



Case:

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

General

Caller Name		Dealer	RIVERHEAD AUTO MALL
NNAnet user ID		Contact Name	
Tech Preferred Phone	631 291-6400	Customer Name	
Tech Preferred Email	testdrive8@optonline.net	Case Record Type	TECH LINE Cases
Preferred Contact Method		Case Owner	Tony Ellis
Repair/Work Order	216043	Mobile Phone	
Job/Line Number	2	Texting Status	
Created Day	Friday		

Incident Information

Customer Comments	STATES WHEN DRIVING HEAR A LOUD BANG STALLED OUT ,NO START ,NO CRANK , TOWED TO SHOP.	Customer Name	
Verified	Yes	Vehicle	1N6BA1F470
Question for TECH LINE	Have you seen this before?	VIN	1N6BA1F470
Service Manual General Section	Engine	Archived VIN Make	
Service Manual Specific Section	Engine Mechanical	Archived VIN Year	2016
Symptom Code Category	General	Archived VIN Model	Titan
Symptom	NO OPERATION	Incident/RO Date	
When does this concern occur?	ALL TIMES	Calculated Days Down	0
Is single occurrence or a pattern?	Constant	Additional Days Down	
Repairs Made	Charged batteries	Total Days Down	0
Observed Modifications & Accessories		Repair Attempts	
		Current Mileage	104,258
		Vehicle Mileage Prior Value	

Vehicle Purchased
Miles

Primary DTC

Current DTC

Past DTC

Other DTCs

TECH LINE Information

Subject	Engine cranks but will not start A61	Resolution Action	
Status	Pending Dealer Reply	Resolution Object	
Confirmed Resolution	Pending	Field Inspection Indicator	<input type="checkbox"/>
Component Code Category	EM Engine Mechanical	NNA Field Inspection Date	
Component Code Issue	EMA ENGINE ASSEMBLY	FSSS	<input type="checkbox"/>
TECH LINE Template	ECC Initial Response	FSSS Date	
TREAD Component	06		
Date/Time Closed	12/21/2020 12:44 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: Case 42688913; 2016 TITAN XD; Engine cranks but will not start A61 [ref: _00DA09j8L_5002I2DYjNF:ref]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	12/21/2020
Assigned To	Tony Ellis
Last Modified Date/Time	12/21/2020 12:43 PM
Comments	Additional To: testdrive8@optonline.net CC: BCC: tony.ellis@nissan-usa.com Attachment: Subject: Ca [REDACTED] 2016 TITAN XD; Engine cranks but will not start A61 [ref: _00DA09j8L_5002I2DYjNF:ref] Body: Eric, TECH LINE's latest case update is below. Recommendation: Thank you for the update. This is a good start.

If it is laboring, then I would be curious what the cranking speed is in comparison to another cummins titan.

We should take off the drive belt and crank again as any locked up drive belt component could slow the cranking speed too much for a good start.

I have seen at least once where a locked up AC compressor kept a vehicle from starting, but it would still turn over.

If we remove the drive belt and it is still laboring while cranking, then this would confirm the cause to be internal to the engine or the transmission.

Transmission would be highly unlikely unless we visually saw something inside the bellhousing or had some history of a previous repair, so the next step after a bellhousing once over and drive belt removal test would be engine replacement.

Let us know if you have any questions.

