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Case: [REDACTED]

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General

Caller Name	DAVE	Dealer	SUTHERLIN NISSAN VERO BCH
NNAAnet user ID	tva-19888	Contact Name	
Tech Preferred Phone	[REDACTED]	Customer Name	
Tech Preferred Email	thewrencher@bellsouth.net	Case Record Type	[REDACTED]
Preferred Contact Method		Case Owner	[REDACTED]
Repair/Work Order	64371	Mobile Phone	
Job/Line Number	1	Texting Status	
Created Day	Tuesday		

Incident Information

Customer Comments	VEHICLE LOST POWER	Customer Name	
Verified	Yes	Vehicle	1N6BA1F48 [REDACTED]
Question for TECH LINE	Have you seen this before?	VIN	1N6BA1F48 [REDACTED]
Service Manual General Section	Engine	Archived VIN Make	
Service Manual Specific Section	Engine Control System	Archived VIN Year	
Symptom Code Category	General	Archived VIN Model	
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	A61 ECM error when programming	Resolution Action	REPLACE
Status	Closed	Resolution Object	ENGINE ASSEMBLY
Confirmed Resolution	Yes	Field Inspection Indicator	<input checked="" type="checkbox"/>
Component Code Category	EC Emission Controls	NNA Field Inspection Date	11/21/2019
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	10/29/2019 10:31 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)			

Open Activities

DTS Follow Up null [REDACTED] SUTHERLIN NISSAN VERO BCH

Name	
Task	<input checked="" type="checkbox"/>
Due Date	11/21/2019
Status	Not Started
Priority	High
Assigned To	Harold Meyer
Comments	Confirm DTS Appointment with both Customer and Dealer.

Activity History

Email: Case [REDACTED]; 2016 Titan XD; A61 ECM error when programming [ref:_00DA09j8L._5002I1wI9JI:ref]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	11/27/2019
Assigned To	Harold Meyer
Last Modified Date/Time	11/27/2019 8:08 AM
Comments	Additional To [REDACTED] CC: BCC: Attachment:

Subject: Case [REDACTED]; 2016 Titan XD; A61 ECM error when programming [ref:_00DA09j8L._5002l1wl9Jl:ref]

Body:

DAVE,
TECH LINE's latest case update is below.
Description

The technician replied by email

>Did you get the 2 videos I sent?

TSS reviewed the videos attached to emails

Recommendation

Replace the long engine

Thank you, _____ Harold MTECH 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: 10/29/2019

Customer name:

VIN: 1N6BA1F48G [REDACTED] Mileage:

Dealer code: 5509

Dealer name: SUTHERLIN NISSAN VERO BCH

Customer's Concerns:

VEHICLE LOST POWER

Technician Findings:

p0601 REPLACED ECU CAN'T PROGRAM NEW ECU GETTING ERROR CODE.getting error code 15-3-2-24:

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ref:_00DA09j8L._5002l1wl9Jl:ref

Email: Case 37661239; 2016 Titan XD; A61 ECM error when programming [ref:_00DA09j8L._5002l1wl9Jl:ref]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	11/25/2019
Assigned To	[REDACTED]
Last Modified Date/Time	11/25/2019 2:27 PM
Comments	Additional To: thewrencher@bellsouth.net CC: BCC: Attachment: Subject: Case [REDACTED]; 2016 Titan XD; A61 ECM error when programming [ref:_00DA09j8L._5002l1wl9Jl:ref] Body: DAVE, TECH LINE's latest case update is below. Description The technician replied by email > This video shows erratic movement of the balancer .Look at the waterpump in relation to balancer

There is no attachment to the case or the email

Recommendation

If the crank pulley wobbles excessively with unusual sound, and oil leak, replace the long engine

Thank you, _____ Harold MTECH 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 # _____

Date Created: 10/29/2019

Customer name: _____

VIN: 1N6BA1F48G _____ leage:

Dealer code: 5509

Dealer name: SUTHERLIN NISSAN VERO BCH

Customer's Concerns:

VEHICLE LOST POWER

Technician Findings:

p0601 REPLACED ECU CAN'T PROGRAM NEW ECU GETTING ERROR CODE.getting error code 15-3-2-24:

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ref:_00DA09j8L._5002I1wl9Jl:ref

Email: Case _____ 2016 Titan XD; A61 ECM error when programming [ref:_00DA09j8L._5002I1wl9Jl:ref]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	11/25/2019
Assigned To	Harold Meyer
Last Modified Date/Time	11/25/2019 10:01 AM
Comments	<p>Additional To: thewrencher@bellsouth.net</p> <p>CC:</p> <p>BCC:</p> <p>Attachment:</p> <p>Subject: Case _____, 2016 Titan XD; A61 ECM error when programming [ref:_00DA09j8L._5002I1wl9Jl:ref]</p> <p>Body:</p> <p>DAVE,</p> <p>TECH LINE's latest case update is below.</p> <p>Description</p> <p>The technician replied by email</p> <p>>I see the harmonic balancer wobble and a slight knocking noise is heard</p> <p>>also moving enough that front seal is leaking</p> <p>The technician is asking if the crankshaft being in two pieces is a known concern and how to inspect for the concern</p> <p>TECH LINE</p> <p>To check for a crankshaft concern, we can usually feel a concern by rotating the crankshaft in both directions slightly,</p>

Thank you, _____ Harold MTECH 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: 10/29/2019

Customer name:

VIN: 1N6BA1F48G [REDACTED] Mileage:

Dealer code: 5509

Dealer name: SUTHERLIN NISSAN VERO BCH

Customer's Concerns:

VEHICLE LOST POWER

Technician Findings:

p0601 REPLACED ECU CAN'T PROGRAM NEW ECU GETTING ERROR CODE.getting error code 15-3-2-24:

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ref:_00DA09j8L_5002I1wI9Jl:ref

DTS Request 37661239 null SUTHERLIN NISSAN VERO BCH

Name	
Task	<input checked="" type="checkbox"/>
Due Date	11/21/2019
Assigned To	Kevin Burkett
Last Modified Date/Time	11/19/2019 2:54 PM
Comments	<p>Kevin,</p> <p>We are completing this DTS request due to case age. Vehicle at dealership for vehicle lost power concern. Dealer found P0601 MEMORY CHECK SUM Replaced ECM Found engine to have hesitation after programming ECM. Engine started misfiring and shuts off during diagnosis for hesitation. Removed RCTV linkage and moved from stop to stop reconnected and calibrated. Isolated fuel supply to 2 stage filter and supplied new clean fuel from a pressurized can running and stalling through 3/4 of a gallon of fresh fuel with no change. Rail pressure is about 300 psi No debris in pump actuator Replaced high pressure fuel pump.....starts and shuts off Replaced stage 2 filer & housing.....same 73psiRail pressure 475 bar A.</p> <p>RECOMMENDATION: Please provide a Flying Graph recording of the following data monitor items during engine start / shut off event: Please confirm that recording shows cranking , start, shut off, and any pressure drop after engine shuts off. RPM FUEL RAIL PRESSURE FUEL SUPPLY PRESS MAX FUEL RAIL PRESS</p> <p>DEALER: Sutherlin Nissan Vero Beach Technician: David Passaro Vehicle: 2016 Titan VIN: 1N6BA1F48C [REDACTED]</p>

Mileage: N/A

Regards,

Carlos N.

Email: Case [REDACTED] 2016 Titan XD; A61 ECM error when programming [ref:_00DA09j8L._5002I1wI9JI:ref]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	11/20/2019
Assigned To	Harold Meyer
Last Modified Date/Time	11/20/2019 8:36 AM
	Additional To: thewrencher@bellsouth.net
	CC:
	BCC:
	Attachment:
	Subject: Case [REDACTED] 2016 Titan XD; A61 ECM error when programming [ref:_00DA09j8L._5002I1wI9JI:ref]
	Body: DAVE, TECH LINE's latest case update is below.
Comments	Description The technician replied by email with a data file The data file does not include RPM to verify when in the data the engine was operating. Recommendation Please record the data again, adding RPM to the data. Press record after the engine stops operating. Save the file as flying graph and attach to the reply email for analysis. Thank you, _____ Harold MTECH 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: 10/29/2019 Customer name: VIN: 1N6BA1F48[REDACTED] Mileage: Dealer code: 5509 Dealer name: SUTHERLIN NISSAN VERO BCH Customer's Concerns: VEHICLE LOST POWER Technician Findings: p0601 REPLACED ECU CAN'T PROGRAM NEW ECU GETTING ERROR CODE.getting error code 15-3-2-24: 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._5002I1wI9JI:ref

Email: Case 37661239; 2016 Titan XD; A61 ECM error when programming [ref:_00DA09j8L._5002I1wI9JI:ref]

Name
Task
Due Date 11/19/2019
Assigned To Carlos Nunez
Last Modified Date/Time 11/19/2019 2:25 PM
Comments

Additional To: thewrencher@bellsouth.net
CC:
BCC: carlos.nunez@nissan-usa.com
Attachment:

Subject: Case [REDACTED] 2016 Titan XD; A61 ECM error when programming [ref:_00DA09j8L_5002l1wl9Jl:ref]

Body:
DAVE,
TECH LINE's latest case update is below.
DESCRIPTION:

Dealer replied to case:

Installed new stage 2 housing.Started ran roughly for 10 sec.Started again ran 5 sec .Again ran for 2 sec .Supply pessure according to consult is 73psiRail pressure 475 bar A.Not sure why it ran shorter and shorter.

RECOMMENDATION:

Please provide a Flying Graph recording of the following data monitor items during engine start / shut off event:

Please confirm that recording shows cranking , start, shut off, and any pressure drop after engine shuts off.

RPM

FUEL RAIL PRESSURE

FUEL SUPPLY PRESS

MAX FUEL RAIL PRESS

Thank you, _____ Carlos N.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.

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Closed TECH LINE cases can be reopened.

Case # [REDACTED]

Date Created: 10/29/2019

Customer name:

VIN: 1N6BA1F48 [REDACTED] Mileage:

Dealer code: 5509

Dealer name: SUTHERLIN NISSAN VERO BCH

Customer's Concerns:

VEHICLE LOST POWER

Technician Findings:

p0601 REPLACED ECU CAN'T PROGRAM NEW ECU GETTING ERROR CODE.getting error code 15-3-2-24:

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ref:_00DA09j8L._5002l1wl9Jl:ref

Email: Case 37661239; 2016 Titan XD; A61 ECM error when programming [ref:_00DA09j8L._5002l1wl9Jl:ref]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	11/18/2019
Assigned To	[REDACTED]
Last Modified Date/Time	11/18/2019 3:09 PM
Additional To:	thewrencher@bellsouth.net
CC:	
BCC:	carlos.nunez@nissan-usa.com
Attachment:	
Subject:	Case [REDACTED] 2016 Titan XD; A61 ECM error when programming [ref:_00DA09j8L._5002l1wl9Jl:ref]
Body:	DAVE, TECH LINE's latest case update is below. DESCRIPTION: TSS followed up with technician at cell phone:.....no answer / left message RECOMMENDATION: With engine starting and then shutting off, we see that we are getting some flow to the high pressure pump. This points to a concern with the stage 2 filter or housing assembly. Please confirm that o-ring at bottom of stage 2 filter has no trauma. If no concern with filter, we may have concern with housing releasing pressure back into fuel tank. Please replace stage 2 filter / housing assembly.
Comments	Thank you, _____ Carlos N.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: 10/29/2019 Customer name: VIN: 1N6BA1F48 [REDACTED] Mileage: Dealer code: 5509 Dealer name: SUTHERLIN NISSAN VERO BCH Customer's Concerns: VEHICLE LOST POWER Technician Findings: p0601 REPLACED ECU CAN'T PROGRAM NEW ECU GETTING ERROR CODE.getting error code 15-3-2-24: 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._5002l1wl9Jl:ref

Email: Case [REDACTED], 2016 Titan XD; A61 ECM error when programming [ref:_00DA09j8L._5002I1wI9JI:ref]

Name
Task
Due Date 11/5/2019
Assigned To Carlos Nunez
Last Modified Date/Time 11/5/2019 12:53 PM

Additional To: thewrencher@bellsouth.net
CC:
BCC: carlos.nunez@nissan-usa.com
Attachment:

Subject: Case [REDACTED] 2016 Titan XD; A61 ECM error when programming [ref:_00DA09j8L._5002I1wI9JI:ref]

Body:
Good Afternoon Dave,
TECH LINE's latest case update is below.

