **> > TECH LINE's latest case update is below. > > > Recommendation > The EPC linked file is attached. > > >**

> The TECH LINE Survey can be accessed by: CLICKING HERE
> <https://urlde [redacted] cwfGQN-lz$ >
>
>
>
>
>
> Thank you,
>
> _____
>
> John I
>
> 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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> From ASIST, Select TECH LINE Support Request, Enter your dealer code and
> select Update a 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: 4/2/2021
> Customer name:
> VIN: [redacted]
>
> Mileage: 329
>
> Dealer code: 5552
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>
>
> ref:_00DA09j8L._5002I27FJVu:ref
>

Case [redacted]; 2021 ROGUE; ABS programming T33 [ref:_00DA09j8L._5002I27FJVu:ref]

Message Date 4/2/2021 10:14 AM
Has Attachment ✓
Email Address [redacted]
Status Sent
Subject Case [redacted]; 2021 ROGUE; ABS programming T33 [ref:_00DA09j8L._5002I27FJVu:ref]
Text Body [redacted],

TECH LINE's latest case update is below.

Recommendation
The EPC linked file is attached.

The TECH LINE Survey can be accessed by: CLICKING HERE

Thank you,

_____

John I

TECH LINE

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Case #: [redacted]
Date Created: 4/2/2021
Customer name:
VIN: [redacted]

Mileage: 329

Dealer code: 5552

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WARNING MALFUNCTION LIGHT IS ON, TRAC CONTROL LIGHT IS ON

Technician Findings:
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Case Comments

5/3/2021 7:26 AM

User **William Spencer**
Public ✓
Comment
TSS Recommendation:

**Glad to hear the vehicle is operating correctly.
Thank you for following up with the resolved case.**

Have a great day!

4/29/2021 1:43 PM

User **William Spencer**
Public ✓
Comment
Outbound Call to Tech:

**No answer
Left voicemail**

TSS Recommendation:

**Server has been updated and should allow configuration.
Please attempt configuration and follow up with results.
Have a great day!**

4/26/2021 8:11 AM

User **William Spencer**
Public ✓

5/3/2021 7:26 AM

User **William Spencer**
Public ✓
Comment
Email Received:

It appears to have worked, thanks for your help with this!

4/26/2021 8:13 AM

User **William Spencer**
Public ✓
Comment
TSS Recommendation:

**They are in the process of updating the server.
I will let you know as soon as I get reply of the information update.
We can try configuration now and then to see if it has been updated as well.**

4/20/2021 2:38 PM

User **William Spencer**
Public ✓
Comment
Outbound Call to Tech w/Tech Link:

**Saved file no longer present on Consult.
Used original unit to create saved file.
Programming completed successfully.
When attempting to configure the new ABS unit.
Received error VESPA 0003
Collected error log**

Comment
Email Received:

Any updates on this? Have a lot of time tied up in it.

4/20/2021 11:39 AM

User **William Spencer**
Public ✓

Comment
Outbound Call to Tech:

Tech currently at lunch.
Request call back at 1:00 EDT (12:00 CDT)

4/19/2021 9:12 AM

User **William Spencer**
Public ✓

Comment
Outbound Call to Tech:

No answer
Left voicemail

TSS Recommendation:

A patch has been released to allow ABS programing.
If receiving error TXACK when programming ABS unit.
Do not delete the save programming file. It will be required to recover the unit.

Please follow the below procedure:
1. Restart the PC
2. Manually sync ASIST with Consult program closed.
3. Update to 205.50 or if at 205.50. Reinstall 205.50 by running "Setup.exe" in the 205.50 folder. (Refer to roll back procedure if needed)
4. Select the saved programing file when programming.

Selecting the saved programming file will recover the unit.

Refer to Step 33 of the NTB for special key off procedure for all codes to clear

Keep us informed of repairs or if you need further assistance.

4/7/2021 10:34 AM

User **William Spencer**
Public ✓

Comment
Email Received:

Just figured I would ask before performing repairs since we have experienced programming issues. It completed normally. Any updates on the ABS programming yet?

4/6/2021 3:36 PM

User **William Spencer**
Public ✓

TSS Recommendation:

TSS to forward information to Consult group.
Once an update is received.
TSS to reach back out to tech.

4/20/2021 11:36 AM

User **William Spencer**
Public ✓

Comment
Email Received:

Performed procedure as outlined. Consult version 205.50, re-installed 205.50 and restarted consult. All functions now available under reprogramming under ABS, able to perform programming of blank ECU using FAST link supplied by DTS prior. Programming went through normally on second attempt. First attempt gave an error message. Pushed ignition button and held to turn off vehicle, locked and removed keys to complete DTC erasing. After programming completed attempted performing NTB 21-030. When attempting programming error message came up twice, when attempted again per NTB options for reprogramming and save data before ECU replacement grayed out again. Attempted re-installing 205.50 etc and no change. Vehicle now showing no communication with ABS, please advise.

4/7/2021 10:36 AM

User **William Spencer**
Public ✓

Comment
TSS Recommendation:

They have duplicated the concern and are working on the next step.
I expect to hear some kind of update early next week.

4/6/2021 3:38 PM

User **William Spencer**
Public ✓

Comment
TSS Recommendation:

We have not seen any concerns with the programming of the steering rack.
If you do experience any concerns.
We will to create a new case for the concern.

