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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	[REDACTED]	Dealer	MCGAVOCK NISSAN/AMARILLO
NNAnet user ID	[REDACTED]	Contact Name	
Tech Preferred Phone	832-279-6280	Customer Name	
Tech Preferred Email	b.claggett@mcgavocknissan.com	Case Record Type	TECH LINE Cases
Preferred Contact Method		Case Owner	Joe Sabba
Repair/Work Order	6141191	Mobile Phone	
Job/Line Number	1	Texting Status	
Created Day	Thursday		

Incident Information

Customer Comments	no start nois heard	Customer Name	[REDACTED]
Verified	Yes	Vehicle	1N6BA1F45 [REDACTED]
Question for TECH LINE	What test should I do next?	VIN	1N6BA1F45 [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, No start after engine replacement	Resolution Action	INSPECT
Status	Closed	Resolution Object	OTHER
Confirmed Resolution	Yes	Field Inspection Indicator	<input checked="" type="checkbox"/>
Component Code Category	EM Engine Mechanical	NNA Field Inspection Date	10/14/2020
Component Code Issue	EMA ENGINE ASSEMBLY	FSSS	<input type="checkbox"/>
TECH LINE Template	ECC Initial Response	FSSS Date	
TREAD Component	06		
Date/Time Closed	9/9/2020 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)			

Activity History

DTS For [REDACTED] MCGAVOCK NISSAN/AMARILLO

Name	[REDACTED]
Task	<input checked="" type="checkbox"/>
Due Date	9/11/2020
Assigned To	Joe Sabba
Last Modified Date/Time	9/14/2020 3:58 PM
Comments	Confirm DTS Appointment with both Customer and Dealer.

DTS Rec [REDACTED] MCGAVOCK NISSAN/AMARILLO

Name	[REDACTED]
Task	<input checked="" type="checkbox"/>
Due Date	9/11/2020
Assigned To	Lance Davis
Last Modified Date/Time	9/9/2020 9:19 AM
Comments	Request being submitted due days down & repair attempts. 2017 Titan XD - No start after long block replaced, ECM replaced, no change. Tech advised to inspect ECM power, ground & injector circuits. Unsure of inspection results at this time.

Currently, requesting additional information from the technician.

Email: [REDACTED] TITAN XD; A61, No start after engine replacement [ref:_00DA09j8L._5002I2A2bPS:ref]

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

9/9/2020
Joe Sabba
9/9/2020 11:33 AM
Additional To: b.claggett@mcgavocknissan.com
CC:
BCC: joe.sabba@nissan-usa.com
Attachment:

Subject: Cas [REDACTED] 2017 TITAN XD; A61, No start after engine replacement [ref:_00DA09j8L._5002I2A2bPS:ref]

Body:
I really appreciate your time on the phone again today Saul, Please review the following synopsis of our conversation and proceed as discussed:

IPDM swapped, no change.

ECM power & ground ok

Techlink started to review/collect data.

Fuel pressure does not meet 120 Bar expected minimum during cranking.

P00C6 also set during extended cranking.

Fuel Pressure Relief Valve to be removed & inspected.

If debris noted, fuel system to be replaced.

If no debris noted, connector F122 terminals and related circuits between ECM & IPDM to be verified.

If no circuit concerns noted, replace Fuel Pressure Relief Valve & re-evaluate.

If concern persists, Fuel Pressure Sensor & related circuits to be examined.

Keep me posted & have a great day!

We want to hear what you think. Please take a few moments to complete the 2020 Carlisle technician survey by: [CLICKING HERE](#)

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

Thank you, _____ Joe S.TECH LINE

Updating a TECH LINE Case: Technician: Reply to this email; do not change the email subject line.

Email file attachments are limited to 6MB.

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

If no response, we will assume additional assistance is not required and the case will be closed.

Closed TECH LINE cases can be reopened.

