



Case [REDACTED]

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

General

Caller Name	[REDACTED]	Dealer	WESLEY CHAPEL NISSAN
NNAnet user ID	TVA-71096	Contact Name	
Tech Preferred Phone	8138461352	Customer Name	
Tech Preferred Email	ragrue@wesleychapelnissan.com	Case Record Type	TECH LINE Cases
Preferred Contact Method	Phone	Case Owner	Phillip Page
Repair/Work Order	76949	Mobile Phone	
Job/Line Number	1	Texting Status	
Created Day	Saturday		

Incident Information

Customer Comments	c/s engine wont start/c/s when it does start it runs rough and shuts off	Customer Name	[REDACTED]
Verified	Yes	Vehicle	1N6BA1F4 [REDACTED]
Question for TECH LINE	Other - Ask Question in Technician Findings	VIN	1N6BA1F4 [REDACTED]
Service Manual General Section	Engine	Archived VIN Make	
Service Manual Specific Section	Engine Mechanical	Archived VIN Year	2017
Symptom Code Category	Sounds	Archived VIN Model	TITAN XD
Symptom	CLUNK/KNOCK/POP/THUMP	Incident/RO Date	4/16/2021
When does this concern occur?	ALL TIMES	Calculated Days Down	70
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	NONE	Total Days Down	70
Observed Modifications & Accessories	NONE	Repair Attempts	0
		Current Mileage	24,780
		Vehicle Mileage Prior Value	

Vehicle Purchased
Miles

Primary DTC

Current DTC ECM p02163 ECM p0269 ECM p0278
ECM p0300 ECM p0506

Past DTC ECM p0266

Other DTCs

TECH LINE Information

Subject	Engine Has Abnormal Noise	Resolution Action	
Status	Closed - Duplicate/Spam	Resolution Object	
Confirmed Resolution	Pending	Field Inspection Indicator	<input type="checkbox"/>
Component Code Category	EM Engine Mechanical	NNA Field Inspection Date	
Component Code Issue	EMC CRANKSHAFT & OIL PAN	FSSS	<input type="checkbox"/>
TECH LINE Template	ECC Initial Response	FSSS Date	
TREAD Component	06		
Date/Time Closed	6/25/2021 2:50 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 [REDACTED] 2017 TITAN XD; Engine Has Abnormal Noise [ref:_00DA09j8L_5002I2H6bJv:ref]

Name	[REDACTED]
Task	<input checked="" type="checkbox"/>
Due Date	6/25/2021
Assigned To	Phillip Page
Last Modified Date/Time	6/25/2021 2:50 PM
Comments	Additional To: ragrue@wesleychapelnissan.com CC: BCC: phillip.page@nissan-usa.com Attachment: Subject: Case [REDACTED] 2017 TITAN XD; Engine Has Abnormal Noise [ref:_00DA09j8L_5002I2H6bJv:ref] Body: Reno, TECH LINE's latest case update is below. • Correct! DOC/DPF replacement is recommended • Did we find any contamination or separation of the SCR catalyst? FFD indicates it got quite hot as well

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. 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: 4/17/2021
Customer name:
VIN: 1N6BA1F [REDACTED] Mileage: 24,780
Dealer code: 5790
Dealer name: WESLEY CHAPEL NISSAN

Customer's Concerns:
c/s engine wont start/c/s when it does start it runs rough and shuts off
Technician Findings:
DTCS- P0263, P0266, P0269, P0278, P0303

intermittently veh will start-runs rough and at times can hear pop back through intake(sounds like a knock) then while idle will smooth a little and pop goes away but still very rough and no throttle response. cyl drop test inconclusive rpms rise and fall with each cyl injector cut but does not change run condition. fuel supply and rail pressures look good and no excessive smoke noted at exhaust- but there is a strong raw diesel smell. spoke to customer directly for incident occurance. stated that came to a rolling stop and turned right onto main road, accelerated moderately hard up to about 45mph. at that point cust heard a loud bang and vehicle dove hard/decal (like dropped into 1st gear) and veh had no power.

poss lower end catastrophic damages/:

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ref:_00DA09j8L._5002I2H6bJv:ref

Email: Case [REDACTED] 2017 TITAN XD; Engine Has Abnormal Noise [ref:_00DA09j8L._5002I2H6bJv:ref]

Name
Task
Due Date 6/25/2021
Assigned To Phillip Page
Last Modified Date/Time 6/25/2021 12:15 PM
Comments

Additional To: ragrue@wesleychapelnissan.com
CC:
BCC: phillip.page@nissan-usa.com
Attachment:

Subject: Case [REDACTED] 2017 TITAN XD; Engine Has Abnormal Noise [ref:_00DA09j8L._5002I2H6bJv:ref]

Body:

Reno,

TECH LINE's latest case update is below.

- That is certainly a possibility, Reno. How well did the engine run while this was happening?
- A poorly running engine may indicate an on-going fueling issue over a contaminated exhaust
- Our next step may be to visually inspect the DPF for signs of liquid oil or separation if the engine runs relatively smoothly

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Case # [REDACTED]
Date Created: 4/17/2021
Customer name: [REDACTED]
VIN: 1N6BA1 [REDACTED] Mileage: 24,780
Dealer code: 5790
Dealer name: WESLEY CHAPEL NISSAN

Customer's Concerns:
c/s engine wont start/c/s when it does start it runs rough and shuts off
Technician Findings:
DTCS- P0263, P0266, P0269, P0278, P0303

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ref:_00DA09j8L._5002I2H6bJv:ref

Email: Cas [REDACTED] 17 TITAN XD; Engine Has Abnormal Noise [ref:_00DA09j8L._5002I2H6bJv:ref]

Name
Task
Due Date 6/3/2021
Assigned To Phillip Page
Last Modified Date/Time 6/3/2021 4:18 PM
Comments Additional To: ragrue@wesleychapelnissan.com
CC:
BCC: phillip.page@nissan-usa.com
Attachment:

Subject: Cas [REDACTED] 2017 TITAN XD; Engine Has Abnormal Noise [ref:_00DA09j8L._5002I2H6bJv:ref]

Body:

Reno,

TECH LINE's latest case update is below.

