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Case: [REDACTED]

Content cannot be displayed: You do not have sufficient privileges to access the page: /apex/TLAlertPage

General

Caller Name	Barry Clark	Dealer	[REDACTED]
NNAnet user ID	00322	Contact Name	[REDACTED]
Tech Preferred Phone	7164173993	Customer Name	
Tech Preferred Email	junior@mbnissan.com	Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	Robert Aponte
Repair/Work Order	433540	Mobile Phone	
Job/Line Number	A	Texting Status	
Created Day	Friday		

Incident Information

Customer Comments	tow in vehicle was misfiring and smoke was coming from exhaust.	Customer Name	[REDACTED]
Verified	Yes	Vehicle	1N6BA1F47 [REDACTED]
Question for TECH LINE	Have you seen this before?	VIN	1N6BA1F47 [REDACTED]
Service Manual General Section	Engine	Archived VIN Make	
Service Manual Specific Section	Engine Mechanical	Archived VIN Year	2016
Symptom Code Category	Smells / Smoke	Archived VIN Model	TITAN XD
Symptom	EXHAUST SMELL	Incident/RO Date	12/12/2019
When does this concern occur?	ALL TIMES	Calculated Days Down	75
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	TURBOCHARGER WAS REPLACED RECENTLY	Total Days Down	75
Observed Modifications & Accessories	NONE	Repair Attempts	0
		Current Mileage	123,025
		Vehicle Mileage Prior Value	

Vehicle Purchased
Miles

Primary DTC

Current DTC

Past DTC

Other DTCs

TECH LINE Information

Subject	Crank no start A61	Resolution Action	
Status	Closed	Resolution Object	
Confirmed Resolution	Yes	Field Inspection Indicator	<input checked="" type="checkbox"/>
Component Code Category	EM Engine Mechanical	NNA Field Inspection Date	3/12/2020
Component Code Issue	EMC CRANKSHAFT & OIL PAN	FSSS	<input type="checkbox"/>
TECH LINE Template	ECC Initial Response	FSSS Date	
TREAD Component	06		
Date/Time Closed	2/25/2020 10:35 AM		
Description			
Recommendation Detail			

DTS Information

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

Open Activities

DTS Follow Up [REDACTED] MIKE BARNEY NISSAN

Name	
Task	<input checked="" type="checkbox"/>
Due Date	2/27/2020
Status	Not Started
Priority	High
Assigned To	Robert Aponte
Comments	Confirm DTS Appointment with both Customer and Dealer.

Activity History

DTS Request 38184432 STEVEN CHITTESTER MIKE BARNEY NISSAN

Name	
Task	<input checked="" type="checkbox"/>
Due Date	2/27/2020
Assigned To	Michael Gorrill
Last Modified Date/Time	2/25/2020 10:54 AM
Comments	Michael DTS Request.

Caller Name [REDACTED]
Dealer MIKE BARNEY NISSAN
Virtual Academy ID# 00322
Tech Preferred Phone 7164173993
Tech Preferred Email junior@mbnissan.com
Repair/Work Order 4 [REDACTED]
Customer Name STEVEN CHITTESTER
VIN 1N6BA1F [REDACTED]

Customer Comments tow in vehicle was misfiring and smoke was coming from exhaust.
Repairs Made Engine & TURBOCHARGER WAS REPLACED RECENTLY

DESCRIPTION-
AIR COOLER THAT WAS FILLED WITH OIL & SLUDGE AFTER REPAIRS.

RECOMMENDATION-
TSS called tech.....No answer.(Left Voice message)

Please send the pictures of the sludge.
How many miles were put on this engine since replacement?

How is the oil entering the charge air cooler?
Does the Hi/low turbo show signs of oil leakage?

What was the oil level when vehicle returned?
Was the coolant level ok?

Are there any current codes or other related concerns we should know about?

If further technical assistance is needed, please follow up with all test results

Review Dealer Comment

Name
Task
Due Date 2/26/2020
Assigned To Robert Aponte
Last Modified Date/Time 2/25/2020 10:38 AM
Comments

Email: Ca [REDACTED]; 2016 TITAN XD; Crank no start A61 [ref:_00DA09j8L._500211zLXEt:ref]

Name
Task
Due Date 2/25/2020
Assigned To Robert Aponte
Last Modified Date/Time 2/25/2020 10:29 AM
Comments Additional To: junior@mbnissan.com
CC:
BCC: michael.gorrill@nissan-usa.com; robert.aponte@nissan-usa.com
Attachment:

Subject: Ca [REDACTED] 2016 TITAN XD; Crank no start A61 [ref:_00DA09j8L._500211zLXEt:ref]
Body:
Barry Clark,
TECH LINE's latest case update is below.
TSS called tech.....No answer.(Left Voice message)

RECOMMENDATION-

Please send the pictures of the sludge.

How many miles were put on this engine since replacement?

How is the oil entering the charge air cooler?

Does the Hi/low turbo show signs of oil leakage?

What was the oil level when vehicle returned?

Was the coolant level ok?

Are there any current codes or other related concerns we should know about?

If further technical assistance is needed, please follow up with all test results

Thank you, _____ Robert Aponte 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: 12/13/2019

Customer name: [REDACTED]

VIN: 1N6BA1F47[REDACTED] Mileage: 123,025

Dealer code: 1749

Dealer name: MIKE BARNEY NISSAN

Customer's Concerns:

tow in vehicle was misfiring and smoke was coming from exhaust.

Technician Findings:

Customer came in previously with smoking engine thru exhaust .removed intake and found intake filled with oil.Replaced turbocharger to correct. was ok till customer returned with similar complaint.vehicle towed in due to engine ran away 2x and second time loud bang was heard from engine compartment.Vehicle is now a no start.:

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_50021zLXEt:ref

Review dealer comment

Name	
Task	<input checked="" type="checkbox"/>
Due Date	1/23/2020
Assigned To	Robert Aponte
Last Modified Date/Time	1/22/2020 2:39 PM

Comments

Review dealer comment

Name
Task
Due Date 1/23/2020
Assigned To Robert Aponte
Last Modified Date/Time 1/22/2020 11:14 AM
Comments

Review dealer comment

Name
Task
Due Date 1/23/2020
Assigned To Robert Aponte
Last Modified Date/Time 1/22/2020 9:08 AM
Comments

Email: Case [REDACTED] 2016 TITAN XD; Crank no start A61 [ref:_00DA09j8L._5002I1zLXEt:ref]

Name
Task
Due Date 1/22/2020
Assigned To Robert Aponte
Last Modified Date/Time 1/22/2020 2:17 PM
Comments **Additional To:** [REDACTED]
CC:
BCC: robert.aponte@nissan-usa.com
Attachment:

Subject: Case 38184432; 2016 TITAN XD; Crank no start A61 [ref:_00DA09j8L._5002I1zLXEt:ref]
Body:
barry clark,
TECH LINE's latest case update is below.
TSS-

Great work Barry!

Thanks for the case closing information.

I will now close the case.

If you have 5 minutes to fill out the TECH LINE Survey link below it would be appreciated.

Have a great rest of your day!

Thank you, _____ Robert Aponte TECH LINE

The TECH LINE Survey can be accessed by: [CLICKING HERE](#)
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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: 12/13/2019
Customer name: [REDACTED]
VIN: 1N6BA1F4 [REDACTED] Mileage: 123,025
Dealer code: 1749

Dealer name: MIKE BARNEY NISSAN

Customer's Concerns:

tow in vehicle was misfiring and smoke was coming from exhaust.

