



Case: [REDACTED]

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

General

Caller Name	[REDACTED]	Dealer	BANISTER NISSAN OF NORFOLK
NNAnet user ID	tva-40928	Contact Name	
Tech Preferred Phone	757-285-0919	Customer Name	
Tech Preferred Email	aaron.edmondson@banisternissan.com	Case Record Type	TECH LINE Cases
Preferred Contact Method	Phone	Case Owner	Phillip Page
Repair/Work Order	130515	Mobile Phone	
Job/Line Number	1	Texting Status	
Created Day	Monday		

Incident Information

Customer Comments	customer states while driving on highway vehicle lost fuel pressure.	Customer Name	[REDACTED]
Verified	Yes	Vehicle	1N6BA1F49G [REDACTED]
Question for TECH LINE	Other - Ask Question in Technician Findings	VIN	1N6BA1F49G [REDACTED]
Service Manual General Section	Engine	Archived VIN Make	
Service Manual Specific Section	Fuel System	Archived VIN Year	2016
Symptom Code Category	Experience/Occurrence	Archived VIN Model	TITAN XD
Symptom	MISFIRE	Incident/RO Date	9/24/2020
When does this concern occur?	ALL TIMES	Calculated Days Down	26
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	none	Total Days Down	26
Observed Modifications & Accessories	none	Repair Attempts	0
		Current Mileage	58,544
		Vehicle Mileage Prior Value	

Vehicle Purchased
Miles

Primary DTC

Current DTC

Past DTC

ECM P008A-00 ECM P244D-00 ECM
P2509-00

Other DTCs

TECH LINE Information

Subject	Loss of Fuel Pressure While Driving	Resolution Action	REPLACE
Status	Closed	Resolution Object	FUEL PUMP
Confirmed Resolution	Yes	Field Inspection Indicator	<input type="checkbox"/>
Component Code Category	EF Engine Fuel Systems	NNA Field Inspection Date	
Component Code Issue	EFD INJECTION PUMP (DIESEL)	FSSS	<input type="checkbox"/>
TECH LINE Template	ECC Initial Response	FSSS Date	
TREAD Component	XX		
Date/Time Closed	10/20/2020 11:34 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:

Activity History

Email: Case [REDACTED] 2016 TITAN XD; Loss of fuel pressure while driving. A61 [ref: _00DA09j8L_5002I2ARlls:ref]

Name	[REDACTED]
Task	<input checked="" type="checkbox"/>
Due Date	10/20/2020
Assigned To	Phillip Page
Last Modified Date/Time	10/20/2020 11:33 AM
Comments	Additional To: aaron.edmondson@banisternissan.com CC: BCC: phillip.page@nissan-usa.com Attachment: Subject: Cas [REDACTED]; 2016 TITAN XD; Loss of fuel pressure while driving. A61 [ref: _00DA09j8L_5002I2ARlls:ref] Body: Aaron, TECH LINE's latest case update is below. • Very interesting. Thank you for the update! The TECH LINE Survey can be accessed by: CLICKING HERE Thank you, _____ Phil PageTECH 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: 9/28/2020
Customer name: [REDACTED]
VIN: 1N6BA1F4 [REDACTED] Mileage: 58,544
Dealer code: 5691
Dealer name: BANISTER NISSAN OF NORFOLK

Customer's Concerns:

customer states while driving on highway vehicle lost fuel pressure.

Technician Findings:

customer states while driving on highway vehicle lost fuel pressure. customer had vehicle towed, batteries had died from sitting with hazard lights on and attempting to start vehicle, so customer replaced batteries and fuel filters. Engine will crank but still not start.

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ref:_00DA09j8L_5002I2ARlls:ref

Email: Cas [REDACTED] 2016 TITAN XD; Loss of fuel pressure while driving. A61 [ref:_00DA09j8L_5002I2ARlls:ref]

Name [REDACTED]
Task
Due Date 10/14/2020
Assigned To Phillip Page
Last Modified Date/Time 10/14/2020 9:59 AM
Comments Additional To: aaron.edmondson@banisternissan.com
CC:
BCC: phillip.page@nissan-usa.com
Attachment:

Body:

Aaron,

TECH LINE's latest case update is below.

- We currently have a 65 psi differential between cylinders which is about 16% variance

- A "wet" test would only be needed to confirm the pressures equalize and compression is normal
- If assuming the engine is okay based on 325-390 psi and engine not even trying to start, we can certainly continue diagnosis without a wet test

- Our next step would be the injector flow return test

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Thank you, _____ Phil PageTECH LINE

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Email: Case [REDACTED] 2016 TITAN XD; Loss of fuel pressure while driving. A61 [ref:_00DA09j8L_5002I2ARlls:ref]

Name	[REDACTED]
Task	<input checked="" type="checkbox"/>
Due Date	10/12/2020
Assigned To	Phillip Page
Last Modified Date/Time	10/12/2020 8:51 AM
Comments	<p>Additional To: aaron.edmondson@banisternissan.com CC: BCC: phillip.page@nissan-usa.com Attachment:</p> <p>Subject: Case [REDACTED] 2016 TITAN XD; Loss of fuel pressure while driving. A61 [ref:_00DA09j8L_5002I2ARlls:ref]</p> <p>Body: Aaron, TECH LINE's latest case update is below.</p> <ul style="list-style-type: none">• We have eliminated both the fuel quality and fuel pressure• If not starting, we must assume there is an engine mechanical concern or the injectors are not operating• There are no published specifications for engine compression• The ESM only states:<ol style="list-style-type: none">1. Look for variance between cylinders2. Determine if compression increases with a "wet" test

- From prior testing, we should read approximately 380-400 psi when tested "wet"
- Let's perform a "wet" compression test by adding oil to each cylinder
- Do we still see a variance between cylinders after the "wet" test?
- If we determine compression is equal across all cylinders when "wet" (within 10%) and approximately 380-390 psi, let's next perform a Fuel Injector Return Flow Test
- The special tool may not be available but can be done with some tubing and clear containers
- Is there fuel slowly exiting the drain hoses during cranking?
- Is there one injector that stands out as delivering more or less fuel?

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Thank you, _____ Phil Page TECH LINE

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Case # [REDACTED]
 Date Created: 9/28/2020
 Customer name: [REDACTED]
 VIN: 1N6BA1F49C [REDACTED] Mileage: 58,544
 Dealer code: 5691
 Dealer name: BANISTER NISSAN OF NORFOLK

Customer's Concerns:

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Email: Case [REDACTED] 2016 TITAN XD; Loss of fuel pressure while driving. A61 [ref:_00DA09j8L_5002I2ARlls:ref]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	10/6/2020
Assigned To	Phillip Page
Last Modified Date/Time	10/6/2020 9:59 AM
Comments	Additional To: aaron.edmondson@banisternissan.com CC: BCC: phillip.page@nissan-usa.com Attachment:

Subject: Case 41999586; 2016 TITAN XD; Loss of fuel pressure while driving. A61 [ref:_00DA09j8L_5002I2ARlls:ref]

Body:

Aaron,

TECH LINE's latest case update is below.

• If we have rail pressure and the engine is not starting, we must assume:

1. The fuel is not making it into the cylinders

2. The fuel quality is NG

3. The fuel is not being compressed to ignite

• Since we had no debris in the pump, we would not suspect the injectors are restricted

• In a few early-production MY16 vehicles, we found some with no-start related to a separated crankshaft

• Let's next have a fuel sample sent off for analysis

• Confirm the ECM part number is correct per VIN

• Document engine oil level and condition

• Lastly, we should perform a compression test to inspect for a variance between cylinders

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

Thank you, _____ Phil Page TECH LINE

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Case #: [REDACTED]

Date Created: 9/28/2020

Customer name: [REDACTED]

VIN: 1N6BA1F49[REDACTED] Mileage: 58,544

Dealer code: 5691

Dealer name: BANISTER NISSAN OF NORFOLK

Customer's Concerns:

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Technician Findings:

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ref:_00DA09j8L_5002I2ARlls:ref

Name
Task
Due Date 10/1/2020
Assigned To Phillip Page
Last Modified Date/Time 10/1/2020 1:25 PM
Comments

Additional To: aaron.edmondson@banisternissan.com
CC:
BCC: phillip.page@nissan-usa.com
Attachment:

Subject: Case [REDACTED] 2016 TITAN XD; Loss of fuel pressure while driving. A61 [ref:_00DA09j8L_5002I2ARlls:ref]

Body:

Aaron,

TECH LINE's latest case update is below.

- As we discussed on the phone, both the symptoms and DTC are telling us the fuel rail pressure is too low

- We may be building pressure on the high-side, but this may not be enough to start the engine

- The only way we will know "normal" cranking fuel rail pressure is to compare to another vehicle

- We have removed the fuel pump actuator from the pump for bore inspection, so the actuator will require replacement

- Since our symptom diagnosis leads to high pressure pump and the fuel pump actuator will require replacement, we should replace the high pressure pump as an assembly

- The remaining high pressure components will not be needed unless we confirm the presence of debris in the system

- Please let us know if you have any additional questions or need another phone call to discuss the results

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

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Thank you, _____ Phil Page TECH LINE

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Case # [REDACTED]

Date Created: 9/28/2020

Customer name:

VIN: 1N6BA1F49 [REDACTED] Mileage: 58,544

Dealer code: 5691

Dealer name: BANISTER NISSAN OF NORFOLK

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Email: Case 41999586; 2016 TITAN XD; Loss of fuel pressure while driving. A61 [ref:_00DA09j8L._5002I2ARlls:ref]

Name
Task
Due Date 10/1/2020
Assigned To Phillip Page
Last Modified Date/Time 10/1/2020 8:33 AM
Comments Additional To: aaron.edmondson@banisternissan.com
CC:
BCC: phillip.page@nissan-usa.com
Attachment:

Subject: Cas [REDACTED] 2016 TITAN XD; Loss of fuel pressure while driving. A61 [ref:_00DA09j8L._5002I2ARlls:ref]
Body:
Aaron,
TECH LINE's latest case update is below.
• Hello, Aaron! My name is Phil, and I will be assisting with your case

• P00C6 sets when the fuel rail pressure is too low

• We have eliminated the low side pressure with 73-75 psi fuel supply pressure, so possible remaining causes for a low rail pressure are: high-pressure fuel pump, fuel pressure relieve valve, or the stage 2 fuel filter

• What we commonly see is metal debris internal to the high pressure pump

• In these cases, we will build fuel pressure, but not enough to properly atomize the fuel so the engine can start

• We can confirm the presence of debris by removing the fuel pump actuator from the fuel pump housing. Keep in mind, this is a one-time-use part and must be replaced one removed

• If we confirm metallic debris in the fuel pump actuator bore, we should replace:

1. 8 fuel injectors
2. HP fuel pump
3. Left bank and right bank fuel rail
4. HP fuel lines (rail to injector, pump to rail, and rail to rail)
5. Fuel injector drain line
6. Stage 2 fuel filter
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, _____ Phil PageTECH LINE

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Email: Cas [REDACTED] 2016 TITAN XD; Loss of fuel pressure while driving. A61 [ref:_00DA09j8L_5002I2ARlls:ref]

Name
Task
Due Date 10/1/2020
Assigned To Adam Hoff
Last Modified Date/Time 10/1/2020 7:23 AM
Comments Additional To: aaron.edmondson@banisternissan.com
CC:
BCC: adam.hoff@nissan-usa.com
Attachment:

Subject: Case [REDACTED] 2016 TITAN XD; Loss of fuel pressure while driving. A61 [ref:_00DA09j8L_5002I2ARlls:ref]

Body:

Aaron Edmondson,
TECH LINE's latest case update is below.
TSS recommendation:

Thank you for the photos.

We apologize for the delay in response.

Please continue with replacement of the hp fuel pump and retest.

With no debris found only the pump will need to be replaced.

If assistance is still needed we can follow up with you after we receive an email response.
We want to hear what you think. Please take a few moments to complete the 2020 Carlisle technician survey by: [CLICKING HERE](#)
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Thank you, _____ Adam HTECH LINE

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Name [REDACTED]
Task
Due Date 9/28/2020
Assigned To Adam Hoff
Last Modified Date/Time 9/28/2020 10:26 AM
Comments Additional To: aaron.edmondson@banisternissan.com
CC:
BCC: adam.hoff@nissan-usa.com
Attachment:

Subject: Case [REDACTED] 2016 TITAN XD; Loss of fuel pressure while driving. A61 [ref:_00DA09j8L._5002I2ARlls:ref]

Body:

Aaron Edmondson,
TECH LINE's latest case update is below.
TSS recommendation:

P00C6 FUEL RAIL PRESSURE TOO LOW is almost always a hp fuel pump concern.