- It certainly sounds like the crankshaft has sheared between cylinders 3 and 4
- This is something we have seen in the past with the Cummins 5.0L engine
- Engine replacement is recommended

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

Thank you, _____ Phil Page TECH LINE

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Date Created: 4/17/2021
Customer name [REDACTED]
VIN: 1N6BA1F[REDACTED] Mileage: 24,780
Dealer code: 5790
Dealer name: WESLEY CHAPEL NISSAN

Customer's Concerns:

c/s engine wont start/c/s when it does start it runs rough and shuts off

Technician Findings:

DTCS- P0263, P0266, P0269, P0278, P0303

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ref:_00DA09j8L._5002I2H6bJv:ref

Email: Case [REDACTED] 2017 TITAN XD; Engine Has Abnormal Noise [ref:_00DA09j8L._5002I2H6bJv:ref]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	6/1/2021
Assigned To	Phillip Page
Last Modified Date/Time	6/1/2021 8:39 AM
Comments	<p>Additional To: ragrue@wesleychapelnissan.com CC: BCC: phillip.page@nissan-usa.com Attachment:</p> <p>Subject: Case [REDACTED] 2017 TITAN XD; Engine Has Abnormal Noise [ref:_00DA09j8L._5002I2H6bJv:ref] Body: Reno, TECH LINE's latest case update is below.</p> <ul style="list-style-type: none">• P0272 sets with cylinder 4 combustion disorder • P0275 sets with cylinder 5 combustion disorder • P0278 sets with cylinder 6 combustion disorder • P0281 sets with cylinder 7 combustion disorder • P0284 sets with cylinder 8 combustion disorder • P0300 occurs with misfire detected on multiple cylinders • The most probable cause is crankshaft separation between cylinders 3 and 4 • We were in the middle of a compression test before we found the fuel contamination • We feel you are spot-on with checking the compression as our next step

• Please let us know if you have any questions

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Thank you, _____ Phil PageTECH LINE

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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: 4/17/2021

Customer name: [REDACTED]

VIN: 1N6BA1F4 [REDACTED] Mileage: 24,780

Dealer code: 5790

Dealer name: WESLEY CHAPEL NISSAN

Customer's Concerns:

c/s engine wont start/c/s when it does start it runs rough and shuts off

Technician Findings:

DTCS- P0263, P0266, P0269, P0278, P0303

intermittently veh will start-runs rough and at times can hear pop back through intake(sounds like a knock) then while idle will smooth a little and pop goes away but still very rough and no throttle response. cyl drop test inconclusive rpms rise and fall with each cyl injector cut but does not change run condition. fuel supply and rail pressures look good and no excessive smoke noted at exhaust- but there is a strong raw diesel smell. spoke to customer directly for incident occurance. stated that came to a rolling stop and turned right onto main road, accelerated moderately hard up to about 45mph. at that point cust heard a loud bang and vehicle dove hard/decal (like dropped into 1st gear) and veh had no power.

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ref:_00DA09j8L._5002I2H6bJv:ref

Email: Ca [REDACTED] 017 TITAN XD; Engine Has Abnormal Noise [ref:_00DA09j8L._5002I2H6bJv:ref]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	6/1/2021
Assigned To	Phillip Page
Last Modified Date/Time	6/1/2021 8:12 AM
Comments	Additional To: ragrue@wesleychapelnissan.com CC: BCC: phillip.page@nissan-usa.com Attachment:

Subject: Cas [REDACTED] 017 TITAN XD; Engine Has Abnormal Noise [ref:_00DA09j8L._5002I2H6bJv:ref]

Body:

Reno,

TECH LINE's latest case update is below.

• Hello, Reno! We received a follow-up request regarding this Titan fuel system

• How can we help?

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Thank you, _____ Phil PageTECH LINE

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Closed TECH LINE cases can be reopened.
Case [REDACTED]
Date Created: 4/17/2021
Customer name: [REDACTED]
VIN: 1N6BA1F4 [REDACTED] Mileage: 24,780
Dealer code: 5790
Dealer name: WESLEY CHAPEL NISSAN

Customer's Concerns:
c/s engine wont start/c/s when it does start it runs rough and shuts off
Technician Findings:
DTCS- P0263, P0266, P0269, P0278, P0303

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ref:_00DA09j8L._5002I2H6bJv:ref

Email: Cas [REDACTED] 2017 TITAN XD; Engine Has Abnormal Noise [ref:_00DA09j8L._5002I2H6bJv:ref]

Name
Task
Due Date 5/17/2021
Assigned To Phillip Page
Last Modified Date/Time 5/17/2021 8:29 AM
Comments Additional To: rague@wesleychapelnissan.com
CC:
BCC: phillip.page@nissan-usa.com
Attachment:

Subject: Case 43654253; 2017 TITAN XD; Engine Has Abnormal Noise [ref:_00DA09j8L._5002I2H6bJv:ref]

Body:

Reno agrue,

TECH LINE's latest case update is below.

- The parts recommended for replacement are described in NTB16-125
- This includes the fuel tank and fuel lines

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Thank you, _____ Phil PageTECH 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.
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: 4/17/2021
Customer name:

VIN: 1N6BA1[REDACTED] Mileage: 24,780
Dealer code: 5790
Dealer name: WESLEY CHAPEL NISSAN

Customer's Concerns:
c/s engine wont start/c/s when it does start it runs rough and shuts off
Technician Findings:
DTCS- P0263, P0266, P0269, P0278, P0303

intermittently veh will start-runs rough and at times can hear pop back through intake(sounds like a knock) then while idle will smooth a little and pop goes away but still very rough and no throttle response. cyl drop test inconclusive rpms rise and fall with each cyl injector cut but does not change run condition. fuel supply and rail pressures look good and no excessive smoke noted at exhaust- but there is a strong raw diesel smell. spoke to customer directly for incident occurance. stated that came to a rolling stop and turned right onto main road, accelerated moderately hard up to about 45mph. at that point cust heard a loud bang and vehicle dove hard/decal (like dropped into 1st gear) and veh had no power.

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ref:_00DA09j8L._5002I2H6bJv:ref

Email: Case [REDACTED] 17 TITAN XD; Engine Has Abnormal Noise [ref:_00DA09j8L._5002I2H6bJv:ref]

Name
Task
Due Date 5/14/2021
Assigned To Phillip Page
Last Modified Date/Time 5/14/2021 8:16 AM
Comments Additional To: ragrue@wesleychapelnissan.com
CC:
BCC: phillip.page@nissan-usa.com
Attachme [REDACTED]
Subject: [REDACTED] 2017 TITAN XD; Engine Has Abnormal Noise [ref:_00DA09j8L._5002I2H6bJv:ref]
Body:
Reno,
TECH LINE's latest case update is below.
• Very good. Please let us know if additional assistance is needed

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

Thank you, _____ Phil Page TECH LINE

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Cas [REDACTED]
Date Created: 4/17/2021
Customer name:
VIN: 1N6BA1[REDACTED] Mileage: 24,780
Dealer code: 5790
Dealer name: WESLEY CHAPEL NISSAN

Customer's Concerns:
c/s engine wont start/c/s when it does start it runs rough and shuts off
Technician Findings:
DTCS- P0263, P0266, P0269, P0278, P0303

intermittently veh will start-runs rough and at times can hear pop back through intake(sounds like a knock) then while idle will smooth a little and pop goes away but still very rough and no throttle response. cyl drop test inconclusive rpms rise and fall with each cyl injector cut but does not change run condition. fuel supply and rail pressures look good and no excessive smoke noted at exhaust-but there is a strong raw diesel smell. spoke to customer directly for incident occurrence. stated that came to a rolling stop and turned right onto main road, accelerated moderately hard up to about 45mph. at that point cust heard a loud bang and vehicle dove hard/decal (like dropped into 1st gear) and veh had no power.