Technician Findings:

Customer came in previously with smoking engine thru exhaust .removed intake and found intake filled with oil.Replaced turbocharger to correct. was ok till customer returned with similar complaint.vehicle towed in due to engine ran away 2x and second time loud bang was heard from engine compartment.Vehicle is now a no start.:

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ref:_00DA09j8L_5002I1zLXEt:ref

Email: Cas [REDACTED] 2016 TITAN XD; Crank no start [ref:_00DA09j8L_5002I1zLXEt:ref]

Name
Task
Due Date 1/22/2020
Assigned To Robert Aponte
Last Modified Date/Time 1/22/2020 11:13 AM
Comments

Additional T [REDACTED]
CC:
BCC: robert.aponte@nissan-usa.com
Attachment:

Subject: Cas [REDACTED] 2016 TITAN XD; Crank no start [ref:_00DA09j8L_5002I1zLXEt:ref]

Body:

barry clark,
TECH LINE's latest case update is below.
TSS-

Great work Barry and thanks for you time on the phone today!

As discussed, lets test drive the vehicle and verify repairs.

If further technical assistance is needed or if resolved so we can close the case, please follow up, as we are here to help.

Have a great rest of your day!

Thank you, _____ Robert AponteTECH 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: 12/13/2019

Customer name [REDACTED]

VIN: 1N6BA1F47 [REDACTED] leage: 123,025

Dealer code: 1749

Dealer name: MIKE BARNEY NISSAN

Customer's Concerns:

tow in vehicle was misfiring and smoke was coming from exhaust.

Technician Findings:

Customer came in previously with smoking engine thru exhaust .removed intake and found intake

filled with oil.Replaced turbocharger to correct. was ok till customer returned with similar complaint.vehicle towed in due to engine ran away 2x and second time loud bang was heard from engine compartment.Vehicle is now a no start.:

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ref:_00DA09j8L_5002I1zLXEt:ref

Review dealer comment

Name
Task
Due Date 1/22/2020
Assigned To Robert Aponte
Last Modified Date/Time 1/22/2020 7:16 AM
Comments

Email: Ca [REDACTED]; 2016 TITAN XD; Crank no start [ref:_00DA09j8L_5002I1zLXEt:ref]

Name
Task
Due Date 1/22/2020
Assigned To Robert Aponte
Last Modified Date/Time 1/22/2020 7:14 AM
Comments

Additional T [REDACTED]
CC:
BCC: robert.aponte@nissan-usa.com
Attachment: Injector trim code.PNG, Injector write.PNG
Subject: [REDACTED] 016 TITAN XD; Crank no start [ref:_00DA09j8L_5002I1zLXEt:ref]
Body:
barry clark,
TECH LINE's latest case update is below.
RECOMMENDATION-

Thank You for the update.

Refer to the screen shot I attached for consult reference.

When installing a new fuel injector, note the following:

- Each injector has a unique 8-character alphanumeric code stamped on the top of the injector.
- This trim code is set during production and corresponds to the specific flow characteristics of the injector.
- This code must be entered in CONSULT as an Engine Work Support procedure if a new injector is installed.
- Fuel Table reset is included in the procedure for injector code entry

If still unable to finish the procedure, provide me a good time to follow up and tech link for assistance.

Thank you, _____ Robert Aponte 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.

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: 12/13/2019

Customer name [REDACTED]

VIN: 1N6BA1F47 [REDACTED] Mileage: 123,025

Dealer code: 1749

Dealer name: MIKE BARNEY NISSAN

Customer's Concerns:

tow in vehicle was misfiring and smoke was coming from exhaust.

Technician Findings:

Customer came in previously with smoking engine thru exhaust .removed intake and found intake filled with oil.Replaced turbocharger to correct. was ok till customer returned with similar complaint.vehicle towed in due to engine ran away 2x and second time loud bang was heard from engine compartment.Vehicle is now a no start.:

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ref:_00DA09j8L._50021zLXEt:ref

Review dealer comment

Name
Task
Due Date 1/21/2020
Assigned To Robert Aponte
Last Modified Date/Time 1/17/2020 10:43 AM
Comments

Email: Cas [REDACTED] 2016 TITAN XD; Crank no start [ref:_00DA09j8L._50021zLXEt:ref]

Name
Task
Due Date 1/17/2020
Assigned To Robert Aponte
Last Modified Date/Time 1/17/2020 8:58 AM
Comments

Additional T [REDACTED]
CC:
BCC: robert.aponte@nissan-usa.com
Attachment:

Subject: Ca [REDACTED] 2016 TITAN XD; Crank no start [ref:_00DA09j8L._50021zLXEt:ref]

Body:
barry clark,
TECH LINE's latest case update is below.
RECOMMENDATION-

Thank You for the update,

Since the Blackstone labs report received showed, Nothing abnormal was found in this diesel fuel

sample.

Keep in mind the the ECM could also cause the injectors not to close.

I wouldn't want to risk just replacing the injectors if the ECM is the cause for them not closing not allowing the piezo stack to retract.

The ECM includes two individual injector driver circuits and two internal DC to DC converters.

These converters step the 12-volt feed from the battery up to 170 volts when the injectors are connected.

Each converter controls four injectors, with each driver controlling every other injector in the firing order. Immediately following injection, the polarity of the injector circuit is reversed, allowing the piezo stack to retract.

Lets verify power/grounds and pin fits to the ECM and if ok, The ECM could be causing the injectors not to close.

Swap or replace the ECM and replace all the injectors.

When installing a new fuel injector, note the following:

Each injector has a unique 8-character alphanumeric code stamped on the top of the injector.

This trim code is set during production and corresponds to the specific flow characteristics of the injector.

This code must be entered in CONSULT as an Engine Work Support procedure if a new injector is installed.

- Perform the high pressure fuel system leak test after installation
- Fuel Table reset is included in the procedure for injector code entry.

Thank you, _____ Robert Aponte TECH LINE

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

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Case #: [REDACTED]

Date Created: 12/13/2019

Customer name:

VIN: 1N6BA1F47 [REDACTED] Mileage: 123,025

Dealer code: 1749

Dealer name: MIKE BARNEY NISSAN

Customer's Concerns:

tow in vehicle was misfiring and smoke was coming from exhaust.

Technician Findings:

Customer came in previously with smoking engine thru exhaust ,removed intake and found intake

filled with oil.Replaced turbocharger to correct. was ok till customer returned with similar complaint.vehicle towed in due to engine ran away 2x and second time loud bang was heard from engine compartment.Vehicle is now a no start.:

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ref:_00DA09j8L._5002I1zLXEt:ref

Review dealer comment

Name
Task
Due Date 1/17/2020
Assigned To Robert Aponte
Last Modified Date/Time 1/16/2020 12:26 PM
Comments

Review dealer comment

Name
Task
Due Date 1/17/2020
Assigned To Robert Aponte
Last Modified Date/Time 1/16/2020 10:37 AM
Comments

Email: Cas [REDACTED] 016 TITAN XD; Crank no start [ref:_00DA09j8L._5002I1zLXEt:ref]

Name
Task
Due Date 1/16/2020
Assigned To Robert Aponte
Last Modified Date/Time 1/16/2020 1:29 PM
Comments

Additional T [REDACTED]
CC:
BCC: robert.aponte@nissan-usa.com
Attachment:

Subject: C [REDACTED] 2016 TITAN XD; Crank no start [ref:_00DA09j8L._5002I1zLXEt:ref]

Body:
BARRY CLARK,
TECH LINE's latest case update is below.
RECOMMENDATION-

Thank You for the pictures.