Case # [REDACTED]

Date Created: 8/27/2020

Customer name:

VIN: 1N6BA1F45 [REDACTED] Mileage:

Dealer code: 5201

Dealer name: MCGAVOCK NISSAN/AMARILLO

Customer's Concerns:

no start noise heard

Technician Findings:

engine bad broken crankshaft,

vehicle came in no start would not crank over found broken crankshaft -replaced engine and other required parts to completed repair when trying to restart vehicle will turn over but not start no codes primed fuel system no start replaced fuel filters check for fuel at secondary filter has fuel -checked connector f101-for wire signal continuity from f101-to f110-and from f101-to f109-i have 5 volt signal at connector f109-terminal 1 and 5 volt at f110-terminal 1 -I have ground source also I believe my injectors aren't letting fuel through I checked my connector from injectors to ecm I have continuity no codes I replaced ecm and programmed

I rechecked all my grounds and connectors and everything is plugged in as it should had it doubled checked by another tech also:

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._5002I2A2bPS:ref

Email: Cas [REDACTED] 2017 TITAN XD; A61, No start after engine replacement [ref:_00DA09j8L._5002I2A2bPS:ref]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	9/9/2020
Assigned To	Joe Sabba
Last Modified Date/Time	9/9/2020 7:22 AM
Comments	<p>Additional To: b.claggett@mcgavocknissan.com CC: BCC: joe.sabba@nissan-usa.com Attachment:</p> <p>Subject: Case 41192341; 2017 TITAN XD; A61, No start after engine replacement [ref:_00DA09j8L._5002I2A2bPS:ref] Body: Well done & thank you for the update,</p> <p>All System Call confirms no DTCs setting in any modules.</p> <p>Unfortunately, the Flying Graph file will not display any data.</p> <p>If available, please supply the original .DM file created when capturing the data.</p> <p>If desired we can plan on another call and collect/review data together.</p> <p>Have we had a chance to verify the ECM power & ground or injector circuits?</p> <p>If yes, please provide details as to the testing & inspections performed along with the results obtained.</p> <p>Keep us posted & have a great day! We want to hear what you think. Please take a few moments to complete the 2020 Carlisle technician survey by: CLICKING HERE The TECH LINE Survey can be accessed by: CLICKING HERE</p> <p>Thank you, _____ Joe S.TECH LINE</p> <p>Updating a TECH LINE Case:Technician: Reply to this email; do not change the email subject line. Email file attachments are limited to 6MB. From ASIST, Select TECH LINE Support Request, Enter your dealer code and select Update a Case.</p>

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: 8/27/2020
Customer name: [REDACTED]
VIN: 1N6BA1F45H [REDACTED] Mileage:
Dealer code: 5201
Dealer name: MCGAVOCK NISSAN/AMARILLO

Customer's Concerns:
no start nois heard
Technician Findings:
engine bad broken cracnkshaft,

vehicle came in no start would not crank over found broken crankshaft -replaced engine and other required parts to completed repair when trying to restart vehicle will turn over but not start no codes primed fuel system no start replaced fuel filters check for fuel at secondary filter has fuel -checked connector f101-for wire signal continuity from f101-tof110-and from f101-to f109-i have 5 volt signal at connector f109-terminal 1 and 5 volt at f110-terminal 1 -I have ground source also I believe my injectors aren't letting fuel through I checked my connector from injectors to ecm I have continuity no codes I replaced ecm and programmed

I rechecked all my grounds and connectors and everything is plugged in as it should had it doubled checked by another tech also:

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ref:_00DA09j8L_5002I2A2bPS:ref

Email: Case [REDACTED] 2017 TITAN XD; A61, No start after engine replacement [ref:_00DA09j8L_5002I2A2bPS:ref]

Name [REDACTED]
Task
Due Date 8/28/2020
Assigned To Joe Sabba
Last Modified Date/Time 8/28/2020 11:15 AM
Comments Additional To: b.claggett@mcgavocknissan.com
CC:
BCC: joe.sabba@nissan-usa.com
Attachment:

Subject: Ca [REDACTED] 2017 TITAN XD; A61, No start after engine replacement [ref:_00DA09j8L_5002I2A2bPS:ref]

Body:
I really appreciate your time on the phone today Saul, Please review the following synopsis of our conversation and proceed as discussed:

Crank no start since long block replaced.

Fuel Filters replaced, verified not contaminated.

Priming appears adequate, believe no injector function, no DTCs.

ECM Replaced, no change.

If DTCs setting, please provide All System Call Data.