Let's remove the actuator on the fuel pump and check for debris in the bore and on the actuator screen.

If found replace all the hp fuel system components including the hp pump, hp line, rails, injectors, and injector drain lines.

We still recommend sitting out the filters for several hours to check for contamination such as crystallizing as this is a frequent cause of this that we see.

Crystallizing indicates fuel system contamination with DEF in which the entire fuel system should be replaced including the lift pump, tank, sending unit and lines.

Contamination is typically covered by the customer's insurance when found.
We want to hear what you think. Please take a few moments to complete the 2020 Carlisle technician survey by: [CLICKING HERE](#)
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Date Created: 9/28/2020
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VIN: 1N6BA1F49 _____ Mileage: 58,544
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Technician Findings:

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Pulled DTCs, found PAST codes for P008A-00 LOW PRESSURE FUEL SYSTEM, P244D-00 PARTICULATE FILTER REGEN B1, B2509-00 ECM/PCM power input signal. Fuel pressure warning NOT on dash. Monitored FUEL SPLY PRESS, pressure builds to 73-75psi with key on. Monitored when cranking, FUEL SPLY PRESS reads 71psi, FUEL RAIL PRESS CMD - 314bar, FUEL RAIL PRESS - 314bar. Removed both filters and verified both installed correctly. Took fuel sample from stage 1 housing, nothing abnormal, look and smells like diesel, no separation or contamination seen. Fuel level at below 1/2 tank. Cleared DTCs and none return. engine still cranks and cranks, no start, no DTCs besides the P2509. Unsure of where to go from here, I'm at a loss:

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ref:_00DA09j8L._5002I2ARlls:ref

Email: Cas _____ 2016 TITAN XD; Loss of fuel pressure while driving. A61 [ref:_00DA09j8L._5002I2ARlls:ref]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	9/28/2020
Assigned To	Adam Hoff
Last Modified Date/Time	9/28/2020 9:05 AM
Comments	Additional To: aaron.edmondson@banisternissan.com CC: BCC: adam.hoff@nissan-usa.com Attachment:

Subject: Cas _____ 2016 TITAN XD; Loss of fuel pressure while driving. A61 [ref:_00DA09j8L._5002I2ARlls:ref]

Body:
Aaron Edmondson,
TECH LINE's latest case update is below.
TSS recommendation:

Thank you for the case information.

Please check that the RPM is reading during cranking and that the harmonic balancer is also spinning correctly during cranking.

If ok, let's remove the fuel filters and let them sit for several hours to check for any signs of

crystallization.

We can see that no concerns were found with the fuel initially but this seems unlikely with all the pressures showing ok for the engine to not try to start unless there is no injector pulse on compression due to an engine mechanical concern.

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, _____ Adam HTECH 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: 9/28/2020

Customer name: [REDACTED]

VIN: 1N6BA1F49 [REDACTED] Mileage: 58,544

Dealer code: 5691

Dealer name: BANISTER NISSAN OF NORFOLK

Customer's Concerns:

customer states while driving on highway vehicle lost fuel pressure.

Technician Findings:

customer states while driving on highway vehicle lost fuel pressure. customer had vehicle towed, batteries had died from sitting with hazard lights on and attempting to start vehicle, so customer replaced batteries and fuel filters. Engine will crank but still not start.

Pulled DTCs, found PAST codes for P008A-00 LOW PRESSURE FUEL SYSTEM, P244D-00 PARTICULATE FILTER REGENE B1, B2509-00 ECM/PCM power input signal. Fuel pressure warning NOT on dash. Monitored FUEL SPLY PRESS, pressure builds to 73-75psi with key on. Monitored when cranking, FUEL SPLY PRESS reads 71psi, FUEL RAIL PRESS CMD - 314bar, FUEL RAIL PRESS - 314bar. Removed both filters and verified both installed correctly. Took fuel sample from stage 1 housing, nothing abnormal, look and smells like diesel, no separation or contamination seen. Fuel level at below 1/2 tank. Cleared DTCs and none return. engine still cranks and cranks, no start, no DTCs besides the P2509. Unsure of where to go from here, I'm at a loss:

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ref:_00DA09j8L._5002I2ARlls:ref

Email: Case [REDACTED] 2016 TITAN XD; Loss of fuel pressure while driving. A61 [ref:_00DA09j8L._5002I2ARlls:ref]

Name [REDACTED]
Task
Due Date 9/28/2020
Assigned To Adam Hoff
Last Modified Date/Time 9/28/2020 8:20 AM
Comments Additional To: aaron.edmondson@banisternissan.com
CC:
BCC: adam.hoff@nissan-usa.com
Attachment:

Subject: Case [REDACTED] 2016 TITAN XD; Loss of fuel pressure while driving. A61 [ref:_00DA09j8L._5002I2ARlls:ref]

Body:

Aaron Edmondson,
TECH LINE's latest case update is below.
TSS recommendation:

Thank you for the case information.

We do not usually see a crank no start associated with P2509 ECM/PCM POWER INPUT SIGNAL INTERMITTENT but this is possible.

Let's continue with the diagnosis per the ESM for this code and battery connections. Crank no start is more commonly due to a fuel system concern such as a failed HP fuel pump from running contaminated fuel or lack of lubrication from running the vehicle out of fuel.

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, _____ Adam HTECH 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 # _____

Date Created: 9/28/2020

Customer name: _____

VIN: 1N6BA1F49 _____ Mileage: 58,544

Dealer code: 5691

Dealer name: BANISTER NISSAN OF NORFOLK

Customer's Concerns:

customer states while driving on highway vehicle lost fuel pressure.

Technician Findings:

customer states while driving on highway vehicle lost fuel pressure. customer had vehicle towed, batteries had died from sitting with hazard lights on and attempting to start vehicle, so customer replaced batteries and fuel filters. Engine will crank but still not start.

Pulled DTCs, found PAST codes for P008A-00 LOW PRESSURE FUEL SYSTEM, P244D-00 PARTICULATE FILTER REGEN B1, B2509-00 ECM/PCM power input signal. Fuel pressure warning NOT on dash. Monitored FUEL SPLY PRESS, pressure builds to 73-75psi with key on. Monitored when cranking, FUEL SPLY PRESS reads 71psi, FUEL RAIL PRESS CMD - 314bar, FUEL RAIL PRESS - 314bar. Removed both filters and verified both installed correctly. Took fuel sample from stage 1 housing, nothing abnormal, look and smells like diesel, no separation or contamination seen. Fuel level at below 1/2 tank. Cleared DTCs and none return. engine still cranks and cranks, no start, no DTCs besides the P2509. Unsure of where to go from here, I'm at a loss:

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ref:_00DA09j8L._5002I2ARlls:ref

Email

Case # _____ 2016 TITAN XD; Loss of fuel pressure while driving. A61 [ref:_00DA09j8L._5002I2ARlls:ref]

Message Date 10/20/2020 11:33 AM

Has Attachment

Email Address aaron.edmondson@banisternissan.com

Status Sent

Subject Case # _____ 2016 TITAN XD; Loss of fuel pressure while driving. A61 [ref:_00DA09j8L._5002I2ARlls:ref]

Text Body Aaron Edmondson,

TECH LINE's latest case update is below.

TSS RECOMMENDATION:

• Very interesting. Thank you for the update!

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

Thank you,

Phil Page

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: 9/28/2020
Customer name: [REDACTED]
VIN: 1N6BA1 [REDACTED]

Mileage: 58,544

Dealer code: 5691

Dealer name: BANISTER NISSAN OF NORFOLK

Customer's Concerns:
customer states while driving on highway vehicle lost fuel pressure.

Technician Findings:
customer states while driving on highway vehicle lost fuel pressure. customer had vehicle towed, batteries had died from sitting with hazard lights on and attempting to start vehicle, so customer replaced batteries and fuel filters. Engine will crank but still not start.
Pulled DTCs, found PAST codes for P008A-00 LOW PRESSURE FUEL SYSTEM, P244D-00 PARTICULATE FILTER REGENE B1, B2509-00 ECM/PCM power input signal. Fuel pressure warning NOT on dash. Monitored FUEL SPLY PRESS, pressure builds to 73-75psi with key on. Monitored when cranking, FUEL SPLY PRESS reads 71psi, FUEL RAIL PRESS CMD - 314bar, FUEL RAIL PRESS - 314bar. Removed both filters and verified both installed correctly. Took fuel sample from stage 1 housing, nothing abnormal, look and smells like diesel, no separation or contamination seen, Fuel level at below 1/2 tank, Cleared DTCs and none return, engine still cranks and cranks, no start, no DTCs besides the P2509. Unsure of where to go from here, I'm at a loss:

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Phillip M Page
Technical Support Specialist
Aftersales Dealer Support – TECH LINE
Nissan North America, Inc.

Re: Case 41999586; 2016 TITAN XD; Loss of fuel pressure while driving. A61 [ref:_00DA09j8L._5002I2ARlls:ref]

Message Date 10/20/2020 11:15 AM
Has Attachment
Email Address aaron.edmondson@banisternissan.com
Status Read
Subject Re: Cas [REDACTED] 2016 TITAN XD; Loss of fuel pressure while driving. A61 [ref:_00DA09j8L._5002I2ARlls:ref]
Text Body Issue is resolved. Replaced Lift pump to resolve the issue. Evidently the pump was building pressure, but not producing volume.

On Wed, Oct 14, 2020 at 10:59 AM TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:

> Aaron,
>
> TECH LINE's latest case update is below.
>
>
> • We currently have a 65 psi differential between cylinders which is about
> 16% variance
> • A "wet" test would only be needed to confirm the pressures equalize and
> compression is normal
>
>
> • If assuming the engine is okay based on 325-390 psi and engine not even
> trying to start, we can certainly continue diagnosis without a wet test
> • Our next step would be the injector flow return test
>
>



>
>
>
>
> Thank you,
>
> _____
>
> Phil Page
>
> TECH LINE
>
>
>
> *Updating a TECH LINE Case:*
>
> Technician: Reply to this email; do not change the email subject line.
> Email file attachments are limited to 6MB.

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

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

>
>
> Case # [REDACTED]
> Date Created: 9/26/2020
> Customer name:
> VIN: 1N6BA1F49 [REDACTED]

>
> Mileage: 58,544
>
> Dealer code: 5691

>
> Dealer name: BANISTER NISSAN OF NORFOLK

>
> Customer's Concerns:
> customer states while driving on highway vehicle lost fuel pressure.

>
> Technician Findings:
> customer states while driving on highway vehicle lost fuel pressure.
> customer had vehicle towed, batteries had died from sitting with hazard
> lights on and attempting to start vehicle, so customer replaced batteries
> and fuel filters. Engine will crank but still not start.
> Pulled DTCs, found PAST codes for P008A-00 LOW PRESSURE FUEL SYSTEM,
> P244D-00 PARTICULATE FILTER REGENERATION B1, B2509-00 ECM/PCM power input signal.
> Fuel pressure warning NOT on dash. Monitored FUEL SUPPLY PRESS, pressure
> builds to 73-75psi with key on. Monitored when cranking, FUEL SUPPLY PRESS
> reads 71psi, FUEL RAIL PRESS CMD - 314bar, FUEL RAIL PRESS - 314bar.
> Removed both filters and verified both installed correctly. Took fuel
> sample from stage 1 housing, nothing abnormal, look and smells like diesel,
> no separation or contamination seen. Fuel level at below 1/2 tank. Cleared
> DTCs and none return. engine still cranks and cranks, no start, no DTCs
> besides the P2509. Unsure of where to go from here, I'm at a loss:

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>
>
> ref:_00DA09j8L_5002I2ARlls:ref

--
Aaron Edmondson
Nissan Master Technician
Shop Forman

Case # [REDACTED] 2016 TITAN XD; Loss of fuel pressure while driving. A61 [ref:_00DA09j8L_5002I2ARlls:ref]

Message Date 10/14/2020 9:59 AM
Has Attachment
Email Address aaron.edmondson@banisternissan.com

Status **Sent**
Subject **Case** [REDACTED] 016 TITAN XD; Loss of fuel pressure while driving. A61 [ref:_00DA09j8L._5002I2ARlls:ref]
Text Body **Aaron Edmondson,**

TECH LINE's latest case update is below.