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

Thank you, _____ Tony ETECH LINE

ref:_00DA09j8L._5002I2DYjNF:ref

Email: Case [REDACTED] 2016 TITAN XD; Engine cranks but will not start A61 [ref:_00DA09j8L._5002I2DYjNF:ref]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	12/21/2020
Assigned To	Tony Ellis
Last Modified Date/Time	12/21/2020 11:10 AM
Comments	<p>Additional To: testdrive8@optonline.net CC: BCC: tony.ellis@nissan-usa.com Attachment:</p> <p>Subject: Case [REDACTED] 2016 TITAN XD; Engine cranks but will not start A61 [ref:_00DA09j8L._5002I2DYjNF:ref]</p> <p>Body: Eric, Thank you for your time on the phone today.As discussed, the latest case update is below. Out call to dealer.</p> <p>Discussed diesel no start concerns in general.</p> <p>Currently vehicle is a crank no start.</p> <p>Oil pan is off with no obvious separation or irregularities.</p> <p>Tech to observe the crank shaft and bearings turning while the oil pan is still off.</p> <p>if no obvious seperation, then tech to reassemble the intake and oil pan, add oil and data monitor engine signals while cranking.</p> <p>Tech to make an audible note of how the rythm is while cranking and compare to a known good if possible and/or get a recording of the vehicle cranking where the rythm of cranking can be heard in the recording.</p> <p>Tech to visualy inspect the exhaust for any purging vapors durring an extended cranking attempt (2 or 3 presses of the start switch) and provide feedback on what is seen from the exhaust.</p> <p>most likely ending result is replacement of the high pressure fuel pump, fuel rail and injectors, due to debris that made it into the rail and clogged the injectors. This has been seen as a common resolution in other cases as well as in other cases where the fuel sample yielded normal results.</p> <p>Tech to follow up as necessary.</p> <p>The TECH LINE Survey can be accessed by: CLICKING HERE</p>

Thank you, _____ Tony ETECH LINE

ref:_00DA09j8L_5002I2DYjNF:ref

Email: Cas [REDACTED] 2016 TITAN XD; Engine cranks but will not start A61 [ref:_00DA09j8L_5002I2DYjNF:ref]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	12/19/2020
Assigned To	Matthew Mead
Last Modified Date/Time	12/19/2020 9:50 AM
Comments	<p>Additional To: testdrive8@optonline.net CC: BCC: Attachment:</p> <p>Subject: C [REDACTED] 16 TITAN XD; Engine cranks but will not start A61 [ref:_00DA09j8L_5002I2DYjNF:ref] Body: ERIC GOZDZIAK, TECH LINE's latest case update is below. Recommendation:</p> <ul style="list-style-type: none">- Thank you for documenting there are no signs of contamination in fuel system.- Please use a bore-scope to visually inspect for signs of trauma to the turbocharger assembly.- If no concerns are found please record all engine signals when cranking and save the data in flying graph or .txt format. Attach the data to the email reply. <p>The TECH LINE Survey can be accessed by: CLICKING HERE</p> <p>Thank you, _____ Matt MTECH LINE</p> <p>Updating a TECH LINE Case: Technician: Reply to this email; do not change the email subject line. Email file attachments are limited to 6MB. From ASIST, Select TECH LINE Support Request, Enter your dealer code and select Update a Case. If no response, we will assume additional assistance is not required and the case will be closed. Closed TECH LINE cases can be reopened. Case # [REDACTED] Date Created: 12/18/2020 Customer name: VIN: 1N6BA1F4 [REDACTED] Mileage: 104,258 Dealer code: 3214 Dealer name: RIVERHEAD AUTO MALL</p> <p>Customer's Concerns: STATES WHEN DRIVING HEAR A LOUD BANG STALLED OUT ,NO START ,NO CRANK , TOWED TO SHOP. Technician Findings: Customer traveling 35mph, heard a loud bang, and truck stalled, won't restart</p> <p>BATTERY'S WERE DEAD, CHARGED BATTERY'S</p> <p>HAS NO CODES .</p> <p>HEAR THE LIFT PUMP WORKING</p> <p>PERFORMED LIVE DATA CAM/ CRANK SYNC NG AND CRANK SPD SYNC .</p>

MY FUEL RAIL PRESSURE 303 BAR A, FUEL RAIL PRESS CMD 302 BAR, FUEL RAIL PRESS RQSTD 2000 BAR,AND FUEL SPLY PRESS 72 PSI , FUEL SPLY PRESS V 1 V, AND FUEL RAIL PRESS V 1V.

