



Case: [REDACTED]

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

General

Caller Name	[REDACTED]	Dealer	CLEAR LAKE NISSAN
NNA net user ID	TVA-48367	Contact Name	
Tech Preferred Phone	(409) 502-0275	Customer Name	
Tech Preferred Email	rmurley@clearlakenissan.com	Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	Michael Behning
Repair/Work Order	66752	Mobile Phone	
Job/Line Number	A	Texting Status	
Created Day	Wednesday		

Incident Information

Customer Comments	cs while driving on the freeway the truck stalled out and completely shut down. no previous driveability concern	Customer Name	[REDACTED]
Verified	Yes	Vehicle	1N6BA1F4 [REDACTED]
Question for TECH LINE	Have you seen this before?	VIN	1N6BA1F4 [REDACTED]
Service Manual General Section	Engine	Archived VIN Make	
Service Manual Specific Section	Engine Control System	Archived VIN Year	2016
Symptom Code Category	Experience/Occurrence	Archived VIN Model	TITAN XD
Symptom	MISFIRE	Incident/RO Date	1/14/2021
When does this concern occur?	IDLE	Calculated Days Down	8
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	NONE	Total Days Down	8
Observed Modifications & Accessories	NONE	Repair Attempts	0
		Current Mileage	62,918
		Vehicle Mileage Prior Value	

Vehicle Purchased
Miles

Primary DTC

Current DTC ECM p0611 ECM p2048 ECM p2509
4WAS p181

Past DTC

Other DTCs

TECH LINE Information

Subject	P0611, P2048, and P2509 A61	Resolution Action	
Status	Pending Dealer Reply	Resolution Object	
Confirmed Resolution	Pending	Field Inspection Indicator	<input type="checkbox"/>
Component Code Category	EC Emission Controls	NNA Field Inspection Date	
Component Code Issue	ECU ELECTRONIC CONTROL UNIT	FSSS	<input type="checkbox"/>
TECH LINE Template	ECC Initial Response	FSSS Date	
TREAD Component	06		
Date/Time Closed	1/22/2021 3:21 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]; 2016 TITAN XD; P0611, P2048, and P2509 A61 [ref:_00DA09j8L_5002I2ENMXc:ref]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	1/22/2021
Assigned To	Michael Behning
Last Modified Date/Time	1/22/2021 3:21 PM
Comments	Additional To: rmurley@clearlakenissan.com CC: BCC: michael.behning@nissan-usa.com Attachment: Subject: Case 42875291; 2016 TITAN XD; P0611, P2048, and P2509 A61 [ref:_00DA09j8L_5002I2ENMXc:ref] Body: Ryan, TECH LINE's latest case update is below. TSS Recommendation- Ryan, thank you for the update. TECH LINE only offers repair advise and technical recommendations.

You would need to contact PCC for engine approval.

We would recommend prying back and forth on the crankshaft balancer to see if we have excessive end play on the crankshaft.

Let's drop the lower oil pan and inspect for debris and crankshaft separation.

If any further assistance is required reply all to the E-mail and we will be glad to follow up.

Have a great and safe Weekend.

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

Thank you, _____ Mike B.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: 1/20/2021
Customer name: [REDACTED]
VIN: 1N6BA1F43G [REDACTED] Mileage: 62,918
Dealer code: 5733
Dealer name: CLEAR LAKE NISSAN

Customer's Concerns:

cs while driving on the freeway the truck stalled out and completely shut down. no previous driveability concern

Technician Findings:

When trying to start vehicle, the truck will only run for about 1-3 seconds before shutting itself down. VERY noisy when it does run for those couple of seconds. Loud knocking being heard throughout the engine. Pulled DTCs and found P0611-00 , P2048, P2509 all stored current in the ECM. Upon looking up diagnostic information for this code set, looks to be a ECM concern? Has Tech-Line seen any instances of this occurring? Truck does have 2 dead batteries in it, took 2 Jump boxes to even get to try and start up.:

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._5002I2ENMXc:ref

Email: Case [REDACTED] 2016 TITAN XD; P0611, P2048, and P2509 A61 [ref:_00DA09j8L._5002I2ENMXc:ref]

Name	[REDACTED]
Task	<input checked="" type="checkbox"/>
Due Date	1/22/2021
Assigned To	Michael Behning
Last Modified Date/Time	1/22/2021 8:23 AM
Comments	Additional To: rmurley@clearlakenissan.com CC: BCC: michael.behning@nissan-usa.com Attachment: Subject: Case [REDACTED] 2016 TITAN XD; P0611, P2048, and P2509 A61 [ref:_00DA09j8L._5002I2ENMXc:ref] Body: Ryan, TECH LINE's latest case update is below. TSS Recommendation- P0611 FUEL INJECTOR CONTROL MODULE PERFORMANCE

P2048 REDUCTANT INJECTION VALVE CIRCUIT LOW BANK 1 UNIT 1

P2509 ECM/PCM POWER INPUT SIGNAL INTERMITTENT

P0181 FUEL TEMP SEN CIR RANGE/PERF

Ryan, thank you for the update.