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ref: _00DA09j8L_5002I2H6bJv:ref

Email: Ca [REDACTED] 17 TITAN XD; Engine Has Abnormal Noise [ref: _00DA09j8L_5002I2H6bJv:ref]

Name
Task
Due Date 5/4/2021
Assigned To Phillip Page
Last Modified Date/Time 5/4/2021 10:53 AM
Comments Additional To: ragrue@wesleychapelnissan.com

CC:
BCC: phillip.page@nissan-usa.com
Attachment:

Subject: Ca [REDACTED] 2017 TITAN XD; Engine Has Abnormal Noise [ref: _00DA09j8L_5002I2H6bJv:ref]

Body:

Reno,

TECH LINE's latest case update is below.

- The fuel sample inspection has confirmed there is no contamination of the fuel. This does not change the diagnosis. We still need to replace the fuel system and should use NTB16-125 for repair information

- If you have questions regarding warranty coverage, please discuss with your service manager and / or warranty administrator

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Closed cases can be reopened.

Case [REDACTED]

Date Created: 4/17/2021

Customer name [REDACTED]

VIN: 1N6BA [REDACTED] Mileage: 24,780

Dealer code: 5750

Dealer name: WESLEY CHAPEL NISSAN

Customer's Concerns:

c/s engine wont start/c/s when it does start it runs rough and shuts off

Technician Findings:

DTCS- P0263, P0266, P0269, P0278, P0303

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Email: Case [REDACTED] 2017 TITAN XD; Engine Has Abnormal Noise [ref:_00DA09j8L._5002I2H6bJv:ref]

Name
Task
Due Date 5/4/2021
Assigned To Phillip Page
Last Modified Date/Time 5/4/2021 10:10 AM
Comments Additional To: ragrue@wesleychapelnissan.com
CC:
BCC: phillip.page@nissan-usa.com
Attachment:

Subject: Case [REDACTED] 2017 TITAN XD; Engine Has Abnormal Noise [ref:_00DA09j8L._5002I2H6bJv:ref]
Body:
Reno,
TECH LINE's latest case update is below.
• Very good. Fuel system replacement is recommended. Please let us know if you have any questions

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Thank you, _____ Phil Page
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Dealer code: 5790
Dealer name: WESLEY CHAPEL NISSAN

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Technician Findings:
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ref:_00DA09j8L_5002I2H6bJv:ref

Email: Case [REDACTED] 7 TITAN XD; Engine has abnormal noise - Diesel. -A61- [
ref:_00DA09j8L_5002I2H6bJv:ref]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	4/28/2021
Assigned To	Phillip Page
Last Modified Date/Time	4/28/2021 9:37 AM
Comments	<p>Additional To: ragrue@wesleychapel Nissan.com CC: BCC: phillip.page@nissan-usa.com Attachment:</p> <p>Subject: Case [REDACTED] 2017 TITAN XD; Engine has abnormal noise - Diesel. -A61- [ref:_00DA09j8L_5002I2H6bJv:ref]</p> <p>Body: Reno, TECH LINE's latest case update is below.</p> <ul style="list-style-type: none">• TECH LINE cannot advise on whether a repair is covered under warranty, we can only provide technical / diagnosis assistance • Please remove and dry the stage 2 fuel filter. Often DEF crystals will not be seen until the filter is dry • If no crystals are seen, please send a fuel sample for inspection using the fuel sample test kit • We should also remember not all contamination is related to DEF • Gasoline for instance does not have the lubricating properties that diesel fuel has • A gasoline contamination can wear fuel system components resulting in metallic debris and no DEF crystals <p>The TECH LINE Survey can be accessed by: CLICKING HERE</p> <p>Thank you, _____ Phil Page TECH LINE</p> <p>Updating a TECH LINE Case: Technician: Reply to this email; do not change the email subject line. Email file attachments are limited to 6MB. From ASIST, Select TECH LINE Support Request, Enter your dealer code and select Update a Case. 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: 4/17/2021 Customer name [REDACTED] VIN: 1N6BA [REDACTED] Mileage: 24,780 Dealer code: 5790 Dealer name: WESLEY CHAPEL NISSAN</p> <p>Customer's Concerns: c/s engine wont start/c/s when it does start it runs rough and shuts off</p> <p>Technician Findings: DTCS- P0263, P0266, P0269, P0278, P0303</p> <p>intermittently veh will start-runs rough and at times can hear pop back through intake(sounds like a knock) then while idle will smooth a little and pop goes away but still very rough and no throttle response. cyl drop test inconclusive rpms rise and fall with each cyl injector cut but does not change run condition. fuel supply and rail pressures look good and no excessive smoke noted at exhaust-but there is a strong raw diesel smell. spoke to customer directly for incident occurrence. stated that came to a rolling stop and turned right onto main road, accelerated moderately hard up to about</p>

45mph. at that point cust heard a loud bang and vehicle dove hard/decal (like dropped into 1st gear) and veh had no power.

poss lower end catastrophic damages/:

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ref:_00DA09j8L_5002I2H6bJv:ref

Email: Ca [REDACTED] 2017 TITAN XD; Engine has abnormal noise - Diesel. -A61- [
ref:_00DA09j8L_5002I2H6bJv:ref]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	4/28/2021
Assigned To	Phillip Page
Last Modified Date/Time	4/28/2021 8:54 AM
Comments	<p>Additional To: ragrue@wesleychapelnissan.com CC: BCC: phillip.page@nissan-usa.com Attachment:</p> <p>Subject: Ca [REDACTED] 17 TITAN XD; Engine has abnormal noise - Diesel. -A61- [ref:_00DA09j8L_5002I2H6bJv:ref] Body: Reno, TECH LINE's latest case update is below.</p> <ul style="list-style-type: none">• Very good. Fuel system replacement is recommended• Refer to NTB16-125 for repair information <p>The TECH LINE Survey can be accessed by: CLICKING HERE</p> <p>Thank you, _____ Phil PageTECH 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: 4/17/2021 Customer name [REDACTED] VIN: 1N6BA1F [REDACTED] Mileage: 24,780 Dealer code: 5790 Dealer name: WESLEY CHAPEL NISSAN</p> <p>Customer's Concerns: c/s engine wont start/c/s when it does start it runs rough and shuts off Technician Findings: DTCS- P0263, P0266, P0269, P0278, P0303</p> <p>intermittently veh will start-runs rough and at times can hear pop back through intake(sounds like a knock) then while idle will smooth a little and pop goes away but still very rough and no throttle response. cyl drop test inconclusive rpms rise and fall with each cyl injector cut but does not change run condition. fuel supply and rail pressures look good and no excessive smoke noted at exhaust-but there is a strong raw diesel smell. spoke to customer directly for incident occurrence. stated that came to a rolling stop and turned right onto main road, accelerated moderately hard up to about 45mph. at that point cust heard a loud bang and vehicle dove hard/decal (like dropped into 1st gear) and veh had no power.</p>

poss lower end catastrophic damages/:

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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._5002I2H6bJv:ref

Email: Case [REDACTED], 2017 TITAN XD; Engine has abnormal noise - Diesel. -A61- [
ref:_00DA09j8L._5002I2H6bJv:ref]

Name
Task
Due Date
Assigned To
Last Modified Date/Time

4/22/2021
Phillip Page
4/22/2021 8:18 AM
Additional To: ragrue@wesleychapelnissan.com
CC:
BCC: phillip.page@nissan-usa.com
Attachment:

Subject: Case [REDACTED] 017 TITAN XD; Engine has abnormal noise - Diesel. -A61- [
ref:_00DA09j8L._5002I2H6bJv:ref]

Body:

Reno,

TECH LINE's latest case update is below.