RECOMMENDATION:

For concern with low / no fuel rail pressure with no DTCs:

Please send fuel sample to Blackstone Labs for inspection.

Please provide the following:

Amount of metallic debris found in high pressure fuel pump actuator / bore (Remove actuator from pump housing for inspection).

Total Water In Fuel Time in ECM data monitor

Thank you, _____ Carlos N.TECH LINE

Comments

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: 10/29/2019
Customer name:
VIN: 1N6BA1F48C [REDACTED] Mileage:
Dealer code: 5509
Dealer name: SUTHERLIN NISSAN VERO BCH

Customer's Concerns:
VEHICLE LOST POWER

Technician Findings:
p0601 REPLACED ECU CAN'T PROGRAM NEW ECU GETTING ERROR CODE.getting error code 15-3-2-24:

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ref:_00DA09j8L._5002I1wI9JI:ref

Email: Case [REDACTED], 2016 Titan XD; A61 ECM error when programming [ref:_00DA09j8L._5002I1wI9JI:ref]

Name
Task
Due Date 11/4/2019
Assigned To Carlos Nunez
Last Modified Date/Time 11/4/2019 3:52 PM

Additional To: thewrencher@bellsouth.net

CC:

BCC: carlos.nunez@nissan-usa.com

Attachment:

Subject: Case [REDACTED] 2016 Titan XD; A61 ECM error when programming [ref:_00DA09j8L._5002l1wl9Jl:ref]

Body:

Dave,

TECH LINE's latest case update is below.

DESCRIPTION:

TSS followed up with technician at cell phone:

Rail fuel pressure now at 0 PSI

Technician confirmed that previously reported value of 300 PSI was correct (from C3+ data monitor).

Battery also below 12V currently.

RECOMMENDATION:

Please fully recharge battery

Diagnose no / low fuel rail pressure concern.

Refer to ESM as needed.

Comments

Please follow up if additional assistance is needed.

Thank you, _____ Carlos N.TECH LINE

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

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Closed TECH LINE cases can be reopened.

Case # [REDACTED]

Date Created: 10/29/2019

Customer name: [REDACTED]

VIN: 1N6BA1F48 [REDACTED] Mileage:

Dealer code: 5509

Dealer name: SUTHERLIN NISSAN VERO BCH

Customer's Concerns:

VEHICLE LOST POWER

Technician Findings:

p0601 REPLACED ECU CAN'T PROGRAM NEW ECU GETTING ERROR CODE.getting error code 15-3-2-24:

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ref:_00DA09j8L._5002l1wl9Jl:ref

Email: Case [REDACTED]; 2016 Titan XD; A61 ECM error when programming [ref:_00DA09j8L._5002l1wl9Jl:ref]

Name

Task

Due Date 11/4/2019

Assigned To Carlos Nunez

Last Modified Date/Time 11/4/2019 2:22 PM

Additional To: [REDACTED]

CC:

BCC: carlos.nunez@nissan-usa.com

Attachment:

Subject: Case [REDACTED] 2016 Titan XD; A61 ECM error when programming [ref:_00DA09j8L._5002l1wl9Jl:ref]

Body:

Dave

TECH LINE's latest case update is below.

DESCRIPTION:

Dealer replied to case

I have a question, if ambient temp isn't used as engine input why is it in eng monitor?

I don't think it is for any of our other cars.

Also Egr orifice temp is 58 degrees should be 80 like rest of sensors.

From case notes:

Rail pressure is about 300 psi

ESM Specs:

Operating Range kPa (kg/cm2, psi) /Minimum: 25,000 (255, 3625)

Comments

RECOMMENDATION:

Please confirm fuel pressure is within specs

Thank you, _____ Carlos N.TECH LINE

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Closed TECH LINE cases can be reopened.

Case # [REDACTED]

Date Created: 10/29/2019

Customer name: [REDACTED]

VIN: 1N6BA1F48C [REDACTED] Mileage:

Dealer code: 5509

Dealer name: SUTHERLIN NISSAN VERO BCH

Customer's Concerns:

VEHICLE LOST POWER

Technician Findings:

p0601 REPLACED ECU CAN'T PROGRAM NEW ECU GETTING ERROR CODE.getting error code 15-3-2-24:

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ref:_00DA09j8L._5002l1wl9Jl:ref

Email: Case 37661239; 2016 Titan XD; A61 ECM error when programming [ref:_00DA09j8L._5002l1wl9Jl:ref]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	11/1/2019

Assigned To
Last Modified Date/Time

Carlos Nunez
11/1/2019 3:45 PM
Additional To: thewrencher@bellsouth.net
CC:
BCC: carlos.nunez@nissan-usa.com
Attachment:

Subject: Case [REDACTED] 2016 Titan XD; A61 ECM error when programming [ref:_00DA09j8L._5002l1wl9Jl:ref]

Body:
Good Afternoon Dave,
We apologize for the delay with our reply.
TECH LINE's latest case update is below.
DESCRIPTION:

Dealer replied to case:

Removed RCTV linkage and moved from stop to stop reconnected and calibrated.

Isolated fuel supply to 2 stage filter and supplied new clean fuel from a pressurized can running and stalling through 3/4 of a gallon of fresh fuel with no change.

Your help is appreciated.

RECOMMENDATION:

With no concern found with RCTV and concern still present when running on known good fuel, please refer to "Engine Starts But Will Not Keep Running" in ESM Engine Control System Symptom Diagnosis section.

Comments

Perform any inspection that we have not yet completed.

Thank you, _____ Carlos N.TECH LINE

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

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Closed TECH LINE cases can be reopened.

Case #: [REDACTED]

Date Created: 10/29/2019

Customer name: [REDACTED]

VIN: 1N6BA1F48G [REDACTED] Mileage:

Dealer code: 5509

Dealer name: SUTHERLIN NISSAN VERO BCH

Customer's Concerns:

VEHICLE LOST POWER

Technician Findings:

p0601 REPLACED ECU CAN'T PROGRAM NEW ECU GETTING ERROR CODE.getting error code 15-3-2-24:

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ref:_00DA09j8L._5002l1wl9Jl:ref

Email: Cas [REDACTED] 2016 Titan XD; A61 ECM error when programming [ref:_00DA09j8L._5002l1wl9Jl:ref]

Name
Task
Due Date 10/31/2019

Assigned To **Carlos Nunez**
Last Modified Date/Time **10/31/2019 12:13 PM**
Comments **Additional To: thewrencher@bellsouth.net**

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

Subject: Case [REDACTED] 2016 Titan XD; A61 ECM error when programming [ref:_00DA09j8L_500211wl9Jl:ref]

Body:

**Good Afternoon Dave,
My name is Carlos, and I will now be assisting with this case.
TECH LINE's latest case update is below.**

DESCRIPTION:

Dealer replied to case:

Ok update on this truck.I found ambient temperature In consult is reading 32 degrees F.

When disconnected the reading stays at 32 degrees.

Ambient temp sensor resistance is accurate for a actual temp here and I have 5v and grnd at connector. SM states replace a/c amp.

What is your opinion on this?

RECOMMENDATION:

ESM ECM Values on the Diagnosis Tool page does not list ambient air temp sensor as an input to ECM.

Listed is the INTAKE MANIFOLD TEMP, which Indicates the measured fresh air temperature at the air inlet connection

So, to answer your question, we do not see this finding with A/C Amp as cause of concern with engine related concern.

We would recommend referring to last recommendation:

Recommendation:

- It is possible the RTCV is out of position and causing the concern.

- Please disconnect the linkage at the RTCV and ensure the linkage moves freely.

- If the linkage moves freely, we should be able to perform the RTCV calibration with only ignition on (engine off). Let's find out if the linkage is moving during RTCV calibration. If the linkage is not moving we likely have a concern with the RTCV.

- Please also continue with taking a fuel sample and sending it to Blackstone Labs to confirm the fuel is serviceable.

Please follow up if additional assistance is needed.

Thank you, _____ Carlos N.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: 10/29/2019
Customer name:
VIN: 1N6BA1F48G Mileage:
Dealer code: 5509
Dealer name: SUTHERLIN NISSAN VERO BCH

Customer's Concerns:
VEHICLE LOST POWER
Technician Findings:
p0601 REPLACED ECU CAN'T PROGRAM NEW ECU GETTING ERROR CODE.getting error code 15-3-2-24:

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ref:_00DA09j8L._5002I1wl9Jl:ref

Email: Case [REDACTED] 2016 Titan XD; A61 ECM error when programming [ref:_00DA09j8L._5002I1wl9Jl:ref]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	10/31/2019
Assigned To	Matthew Mead
Last Modified Date/Time	10/31/2019 10:10 AM
Comments	<p>Additional To: thewrencher@bellsouth.net CC: BCC: Attachment:</p> <p>Subject: Case [REDACTED] 2016 Titan XD; A61 ECM error when programming [ref:_00DA09j8L._5002I1wl9Jl:ref] Body: DAVE, TECH LINE's latest case update is below. Recommendation:</p> <ul style="list-style-type: none">- It is possible the RTCV is out of position and causing the concern.- Please disconnect the linkage at the RTCV and ensure the linkage moves freely.- If the linkage moves freely, we should be able to perform the RTCV calibration with only ignition on (engine off). Let's find out if the linkage is moving during RTCV calibration. If the linkage is not moving we likely have a concern with the RTCV.- Please also continue with taking a fuel sample and sending it to Blackstone Labs to confirm the fuel is serviceable. <p>Thank you, _____ Matt MTECH LINE</p> <p>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: 10/29/2019 Customer name: VIN: 1N6BA1F48G Mileage: Dealer code: 5509 Dealer name: SUTHERLIN NISSAN VERO BCH</p> <p>Customer's Concerns: VEHICLE LOST POWER Technician Findings:</p>

p0601 REPLACED ECU CAN'T PROGRAM NEW ECU GETTING ERROR CODE.getting error code 15-3-2-24:

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ref:_00DA09j8L._5002l1wl9Jl:ref

Email: Case [REDACTED] 2016 Titan XD; A61 ECM error when programming [ref:_00DA09j8L._5002l1wl9Jl:ref]

Name
Task
Due Date
Assigned To
Last Modified Date/Time

[REDACTED]
10/30/2019
Matthew Mead
10/30/2019 3:42 PM
Additional To [REDACTED]
CC:
BCC:
Attachment:

Subject: Case [REDACTED], 2016 Titan XD; A61 ECM error when programming [ref:_00DA09j8L._5002l1wl9Jl:ref]

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

- Since the fuel pressure is within specification, let's separate the exhaust prior to Diesel Particulate Filter and try starting the engine.
- If the engine starts and runs smoothly we likely have a restriction in the exhaust.
- Please also inspect the engine oil level and condition.

Thank you, _____ Matt MTECH 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: 10/29/2019
Customer name:
VIN: 1N6BA1F4[REDACTED] Mileage:
Dealer code: 5509
Dealer name: SUTHERLIN NISSAN VERO BCH

Customer's Concerns:
VEHICLE LOST POWER
Technician Findings:
p0601 REPLACED ECU CAN'T PROGRAM NEW ECU GETTING ERROR CODE.getting error code 15-3-2-24:

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ref:_00DA09j8L._5002l1wl9Jl:ref

Email: Case [REDACTED] 2016 Titan XD; A61 ECM error when programming [ref:_00DA09j8L._5002l1wl9Jl:ref]

Name
Task
Due Date
Assigned To
Last Modified Date/Time

10/30/2019
Matthew Mead
10/30/2019 1:26 PM

Additional To: thewrencher@bellsouth.net
CC:
BCC:
Attachment:

Subject: Case [REDACTED] 2016 Titan XD; A61 ECM error when programming [ref:_00DA09j8L._5002l1wl9Jl:ref]

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

- The easiest way to check for fuel contamination is to take a fuel sample from the stage one fuel filter water separator drain. We can send the fuel sample to Blackstone Labs for analysis.
- Please also refer to NTB16-125 for more information on fuel contamination.

