

TECH LINE INCIDENT REPORT - CONFIDENTIAL

ID-Report TL					
ID-Report TL	Code-Record Type TL	Desc TL	Date-Open TL	Date-Revision TL	Date-Close TL
Text-Incd Desc TL					
Code-TSS1 TL		Code-TSS1 TL Name		Name-Caller TL	
NI				AARON HARDIN	
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options	
A61	2016	TXD	1N6BA1F45G		
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL		
0	38689	56816			
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC		
CD50	81015439	AT6	NAH		
Name-Plant VC	Date-Manufacture VC	Date-In Service VC	Code-Distributor TL		
Canton (NMM)	7/12/2016	9/7/2016			
Dir Retl Last VC					
Code	Region	Name	City	State	
5271	48			Washington	
Serv Dir TL					
Code	Region	Name	City	State	
3876	48		BURLINGTON	WA	
Code-Component TL Desc		Code-Symp TL Desc	Category-Incd TL Desc	Date-Incd TL	
CONNECTORS/ELEC DEFROST/ELISEMIRING			NOT IDENTIFIED	1/1/01	
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag TL	Number-Project TL	
13	N	Y	12/19/2017		
Code-Reason For Call TL Desc:			NOT IDENTIFIED	Flag-Attachment TL:	Y
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL	
Text-Solution TL:	Replacing long engine				
Code-Status TL Desc:	F- CLOSED (RESOLVED)				
Text-Dealer Followup Comment TL:					
vehicle caught fire, towed in					
Created by Survey Site Guest User at 2017-11-27 10:33:02					
Customer Comments: vehicle caught fire, towed in					
Technician Findings: no start, batt. voltage dropping to 6-7 volts when cranking.					
had a small engine fire, wire to starter solenoid is scorched.					
see no other damage.					
customer engine started to run rough then stalled don't know if he tried to restart and that is when starter wire burr					
I have not started any diag. or repair, my service manager wanted me to contact you guys first.					
Repairs Made: none					

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Created by Matthew Mead at 2017-11-27 10:47:16

Description:

- Vehicle had thermal incident and wire to starter solenoid is over temped.
- Engine cranks but will not start.
- Battery voltage drops to 6-7 volts when cranking.
- Trauma was found at the wire to the starter solenoid.

Recommendation:

- Please replace any wire/harness or component with trauma.
- Was anything connected to the vehicle when incident occurred?

Created by Matthew Mead at 2017-12-07 12:00:53

Description:

- update, nothing was connected when truck {quit}. Was setting code p0335 crank sensor. Went through the diag. for this code things checked good, checking sensor is vague in esm, ordered sensor new one reads the same as old one on resistance and engine still would not start finally old starter quit. When for ecm, programed ecm, can not write saved data to ecm only goes 25%. Was able to write vin in ecm but did not change write ability to ecm. Can not enter injector codes and there is nothing there to configure after programing, don't know what I am doing incorrect, trying to follow the book is confusing has me going in circles
data for p0335 pins ok on sensor
power supply at pin 190 is 5v.
ecm connector looks good
has continuity between pin 3 f110 to189 f101
pin 189 does not have continuity to any other pin
air gap is 1.0mm
pins 1 f110 and 190 f101 have continuity
2 and 169 also
no short in f110

Recommendation:

- Please attempt to load injector trim codes one at time.
 - Please document the current version of C3+ (top left of Home screen)
 - Please document the current ECM part number shown under Engine - ECU Identification.
 - When does the P0335 DTC return? With ignition on? When cranking?
 - Since the ECM and crankshaft position sensor have been replaced, that leaves a circuit concern or a signal plate c
 - Please use an oscilloscope and inspect the signal at terminal 3 of F110 when cranking. Take a screen shot of the s
- y email.

Created by Cody Collins at 2017-12-08 09:22:01

Tech replied: have found the cause of the no start and why the engine quit. Was able to get everything entered into
Tried to start the engine, does not crank evenly with the new starter,

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thought the old damaged starter was the cause of this. Code p0335 comes back. Had someone else crank the engine as I watched the crank pulley. the pulley is moving around in an eccentric causing code. With a pry bar I can move the pulley about 1/2 inch side to side, suspect internal damage to the engine. Can hear a thump noise as it cranks. Anything else need to be done, I think it needs a engine."

Recommendation:

Please send in a couple of short videos. 1. with engine cranking while showing the harmonic balancer. 2. Showing harmonic balancer while moving with pry bar.

You may have to send the videos in separate emails. Make sure the video attachments are 8mb or less.

You can also now go in and update an existing case the same way you would make a case and you can attach the videos. You can upload up to 25mb per attachment.

Created by Survey Site Guest User at 2017-12-08 15:15:16

videos requested

Created by Cody Collins at 2017-12-11 09:11:17

Reviewed videos attached to the case.

Videos show the harmonic balancer with excessive side to side movement when cranking and when manipulated with pry bar.

Discussed with engineer J.B.

Recommendation:

Please remove the oil pan and inspect for debris and send in photos.

Created by Survey Site Guest User at 2017-12-12 08:36:58

crank broken at #2 main

Created by Cody Collins at 2017-12-12 08:50:35

Dealer added comment:"Crank broken at #2 main"

Recommendation:

Please continue with replacement of the long engine.

Created by Cody Collins at 2017-12-18 07:17:09

DTS inspection results

1.Complaint No Start

Cause Crank Shaft separated at #2 main

Correction Replace long engine

Status Complete

Dealer reported to TL found crank shaft separated at #2 main. Advised to replace engine.