Let's verify power & ground circuits at the ECM.

Reference ESM: ENGINE - ENGINE CONTROL SYSTEM - CUMMINS 5.0L - ECU DIAGNOSIS INFORMATION – ECM

Injector circuits to also be verified.

Reference ESM: P0201 – P0208

In no concerns noted, please provide ECM Flying Graph Data during crank no start.

Please include all available PIDs.

Keep us posted & have a great day!

Thank you, _____ Joe S.TECH LINE

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

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Case [REDACTED]

Date Created: 8/27/2020

Customer name: [REDACTED]

VIN: 1N6BA1F4 [REDACTED] Mileage:

Dealer code: 5201

Dealer name: MCGAVOCK NISSAN/AMARILLO

Customer's Concerns:

no start nois heard

Technician Findings:

engine bad broken cracnkshaft,

vehicle came in no start would not crank over found broken crankshaft -replaced engine and other required parts to completed repair when trying to restart vehicle will turn over but not start no codes primed fuel system no start replaced fuel filters check for fuel at secondary filter has fuel -checked connector f101-for wire signal continuity from f101-tof110-and from f101-to f109-i have 5 volt signal at connector f109-terminal 1 and 5 volt at f110-terminal 1 -I have ground source also I believe my injectors aren't letting fuel through I checked my connector from injectors to ecm I have continuity no codes I replaced ecm and programmed

I rechecked all my grounds and connectors and everything is plugged in as it should had it doubled checked by another tech also:

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ref:_00DA09j8L._5002I2A2bPS:ref

Email: Cas [REDACTED] 017 TITAN XD; A61, No start after engine replacement [ref:_00DA09j8L._5002I2A2bPS:ref]

Name	[REDACTED]
Task	<input checked="" type="checkbox"/>
Due Date	8/27/2020
Assigned To	Adam Hoff
Last Modified Date/Time	8/27/2020 1:22 PM
Comments	Additional To: b.claggett@mcgavocknissan.com CC: BCC: adam.hoff@nissan-usa.com

Attachment:

Subject: C [REDACTED] 2017 TITAN XD; A61, No start after engine replacement [ref:_00DA09j8L._5002I2A2bPS:ref]

Body:

saul davalos,
TECH LINE's latest case update is below.
TSS recommendation:

Thank you for the case information.

What we should do on this one is to see what we are missing.

Typically a crank no start is due to a fuel system concern if no mechanical concerns are present.

The first thing would be to check the low pressure fuel system pressure with a mechanical gauge to verify that it is at least 68psi.

We should also check our fuel quality to be sure that it is ok by sending a sample to Blackstone.

Also allow the original fuel filters to sit if we still have them or remove the new filters and allow them to sit to check for crystallization for possible DEF contamination.

It could be that the truck had NG fuel and is lead to the no start now.

Lastly let's check that the crankshaft position sensor is reading as it should as well as verifying that we have rail pressure as expected compared to a known good vehicle.

Thank you, _____ Adam HTECH 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: 6/27/2020

Customer name: [REDACTED]

VIN: 1N6BA1F4 [REDACTED] Mileage:

Dealer code: 5201

Dealer name: MCGAVOCK NISSAN/AMARILLO

Customer's Concerns:

no start nois heard

Technician Findings:

engine bad broken cracnkshaft,

vehicle came in no start would not crank over found broken crankshaft -replaced engine and other required parts to completed repair when trying to restart vehicle will turn over but not start no codes primed fuel system no start replaced fuel filters check for fuel at secondary filter has fuel -checked connector f101-for wire signal continuity from f101-tof110-and from f101-to f109-i have 5 volt signal at connector f109-terminal 1 and 5 volt at f110-terminal 1 -I have ground source also I believe my injectors aren't letting fuel through I checked my connector from injectors to ecm I have continuity no codes I replaced ecm and programmed

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ref:_00DA09j8L._5002I2A2bPS:ref

Name
Task
Due Date
Assigned To **Joe Sabba**
Last Modified Date/Time **10/9/2020 3:25 PM**
Comments

Titan Engine

Name
Task
Due Date
Assigned To **Phillip Page**
Last Modified Date/Time **8/28/2020 8:38 AM**
Comments

Emails

Case **[REDACTED] 2017 TITAN XD; A61, No start after engine replacement [ref:_00DA09j8L._5002I2A2bPS:ref]**

Message Date **9/9/2020 11:33 AM**
Has Attachment
Email Address **b.claggett@mcgavocknissan.com**
Status **Sent**
Subject **Case 41192341; 2017 TITAN XD; A61, No start after engine replacement [ref:_00DA09j8L._5002I2A2bPS:ref]**
Text Body **saul davalos,**

TECH LINE's latest case update is below.