• If you have an adapter that will allow compression to be tested from the glow plug port, absolutely!

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.

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Closed TECH LINE cases can be reopened.

Case [REDACTED]

Date Created: 4/17/2021

Customer name [REDACTED]

VIN: 1N6BA1F4 [REDACTED] Mileage: 24,780

Dealer code: 5790

Dealer name: WESLEY CHAPEL NISSAN

Customer's Concerns:

c/s engine wont start/c/s when it does start it runs rough and shuts off

Technician Findings:

DTCS- P0263, P0266, P0269, P0278, P0303

intermittently veh will start-runs rough and at times can hear pop back through intake(sounds like a knock) then while idle will smooth a little and pop goes away but still very rough and no throttle response. cyl drop test inconclusive rpms rise and fall with each cyl injector cut but does not change run condition. fuel supply and rail pressures look good and no excessive smoke noted at exhaust-but there is a strong raw diesel smell. spoke to customer directly for incident occurrence. stated that came to a rolling stop and turned right onto main road, accelerated moderately hard up to about 45mph. at that point cust heard a loud bang and vehicle dove hard/decal (like dropped into 1st gear) and veh had no power.

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ref:_00DA09j8L._5002I2H6bJv:ref

Comments

Email: Case [REDACTED] 7 TITAN XD; Engine has abnormal noise - Diesel. -A61- [ref:_00DA09j8L_5002I2H6bJv:ref]

Name
Task
Due Date 4/19/2021
Assigned To Phillip Page
Last Modified Date/Time 4/19/2021 10:23 AM

Additional To: rAgrue@wesleychapel Nissan.com
CC:
BCC: phillip.page@nissan-usa.com
Attachment:

Subject: Case [REDACTED] 017 TITAN XD; Engine has abnormal noise - Diesel. -A61- [ref:_00DA09j8L_5002I2H6bJv:ref]

Body:

Reno,

TECH LINE's latest case update is below.

- Large debris such as this points to an internal engine concern
- To confirm an engine diagnosis, we would recommend performing a compression test
- Another possible cause is a fuel contamination
- If our compression test is [OK], our next step is to remove the stage 2 fuel filter, dry, and inspect for crystallization

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.

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Comments

Case [REDACTED]

Date Created: 4/17/2021

Customer name [REDACTED]

VIN: 1N6BA1F [REDACTED] Mileage: 24,780

Dealer code: 5790

Dealer name: WESLEY CHAPEL NISSAN

Customer's Concerns:

c/s engine wont start/c/s when it does start it runs rough and shuts off

Technician Findings:

DTCS- P0263, P0266, P0269, P0278, P0303

intermittently veh will start-runs rough and at times can hear pop back through intake(sounds like a knock) then while idle will smooth a little and pop goes away but still very rough and no throttle response. cyl drop test inconclusive rpms rise and fall with each cyl injector cut but does not change run condition. fuel supply and rail pressures look good and no excessive smoke noted at exhaust-but there is a strong raw diesel smell. spoke to customer directly for incident occurrence. stated that came to a rolling stop and turned right onto main road, accelerated moderately hard up to about 45mph. at that point cust heard a loud bang and vehicle dove hard/decal (like dropped into 1st gear) and veh had no power.

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ref:_00DA09j8L_5002I2H6bJv:ref

Email: Cas [REDACTED] 017 TITAN XD; Engine has abnormal noise - Diesel. -A61- [ref:_00DA09j8L_5002I2H6bJv:ref]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	4/17/2021
Assigned To	John Seaborn
Last Modified Date/Time	4/17/2021 8:52 AM
Comments	<p>Additional To: ragrue@wesleychapelnissan.com CC: BCC: john.seaborniii@nissan-usa.com Attachment:</p> <p>Subject: C [REDACTED] 2017 TITAN XD; Engine has abnormal noise - Diesel. -A61- [ref:_00DA09j8L_5002I2H6bJv:ref] Body: Reno, TECH LINE's latest case update is below. Description</p> <p>Engine has abnormal noise.</p> <p>Exhaust has uncombusted diesel odor.</p> <p>P0263 CYLINDER 1 CONTRIBUTION/BALANCE current</p> <p>P0269 CYLINDER 3 CONTRIBUTION/BALANCE current</p> <p>P0278 CYLINDER 6 CONTRIBUTION/BALANCE current</p> <p>P0300 MULTI CYLINDER MISFIRE current</p> <p>P0506 IDLE CNTRL SYS RPM LOW -OR- ISC SYSTEM current</p> <p>P0266 CYLINDER 2 CONTRIBUTION/BALANCE past</p> <p>Reviewed video & photos attached to case.</p> <p>Recommendation</p> <p>Reno,</p> <p>1) As our next step, let's inspect the oil pan for debris & the crankshaft for possible separation.</p> <p>Tech to reply to all on email response if additional technical assistance is required.</p> <p>The TECH LINE Survey can be accessed by: CLICKING HERE</p> <p>Thank you, _____ John S.TECH LINE</p> <p>Updating a TECH LINE Case:Technician: Reply to this email; do not change the email subject line. Email file attachments are limited to 6MB. From ASIST, Select TECH LINE Support Request, Enter your dealer code and select Update a Case. If no response, we will assume additional assistance is not required and the case will be closed. Closed TECH LINE cases can be reopened.</p> <p>Case [REDACTED] Date Created: 4/17/2021 Customer name: [REDACTED] VIN: 1N6BA1F4 [REDACTED] Mileage: 24,780 Dealer code: 5790 Dealer name: WESLEY CHAPEL NISSAN</p> <p>Customer's Concerns: c/s engine wont start/c/s when it does start it runs rough and shuts off Technician Findings: DTCS- P0263, P0266, P0269, P0278, P0303</p>

intermittently veh will start-runs rough and at times can hear pop back through intake(sounds like a knock) then while idle will smooth a little and pop goes away but still very rough and no throttle response. cyl drop test inconclusive rpms rise and fall with each cyl injector cut but does not change run condition. fuel supply and rail pressures look good and no excessive smoke noted at exhaust- but there is a strong raw diesel smell. spoke to customer directly for incident occurrence. stated that came to a rolling stop and turned right onto main road, accelerated moderately hard up to about 45mph. at that point cust heard a loud bang and vehicle dove hard/decal (like dropped into 1st gear) and veh had no power.

poss lower end catastrophic damages/:

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ref:_00DA09j8L._5002I2H6bJv:ref