Thank you, _____ Matt MTECH 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.

Comments

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: 10/29/2019
Customer name:
VIN: 1N6BA1F48 [REDACTED] Mileage:
Dealer code: 5509
Dealer name: SUTHERLIN NISSAN VERO BCH

Customer's Concerns:
VEHICLE LOST POWER
Technician Findings:
p0601 REPLACED ECU CAN'T PROGRAM NEW ECU GETTING ERROR CODE.getting error code 15-3-2-24:

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ref:_00DA09j8L._5002l1wl9Jl:ref

Email: Case [REDACTED] 2016 Titan XD; A61 ECM error when programming [ref:_00DA09j8L._5002l1wl9Jl:ref]

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

10/30/2019
Matthew Mead
10/30/2019 11:18 AM

Additional To: thewrencher@bellsouth.net
CC:
BCC:
Attachment:

Subject: Case 37661239; 2016 Titan XD; A61 ECM error when programming [ref:_00DA09j8L._5002l1wl9Jl:ref]
Body:

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

- Please begin with visually inspecting the air filter. Ensure the air filter is a genuine Nissan part.
- Data monitor the low and high pressure fuel pressure with C3+ and ensure the fuel pressure is not low or fluctuating.
- We can also perform the Rotary Turbine Control Valve Hysteresis with C3+ under Engine. Please ensure this completes.
- Data monitor the Soot Load for the DPF. We are looking for a restriction in air flow in the intake system or exhaust system.

Thank you, _____ Matt MTECH 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 # _____

Date Created: 10/29/2019

Customer name: _____

VIN: 1N6BA1F48 _____ Mileage:

Dealer code: 5509

Dealer name: SUTHERLIN NISSAN VERO BCH

Customer's Concerns:

VEHICLE LOST POWER

Technician Findings:

p0601 REPLACED ECU CAN'T PROGRAM NEW ECU GETTING ERROR CODE.getting error code 15-3-2-24:

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ref:_00DA09j8L._5002I1wl9Jl:ref

Email: Case _____ 2016 Titan XD; A61 ECM error when programming [ref:_00DA09j8L._5002I1wl9Jl:ref]

Name _____
Task
Due Date 10/30/2019
Assigned To Matthew Mead
Last Modified Date/Time 10/30/2019 9:09 AM
Comments Additional To: thewrencher@bellsouth.net
CC:
BCC:
Attachment:

Subject: Case _____, 2016 Titan XD; A61 ECM error when programming [ref:_00DA09j8L._5002I1wl9Jl:ref]

Body:

David Passaro,
TECH LINE's latest case update is below.
Recommendation:

- Thank you for documenting the error code received.
- Please first confirm we can communicate with the ECM with C3+ under One System Diagnosis and All System Diagnosis.

- If we are unable to communicate with the ECM, please confirm a fuse for the ECM power supply is not open and replace the ECM.

- If we are able to communicate with the ECM, please confirm the blank part number shown under ECU Identification is [REDACTED]

- Also ensure no aftermarket equipment, such as phone chargers or USB cables are connected to the vehicle.

Thank you, _____ Matt MTECH 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: 10/29/2019

Customer name: [REDACTED]

VIN: 1N6BA1F48 [REDACTED] ileage:

Dealer code: 5509

Dealer name: SUTHERLIN NISSAN VERO BCH

Customer's Concerns:

VEHICLE LOST POWER

Technician Findings:

p0601 REPLACED ECU CAN'T PROGRAM NEW ECU GETTING ERROR CODE.getting error code 15-3-2-24:

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ref:_00DA09j8L._5002I1wI9Jl:ref

Review dealer comment

Name
Task
Due Date 10/30/2019
Assigned To [REDACTED]
Last Modified Date/Time 10/30/2019 9:02 AM
Comments

Attachments

1N6BA1F48GN [REDACTED].pdf	[REDACTED].pdf
Size 20KB	Size 4KB
Ownership Andy Jones	Ownership Survey Site Guest User
View View file	View View file
Last Modified 11/11/2019 7:17 AM	Last Modified 10/30/2019 10:26 AM

Emails

Case [REDACTED] 2016 Titan XD; A61 ECM error when programming [ref:_00DA09j8L._5002I1wI9Jl:ref]

Message Date 11/27/2019 8:08 AM
Has Attachment
Email Address thewrencher@bellsouth.net
Status Sent
Subject Case 37661239; 2016 Titan XD; A61 ECM error when programming [ref:_00DA09j8L._5002I1wI9Jl:ref]
Text Body DAVE,

TECH LINE's latest case update is below.

Description

The technician replied by email
>Did you get the 2 videos I sent?
TSS reviewed the videos attached to emails
Recommendation
Replace the long engine

Thank you,

Harold M

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.

Service Manager: Make a comment on the case from the CA COMM tool found on nnanet.com.

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: 10/29/2019
Customer name:
VIN: 1N6BA1F48G [REDACTED]

Mileage:

Dealer code: 5509

Dealer name: SUTHERLIN NISSAN VERO BCH

Customer's Concerns:
VEHICLE LOST POWER

Technician Findings:
p0601 REPLACED ECU CAN'T PROGRAM NEW ECU GETTING ERROR CODE.getting error code 15-3-2-24:

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RE: Case [REDACTED] 2016 Titan XD; A61 ECM error when programming [ref:_00DA09j8L._50021wI9Jl:ref]

Message Date 11/27/2019 6:38 AM

Has Attachment

Email Address thewrencher@bellsouth.net

Status Read

Subject RE: Case [REDACTED] 2016 Titan XD; A61 ECM error when programming [ref:_00DA09j8L._50021wI9Jl:ref]

Did you get the 2 videos I sent?Happy Connecting. Sent from my Sprint Samsung Galaxy S® 5

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

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

Date: 11/25/19 3:27 PM (GMT-05:00)

To: thewrencher@bellsouth.net

Subject: Case 37661239; 2016 Titan XD; A61 ECM error when programming [ref:_00DA09j8L._50021wI9Jl:ref]

DAVE,TECH LINE's latest case update is below.Description

The technician replied by email

> This video shows erratic movement of the balancer .Look at the waterpump in relation to balancer

There is no attachment to the case or the email

Recommendation

If the crank pulley wobbles excessively with unusual sound, and oil leak, replace the long engineThank you,Harold MTECH LINEThe TECH LINE Survey can be accessed by: CLICKING HEREUpdating 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]ate Created: 10/29/2019Customer name: VIN: 1N6BA1F48 [REDACTED]ileage: Dealer code: 5509Dealer name: SUTHERLIN NISSAN VERO BCHCustomer's Concerns:VEHICLE LOST POWERTechnician Findings:p0601 REPLACED ECU CAN'T PROGRAM NEW ECU GETTING ERROR CODE.getting error code 15-3-2-24: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._50021wI9Jl:ref

RE: Case [REDACTED] 2016 Titan XD; A61 ECM error when programming [ref:_00DA09j8L._50021wI9Jl:ref]

Message Date 11/26/2019 9:15 AM

Has Attachment

Email Address thewrencher@bellsouth.net

Status Read

Subject RE: Case 37661239; 2016 Titan XD; A61 ECM error when programming [ref:_00DA09j8L._50021wI9Jl:ref]

Text Body Happy Connecting. Sent from my Sprint Samsung Galaxy S® 5

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

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

Date: 11/25/19 3:27 PM (GMT-05:00)

To: thewrencher@bellsouth.net

Subject: Case [REDACTED] 2016 Titan XD; A61 ECM error when programming [ref:_00DA09j8L._50021wI9Jl:ref]

DAVE,TECH LINE's latest case update is below.Description

The technician replied by email

> This video shows erratic movement of the balancer .Look at the waterpump in relation to balancer

There is no attachment to the case or the email

Recommendation

If the crank pulley wobbles excessively with unusual sound, and oil leak, replace the long engineThank

you, _____ Harold MTECH LINEThe TECH LINE Survey can be accessed by: CLICKING
HEREUpdating 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 #: _____ Date Created:
10/29/2019Customer name: VIN: 1N6BA1F48G _____ Mileage: Dealer code: 5509Dealer name: SUTHERLIN
NISSAN VERO BCHCustomer's Concerns:VEHICLE LOST POWERTechnician Findings:p0601 REPLACED
ECU CAN'T PROGRAM NEW ECU GETTING ERROR CODE.getting error code 15-3-2-24:This communication
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message. ref:_00DA09j8L_50021wI9JI:ref

RE: Case _____ 2016 Titan XD; A61 ECM error when programming [ref:_00DA09j8L_50021wI9JI:ref]

Message Date 11/26/2019 7:25 AM
Has Attachment
Email Address thewrencher@bellsouth.net
Status Read
Subject RE: Case 37661239; 2016 Titan XD; A61 ECM error when programming [ref:_00DA09j8L_50021wI9JI:ref]
Happy Connecting. Sent from my Sprint Samsung Galaxy S@ 5

----- Original message -----
From: TECH LINE Email to Case <techlinesfdc@nissan-usa.com>
Date: 11/25/19 3:27 PM (GMT-05:00)
To: thewrencher@bellsouth.net
Subject: Case 37661239; 2016 Titan XD; A61 ECM error when programming [ref:_00DA09j8L_50021wI9JI:ref]
]

DAVE,TECH LINE's latest case update is below.Description
The technician replied by email
> This video shows erratic movement of the balancer .Look at the waterpump in relation to balancer
There is no attachment to the case or the email

Text Body Recommendation
If the crank pulley wobbles excessively with unusual sound, and oil leak, replace the long engineThank
you, _____ Harold MTECH LINEThe TECH LINE Survey can be accessed by: CLICKING
HEREUpdating a TECH LINE Case:Technician: Reply to this email; do not change the email subject line.
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case will be closed. Closed TECH LINE cases can be reopened.Case #: _____ Date Created:
10/29/2019Customer name: VIN: 1N6BA1F48G _____ Mileage: Dealer code: 5509Dealer name: SUTHERLIN
NISSAN VERO BCHCustomer's Concerns:VEHICLE LOST POWERTechnician Findings:p0601 REPLACED
ECU CAN'T PROGRAM NEW ECU GETTING ERROR CODE.getting error code 15-3-2-24:This communication
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disseminate this message or any part of it. Please notify the sender immediately and delete all copies of the
message. ref:_00DA09j8L_50021wI9JI:ref

Ca _____ 2016 Titan XD; A61 ECM error when programming [ref:_00DA09j8L_50021wI9JI:ref]

M _____ /25/2019 2:27 PM
Has Attachment
Email Address thewrencher@bellsouth.net
Status Sent
Subject Case 37661239; 2016 Titan XD; A61 ECM error when programming [ref:_00DA09j8L_50021wI9JI:ref]
Text Body DAVE,

TECH LINE's latest case update is below.

Description
The technician replied by email
> This video shows erratic movement of the balancer .Look at the waterpump in relation to balancer

**There is no attachment to the case or the email
Recommendation**

If the crank pulley wobbles excessively with unusual sound, and oil leak, replace the long engine

Thank you,

Harold M

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.

Service Manager: Make a comment on the case from the CA COMM tool found on nnanet.com.