**I really appreciate your time on the phone again today Saul,
Please review the following synopsis of our conversation and proceed as discussed:**

**IPDM swapped, no change.
ECM power & ground ok
Techlink started to review/collect data.
Fuel pressure does not meet 120 Bar expected minimum during cranking.
P00C6 also set during extended cranking.**

**Fuel Pressure Relief Valve to be removed & inspected.
If debris noted, fuel system to be replaced.
If no debris noted, connector F122 terminals and related circuits between ECM & IPDM to be verified.
If no circuit concerns noted, replace Fuel Pressure Relief Valve & re-evaluate.**

If concern persists, Fuel Pressure Sensor & related circuits to be examined.

Keep me posted & have a great day!

**We want to hear what you think. Please take a few moments to complete the 2020 Carlisle technician survey
by: [CLICKING HERE](#)**

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

Thank you,

Joe S.

TECH LINE

Updating a TECH LINE Case:

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

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

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Case # [REDACTED]
Date Created: 8/27/2020
Customer name: [REDACTED]
VIN: 1N6BA1F4 [REDACTED]

Mileage:

Dealer code: 5201

Dealer name: MCGAVOCK NISSAN/AMARILLO

Customer's Concerns:
no start nois heard

Technician Findings:
engine bad broken cracnkshaft,
vehicle came in no start would not crank over found broken crankshaft -replaced engine and other required parts to completed repair when trying to restart vehicle will turn over but not start no codes primed fuel system no start replaced fuel filters check for fuel at secondary filter has fuel -checked connector f101-for wire signal continuity from f101-tof110-and from f101-to f109-i have 5 volt signal at connector f109-terminal 1 and 5 volt at f110-terminal 1 -I have ground source also I believe my injectors aren't letting fuel through I checked my connector from injectors to ecm I have continuity no codes I replaced ecm and programmed I rechecked all my grounds and connectors and everything is plugged in as it should had it doubled checked by another tech also:

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Re: Cas [REDACTED] **017 TITAN XD; A61, No start after engine replacement [ref: _00DA09j8L_ _5002I2A2bPS:ref]**

Message Date 9/9/2020 9:01 AM

Has Attachment

Email Address **b.claggett@mcgavocknissan.com**

Status **Read**

Subject **Re: Case [REDACTED] 2017 TITAN XD; A61, No start after engine replacement [ref:_00DA09j8L_5002I2A2bPS:ref]**

Text Body **On phone and have you do consult control to run flying graph.
If you can call around 10:30 would be great**

Sent from my iPhone

> On Sep 9, 2020, at 7:22 AM, TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:

>

>

>

> Well done & thank you for the update,

>

> All System Call confirms no DTCs setting in any modules.

> Unfortunately, the Flying Graph file will not display any data.

> If available, please supply the original .DM file created when capturing the data.

> If desired we can plan on another call and collect/review data together.

>

> Have we had a chance to verify the ECM power & ground or injector circuits?

> If yes, please provide details as to the testing & inspections performed along with the results obtained.

>

> Keep us posted & have a great day!

>

> We want to hear what you think. Please take a few moments to complete the 2020 Carlisle technician survey by: [CLICKING HERE](#)

>

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

>

>

> Thank you,

>

> Joe S.