Tech states no DTCs, no visible modifications:

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ref:_00DA09j8L._5002I2DYjNF:ref

Email: Case [REDACTED] 016 TITAN XD; Engine cranks but will not start A61 [ref:_00DA09j8L._5002I2DYjNF:ref]

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

12/18/2020
Matthew Mead
12/18/2020 2:42 PM
Additional To: testdrive8@optonline.net
CC:
BCC:
Attachment:

Subject [REDACTED] 016 TITAN XD; Engine cranks but will not start A61 [ref:_00DA09j8L._5002I2DYjNF:ref]

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

- Thank you for sending in the photo of the fine metal debris.
- The find debris shown in the photos does not appear excessive enough to cause a crank no start concern.
- Let's next inspect for signs of contamination of the fuel system. Refer to NTB16-125 for additional information.

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

Thank you, _____ Matt MTECH LINE

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Case [REDACTED]
Date Created: 12/18/2020
Customer name:
VIN: 1N6BA1F47[REDACTED] Mileage: 104,258
Dealer code: 3214
Dealer name: RIVERHEAD AUTO MALL

Customer's Concerns:
STATES WHEN DRIVING HEAR A LOUD BANG STALLED OUT ,NO START ,NO CRANK , TOWED TO SHOP.

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ref:_00DA09j8L._5002I2DYjNF:ref

Email: Cas [REDACTED] 2016 TITAN XD; Engine cranks but will not start A61 [ref:_00DA09j8L._5002I2DYjNF:ref]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	12/18/2020
Assigned To	Matthew Mead
Last Modified Date/Time	12/18/2020 1:37 PM
Comments	Additional To: testdrive8@optonline.net CC: BCC: Attachment: Subject: Cas [REDACTED] 2016 TITAN XD; Engine cranks but will not start A61 [ref:_00DA09j8L._5002I2DYjNF:ref] Body: ERIC GOZDZIAK, TECH LINE's latest case update is below. Recommendation: - Thank you for documenting no codes are stored. - With the loud bang heard while driving it is possible we have a mechanical engine concern. - Please inspect the engine oil level and condition and document any noises heard when cranking the engine. - Remove the oil pan and visually inspect for trauma or excessive debris. The TECH LINE Survey can be accessed by: CLICKING HERE Thank you, _____ Matt MTECH 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.

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Case # [REDACTED]
Date Created: 12/18/2020
Customer name: [REDACTED]
VIN: 1N6BA1F47 [REDACTED] Mileage: 104,258
Dealer code: 3214
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ref:_00DA09j8L._5002I2DYjNF:ref

Attachments

20201218_151735.jpg

Size **3.41MB**
Ownership **Matthew Mead**
View [View file](#)
Last Modified **12/18/2020 2:40 PM**

20201218_151929_0.jpg

Size **3.53MB**
Ownership **Matthew Mead**
View [View file](#)
Last Modified **12/18/2020 2:39 PM**

20201218_151843_0.jpg

Size **3.05MB**
Ownership **Matthew Mead**
View [View file](#)
Last Modified **12/18/2020 2:39 PM**

Emails

Case # [REDACTED] 2016 TITAN XD; Engine cranks but will not start A61 [ref:_00DA09j8L._5002I2DYjNF:ref]

Message Date **12/21/2020 12:43 PM**

Has Attachment

Email Address **testdrive8@optonline.net**

Status **Sent**

Subject **Case [REDACTED] 2016 TITAN XD; Engine cranks but will not start A61 [ref:_00DA09j8L._5002I2DYjNF:ref]**

Text Body **ERIC GOZDZIAK,**

TECH LINE's latest case update is below.

Recommendation:

Thank you for the update.

This is a good start.

If it is laboring, then I would be curious what the cranking speed is in comparison to another cummins titan.

We should take off the drive belt and crank again as any locked up drive belt component could slow the cranking speed too much for a good start.