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: 10/29/2019
Customer name:
VIN: 1N6BA1F48[REDACTED]

Mileage:

Dealer code: 5509

Dealer name: SUTHERLIN NISSAN VERO BCH

Customer's Concerns:
VEHICLE LOST POWER

Technician Findings:
p0601 REPLACED ECU CAN'T PROGRAM NEW ECU GETTING ERROR CODE.getting error code 15-3-2-24:

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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] 2016 Titan XD; A61 ECM error when programming [ref:_00DA09j8L._5002I1wI9JI:ref]

Message Date 11/25/2019 1:46 PM
Has Attachment
Email Address thewrencher@bellsouth.net
Status Read
Subject RE: Cas [REDACTED] 2016 Titan XD; A61 ECM error when programming [ref:_00DA09j8L._5002I1wI9JI:ref]
This video shows erratic movement of the balancer .Look at the waterpump in relation to balancer zooming in.Happy Connecting. Sent from my Sprint Samsung Galaxy S® 5

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

From: TECH LINE Email to Case <techlinesfdc@nissan-usa.com>
Date: 11/25/19 11:01 AM (GMT-05:00)
To: thewrencher@bellsouth.net
Subject: Case 37661239; 2016 Titan XD; A61 ECM error when programming [ref:_00DA09j8L._5002I1wI9JI:ref]

DAVE,TECH LINE's latest case update is below,Description

The technician replied by email

>I see the harmonic balancer wobble and a slight Inocking noise is heard

>also moving enough that front seal is leaking

Text Body The technician is asking if the crankshaft being in two pieces is a known concern and how to inspect for the concern

TECH LINE

To check for a crankshaft concern, we can usually feel a concern by rotating the crankshaft in both directions slightly,Thank you, _____Harold MTECH LINEThe TECH LINE Survey can be

accessed by: CLICKING HEREUpdating 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]ate Created: 10/29/2019Customer name: VIN: 1N6BA1F48G [REDACTED]Mileage: Dealer code:

5509Dealer name: SUTHERLIN NISSAN VERO BCHCustomer's Concerns:VEHICLE LOST POWERTechnician Findings:p0601 REPLACED ECU CAN'T PROGRAM NEW ECU GETTING ERROR CODE.getting error code 15-

3-2-24: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

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all copies of the message. ref:_00DA09j8L._5002I1wI9JI:ref

Cas [REDACTED] 2016 Titan XD; A61 ECM error when programming [ref:_00DA09j8L._5002I1wI9JI:ref]

Message Date 11/25/2019 10:01 AM
Has Attachment
Email Address thewrencher@bellsouth.net
Status Sent
Subject Case 37661239; 2016 Titan XD; A61 ECM error when programming [ref:_00DA09j8L._5002I1wI9JI:ref]
Text Body DAVE,

TECH LINE's latest case update is below.

Description

The technician replied by email

>I see the harmonic balancer wobble and a slight Inocking noise is heard

>also moving enough that front seal is leaking

The technician is asking if the crankshaft being in two pieces is a known concern and how to inspect for the concern

TECH LINE

To check for a crankshaft concern, we can usually feel a concern by rotating the crankshaft in both directions slightly,

Thank you,

Harold M

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.

Service Manager: Make a comment on the case from the CA COMM tool found on nnanet.com.

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: 10/29/2019
Customer name: [REDACTED]
VIN: 1N6BA1F48 [REDACTED]

Mileage:

Dealer code: 5509

Dealer name: SUTHERLIN NISSAN VERO BCH

Customer's Concerns:
VEHICLE LOST POWER

Technician Findings:
p0601 REPLACED ECU CAN'T PROGRAM NEW ECU GETTING ERROR CODE.getting error code 15-3-2-24:

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RE: Case [REDACTED] 2016 Titan XD; A61 ECM error when programming [ref:_00DA09j8L._5002l1wl9Jl:ref]

Message Date 11/25/2019 9:09 AM
Has Attachment
Email Address thewrencher@bellsouth.net
Status Read
Subject RE: Case 37661239; 2016 Titan XD; A61 ECM error when programming [ref:_00DA09j8L._50021wI9Jl:ref]
Carlos, I see the harmonic balancer wobble and a slight Inocking noise is heard also moving enough that front seal is leaking.Doesn't this engine have a problem breaking the front of the crank?What is procedure for verifying this?DaveHappy Connecting. Sent from my Sprint Samsung Galaxy S@ 5

----- Original message -----
From: TECH LINE Email to Case <techlinesfdc@nissan-usa.com>
Date: 11/20/19 9:36 AM (GMT-05:00)
To: thewrencher@bellsouth.net
Subject: Case 37661239; 2016 Titan XD; A61 ECM error when programming [ref:_00DA09j8L._50021wI9Jl:ref]

DAVE,TECH LINE's latest case update is below.Description
The technician replied by email with a data file
The data file does not include RPM to verify when in the data the engine was operating.
Recommendation
Please record the data again, adding RPM to the data.
Press record after the engine stops operating.
Save the file as flying graph and attach to the reply email for analysis.Thank you,
Harold MTECH LINEThe TECH LINE Survey can be accessed by: CLICKING HEREUpdating 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 #: Date Created: 10/29/2019Customer name: VIN: 1N6BA1F48G Mileage: Dealer code: 5509Dealer name: SUTHERLIN NISSAN VERO BCHCustomer's Concerns:VEHICLE LOST POWERTechnician Findings:p0601 REPLACED ECU CAN'T PROGRAM NEW ECU GETTING ERROR CODE.getting error code 15-3-2-24: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._50021wI9Jl:ref

Case 2016 Titan XD; A61 ECM error when programming [ref:_00DA09j8L._50021wI9Jl:ref]

Message Date 11/20/2019 8:36 AM
Has Attachment
Email Address thewrencher@bellsouth.net
Status Sent
Subject Case 37661239; 2016 Titan XD; A61 ECM error when programming [ref:_00DA09j8L._50021wI9Jl:ref]
Text Body DAVE,
TECH LINE's latest case update is below.
Description
The technician replied by email with a data file
The data file does not include RPM to verify when in the data the engine was operating.
Recommendation
Please record the data again, adding RPM to the data.
Press record after the engine stops operating.
Save the file as flying graph and attach to the reply email for analysis.
Thank you,

Harold M

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.

Service Manager: Make a comment on the case from the CA COMM tool found on nnanet.com.

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: 10/29/2019
Customer name:
VIN: 1N6BA1F48[REDACTED]

Mileage:

Dealer code: 5509

Dealer name: SUTHERLIN NISSAN VERO BCH

Customer's Concerns:
VEHICLE LOST POWER

Technician Findings:
p0601 REPLACED ECU CAN'T PROGRAM NEW ECU GETTING ERROR CODE.getting error code 15-3-2-24:

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Re: Case [REDACTED] 2016 Titan XD; A61 ECM error when programming [ref:_00DA09j8L_5002I1wI9JI:ref]

Message Date	11/19/2019 2:51 PM
Has Attachment	<input checked="" type="checkbox"/>
Email Address	[REDACTED]
Status	Read
Subject	Re: Case [REDACTED] 2016 Titan XD; A61 ECM error when programming [ref:_00DA09j8L_5002I1wI9JI:ref]

Text Body

Only runs for a second.

On Tuesday, November 19, 2019, 03:49:54 PM EST, thewrencher <thewrencher@bellsouth.net> wrote:

Now only runs for a second. Here is the file.

On Tuesday, November 19, 2019, 03:25:37 PM EST, TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:

[REDACTED] {margin-top:0px;margin-bottom:0px;}

||

||

|

| DAVE,

TECH LINE's latest case update is below.

DESCRIPTION:

Dealer replied to case:

Installed new stage 2 housing. Started ran roughly for 10 sec. Started again ran 5 sec. Again ran for 2 sec. Supply pressure according to consult is 73psi Rail pressure 475 bar A. Not sure why it ran shorter and shorter.

RECOMMENDATION:

Please provide a Flying Graph recording of the following data monitor items during engine start / shut off event:

Please confirm that recording shows cranking, start, shut off, and any pressure drop after engine shuts off.

RPM

FUEL RAIL PRESSURE

FUEL SUPPLY PRESS

MAX FUEL RAIL PRESS

Thank you,

Carlos N.

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.

[REDACTED]
Date Created: 10/29/2019

Customer name:

VIN: 1N6BA1F48 [REDACTED]

Mileage:

Dealer code: 5509

Dealer name: SUTHERLIN NISSAN VERO BCH

Customer's Concerns:

VEHICLE LOST POWER

Technician Findings:

p0601 REPLACED ECU CAN'T PROGRAM NEW ECU GETTING ERROR CODE.getting error code 15-3-2-24:

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ref:_00DA09j8L_5002l1wl9Jl:ref

Re: Case [REDACTED] 2016 Titan XD; A61 ECM error when programming [ref:_00DA09j8L_5002l1wl9Jl:ref]

Message Date	11/19/2019 2:50 PM
Has Attachment	<input checked="" type="checkbox"/>
Email Address	thewrencher@bellsouth.net
Status	Read

Subject Re: Case [REDACTED]; 2016 Titan XD; A61 ECM error when programming [ref:_00DA09j8L_500211wl9Jl:ref]

Text Body Now only runs for a second.Here is the file.

On Tuesday, November 19, 2019, 03:25:37 PM EST, TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:

[REDACTED]p{margin-top:0px;margin-bottom:0px;}

||

||

|

| DAVE,

TECH LINE's latest case update is below.

DESCRIPTION:

Dealer replied to case:

Installed new stage 2 housing.Started ran roughly for 10 sec.Started again ran 5 sec .Again ran for 2 sec .Supply pessure according to consult is 73psiRail pressure 475 bar A.Not sure why it ran shorter and shorter.

RECOMMENDATION:

Please provide a Flying Graph recording of the following data monitor items during engine start / shut off event:

Please confirm that recording shows cranking , start, shut off, and any pressure drop after engine shuts off.

RPM

FUEL RAIL PRESSURE

FUEL SUPPLY PRESS

MAX FUEL RAIL PRESS

Thank you,

Carlos N.

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: 10/29/2019
Customer name:
VIN: 1N6BA1F48 [REDACTED]

Mileage:

Dealer code: 5509

Dealer name: SUTHERLIN NISSAN VERO BCH

Customer's Concerns:
VEHICLE LOST POWER

Technician Findings:
p0601 REPLACED ECU CAN'T PROGRAM NEW ECU GETTING ERROR CODE.getting error code 15-3-2-24:

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ref:_00DA09j8L._5002l1wl9Jl:ref

Case [REDACTED] 2016 Titan XD; A61 ECM error when programming [ref:_00DA09j8L._5002l1wl9Jl:ref]

Message Date	11/19/2019 2:25 PM
Has Attachment	<input type="checkbox"/>
Email Address	thewrencher@bellsouth.net
Status	Sent
Subject	Case 37661239; 2016 Titan XD; A61 ECM error when programming [ref:_00DA09j8L._5002l1wl9Jl:ref]

Text Body **DAVE,**

TECH LINE's latest case update is below.

DESCRIPTION:

Dealer replied to case:

**Installed new stage 2 housing.Started ran roughly for 10 sec.Started again ran 5 sec .Again ran for 2 sec
.Supply pessure according to consult is 73psiRail pressure 475 bar A.Not sure why it ran shorter and shorter.**

RECOMMENDATION:

Please provide a Flying Graph recording of the following data monitor items during engine start / shut off event:

**Please confirm that recording shows cranking , start, shut off, and any pressure drop after engine shuts off.
RPM**

FUEL RAIL PRESSURE

FUEL SUPPLY PRESS

MAX FUEL RAIL PRESS

Thank you,

Carlos N.

TECH LINE

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Updating a TECH LINE Case:

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

Service Manager: Make a comment on the case from the CA COMM tool found on nnanet.com.