> TECH LINE

>

>

> Updating a TECH LINE Case:

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

>

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

>

>

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

>

> Case #: [REDACTED]

> Date Created: 8/27/2020

> Customer name: [REDACTED]

> VIN: 1N6BA1F [REDACTED]

> Mileage:

> Dealer code: 5201

> Dealer name: MCGAVOCK NISSAN/AMARILLO

>

> Customer's Concerns:

> no start nois heard

>

> Technician Findings:

> engine bad broken cracnkshaft,

> vehicle came in no start would not crank over found broken crankshaft -replaced engine and other required parts to completed repair when trying to restart vehicle will turn over but not start no codes primed fuel system no start replaced fuel filters check for fuel at secondary filter has fuel -checked connector f101-for wire signal continuity from f101-tof110-and from f101-to f109-i have 5 volt signal at connector f109-terminal 1 and 5 volt at f110-terminal 1 -I have ground source also I believe my injectors aren't letting fuel through I checked my connector from injectors to ecm I have continuity no codes I replaced ecm and programmed

> I rechecked all my grounds and connectors and everything is plugged in as it should had it doubled checked by another tech also:

>
>
>

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>
>

> ref:_00DA09j8L._5002I2A2bPS:ref

Case [REDACTED] 2017 TITAN XD; A61, No start after engine replacement [ref:_00DA09j8L._5002I2A2bPS:ref]

Message Date 9/9/2020 7:22 AM

Has Attachment

Email Address b.claggett@mcgavocknissan.com

Status Sent

Subject Case 41192341; 2017 TITAN XD; A61, No start after engine replacement [ref:_00DA09j8L._5002I2A2bPS:ref]

Text Body saul davalos,

TECH LINE's latest case update is below.

Well done & thank you for the update,

All System Call confirms no DTCs setting in any modules.

Unfortunately, the Flying Graph file will not display any data.

If available, please supply the original .DM file created when capturing the data.

If desired we can plan on another call and collect/review data together.

Have we had a chance to verify the ECM power & ground or injector circuits?

If yes, please provide details as to the testing & inspections performed along with the results obtained.

Keep us posted & have a great day!

We want to hear what you think. Please take a few moments to complete the 2020 Carlisle technician survey by: [CLICKING HERE](#)

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

Thank you,

Joe S.

TECH LINE

Updating a TECH LINE Case:

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

6MB.

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Case [REDACTED]
Date Created: 8/27/2020
Customer name [REDACTED]
VIN: 1N6BA1F4[REDACTED]

Mileage:

Dealer code: 5201

Dealer name: MCGAVOCK NISSAN/AMARILLO

Customer's Concerns:
no start nois heard

Technician Findings:
engine bad broken cracnkshaft,
vehicle came in no start would not crank over found broken crankshaft -replaced engine and other required parts to completed repair when trying to restart vehicle will turn over but not start no codes primed fuel system no start replaced fuel filters check for fuel at secondary filter has fuel -checked connector f101-for wire signal continuity from f101-tof110-and from f101-to f109-i have 5 volt signal at connector f109-terminal 1 and 5 volt at f110-terminal 1 -I have ground source also I believe my injectors aren't letting fuel through I checked my connector from injectors to ecm I have continuity no codes I replaced ecm and programmed I rechecked all my grounds and connectors and everything is plugged in as it should had it doubled checked by another tech also:

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Re: Case [REDACTED] 2017 TITAN XD; A61, No start after engine replacement [ref:_00DA09j8L._5002I2A2bPS:ref]

Message Date 9/8/2020 12:01 PM

Has Attachment

Email Address b.claggett@mcgavocknissan.com

Status Read

Subject Re: Case 41192341; 2017 TITAN XD; A61, No start after engine replacement [ref:_00DA09j8L._5002I2A2bPS:ref]

Text Body Sent from my iPhone

> On Aug 28, 2020, at 11:15 AM, TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:
>
>