TSS RECOMMENDATION:

- We currently have a 65 psi differential between cylinders which is about 16% variance
- A "wet" test would only be needed to confirm the pressures equalize and compression is normal
- If assuming the engine is okay based on 325-390 psi and engine not even trying to start, we can certainly continue diagnosis without a wet test
- Our next step would be the injector flow return test

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

Thank you,

Phil Page

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: 9/28/2020
Customer name:
VIN: 1N6BA1F49 [REDACTED]

Mileage: 58,544

Dealer code: 5691

Dealer name: BANISTER NISSAN OF NORFOLK

Customer's Concerns:

customer states while driving on highway vehicle lost fuel pressure.

Technician Findings:

customer states while driving on highway vehicle lost fuel pressure. customer had vehicle towed, batteries had died from sitting with hazard lights on and attempting to start vehicle, so customer replaced batteries and fuel filters. Engine will crank but still not start.

Pulled DTCs, found PAST codes for P008A-00 LOW PRESSURE FUEL SYSTEM, P244D-00 PARTICULATE FILTER REGENE B1, B2509-00 ECM/PCM power input signal. Fuel pressure warning NOT on dash. Monitored FUEL SPLY PRESS, pressure builds to 73-75psi with key on. Monitored when cranking, FUEL SPLY PRESS reads 71psi, FUEL RAIL PRESS CMD - 314bar, FUEL RAIL PRESS - 314bar. Removed both filters and verified both installed correctly. Took fuel sample from stage 1 housing, nothing abnormal, look and smells like diesel, no separation or contamination seen. Fuel level at below 1/2 tank. Cleared DTCs and none return. engine still cranks and cranks, no start, no DTCs besides the P2509. Unsure of where to go from here, I'm at a loss:

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Phillip M Page
Technical Support Specialist
Aftersales Dealer Support – TECH LINE
Nissan North America, Inc.

Re: Case [REDACTED] 016 TITAN XD; Loss of fuel pressure while driving. A61 [ref: _00DA09j8L_5002I2ARlls:ref]

Message Date 10/14/2020 8:05 AM
Has Attachment
Email Address aaron.edmondson@banisternissan.com
Status Read
Subject Re: Cas [REDACTED] 16 TITAN XD; Loss of fuel pressure while driving. A61 [ref: _00DA09j8L_5002I2ARlls:ref]

Text Body Is a wet compression test really necessary? If you look at my compression readings, some of them are already in that range and I still have no combustion on any cylinder. I am not just getting a no start, it's not turning over. You can't even hear it trying to start, not one fire, just cranking. It seems to me that doing a wet compression test would just waste more time, no? I agree with the fuel injector return flow test, but I have to reassemble everything before performing that test, so I wanted to be sure you didn't have a different reason or rationale for performing the wet compression test.

Thank you

On Mon, Oct 12, 2020 at 9:51 AM TECH LINE Email to Case < techlinesfdc@nissan-usa.com> wrote:

- > Aaron,
- >
- > TECH LINE's latest case update is below.
- >
- >
- > • We have eliminated both the fuel quality and fuel pressure
- > • If not starting, we must assume there is an engine mechanical concern or
- > the injectors are not operating
- >
- > • There are no published specifications for engine compression
- > • The ESM only states:

> 1. Look for variance between cylinders
> 2. Determine if compression increases with a "wet" test
>
> • From prior testing, we should read approximately 380-400 psi when tested
> "wet"
> • Let's perform a "wet" compression test by adding oil to each cylinder
> • Do we still see a variance between cylinders after the "wet" test?
>
> • If we determine compression is equal across all cylinders when "wet"
> (within 10%) and approximately 380-390 psi, let's next perform a Fuel
> Injector Return Flow Test
> • The special tool may not be available but can be done with some tubing
> and clear containers
> • Is there fuel slowly exiting the drain hoses during cranking?
> • Is there one injector that stands out as delivering more or less fuel?
>
>
>
> The TECH LINE Survey can be accessed by: CLICKING HERE
> <[https://urldefense.com/v3/_http://www.asistfaq.com/online_techline_survey.asp?SurveyId=TLSRVY2&uid=__;!!Bbg-OcCDIOs!Q7fpWy72UVbhUj1PHZAeOsU8TwMu7UTNR3nDRzl-rqIVr-a0Oud094rs_xHROUcC3kvX\\$](https://urldefense.com/v3/_http://www.asistfaq.com/online_techline_survey.asp?SurveyId=TLSRVY2&uid=__;!!Bbg-OcCDIOs!Q7fpWy72UVbhUj1PHZAeOsU8TwMu7UTNR3nDRzl-rqIVr-a0Oud094rs_xHROUcC3kvX$)>
>
>
>
> Thank you,
>
> _____
>
> Phil Page
>
> 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.
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>
> *If no response, we will assume additional assistance is not required and
> the case will be closed. Closed TECH LINE cases can be reopened.*
>
>
> Case #: [REDACTED]
> Date Created: 9/28/2020
> Customer name: [REDACTED]
> VIN: 1N6BA1F4 [REDACTED]
>
> Mileage: 58,544
>
> Dealer code: 5691
>
> Dealer name: BANISTER NISSAN OF NORFOLK
>
> Customer's Concerns:
> customer states while driving on highway vehicle lost fuel pressure.
>
>
> Technician Findings:
> customer states while driving on highway vehicle lost fuel pressure.

> customer had vehicle towed, batteries had died from sitting with hazard
> lights on and attempting to start vehicle, so customer replaced batteries
> and fuel filters. Engine will crank but still not start.
> Pulled DTCs, found PAST codes for P008A-00 LOW PRESSURE FUEL SYSTEM,
> P244D-00 PARTICULATE FILTER REGENE B1, B2509-00 ECM/PCM power input signal.
> Fuel pressure warning NOT on dash. Monitored FUEL SPLY PRESS, pressure
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> reads 71psi, FUEL RAIL PRESS CMD - 314bar, FUEL RAIL PRESS - 314bar.
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> DTCs and none return. engine still cranks and cranks, no start, no DTCs
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> all copies of the message.

>
>

> ref:_00DA09j8L._5002I2ARlls:ref

>

--

Aaron Edmondson
Master Technician
Shop Forman

Cas [REDACTED] 2016 TITAN XD; Loss of fuel pressure while driving. A61 [ref:_00DA09j8L._5002I2ARlls:ref]

Message Date 10/12/2020 8:51 AM

Has Attachment

Email Address aaron.edmondson@banisternissan.com

Status Sent

Subject Ca [REDACTED] 2016 TITAN XD; Loss of fuel pressure while driving. A61 [ref:_00DA09j8L._5002I2ARlls:ref]

Text Body Aaron Edmondson,

TECH LINE's latest case update is below.

TSS RECOMMENDATION:

- We have eliminated both the fuel quality and fuel pressure
- If not starting, we must assume there is an engine mechanical concern or the injectors are not operating

- There are no published specifications for engine compression
- The ESM only states:
 1. Look for variance between cylinders
 2. Determine if compression increases with a "wet" test

- From prior testing, we should read approximately 380-400 psi when tested "wet"
- Let's perform a "wet" compression test by adding oil to each cylinder
- Do we still see a variance between cylinders after the "wet" test?

- If we determine compression is equal across all cylinders when "wet" (within 10%) and approximately 380-390 psi, let's next perform a Fuel Injector Return Flow Test
- The special tool may not be available but can be done with some tubing and clear containers
- Is there fuel slowly exiting the drain hoses during cranking?
- Is there one injector that stands out as delivering more or less fuel?

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

Thank you,

Phil Page

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: 9/28/2020

Customer name: [REDACTED]

VIN: 1N6BA1F4 [REDACTED]

Mileage: 58,544

Dealer code: 5691

Dealer name: BANISTER NISSAN OF NORFOLK

Customer's Concerns:

customer states while driving on highway vehicle lost fuel pressure.

Technician Findings:

customer states while driving on highway vehicle lost fuel pressure. customer had vehicle towed, batteries had died from sitting with hazard lights on and attempting to start vehicle, so customer replaced batteries and fuel filters. Engine will crank but still not start.

Pulled DTCs, found PAST codes for P008A-00 LOW PRESSURE FUEL SYSTEM, P244D-00 PARTICULATE FILTER REGEN B1, B2509-00 ECM/PCM power input signal. Fuel pressure warning NOT on dash. Monitored FUEL SPLY PRESS, pressure builds to 73-75psi with key on. Monitored when cranking, FUEL SPLY PRESS reads 71psi, FUEL RAIL PRESS CMD - 314bar, FUEL RAIL PRESS - 314bar. Removed both filters and verified both installed correctly. Took fuel sample from stage 1 housing, nothing abnormal, look and smells like diesel, no separation or contamination seen. Fuel level at below 1/2 tank. Cleared DTCs and none return. engine still cranks and cranks, no start, no DTCs besides the P2509. Unsure of where to go from here, I'm at a loss:

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Phillip M Page
Technical Support Specialist
Aftersales Dealer Support – TECH LINE
Nissan North America, Inc.

Re: Case [REDACTED] 2016 TITAN XD; Loss of fuel pressure while driving. A61 [ref:_00DA09j8L._5002I2ARII:ref]

Message Date 10/12/2020 7:19 AM
Has Attachment
Email Address aaron.edmondson@banisternissan.com
Status Read
Subject Re: C [REDACTED] 2016 TITAN XD; Loss of fuel pressure while driving. A61 [ref:_0 [REDACTED] 2I2ARII:ref]
Text Body I have attached scan of ECU P/N and VIN, and Blackstone labs report of fuel.

Again, just like fuel rail pressure (at cranking) there is NO SPECIFICATION for compression pressure in the ESM. So I am unsure if the numbers I got are perfect, or maybe way too low?? No clue.

CYL 1: 375 psi
CYL 3: 390 psi
CYL 5: 325 psi
CYL 7: 395 psi

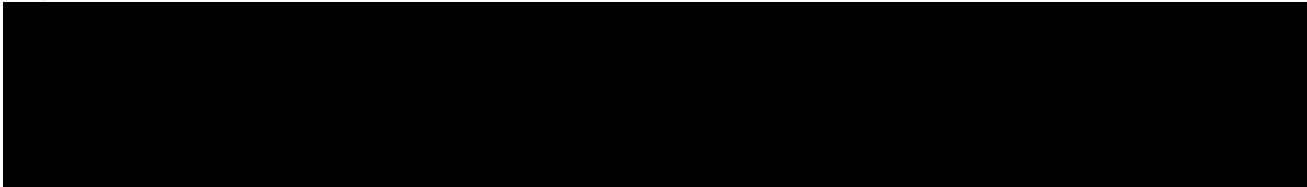
CYL 2: 350 psi
CYL 4: 350 psi
CYL 6: 355 psi
CYL 8: 350 psi

Oil level was very dark and appeared low on arrival.

On Tue, Oct 6, 2020 at 10:59 AM TECH LINE Email to Case < techlinesfdc@nissan-usa.com> wrote:

> Aaron,
>
> TECH LINE's latest case update is below.
>
>
> • If we have rail pressure and the engine is not starting, we must assume:
>
>
> 1. The fuel is not making it into the cylinders
>
>
> 2. The fuel quality is NG
>
>
> 3. The fuel is not being compressed to ignite
>
>
> • Since we had no debris in the pump, we would not suspect the injectors
> are restricted
>

- >
- > • In a few early-production MY16 vehicles, we found some with no-start
- > related to a separated crankshaft
- >
- >
- >
- >
- >
- > • Let's next have a fuel sample sent off for analysis
- >
- >
- > • Confirm the ECM part number is correct per VIN
- >
- >
- > • Document engine oil level and condition
- >
- >
- > • Lastly, we should perform a compression test to inspect for a variance
- > between cylinders
- >
- >



- >
- > Thank you,
- >
- > _____
- >
- > Phil Page
- >
- > TECH LINE
- >
- >
- >
- > *Updating a TECH LINE Case:*
- >
- > Technician: Reply to this email; do not change the email subject line.
- > Email file attachments are limited to 6MB.
- >
- >
- > From ASIST, Select TECH LINE Support Request, Enter your dealer code and
- > select Update a Case.
- >
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- >
- > *If no response, we will assume additional assistance is not required and
- > the case will be closed. Closed TECH LINE cases can be reopened.*
- >
- >
- > Case #: [REDACTED]
- > Date Created: 9/28/2020
- > Customer name: [REDACTED]
- > VIN: 1N6BA1F4 [REDACTED]
- >
- > Mileage: 58,544
- >
- > Dealer code: 5691
- >
- > Dealer name: BANISTER NISSAN OF NORFOLK
- >
- > Customer's Concerns:
- > customer states while driving on highway vehicle lost fuel pressure.