Attachments

1N6BA1F41HN [REDACTED].pdf	IMG_0862.JPG
Size 17KB	Size 2.73MB
Ownership Phillip Page	Ownership Managed Services
View View file	View View file
Last Modified 5/4/2021 7:32 AM	Last Modified 4/17/2021 6:41 AM
DTC.jpg	IMG_0858.JPG
Size 66KB	Size 4.55MB
Ownership Managed Services	Ownership Managed Services
View View file	View View file
Last Modified 4/17/2021 6:41 AM	Last Modified 4/17/2021 6:41 AM
IMG_0856.JPG	IMG_0852.MOV
Size 2.02MB	Size 16.6MB
Ownership Managed Services	Ownership Managed Services
View View file	View View file
Last Modified 4/17/2021 6:41 AM	Last Modified 4/17/2021 6:41 AM
IMG_0859.JPG	IMG_0860.JPG
Size 4.63MB	Size 3.65MB
Ownership Managed Services	Ownership Managed Services
View View file	View View file
Last Modified 4/17/2021 6:41 AM	Last Modified 4/17/2021 6:41 AM
IMG_0863.JPG	
Size 3.66MB	
Ownership Managed Services	
View View file	
Last Modified 4/17/2021 6:41 AM	

Emails

Case [REDACTED] 2017 TITAN XD; Engine Has Abnormal Noise [ref:_00DA09j8L._5002I2H6bJv:ref]
Message Date 6/25/2021 2:50 PM
Has Attachment <input type="checkbox"/>
Email Address ragrue@wesleychapelnissan.com
Status Sent
Subject Case [REDACTED] 2017 TITAN XD; Engine Has Abnormal Noise [ref:_00DA09j8L._5002I2H6bJv:ref]

Text Body reno agrue,

TECH LINE's latest case update is below.

RECOMMENDATION:

- **Correct! DOC/DPF replacement is recommended**
- **Did we find any contamination or separation of the SCR catalyst? FFD indicates it got quite hot as well**

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

Thank you,

Phil Page

TECH LINE

Updating a TECH LINE Case:

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

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Case # [REDACTED]
Date Created: 4/17/2021
Customer name:
VIN: 1N6BA1F41 [REDACTED]

Mileage: 24,780

Dealer code: 5790

Dealer name: WESLEY CHAPEL NISSAN

Customer's Concerns:

c/s engine wont start/c/s when it does start it runs rough and shuts off

Technician Findings:

DTCS- P0263, P0266, P0269, P0278, P0303

intermittently veh will start-runs rough and at times can hear pop back through intake(sounds like a knock) then while idle will smooth a little and pop goes away but still very rough and no throttle response. cyl drop test inconclusive rpms rise and fall with each cyl injector cut but does not change run condition. fuel supply and rail pressures look good and no excessive smoke noted at exhaust-but there is a strong raw diesel smell. spoke to customer directly for incident occurrence. stated that came to a rolling stop and turned right onto main road, accelerated moderately hard up to about 45mph. at that point cust heard a loud bang and vehicle dove hard/decal (like dropped into 1st gear) and veh had no power. poss lower end catastrophic damages/:

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

RE: Cas [REDACTED] 2017 TITAN XD; Engine Has Abnormal Noise [ref: _00DA09j8L_5002I2H6bJv:ref]

Message Date 6/25/2021 12:59 PM
Has Attachment
Email Address ragrue@wesleychapelnissan.com
Status Read
Subject RE: Case [REDACTED], 2017 TITAN XD; Engine Has Abnormal Noise [ref: _00DA09j8L_5002I2H6bJv:ref]
Text Body Engine ran perfect no abnormal concerns-insp and did find oil in dpf/doc
Rec replace dpf?

[REDACTED]
Svc team lead
Wesley Chapel Nissan
Email: ragrue@wesleychapelnissan.com<mailto:ragrue@wesleychapelnissan.com>
Cell: [REDACTED]

From: TECH LINE Email to Case<mailto:techlinesfdc@nissan-usa.com>
Sent: Friday, June 25, 2021 1:15 PM
To: Reno Agrue<mailto:ragrue@wesleychapelnissan.com>
Subject: Case [REDACTED] 2017 TITAN XD; Engine Has Abnormal Noise [ref: _00DA09j8L_5002I2H6bJv:ref]

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TECH LINE's latest case update is below.

- That is certainly a possibility, Reno. How well did the engine run while this was happening?
- A poorly running engine may indicate an on-going fueling issue over a contaminated exhaust
- Our next step may be to visually inspect the DPF for signs of liquid oil or separation if the engine runs relatively smoothly

The TECH LINE Survey can be accessed by: **CLICKING HERE**

<[https://urldefense.com/v3/__http://www.asistfaq.com/online_techline_survey.asp?SurveyId=TLSRVY3__!!Bbg-OcCDIOs!X8HMO-2C2fWRxoPASvk8l8B6E2ei8yYUnxcKpJZ6vrhzvLpnvz3JyH-m48gl96Gjqp3p\\$](https://urldefense.com/v3/__http://www.asistfaq.com/online_techline_survey.asp?SurveyId=TLSRVY3__!!Bbg-OcCDIOs!X8HMO-2C2fWRxoPASvk8l8B6E2ei8yYUnxcKpJZ6vrhzvLpnvz3JyH-m48gl96Gjqp3p$)>

>

Thank you,

Phil Page

TECH LINE

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Case # [REDACTED]

Date Created: 4/17/2021

Customer name: [REDACTED]

VIN: 1N6BA1F4 [REDACTED]

Mileage: 24,780

Dealer code: 5790

Dealer name: WESLEY CHAPEL NISSAN

Customer's Concerns:

c/s engine wont start/c/s when it does start it runs rough and shuts off

Technician Findings:

DTCS- P0263, P0266, P0269, P0278, P0303

intermittently veh will start-runs rough and at times can hear pop back through intake(sounds like a knock) then while idle will smooth a little and pop goes away but still very rough and no throttle response. cyl drop test inconclusive rpms rise and fall with each cyl injector cut but does not change run condition. fuel supply and rail pressures look good and no excessive smoke noted at exhaust-but there is a strong raw diesel smell. spoke to customer directly for incident occurrence. stated that came to a rolling stop and turned right onto main road, accelerated moderately hard up to about 45mph. at that point cust heard a loud bang and vehicle dove hard/decal (like dropped into 1st gear) and veh had no power. poss lower end catastrophic damages/:

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[https://urldefense.com/v3/__https://nissanna.my.salesforce.com/servlet/servlet.ImageServer?oid=00DA00000009j8L&esid=0182I00001YAJCb&from=ext__;!!Bbg-OcCDIOs!X8HMO-2C2FWRxoPASvk8I8B6E2ei8yYUnxcKpJZ6vrhzvLpnvz3JyH-m48gl974t2u8x\$]

ref:_00DA09j8L._5002I2H6bJv:ref

Case [REDACTED] 2017 TITAN XD; Engine Has Abnormal Noise [ref:_00DA09j8L._5002I2H6bJv:ref]

Message Date 6/25/2021 12:15 PM
Has Attachment
Email Address ragrue@wesleychapelnissan.com
Status Sent
Subject Case [REDACTED] 2017 TITAN XD; Engine Has Abnormal Noise [ref:_00DA09j8L._5002I2H6bJv:ref]
Text Body reno agrue,

TECH LINE's latest case update is below.