>
> I really appreciate your time on the phone today Saul,
> Please review the following synopsis of our conversation and proceed as discussed:
>
> Crank no start since long block replaced.
> Fuel Filters replaced, verified not contaminated.
> Priming appears adequate, believe no injector function, no DTCs.
> ECM Replaced, no change.
>
> If DTCs setting, please provide All System Call Data.
>
> Let's verify power & ground circuits at the ECM.
> Reference FSM: ENGINE - ENGINE CONTROL SYSTEM - CUMMINS 5.0L - ECU DIAGNOSIS INFORMATION –
ECM
>
> Injector circuits to also be verified.
> Reference FSM: P0201 – P0208
>
> In no concerns noted, please provide ECM Flying Graph Data during crank no start.
> Please include all available PIDs.
>
> Keep us posted & have a great day!
>
> Thank you,
> _____
> Joe S.
> 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: 8/27/2020
> Customer name:
> VIN: 1N6BA1F [REDACTED]
> Mileage:
> Dealer code: 5201
> Dealer name: MCGAVOCK NISSAN/AMARILLO
>
> Customer's Concerns:
> no start noise heard
>
> Technician Findings:
> engine bad broken crankshaft,
> vehicle came in no start would not crank over found broken crankshaft -replaced engine and other required
parts to completed repair when trying to restart vehicle will turn over but not start no codes primed fuel
system no start replaced fuel filters check for fuel at secondary filter has fuel -checked connector f101-for
wire signal continuity from f101-tof110-and from f101-to f109-i have 5 volt signal at connector f109-terminal 1
and 5 volt at f110-terminal 1 -I have ground source also I believe my injectors aren't letting fuel through I
checked my connector from injectors to ecm I have continuity no codes I replaced ecm and programmed
> I rechecked all my grounds and connectors and everything is plugged in as it should had it doubled
checked by another tech also:
>
>
>
> 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._5002I2A2bPS:ref

Cas [REDACTED] 2017 TITAN XD; A61, No start after engine replacement [ref:_00DA09j8L._5002I2A2bPS:ref]

Message Date 8/28/2020 11:15 AM
Has Attachment
Email Address b.claggett@mcgavocknissan.com
Status Sent
Subject Case 41192341; 2017 TITAN XD; A61, No start after engine replacement [ref:_00DA09j8L._5002I2A2bPS:ref]
Text Body saul davalos,

TECH LINE's latest case update is below.

**I really appreciate your time on the phone today Saul,
Please review the following synopsis of our conversation and proceed as discussed:**

**Crank no start since long block replaced.
Fuel Filters replaced, verified not contaminated.
Priming appears adequate, believe no injector function, no DTCs.
ECM Replaced, no change.**

If DTCs setting, please provide All System Call Data.

**Let's verify power & ground circuits at the ECM.
Reference ESM: ENGINE - ENGINE CONTROL SYSTEM - CUMMINS 5.0L - ECU DIAGNOSIS INFORMATION –
ECM**

**Injector circuits to also be verified.
Reference ESM: P0201 – P0208**

**In no concerns noted, please provide ECM Flying Graph Data during crank no start.
Please include all available PIDs.**

Keep us posted & have a great day!

Thank you,

Joe S.

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: 8/27/2020
Customer name: [REDACTED]
VIN: 1N6BA1F4 [REDACTED]

Mileage:

Dealer code: 5201

Dealer name: MCGAVOCK NISSAN/AMARILLO

Customer's Concerns:
no start nois heard

Technician Findings:
engine bad broken cracnkshaft,
vehicle came in no start would not crank over found broken crankshaft -replaced engine and other required parts to completed repair when trying to restart vehicle will turn over but not start no codes primed fuel system no start replaced fuel filters check for fuel at secondary filter has fuel -checked connector f101-for wire signal continuity from f101-tof110-and from f101-to f109-i have 5 volt signal at connector f109-terminal 1 and 5 volt at f110-terminal 1 -I have ground source also I believe my injectors aren't letting fuel through I checked my connector from injectors to ecm I have continuity no codes I replaced ecm and programmed I rechecked all my grounds and connectors and everything is plugged in as it should had it doubled checked by another tech also:

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Case # [REDACTED] 2017 TITAN XD; A61, No start after engine replacement [ref:_00DA09j8L._5002I2A2bPS:ref]

Message Date 8/27/2020 1:22 PM
Has Attachment
Email Address b.claggett@mcgavocknissan.com
Status Sent
Subject Case 41192341; 2017 TITAN XD; A61, No start after engine replacement [ref:_00DA09j8L._5002I2A2bPS:ref]
Text Body saul davalos,

TECH LINE's latest case update is below.