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Case #: [REDACTED]

Date Created: 10/29/2019

Customer name:

VIN: 1N6BA1F48 [REDACTED]

Mileage:

Dealer code: 5509

Dealer name: SUTHERLIN NISSAN VERO BCH

Customer's Concerns:

VEHICLE LOST POWER

Technician Findings:

p0601 REPLACED ECU CAN'T PROGRAM NEW ECU GETTING ERROR CODE.getting error code 15-3-2-24:

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RE: Cas [REDACTED] 2016 Titan XD; A61 ECM error when programming [ref:_00DA09j8L._5002l1wl9Jl:ref]

Message Date 11/19/2019 10:18 AM
Has Attachment
Email Address thewrencher@bellsouth.net
Status Read
Subject RE: Case [REDACTED] 2016 Titan XD; A61 ECM error when programming [ref:_00DA09j8L._5002l1wl9Jl:ref]
Installed new stage 2 housing.Started ran roughly for 10 sec.Started again ran 5 sec .Again ran for 2 sec .Supply pessure according to consult is 73psiRail pressure 475 bar A.Not sure why it ran shorter and shorter.DaveHappy Connecting. Sent from my Sprint Samsung Galaxy S@ 5

----- Original message -----
From: TECH LINE Email to Case <techlinesfdc@nissan-usa.com>
Date: 11/18/19 4:09 PM (GMT-05:00)
To: thewrencher@bellsouth.net
Subject: Case 37661239; 2016 Titan XD; A61 ECM error when programming [ref:_00DA09j8L._5002l1wl9Jl:ref]

**DAVE,TECH LINE's latest case update is below.DESCRPTION:
TSS followed up with technician at cell phone:.....no answer / left message**

RECOMMENDATION:

Text Body

With engine starting and then shutting off, we see that we are getting some flow to the high pressure pump. This points to a concern with the stage 2 filter or housing assembly. Please confirm that o-ring at bottom of stage 2 filter has no trauma. If no concern with filter, we may have concern with housing releasing pressure back into fuel tank. Please replace stage 2 filter / housing assembly.Thank you, Carlos N.TECH LINEThe 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: 10/29/2019Customer name: VIN: 1N6BA1F48C [REDACTED] Mileage: Dealer code: 5509Dealer name: SUTHERLIN NISSAN VERO BCHCustomer's Concerns:VEHICLE LOST POWERTechnician Findings:p0601 REPLACED ECU CAN'T PROGRAM NEW ECU GETTING ERROR CODE.getting error code 15-3-2-24:**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._5002l1wl9Jl:ref**

Case 37661239; 2016 Titan XD; A61 ECM error when programming [ref:_00DA09j8L._5002l1wl9Jl:ref]

Message Date 11/18/2019 3:09 PM
Has Attachment
Email Address thewrencher@bellsouth.net
Status Sent
Subject Case 37661239; 2016 Titan XD; A61 ECM error when programming [ref:_00DA09j8L._5002l1wl9Jl:ref]

Text Body **DAVE,**

TECH LINE's latest case update is below.

DESCRIPTION:

TSS followed up with technician at cell phone:.....no answer / left message

RECOMMENDATION:

With engine starting and then shutting off, we see that we are getting some flow to the high pressure pump. This points to a concern with the stage 2 filter or housing assembly.

Please confirm that o-ring at bottom of stage 2 filter has no trauma.

If no concern with filter, we may have concern with housing releasing pressure back into fuel tank.

Please replace stage 2 filter / housing assembly.

Thank you,

Carlos N.

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.

Service Manager: Make a comment on the case from the CA COMM tool found on nnanet.com.

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: 10/29/2019

Customer name:

VIN: 1N6BA1F48 [REDACTED]

Mileage:

Dealer code: 5509

Dealer name: SUTHERLIN NISSAN VERO BCH

Customer's Concerns:

VEHICLE LOST POWER

Technician Findings:

p0601 REPLACED ECU CAN'T PROGRAM NEW ECU GETTING ERROR CODE.getting error code 15-3-2-24:

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RE: Case [REDACTED] 2016 Titan XD; A61 ECM error when programming [ref:_00DA09j8L._50021wI9JI:ref]

Message Date 11/18/2019 12:31 PM
Has Attachment
Email Address thewrencher@bellsouth.net
Status Read
Subject RE: Case [REDACTED] 2016 Titan XD; A61 ECM error when programming [ref:_00DA09j8L._50021wI9JI:ref]
Replaced high pressure fuel pump now will crank crank then start and then stall.Not developing enough high pressure before stalling.Tried to perform HPCR fuel act override to see if I could tell if the pressure relief valve was stuck open,But cannot find the actual procedure in the manual. Could the pressure relief valve be the cause? I am having a hard time using this manual. As always your help is appreciated. DaveHappy Connecting. Sent from my Sprint Samsung Galaxy S@ 5

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

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

Date: 11/5/19 1:53 PM (GMT-05:00)

To: thewrencher@bellsouth.net

Subject: Case 37661239; 2016 Titan XD; A61 ECM error when programming [ref:_00DA09j8L._50021wI9JI:ref]

Text Body

Good Afternoon Dave,TECH LINE's latest case update is below.RECOMMENDATION:

For concern with low / no fuel rail pressure with no DTCs:

Please send fuel sample to Blackstone Labs for inspection.

Please provide the following:

Amount of metallic debris found in high pressure fuel pump actuator / bore (Remove actuator from pump housing for inspection).

Total Water In Fuel Time in ECM data monitorThank you,_____Carlos N.TECH LINEThe

TECH LINE Survey can be accessed by: CLICKING HEREUpdating 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: 10/29/2019Customer name: VIN: 1N6BA1F[REDACTED]Mileage:

Dealer code: 5509Dealer name: SUTHERLIN NISSAN VERO BCHCustomer's Concerns:VEHICLE LOST

POWERTechnician Findings:p0601 REPLACED ECU CAN'T PROGRAM NEW ECU GETTING ERROR

CODE.getting error code 15-3-2-24:
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Re: Case [REDACTED] 2016 Titan XD; A61 ECM error when programming [ref:_00DA09j8L._50021wI9JI:ref]

Message Date 11/7/2019 5:48 AM
Has Attachment
Email Address thewrencher@bellsouth.net
Status Read
Subject Re: Case [REDACTED] 2016 Titan XD; A61 ECM error when programming [ref:_00DA09j8L._50021wI9JI:ref]
Text Body Removed pump form engine and inspected actuator bore.No debris found at this time.Total water in Fuel Time is 0fuel has been sent to blackstone.Thanks your help is appreciated,Dave
On Tuesday, November 5, 2019, 01:53:50 PM EST, TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:

[REDACTED] p{margin-top:0px;margin-bottom:0px;}

||
||
|

| Good Afternoon Dave,

TECH LINE's latest case update is below.

RECOMMENDATION:

For concern with low / no fuel rail pressure with no DTCs:

Please send fuel sample to Blackstone Labs for inspection.

Please provide the following:

Amount of metallic debris found in high pressure fuel pump actuator / bore (Remove actuator from pump housing for inspection).

Total Water In Fuel Time in ECM data monitor

Thank you,

Carlos N.

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: 10/29/2019
Customer name:
VIN: 1N6BA1F48 [REDACTED]

Mileage:

Dealer code: 5509

Dealer name: SUTHERLIN NISSAN VERO BCH

Customer's Concerns:
VEHICLE LOST POWER

Technician Findings:
p0601 REPLACED ECU CAN'T PROGRAM NEW ECU GETTING ERROR CODE,getting error code 15-3-2-24:

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ref:_00DA09j8L._5002l1wl9Jl:ref

Case [REDACTED] 2016 Titan XD; A61 ECM error when programming [ref:_00DA09j8L._5002l1wl9Jl:ref]

Message Date	11/5/2019 12:53 PM
Has Attachment	<input type="checkbox"/>
Email Address	thewrencher@bellsouth.net
Status	Sent
Subject	Case [REDACTED], 2016 Titan XD; A61 ECM error when programming [ref:_00DA09j8L._5002l1wl9Jl:ref]
Text Body	DAVE,

TECH LINE's latest case update is below.

DESCRIPTION:

Dealer replied to case:

I don't have any codes but I performed inspection for P0087.

active test HPCR FUEL ACT OVERRIDE hpfs pump actuator remained closed along with relief valve.
I think they should be open when key on eng off but they are closed. Is this a possible problem?

TSS discussed case with FQI JB

P0601 MEMORY CHECK SUM has been seen to set due changes to ECM programming.

Results for last inspection not accurate.

If metallic debris is found in high pressure fuel pump, look for concern in present / past fuel quality & as per review item, Water in Fuel Time.

RECOMMENDATION:

For concern with low / no fuel rail pressure with no DTCs:

Please send fuel sample to Blackstone Labs for inspection.

Please provide the following:

Amount of metallic debris found in high pressure fuel pump actuator / bore (Remove actuator from pump housing for inspection).

Total Water In Fuel Time in ECM data monitor

Thank you,

Carlos N.

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.

Service Manager: Make a comment on the case from the CA COMM tool found on nnanet.com.

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: 10/29/2019

Customer name:

VIN: 1N6BA1F48 [REDACTED]

Mileage:

Dealer code: 5509

Dealer name: SUTHERLIN NISSAN VERO BCH

Customer's Concerns:

VEHICLE LOST POWER

Technician Findings:

p0601 REPLACED ECU CAN'T PROGRAM NEW ECU GETTING ERROR CODE.getting error code 15-3-2-24:

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RE: Cas [REDACTED] 2016 Titan XD; A61 ECM error when programming [ref:_00DA09j8L._50021wI9JI:ref]

Message Date 11/5/2019 10:33 AM
Has Attachment
Email Address thewrencher@bellsouth.net
Status Read
Subject RE: Case 37661239; 2016 Titan XD; A61 ECM error when programming [ref:_00DA09j8L._50021wI9JI:ref]
I don't have any codes but I performed inspection for P0087.active test HPCR FUEL ACT OVERRIDE hpfs pump actuator remained closed along with relief valve.I think they should be open when key on eng off but they are closed.Is this a possible problem?DaveHappy Connecting. Sent from my Sprint Samsung Galaxy S@ 5

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

From: TECH LINE Email to Case <techlinesfdc@nissan-usa.com>
Date: 11/4/19 4:52 PM (GMT-05:00)
To: thewrencher@bellsouth.net
Subject: Case 37661239; 2016 Titan XD; A61 ECM error when programming [ref:_00DA09j8L._50021wI9JI:ref]

Dave,TECH LINE's latest case update is below.DESCRPTION:
TSS followed up with technician at cell phone:
Rail fuel pressure now at 0 PSI
Technician confirmed that previously reported value of 300 PSI was correct (from C3+ data monitor).
Battery also below 12V currently.

Text Body

RECOMMENDATION:
Please fully recharge battery
Diagnose no / low fuel rail pressure concern.
Refer to ESM as needed.
Please follow up if additional assistance is needed.Thank you, _____ Carlos N.TECH
LINEThe TECH LINE Survey can be accessed by: CLICKING HEREUpdating 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: 10/29/2019Customer name: VIN:
1N6BA1F48[REDACTED] Mileage: Dealer code: 5509Dealer name: SUTHERLIN NISSAN VERO BCHCustomer's
Concerns:VEHICLE LOST POWERTechnician Findings:p0601 REPLACED ECU CAN'T PROGRAM NEW ECU
GETTING ERROR CODE.getting error code 15-3-2-24: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._50021wI9JI:ref

Case [REDACTED] 2016 Titan XD; A61 ECM error when programming [ref:_00DA09j8L._50021wI9JI:ref]

Message Date 11/4/2019 3:52 PM
Has Attachment
Email Address thewrencher@bellsouth.net
Status Sent
Subject Case 37661239; 2016 Titan XD; A61 ECM error when programming [ref:_00DA09j8L._50021wI9JI:ref]
Text Body DAVE,

TECH LINE's latest case update is below.

DESCRIPTION:

TSS followed up with technician at cell phone:

Rail fuel pressure now at 0 PSI

Technician confirmed that previously reported value of 300 PSI was correct (from C3+ data monitor).

Battery also below 12V currently.

RECOMMENDATION:

Please fully recharge battery

Diagnose no / low fuel rail pressure concern.

Refer to ESM as needed.

Please follow up if additional assistance is needed.

Thank you,

Carlos N.

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.