I noticed the pintle on one on the injectors tips is out while all others are in.

No sure if the pintel being OUT vs IN keeps the injector open or closed but Its possible the ECM did not reverse the polarity to close the injector.

Also inspect inside of the cylinders for abnormal fuel accumulation using a borescope.

Perform the Fuel Injector Return Flow Test to determine if one or more fuel injectors has excessive

drainage compared to other injectors on the same bank

If the tool is not available we can try to bench test the injector.

Do so by applying pressure from a can or brake/parts cleaner to the inlet side on the injector.

Hopefully using the cleaner is enough pressure to verify and if its stuck open, the cleaner should flow out of the exit side.

If still unable to determine if the injector is faulty, we would recommended to replace it and retest.

If still no change after replacement, remove the related connector again after running and then shutting the engine off.

Inspect to see if the injector pintle is held opened again and if so inspect the related connector closely.

If the connector is ok, we may have a ECM concern not reversing the injector High voltage polarity to close the injector.

If further technical assistance is needed, please follow up with all test results

Thank you, _____ Robert Aponte TECH 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 #

Date Created: 12/13/2019

Customer name

VIN: 1N6BA1F _____ eage: 123,025

Dealer code: 1749

Dealer name: MIKE BARNEY NISSAN

Customer's Concerns:

tow in vehicle was misfiring and smoke was coming from exhaust.

Technician Findings:

Customer came in previously with smoking engine thru exhaust .removed intake and found intake filled with oil.Replaced turbocharger to correct. was ok till customer returned with similar complaint.vehicle towed in due to engine ran away 2x and second time loud bang was heard from engine compartment.Vehicle is now a no start.:

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ref:_00DA09j8L._5002|1zLXEt:ref

Email: Cas _____ 2016 TITAN XD; Crank no start [ref:_00DA09j8L._5002|1zLXEt:ref]

Name

Task



Due Date 1/16/2020
Assigned To Robert Aponte
Last Modified Date/Time 1/16/2020 11:11 AM
Comments Additional [REDACTED]
CC: [REDACTED]
BCC: robert.aponte@nissan-usa.com
Attachment:

Subject: Cas [REDACTED] 2016 TITAN XD; Crank no start [ref:_00DA09j8L_5002I1zLXEt:ref]

Body:

BARRY CLARK,
TECH LINE's latest case update is below.
RECOMMENDATION-

Thank You for the updated case information.

Please verify all related engine connectors including pressure sensor, quality valve, injectors, shut off valve are fully inserted.

If we feel the the injectors are leaking down and causing the engine to hydrolock.

Verify all injector trim codes are written into the ECM and connectors are all plugged into the correct injector

If ok,

We would advise to remove them (starting with B1) and look into the cylinders for accumulated fuel.

Note:

Never disconnect the injector electrical connector while the engine is running.

If the injector driver circuit is not able to reverse polarity on the circuit after injection, the injector may become stuck in the open position.

While removed,

- Inspect the fuel injector tip for carbon deposits or corrosion.**
- Check for terminal trauma.**
- Check the resistance. Resistance should measure between 150 to 210 kOhms.**
- Inspect the fuel injector inlet and high-pressure connector tip for trauma.**
- Inspect inside the cylinders for high amounts of fuel accumulation.**

If any injector concerns are found, replacement would be recommended.

This would explain why we get code P00C6 (Fuel Rail Pressure Too Low - Engine Cranking Bank 1)

If no concerns are found and engine is able to be turned over and is not hydrolocking,

Record all ECM data for 10 seconds 50%-50% trigger while cranking over.

Save as a flying graph before sending in for review.

Thank you, _____ Robert Aponte TECH LINE

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Case: _____
Date Created: 12/15/2019

Customer name: _____
VIN: 1N6BA1 _____ Mileage: 123,025

Dealer code: 1749
Dealer name: MIKE BARNEY NISSAN

Customer's Concerns:

tow in vehicle was misfiring and smoke was coming from exhaust.

Technician Findings:

Customer came in previously with smoking engine thru exhaust .removed intake and found intake filled with oil.Replaced turbocharger to correct. was ok till customer returned with similar complaint.vehicle towed in due to engine ran away 2x and second time loud bang was heard from engine compartment.Vehicle is now a no start.:

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ref:_00DA09j8L_5002I1zLXEt:ref

Support - Blackstone labs report

Name _____
Task
Due Date 1/3/2020
Assigned To **Mitl Montoya**
Last Modified Date/Time 1/3/2020 9:57 AM
Comments

Review dealer comment

Name _____
Task
Due Date 12/19/2019
Assigned To **Michael Lemmons**
Last Modified Date/Time 12/18/2019 9:21 AM
Comments

Email: Cas _____ 016 TITAN XD; Crank no start [ref:_00DA09j8L_5002I1zLXEt:ref]

Name _____
Task
Due Date 12/18/2019
Assigned To **Robert Aponte**
Last Modified Date/Time 12/18/2019 _____
Comments **Additional** _____
CC:
BCC: robert.aponte@nissan-usa.com

Attachment:

Subject: [REDACTED] 2016 TITAN XD; Crank no start [ref:_00DA09j8L._5002I1zLXEt:ref]

Body:

barry clark,
TECH LINE's latest case update is below.
RECOMMENDATION-

Thank You for the case information.

My name is Robert and I will be assisting you on this case moving forward

If the crankshaft pulley is wobbling when rotating and we confirmed the crankshaft has separated we would recommend a long engine.

- For the oil in intercooler and piping saturation concern, once the engine is removed lets clean if possible.

- If unable to clean, replacement would be recommended.

For the egr cooler, lets pressure test it once the engine is apart and EGR cooler removed

-If found to be leaking, replacement would be recommended.

Last..... let's send fuel out for testing to blank stones labs.

Let us know if resolved or further assistance needed after repairs.

Thank you, _____ Robert AponteTECH LINE

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Closed TECH LINE cases can be reopened.

Case # [REDACTED]

Date Created: 12/13/2019

Customer name:

VIN: 1N6BA1F47 [REDACTED] Mileage: 123,025

Dealer code: 1749

Dealer name: MIKE BARNEY NISSAN

Customer's Concerns:

tow in vehicle was misfiring and smoke was coming from exhaust.

Technician Findings:

Customer came in previously with smoking engine thru exhaust .removed intake and found intake filled with oil.Replaced turbocharger to correct. was ok till customer returned with similar complaint.vehicle towed in due to engine ran away 2x and second time loud bang was heard from engine compartment.Vehicle is now a no start.:

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ref:_00DA09j8L._5002I1zLXEt:ref

Review dealer comment

Name
Task
Due Date 12/18/2019
Assigned To Michael Lemmons
Last Modified Date/Time 12/17/2019 3:18 PM
Comments

Email: Ca [REDACTED] 2016 TITAN XD; Crank no start [ref: _00DA09j8L._5002I1zLXEt:ref]

Name
Task
Due Date 12/17/2019
Assigned To Michael Lemmons
Last Modified Date/Time 12/17/2019 3:18 PM

Additional T [REDACTED]
CC:
BCC: michael.lemmons@nissan-usa.com
Attachment:

Subject: Case 38184432; 2016 TITAN XD; Crank no start [ref: _00DA09j8L._5002I1zLXEt:ref]

Body:

BARRY,

If the crankshaft pulley is wobbling when rotating this will confirm the crankshaft has separated.