Let's cycle the connectors for the fuel injector circuits.

If knock noise is resolved we would recommend replacing the harness.

If any further assistance is required reply all to the E-mail and we will be glad to follow up.

Have a great day.

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Thank you, _____ Mike B.TECH LINE

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Case #: [REDACTED]

Date Created: 1/20/2021

Customer name: [REDACTED]

VIN: 1N6BA1F43 [REDACTED] Mileage: 62,918

Dealer code: 5733

Dealer name: CLEAR LAKE NISSAN

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ref:_00DA09j8L._5002I2ENMXc:ref

Email: Case [REDACTED] 2016 TITAN XD; P0611, P2048, and P2509 A61 [ref:_00DA09j8L._5002I2ENMXc:ref]

Name	[REDACTED]
Task	<input checked="" type="checkbox"/>
Due Date	1/20/2021
Assigned To	Timothy Greaux
Last Modified Date/Time	1/20/2021 2:46 PM
Comments	Additional To: rmurley@clearlakenissan.com CC: BCC: Attachment: Subject: Case [REDACTED] 2016 TITAN XD; P0611, P2048, and P2509 A61 [ref:_00DA09j8L._5002I2ENMXc:ref] Body: Ryan, Thank you for contacting TECH LINE. Lets first charge or replace the batteries. Once the system

voltage is around 12.5v reinspect for any what DTCs return. P0611 tends to be from a internal ECM concern. If P0611 returns after the batteries are charged / replaced then the ECM would need to be replaced.

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

Thank you, _____ Timothy Greaux TECH LINE

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Closed TECH LINE cases can be reopened.

Case # _____

Date Created: 1/20/2021

Customer name: _____

VIN: 1N6BA1F43_____ Mileage: 62,918

Dealer code: 5733

Dealer name: CLEAR LAKE NISSAN

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ref:_00DA09j8L._5002I2ENMXc:ref

Emails

Case _____ 2016 TITAN XD; P0611, P2048, and P2509 A61 [ref:_00DA09j8L._5002I2ENMXc:ref]

Message Date 1/22/2021 3:21 PM
Has Attachment
Email Address rmurley@clearlakenissan.com
Status Sent
Subject Case 42875291; 2016 TITAN XD; P0611, P2048, and P2509 A61 [ref:_00DA09j8L._5002I2ENMXc:ref]
Text Body Ryan,

TECH LINE's latest case update is below.

TSS Recommendation-

Ryan, thank you for the update.

TECH LINE only offers repair advise and technical recommendations.

You would need to contact PCC for engine approval.

We would recommend prying back and forth on the crankshaft balancer to see if we have excessive end play on the crankshaft.

Let's drop the lower oil pan and inspect for debris and crankshaft separation.

If any further assistance is required reply all to the E-mail and we will be glad to follow up.

Have a great and safe Weekend.

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

Thank you,

Mike B.

TECH LINE

Updating a TECH LINE Case:

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Case # [REDACTED]
Date Created: 1/20/2021
Customer name:
VIN: 1N6BA1F43 [REDACTED]

Mileage: 62,918

Dealer code: 5733

Dealer name: CLEAR LAKE NISSAN

Customer's Concerns:

cs while driving on the freeway the truck stalled out and completely shut down. no previous driveability concern

Technician Findings:

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Re: Case [REDACTED] 2016 TITAN XD; P0611, P2048, and P2509 A61 [ref:_00DA09j8L._5002I2ENMXc:ref]

Message Date 1/22/2021 3:12 PM

Has Attachment

Email Address rmurley@clearlakenissan.com

Status **Read**

Subject **Re: Case 42875291; 2016 TITAN XD; P0611, P2048, and P2509 A61 [ref:_00DA09j8L._5002I2ENMXc:ref]**