Service Manager: Make a comment on the case from the CA COMM tool found on nnanet.com.

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: 10/29/2019

Customer name:

VIN: 1N6BA1F4E [REDACTED]

Mileage:

Dealer code: 5509

Dealer name: SUTHERLIN NISSAN VERO BCH

Customer's Concerns:

VEHICLE LOST POWER

Technician Findings:

p0601 REPLACED ECU CAN'T PROGRAM NEW ECU GETTING ERROR CODE.getting error code 15-3-2-24:

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Case [REDACTED] 2016 Titan XD; A61 ECM error when programming [ref:_00DA09j8L_5002I1wI9JI:ref]

Message Date 11/4/2019 2:22 PM

Has Attachment

Email Address thewrencher@bellsouth.net

Status Sent

Subject Case [REDACTED] 2016 Titan XD; A61 ECM error when programming [ref:[REDACTED]_5002I1wI9JI:ref]

Text Body DAVE,

TECH LINE's latest case update is below.

DESCRIPTION:

Dealer replied to case

I have a question, if ambient temp isn't used as engine input why is it in eng monitor?

I don't think it is for any of our other cars.

Also Egr orifice temp is 58 degrees should be 80 like rest of sensors.

From case notes:

Rail pressure is about 300 psi

ESM Specs:

Operating Range kPa (kg/cm2, psi) /Minimum: 25,000 (255, 3625)

RECOMMENDATION:

Please confirm fuel pressure is within specs

Thank you,

Carlos N.

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.

Service Manager: Make a comment on the case from the CA COMM tool found on nnanet.com.

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: 10/29/2019
Customer name:
VIN: 1N6BA1F48[REDACTED]

Mileage:

Dealer code: 5509

Dealer name: SUTHERLIN NISSAN VERO BCH

Customer's Concerns:
VEHICLE LOST POWER

Technician Findings:
p0601 REPLACED ECU CAN'T PROGRAM NEW ECU GETTING ERROR CODE.getting error code 15-3-2-24:

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RE: Case [REDACTED]; 2016 Titan XD; A61 ECM error when programming [ref:_00DA09j8L._5002l1wl9Jl:ref]

Message Date 11/4/2019 8:10 AM
Has Attachment
Email Address thewrencher@bellsouth.net
Status Read
Subject RE: Case [REDACTED] 2016 Titan XD; A61 ECM error when programming [ref:_00DA09j8L._5002l1wl9Jl:ref]
Text Body Hi Carlos I have a question, if ambient temp isn't used as engine input why is it in eng monitor? I don't think it is for any of our other cars.Also Egr orifice temp is 58 degrees should be 80 like rest of sensors. Thanks for your help.Happy Connecting. Sent from my Sprint Samsung Galaxy S® 5

----- Original message -----
From: TECH LINE Email to Case <techlinesfdc@nissan-usa.com>
Date: 11/1/19 4:45 PM (GMT-05:00)
To: thewrencher@bellsouth.net
Subject: Case [REDACTED] 2016 Titan XD; A61 ECM error when programming [ref:[REDACTED]_5002l1wl9Jl:ref]

Good Afternoon Dave,We apologize for the delay with our reply.TECH LINE's latest case update is below,DESCRIPTION:
Dealer replied to case:
Removed RCTV linkage and moved from stop to stop reconnected and calibrated.
Isolated fuel supply to 2 stage filter and supplied new clean fuel from a pressurized can running and stalling through 3/4 of a gallon of fresh fuel with no change.
Your help is appreciated.

RECOMMENDATION:

With no concern found with RCTV and concern still present when running on known good fuel, please refer to Engine Starts But Will Not Keep Running in ESM Engine Control System Symptom Diagnosis section. Perform any inspection that we have not yet completed. Thank you, _____ Carlos N. 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 #: _____ Date Created: 10/29/2019 Customer name: VIN: 1N6BA1F48C _____ Mileage: Dealer code: 5509 Dealer name: SUTHERLIN NISSAN VERO BCH Customer's Concerns: VEHICLE LOST POWER Technician Findings: p0601 REPLACED ECU CAN'T PROGRAM NEW ECU GETTING ERROR CODE. getting error code 15-3-2-24: 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._5002I1wI9Jl:ref

Case 37661239; 2016 Titan XD; A61 ECM error when programming [ref: _00DA09j8L._5002I1wI9Jl:ref]

Message Date 11/1/2019 3:45 PM
Has Attachment
Email Address thewrencher@bellsouth.net
Status Sent
Subject Case 37661239; 2016 Titan XD; A61 ECM error when programming [ref: _00DA09j8L._5002I1wI9Jl:ref]
Text Body DAVE,

TECH LINE's latest case update is below.

DESCRIPTION:

Dealer replied to case:

Removed RCTV linkage and moved from stop to stop reconnected and calibrated.

Isolated fuel supply to 2 stage filter and supplied new clean fuel from a pressurized can running and stalling through 3/4 of a gallon of fresh fuel with no change.

Your help is appreciated.

RECOMMENDATION:

With no concern found with RCTV and concern still present when running on known good fuel, please refer to "Engine Starts But Will Not Keep Running" in ESM Engine Control System Symptom Diagnosis section. Perform any inspection that we have not yet completed.

Thank you,

Carlos N.

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.

Service Manager: Make a comment on the case from the CA COMM tool found on nnanet.com.

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: 10/29/2019
Customer name:
VIN: 1N6BA1F48 [REDACTED]

Mileage:

Dealer code: 5509

Dealer name: SUTHERLIN NISSAN VERO BCH

Customer's Concerns:
VEHICLE LOST POWER

Technician Findings:
p0601 REPLACED ECU CAN'T PROGRAM NEW ECU GETTING ERROR CODE.getting error code 15-3-2-24:

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RE: Case 37661239; 2016 Titan XD; A61 ECM error when programming [ref:_00DA09j8L._5002l1wl9Jl:ref]

Message Date 11/1/2019 10:14 AM
Has Attachment
Email Address thewrencher@bellsouth.net
Status Read
Subject RE: Case [REDACTED] 2016 Titan XD; A61 ECM error when programming [ref:_00DA09j8L._5002l1wl9Jl:ref]
Text Body Removed RCTV linkage and moved from stop to stop reconnected and calibrated.Isolated fuel supply to 2 stage filter and supplied new clean fuel from a pressurized can running and stalling through 3/4 of a gallon of fresh fuel with no change.Your help is appreciated. DaveHappy Connecting. Sent from my Sprint Samsung Galaxy S® 5

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

From: TECH LINE Email to Case <techlinesfdc@nissan-usa.com>
Date: 10/31/19 1:13 PM (GMT-05:00)
To: thewrencher@bellsouth.net
Subject: Case 37661239; 2016 Titan XD; A61 ECM error when programming [ref:_00DA09j8L._5002l1wl9Jl:ref]

Good Afternoon Dave,My name is Carlos, and I will now be assisting with this case,TECH LINE's latest case update is below.DESCRPTION:
Dealer replied to case:
Ok update on this truck.I found ambient temperature In consult is reading 32 degrees F.
When disconnected the reading stays at 32 degrees.
Ambient temp sensor resistance is accurate for a actual temp here and I have 5v and grnd at connector. SM states replace a/c amp.
What is your opinion on this?

serviceable.

Please follow up if additional assistance is needed.

Thank you,

Carlos N.

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.

Service Manager: Make a comment on the case from the CA COMM tool found on nnanet.com.

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: 10/29/2019
Customer name:
VIN: 1N6BA1F48 [REDACTED]

Mileage:

Dealer code: 5509

Dealer name: SUTHERLIN NISSAN VERO BCH

Customer's Concerns:
VEHICLE LOST POWER

Technician Findings:
p0601 REPLACED ECU CAN'T PROGRAM NEW ECU GETTING ERROR CODE.getting error code 15-3-2-24:

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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] 2016 Titan XD; A61 ECM error when programming [ref:_00DA09j8L._50021w19Jl:ref]

Message Date 10/31/2019 10:46 AM

Has Attachment

Email Address thewrencher@bellsouth.net

Status Read

Subject RE: Case 37661239; 2016 Titan XD; A61 ECM error when programming [ref:_00DA09j8L._50021w19Jl:ref]

Ok update on this truck.I found ambient temperature In consult is reading 32 degrees F.When disconnected the reading stays at 32 degrees. Ambient temp sensor resistance is accurate for a actual temp here and I have 5v and grnd at connector. SM states replace a/c amp.What is your opinion on this?DaveHappy Connecting. Sent from my Sprint Samsung Galaxy S@ 5

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

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

Date: 10/31/19 11:10 AM (GMT-05:00)

To: thewrencher@bellsouth.net

Subject: Case 37661239; 2016 Titan XD; A61 ECM error when programming [ref:_00DA09j8L._50021w19Jl:ref]

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

- It is possible the RTCV is out of position and causing the concern.

- Please disconnect the linkage at the RTCV and ensure the linkage moves freely.

Text Body

- If the linkage moves freely, we should be able to perform the RTCV calibration with only ignition on (engine off). Let's find out if the linkage is moving during RTCV calibration. If the linkage is not moving we likely have a concern with the RTCV.

- Please also continue with taking a fuel sample and sending it to Blackstone Labs to confirm the fuel is serviceable.Thank you,_____Matt MTECH LINEThe 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: 10/29/2019Customer name: VIN: 1N6BA1F48C [REDACTED] Mileage: Dealer code: 5509Dealer name:

SUTHERLIN NISSAN VERO BCHCustomer's Concerns:VEHICLE LOST POWERTechnician Findings:p0601

REPLACED ECU CAN'T PROGRAM NEW ECU GETTING ERROR CODE.getting error code 15-3-2-24:This

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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. ref:_00DA09j8L._50021w19Jl:ref

Case 37661239; 2016 Titan XD; A61 ECM error when programming [ref:_00DA09j8L._50021w19Jl:ref]

Message Date 10/31/2019 10:10 AM

Has Attachment

Email Address thewrencher@bellsouth.net

Status Sent

Subject Case 37661239; 2016 Titan XD; A61 ECM error when programming [ref:_00DA09j8L._50021w19Jl:ref]

Text Body DAVE,

TECH LINE's latest case update is below.

Recommendation:

- It is possible the RTCV is out of position and causing the concern.

- Please disconnect the linkage at the RTCV and ensure the linkage moves freely.

- If the linkage moves freely, we should be able to perform the RTCV calibration with only ignition on (engine off). Let's find out if the linkage is moving during RTCV calibration. If the linkage is not moving we likely have a concern with the RTCV.

- Please also continue with taking a fuel sample and sending it to Blackstone Labs to confirm the fuel is serviceable.

Thank you,

Matt M

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.

Service Manager: Make a comment on the case from the CA COMM tool found on nnanet.com.

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: 10/29/2019
Customer name:
VIN: 1N6BA1F48G [REDACTED]

Mileage:

Dealer code: 5509

Dealer name: SUTHERLIN NISSAN VERO BCH

Customer's Concerns:
VEHICLE LOST POWER

Technician Findings:
p0601 REPLACED ECU CAN'T PROGRAM NEW ECU GETTING ERROR CODE.getting error code 15-3-2-24:

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RE: Case 37661239; 2016 Titan XD; A61 ECM error when programming [ref:_00DA09j8L._5002l1wl9Jl:ref]

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.

Service Manager: Make a comment on the case from the CA COMM tool found on nnanet.com.