This will require a long engine replacement.

Thank you, _____ Michael L.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.

Comments

Case: [REDACTED]

Date Created: 12/13/2019

Customer name:

VIN: 1N6B [REDACTED] Mileage: 123,025

Dealer code: 1749

Dealer name: MIKE BARNEY NISSAN

Customer's Concerns:

tow in vehicle was misfiring and smoke was coming from exhaust.

Technician Findings:

Customer came in previously with smoking engine thru exhaust .removed intake and found intake filled with oil.Replaced turbocharger to correct. was ok till customer returned with similar complaint,vehicle towed in due to engine ran away 2x and second time loud bang was heard from engine compartment.Vehicle is now a no start.:

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ref: _00DA09j8L._5002I1zLXEt:ref

Email: Ca [REDACTED] 2016 TITAN XD; [ref: _00DA09j8L._5002I1zLXEt:ref]

Name
Task
Due Date 12/13/2019
Assigned To Michael Lemmons

Last Modified Date/Time 12/13/2019 1:59 PM

Additional [REDACTED]
CC:
BCC: michael.lemmons@nissan-usa.com
Attachment:

Subject: Cas [REDACTED] 2016 TITAN XD; [ref:_00DA09j8L_5002I1zLXEt:ref]

Body:
BARRY,
When cranking engine observe crankshaft pulley.

Determine if pulley wobbles when rotating.

Check for debris in oil.

Determine if engine has sustained internal trauma.

Thank you, _____ Michael L.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: 12/13/2019

Customer name [REDACTED]
VIN: 1N6BA1F [REDACTED] Page: 123,025
Dealer code: 1749
Dealer name: MIKE BARNEY NISSAN

Customer's Concerns:
towing in vehicle was misfiring and smoke was coming from exhaust.

Technician Findings:
Customer came in previously with smoking engine thru exhaust .removed intake and found intake filled with oil.Replaced turbocharger to correct. was ok till customer returned with similar complaint.vehicle towed in due to engine ran away 2x and second time loud bang was heard from engine compartment.Vehicle is now a no start.:

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ref:_00DA09j8L_5002I1zLXEt:ref

Attachments

IMG_0972.JPG		IMG_0976.JPG	
Size	3.93MB	Size	2.9MB
Ownership	Survey Site Guest User	Ownership	Survey Site Guest User
View	View file	View	View file
Last Modified	2/25/2020 9:49 AM	Last Modified	2/25/2020 9:49 AM
IMG_0978.JPG		IMG_0977.PNG	
Size	3.12MB	Size	4.49MB
Ownership	Survey Site Guest User	Ownership	Survey Site Guest User
View	View file	View	View file
Last Modified	2/25/2020 9:49 AM	Last Modified	2/25/2020 9:48 AM
injclosup.zip		1N6BA1F47 [REDACTED].pdf	
Size	330KB	Size	17KB
Ownership	Survey Site Guest User	Ownership	Mitl Montoya
View	View file	View	View file

Comments

Emails

Cas [REDACTED] 2016 TITAN XD; Crank no start A61 [ref:_00DA09j8L._5002I1zLXEt:ref]

Message Date 2/25/2020 10:29 AM

Has Attachment 

Email Address junior@mbnissan.com

Status Sent

Subject Case 38184432; 2016 TITAN XD; Crank no start A61 [ref:_00DA09j8L._5002I1zLXEt:ref]

Text Body Barry Clark,

TECH LINE's latest case update is below.

TSS called tech.....No answer.(Left Voice message)

RECOMMENDATION-

Please send the pictures of the sludge.
How many miles were put on this engine since replacement?

How is the oil entering the charge air cooler?
Does the Hi/low turbo show signs of oil leakage?

What was the oil level when vehicle returned?
Was the coolant level ok?

Are there any current codes or other related concerns we should know about?

If further technical assistance is needed, please follow up with all test results

Thank you,

Robert Aponte

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: 12/13/2019
Customer name:
VIN: 1N6BA1F4 [REDACTED]

Mileage: 123,025

Dealer code: 1749


Dealer name: MIKE BARNEY NISSAN

Customer's Concerns:
tow in vehicle was misfiring and smoke was coming from exhaust.

Technician Findings:
Customer came in previously with smoking engine thru exhaust .removed intake and found intake filled with oil.Replaced turbocharger to correct. was ok till customer returned with similar complaint.vehicle towed in due to engine ran away 2x and second time loud bang was heard from engine compartment.Vehicle is now a no start.:

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Case [REDACTED] 2016 TITAN XD; Crank no start A61 [ref:_00DA09j8L._5002I1zLXEt:ref]

Message Date 1/22/2020 2:17 PM
Has Attachment 
Email Address no3putt418@aol.com
Status Sent
Subject Case 3 [REDACTED] 2016 TITAN XD; Crank no start A61 [ref:_00DA09j8L._5002I1zLXEt:ref]
Text Body barry clark,

TECH LINE's latest case update is below.

TSS-
Great work Barry!
Thanks for the case closing information.

I will now close the case.

Have a great rest of your day!

Have a great rest of your day!

Thank you,

Robert Aponte

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: 12/13/2019
Customer name: [REDACTED]
VIN: 1N6BA1F47 [REDACTED]

Mileage: 123,025

Dealer code: 1749

Dealer name: MIKE BARNEY NISSAN

Customer's Concerns:

tow in vehicle was misfiring and smoke was coming from exhaust.

Technician Findings:

Customer came in previously with smoking engine thru exhaust .removed intake and found intake filled with oil.Replaced turbocharger to correct. was ok till customer returned with similar complaint.vehicle towed in due to engine ran away 2x and second time loud bang was heard from engine compartment.Vehicle is now a no start.:

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Case [REDACTED] 2016 TITAN XD; Crank no start [ref:_00DA09j8L_5002|1zLXE:ref]

Message Date 1/22/2020 11:13 AM

Has Attachment 

Email Address



Status **Sent**

Subject **Case 38184432; 2016 TITAN XD; Crank no start [ref:_00DA09j8L._5002I1zLXEt:ref]**

Text Body **barry clark,**

TECH LINE's latest case update is below.

TSS-

Great work Barry and thanks for you time on the phone today!

As discussed, lets test drive the vehicle and verify repairs.

If further technical assistance is needed or if resolved so we can close the case, please follow up, as we are here to help.

Have a great rest of your day!

Thank you,

Robert Aponte

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 #:

Date Created: 12/13/2019

Customer name:

VIN: 1N6BA1

Mileage: 123,025

Dealer code: 1749

Dealer name: MIKE BARNEY NISSAN

Customer's Concerns:

tow in vehicle was misfiring and smoke was coming from exhaust.