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Thank you,

Tony E

TECH LINE

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Mileage: 104,258

Dealer code: 3214

Dealer name: RIVERHEAD AUTO MALL

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RE: Case [REDACTED] 2016 TITAN XD; Engine cranks but will not start A61 [ref:_00DA09j8L_5002I2DYjNF:ref]

Message Date 12/21/2020 11:56 AM

Has Attachment

Email Address testdrive8@optonline.net

Status Read

Subject RE: Cas [REDACTED] 2016 TITAN XD; Engine cranks but will not start A61 [ref:_00DA09j8L_5002I2DYjNF:ref]

Installed two new batteries cranking it sounds like it's laboring . And crank shaft is good intact. Will reinstall oil pan and oil .Sent from my T-Mobile 4G LTE Device

----- Original message -----From: TECH LINE Email to Case <techlinesfdc@nissan-usa.com> Date: 12/21/20 12:10 PM (GMT-05:00) To: testdrive8@optonline.net Subject: Case 42688913; 2016 TITAN XD; Engine cranks but will not start A61 [ref:_00DA09j8L_5002I2DYjNF:ref] Eric,Thank you for your time on the phone today.As discussed, the latest case update is below.Out call to dealer.

Discussed diesel no start concerns in general.

Currently vehicle is a crank no start.

Oil pan is off with no obvious separation or irregularities.

Tech to observe the crank shaft and bearings turning while the oil pan is still off.

Text Body if no obvious separation, then tech to reassemble the intake and oil pan, add oil and data monitor engine signals while cranking.

Tech to make an audible note of how the rhythm is while cranking and compare to a known good if possible and/or get a recording of the vehicle cranking where the rhythm of cranking can be heard in the recording.

Tech to visually inspect the exhaust for any purging vapors during an extended cranking attempt (2 or 3 presses of the start switch) and provide feedback on what is seen from the exhaust.

most likely ending result is replacement of the high pressure fuel pump, fuel rail and injectors, due to debris that made it into the rail and clogged the injectors, This has been seen as a common resolution in other cases as well as in other cases where the fuel sample yielded normal results.

Tech to follow up as necessary.The TECH LINE Survey can be accessed by: CLICKING HERE Thank you,_____Tony ETECH LINEref:_00DA09j8L_5002I2DYjNF:ref

Ca [REDACTED] 16 TITAN XD; Engine cranks but will not start A61 [ref:_00DA09j8L._5002I2DYjNF:ref]

Message Date 12/21/2020 11:10 AM

Has Attachment

Email Address testdrive8@optonline.net

Status Sent

Subject Ca [REDACTED] 2016 TITAN XD; Engine cranks but will not start A61 [ref:_00DA09j8L._5002I2DYjNF:ref]

Text Body ERIC GOZDZIAK,

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

Thank you,

Tony E

TECH LINE

Updating a TECH LINE Case:

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

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

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Case [REDACTED]
Date Created: 12/18/2020
Customer name:
VIN: 1N6BA1F4 [REDACTED]

Mileage: 104,258

Dealer code: 3214

Dealer name: RIVERHEAD AUTO MALL

Customer's Concerns:

STATES WHEN DRIVING HEAR A LOUD BANG STALLED OUT ,NO START ,NO CRANK , TOWED TO SHOP.

Technician Findings:

Customer traveling 35mph, heard a loud bang, and truck stalled, won't restart

BATTERY'S WERE DEAD, CHARGED BATTERY'S

HAS NO CODES .

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RE: Case [REDACTED] 2016 TITAN XD; Engine cranks but will not start A61 [ref:_00DA09j8L_5002I2DYjNF:ref]

Message Date 12/21/2020 10:21 AM

Has Attachment

Email Address testdrive8@optonline.net

Status Read

Subject RE: Case [REDACTED] 2016 TITAN XD; Engine cranks but will not start A61 [ref:[REDACTED]_5002I2DYjNF:ref]

Text Body There is no trauma to the first Turbo intake side can't see the rest of the turbos or the exhaust side do you want us to take apart the intake or put the old pan back on and crank it to see all the inputs when cranking and send it to you Sent from my T-Mobile 4G LTE Device
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- Thank you for documenting there are no signs of contamination in fuel system.
- Please use a bore-scope to visually inspect for signs of trauma to the turbocharger assembly.
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Case # [REDACTED] 2016 TITAN XD; Engine cranks but will not start A61 [ref: _00DA09j8L._5002I2DYjNF:ref]