Text Body **Wiggle tested harness and found no change with low end knocking noise. Found crank balancer moving in an oblong motion and vibrating as rotation is induced, this noise is certainly a low end rod knocking noise and im sure has nothing to do with fuel in my opinion. As accelerator pedal is pressed, knocking noise gets louder with rotation and can be felt within the cab and body of this vehicle. What all would techline require me to show for a engine approval?**

From: TECH LINE Email to Case <techlinesfdc@nissan-usa.com>

Sent: Friday, January 22, 2021 8:23 AM

To: Ryan Murley <rmurley@clearlakenissan.com>

Subject: Case [REDACTED] 2016 TITAN XD; P0611, P2048, and P2509 A61 [ref:_00DA09j8L._5002I2ENMXc:ref]

TECH LINE's latest case update is below.

TSS Recommendation-

P0611 FUEL INJECTOR CONTROL MODULE PERFORMANCE

P2048 REDUCTANT INJECTION VALVE CIRCUIT LOW BANK 1 UNIT 1

P2509 ECM/PCM POWER INPUT SIGNAL INTERMITTENT

P0181 FUEL TEMP SEN CIR RANGE/PERF

Ryan, thank you for the update.

Let's cycle the connectors for the fuel injector circuits.

If knock noise is resolved we would recommend replacing the harness.

If any further assistance is required reply all to the E-mail and we will be glad to follow up.

Have a great day.

Thank you,

Mike B.

TECH LINE

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Case [REDACTED]
Date Created: 1/20/2021
Customer name: [REDACTED]
VIN: 1N6BA [REDACTED]

Mileage: 62,918

Dealer code: 5733

Dealer name: CLEAR LAKE NISSAN

Customer's Concerns:

cs while driving on the freeway the truck stalled out and completely shut down. no previous driveability concern

Technician Findings:

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[REDACTED]

ref:_00DA09j8L._5002I2ENMXc:ref

Case [REDACTED] 2016 TITAN XD; P0611, P2048, and P2509 A61 [ref:_00DA09j8L._5002I2ENMXc:ref]

Message Date 1/22/2021 8:23 AM
Has Attachment
Email Address rmurley@clearlakenissan.com
Status Sent
Subject Case [REDACTED] 2016 TITAN XD; P0611, P2048, and P2509 A61 [ref:_00DA09j8L._5002I2ENMXc:ref]
Text Body Ryan,

TECH LINE's latest case update is below.

TSS Recommendation-
P0611 FUEL INJECTOR CONTROL MODULE PERFORMANCE
P2048 REDUCTANT INJECTION VALVE CIRCUIT LOW BANK 1 UNIT 1
P2509 ECM/PCM POWER INPUT SIGNAL INTERMITTENT
P0181 FUEL TEMP SEN CIR RANGE/PERF

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Have a great day.

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

Thank you,

Mike B.

TECH LINE

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Case #: [REDACTED]
Date Created: 1/20/2021
Customer name:
VIN: 1N6BA1F43[REDACTED]

Mileage: 62,918

Dealer code: 5733

Dealer name: CLEAR LAKE NISSAN

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Case [REDACTED] 2016 TITAN XD; P0611, P2048, and P2509 A61 [ref:_00DA09j8L._5002I2ENMXc:ref]

Message Date 1/22/2021 7:16 AM

Has Attachment

Email Address techlinesfdc@nissan-usa.com

Status Read

Subject Case 42875291; 2016 TITAN XD; P0611, P2048, and P2509 A61 [ref:_00DA09j8L._5002I2ENMXc:ref]

From: Ryan Murley <rmurley@clearlakenissan.com>

Sent: Thursday, January 21, 2021 2:20 PM

To: TECH LINE Sales Force Case Creation (EXTERNAL) <TechLineSFDC@nissan-usa.com>

Subject: case number 42875291

replaced both batteries, engine has loud knocking noise . cant...

This Message Is From an External Sender

Text Body

This message came from outside your organization.

replaced both batteries, engine has loud knocking noise . cant drive vehicle to confirm dtc diag, see attached video in next email. too large to send with txt

Case [REDACTED] 2016 TITAN XD; P0611, P2048, and P2509 A61 [ref:_00DA09j8L._5002I2ENMXc:ref]

Message Date 1/20/2021 2:46 PM

Has Attachment

Email Address rmurley@clearlakenissan.com

Status Sent

Subject Case 42875291; 2016 TITAN XD; P0611, P2048, and P2509 A61 [ref:_00DA09j8L._5002I2ENMXc:ref]

Text Body Ryan,

TECH LINE's latest case update is below.