Technician Findings:

Customer came in previously with smoking engine thru exhaust .removed intake and found intake filled with oil.Replaced turbocharger to correct. was ok till customer returned with similar complaint.vehicle towed in due to engine ran away 2x and second time loud bang was heard from engine compartment.Vehicle is now a no start.:

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Case: [REDACTED] 2016 TITAN XD; Crank no start [ref: _00DA09j8L_ _5002I1zLXEt:ref]

Message Date 1/22/2020 7:14 AM

Has Attachment

Email Address [REDACTED]

Status **Sent**

Subject [REDACTED] 2016 TITAN XD; Crank no start [ref: _00DA09j8L_ _5002I1zLXEt:ref]

Text Body **barry clark,**

TECH LINE's latest case update is below.

RECOMMENDATION-

Thank You for the update.

Refer to the screen shot I attached for consult reference.

When installing a new fuel injector, note the following:

- Each injector has a unique 8-character alphanumeric code stamped on the top of the injector.
- This trim code is set during production and corresponds to the specific flow characteristics of the injector.
- This code must be entered in CONSULT as an Engine Work Support procedure if a new injector is installed.
- Fuel Table reset is included in the procedure for injector code entry

If still unable to finish the procedure, provide me a good time to follow up and tech link for assistance.

Thank you,

Robert Aponte

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: 12/13/2019
Customer name: [REDACTED]
VIN: 1N6BA1F47[REDACTED]

Mileage: 123,025

Dealer code: 1749

Dealer name: MIKE BARNEY NISSAN

Customer's Concerns:

tow in vehicle was misfiring and smoke was coming from exhaust.

Technician Findings:

Customer came in previously with smoking engine thru exhaust .removed intake and found intake filled with oil.Replaced turbocharger to correct. was ok till customer returned with similar complaint.vehicle towed in due to engine ran away 2x and second time loud bang was heard from engine compartment.Vehicle is now a no start.:

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Cas [REDACTED] **2016 TITAN XD; Crank no start [ref:_00DA09j8L._5002I1zLXE:ref]**

Message Date 1/17/2020 8:58 AM
Has Attachment
Email Address [REDACTED]
Status Sent
Subject Case [REDACTED] 2016 TITAN XD; Crank no start [ref:_00DA09j8L._5002I1zLXE:ref]
Text Body barry clark,

TECH LINE's latest case update is below.

RECOMMENDATION-
Thank You for the update,

Since the Blackstone labs report received showed, Nothing abnormal was found in this diesel fuel sample. Keep in mind the the ECM could also cause the injectors not to close.

I wouldn't want to risk just replacing the injectors if the ECM is the cause for them not closing not allowing the piezo stack to retract.

The ECM includes two individual injector driver circuits and two internal DC to DC converters. These converters step the 12-volt feed from the battery up to 170 volts when the injectors are connected.

Each converter controls four injectors, with each driver controlling every other injector in the firing order. Immediately following injection, the polarity of the injector circuit is reversed, allowing the piezo stack to retract.

Lets verify power/grounds and pin fits to the ECM and if ok, The ECM could be causing the injectors not to close.

Swap or replace the ECM and replace all the injectors.

When installing a new fuel injector, note the following:

Each injector has a unique 8-character alphanumeric code stamped on the top of the injector.

This trim code is set during production and corresponds to the specific flow characteristics of the injector.

This code must be entered in CONSULT as an Engine Work Support procedure if a new injector is installed.

- Perform the high pressure fuel system leak test after installation
- Fuel Table reset is included in the procedure for injector code entry.

Thank you,

Robert Aponte

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: 12/13/2019
Customer name:
VIN: 1N6BA1F4 [REDACTED]

Mileage: 123,025

Dealer code: 1749

Dealer name: MIKE BARNEY NISSAN

Customer's Concerns:

tow in vehicle was misfiring and smoke was coming from exhaust.

Technician Findings:

Customer came in previously with smoking engine thru exhaust .removed intake and found intake filled with oil.Replaced turbocharger to correct. was ok till customer returned with similar complaint.vehicle towed in due to engine ran away 2x and second time loud bang was heard from engine compartment.Vehicle is now a no start.:

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Ca [REDACTED], 2016 TITAN XD; Crank no start [ref:_00DA09j8L_5002I1zLXEt:ref]

Message Date 1/16/2020 1:29 PM
Has Attachment
Email Address [REDACTED]
Status **Sent**
Subject **Case 38184432; 2016 TITAN XD; Crank no start [ref:_00DA09j8L_5002I1zLXEt:ref]**
Text Body **BARRY CLARK,**

TECH LINE's latest case update is below.

RECOMMENDATION-
Thank You for the pictures.

I noticed the pintle on one on the injectors tips is out while all others are in.
No sure if the pintel being OUT vs IN keeps the injector open or closed but Its possible the ECM did not reverse the polarity to close the injector.

Also inspect inside of the cylinders for abnormal fuel accumulation using a borescope.

Perform the Fuel Injector Return Flow Test to determine if one or more fuel injectors has excessive drainage compared to other injectors on the same bank

If the tool is not available we can try to bench test the injector.
Do so by applying pressure from a can or brake/parts cleaner to the inlet side on the injector.

Hopefully using the cleaner is enough pressure to verify and if its stuck open, the cleaner should flow out of the exit side.

If still unable to determine if the injector is faulty, we would recommended to replace it and retest.

If still no change after replacemnt, remove the related connector again after running and then shutting the engine off.

Inspect to see if the injector pintle is held opened again and if so inspect the related connector closely.

If the connector is ok, we may have a ECM concern not reversing the injector High voltage polarity to close the injector.

If further technical assistance is needed, please follow up with all test results

Thank you,

Robert Aponte

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: 12/13/2019
Customer name: [REDACTED]
VIN: 1N6BA1F47 [REDACTED]

Mileage: 123,025

Dealer code: 1749

Dealer name: MIKE BARNEY NISSAN

Customer's Concerns:
tow in vehicle was misfiring and smoke was coming from exhaust.

Technician Findings:
Customer came in previously with smoking engine thru exhaust .removed intake and found intake filled with oil.Replaced turbocharger to correct. was ok till customer returned with similar complaint.vehicle towed in due to engine ran away 2x and second time loud bang was heard from engine compartment.Vehicle is now a no start.:

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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.

Case [REDACTED] 2016 TITAN XD; Crank no start [ref:_00DA09j8L_5002I1zLXEt:ref]

Message Date 1/16/2020 11:11 AM

Has Attachment 

Email Address no3putt418@aol.com

Status Sent

Subject Case [REDACTED] 2016 TITAN XD; Crank no start [ref:_00DA09j8L_5002I1zLXEt:ref]

Text Body BARRY CLARK,

TECH LINE's latest case update is below.

RECOMMENDATION-

Thank You for the updated case information.

Please verify all related engine connectors including pressure sensor, quality valve, injectors, shut off valve are fully inserted.

If we feel the the injectors are leaking down and causing the engine to hydrolock,

Verify all injector trim codes are written into the ECM and connectors are all plugged into the correct injector

If ok,

We would advise to remove them (starting with B1) and look into the cylinders for accumulated fuel.

Note:

Never disconnect the injector electrical connector while the engine is running.

If the injector driver circuit is not able to reverse polarity on the circuit after injection, the injector may become stuck in the open position.

While removed,

- Inspect the fuel injector tip for carbon deposits or corrosion.
- Check for terminal trauma.
- Check the resistance. Resistance should measure between 150 to 210 kOhms.
- Inspect the fuel injector inlet and high-pressure connector tip for trauma.
- Inspect inside the cylinders for high amounts of fuel accumulation.

If any injector concerns are found, replacement would be recommended.