>
>
> Technician Findings:
> customer states while driving on highway vehicle lost fuel pressure.
> customer had vehicle towed, batteries had died from sitting with hazard
> lights on and attempting to start vehicle, so customer replaced batteries
> and fuel filters. Engine will crank but still not start.
>
>
> Pulled DTCs, found PAST codes for P008A-00 LOW PRESSURE FUEL SYSTEM,
> P244D-00 PARTICULATE FILTER REGENERATION B1, B2509-00 ECM/PCM power input signal.
> Fuel pressure warning NOT on dash. Monitored FUEL SUPPLY PRESS, pressure
> builds to 73-75psi with key on. Monitored when cranking, FUEL SUPPLY PRESS
> reads 71psi, FUEL RAIL PRESS CMD - 314bar, FUEL RAIL PRESS - 314bar.
> Removed both filters and verified both installed correctly. Took fuel
> sample from stage 1 housing, nothing abnormal, look and smells like diesel,
> no separation or contamination seen. Fuel level at below 1/2 tank. Cleared
> DTCs and none return. engine still cranks and cranks, no start, no DTCs
> besides the P2509. Unsure of where to go from here, I'm at a loss:
>
>
>
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> message or any part of it. Please notify the sender immediately and delete
> all copies of the message.
>
>
> ref:_00DA09j8L._5002I2ARlls:ref
>
--
Aaron Edmondson
Master Technician
Shop Foreman

C: [REDACTED] 2016 TITAN XD; Loss of fuel pressure while driving. A61 [ref:_00DA09j8L._5002I2ARlls:ref]

M: [REDACTED] /6/2020 9:59 AM

Has Attachment

Email Address aaron.edmondson@banisternissan.com

Status Sent

Subject Case [REDACTED] 2016 TITAN XD; Loss of fuel pressure while driving. A61 [ref:_00DA09j8L._5002I2ARlls:ref]

Text Body Aaron Edmondson,

TECH LINE's latest case update is below.

TSS RECOMMENDATION:

- If we have rail pressure and the engine is not starting, we must assume:
 1. The fuel is not making it into the cylinders
 2. The fuel quality is NG
 3. The fuel is not being compressed to ignite
- Since we had no debris in the pump, we would not suspect the injectors are restricted
- In a few early-production MY16 vehicles, we found some with no-start related to a separated crankshaft

- Let's next have a fuel sample sent off for analysis
- Confirm the ECM part number is correct per VIN
- Document engine oil level and condition
- Lastly, we should perform a compression test to inspect for a variance between cylinders

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

Thank you,

Phil Page

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: 9/28/2020

Customer name: [REDACTED]

VIN: 1N6BA1F4 [REDACTED]

Mileage: 58,544

Dealer code: 5691

Dealer name: BANISTER NISSAN OF NORFOLK

Customer's Concerns:

customer states while driving on highway vehicle lost fuel pressure.

Technician Findings:

customer states while driving on highway vehicle lost fuel pressure. customer had vehicle towed, batteries had died from sitting with hazard lights on and attempting to start vehicle, so customer replaced batteries and fuel filters. Engine will crank but still not start.

Pulled DTCs, found PAST codes for P008A-00 LOW PRESSURE FUEL SYSTEM, P244D-00 PARTICULATE FILTER REGEN B1, B2509-00 ECM/PCM power input signal. Fuel pressure warning NOT on dash. Monitored FUEL SPLY PRESS, pressure builds to 73-75psi with key on. Monitored when cranking, FUEL SPLY PRESS reads 71psi, FUEL RAIL PRESS CMD - 314bar, FUEL RAIL PRESS - 314bar. Removed both filters and verified both installed correctly. Took fuel sample from stage 1 housing, nothing abnormal, look and smells like diesel, no separation or contamination seen. Fuel level at below 1/2 tank. Cleared DTCs and none return. engine still cranks and cranks, no start, no DTCs besides the P2509. Unsure of where to go from here, I'm at a loss:

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Phillip M Page
Technical Support Specialist
Aftersales Dealer Support – TECH LINE
Nissan North America, Inc.

Re: Case 41999586; 2016 TITAN XD; Loss of fuel pressure while driving. A61 [ref:_00DA09j8L_5002I2ARlls:ref]

Message Date 10/6/2020 9:23 AM

Has Attachment

Email Address aaron.edmondson@banisternissan.com

Status Read

Subject Re: Ca [REDACTED] 2016 TITAN XD; Loss of fuel pressure while driving. A61 [ref:_00DA09j8L_5002I2ARlls:ref]

Text Body Good morning [REDACTED] As recommended, I have replaced the HP pump. No change. Cranking is speed the same, monitor readings are the same. No DTCs have set at this time. I have attached a video of data monitor while cranking. I can see the FUEL RAIL PRESSURE takes about 7 seconds to meet the commanded pressure, But does eventually match it, but still won't start. I do not have a KGV available to me at this time to compare. Seems to be doing the same thing as before I replaced the pump. Unsure what to do at this point.

On Thu, Oct 1, 2020 at 2:25 PM TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:

> Aaron,

>

> TECH LINE's latest case update is below.

>

>

> • As we discussed on the phone, both the symptoms and DTC are telling us

> the fuel rail pressure is too low

>

>

> • We may be building pressure on the high-side, but this may not be enough

> to start the engine

>

>

> • The only way we will know "normal" cranking fuel rail pressure is to

> compare to another vehicle

>

>

>

>

>

> • We have removed the fuel pump actuator from the pump for bore

> inspection, so the actuator will require replacement

>

>

> • Since our symptom diagnosis leads to high pressure pump and the fuel

> pump actuator will require replacement, we should replace the high pressure

> pump as an assembly

>

>

> • The remaining high pressure components will not be needed unless we

> confirm the presence of debris in the system

>

>

> • Please let us know if you have any additional questions or need another

> phone call to discuss the results

>
>
>

>

>

> Thank you,

>

> _____

>

> Phil Page

>

> 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: 9/28/2020

> Customer name:

> VIN: 1N6BA1F [REDACTED]

>

> Mileage: 58,544

>

> Dealer code: 5691

>

> Dealer name: BANISTER NISSAN OF NORFOLK

>

> Customer's Concerns:

> customer states while driving on highway vehicle lost fuel pressure.

>

>

> Technician Findings:

> customer states while driving on highway vehicle lost fuel pressure.

> customer had vehicle towed, batteries had died from sitting with hazard

> lights on and attempting to start vehicle, so customer replaced batteries

> and fuel filters. Engine will crank but still not start.

>

>

> Pulled DTCs, found PAST codes for P008A-00 LOW PRESSURE FUEL SYSTEM,

> P244D-00 PARTICULATE FILTER REGENE B1, B2509-00 ECM/PCM power input signal.

> Fuel pressure warning NOT on dash. Monitored FUEL SPLY PRESS, pressure

> builds to 73-75psi with key on. Monitored when cranking, FUEL SPLY PRESS
> reads 71psi, FUEL RAIL PRESS CMD - 314bar, FUEL RAIL PRESS - 314bar.
> Removed both filters and verified both installed correctly. Took fuel
> sample from stage 1 housing, nothing abnormal, look and smells like diesel,
> no separation or contamination seen. Fuel level at below 1/2 tank. Cleared
> DTCs and none return. engine still cranks and cranks, no start, no DTCs
> besides the P2509. Unsure of where to go from here, I'm at a loss:

>
>
>
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>

> ref:_00DA09j8L._5002I2ARlls:ref

>
--

Aaron Edmondson
Master Technician
Shop Forman

Case [REDACTED]; 2016 TITAN XD; Loss of fuel pressure while driving. A61 [ref:_00DA09j8L._5002I2ARlls:ref]

Message Date 10/1/2020 1:25 PM

Has Attachment

Email Address aaron.edmondson@banisternissan.com

Status Sent

Subject Case 41999586; 2016 TITAN XD; Loss of fuel pressure while driving. A61 [ref:_00DA09j8L._5002I2ARlls:ref]

Text Body Aaron Edmondson,

TECH LINE's latest case update is below.

RECOMMENDATION:

- As we discussed on the phone, both the symptoms and DTC are telling us the fuel rail pressure is too low
- We may be building pressure on the high-side, but this may not be enough to start the engine
- The only way we will know "normal" cranking fuel rail pressure is to compare to another vehicle

- We have removed the fuel pump actuator from the pump for bore inspection, so the actuator will require replacement
- Since our symptom diagnosis leads to high pressure pump and the fuel pump actuator will require replacement, we should replace the high pressure pump as an assembly
- The remaining high pressure components will not be needed unless we confirm the presence of debris in the system

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,

Phil Page

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: 9/28/2020
Customer name: [REDACTED]
VIN: 1N6BA1F [REDACTED]

Mileage: 58,544

Dealer code: 5691

Dealer name: BANISTER NISSAN OF NORFOLK

Customer's Concerns:
customer states while driving on highway vehicle lost fuel pressure.

Technician Findings:
customer states while driving on highway vehicle lost fuel pressure. customer had vehicle towed, batteries had died from sitting with hazard lights on and attempting to start vehicle, so customer replaced batteries and fuel filters. Engine will crank but still not start.
Pulled DTCs, found PAST codes for P008A-00 LOW PRESSURE FUEL SYSTEM, P244D-00 PARTICULATE FILTER REGENE B1, B2509-00 ECM/PCM power input signal. Fuel pressure warning NOT on dash. Monitored FUEL SPLY PRESS, pressure builds to 73-75psi with key on. Monitored when cranking, FUEL SPLY PRESS reads 71psi, FUEL RAIL PRESS CMD - 314bar, FUEL RAIL PRESS - 314bar. Removed both filters and verified both installed correctly. Took fuel sample from stage 1 housing, nothing abnormal, look and smells like diesel, no separation or contamination seen. Fuel level at below 1/2 tank. Cleared DTCs and none return. engine still cranks and cranks, no start, no DTCs besides the P2509. Unsure of where to go from here, I'm at a loss:

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Phillip M Page
Technical Support Specialist
Aftersales Dealer Support – TECH LINE
Nissan North America, Inc.

Re: Case [REDACTED] 2016 TITAN XD; Loss of fuel pressure while driving. A61 [ref:_00DA09j8L._5002I2ARlls:ref]

Message Date 10/1/2020 10:40 AM

Has Attachment

Email Address aaron.edmondson@banisternissan.com

Status Read

Subject Re: Case [REDACTED] 2016 TITAN XD; Loss of fuel pressure while driving. A61 [ref:_00DA09j8L._5002I2ARlls:ref]

Text Body Hello Phil. Thank you for your reply. I understand that you are just getting ahold of this case, so no offense to you, but seems as we are going in circles here. If you could give me a call when you get the chance, we can clear this up. Thank you.

On Thu, Oct 1, 2020 at 9:33 AM TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:

> Aaron,
>
> TECH LINE's latest case update is below.
>
>
> • Hello, Aaron! My name is Phil, and I will be assisting with your case
>
>
> • P00C6 sets when the fuel rail pressure is too low
>
>
> • We have eliminated the low side pressure with 73-75 psi fuel supply
> pressure, so possible remaining causes for a low rail pressure are:
> high-pressure fuel pump, fuel pressure relieve valve, or the stage 2 fuel
> filter
>
>
>
> • What we commonly see is metal debris internal to the high pressure pump
>
>
> • In these cases, we will build fuel pressure, but not enough to properly
> atomize the fuel so the engine can start
>
>
> • We can confirm the presence of debris by removing the fuel pump actuator
> from the fuel pump housing. Keep in mind, this is a one-time-use part and
> must be replaced one removed
>
>
> • If we confirm metallic debris in the fuel pump actuator bore, we should
> replace:
>
>
> 1. 8 fuel injectors
>
>
> 2. HP fuel pump
>
>
> 3. Left bank and right bank fuel rail
>
>
> 4. HP fuel lines (rail to injector, pump to rail, and rail to rail)
>

>
> 5. Fuel injector drain line

>
>
> 6. Stage 2 fuel filter

> We want to hear what you think. Please take a few moments to complete the

> [REDACTED]

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

> [REDACTED]

>
>
> Thank you,

> _____

> Phil Page

> 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: 9/28/2020

> Customer name: [REDACTED]

> VIN: 1N6BA1F [REDACTED]

> Mileage: 58,544

> Dealer code: 5691

> Dealer name: BANISTER NISSAN OF NORFOLK

> Customer's Concerns:

> customer states while driving on highway vehicle lost fuel pressure.

> Technician Findings:

> customer states while driving on highway vehicle lost fuel pressure.
> customer had vehicle towed, batteries had died from sitting with hazard
> lights on and attempting to start vehicle, so customer replaced batteries
> and fuel filters. Engine will crank but still not start.