RECOMMENDATION:

- That is certainly a possibility, Reno. How well did the engine run while this was happening?
- A poorly running engine may indicate an on-going fueling issue over a contaminated exhaust
- Our next step may be to visually inspect the DPF for signs of liquid oil or separation if the engine runs relatively smoothly

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Thank you,

Phil Page

TECH LINE

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TECH LINE cases can be reopened.

Case #: [REDACTED]
Date Created: 4/17/2021
Customer name:
VIN: 1N6BA1F4 [REDACTED]

Mileage: 24,780

Dealer code: 5790

Dealer name: WESLEY CHAPEL NISSAN

Customer's Concerns:
c/s engine wont start/c/s when it does start it runs rough and shuts off

Technician Findings:
DTCS- P0263, P0266, P0269, P0278, P0303
intermittently veh will start-runs rough and at times can hear pop back through intake(sounds like a knock) then while idle will smooth a little and pop goes away but still very rough and no throttle response. cyl drop test inconclusive rpms rise and fall with each cyl injector cut but does not change run condition. fuel supply and rail pressures look good and no excessive smoke noted at exhaust-but there is a strong raw diesel smell. spoke to customer directly for incident occurrence. stated that came to a rolling stop and turned right onto main road, accelerated moderately hard up to about 45mph. at that point cust heard a loud bang and vehicle dove hard/decal (like dropped into 1st gear) and veh had no power.
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Phillip M Page
Technical Support Specialist
Aftersales Dealer Support – TECH LINE
Nissan North America, Inc.

RE: Case [REDACTED] 2017 TITAN XD; Engine Has Abnormal Noise [ref:_00DA09j8L_5002I2H6bJv:ref]

Message Date 6/25/2021 11:44 AM
Has Attachment
Email Address ragrue@wesleychapelnissan.com
Status Read
Subject RE: Cas [REDACTED] 2017 TITAN XD; Engine Has Abnormal Noise [ref:_00DA09j8L_5002I2H6bJv:ref]
Text Body Replaced engine and completed all necessary adjustments/confirmed inj codes correct.
On road-test about 5 miles in started to smoke/and exh temp excessive-scr out temp was at almost 1000 deg and engine shut down. P214b, p229f, p246f, p2484.
I think its poss that when engine broke that while running it dumped oil or fuel into exhaust and loaded dpf and scr. Note that temps start to lower at idle until start to drive.
Not sure if it damaged whole exhaust system---

Ff data --- doc inlet temp 278
Dpf inlet temp 290
Dpf outlet temp 359
Scr inlet temp 454
Scr outlet temp 982

Plz advise—thank you

Reno Agrue

Svc team lead

Wesley Chapel Nissan

Email: ragrue@wesleychapelnissan.com<<mailto:ragrue@wesleychapelnissan.com>>

Cell: 813-846-1352

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

Sent: Thursday, June 3, 2021 5:18 PM

To: Reno Agrue<<mailto:ragrue@wesleychapelnissan.com>>

Subject: Case 43654253; 2017 TITAN XD; Engine Has Abnormal Noise [ref:_00DA09j8L._5002I2H6bJv:ref]

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TECH LINE's latest case update is below.

- It certainly sounds like the crankshaft has sheared between cylinders 3 and 4
- This is something we have seen in the past with the Cummins 5.0L engine
- Engine replacement is recommended

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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Case #:

Date Created: 4/17/2021

Customer name:

VIN: 1N6BA1F4

Mileage: 24,780

Dealer code: 5790

Dealer name: WESLEY CHAPEL NISSAN

Customer's Concerns:

c/s engine wont start/c/s when it does start it runs rough and shuts off

Technician Findings:

DTCS- P0263, P0266, P0269, P0278, P0303

intermittently veh will start-runs rough and at times can hear pop back through intake(sounds like a knock) then while idle will smooth a little and pop goes away but still very rough and no throttle response. cyl drop test inconclusive rpms rise and fall with each cyl injector cut but does not change run condition. fuel supply and rail pressures look good and no excessive smoke noted at exhaust-but there is a strong raw diesel smell. spoke to customer directly for incident occurance, stated that came to a rolling stop and turned right onto main road, accelerated moderately hard up to about 45mph. at that point cust heard a loud bang and vehicle dove hard/decal (like dropped into 1st gear) and veh had no power. poss lower end catastrophic damages/:

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Case [REDACTED] 2017 TITAN XD; Engine Has Abnormal Noise [ref:_00DA09j8L._5002I2H6bJv:ref]

Message Date 6/3/2021 4:18 PM

Has Attachment

Email Address ragrue@wesleychapelnissan.com

Status Sent

Subject Case [REDACTED]; 2017 TITAN XD; Engine Has Abnormal Noise [ref:_00DA09j8L._5002I2H6bJv:ref]

Text Body reno agrue,

TECH LINE's latest case update is below.

RECOMMENDATION:

- It certainly sounds like the crankshaft has sheared between cylinders 3 and 4
- This is something we have seen in the past with the Cummins 5.0L engine
- Engine replacement is recommended

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: 4/17/2021
Customer name: [REDACTED]
VIN: 1N6BA1F [REDACTED]

Mileage: 24,780

Dealer code: 5790

Dealer name: WESLEY CHAPEL NISSAN

Customer's Concerns:

c/s engine wont start/c/s when it does start it runs rough and shuts off

Technician Findings:

DTCS- P0263, P0266, P0269, P0278, P0303

intermittently veh will start-runs rough and at times can hear pop back through intake(sounds like a knock) then while idle will smooth a little and pop goes away but still very rough and no throttle response. cyl drop test inconclusive rpms rise and fall with each cyl injector cut but does not change run condition. fuel supply and rail pressures look good and no excessive smoke noted at exhaust-but there is a strong raw diesel smell. spoke to customer directly for incident occurrence. stated that came to a rolling stop and turned right onto main road, accelerated moderately hard up to about 45mph. at that point cust heard a loud bang and vehicle dove hard/decal (like dropped into 1st gear) and veh had no power.
poss lower end catastrophic damages/:

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

RE: Cas [REDACTED] 2017 TITAN XD; Engine Has Abnormal Noise [ref:_00DA09j8L._5002I2H6bJv:ref]

Message Date 6/3/2021 3:23 PM

Has Attachment

Email Address ragrue@wesleychapelnissan.com

Status Read

Subject RE: Ca [REDACTED] 017 TITAN XD; Engine Has Abnormal Noise [ref:_00DA09j8L._5002I2H6bJv:ref]

Text Body Started with bank 2, cyl 2 had 340psi, cyl 4 had 0-10psi

Reno Agrue
Svc team lead
Wesley Chapel Nissan
Email: ragrue@wesleychapelnissan.com<<mailto:ragrue@wesleychapelnissan.com>>
Cell: 813-846-1352

From: TECH LINE Email to Case<<mailto:techlinesfdc@nissan-usa.com>>
Sent: Tuesday, June 1, 2021 9:39 AM
To: Reno Agrue<<mailto:ragrue@wesleychapelnissan.com>>
Subject: Case 43654253; 2017 TITAN XD; Engine Has Abnormal Noise [ref:_00DA09j8L._5002I2H6bJv:ref]

Morgan Auto Group Notice: This email is from an external sender. Please exercise caution when opening

TECH LINE's latest case update is below.