This would explain why we get code P00C6 (Fuel Rail Pressure Too Low - Engine Cranking Bank 1)

If no concerns are found and engine is able to be turned over and is not hydrolocking,

Record all ECM data for 10 seconds 50%-50% trigger while cranking over.

Save as a flying graph before sending in for review.

Thank you,

Robert Aponte

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: 12/13/2019
Customer name:
VIN: 1N6BA1F4 [REDACTED]

Mileage: 123,025

Dealer code: 1749

Dealer name: MIKE BARNEY NISSAN

Customer's Concerns:

tow in vehicle was misfiring and smoke was coming from exhaust.

Technician Findings:

Customer came in previously with smoking engine thru exhaust .removed intake and found intake filled with oil.Replaced turbocharger to correct. was ok till customer returned with similar complaint.vehicle towed in due to engine ran away 2x and second time loud bang was heard from engine compartment.Vehicle is now a no start.:

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Case [REDACTED]; 2016 TITAN XD; Crank no start [ref:_00DA09j8L._5002I1zLXE:ref]

Message Date 1/3/2020 9:59 AM
Has Attachment
Email Address techline@nissan-usa.com
Status Read
Subject Case [REDACTED] 2016 TITAN XD; Crank no start [ref:_00DA09j8L._5002I1zLXE:ref]
Text Body FYI
Blackstone labs report attached to case.

**Regards,
Mitl Montoya | TECH LINE | Nissan Group of North America |**

**-----Original Message-----
From: Blackstone Labs <bstone@blackstone-labs.com>**

Sent: Thursday, January 2, 2020 4:24 PM
To: nissan@service-solutions.com
Cc: Nafzger, Jeff <Jeff.Nafzger@Nissan-Usa.com>; NNA TECH LINE <techline@nissan-usa.com>; Mullins, Mark <mark.mullins@nissan-usa.com>
Subject: Customer: Steven Chittestor, Tech: Barry Clark, RO: 433540

Hello from Blackstone Laboratories!

Your Oil Report is attached to this email.

If you have questions about what the numbers mean, here is an explanation:


If you can't read this PDF, just ask and we'll send a Microsoft Word version.

Questions? Problems? Reply to this email or give us a call at 260/744-2380.

If you have any interesting follow-up information about this sample that you would like to share with us, please do! We like to keep learning, and people like you are a great source of information for us as analysts.

Sincerely,
The Blackstone Team

Case 38184432; 2016 TITAN XD; Crank no start [ref:_00DA09j8L._5002I1zLXEt:ref]

Message Date 12/18/2019 3:16 PM
Has Attachment 
Email Address [REDACTED]
Status Sent
Subject Case [REDACTED] 2016 TITAN XD; Crank no start [ref:_00DA09j8L._5002I1zLXEt:ref]
Text Body barry clark,

TECH LINE's latest case update is below.

RECOMMENDATION-
Thank You for the case information.

My name is Robert and I will be assisting you on this case moving forward

If the crankshaft pulley is wobbling when rotating and we confirmed the crankshaft has separated we would recommend a long engine.

- For the oil in intercooler and piping saturation concern, once the engine is removed lets clean if possible.
- If unable to clean, replacement would be recommended.

For the egr cooler, lets pressure test it once the engine is apart and EGR cooler removed
-If found to be leaking, replacement would be recommended.

Last..... let's send fuel out for testing to blank stones labs.

Let us know if resolved or further assistance needed after repairs.

Thank you,

Robert Aponte

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.

Ca [REDACTED]
Date Created: 12/13/2019
Customer name: [REDACTED]
VIN: 1N6BA1F [REDACTED]

Mileage: 123,025

Dealer code: 1749

Dealer name: MIKE BARNEY NISSAN

Customer's Concerns:

tow in vehicle was misfiring and smoke was coming from exhaust.

Technician Findings:

Customer came in previously with smoking engine thru exhaust .removed intake and found intake filled with oil.Replaced turbocharger to correct. was ok till customer returned with similar complaint.vehicle towed in due to engine ran away 2x and second time loud bang was heard from engine compartment.Vehicle is now a no start.:

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Case [REDACTED] 2016 TITAN XD; Crank no start [ref:_00DA09j8L._5002I1zLXE:ref]

Message Date 12/17/2019 3:18 PM

Has Attachment

Email Address [REDACTED]

Status **Sent**

Subject **Case 38184432; 2016 TITAN XD; Crank no start [ref:_00DA09j8L._5002I1zLXE:ref]**

Text Body **BARRY CLARK,**

TECH LINE's latest case update is below.

Replied to tech:

If the crankshaft pulley is wobbling when rotating this will confirm the crankshaft has separated. This will require a long engine replacement.

Thank you,

Michael L.

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: 12/13/2019

Customer name:

VIN: 1N6BA1F4 [REDACTED]

Mileage: 123,025

Dealer code: 1749

Dealer name: MIKE BARNEY NISSAN

Customer's Concerns:

tow in vehicle was misfiring and smoke was coming from exhaust.


Technician Findings:

Customer came in previously with smoking engine thru exhaust .removed intake and found intake filled with oil.Replaced turbocharger to correct. was ok till customer returned with similar complaint.vehicle towed in due to engine ran away 2x and second time loud bang was heard from engine compartment.Vehicle is now a no start.:

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Michael Lemmons
Nissan North America, Inc.
Technical Support Specialist, TECH LINE
Michael.Lemmons@nissan-usa.com
phone [REDACTED]
fax: +1 615-967-3314

Case [REDACTED], 2016 TITAN XD; [ref:_00DA09j8L._5002I1zLXEt:ref]

Message Date 12/13/2019 1:59 PM
Has Attachment 
Email Address [REDACTED]
Status Sent
Subject Case [REDACTED] 2016 TITAN XD; [ref:_00DA09j8L._5002I1zLXEt:ref]
Text Body [REDACTED]

TECH LINE's latest case update is below.

Recommendation:
When cranking engine observe crankshaft pulley.
Determine if pulley wobbles when rotating.
Check for debris in oil.
Determine if engine has sustained internal trauma.

Thank you,

Michael L.

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: 12/13/2019
Customer name: [REDACTED]
VIN: 1N6BA1F47 [REDACTED]

Mileage: 123,025

Dealer code: 1749

Dealer name: MIKE BARNEY NISSAN

Customer's Concerns:
tow in vehicle was misfiring and smoke was coming from exhaust.

Technician Findings:
Customer came in previously with smoking engine thru exhaust .removed intake and found intake filled with oil.Replaced turbocharger to correct. was ok till customer returned with similar complaint.vehicle towed in due to engine ran away 2x and second time loud bang was heard from engine compartment.Vehicle is now a no start.:

This communication may contain information that is proprietary, privileged, confidential, or otherwise legally protected from disclosure, and is intended to be received and read only by certain individuals. If it has been misdirected, or if you suspect you have received this in error, you are not authorized to read, print, retain, copy, or disseminate this message or any part of it. Please notify the sender immediately and delete all copies of the message.

Michael Lemmons
Nissan North America, Inc.
Technical Support Specialist, TECH LINE
Michael.Lemmons@nissan-usa.com
phone: + [REDACTED]
fax: +1 615-967-3314

Case Comments

2/25/2020 10:29 AM

2/25/2020 9:50 AM

User **Robert Aponte**
Public
TSS called tech.....No answer.(Left Voice message)

RECOMMENDATION-

Please send the pictures of the sludge.
How many miles were put on this engine since replacement?