> Pulled DTCs, found PAST codes for P008A-00 LOW PRESSURE FUEL SYSTEM,
> P244D-00 PARTICULATE FILTER REGENERATION B1, B2509-00 ECM/PCM power input signal.
> Fuel pressure warning NOT on dash. Monitored FUEL SUPPLY PRESS, pressure
> builds to 73-75psi with key on. Monitored when cranking, FUEL SUPPLY PRESS
> reads 71psi, FUEL RAIL PRESS CMD - 314bar, FUEL RAIL PRESS - 314bar.
> Removed both filters and verified both installed correctly. Took fuel
> sample from stage 1 housing, nothing abnormal, look and smells like diesel,
> no separation or contamination seen. Fuel level at below 1/2 tank. Cleared
> DTCs and none return. engine still cranks and cranks, no start, no DTCs
> besides the P2509. Unsure of where to go from here, I'm at a loss:

>
>
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>

>

> ref:_00DA09j8L._5002I2ARlls:ref

>

--

Aaron Edmondson
Master Technician
Shop Forman

Case [REDACTED] 2016 TITAN XD; Loss of fuel pressure while driving. A61 [ref:_00DA09j8L._5002I2ARlls:ref]

Message Date 10/1/2020 8:33 AM
Has Attachment
Email Address aaron.edmondson@banisternissan.com
Status Sent
Subject Case [REDACTED] 2016 TITAN XD; Loss of fuel pressure while driving. A61 [ref:_00DA09j8L._5002I2ARlls:ref]
Text Body Aaron Edmondson,

TECH LINE's latest case update is below.

RECOMMENDATION:

- Hello, Aaron! My name is Phil, and I will be assisting with your case
- P00C6 sets when the fuel rail pressure is too low
- We have eliminated the low side pressure with 73-75 psi fuel supply pressure, so possible remaining causes for a low rail pressure are: high-pressure fuel pump, fuel pressure relieve valve, or the stage 2 fuel filter

- What we commonly see is metal debris internal to the high pressure pump
- In these cases, we will build fuel pressure, but not enough to properly atomize the fuel so the engine can start
- We can confirm the presence of debris by removing the fuel pump actuator from the fuel pump housing. Keep in mind, this is a one-time-use part and must be replaced once removed
- If we confirm metallic debris in the fuel pump actuator bore, we should replace:
 1. 8 fuel injectors
 2. HP fuel pump
 3. Left bank and right bank fuel rail
 4. HP fuel lines (rail to injector, pump to rail, and rail to rail)
 5. Fuel injector drain line
 6. Stage 2 fuel filter

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,

Phil Page

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: 9/28/2020
Customer name: [REDACTED]
VIN: 1N6BA1F49 [REDACTED]

Mileage: 58,544

Dealer code: 5691

Dealer name: BANISTER NISSAN OF NORFOLK

Customer's Concerns:

customer states while driving on highway vehicle lost fuel pressure.

Technician Findings:

customer states while driving on highway vehicle lost fuel pressure. customer had vehicle towed, batteries had died from sitting with hazard lights on and attempting to start vehicle, so customer replaced batteries and fuel filters. Engine will crank but still not start.

Pulled DTCs, found PAST codes for P008A-00 LOW PRESSURE FUEL SYSTEM, P244D-00 PARTICULATE FILTER REGENE B1, B2509-00 ECM/PCM power input signal. Fuel pressure warning NOT on dash. Monitored FUEL SPLY PRESS, pressure builds to 73-75psi with key on. Monitored when cranking, FUEL SPLY PRESS reads 71psi, FUEL RAIL PRESS CMD - 314bar, FUEL RAIL PRESS - 314bar. Removed both filters and verified both installed correctly. Took fuel sample from stage 1 housing, nothing abnormal, look and smells like diesel, no separation or contamination seen, Fuel level at below 1/2 tank, Cleared DTCs and none return, engine still cranks and cranks, no start, no DTCs besides the P2509. Unsure of where to go from here, I'm at a loss:

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Phillip M Page
Technical Support Specialist
Aftersales Dealer Support – TECH LINE
Nissan North America, Inc.

Re: Case [REDACTED] 2016 TITAN XD; Loss of fuel pressure while driving. A61 [ref: _00DA09j8L_5002I2ARlls:ref]

Message Date 10/1/2020 8:07 AM
Has Attachment
Email Address aaron.edmondson@banisternissan.com
Status Read
Subject Re: Case [REDACTED] 2016 TITAN XD; Loss of fuel pressure while driving. A61 [ref: _00DA09j8L_5002I2ARlls:ref]
Text Body Is there a reason HP pump replacement is recommended? Being I saw 314bar at the fuel rail pressure sensor and still no start, seems strange to me.

On Thu, Oct 1, 2020 at 8:23 AM TECH LINE Email to Case < techlinesfdc@nissan-usa.com> wrote:

> Aaron Edmondson,
>
> TECH LINE's latest case update is below.
>
>
> TSS recommendation:
>
>
> Thank you for the photos.
>
>
> We apologize for the delay in response.
>
>
> Please continue with replacement of the hp fuel pump and retest.
>
>
> With no debris found only the pump will need to be replaced.
>
>
> If assistance is still needed we can follow up with you after we receive
> an email response.
>
>
> We want to hear what you think. Please take a few moments to complete the

[REDACTED]

[REDACTED]

>
>
> Thank you,

>
>
> _____
>
> Adam H
>
> TECH LINE
>
>
>
> *Updating a TECH LINE Case:*
>
> Technician: Reply to this email; do not change the email subject line.
> Email file attachments are limited to 6MB.
>
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> From ASIST, Select TECH LINE Support Request, Enter your dealer code and
> select Update a Case.
>
>
>
>
>
> *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: 9/28/2020
> Customer name:
> VIN: 1N6BA1F [REDACTED]
>
> Mileage: 58,544
>
> Dealer code: 5691
>
> Dealer name: BANISTER NISSAN OF NORFOLK
>
> Customer's Concerns:
> customer states while driving on highway vehicle lost fuel pressure.
>
>
> Technician Findings:
> customer states while driving on highway vehicle lost fuel pressure.
> customer had vehicle towed, batteries had died from sitting with hazard
> lights on and attempting to start vehicle, so customer replaced batteries
> and fuel filters. Engine will crank but still not start.
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> Pulled DTCs, found PAST codes for P008A-00 LOW PRESSURE FUEL SYSTEM,
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>
>
> ref:_00DA09j8L._5002I2ARlls:ref
>
--
Aaron Edmondson
Master Technician
Shop Forman

Case [REDACTED] 016 TITAN XD; Loss of fuel pressure while driving. A61 [ref:_00DA09j8L._5002I2ARlls:ref]

Message Date 10/1/2020 7:23 AM
Has Attachment
Email Address aaron.edmondson@banisternissan.com
Status Sent
Subject Case [REDACTED] 016 TITAN XD; Loss of fuel pressure while driving. A61 [ref:_00DA09j8L._5002I2ARlls:ref]
Text Body Aaron Edmondson,

TECH LINE's latest case update is below.

TSS recommendation:

Thank you for the photos.

We apologize for the delay in response.

Please continue with replacement of the hp fuel pump and retest.

With no debris found only the pump will need to be replaced.

If assistance is still needed we can follow up with you after we receive an email response.

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,

Adam H

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: 9/28/2020
Customer name: [REDACTED]
VIN: 1N6BA1F [REDACTED]

Mileage: 58,544

Dealer code: 5691

Dealer name: BANISTER NISSAN OF NORFOLK

Customer's Concerns:
customer states while driving on highway vehicle lost fuel pressure.

Technician Findings:
customer states while driving on highway vehicle lost fuel pressure. customer had vehicle towed, batteries had died from sitting with hazard lights on and attempting to start vehicle, so customer replaced batteries and fuel filters. Engine will crank but still not start.
Pulled DTCs, found PAST codes for P008A-00 LOW PRESSURE FUEL SYSTEM, P244D-00 PARTICULATE FILTER REGENE B1, B2509-00 ECM/PCM power input signal. Fuel pressure warning NOT on dash. Monitored FUEL SPLY PRESS, pressure builds to 73-75psi with key on. Monitored when cranking, FUEL SPLY PRESS reads 71psi, FUEL RAIL PRESS CMD - 314bar, FUEL RAIL PRESS - 314bar. Removed both filters and verified both installed correctly. Took fuel sample from stage 1 housing, nothing abnormal, look and smells like diesel, no separation or contamination seen. Fuel level at below 1/2 tank. Cleared DTCs and none return. engine still cranks and cranks, no start, no DTCs besides the P2509. Unsure of where to go from here, I'm at a loss:

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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: +1-615-223-4964 Fax: +1-615-967-3812

R [REDACTED] 2016 TITAN XD; Loss of fuel pressure while driving. A61 [ref:_00DA09j8L_5002I2ARlls:ref]
[REDACTED] 0 4:25 PM

Has Attachment

Email Address aaron.edmondson@banisternissan.com

Status Read

Subject Re: C: [REDACTED] 2016 TITAN XD; Loss of fuel pressure while driving. A61 [ref:_00DA09j8L_5002I2ARlls:ref]

Text Body Still stuck here and unsure where to continue....
Could someone give me a call in the morning? Would like you talk to someone about this truck and expedite this process if possible. Thank you.

On Wed, Sep 30, 2020 at 2:00 PM Aaron Edmondson <aaron.edmondson@banisternissan.com> wrote:

> Update:

> I remove the fuel filters and let them sit all day yesterday being I was
> off. No crystallization found anywhere on either filter or in canister
> housing. Removed HP fuel pump actuator. Nothing found that I consider
> abnormal. Attached photos, let me know what you think and where I should go
> from here.

>

> On Mon, Sep 28, 2020 at 11:26 AM TECH LINE Email to Case <
> techlinesfdc@nissan-usa.com> wrote:

>

>> Aaron Edmondson,

>>

>> TECH LINE's latest case update is below.

>>

>>

>> TSS recommendation:

>>

>>

>> P00C6 FUEL RAIL PRESSURE TOO LOW is almost always a hp fuel pump concern.

>>

>>

>> Let's remove the actuator on the fuel pump and check for debris in the
>> bore and on the actuator screen.

>>

>>

>> If found replace all the hp fuel system components including the hp pump,
>> hp line, rails, injectors, and injector drain lines.

>>

>>

>> We still recommend sitting out the filters for several hours to check for
>> contamination such as crystallizing as this is a frequent cause of this
>> that we see.

>>

>>

>> Crystallizing indicates fuel system contamination with DEF in which the
>> entire fuel system should be replaced including the lift pump, tank,
>> sending unit and lines.

>>

>>

>> Contamination is typically covered by the customer's insurance when found.

>>

>>

>> We want to hear what you think. Please take a few moments to complete the

>>

>>

>>

>>

>>

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

>>

>>

>>

>>

>>

>> Thank you,

>>

>> _____

>>

>> Adam H

>>

>> 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: 9/28/2020
>> Customer name:
>> VIN: 1N6BA1F4[REDACTED]
>>
>> Mileage: 58,544
>>
>> Dealer code: 5691
>>
>> Dealer name: BANISTER NISSAN OF NORFOLK
>>
>> Customer's Concerns:
>> customer states while driving on highway vehicle lost fuel pressure.
>>
>>
>> Technician Findings:
>> customer states while driving on highway vehicle lost fuel pressure.
>> customer had vehicle towed, batteries had died from sitting with hazard
>> lights on and attempting to start vehicle, so customer replaced batteries
>> and fuel filters. Engine will crank but still not start.
>>
>>
>> Pulled DTCs, found PAST codes for P008A-00 LOW PRESSURE FUEL SYSTEM,
>> P244D-00 PARTICULATE FILTER REGEN B1, B2509-00 ECM/PCM power input signal.
>> Fuel pressure warning NOT on dash. Monitored FUEL SPLY PRESS, pressure
>> builds to 73-75psi with key on. Monitored when cranking, FUEL SPLY PRESS
>> reads 71psi, FUEL RAIL PRESS CMD - 314bar, FUEL RAIL PRESS - 314bar.
>> Removed both filters and verified both installed correctly. Took fuel
>> sample from stage 1 housing, nothing abnormal, look and smells like diesel,
>> no separation or contamination seen. Fuel level at below 1/2 tank. Cleared
>> DTCs and none return. engine still cranks and cranks, no start, no DTCs
>> besides the P2509. Unsure of where to go from here, I'm at a loss:
>>
>>
>>
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>> message or any part of it. Please notify the sender immediately and delete
>> all copies of the message.
>>
>>
>> ref: _00DA09j8L._5002I2ARII:ref
>>
> --
> Aaron Edmondson
> Master Technician
> Shop Forman
>
>
> --

Aaron Edmondson
Master Technician
Shop Forman

Re: Cas [REDACTED] 2016 TITAN XD; Loss of fuel pressure while driving. A61 [ref:_00DA09j8L._5002I2ARlls:ref]

Message Date 9/30/2020 1:01 PM

Has Attachment

Email Address aaron.edmondson@banisternissan.com

Status Read

Subject Re: [REDACTED] 2016 TITAN XD; Loss of fuel pressure while driving. A61 [ref:[REDACTED]2I2ARlls:ref]

Text Body Update:

I remove the fuel filters and let them sit all day yesterday being I was off. No crystallization found anywhere on either filter or in canister housing. Removed HP fuel pump actuator. Nothing found that I consider abnormal. Attached photos, let me know what you think and where I should go from here.