- P0272 sets with cylinder 4 combustion disorder
- P0275 sets with cylinder 5 combustion disorder
- P0278 sets with cylinder 6 combustion disorder
- P0281 sets with cylinder 7 combustion disorder
- P0284 sets with cylinder 8 combustion disorder
- P0300 occurs with misfire detected on multiple cylinders
- The most probable cause is crankshaft separation between cylinders 3 and 4

- We were in the middle of a compression test before we found the fuel contamination
- We feel you are spot-on with checking the compression as our next step
- Please let us know if you have any questions

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: 4/17/2021

Customer name:

VIN: 1N6BA1F4 [REDACTED]

Mileage: 24,780

Dealer code: 5790

Dealer name: WESLEY CHAPEL NISSAN

Customer's Concerns:

c/s engine wont start/c/s when it does start it runs rough and shuts off

Technician Findings:

DTCS- P0263, P0266, P0269, P0278, P0303

intermittently veh will start-runs rough and at times can hear pop back through intake(sounds like a knock) then while idle will smooth a little and pop goes away but still very rough and no throttle response. cyl drop test inconclusive rpms rise and fall with each cyl injector cut but does not change run condition. fuel supply and rail pressures look good and no excessive smoke noted at exhaust-but there is a strong raw diesel smell. spoke to customer directly for incident occurrence. stated that came to a rolling stop and turned right onto main road, accelerated moderately hard up to about 45mph. at that point cust heard a loud bang and vehicle dove hard/decal (like dropped into 1st gear) and veh had no power. poss lower end catastrophic damages/:

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[REDACTED]

Case # [REDACTED] 2017 TITAN XD; Engine Has Abnormal Noise [ref:_00DA09j8L._5002I2H6bJv:ref]

Message Date 6/1/2021 8:39 AM
Has Attachment
Email Address ragrue@wesleychapelnissan.com
Status Sent
Subject Ca [REDACTED] 2017 TITAN XD; Engine Has Abnormal Noise [ref:_00DA09j8L._5002I2H6bJv:ref]
Text Body reno agrue,

TECH LINE's latest case update is below.

RECOMMENDATION:

- P0272 sets with cylinder 4 combustion disorder
- P0275 sets with cylinder 5 combustion disorder
- P0278 sets with cylinder 6 combustion disorder
- P0281 sets with cylinder 7 combustion disorder
- P0284 sets with cylinder 8 combustion disorder
- P0300 occurs with misfire detected on multiple cylinders
- The most probable cause is crankshaft separation between cylinders 3 and 4

- We were in the middle of a compression test before we found the fuel contamination
- We feel you are spot-on with checking the compression as our next step
- Please let us know if you have any questions

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.

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Case # [REDACTED]

Date Created: 4/17/2021

Customer name:

VIN: 1N6BA1F [REDACTED]

Mileage: 24,780

Dealer code: 5790

Dealer name: WESLEY CHAPEL NISSAN

Customer's Concerns:

c/s engine wont start/c/s when it does start it runs rough and shuts off

Technician Findings:

DTCS- P0263, P0266, P0269, P0278, P0303

intermittently veh will start-runs rough and at times can hear pop back through intake(sounds like a knock) then while idle will smooth a little and pop goes away but still very rough and no throttle response. cyl drop test inconclusive rpms rise and fall with each cyl injector cut but does not change run condition. fuel supply and rail pressures look good and no excessive smoke noted at exhaust-but there is a strong raw diesel smell. spoke to customer directly for incident occurrence. stated that came to a rolling stop and turned right onto main road, accelerated moderately hard up to about 45mph. at that point cust heard a loud bang and vehicle dove hard/decid (like dropped into 1st gear) and veh had no power. poss lower end catastrophic damages/:

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Phillip M Page

Technical Support Specialist

Aftersales Dealer Support – TECH LINE

Nissan North America, Inc.

RE: Case [REDACTED] 2017 TITAN XD; Engine Has Abnormal Noise [ref: _00DA09j8L_5002I2H6bJv:ref]

Message Date 6/1/2021 8:32 AM
Has Attachment
Email Address ragrue@wesleychapelnissan.com
Status Read
Subject RE: Case [REDACTED] 017 TITAN XD; Engine Has Abnormal Noise [ref: _00DA09j8L_5002I2H6bJv:ref]
Text Body Good morning, thx for reaching out,
Completed repairs for fuel contamination-replaced all fuel related components.
Veh starts easier but runs rough(although feels a little better than before repairs)
Before repair dtcs – p0263, p0266, p0269, p0278, p0303
After repair dtcs—p0272, p0275, p0278, p0281, p0284, p0300.
Also now veh smokes some-blueish like burning oil. Was going to proceed with checking easy access cylinders compression test to get a baseline

Reno Agrue
Svc team lead
Wesley Chapel Nissan
Email: ragrue@wesleychapelnissan.com<<mailto:ragrue@wesleychapelnissan.com>>

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

Sent: Tuesday, June 1, 2021 9:12 AM

To: Reno Agrue<<mailto:ragrue@wesleychapelnissan.com>>

Subject: Case [REDACTED] 2017 TITAN XD; Engine Has Abnormal Noise [ref:_00DA09j8L._5002l2H6bJv:ref]

Morgan Auto Group Notice: This email is from an external sender. Please exercise caution when opening



TECH LINE's latest case update is below.

- Hello, Reno! We received a follow-up request regarding this Titan fuel system
- How can we help?



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: 4/17/2021
Customer name:
VIN: 1N6BA1F41 [REDACTED]

Mileage: 24,780

Dealer code: 5790

Dealer name: WESLEY CHAPEL NISSAN

Customer's Concerns:

c/s engine wont start/c/s when it does start it runs rough and shuts off

Technician Findings:

DTCS- P0263, P0266, P0269, P0278, P0303

intermittently veh will start-runs rough and at times can hear pop back through intake(sounds like a knock) then while idle will smooth a little and pop goes away but still very rough and no throttle response. cyl drop test inconclusive rpms rise and fall with each cyl injector cut but does not change run condition. fuel supply and rail pressures look good and no excessive smoke noted at exhaust-but there is a strong raw diesel smell. spoke to customer directly for incident occurrence. stated that came to a rolling stop and turned right onto main road, accelerated moderately hard up to about 45mph. at that point cust heard a loud bang and vehicle dove hard/decad (like dropped into 1st gear) and veh had no power. poss lower end catastrophic damages/:

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ref:_00DA09j8L._5002I2H6bJv:ref

RE: Case [REDACTED] 2017 TITAN XD; Engine Has Abnormal Noise [ref:_00DA09j8L._5002I2H6bJv:ref]

Message Date 6/1/2021 8:21 AM

Has Attachment

Email Address ragrue@wesleychapelnissan.com

Status Read

Subject RE: Case [REDACTED] 2017 TITAN XD; Engine Has Abnormal Noise [ref:_00DA09j8L._5002I2H6bJv:ref]

Replaced complete fuel system. Dtcs before p0263, p0266, p0269, p0278, p0303.
After repairs complete- now have dtcs p0272, p0275, p0278, p0281, p0284, p0300
Truck starts right up but with these dtcs have no throttle response