For the ABS status.
They are still working on a resolution.

4/2/2021 11:00 AM

User **William Spencer**
Public ✓

Comment
Outbound Call to Tech:

No answer
Left voicemail TSS would call back

Called back

Comment **Email Received:**

Will I be able to do the necessary programming required to replace the steering rack assembly on a 2021 Rogue? We just got the parts in today, replacing for bent inner tie rod. I figured I would ask before running into the same issue again. Thanks.

4/2/2021 10:31 AM

User **William Spencer**
Public ✓
Comment **Email Received:**

I can't access the EPC Linked programming, it pops up with that error message and then kicks me out.

4/2/2021 10:05 AM

User **Survey Site Guest User**
Public ✓
Comment **PLEASE ADVISE**

No answer
Left voicemail

TSS Recommendation:

We are currently working on this concern.
We expect to have an update next week.
Once an update is received.
We will reach back out to you.
If you have any question or would like a call back.
Reply to email with and concerns.

4/2/2021 10:13 AM

User **John Irion**
Public ✓
Comment **Recommendation**
The EPC linked file is attached.

4/2/2021 10:04 AM

User **Survey Site Guest User**
Public ✓
Comment **Customer Comments: WARNING MALFUNCTION LIGHT IS ON, TRAC CONTROL LIGHT IS ON**
Technician Findings: REPLACED ABS ACTUATOR DUE TO C1046-04 PER DTC. COULD NOT SAVE BEFORE DATA. REPLACED ABS ACTUATOR AND ATTEMPTED PROGRAMMING AFTER ECU REPLACEMENT. ERROR MESSAGE APPEARS STATING REPROGRAMMING/PROGRAMMING DATA NOT FOUND. SPOKE WITH DTS, ATTEMPTED PERFORMING PROGRAMMING FIRST BUT NO PROGRAM AVAILABLE. ROLLED CONSULT BACK TO VERSION 205.10 FROM 205.40 AND NO CHANGE, SAME ERROR MESSAGES OCCUR WHEN ATTEMPTING PROGRAMMING OR RE-PROGRAMMING. ATTEMPTED THE SAME PROCEDURE ON VERSION 205.20 AND NO CHANGE. PLEASE ADVISE ON POSSIBLE RESOLUTION.
Repairs Made: REPLACED ABS ACTUATOR

Chat Transcripts

01358398

Owner **AKnep**
Start Time **4/2/2021 10:05 AM**
End Time **4/2/2021 10:19 AM**
Status **Completed**

Case History

5/3/2021 7:27 AM

User **William Spencer**
Connection
Action **Closed.**

5/3/2021 7:26 AM

User **William Spencer**
Connection
Action **Changed Status from Pending TECH LINE to Closed. Closed.**

4/30/2021 2:39 PM

User **Managed Services**

Connection

Action **Changed Reopen Date from 4/23/2021 1:30 PM to 4/30/2021 2:39 PM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

4/26/2021 8:13 AM

User **William Spencer**

Connection

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

4/23/2021 1:30 PM

User **Managed Services**

Connection

Action **Changed Reopen Date from 4/20/2021 9:35 AM to 4/23/2021 1:30 PM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

4/20/2021 11:43 AM

User **William Spencer**

Connection

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

4/20/2021 9:35 AM

User **Managed Services**

Connection

Action **Changed Reopen Date from 4/6/2021 3:57 PM to 4/20/2021 9:35 AM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

4/7/2021 10:37 AM

User **William Spencer**

Connection

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

4/6/2021 3:57 PM

User **Managed Services**

Connection

Action **Changed Reopen Date from 4/6/2021 11:35 AM to 4/6/2021 3:57 PM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

4/6/2021 3:39 PM

User **William Spencer**

Connection

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

4/6/2021 11:35 AM

User **Managed Services**

Connection

Action **Changed Reopen Date from 4/2/2021 10:17 AM to 4/6/2021 11:35 AM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

4/2/2021 11:00 AM

User **William Spencer**

Connection

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

4/2/2021 10:30 AM

User **Michael Aceves**
Connection
Action **Changed Case Owner from Michael Aceves to William Spencer.**

4/2/2021 10:28 AM

User **Michael Aceves**
Connection
Action **Changed Case Owner from William Spencer to Michael Aceves.**

4/2/2021 10:27 AM

User **William Spencer**
Connection
Action **Changed Case Owner from TECH LINE Tier 2 to William Spencer.**

4/2/2021 10:26 AM

User **John Irion**
Connection
Action **Changed Case Owner from John Irion to TECH LINE Tier 2.**

4/2/2021 10:17 AM

User **Managed Services**
Connection
Action **Changed First Call Resolution from Yes to No. Changed Reopen Date to 4/2/2021 10:17 AM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

4/2/2021 10:09 AM

User **John Irion**
Connection
Action **Changed Subject to ABS programming T33. Changed Status from Pending TECH LINE to Pending Dealer Reply. Closed.**

4/2/2021 10:07 AM

User **John Irion**
Connection
Action **Changed Case Owner from TECH LINE Initial 1 to John Irion.**

4/2/2021 10:05 AM

User **Survey Site Guest User**
Connection
Action **Changed Case Owner from Managed Services to TECH LINE Initial 1. Changed Status from Open to Pending TECH LINE. Created.**

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