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Case [REDACTED]
Date Created: 10/29/2019
Customer name:
VIN: 1N6BA1F [REDACTED]

Mileage:

Dealer code: 5509

Dealer name: SUTHERLIN NISSAN VERO BCH

Customer's Concerns:
VEHICLE LOST POWER

Technician Findings:
p0601 REPLACED ECU CAN'T PROGRAM NEW ECU GETTING ERROR CODE.getting error code 15-3-2-24:

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RE: Case [REDACTED] **2016 Titan XD; A61 ECM error when programming [ref:_00DA09j8L_50021wI9JI:ref]**

Message Date	10/30/2019 3:20 PM
Has Attachment	<input type="checkbox"/>
Email Address	thewrencher@bellsouth.net
Status	Read
Subject	RE: Case 37661239; 2016 Titan XD; A61 ECM error when programming [ref:_00DA09j8L_50021wI9JI:ref]
Text Body	Fuel looks and smells normal.Fuel pressure for first few seconds before stall are supply 70 psi and rail pressure is about 300 psi.If not contaminated fuel what else could I look for?Thanks.Happy Connecting. Sent from my Sprint Samsung Galaxy S@ 5

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

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

Date: 10/30/19 2:26 PM (GMT-05:00)

To: thewrencher@bellsouth.net

Subject: Case 37661239; 2016 Titan XD; A61 ECM error when programming [ref:_00DA09j8L._500211wI9JI:ref]

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

- The easiest way to check for fuel contamination is to take a fuel sample from the stage one fuel filter water separator drain. We can send the fuel sample to Blackstone Labs for analysis.

- Please also refer to NTB16-125 for more information on fuel contamination. Thank

you, _____ Matt M 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 # _____ Date Created:

10/29/2019 Customer name: VIN: 1N6BA1F4 _____ Mileage: Dealer code: 5509 Dealer name: SUTHERLIN

NISSAN VERO BCH Customer's Concerns: VEHICLE LOST POWER Technician Findings: p0601 REPLACED ECU CAN'T PROGRAM NEW ECU GETTING ERROR CODE. getting error code 15-3-2-24: This communication

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Case _____ 2016 Titan XD; A61 ECM error when programming [ref:_00DA09j8L._500211wI9JI:ref]

Message Date 10/30/2019 1:26 PM

Has Attachment

Email Address thewrencher@bellsouth.net

Status Sent

Subject Case 37661239; 2016 Titan XD; A61 ECM error when programming [ref:_00DA09j8L._500211wI9JI:ref]

Text Body DAVE,

TECH LINE's latest case update is below.

Recommendation:

- The easiest way to check for fuel contamination is to take a fuel sample from the stage one fuel filter water separator drain. We can send the fuel sample to Blackstone Labs for analysis.

- Please also refer to NTB16-125 for more information on fuel contamination.

Thank you,

Matt M

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.

Service Manager: Make a comment on the case from the CA COMM tool found on nnanet.com.

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: 10/29/2019
Customer name:
VIN: 1N6BA1F48 [REDACTED]

Mileage:

Dealer code: 5509

Dealer name: SUTHERLIN NISSAN VERO BCH

Customer's Concerns:
VEHICLE LOST POWER

Technician Findings:
p0601 REPLACED ECU CAN'T PROGRAM NEW ECU GETTING ERROR CODE.getting error code 15-3-2-24:

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RE: Cas [REDACTED] **2016 Titan XD; A61 ECM error when programming [ref:_00DA09j8L._5002l1wl9Jl:ref]**

Message Date 10/30/2019 12:55 PM
Has Attachment
Email Address thewrencher@bellsouth.net
Status Read
Subject RE: Case [REDACTED] 2016 Titan XD; A61 ECM error when programming [ref:_00DA09j8L._5002l1wl9Jl:ref]
Text Body Air filter was dirty removed it and drove in parking lot stalled misfired got worse and worse and will now not run.On start up now it runs at idle misfiring and stalls in seconds had to push truck back to my bay.Customer stated got fuel thursday night drove 12 mi. Friday truck started losing power and brought here.Got progressively worse till now won't idle.What is the easiest way to check for bad fuel on this?Your help is appreciated. DaveHappy Connecting. Sent from my Sprint Samsung Galaxy S® 5

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

From: TECH LINE Email to Case <techlinesfdc@nissan-usa.com>
Date: 10/30/19 12:18 PM (GMT-05:00)
To: thewrencher@bellsouth.net
Subject: Case 37661239; 2016 Titan XD; A61 ECM error when programming [ref:_00DA09j8L._5002l1wl9Jl:ref]

DAVE,TECH LINE's latest case update is below,Recommendation:

- Please begin with visually inspecting the air filter. Ensure the air filter is a genuine Nissan part.
- Data monitor the low and high pressure fuel pressure with C3+ and ensure the fuel pressure is not low or fluctuating.

- We can also perform the Rotary Turbine Control Valve Hysteresis with C3+ under Engine. Please ensure this completes.
- Data monitor the Soot Load for the DPF. We are looking for a restriction in air flow in the intake system or exhaust system. Thank you, _____ Matt M
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 #: _____
Date Created: 10/29/2019 Customer name: VIN: 1N6BA1F48 _____ Fileage: Dealer code: 5509 Dealer name: SUTHERLIN NISSAN VERO BCH Customer's Concerns: VEHICLE LOST POWER Technician Findings: p0601 REPLACED ECU CAN'T PROGRAM NEW ECU GETTING ERROR CODE. getting error code 15-3-2-24: 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_500211wI9Jl:ref

Case _____ 2016 Titan XD; A61 ECM error when programming [ref: _00DA09j8L_500211wI9Jl:ref]

Message Date 10/30/2019 11:18 AM
Has Attachment
Email Address thewrencher@bellsouth.net
Status Sent
Subject Case 37661239; 2016 Titan XD; A61 ECM error when programming [ref: _00DA09j8L_500211wI9Jl:ref]
Text Body DAVE,

TECH LINE's latest case update is below.

Recommendation:

- Please begin with visually inspecting the air filter. Ensure the air filter is a genuine Nissan part.
- Data monitor the low and high pressure fuel pressure with C3+ and ensure the fuel pressure is not low or fluctuating.
- We can also perform the Rotary Turbine Control Valve Hysteresis with C3+ under Engine. Please ensure this completes.
- Data monitor the Soot Load for the DPF. We are looking for a restriction in air flow in the intake system or exhaust system.

Thank you,

Matt M

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.

Service Manager: Make a comment on the case from the CA COMM tool found on nnanet.com.

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: 10/29/2019
Customer name: [REDACTED]
VIN: 1N6BA1F48 [REDACTED]

Mileage:

Dealer code: 5509

Dealer name: SUTHERLIN NISSAN VERO BCH

Customer's Concerns:
VEHICLE LOST POWER

Technician Findings:
p0601 REPLACED ECU CAN'T PROGRAM NEW ECU GETTING ERROR CODE,getting error code 15-3-2-24:

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RE: Cas [REDACTED] 2016 Titan XD; A61 ECM error when programming [ref:_00DA09j8L._5002l1wl9Jl:ref]

Message Date 10/30/2019 10:42 AM
Has Attachment
Email Address thewrencher@bellsouth.net
Status Read
Subject RE: Case 37661239; 2016 Titan XD; A61 ECM error when programming [ref:_00DA09j8L._5002l1wl9Jl:ref]
Text Body Ecm is now programmed.Driving truck can't get out of parking lot hesitation on acceleration and stalls.Runs fine at idle and has no codes.Happy Connecting. Sent from my Sprint Samsung Galaxy S® 5

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

From: TECH LINE Email to Case <techlinesfdc@nissan-usa.com>
Date: 10/30/19 10:09 AM (GMT-05:00)
To: thewrencher@bellsouth.net
Subject: Case 37661239; 2016 Titan XD; A61 ECM error when programming [ref:_00DA09j8L._5002l1wl9Jl:ref]

David Passaro,TECH LINE's latest case update is below.Recommendation:

- Thank you for documenting the error code received.
- Please first confirm we can communicate with the ECM with C3+ under One System Diagnosis and All System Diagnosis.
- If we are unable to communicate with the ECM, please confirm a fuse for the ECM power supply is not open and replace the ECM.
- If we are able to communicate with the ECM, please confirm the blank part number shown under ECU Identification is 2371M-EZ40A.
- Also ensure no aftermarket equipment, such as phone chargers or USB cables are connected to the vehicle.Thank you,_____Matt MTECH LINEThe 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: 10/29/2019 Customer name: VIN: 1N6BA1F4 [REDACTED] Mileage: Dealer code: 5509 Dealer name: SUTHERLIN NISSAN VERO BCH Customer's Concerns: VEHICLE LOST POWER Technician Findings: p0601 REPLACED ECU CAN'T PROGRAM NEW ECU GETTING ERROR CODE. getting error code 15-3-2-24: 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_5002I1wI9Jl:ref

Case [REDACTED] 2016 Titan XD; A61 ECM error when programming [ref: _00DA09j8L_5002I1wI9Jl:ref]

Message Date 10/30/2019 9:09 AM
Has Attachment
Email Address thewrencher@bellsouth.net
Status Sent
Subject Case 37661239; 2016 Titan XD; A61 ECM error when programming [ref: _00DA09j8L_5002I1wI9Jl:ref]
Text Body David Passaro,

TECH LINE's latest case update is below.

Recommendation:

- Thank you for documenting the error code received.
- Please first confirm we can communicate with the ECM with C3+ under One System Diagnosis and All System Diagnosis.
- If we are unable to communicate with the ECM, please confirm a fuse for the ECM power supply is not open and replace the ECM.
- If we are able to communicate with the ECM, please confirm the blank part number shown under ECU Identification is 2371M-EZ40A.
- Also ensure no aftermarket equipment, such as phone chargers or USB cables are connected to the vehicle.

Thank you,

Matt M

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.

Service Manager: Make a comment on the case from the CA COMM tool found on nnanet.com.

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: 10/29/2019
Customer name: [REDACTED]
VIN: 1N6BA1F48 [REDACTED]

Mileage:

Dealer code: 5509

Dealer name: SUTHERLIN NISSAN VERO BCH

Customer's Concerns:
VEHICLE LOST POWER

Technician Findings:
p0601 REPLACED ECU CAN'T PROGRAM NEW ECU GETTING ERROR CODE,getting error code 15-3-2-24:

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

5/20/2021 11:14 AM

User **Dennis Kent**
Public
Comment
DTS Inspection:
1.Complaint: Vehicle at dealership for vehicle lost power concern.
Cause: DTS instructed dealer to remove oil pan and inspect for posable broken engine crankshaft.
Correction: Long engine replacement
Status: Complete

11/27/2019 8:08 AM

User **Harold Meyer**
Public
Comment
Description
The technician replied by email
>Did you get the 2 videos I sent?
TSS reviewed the videos attached to emails
Recommendation
Replace the long engine

11/25/2019 2:27 PM

User **Harold Meyer**
Public
Comment
Description
The technician replied by email
> This video shows erratic movement of the balancer .Look at the waterpump in relation to balancer
There is no attachment to the case or the email
Recommendation
If the crank pulley wobbles excessively with unusual sound, and oil leak, replace the long engine

11/25/2019 10:01 AM

User **Harold Meyer**
Public
Comment
Description
The technician replied by email
>I see the harmonic balancer wobble and a slight Inocking noise is heard
>also moving enough that front seal is leaking
The technician is asking if the crankshaft being in two pieces is a known concern and how to inspect for the concern
TECH LINE
To check for a crankshaft concern, we can usually feel a concern by rotating the crankshaft in both directions slightly,

11/22/2019 9:20 AM

User **Carlos Nunez**
Public

11/20/2019 8:36 AM

User **Harold Meyer**
Public

Comment
DESCRIPTION:
DTS Inspection results:
1.Complaint: Vehicle at dealership for vehicle lost power concern.
Cause
Correction
Status: Inspection under way

Repair Status
In Process

Comment
Description
The technician replied by email with a data file
The data file does not include RPM to verify when in the data the engine was operating.
Recommendation
Please record the data again, adding RPM to the data.
Press record after the engine stops operating.
Save the file as flying graph and attach to the reply email for analysis.