Message Date 12/19/2020 9:50 AM
Has Attachment
Email Address testdrive8@optonline.net
Status Sent
Subject Cas [REDACTED] 2016 TITAN XD; Engine cranks but will not start A61 [ref: _00DA09j8L._5002I2DYjNF:ref]
Text Body ERIC GOZDZIAK,

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Recommendation:

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Thank you,

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Case #: [REDACTED]
Date Created: 12/18/2020
Customer name: [REDACTED]
VIN: 1N6BA1F [REDACTED]

Mileage: 104,258

Dealer code: 3214

Dealer name: RIVERHEAD AUTO MALL

Customer's Concerns:

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RE: Case [REDACTED] 16 TITAN XD; Engine cranks but will not start A61 [ref: [REDACTED] _5002I2DYjNF:ref]

Message Date	12/18/2020 2:49 PM
Has Attachment	<input type="checkbox"/>
Email Address	testdrive8@optonline.net
Status	Read
Subject	RE: Case 42688913; 2016 TITAN XD; Engine cranks but will not start A61 [ref:_00DA09j8L._5002I2DYjNF:ref]

Performed that tsp originally and it was normal no signs of contaminationSent from my T-Mobile 4G LTE Device

----- Original message -----From: TECH LINE Email to Case <techlinesfdc@nissan-usa.com> Date: 12/18/20 3:42 PM (GMT-05:00) To: testdrive8@optonline.net Subject: Cas [REDACTED] 2016 TITAN XD; Engine cranks but will not start A61 [ref:_00DA09j8L._5002I2DYjNF:ref] ERIC GOZDZIAK,TECH LINE's latest case update is below.Recommendation:

- Thank you for sending in the photo of the fine metal debris.
- The find debris shown in the photos does not appear excessive enough to cause a crank no start concern.
- Let's next inspect for signs of contamination of the fuel system. Refer to NTB16-125 for additional information.The TECH LINE Survey can be accessed by: [CLICKING HERE](#) Thank you, _____ Matt MTECH LINEUpdating 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] e Created: 12/18/2020Customer name: VIN: 1N6BA1F [REDACTED] Mileage: 104,258Dealer code: 3214Dealer name: RIVERHEAD AUTO MALLCustomer's Concerns:STATES WHEN DRIVING HEAR A LOUD BANG STALLED OUT ,NO START ,NO CRANK , TOWED TO SHOP.Technician Findings:Customer traveling 35mph, heard a loud bang, and truck stalled, won't restart

BATTERY'S WERE DEAD, CHARGED BATTERY'S

HAS NO CODES .

HEAR THE LIFT PUMP WORKING

PERFORMED LIVE DATA CAM/ CRANK SYNC NG AND CRANK SPD SYNC .

MY FUEL RAIL PRESSURE 303 BAR A, FUEL RAIL PRESS CMD 302 BAR, FUEL RAIL PRESS RQSTD 2000 BAR,AND FUEL SPLY PRESS 72 PSI , FUEL SPLY PRESS V 1 V, AND FUEL RAIL PRESS V 1V.

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Ca [REDACTED] 2016 TITAN XD; Engine cranks but will not start A61 [ref:_00DA09j8L._5002I2DYjNF:ref]

Message Date 12/18/2020 2:42 PM

Has Attachment

Email Address testdrive8@optonline.net

Status Sent

Subject Cas [REDACTED] 2016 TITAN XD; Engine cranks but will not start A61 [ref:_00DA09j8L._5002I2DYjNF:ref]

Text Body ERIC GOZDZIAK,

TECH LINE's latest case update is below.

Recommendation:

- Thank you for sending in the photo of the fine metal debris.
- The find debris shown in the photos does not appear excessive enough to cause a crank no start concern.
- Let's next inspect for signs of contamination of the fuel system. Refer to NTB16-125 for additional information.