Comment **How is the oil entering the charge air cooler?
Does the Hi/low turbo show signs of oil leakage?**

**What was the oil level when vehicle returned?
Was the coolant level ok?**

Are there any current codes or other related concerns we should know about?

If further technical assistance is needed, please follow up with all test results

User **Survey Site Guest User**
Public
Comment **ADDED PICTURES OF AIR COOLER THAT WAS FILLED WITH OIL & SLUDGE**

User **Survey Site Guest User**
Public
Comment **VEHICLE RUNS GREAT AT THIS TIME.....ALL IS WELL.**

1/22/2020 11:10 AM
User **Robert Aponte**
Public
Comment **TSS followed up with tech via phone call.**

**Tech states he is not able to write injector trim codes on any injector.
TSS performed tech link.**

1/22/2020 2:16 PM

User Robert Aponte
Public
TSS-
Great work Barry!
Thanks for the case closing information.
I will now close the case.
Have a great rest of your day!
Have a great rest of your day!

Found when pulling in the injector trim codes the screen would error out.

Put in injector trim codes as follows



Injector 1 was supposed to be a O and not a 0 (8PH07WM)
After putting in the correct trim code took and vehicle started.

1/22/2020 11:13 AM

User Robert Aponte
Public
TSS-
Great work Barry and thanks for you time on the phone today!
As discussed, lets test drive the vehicle and verify repairs.
If further technical assistance is needed or if resolved so we can close the case, please follow up, as we are here to help.
Have a great rest of your day!

1/22/2020 8:58 AM

User Robert Aponte
Public
TSS followed up with the tech.
Tech states new engine was hydrolocked with fuel due to he injectors being stuck open.
Tech unable to write injector trim codes even after read write on new ECM.
TSS performed tech link.
Found the ECM cu was blank.
Dropped fast link file to techs consult.
Started Program for ECM to # EZ46A (screen shows 50 min)
Tech to write injector trim codes after ECM program completes.
Test drive after repairs.
Tech to follow up if concern resolved or if further assistance is needed.

1/22/2020 9:35 AM

User Survey Site Guest User
Public
ecm updated to new number-23710-ez46a . still cant load injector numbers ,screen continues to say retry conditions not meet.

1/22/2020 7:44 AM

User Survey Site Guest User
Public
ok I am set up to hear from you now if that works I will wait to hear from you. it is 8:45 am

1/22/2020 7:11 AM

User Robert Aponte
Public
Comment RECOMMENDATION-
Thank You for the update.
Refer to the screen shot I attached for consult reference.
When installing a new fuel injector, note the following:
- Each injector has a unique 8-character alphanumeric code stamped on the top of the injector.
- This trim code is set during production and corresponds to the specific flow characteristics of the injector.
- This code must be entered in CONSULT as an Engine Work Support procedure if a new injector is installed.
- Fuel Table reset is included in the procedure for injector code entry

1/21/2020 3:09 PM

User Survey Site Guest User
Public
we definitely were hydraulically locked so we replaced the injectors and lines .removed fluid from cylinders and changed the oil .we also replaced the ecm . after reprogramming we cant enter any injector codes .it either tells us to retry or wont let more than one character be entered.am I right in thinking that the right side of the screen is the place to enter the new codes . the left side says aaaaaa in all the cylinders.and wont let me put them there I am doing this for the first time and getting no where. any advise on this would be helpful.

1/17/2020 8:05 AM

User Survey Site Guest User

Public

The bank 1 injectors have been removed and two injectors are stuck open. I ohm tested all 4 on that bank and they are all at 182k ohms. which tells me they are mechanically stuck open . I would like to replace all eight due to having previously saw other injectors on the bank 2 were the same .I wanted to replace them when engine was being replaced and powertrain said no! I do believe that this engine running away caused all to be damaged would you agree with this ? shouldn't the injectors at rest have all pintles closed? I don't know if there is a ecm issue and how would I know?

1/16/2020 12:07 PM

User Survey Site Guest User

Public

Comment INJECTORS PICS

1/16/2020 10:05 AM

User Survey Site Guest User

Public

We replaced the motor per previous warranty ok and case recommendation. We n have a no start with good low fuel pressure and no real high pressure. I ran a fuel over ride test per the service manual and code results-p00c6. test results for the fuel override were what appears to be normal. relief valve shuts down flow and actuator does also. we have what we think is normal flow and can shut it off. we now have what looks to be a hydrostatic lock after doing this .even when the engine was first tried to turn over it was drawing heavy amps .so I think maybe there is a injector leak....we wanted to replace the injectors and warranty said no!!! ANY FURTHER HELP ON THIS MATTER WOULD BE GREAT .CUSTOMER IS NOT HAPPY. we had 50-70 psi on low side and 5-7 bar on the high side. when it did crank.

Comment

If still unable to finish the procedure, provide me a good time to follow up and tech link for assistance.

1/17/2020 8:57 AM

User Robert Aponte

Public

RECOMMENDATION- Thank You for the update,

Since the Blackstone labs report received showed, Nothing abnormal was found in this diesel fuel sample. Keep in mind the the ECM could also cause the injectors not to close.

I wouldn't want to risk just replacing the injectors if the ECM is the cause for them not closing not allowing the piezo stack to retract.

The ECM includes two individual injector driver circuits and two internal DC to DC converters. These converters step the 12-volt feed from the battery up to 170 volts when the injectors are connected.

Each converter controls four injectors, with each driver controlling every other injector in the firing order. Immediately following injection, the polarity of the injector circuit is reversed, allowing the piezo stack to retract.

Lets verify power/grounds and pin fits to the ECM and if ok, The ECM could be causing the injectors not to close. Swap or replace the ECM and replace all the injectors.

When installing a new fuel injector, note the following:
Each injector has a unique 8-character alphanumeric code stamped on the top of the injector.
This trim code is set during production and corresponds to the specific flow characteristics of the injector.
This code must be entered in CONSULT as an Engine Work Support procedure if a new injector is installed.

- Perform the high pressure fuel system leak test after installation
- Fuel Table reset is included in the procedure for injector code entry.

12/18/2019 3:16 PM

User Robert Aponte

Public

Comment RECOMMENDATION- Thank You for the case information.

My name is Robert and I will be assisting you on this case moving forward

If the crankshaft pulley is wobbling when rotating and we confirmed the crankshaft has separated we would recommend a long engine.
- For the oil in intercooler and piping saturation concern, once the engine is removed lets clean if possible.
- If unable to clean, replacement would be recommended.

For the egr cooler, lets pressure test it once the engine is apart and EGR cooler removed
-If found to be leaking, replacement would be recommended.

1/16/2020 1:29 PM

User Robert Aponte

Public

Comment RECOMMENDATION- Thank You for the pictures.

I noticed the pintle on one on the injectors tips is out while all others are in. No sure if the pintle being OUT vs IN keeps the injector open or closed but Its possible the ECM did not reverse the polarity to close the injector.

Last..... let's send fuel out for testing to blank stones labs.

Let us know if resolved or further assistance needed after repairs.