11/19/2019 2:25 PM

11/18/2019 3:09 PM

User Carlos Nunez
Public
DESCRIPTION:
Dealer replied to case:
Installed new stage 2 housing,Started ran roughly for 10 sec.Started again ran 5 sec .Again ran for 2 sec .Supply pessure according to consult is 73psiRail pressure 475 bar A.Not sure why it ran shorter and shorter.
RECOMMENDATION:
Please provide a Flying Graph recording of the following data monitor items during engine start / shut off event:
Please confirm that recording shows cranking , start, shut off, and any pressure drop after engine shuts off.
RPM
FUEL RAIL PRESSURE
FUEL SUPPLY PRESS
MAX FUEL RAIL PRESS

User Carlos Nunez
Public
DESCRIPTION:
TSS followed up with technician at cell phone:.....no answer / left message
RECOMMENDATION:
With engine starting and then shutting off, we see that we are getting some flow to the high pressure pump.
This points to a concern with the stage 2 filter or housing assembly.
Please confirm that o-ring at bottom of stage 2 filter has no trauma.
If no concern with filter, we may have concern with housing releasing pressure back into fuel tank.
Please replace stage 2 filter / housing assembly.

11/18/2019 1:39 PM

11/11/2019 7:17 AM

User Carlos Nunez
Public
DESCRIPTION:
Dealer replied to case:
Removed pump form engine and inspected actuator bore.
No debris found at this time.
Total water in Fuel Time is 0fuel has been sent to blackstone.
&
Replaced high pressure fuel pump now will crank crank then start and then stall.
Not developing enough high pressure before stalling.
Tried to perform HPCR fuel act override to see if I could tell if the pressure relief valve was stuck open,
But cannot find the actual procedure in the manual.
Could the pressure relief valve be the cause? I am having a hard time using this manual

User Andy Jones
Public
Fuel report received:
"The spectral results don't show anything unusual, and no water or solids were found. The flashpoint read high enough to show no gasoline contamination. The specific gravity was a little high at 0.852. Based on these results, this is serviceable diesel fuel."

11/4/2019 3:52 PM

11/5/2019 12:52 PM

User Carlos Nunez
Public
Comment
DESCRIPTION:
Dealer replied to case:
I don't have any codes but I performed inspection for P0087.

User Carlos Nunez
Public
DESCRIPTION:
TSS followed up with technician at cell phone:
Rail fuel pressure now at 0 PSI
Technician confirmed that previously reported value of 300 PSI was correct (from C3+ data monitor).
Battery also below 12V currently.
RECOMMENDATION:
Please fully recharge battery
Diagnose no / low fuel rail pressure concern.
Refer to ESM as needed.
Please follow up if additional assistance is needed.

11/1/2019 3:45 PM

User Carlos Nunez
Public

active test HPCR FUEL ACT OVERRIDE hpfs pump actuator remained closed along with relief valve. I think they should be open when key on eng off but they are closed. Is this a possible problem? TSS discussed case with FQI JB P0601 MEMORY CHECK SUM has been seen to set due changes to ECM programming. Results for last inspection not accurate. If metallic debris is found in high pressure fuel pump, look for concern in present / past fuel quality & as per review item, Water in Fuel Time.

RECOMMENDATION:

For concern with low / no fuel rail pressure with no DTCs:

Please sent fuel sample to Blackstone Labs for inspection.

Please provide the following:

Amount of metallic debris found in high pressure fuel pump actuator / bore (Remove actuator from pump housing for inspection).

Total Water In Fuel Time in ECM data monitor

Comment

DESCRIPTION:

Dealer replied to case:

Removed RCTV linkage and moved from stop to stop reconnected and calibrated.

Isolated fuel supply to 2 stage filter and supplied new clean fuel from a pressurized can running and stalling through 3/4 of a gallon of fresh fuel with no change.

Your help is appreciated.

RECOMMENDATION:

With no concern found with RCTV and concern still present when running on known good fuel, please refer to "Engine Starts But Will Not Keep Running" in ESM Engine Control System Symptom Diagnosis section.

Perform any inspection that we have not yet completed.

10/31/2019 10:09 AM

User Matthew Mead

Public

Recommendation:

- It is possible the RTCV is out of position and causing the concern.

- Please disconnect the linkage at the RTCV and ensure the linkage moves freely.

Comment

- If the linkage moves freely, we should be able to perform the RTCV calibration with only ignition on (engine off). Let's find out if the linkage is moving during RTCV calibration. If the linkage is not moving we likely have a concern with the RTCV.

- Please also continue with taking a fuel sample and sending it to Blackstone Labs to confirm the fuel is serviceable.

11/4/2019 2:21 PM

User Carlos Nunez

Public

DESCRIPTION:

Dealer replied to case

I have a question, if ambient temp isn't used as engine input why is it in eng monitor?

I don't think it is for any of our other cars.

Also Egr orifice temp is 58 degrees should be 80 like rest of sensors.

Comment

From case notes:

Rail pressure is about 300 psi

ESM Specs:

Operating Range kPa (kg/cm2, psi) /Minimum: 25,000 (255, 3625)

RECOMMENDATION:

Please confirm fuel pressure is within specs

10/30/2019 3:42 PM

User Matthew Mead

Public

Recommendation:

- Since the fuel pressure is within specification, let's separate the exhaust prior to Diesel Particulate Filter and try starting the engine.

Comment

- If the engine starts and runs smoothly we likely have a restriction in the exhaust.

- Please also inspect the engine oil level and condition.

10/31/2019 12:13 PM

User Carlos Nunez

Public

DESCRIPTION:

Dealer replied to case:

Ok update on this truck. I found ambient temperature In consult is reading 32 degrees F. When disconnected the reading stays at 32 degrees.

Ambient temp sensor resistance is accurate for a actual temp here and I have 5v and grnd at connector. SM states replace a/c amp.

What is your opinion on this?

Comment

RECOMMENDATION:

ESM ECM Values on the Diagnosis Tool page does not list ambient air temp sensor as an input to ECM.

Listed is the INTAKE MANIFOLD TEMP, which Indicates the measured fresh air temperature at the air inlet connection

So, to answer your question, we do not see this

10/30/2019 1:25 PM

User Matthew Mead

Public

Recommendation:

- The easiest way to check for fuel contamination is to take a fuel sample from the stage one fuel filter water separator drain. We can send the fuel sample to Blackstone Labs for analysis.

Comment

- Please also refer to NTB16-125 for more information on fuel contamination.

10/30/2019 11:18 AM

User Matthew Mead

Public

finding with A/C Amp as cause of concern with engine related concern.

We would recommend referring to last recommendation:

Recommendation:

- It is possible the RTCV is out of position and causing the concern.
- Please disconnect the linkage at the RTCV and ensure the linkage moves freely.
- If the linkage moves freely, we should be able to perform the RTCV calibration with only ignition on (engine off). Let's find out if the linkage is moving during RTCV calibration. If the linkage is not moving we likely have a concern with the RTCV.
- Please also continue with taking a fuel sample and sending it to Blackstone Labs to confirm the fuel is serviceable.

Please follow up if additional assistance is needed.

Recommendation:

- Please begin with visually inspecting the air filter. Ensure the air filter is a genuine Nissan part.
- Data monitor the low and high pressure fuel pressure with C3+ and ensure the fuel pressure is not low or fluctuating.
- We can also perform the Rotary Turbine Control Valve Hysteresis with C3+ under Engine. Please ensure this completes.
- Data monitor the Soot Load for the DPF. We are looking for a restriction in air flow in the intake system or exhaust system.

Comment

10/30/2019 9:09 AM

User Matthew Mead

Public

Recommendation:

- Thank you for documenting the error code received.
- Please first confirm we can communicate with the ECM with C3+ under One System Diagnosis and All System Diagnosis.
- If we are unable to communicate with the ECM, please confirm a fuse for the ECM power supply is not open and replace the ECM.
- If we are able to communicate with the ECM, please confirm the blank part number shown under ECU Identification is 2371M-EZ40A.
- Also ensure no aftermarket equipment, such as phone chargers or USB cables are connected to the vehicle.

Comment

10/31/2019 10:04 AM

User Matthew Mead

Public

Description:

Oil is full and appears normal. Separated exhaust from particulate.No improvement. Separated hose from inter-cooler to intake in order to exclude everything like turbo and cooler.No improvement. Could rotary turbine valve in wrong position cause this?Tried to look at in data monitor RTCV cmd was 35%,RTCV INSTALL/CALIB STATUS was ## and RTCV HYSTERESIS STATUS Eng speed signal (ABNORMAL) and this is for the 3 seconds that the engine would run.Your help is appreciated

Comment

10/29/2019 10:31 AM

User Andy Jones

Public

I do see a review item that states for Titans that receive this error to attempt to hardwire the VI to the C3 for the programming.

Comment

10/30/2019 3:40 PM

User Matthew Mead

Public

Description:

Fuel looks and smells normal.Fuel pressure for first few seconds before {engine quits} are supply 70 psi and rail pressure is about 300 psi.If not contaminated fuel what else could I look for?

Comment

10/30/2019 1:23 PM

User Matthew Mead

Public

Description:

Air filter was dirty removed it and drove in parking lot stalled misfired got worse and worse and will now not run.On start up now it runs at idle misfiring and stalls in seconds had to push truck back to my bay.Customer stated got fuel Thursday night drove 12 mi. Friday truck started losing power and brought here.Got progressively worse till now won't idle.What is the easiest way to check for bad fuel on this?Your help is appreciated.

Comment

10/30/2019 11:16 AM

User Matthew Mead

Public

Description:

Ecm is now programmed.Driving truck can't get

Comment

out of parking lot hesitation on acceleration and {quits}.Runs fine at idle and has no codes.

10/29/2019 2:04 PM

User **Survey Site Guest User**
Public
Comment **Tried programming ecu using USB connecting VI to Consult with same result. VI gets to 90% and then error comes up Code 15-3-2-24.**
Installed ecu without knowing new one was blank. Original ecu# is 2371-EZ45C,parts dept. stated to use P# 23710-EZ42B so that was the file I was using to prog ECU. Is there something I am doing wrong?

10/29/2019 10:30 AM

User **Andy Jones**
Public
Comment **Customer Comments: VEHICLE LOST POWER**
□ Technician Findings: p0601 REPLACED ECU CAN'T PROGRAM NEW ECU GETTING ERROR CODE.getting error code 15-3-2-24

DTSM Field Inspections

37661239 5509

Status **Completed**
Created Date **11/19/2019**
Owner First Name **Kevin**
DTSM Team **SER**
Vehicle **1N6BA1F48G** [REDACTED]
DTSM Inspection Date **11/21/2019 9:00 AM**
Report Date **11/22/2019 4:51 AM**
VIN **1N6BA1F48G** [REDACTED]

Chat Transcripts

01140479

Owner **AJone**
Start Time **10/29/2019 10:16 AM**
End Time **10/29/2019 10:28 AM**
Status **Completed**

Case History

5/20/2021 11:14 AM

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

11/20/2019 8:31 AM

User **Harold Meyer**
Action **Changed Case Owner from Carlos Nunez to Harold Meyer.**

10/31/2019 11:16 AM

User **Carlos Nunez**
Action **Changed Case Owner from TECH LINE Tier 2 to Carlos Nunez.**

10/31/2019 11:14 AM

User **Matthew Mead**

Action **Changed Case Owner from Matthew Mead to TECH LINE Tier 2.**

10/30/2019 10:13 AM

User **Survey Site Guest User**

Action **Changed Caller Name from David Passaro to DAVE. Changed Tech Preferred Phone from 7726961539 to 772-696-1539.**

10/30/2019 9:04 AM

User **Matthew Mead**

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

10/30/2019 9:02 AM

User **Matthew Mead**

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

10/30/2019 8:40 AM

User **Andy Jones**

Action **Changed Case Owner from Andy Jones to TECH LINE Initial.**

10/29/2019 1:55 PM

User **Survey Site Guest User**

Action **Changed Caller Name from dave passaro to David Passaro.**

10/29/2019 10:31 AM

User **Andy Jones**

Action **Changed Subject to A61 ECM error when programming. Changed Status from Open to Closed. Closed.**

10/29/2019 10:30 AM

User **Andy Jones**

Action **Changed VIN to 1N6BA1F48G[REDACTED] Created.**