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

Thank you,

Matt M

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: 12/18/2020
Customer name:
VIN: 1N6BA1F4 [REDACTED]**

Mileage: 104,258

Dealer code: 3214

Dealer name: RIVERHEAD AUTO MALL

**Customer's Concerns:
STATES WHEN DRIVING HEAR A LOUD BANG STALLED OUT ,NO START ,NO CRANK , TOWED TO SHOP.**

**Technician Findings:
Customer traveling 35mph, heard a loud bang, and truck stalled, won't restart**

BATTERY'S WERE DEAD, CHARGED BATTERY'S

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RE: Case [REDACTED] 2016 TITAN XD; Engine cranks but will not start A61 [ref:_00DA09j8L._5002I2DYjNF:ref]

Message Date 12/18/2020 2:38 PM

Has Attachment

Email Address testdrive8@optonline.net

Status Read

Subject RE: Case 42688913; 2016 TITAN XD; Engine cranks but will not start A61 [ref:_00DA09j8L._5002I2DYjNF:ref]

There is fine metal particles in oilSent from my T-Mobile 4G LTE Device

----- Original message -----From: TECH LINE Email to Case <techlinesfdc@nissan-usa.com> Date: 12/18/20 2:37 PM (GMT-05:00) To: [REDACTED] et Subject: Case [REDACTED] 2016 TITAN XD; Engine cranks but will not start A61 [ref:_00DA09j8L._5002I2DYjNF:ref] ERIC GOZDZIAK,TECH LINE's latest case update is below.Recommendation:

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RE: Case [REDACTED] 2016 TITAN XD; Engine cranks but will not start A61 [ref:_00DA09j8L._5002I2DYjNF:ref]

Message Date 12/18/2020 2:27 PM

Has Attachment

Email Address testdrive8@optonline.net

Status Read

Subject RE: Case 42688913; 2016 TITAN XD; Engine cranks but will not start A61 [ref:_00DA09j8L._5002I2DYjNF:ref]

Text Body Sent from my T-Mobile 4G LTE Device

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Text Body

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RE: Case [REDACTED] 2016 TITAN XD; Engine cranks but will not start A61 [ref: _00DA09j8L_5002I2DYjNF:ref]

Message Date 12/18/2020 2:26 PM
Has Attachment
Email Address testdrive8@optonline.net
Status Read
Subject RE: Case [REDACTED] 2016 TITAN XD; Engine cranks but will not start A61 [ref:_00DA09j8L._5002I2DYjNF:ref]

Sent from my T-Mobile 4G LTE Device

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RE: Case [REDACTED] 2016 TITAN XD; Engine cranks but will not start A61 [ref:_00DA09j8L._5002I2DYjNF:ref]

Message Date 12/18/2020 2:25 PM
Has Attachment
Email Address testdrive8@optonline.net
Status Read
Subject RE: Case [REDACTED] 2016 TITAN XD; Engine cranks but will not start A61 [ref:_00DA09j8L._5002I2DYjNF:ref]

Text Body There is fine metal in oil panSent from my T-Mobile 4G LTE Device

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RE: Case [REDACTED] 2016 TITAN XD; Engine cranks but will not start A61 [ref:_00DA09j8L._5002I2DYjNF:ref]

Message Date 12/18/2020 2:11 PM
Has Attachment
Email Address testdrive8@optonline.net
Status Read
Subject RE: Case [REDACTED] 2016 TITAN XD; Engine cranks but will not start A61 [ref:[REDACTED]5002I2DYjNF:ref]
oil level was good remove pan did not find nothing out of the ordinary Sent from my T-Mobile 4G LTE Device
----- Original message ----- From: TECH LINE Email to Case <techlinesfdc@nissan-usa.com> Date: 12/18/20 2:37 PM (GMT-05:00) To: testdrive8@optonline.net Subject: Case 42688913; 2016 TITAN XD; Engine cranks but will not start A61 [ref:[REDACTED]5002I2DYjNF:ref] ERIC GOZDZIAK, TECH LINE's latest case update is below. Recommendation:
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Case [REDACTED] 2016 TITAN XD; Engine cranks but will not start A61 [ref:_00DA09j8L._5002I2DYjNF:ref]

Message Date 12/18/2020 1:37 PM
Has Attachment
Email Address testdrive8@optonline.net
Status Sent

Subject Cas [REDACTED] 016 TITAN XD; Engine cranks but will not start A61 [ref [REDACTED] _5002I2DYjNF:ref]
Text Body ERIC GOZDZIAK,

TECH LINE's latest case update is below.