On Mon, Sep 28, 2020 at 11:26 AM TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:

> Aaron Edmondson,
>
> TECH LINE's latest case update is below.
>
>
> TSS recommendation:
>
>
> P00C6 FUEL RAIL PRESSURE TOO LOW is almost always a hp fuel pump concern.
>
>
> Let's remove the actuator on the fuel pump and check for debris in the
> bore and on the actuator screen.
>
>
> If found replace all the hp fuel system components including the hp pump,
> hp line, rails, injectors, and injector drain lines.
>
>
> We still recommend sitting out the filters for several hours to check for
> contamination such as crystallizing as this is a frequent cause of this
> that we see.
>
>
> Crystallizing indicates fuel system contamination with DEF in which the
> entire fuel system should be replaced including the lift pump, tank,
> sending unit and lines.
>
>
> Contamination is typically covered by the customer's insurance when found.
>
>
> We want to hear what you think. Please take a few moments to complete the

[REDACTED]

>

[REDACTED]

>

>

>

> Thank you,

>
>
> _____
>
> Adam H
>
> 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: 9/28/2020
> Customer name: [REDACTED]
> VIN: 1N6BA [REDACTED]
>
> Mileage: 58,544
>
> Dealer code: 5691
>
> Dealer name: BANISTER NISSAN OF NORFOLK
>
> Customer's Concerns:
> customer states while driving on highway vehicle lost fuel pressure.
>
>
> Technician Findings:
> customer states while driving on highway vehicle lost fuel pressure.
> customer had vehicle towed, batteries had died from sitting with hazard
> lights on and attempting to start vehicle, so customer replaced batteries
> and fuel filters. Engine will crank but still not start.
>
>
> Pulled DTCs, found PAST codes for P008A-00 LOW PRESSURE FUEL SYSTEM,
> P244D-00 PARTICULATE FILTER REGENE B1, B2509-00 ECM/PCM power input signal.
> Fuel pressure warning NOT on dash. Monitored FUEL SPLY PRESS, pressure
> builds to 73-75psi with key on. Monitored when cranking, FUEL SPLY PRESS
> reads 71psi, FUEL RAIL PRESS CMD - 314bar, FUEL RAIL PRESS - 314bar.
> Removed both filters and verified both installed correctly. Took fuel
> sample from stage 1 housing, nothing abnormal, look and smells like diesel,
> no separation or contamination seen. Fuel level at below 1/2 tank. Cleared
> DTCs and none return. engine still cranks and cranks, no start, no DTCs
> besides the P2509. Unsure of where to go from here, I'm at a loss:
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>
>
> ref:_00DA09j8L._5002I2ARlls:ref
>
--
Aaron Edmondson
Master Technician
Shop Forman

Case: [REDACTED] 2016 TITAN XD; Loss of fuel pressure while driving. A61 [ref:_00DA09j8L._5002I2ARlls:ref]

Message Date 9/28/2020 10:26 AM
Has Attachment
Email Address aaron.edmondson@banisternissan.com
Status Sent
Subject Case: [REDACTED] 2016 TITAN XD; Loss of fuel pressure while driving. A61 [ref:_00DA09j8L._5002I2ARlls:ref]
Text Body Aaron Edmondson,

TECH LINE's latest case update is below.

TSS recommendation:

P00C6 FUEL RAIL PRESSURE TOO LOW is almost always a hp fuel pump concern.

Let's remove the actuator on the fuel pump and check for debris in the bore and on the actuator screen. If found replace all the hp fuel system components including the hp pump, hp line, rails, injectors, and injector drain lines.

We still recommend sitting out the filters for several hours to check for contamination such as crystallizing as this is a frequent cause of this that we see.

Crystallizing indicates fuel system contamination with DEF in which the entire fuel system should be replaced including the lift pump, tank, sending unit and lines.

Contamination is typically covered by the customer's insurance when found.

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,

Adam H

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: 9/28/2020
Customer name: [REDACTED]
VIN: 1N6BA1F4 [REDACTED]

Mileage: 58,544

Dealer code: 5691

Dealer name: BANISTER NISSAN OF NORFOLK

Customer's Concerns:
customer states while driving on highway vehicle lost fuel pressure.

Technician Findings:
customer states while driving on highway vehicle lost fuel pressure. customer had vehicle towed, batteries had died from sitting with hazard lights on and attempting to start vehicle, so customer replaced batteries and fuel filters. Engine will crank but still not start.
Pulled DTCs, found PAST codes for P008A-00 LOW PRESSURE FUEL SYSTEM, P244D-00 PARTICULATE FILTER REGEN B1, B2509-00 ECM/PCM power input signal. Fuel pressure warning NOT on dash. Monitored FUEL SPLY PRESS, pressure builds to 73-75psi with key on. Monitored when cranking, FUEL SPLY PRESS reads 71psi, FUEL RAIL PRESS CMD - 314bar, FUEL RAIL PRESS - 314bar. Removed both filters and verified both installed correctly. Took fuel sample from stage 1 housing, nothing abnormal, look and smells like diesel, no separation or contamination seen. Fuel level at below 1/2 tank. Cleared DTCs and none return. engine still cranks and cranks, no start, no DTCs besides the P2509. Unsure of where to go from here, I'm at a loss:

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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: +1-615-223-4964 Fax: +1-615-967-3812

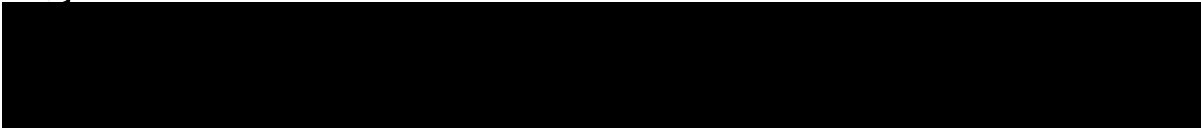
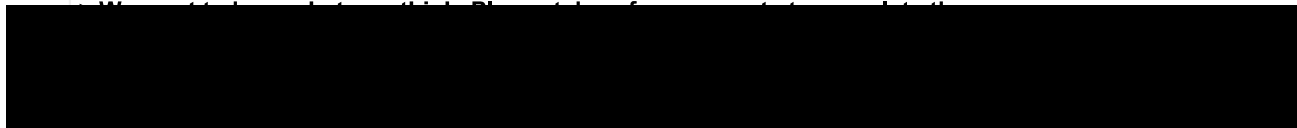
Re: [REDACTED] 2016 TITAN XD; Loss of fuel pressure while driving. A61 [ref:_00DA09j8L._5002I2ARlls:ref]

Message Date	9/28/2020 9:29 AM
Has Attachment	<input checked="" type="checkbox"/>
Email Address	aaron.edmondson@banisternissan.com
Status	Read
Subject	Re: Case 41999586; 2016 TITAN XD; Loss of fuel pressure while driving. A61 [ref:_00DA09j8L._5002I2ARlls:ref]

Text Body Cranking at 195rpm. Balancer appears to be spinning fine. After monitoring engine speed while cranking, went to all systems, found DTC P00C6-00 stored during cranking

On Mon, Sep 28, 2020 at 10:05 AM TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:

- > Aaron Edmondson,
- >
- > TECH LINE's latest case update is below.
- >
- >
- > TSS recommendation:
- >
- >
- > Thank you for the case information.
- >
- >
- > Please check that the RPM is reading during cranking and that the harmonic balancer is also spinning correctly during cranking.
- >
- >
- > If ok, let's remove the fuel filters and let them sit for several hours to check for any signs of crystallization.
- >
- >
- > We can see that no concerns were found with the fuel initially but this seems unlikely with all the pressures showing ok for the engine to not try to start unless there is no injector pulse on compression due to an engine mechanical concern.
- >
- >



> Thank you,

> _____
> Adam H

> 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.*
>
>
> Cas [REDACTED]
> Date Created: 9/28/2020
> Customer name [REDACTED]
> VIN: 1N6BA1 [REDACTED]
>
> Mileage: 58,544
>
> Dealer code: 5691
>
> Dealer name: BANISTER NISSAN OF NORFOLK
>
> Customer's Concerns:
> customer states while driving on highway vehicle lost fuel pressure.
>
>
> Technician Findings:
> customer states while driving on highway vehicle lost fuel pressure.
> customer had vehicle towed, batteries had died from sitting with hazard
> lights on and attempting to start vehicle, so customer replaced batteries
> and fuel filters. Engine will crank but still not start.
>
>
> Pulled DTCs, found PAST codes for P008A-00 LOW PRESSURE FUEL SYSTEM,
> P244D-00 PARTICULATE FILTER REGENE B1, B2509-00 ECM/PCM power input signal.
> Fuel pressure warning NOT on dash. Monitored FUEL SPLY PRESS, pressure
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> reads 71psi, FUEL RAIL PRESS CMD - 314bar, FUEL RAIL PRESS - 314bar.
> Removed both filters and verified both installed correctly. Took fuel
> sample from stage 1 housing, nothing abnormal, look and smells like diesel,
> no separation or contamination seen. Fuel level at below 1/2 tank. Cleared
> DTCs and none return. engine still cranks and cranks, no start, no DTCs
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>
>
> ref:_00DA09j8L_5002I2ARlls:ref
>

--
Aaron Edmondson
Master Technician
Shop Forman

[REDACTED] 2016 TITAN XD; Loss of fuel pressure while driving. A61 [ref:_00DA09j8L_5002I2ARlls:ref]

Message Date 9/28/2020 9:05 AM
Has Attachment
Email Address aaron.edmondson@banisternissan.com
Status Sent
Subject C [REDACTED] 2016 TITAN XD; Loss of fuel pressure while driving. A61 [ref:_00DA09j8L_5002I2ARlls:ref]
Text Body Aaron Edmondson,

TECH LINE's latest case update is below.

TSS recommendation:

Thank you for the case information.

Please check that the RPM is reading during cranking and that the harmonic balancer is also spinning correctly during cranking.

If ok, let's remove the fuel filters and let them sit for several hours to check for any signs of crystallization. We can see that no concerns were found with the fuel initially but this seems unlikely with all the pressures showing ok for the engine to not try to start unless there is no injector pulse on compression due to an engine mechanical concern.

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,

Adam H

TECH LINE

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Case: [REDACTED]
Date Created: 9/28/2020

Customer name: [REDACTED]

VIN: 1N6BA1F4 [REDACTED]

Mileage: 58,544

Dealer code: 5691

Dealer name: BANISTER NISSAN OF NORFOLK

Customer's Concerns:

customer states while driving on highway vehicle lost fuel pressure.

Technician Findings:

customer states while driving on highway vehicle lost fuel pressure. customer had vehicle towed, batteries had died from sitting with hazard lights on and attempting to start vehicle, so customer replaced batteries and fuel filters. Engine will crank but still not start. Pulled DTCs, found PAST codes for P008A-00 LOW PRESSURE FUEL SYSTEM, P244D-00 PARTICULATE FILTER REGENE B1, B2509-00 ECM/PCM power input signal. Fuel pressure warning NOT on dash. Monitored FUEL SPLY PRESS, pressure builds to 73-75psi with key on. Monitored when cranking, FUEL SPLY PRESS reads 71psi, FUEL RAIL PRESS CMD - 314bar, FUEL RAIL PRESS - 314bar. Removed both filters and verified both installed correctly. Took fuel sample from stage 1 housing, nothing abnormal, look and smells like diesel, no separation or contamination seen. Fuel level at below 1/2 tank. Cleared DTCs and none return. engine still cranks and cranks, no start, no DTCs besides the P2509. Unsure of where to go from here, I'm at a loss:

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Technical Support Specialist
Aftersales Dealer Support

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610 Enon Springs Road East
Smyrna, TN 37167
Phone: +1-615-223-4964 Fax: +1-615-967-3812

Re: Cas [REDACTED] 2016 TITAN XD; Loss of fuel pressure while driving. A61 [ref: _00DA09j8L. _5002I2ARlls:ref]

Message Date 9/28/2020 8:58 AM
Has Attachment
Email Address aaron.edmondson@banisternissan.com
Status Read
Subject Re: Cas [REDACTED] 2016 TITAN XD; Loss of fuel pressure while driving. A61 [ref: _00DA09j8L. _5002I2ARlls:ref]
Text Body Was able to clear all DTCs by disconnecting both batteries for 2+ min. Still cranks but no start.