TSS recommendation:
Thank you for the case information.
What we should do on this one is to see what we are missing.
Typically a crank no start is due to a fuel system concern if no mechanical concerns are present.
The first thing would be to check the low pressure fuel system pressure with a mechanical gauge to verify that it is at least 68psi.
We should also check our fuel quality to be sure that it is ok by sending a sample to Blackstone.

Also allow the original fuel filters to sit if we still have them or remove the new filters and allow them to sit to check for crystallization for possible DEF contamination.
It could be that the truck had NG fuel and is lead to the no start now.
Lastly let's check that the crankshaft position sensor is reading as it should as well as verifying that we have rail pressure as expected compared to a known good vehicle.

Thank you,

Adam H

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 #: 41192341
Date Created: 8/27/2020
Customer name:
VIN: 1N6BA1F45HN507946

Mileage:

Dealer code: 5201

Dealer name: MCGAVOCK NISSAN/AMARILLO

Customer's Concerns:
no start nois heard

Technician Findings:

engine bad broken cracnkshaft,
vehicle came in no start would not crank over found broken crankshaft -replaced engine and other required parts to completed repair when trying to restart vehicle will turn over but not start no codes primed fuel system no start replaced fuel filters check for fuel at secondary filter has fuel -checked connector f101-for wire signal continuity from f101-tof110-and from f101-to f109-i have 5 volt signal at connector f109-terminal 1 and 5 volt at f110-terminal 1 -I have ground source also I believe my injectors aren't letting fuel through I checked my connector from injectors to ecm I have continuity no codes I replaced ecm and programmed I rechecked all my grounds and connectors and everything is plugged in as it should had it doubled checked by another tech also:

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Adam Hoff
Technical Support Specialist
Aftersales Dealer Support

Nissan North America, Inc.
610 Enon Springs Road East
Smyrna, TN 37167
Phone: [REDACTED] Fax: +1-615-967-3812

Case Comments

9/9/2020 11:33 AM

9/9/2020 7:21 AM

User **Joe Sabba**
Public

**I really appreciate your time on the phone again today Saul,
Please review the following synopsis of our conversation and proceed as discussed:**

**IPDM swapped, no change.
ECM power & ground ok
Techlink started to review/collect data.
Fuel pressure does not meet 120 Bar expected minimum during cranking.
P00C6 also set during extended cranking.**

Comment **Fuel Pressure Relief Valve to be removed & inspected.
If debris noted, fuel system to be replaced.
If no debris noted, connector F122 terminals and related circuits between ECM & IPDM to be verified.
If no circuit concerns noted, replace Fuel Pressure Relief Valve & re-evaluate.**

If concern persists, Fuel Pressure Sensor & related circuits to be examined.

Keep me posted & have a great day!

User **Joe Sabba**
Public

Well done & thank you for the update,

Comment **All System Call confirms no DTCs setting in any modules.
Unfortunately, the Flying Graph file will not display any data.
If available, please supply the original .DM file created when capturing the data.
If desired we can plan on another call and collect/review data together.**

**Have we had a chance to verify the ECM power & ground or injector circuits?
If yes, please provide details as to the testing & inspections performed along with the results obtained.**

Keep us posted & have a great day!

8/28/2020 11:15 AM

8/27/2020 1:21 PM

User **Joe Sabba**
Public

Comment **I really appreciate your time on the phone today Saul,
Please review the following synopsis of our conversation and proceed as discussed:**

**Crank no start since long block replaced.
Fuel Filters replaced, verified not contaminated.
Priming appears adequate, believe no injector function, no DTCs.
ECM Replaced, no change.**

If DTCs setting, please provide All System Call Data.

User **Adam Hoff**
Public

Comment **TSS recommendation:
Thank you for the case information.
What we should do on this one is to see what we are missing.
Typically a crank no start is due to a fuel system concern if no mechanical concerns are present.
The first thing would be to check the low pressure fuel system pressure with a mechanical gauge to verify that it is at least 68psi.
We should also check our fuel quality to be sure that it is ok by sending a sample to Blackstone.
Also allow the original fuel filters to sit if we still have them or remove the new filters and allow them to sit to check for crystallization for possible DEF contamination.
It could be that the truck had NG fuel and is lead to the no start now.
Lastly let's check that the crankshaft position sensor is reading as it should as well as verifying**

Let's verify power & ground circuits at the ECM.
Reference ESM: ENGINE - ENGINE CONTROL
SYSTEM - CUMMINS 5.0L - ECU DIAGNOSIS
INFORMATION - ECM

Injector circuits to also be verified.
Reference ESM: P0201 - P0208

In no concerns noted, please provide ECM Flying
Graph Data during crank no start.
Please include all available PIDs.

