



Case: [REDACTED]

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

General

Caller Name	[REDACTED]	Dealer	CLASSIC NISSAN OF TEXOMA
NNAnet user ID	tva-22521	Contact Name	
Tech Preferred Phone	9032673063	Customer Name	
Tech Preferred Email	[REDACTED]	Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	Adam Hoff
Repair/Work Order	180131N	Mobile Phone	
Job/Line Number	A	Texting Status	
Created Day	Monday		

Incident Information

Customer Comments	c.s. mil on 2100 rpm when should be 1700. shuddering would not go over 55	Customer Name	[REDACTED]
Verified	Yes	Vehicle	1N6BA1F43H [REDACTED]
Question for TECH LINE	What is the most likely cause for this incident?	VIN	1N6BA1F43H [REDACTED]
Service Manual General Section	Engine	Archived VIN Make	
Service Manual Specific Section	Engine Control System	Archived VIN Year	2017
Symptom Code Category	Experience/Occurrence	Archived VIN Model	TITAN XD
Symptom	MISFIRE	Incident/RO Date	10/26/2020
When does this concern occur?	INTERMITTENT	Calculated Days Down	0
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	NONE	Total Days Down	0
Observed Modifications & Accessories	A/M AIR FILTER AND BOX	Repair Attempts	0
		Current Mileage	81,066
		Vehicle Mileage Prior Value	

Vehicle Purchased
Miles

Primary DTC

Current DTC

Past DTC ECM p0299

Other DTCs

TECH LINE Information

Subject	Engine MIL on. P0299 A61	Resolution Action	
Status	Pending Dealer Reply	Resolution Object	
Confirmed Resolution	Pending	Field Inspection Indicator	<input type="checkbox"/>
Component Code Category	EF Engine Fuel Systems	NNA Field Inspection Date	
Component Code Issue	EFT TURBOCHARGER	FSSS	<input type="checkbox"/>
TECH LINE Template	ECC Initial Response	FSSS Date	
TREAD Component	06		
Date/Time Closed	10/26/2020 3:55 PM		
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: Cas [REDACTED]; 2017 TITAN XD; Engine MIL on. P0299 A61 [ref:_00DA09j8L._5002I2BN6SZ:ref]

Name	[REDACTED]
Task	<input checked="" type="checkbox"/>
Due Date	10/26/2020
Assigned To	Adam Hoff
Last Modified Date/Time	10/26/2020 3:55 PM
Comments	<p>Additional [REDACTED]</p> <p>CC:</p> <p>BCC: adam.hoff@nissan-usa.com</p> <p>Attachment:</p> <p>Subject: Case 42264924; 2017 TITAN XD; Engine MIL on. P0299 A61 [ref:_00DA09j8L._5002I2BN6SZ:ref]</p> <p>Body:</p> <p>COLE CRAWFORD, TECH LINE's latest case update is below. TSS recommendation:</p> <p>Thank you for the case information.</p> <p>We have seen this concern be caused by aftermarket air filters and intakes.</p>

We recommend having the vehicle returned to stock and retesting for a concern.

If we are able to get the code to set with factory equipment then we are likely looking at turbocharger replacement on this one.

Most commonly the concern is the hp turbocharger but both should be inspected.

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: 10/26/2020

Customer name: [REDACTED]
VIN: 1N6BA1F43 [REDACTED] Mileage: 81,066
Dealer code: 5529
Dealer name: CLASSIC NISSAN OF TEXOMA

Customer's Concerns:

c.s. mil on 2100 rpm when should be 1700. shuddering would not go over 55

Technician Findings:

p0299, dtc not dtc not confirmed. while monitoring absolute press sen compared to ambient pressure sen at idle both 14 psi. absolute press rises when engine accelerates to 20-30psi. inspected turbines with borescope as best as possible, no coking found on low press turbine. oil level full, however appears much clear than I find to be normal, typically dark black after startup when oil is changed...:

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

ref:_00DA09j8L._5002I2BN6SZ:ref

Emails

Case # [REDACTED] 2017 TITAN XD; Engine MIL on. P0299 A61 [ref:_00DA09j8L._5002I2BN6SZ:ref]

Message Date 10/26/2020 3:55 PM

Has Attachment

Email Address [REDACTED]

Status **Sent**

Subject **C [REDACTED] 2017 TITAN XD; Engine MIL on. P0299 A61 [ref:_00DA09j8L._5002I2BN6SZ:ref]**

Text Body **COLE CRAWFORD,**

TECH LINE's latest case update is below.

TSS recommendation:

Thank you for the case information.

We have seen this concern be caused by aftermarket air filters and intakes.

We recommend having the vehicle returned to stock and retesting for a concern.

If we are able to get the code to set with factory equipment then we are likely looking at turbocharger replacement on this one.

Most commonly the concern is the hp turbocharger but both should be inspected.

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: 10/26/2020
Customer name [REDACTED]
VIN: 1N6BA1F4 [REDACTED]

Mileage: 81,066

Dealer code: 5529

Dealer name: CLASSIC NISSAN OF TEXOMA

Customer's Concerns:

c.s. mil on 2100 rpm when should be 1700. shuddering would not go over 55

Technician Findings:

p0299, dtc not dtc not confirmed. while monitoring absolute press sen compared to ambient pressure sen at idle both 14 psi. absolute press rises when engine accelerates to 20-30psi. inspected turbines with borescope as best as possible, no coking found on low press turbine. oil level full, however appears much clear than I find to be normal, typically dark black after startup when oil is changed...:

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

Adam Hoff

Technical Support Specialist
Aftersales Dealer Support

Nissan North America, Inc.
610 Enon Springs Road East
Smyrna, TN 37088
Phone: [REDACTED] +1-615-967-3812

Case Comments

10/26/2020 3:55 PM

10/26/2020 3:34 PM

User **Adam Hoff**
Public
Comment **TSS recommendation:**
Thank you for the case information.
We have seen this concern be caused by aftermarket air filters and intakes.
We recommend having the vehicle returned to stock and retesting for a concern.
If we are able to get the code to set with factory equipment then we are likely looking at turbocharger replacement on this one.
Most commonly the concern is the hp turbocharger but both should be inspected.

User **Survey Site Guest User**
Public
Comment **Customer Comments:** c.s. mil on 2100 rpm when should be 1700. shuddering would not go over 55
 Technician Findings: p0299, dtc not dtc not confirmed. while monitoring absolute press sen compared to ambient pressure sen at idle both 14 psi. absolute press rises when engine accelerates to 20-30psi. inspected turbines with borescope as best as possible, no coking found on low press turbine. oil level full, however appears much clear than I find to be normal, typically dark black after startup when oil is changed...
 Repairs Made: NONE

Case History

10/26/2020 3:55 PM

User **Adam Hoff**
Action **Changed Subject to Engine MIL on, P0299 A61. Changed Status from Pending TECH LINE to Pending Dealer Reply. Closed.**

10/26/2020 3:51 PM

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

10/26/2020 3:34 PM

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