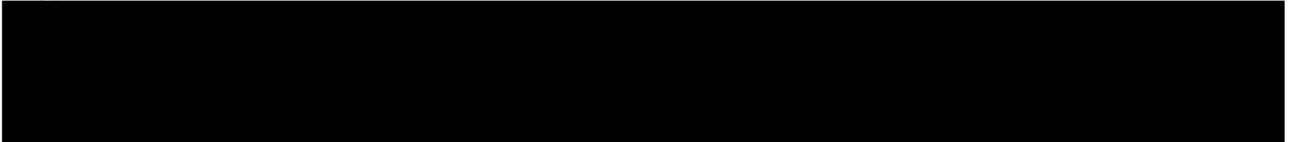
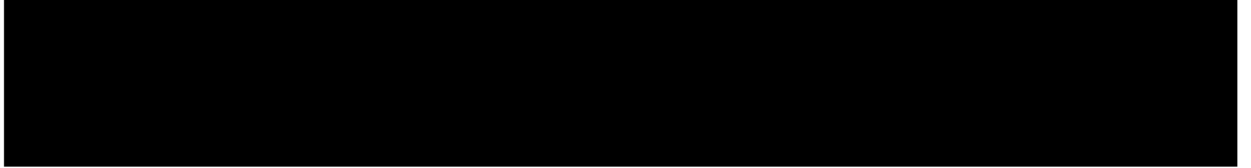
On Mon, Sep 28, 2020 at 9:24 AM Aaron Edmondson <aaron.edmondson@banisternissan.com> wrote:

> Attached a photo of a screenshot from data monitor while cranking engine.
> Fuel rail pressure command And actual fuel rail pressure are equal at
> 314bar = 4554psi. That would indicate we don't have a HP fuel pump issue,
> correct??

>
> On Mon, Sep 28, 2020 at 9:20 AM TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:

>
>> Aaron Edmondson,
>>
>> TECH LINE's latest case update is below.
>>
>>
>> TSS recommendation:
>>
>>
>> Thank you for the case information.

>>
>>
>> We do not usually see a crank no start associated with P2509 ECM/PCM
>> POWER INPUT SIGNAL INTERMITTENT but this is possible.
>>
>>
>> Let's continue with the diagnosis per the ESM for this code and battery
>> connections.
>>
>> Crank no start is more commonly due to a fuel system concern such as a
>> failed HP fuel pump from running contaminated fuel or lack of lubrication
>> from running the vehicle out of fuel.
>>



>>
>>
>>
>> Thank you,
>>
>> _____
>>
>> Adam H
>>
>> TECH LINE
>>
>>
>>
>> *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.
>>
>>
>>
>>
>>
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>> *If no response, we will assume additional assistance is not required and
>> the case will be closed. Closed TECH LINE cases can be reopened.*
>>
>>
>> Cas [REDACTED]
>> Date created: 08/20/20
>> Customer name: [REDACTED]
>> VIN: 1N6 [REDACTED]
>>
>> Mileage: 58,544
>>
>> Dealer code: 5691
>>
>> Dealer name: BANISTER NISSAN OF NORFOLK
>>
>> Customer's Concerns:
>> customer states while driving on highway vehicle lost fuel pressure.
>>
>>

>> Technician Findings:
>> customer states while driving on highway vehicle lost fuel pressure.
>> customer had vehicle towed, batteries had died from sitting with hazard
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>> DTCs and none return. engine still cranks and cranks, no start, no DTCs
>> besides the P2509. Unsure of where to go from here, I'm at a loss:
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>> and is intended to be received and read only by certain individuals. If it
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>> 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._5002I2ARII:ref
>>
> --
> Aaron Edmondson
> Master Technician
> Shop Forman
>
>
> --
Aaron Edmondson
Master Technician
Shop Forman

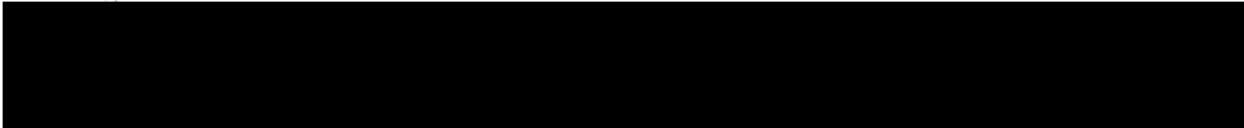
Re: Case 41999586; 2016 TITAN XD; Loss of fuel pressure while driving. A61 [ref:_00DA09j8L._5002I2ARII:ref]

Message Date 9/28/2020 8:25 AM
Has Attachment
Email Address aaron.edmondson@banisternissan.com
Status Re [REDACTED]
Subject Re [REDACTED] 16 TITAN XD; Loss of fuel pressure while driving. A61 [ref:_00DA09j8L._5002I2ARII:ref]
Text Body Attached a photo of a screenshot from data monitor while cranking engine. Fuel rail pressure command And actual fuel rail pressure are equal at 314bar = 4554psi. That would indicate we don't have a HP fuel pump issue, correct??

On Mon, Sep 28, 2020 at 9:20 AM TECH LINE Email to Case < techlinesfdc@nissan-usa.com> wrote:

> Aaron Edmondson,
>
> TECH LINE's latest case update is below.
>
>
> TSS recommendation:
>
>
> Thank you for the case information.

- >
- >
- > We do not usually see a crank no start associated with P2509 ECM/PCM POWER
- > INPUT SIGNAL INTERMITTENT but this is possible.
- >
- >
- > Let's continue with the diagnosis per the ESM for this code and battery
- > connections.
- >
- > Crank no start is more commonly due to a fuel system concern such as a
- > failed HP fuel pump from running contaminated fuel or lack of lubrication
- > from running the vehicle out of fuel.
- >



- >
- >
- > Thank you,
- >
- > _____
- >
- > Adam H
- >
- > 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: 9/28/2020
- > Customer name: [REDACTED]
- > VIN: 1N6BA [REDACTED]
- >
- > Mileage: 58,544
- >
- > Dealer code: 5691
- >
- > Dealer name: BANISTER NISSAN OF NORFOLK
- >
- > Customer's Concerns:
- > customer states while driving on highway vehicle lost fuel pressure.
- >
- >
- >

> **Technician Findings:**
> customer states while driving on highway vehicle lost fuel pressure.
> customer had vehicle towed, batteries had died from sitting with hazard
> lights on and attempting to start vehicle, so customer replaced batteries
> and fuel filters. Engine will crank but still not start.
>
>
> Pulled DTCs, found PAST codes for P008A-00 LOW PRESSURE FUEL SYSTEM,
> P244D-00 PARTICULATE FILTER REGENERATION B1, B2509-00 ECM/PCM power input signal.
> Fuel pressure warning NOT on dash. Monitored FUEL SUPPLY PRESS, pressure
> builds to 73-75psi with key on. Monitored when cranking, FUEL SUPPLY PRESS
> reads 71psi, FUEL RAIL PRESS CMD - 314bar, FUEL RAIL PRESS - 314bar.
> Removed both filters and verified both installed correctly. Took fuel
> sample from stage 1 housing, nothing abnormal, look and smells like diesel,
> no separation or contamination seen. Fuel level at below 1/2 tank. Cleared
> DTCs and none return. engine still cranks and cranks, no start, no DTCs
> besides the P2509. Unsure of where to go from here, I'm at a loss:
>
>
>
>
> This communication may contain information that is proprietary,
> privileged, confidential, or otherwise legally protected from disclosure,
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> message or any part of it. Please notify the sender immediately and delete
> all copies of the message.
>
>
> ref:_00DA09j8L._5002I2ARlls:ref
>
--
Aaron Edmondson
Master Technician
Shop Forman

Cas [REDACTED] 016 TITAN XD; Loss of fuel pressure while driving. A61 [ref:_00DA09j8L._5002I2ARlls:ref]

Message Date 9/28/2020 8:20 AM
Has Attachment
Email Address aaron.edmondson@banisternissan.com
Status Sent
Subject Cas [REDACTED] 6 TITAN XD; Loss of fuel pressure while driving. A61 [ref:_00DA09j8L._5002I2ARlls:ref]
Text Body Aaron Edmondson,

TECH LINE's latest case update is below.

TSS recommendation:

Thank you for the case information.

We do not usually see a crank no start associated with P2509 ECM/PCM POWER INPUT SIGNAL INTERMITTENT but this is possible.

Let's continue with the diagnosis per the ESM for this code and battery connections.

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,

Adam H

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: 9/28/2020
Customer name [REDACTED]
VIN: 1N6BA1F [REDACTED]

Mileage: 58,544

Dealer code: 5691

Dealer name: BANISTER NISSAN OF NORFOLK

Customer's Concerns:

customer states while driving on highway vehicle lost fuel pressure.

Technician Findings:

customer states while driving on highway vehicle lost fuel pressure. customer had vehicle towed, batteries had died from sitting with hazard lights on and attempting to start vehicle, so customer replaced batteries and fuel filters. Engine will crank but still not start.

Pulled DTCs, found PAST codes for P008A-00 LOW PRESSURE FUEL SYSTEM, P244D-00 PARTICULATE FILTER REGENE B1, B2509-00 ECM/PCM power input signal. Fuel pressure warning NOT on dash. Monitored FUEL SPLY PRESS, pressure builds to 73-75psi with key on. Monitored when cranking, FUEL SPLY PRESS reads 71psi, FUEL RAIL PRESS CMD - 314bar, FUEL RAIL PRESS - 314bar. Removed both filters and verified both installed correctly. Took fuel sample from stage 1 housing, nothing abnormal, look and smells like diesel, no separation or contamination seen. Fuel level at below 1/2 tank. Cleared DTCs and none return. engine still cranks and cranks, no start, no DTCs besides the P2509. Unsure of where to go from here, I'm at a loss:

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misdirected, or if you suspect you have received this in error, you are not authorized to read, print, retain, copy, or disseminate this message or any part of it. Please notify the sender immediately and delete all copies of the message.

Adam Hoff
Technical Support Specialist
Aftersales Dealer Support

Nissan North America, Inc.
610 Enon Springs Road East
Smyrna, TN 37167
Phone: +1-615-223-4964 Fax: +1-615-967-3812

Case Comments

10/20/2020 11:33 AM

User Phillip Page
Public
Comment **TSS RECOMMENDATION:**
• Very interesting. Thank you for the update!

10/14/2020 9:58 AM

User Phillip Page
Public
Comment **TSS RECOMMENDATION:**
• We currently have a 65 psi differential between cylinders which is about 16% variance
• A "wet" test would only be needed to confirm the pressures equalize and compression is normal
• If assuming the engine is okay based on 325-390 psi and engine not even trying to start, we can certainly continue diagnosis without a wet test
• Our next step would be the injector flow return test

10/12/2020 8:51 AM

User Phillip Page
Public
Comment **TSS RECOMMENDATION:**
• We have eliminated both the fuel quality and fuel pressure
• If not starting, we must assume there is an engine mechanical concern or the injectors are not operating

• There are no published specifications for engine compression
• The ESM only states:
1. Look for variance between cylinders
2. Determine if compression increases with a "wet" test

• From prior testing, we should read approximately 380-400 psi when tested "wet"
• Let's perform a "wet" compression test by adding oil to each cylinder
• Do we still see a variance between cylinders after the "wet" test?

• If we determine compression is equal across all cylinders when "wet" (within 10%) and approximately 380-390 psi, let's next perform a Fuel Injector Return Flow Test
• The special tool may not be available but can be done with some tubing and clear containers
• Is there fuel slowly exiting the drain hoses during

10/20/2020 11:30 AM

User Phillip Page
Public
Comment **DEALER UPDATE:**
• Issue is resolved. Replaced Lift pump to resolve the issue.
• Evidently the pump was building pressure, but not producing volume.