Keep us posted & have a great day!

that we have rail pressure as expected compared
to a known good vehicle.

8/27/2020 12:45 PM

User Steve Stutzman

Public

Comment

Customer Comments: no start noise heard
 Technician Findings: engine bad broken
crankshaft,
vehicle came in no start would not crank over
found broken crankshaft -replaced engine and
other required parts to completed repair when
trying to restart vehicle will turn over but not start
no codes primed fuel system no start replaced fuel
filters check for fuel at secondary filter has fuel -
checked connector f101-for wire signal continuity
from f101-to-f110-and from f101-to f109-i have 5 volt
signal at connector f109-terminal 1 and 5 volt at
f110-terminal 1 -I have ground source also I believe
my injectors aren't letting fuel through I checked
my connector from injectors to ecm I have
continuity no codes I replaced ecm and
programmed
I rechecked all my grounds and connectors and
everything is plugged in as it should had it
doubled checked by another tech also

DTSM Field Inspections

Status **Completed**
Created Date **9/9/2020**
Owner First Name **Lance**
DTSM Team **MWR**
Vehicle **1N6BA1F4**
DTSM Inspection Date **10/14/2020 9:18 AM**
Report Date **9/22/2020 5:32 PM**
VIN **1N6BA1F**

Chat Transcripts

01283836

Owner **SStut**
Start Time **8/27/2020 12:36 PM**
End Time **8/27/2020 12:51 PM**
Status **Completed**

Case History

9/23/2020 6:38 AM

User **Joe Sabba**
Action **Closed.**

9/9/2020 10:31 AM

User **Joe Sabba**
Action **Changed Status from Pending TECH LINE to Closed. Closed.**

9/9/2020 9:01 AM

User **Managed Services**
Action **Changed Reopen Date from 9/8/2020 12:01 PM to 9/9/2020 9:01 AM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

9/9/2020 7:22 AM

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

9/8/2020 12:01 PM

User **Managed Services**
Action **Changed First Call Resolution from Yes to No. Changed Reopen Date to 9/8/2020 12:01 PM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

8/28/2020 10:55 AM

User **Joe Sabba**
Action **Changed Subject from SRT; 41192341; Saul Davalos; 5201; (REPAIR) A61, No start after engine replacement to A61, No start after engine replacement. Closed.**

8/28/2020 10:51 AM

User **Joe Sabba**
Action **Changed Subject from SRT; 41192341; Saul A61, No start after engine replacement to SRT; 41192341; Saul Davalos; 5201; (REPAIR) A61, No start after engine replacement. Closed.**

8/28/2020 10:50 AM

User **Joe Sabba**
Action **Changed Subject from SRT; 41192341; A61, No start after engine replacement to SRT; 41192341; Saul A61, No start after engine replacement. Closed.**

8/28/2020 10:39 AM

User **Joe Sabba**
Action **Changed Subject from A61, No start after engine replacement to SRT; 41192341; A61, No start after engine replacement. Closed.**

8/28/2020 8:32 AM

User **Joe Sabba**
Action **Changed Case Owner from TECH LINE Tier 2 to Joe Sabba.**

8/28/2020 8:32 AM

User **Joe Sabba**
Action **Changed Case Owner from Adam Hoff to TECH LINE Tier 2.**

8/27/2020 1:22 PM

User **Adam Hoff**
Action **Changed Status from Open to Pending Dealer Reply. Closed.**

8/27/2020 1:14 PM

User **Adam Hoff**
Action **Changed Case Owner from TECH LINE Initial 1 to Adam Hoff.**

8/27/2020 12:47 PM

User **Steve Stutzman**

Action **Changed Case Owner from Steve Stutzman to TECH LINE Initial 1.**

8/27/2020 12:45 PM

User **Steve Stutzman**

Action **Created.**

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