Recommendation:

Thank you for contacting TECH LINE. Lets first charge or replace the batteries. Once the system voltage is around 12.5v reinspect for any what DTCs return. P0611 tends to be from a internal ECM concern. If P0611 returns after the batteries are charged / replaced then the ECM would need to be replaced.

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

Thank you,

Timothy Greaux

TECH LINE

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Case: [REDACTED]

Date Created: 1/20/2021

Customer name: [REDACTED]

VIN: 1N6BA1F [REDACTED]

Mileage: 62,918

Dealer code: 5733

Dealer name: CLEAR LAKE NISSAN

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Regards,

Timothy G.

Case Comments

1/22/2021 3:20 PM

User **Michael Behning**
Public

Comment
TSS Recommendation-
Ryan, thank you for the update.
TECH LINE only offers repair advise and technical recommendations.
You would need to contact PCC for engine approval.
We would recommend prying back and forth on the crankshaft balancer to see if we have excessive end play on the crankshaft.
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If any further assistance is required reply all to the E-mail and we will be glad to follow up.
Have a great and safe Weekend.

1/22/2021 3:16 PM

User **Michael Behning**
Public

Comment
Description-
From tech E-mail-
Wiggle tested harness and found no change with low end knocking noise. Found crank balancer moving in an oblong motion and vibrating as rotation is induced, this noise is certainly a low end rod knocking noise and I'm sure has nothing to do with fuel in my opinion. As accelerator pedal is pressed, knocking noise gets louder with rotation and can be felt within the cab and body of this vehicle. What all would TECH LINE require me to show for an engine approval?

1/22/2021 8:23 AM

User **Michael Behning**
Public

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P0611 FUEL INJECTOR CONTROL MODULE PERFORMANCE
P2048 REDUCTANT INJECTION VALVE CIRCUIT LOW BANK 1 UNIT 1
P2509 ECM/PCM POWER INPUT SIGNAL INTERMITTENT
P0181 FUEL TEMP SEN CIR RANGE/PERF
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1/22/2021 8:20 AM

User **Michael Behning**
Public

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Description-
From tech E-mail-
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1/20/2021 2:46 PM

User **Timothy Greaux**
Public

Comment
Recommendation:
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1/20/2021 2:09 PM

User **Survey Site Guest User**
Public

Comment
Customer Comments: cs while driving on the freeway the truck stalled out and completely shut down. no previous driveability concern
 Technician Findings: When trying to start vehicle, the truck will only run for about 1-3 seconds before shutting itself down. VERY noisy when it does run for those couple of seconds. Loud knocking being heard throughout the engine. Pulled DTCs and found P0611-00 , P2048, P2509 all stored current in the ECM. Upon looking up diagnostic information for this code set, looks to be a ECM concern? Has Tech-Line seen any instances of this occurring? Truck does have 2 dead batteries in it, took 2 Jump boxes to even get to try and start up.
 Repairs Made: NONE

Case History

1/22/2021 3:21 PM

User **Michael Behning**
Action **Changed Status from Pending TECH LINE to Pending Dealer Reply. Closed.**

1/22/2021 3:12 PM

User **Managed Services**
Action **Changed Reopen Date from 1/22/2021 7:16 AM to 1/22/2021 3:12 PM. Changed Status from Pending Dealer Reply to**

Pending TECH LINE.

1/22/2021 8:24 AM

User Michael Behning

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

1/22/2021 8:07 AM

User Michael Behning

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

1/22/2021 7:30 AM

User Timothy Greaux

Action Changed Case Owner from Timothy Greaux to TECH LINE Tier 2.

1/22/2021 7:16 AM

User Managed Services

Action Changed First Call Resolution from Yes to No. Changed Reopen Date to 1/22/2021 7:16 AM. Changed Status from Pending Dealer Reply to Pending TECH LINE.

1/20/2021 2:40 PM

User Timothy Greaux

Action Changed Caller Name from RYAN to Ryan. Changed Tech Preferred Phone from 4095020275 to (409) 502-0275.

1/20/2021 2:39 PM

User Timothy Greaux

Action Changed Subject to P0611, P2048, and P2509 A61. Changed Status from Pending TECH LINE to Pending Dealer Reply. Closed.

1/20/2021 2:32 PM

User Timothy Greaux

Action Changed Case Owner from TECH LINE Initial to Timothy Greaux.

1/20/2021 2:09 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.