10/14/2020 9:51 AM

User Phillip Page
Public
Comment **DEALER UPDATE:**
• Is a wet compression test really necessary? If you look at my compression readings, some of them are already in that range and I still have no combustion on any cylinder.
• I am not just getting a no start, it's not turning over.
• You can't even hear it trying to start, not one fire, just cranking.
• It seems to me that doing a wet compression test would just waste more time, no?
• I agree with the fuel injector return flow test, but I have to reassemble everything before performing that test, so I wanted to be sure you didn't have a different reason or rationale for performing the wet compression test.

10/12/2020 8:23 AM

User Phillip Page
Public
Comment **TSS NOTES:**
• ECM ROM: 23710-EZ43B
• Fuel Sample Inspection Report: Serviceable fuel

10/6/2020 9:59 AM

User Phillip Page
Public
Comment **TSS RECOMMENDATION:**
• If we have rail pressure and the engine is not starting, we must assume:
1. The fuel is not making it into the cylinders
2. The fuel quality is NG
3. The fuel is not being compressed to ignite
• Since we had no debris in the pump, we would not suspect the injectors are restricted
• In a few early-production MY16 vehicles, we found some with no-start related to a separated crankshaft

cranking?

- Is there one injector that stands out as delivering more or less fuel?

- Let's next have a fuel sample sent off for analysis
- Confirm the ECM part number is correct per VIN
- Document engine oil level and condition
- Lastly, we should perform a compression test to inspect for a variance between cylinders

10/12/2020 8:23 AM

User Phillip Page

Public

DEALER UPDATE:

- I have attached scan of ECU P/N and VIN, and Blackstone labs report of fuel.
- Again, just like fuel rail pressure (at cranking) there is **NO SPECIFICATION** for compression pressure in the ESM.
- So I am unsure if the numbers I got are perfect, or maybe way too low?? No clue.

Comment

- CYL 1: 375 psi
- CYL 3: 390 psi
- CYL 5: 325 psi
- CYL 7: 395 psi

- CYL 2: 350 psi
- CYL 4: 350 psi
- CYL 6: 355 psi
- CYL 8: 350 psi

- Oil level was very dark and appeared low on arrival.

10/1/2020 1:24 PM

User Phillip Page

Public

RECOMMENDATION:

- As we discussed on the phone, both the symptoms and DTC are telling us the fuel rail pressure is too low
- We may be building pressure on the high-side, but this may not be enough to start the engine
- The only way we will know "normal" cranking fuel rail pressure is to compare to another vehicle

Comment

- We have removed the fuel pump actuator from the pump for bore inspection, so the actuator will require replacement
- Since our symptom diagnosis leads to high pressure pump and the fuel pump actuator will require replacement, we should replace the high pressure pump as an assembly
- The remaining high pressure components will not be needed unless we confirm the presence of debris in the system

10/6/2020 9:40 AM

User Phillip Page

Public

DEALER UPDATE:

- Good morning Phil.
- As recommended, I have replaced the HP pump. No change.
- Cranking is speed the same, monitor readings are the same.
- No DTCs have set at this time.
- I have attached a video of data monitor while cranking.

Comment

- I can see the FUEL RAIL PRESSURE takes about 7 seconds to meet the commanded pressure, but does eventually match it, but still won't start.
- I do not have a KGV available to me at this time to compare.
- Seems to be doing the same thing as before I replaced the pump.
- Unsure what to do at this point.

10/1/2020 1:15 PM

User Phillip Page

Public

DESCRIPTION:

- Hello Phil. Thank you for your reply.
- I understand that you are just getting ahold of this case, so no offense to you, but seems as we are going in circles here.
- If you could give me a call when you get the chance, we can clear this up. Thank you.

Comment

10/1/2020 8:31 AM

User Phillip Page

Public

DESCRIPTION:

- Is there a reason HP pump replacement is recommended?
- Being I saw 314bar at the fuel rail pressure sensor and still no start, seems strange to me.

Comment

10/1/2020 1:18 PM

User Phillip Page

Public

TSS NOTES:

- Called tech to follow up
- Fuel supply pressure 75 psi as read in data monitor
- Asking for clarification as to why the fuel pump is needing replacement since it is building pressure
- Advised high side pressure can increase and still not meet the target value or start the engine if pressure is insufficient
- Actuator has been removed from the HP pump and will require replacement

Comment

10/1/2020 7:22 AM

User Adam Hoff

Public

Comment

- Email response from dealer:**
- I remove the fuel filters and let them sit all day yesterday being I was off. No crystallization found anywhere on either filter or in canister housing. Removed HP fuel pump actuator. Nothing found that I consider abnormal. Attached photos, let me know what you think and where I should go

10/1/2020 8:33 AM

User Phillip Page

Public

RECOMMENDATION:

- Hello, Aaron! My name is Phil, and I will be assisting with your case
- P00C6 sets when the fuel rail pressure is too low
- We have eliminated the low side pressure with 73-75 psi fuel supply pressure, so possible remaining causes for a low rail pressure are: high-pressure fuel pump, fuel pressure relieve valve, or the stage 2 fuel filter

Comment

- What we commonly see is metal debris internal to the high pressure pump
- In these cases, we will build fuel pressure, but not enough to properly atomize the fuel so the engine can start
- We can confirm the presence of debris by removing the fuel pump actuator from the fuel pump housing. Keep in mind, this is a one-time-use part and must be replaced one removed
- If we confirm metallic debris in the fuel pump actuator bore, we should replace:
 1. 8 fuel injectors
 2. HP fuel pump
 3. Left bank and right bank fuel rail
 4. HP fuel lines (rail to injector, pump to rail, and rail to rail)
 5. Fuel injector drain line
 6. Stage 2 fuel filter

10/1/2020 7:22 AM

User Adam Hoff

Public

Comment

TSS recommendation:
 Thank you for the photos.
 We apologize for the delay in response.
 Please continue with replacement of the hp fuel pump and retest.
 With no debris found only the pump will need to be replaced.
 If assistance is still needed we can follow up with you after we receive an email response.

9/28/2020 10:26 AM

User Adam Hoff

Public

Comment

TSS recommendation:
P00C6 FUEL RAIL PRESSURE TOO LOW is almost always a hp fuel pump concern.
 Let's remove the actuator on the fuel pump and check for debris in the bore and on the actuator screen.
 If found replace all the hp fuel system components including the hp pump, hp line, rails, injectors, and injector drain lines.
 We still recommend sitting out the filters for several hours to check for contamination such as crystallizing as this is a frequent cause of this that we see.
 Crystallizing indicates fuel system contamination with DEF in which the entire fuel system should be replaced including the lift pump, tank, sending unit and lines.

from here.

Still stuck here and unsure where to continue....

9/28/2020 10:26 AM

User Adam Hoff

Public

Comment

Email response from dealer:
 Cranking at 195rpm. Balancer appears to be spinning fine. After monitoring engine speed while cranking, went to all systems, found DTC P00C6-00 stored during cranking

9/28/2020 9:04 AM

User Adam Hoff

Public

Comment

Email response from dealer:
 Attached a photo of a screenshot from data monitor while cranking engine.
 Fuel rail pressure command And actual fuel rail pressure are equal at 314bar = 4554psi. That would indicate we don't have a HP fuel pump issue, correct?
 Was able to clear all DTCs by disconnecting both batteries for 2+ min.
 Still cranks but no start.

9/28/2020 8:19 AM

User Adam Hoff

Public

Comment

TSS recommendation:
 Thank you for the case information.
 We do not usually see a crank no start associated with P2509 ECM/PCM POWER INPUT SIGNAL INTERMITTENT but this is possible.
 Let's continue with the diagnosis per the ESM for this code and battery connections.

Contamination is typically covered by the customer's insurance when found.

9/28/2020 9:04 AM

User Adam Hoff

Public

Comment

TSS recommendation:
Thank you for the case information.
Please check that the RPM is reading during cranking and that the harmonic balancer is also spinning correctly during cranking.
If ok, let's remove the fuel filters and let them sit for several hours to check for any signs of crystallization.
We can see that no concerns were found with the fuel initially but this seems unlikely with all the pressures showing ok for the engine to not try to start unless there is no injector pulse on compression due to an engine mechanical concern.

9/28/2020 9:03 AM

User Adam Hoff

Public

Comment

Email response from dealer:
Attached a photo of a screenshot from data monitor while cranking engine.
Fuel rail pressure command And actual fuel rail pressure are equal at 314bar = 4554psi. That would indicate we don't have a HP fuel pump issue, correct?
Was able to clear all DTCs by disconnecting both batteries for 2+ min.
Still cranks but no start.

9/28/2020 8:09 AM

User Survey Site Guest User

Public

Comment

Customer Comments: customer states while driving on highway vehicle lost fuel pressure.
 Technician Findings: customer states while driving on highway vehicle lost fuel pressure. customer had vehicle towed, batteries had died from sitting with hazard lights on and attempting to start vehicle, so customer replaced batteries and fuel filters. Engine will crank but still not start. Pulled DTCs, found PAST codes for P008A-00 LOW PRESSURE FUEL SYSTEM, P244D-00 PARTICULATE FILTER REGENE B1, B2509-00 ECM/PCM power input signal. Fuel pressure warning NOT on dash. Monitored FUEL SPLY PRESS, pressure builds to 73-75psi with key on. Monitored when cranking, FUEL SPLY PRESS reads 71psi, FUEL RAIL PRESS CMD - 314bar, FUEL RAIL PRESS - 314bar. Removed both filters and verified both installed correctly. Took fuel sample from stage 1 housing, nothing abnormal, look and smells like diesel, no separation or contamination seen. Fuel level at below 1/2 tank. Cleared DTCs and none return, engine still cranks and cranks, no start, no DTCs besides the P2509. Unsure of where to go from here, I'm at a loss
 Repairs Made: none

Case History

10/20/2020 11:34 AM

User **Phillip Page**
Action **Changed Subject from Loss of fuel pressure while driving. A61 to Loss of Fuel Pressure While Driving. Changed Status from Pending TECH LINE to Closed. Closed.**

10/20/2020 11:15 AM

User **Managed Services**
Action **Changed Reopen Date from 10/14/2020 8:05 AM to 10/20/2020 11:15 AM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

10/14/2020 9:59 AM

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

10/14/2020 8:06 AM

User **Managed Services**
Action **Changed Reopen Date from 10/12/2020 7:19 AM to 10/14/2020 8:05 AM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

10/12/2020 8:52 AM

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

10/12/2020 7:19 AM

User **Managed Services**
Action **Changed Reopen Date from 10/6/2020 9:23 AM to 10/12/2020 7:19 AM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

10/6/2020 10:00 AM

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

10/6/2020 9:23 AM

User **Managed Services**
Action **Changed Reopen Date from 10/1/2020 10:40 AM to 10/6/2020 9:23 AM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

10/1/2020 1:25 PM

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

10/1/2020 10:40 AM

User **Managed Services**
Action **Changed Reopen Date from 10/1/2020 8:07 AM to 10/1/2020 10:40 AM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

10/1/2020 8:33 AM

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

10/1/2020 8:18 AM

User **Phillip Page**
Action **Changed Case Owner from TECH LINE Tier 2 to Phillip Page.**

10/1/2020 8:12 AM

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

10/1/2020 8:08 AM

User Managed Services
Action Changed Reopen Date from 9/30/2020 1:01 PM to 10/1/2020 8:07 AM. Changed Status from Pending Dealer Reply to Pending TECH LINE.

10/1/2020 7:43 AM

User Adam Hoff
Action Changed Status from Pending TECH LINE to Pending Dealer Reply. Closed.

9/30/2020 1:01 PM

User Managed Services
Action Changed Reopen Date from 9/28/2020 9:29 AM to 9/30/2020 1:01 PM. Changed Status from Pending Dealer Reply to Pending TECH LINE.

9/28/2020 10:26 AM

User Adam Hoff
Action Changed Status from Pending TECH LINE to Pending Dealer Reply. Closed.

9/28/2020 9:29 AM

User Managed Services
Action Changed Reopen Date from 9/28/2020 8:25 AM to 9/28/2020 9:29 AM. Changed Status from Pending Dealer Reply to Pending TECH LINE.

9/28/2020 9:05 AM

User Adam Hoff
Action Changed Status from Pending TECH LINE to Pending Dealer Reply. Closed.

9/28/2020 8:25 AM

User Managed Services
Action Changed First Call Resolution from Yes to No. Changed Reopen Date to 9/28/2020 8:25 AM. Changed Status from Pending Dealer Reply to Pending TECH LINE.

9/28/2020 8:19 AM

User Adam Hoff
Action Changed Subject to Loss of fuel pressure while driving. A61. Changed Status from Pending TECH LINE to Pending Dealer Reply. Closed.

9/28/2020 8:12 AM

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

9/28/2020 8:09 AM

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