Recommendation:

- Thank you for documenting no codes are stored.
- With the loud bang heard while driving it is possible we have a mechanical engine concern.
- Please inspect the engine oil level and condition and document any noises heard when cranking the engine.
- Remove the oil pan and visually inspect for trauma or excessive debris.

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

Thank you,

Matt M

TECH LINE

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Case [REDACTED]
Date Created: 12/18/2020
Customer name: [REDACTED]
VIN: 1N6BA1F470 [REDACTED]

Mileage: 104,258

Dealer code: 3214

Dealer name: RIVERHEAD AUTO MALL

Customer's Concerns:

STATES WHEN DRIVING HEAR A LOUD BANG STALLED OUT ,NO START ,NO CRANK , TOWED TO SHOP.

Technician Findings:
Customer traveling 35mph, heard a loud bang, and truck stalled, won't restart

BATTERY'S WERE DEAD, CHARGED BATTERY'S

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Case Comments

12/21/2020 12:42 PM

User **Tony Ellis**
Public

Comment **Recommendation:**
Thank you for the update.
This is a good start.
If it is laboring, then I would be curious what the cranking speed is in comparison to another cummins titan.
We should take off the drive belt and crank again as any locked up drive belt component could slow the cranking speed too much for a good start.
I have seen at least once where a locked up AC compressor kept a vehicle from starting, but it would still turn over.
If we remove the drive belt and it is still laboring while cranking, then this would confirm the cause to be internal to the engine or the transmission.
Transmission would be highly unlikely unless we visually saw something inside the bellhousing or had some history of a previous repair, so the next step after a bellhousing once over and drive belt removal test would be engine replacement.
Let us know if you have any questions.

12/21/2020 11:09 AM

User **Tony Ellis**
Public

Comment **Out call to dealer.**
Discussed diesel no start concerns in general.
Currently vehicle is a crank no start.
Oil pan is off with no obvious separation or irregularities.
Tech to observe the crank shaft and bearings turning while the oil pan is still off.

12/21/2020 12:32 PM

User **Tony Ellis**
Public

Comment **Email response received:**
Installed two new batteries cranking it sounds like it's laboring . And crank shaft is good intact. Will reinstall oil pan and oil

12/21/2020 10:35 AM

User **Tony Ellis**
Public

Comment **Email response received:**
There is no trauma to the first Turbo intake side can't see the rest of the turbos or the exhaust side do you want us to take apart the intake or put the old pan back on and crank it to see all the inputs when cranking and send it to you

12/19/2020 9:27 AM

User **Matthew Mead**
Public

Comment **Description:**
Performed that tsp originally and it was normal no signs of contamination

12/18/2020 2:38 PM

User **Matthew Mead**
Public

Comment **Description:**
- oil level was good remove pan did not find nothing out of the ordinary

if no obvious separation, then tech to reassemble the intake and oil pan, add oil and data monitor engine signals while cranking.

Tech to make an audible note of how the rhythm is while cranking and compare to a known good if possible and/or get a recording of the vehicle cranking where the rhythm of cranking can be heard in the recording.

Tech to visually inspect the exhaust for any purging vapors during an extended cranking attempt (2 or 3 presses of the start switch) and provide feedback on what is seen from the exhaust.

most likely ending result is replacement of the high pressure fuel pump, fuel rail and injectors, due to debris that made it into the rail and clogged the injectors. This has been seen as a common resolution in other cases as well as in other cases where the fuel sample yielded normal results.

Tech to follow up as necessary.