12/17/2019 3:17 PM

User **Michael Lemmons**

Public

Comment **Replied to tech:
If the crankshaft pulley is wobbling when rotating this will confirm the crankshaft has separated.
This will require a long engine replacement.**

12/13/2019 1:58 PM

User **Michael Lemmons**

Public

Comment **Recommendation:
When cranking engine observe crankshaft pulley. Determine if pulley wobbles when rotating.
Check for debris in oil.
Determine if engine has sustained internal trauma.**

Also inspect inside of the cylinders for abnormal fuel accumulation using a borescope.

Perform the Fuel Injector Return Flow Test to determine if one or more fuel injectors has excessive drainage compared to other injectors on the same bank

**If the tool is not available we can try to bench test the injector.
Do so by applying pressure from a can or brake/parts cleaner to the inlet side on the injector.**

Hopefully using the cleaner is enough pressure to verify and if its stuck open, the cleaner should flow out of the exit side.

If still unable to determine if the injector is faulty, we would recommended to replace it and retest.

**If still no change after replacement, remove the related connector again after running and then shutting the engine off.
Inspect to see if the injector pintle is held opened again and if so inspect the related connector closely.**

If the connector is ok, we may have a ECM concern not reversing the injector High voltage polarity to close the injector.

If further technical assistance is needed, please follow up with all test results

1/16/2020 11:10 AM

User **Robert Aponte**

Public

Comment **RECOMMENDATION-
Thank You for the updated case information.**

Please verify all related engine connectors including pressure sensor, quality valve, injectors, shut off valve are fully inserted.

**If we feel the the injectors are leaking down and causing the engine to hydrolock.
Verify all injector trim codes are written into the ECM and connectors are all plugged into the correct injector**

**If ok,
We would advise to remove them (starting with B1) and look into the cylinders for accumulated fuel.**

**Note:
Never disconnect the injector electrical connector while the engine is running.
If the injector driver circuit is not able to reverse polarity on the circuit after injection, the injector may become stuck in the open position.**

**While removed,
•Inspect the fuel injector tip for carbon deposits or corrosion.
•Check for terminal trauma.
•Check the resistance. Resistance should measure**

between 150 to 210 kOhms.
•Inspect the fuel injector inlet and high-pressure connector tip for trauma.
• Inspect inside the cylinders for high amounts of fuel accumulation.

If any injector concerns are found, replacement would be recommended.
This would explain why we get code P00C6 (Fuel Rail Pressure Too Low - Engine Cranking Bank 1)

If no concerns are found and engine is able to be turned over and is not hydrolocking,
Record all ECM data for 10 seconds 50%-50% trigger while cranking over.

Save as a flying graph before sending in for review.

1/3/2020 9:58 AM

User **Mitl Montoya**
Public
Comment **** Blackstone labs report received and attached: Nothing abnormal was found in this diesel fuel sample. The sample was free and clear of water and insolubles (solids/debris). It had a correct specific gravity at 0.853 and the flashpoint is above the minimum value. This is serviceable fuel. ** Sent to TSS for review**

12/18/2019 8:57 AM

User **Survey Site Guest User**
Public
Comment **DO YOU RECOMMEND ANY PIPING AND COOLER REPLACEMENT DUE TO OIL SATURATION ? ALSO SHOULD WE BE WORRIED ABOUT EGR OR EXHAUST SYSTEM ISSUES OR JUST WAIT TIL REPAIR IS DONE? WE ARE CONCERNED THAT ANY OIL IN THE INTAKE SYSTEM COULD CAUSE A NEW ENGINE TO HAVE A FAILURE . JUST DONT WANT ANY RELATED PROBLEMS THAT CAN BE AVOIDED.**

12/17/2019 3:12 PM

User **Survey Site Guest User**
Public
Comment **APPEARS TO HAVE CRANK WOBBLE,WE DID TRY TO START TODAY AFTER SITTING A FEW DAYS AND IT HAS E SEVERE AMOUNT OF PRESSURE IN COOLANT SYSTEM,WHILE NEVER STARTING. AND APPEARS TO BE PUSHING OIL FROM CRANK CASE .I THINK WE HAVE INTERNAL FAILURE. IT IS PUSHING A LARGE AMOUNT OF OIL INTO THE INTAKE SYSTEM,I THINK THIS IS WHAT CAUSED THE ENGINE TO RUN AWAY AND SELF DESTRUCT. NOT QUITE SURE HOW TO PROCEED AT THIS POINT .ANY SUGGESTIONS?**

12/13/2019 1:41 PM

User **Survey Site Guest User**

Public

Comment

Customer Comments: tow in vehicle was misfiring and smoke was coming from exhaust.
 Technician Findings: Customer came in previously with smoking engine thru exhaust .removed intake and found intake filled with oil.Replaced turbocharger to correct. was ok till customer returned with similar complaint.vehicle towed in due to engine ran away 2x and second time loud bang was heard from engine compartment.Vehicle is now a no start.
 Repairs Made: TURBOCHARGER WAS REPLACED RECENTLY

DTSM Field Inspections

Status **Cancelled**
Created Date **2/25/2020**
Owner First Name **Michael**
DTSM Team **NER**
Vehicle **1N6BA1F4** [REDACTED]
DTSM Inspection Date **3/12/2020 8:00 AM**
Report Date **2/26/2020 2:23 PM**
VIN **1N6BA1F47** [REDACTED]

Case History

2/25/2020 10:35 AM

User **Robert Aponte**
Action **Changed Status from Pending TECH LINE to Closed. Closed.**

2/25/2020 9:50 AM

User **Survey Site Guest User**
Action **Changed First Call Resolution from Yes to No. Changed Reopen Date to 2/25/2020 9:50 AM. Changed Status from Closed to Pending TECH LINE.**

2/25/2020 9:48 AM

User **Survey Site Guest User**
Action **Changed Caller Name from barry clark to Barry Clark. Changed Tech Preferred Email from [REDACTED] to [REDACTED] Changed Tech Preferred Phone from [REDACTED]**

1/22/2020 2:19 PM

User **Robert Aponte**
Action **Closed.**

1/22/2020 11:16 AM

User **Robert Aponte**
Action **Changed Subject from Crank no start to Crank no start A61. Closed.**

1/22/2020 11:13 AM

User **Robert Aponte**
Action **Closed.**

1/17/2020 7:53 AM

User **Survey Site Guest User**
Action **Changed Caller Name from BARRY CLARK to barry clark.**

1/16/2020 9:51 AM

User **Survey Site Guest User**

Action **Changed Caller Name from barry clark to BARRY CLARK.**

1/3/2020 10:55 AM

User **Robert Aponte**

Action **Closed.**

12/18/2019 3:03 PM

User **Robert Aponte**

Action **Changed Case Owner from TECH LINE Tier 2 to Robert Aponte.**

12/18/2019 9:21 AM

User **Michael Lemmons**

Action **Changed Case Owner from Michael Lemmons to TECH LINE Tier 2.**

12/18/2019 8:53 AM

User **Survey Site Guest User**

Action **Changed Caller Name from BARRY CLARK to barry clark.**

12/13/2019 2:00 PM

User **Michael Lemmons**

Action **Changed Subject to Crank no start. Changed Status from Open to Closed. Closed.**

12/13/2019 1:45 PM

User **Michael Lemmons**

Action **Changed Case Owner from TECH LINE Initial 1 to Michael Lemmons.**

12/13/2019 1:41 PM

User **Survey Site Guest User**

Action **Changed Case Owner from Survey Site Guest User to TECH LINE Initial 1. Created.**