Second email :
There is fine metal in oil

12/18/2020 12:52 PM

User Justin Studenberg

Public

Customer Comments: STATES WHEN DRIVING HEAR A LOUD BANG STALLED OUT ,NO START ,NO CRANK , TOWED TO SHOP.

Technician Findings: Customer traveling 35mph, heard a loud bang, and truck stalled, won't restart

BATTERYS WERE DEAD, CHARGED BATTERYS

HAS NO CODES .

Comment HEAR THE LIFT PUMP WORKING

PERFORMED LIVE DATA CAM/ CRANK SYNC NG AND CRANK SPD SYNC .

MY FUEL RAIL PRESSURE 303 BAR A, FUEL RAIL PRESS CMD 302 BAR, FUEL RAIL PRESS RQSTD 2000 BAR,AND FUEL SPLY PRESS 72 PSI , FUEL SPLY PRESS V 1 V, AND FUEL RAIL PRESS V 1V.

Tech states no DTCs, no visible modifications

Repairs Made: Charged batteries

12/19/2020 9:50 AM

User Matthew Mead

Public

Recommendation:

- Thank you for documenting there are no signs of contamination in fuel system.

- Please use a bore-scope to visually inspect for signs of trauma to the turbocharger assembly.

- If no concerns are found please record all engine signals when cranking and save the data in flying graph or .txt format. Attach the data to the email reply.

Comment

12/18/2020 2:42 PM

User Matthew Mead

Public

Recommendation:

- Thank you for sending in the photo of the fine metal debris.

- The find debris shown in the photos does not appear excessive enough to cause a crank no start concern.

- Let's next inspect for signs of contamination of the fuel system. Refer to NTB16-125 for additional information.

Comment

12/18/2020 1:37 PM

User Matthew Mead

Public

Recommendation:

- Thank you for documenting no codes are stored.

- With the loud bang heard while driving it is possible we have a mechanical engine concern.

- Please inspect the engine oil level and condition and document any noises heard when cranking the engine.

- Remove the oil pan and visually inspect for trauma or excessive debris.

Comment

Chat Transcripts

01321653

Owner jstud

Start Time 12/18/2020 12:39 PM

End Time 12/18/2020 12:59 PM

Status Completed

Case History

12/21/2020 12:44 PM

User Tony Ellis

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

12/21/2020 11:56 AM

User Managed Services

Action Changed Reopen Date from 12/21/2020 10:21 AM to 12/21/2020 11:56 AM. Changed Status from Pending Dealer Reply to Pending TECH LINE.

12/21/2020 11:17 AM

User Tony Ellis

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

12/21/2020 10:27 AM

User Tony Ellis

Action Changed Case Owner from TECH LINE Tier 2 to Tony Ellis.

12/21/2020 10:26 AM

User Matthew Mead

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

12/21/2020 10:21 AM

User Managed Services

Action Changed Reopen Date from 12/18/2020 2:49 PM to 12/21/2020 10:21 AM. Changed Status from Pending Dealer Reply to Pending TECH LINE.

12/19/2020 9:27 AM

User Matthew Mead

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

12/18/2020 2:49 PM

User Managed Services

Action Changed Reopen Date from 12/18/2020 2:11 PM to 12/18/2020 2:49 PM. Changed Status from Pending Dealer Reply to Pending TECH LINE.

12/18/2020 2:39 PM

User Matthew Mead

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

12/18/2020 2:11 PM

User Managed Services

Action Changed First Call Resolution from Yes to No. Changed Reopen Date to 12/18/2020 2:11 PM. Changed Status from Pending Dealer Reply to Pending TECH LINE.

12/18/2020 1:34 PM

User Matthew Mead

Action Changed Subject from Loud bang, stall while driving, won't start, VKD A61 to Engine cranks but will not start A61. Changed Status from Open to Pending Dealer Reply. Closed.

12/18/2020 1:33 PM

User Matthew Mead

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

12/18/2020 12:55 PM

User **Justin Studenberg**

Action **Changed Case Owner from Justin Studenberg to TECH LINE Initial.**

12/18/2020 12:52 PM

User **Justin Studenberg**

Action **Created.**