Text Body

Reno Agrue
Svc team lead
Wesley Chapel Nissan
Email: ragrue@wesleychapelnissan.com<<mailto:ragrue@wesleychapelnissan.com>>

RE: Case [REDACTED] 2017 TITAN XD; Engine Has Abnormal Noise [ref:_00DA09j8L._5002I2H6bJv:ref]

Message Date 6/1/2021 8:21 AM

Has Attachment

Email Address ragrue@wesleychapelnissan.com

Status Read

Subject RE: Case [REDACTED] 2017 TITAN XD; Engine Has Abnormal Noise [ref:_00DA09j8L._5002I2H6bJv:ref]

Text Body

Replaced complete fuel system. Dtcs before p0263, p0266, p0269, p0278, p0303.
After repairs complete- now have dtcs p0272, p0275, p0278, p0281, p0284, p0300
Truck starts right up but with these dtcs have no throttle response

Reno Agrue
Svc team lead
Wesley Chapel Nissan
Email: ragrue@wesleychapelnissan.com<<mailto:ragrue@wesleychapelnissan.com>>

[REDACTED]

From: TECH LINE Email to Case <techlinesfdc@nissan-usa.com>
Sent: Tuesday, May 4, 2021 11:53:19 AM
To: Reno Agrue <ragrue@wesleychapelnissan.com>
Subject: C [REDACTED] 2017 TITAN XD; Engine Has Abnormal Noise [ref:_00DA09j8L._5002I2H6bJv:ref]

Morgan Auto Group Notice: This email is from an external sender. Please exercise caution when opening attachments or clicking links.

[REDACTED]

TECH LINE's latest case update is below.

- The fuel sample inspection has confirmed there is no contamination of the fuel
 - This does not change the diagnosis. We still need to replace the fuel system and should use NTB16-125 for repair information
 - If you have questions regarding warranty coverage, please discuss with your service manager and / or warranty administrator
- [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: 4/17/2021
Customer name:
VIN: 1N6BA1F [REDACTED]

Mileage: 24,780

Dealer code: 5790

Dealer name: WESLEY CHAPEL NISSAN

Customer's Concerns:

c/s engine wont start/c/s when it does start it runs rough and shuts off

Technician Findings:

DTCS- P0263, P0266, P0269, P0278, P0303

intermittently veh will start-runs rough and at times can hear pop back through intake(sounds like a knock) then while idle will smooth a little and pop goes away but still very rough and no throttle response. cyl drop test inconclusive rpms rise and fall with each cyl injector cut but does not change run condition. fuel supply and rail pressures look good and no excessive smoke noted at exhaust-but there is a strong raw diesel smell. spoke to customer directly for incident occurance. stated that came to a rolling stop and turned right onto main road, accelerated moderately hard up to about 45mph. at that point cust heard a loud bang and vehicle dove hard/decal (like dropped into 1st gear) and veh had no power. poss lower end catastrophic damages/:

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ref:_00DA09j8L._5002I2H6bJv:ref

Cas [REDACTED] 2017 TITAN XD; Engine Has Abnormal Noise [ref:_00DA09j8L._5002I2H6bJv:ref]

Message Date 6/1/2021 8:12 AM

Has Attachment

Email Address ragrue@wesleychapelnissan.com

Status **Sent**

Subject [REDACTED] 2017 TITAN XD; Engine Has Abnormal Noise [ref:_00DA09j8L._5002I2H6bJv:ref]

Text Body reno agrue,

TECH LINE's latest case update is below.

RECOMMENDATION:

- Hello, Reno! We received a follow-up request regarding this Titan fuel system
- How can we help?

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.

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**Case # [REDACTED]
Date Created: 4/17/2021
Customer name: [REDACTED]
VIN: 1N6BA1F4 [REDACTED]**

Mileage: 24,780

Dealer code: 5790

Dealer name: WESLEY CHAPEL NISSAN

Customer's Concerns:

c/s engine wont start/c/s when it does start it runs rough and shuts off

Technician Findings:

DTCS- P0263, P0266, P0269, P0278, P0303

intermittently veh will start-runs rough and at times can hear pop back through intake(sounds like a knock) then while idle will smooth a little and pop goes away but still very rough and no throttle response. cyl drop test inconclusive rpms rise and fall with each cyl injector cut but does not change run condition. fuel supply and rail pressures look good and no excessive smoke noted at exhaust-but there is a strong raw diesel smell. spoke to customer directly for incident occurrence. stated that came to a rolling stop and turned right onto main road, accelerated moderately hard up to about 45mph. at that point cust heard a loud bang and vehicle dove hard/decal (like dropped into 1st gear) and veh had no power. poss lower end catastrophic damages/:

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**Phillip M Page
Technical Support Specialist**

**Aftersales Dealer Support – TECH LINE
Nissan North America, Inc.**

Case # [REDACTED] 2017 TITAN XD; Engine Has Abnormal Noise [ref:_00DA09j8L._5002I2H6bJv:ref]

Message Date **5/17/2021 8:29 AM**

Has Attachment

Email Address **ragrue@wesleychapelnissan.com**

Status **Sent**

Subject **Case # [REDACTED] 2017 TITAN XD; Engine Has Abnormal Noise [ref:_00DA09j8L._5002I2H6bJv:ref]**

Text Body **reno agrue,**

TECH LINE's latest case update is below.

RECOMMENDATION:

- The parts recommended for replacement are described in NTB16-125
- This includes the fuel tank and fuel lines

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: 4/17/2021
Customer name: [REDACTED]
VIN: 1N6BA1F4 [REDACTED]**

Mileage: 24,780

Dealer code: 5790

Dealer name: WESLEY CHAPEL NISSAN

Customer's Concerns:

c/s engine wont start/c/s when it does start it runs rough and shuts off

Technician Findings:

DTCS- P0263, P0266, P0269, P0278, P0303

intermittently veh will start-runs rough and at times can hear pop back through intake(sounds like a knock) then while idle will smooth a little and pop goes away but still very rough and no throttle response. cyl drop test inconclusive rpms rise and fall with each cyl injector cut but does not change run condition. fuel supply and rail pressures look good and no excessive smoke noted at exhaust-but there is a strong raw diesel smell. spoke to customer directly for incident occurrence. stated that came to a rolling stop and turned right onto main road, accelerated moderately hard up to about 45mph, at that point cust heard a loud bang and vehicle dove hard/decal (like dropped into 1st gear) and veh had no power.
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Phillip M Page
Technical Support Specialist
Aftersales Dealer Support – TECH LINE
Nissan North America, Inc.

RE: Cas [REDACTED] 2017 TITAN XD; Engine Has Abnormal Noise [ref:_00DA09j8L_5002I2H6bJv:ref]

Message Date 5/17/2021 7:28 AM

Has Attachment

Email Address ragrue@wesleychapelnissan.com

Status Read

Subject **RE: Cas [REDACTED] 2017 TITAN XD; Engine Has Abnormal Noise [ref:_00DA09j8L_5002I2H6bJv:ref]**

Text Body **As rec replacing complete fuel system-will this incl tank and main fuel lines or do you rec cleaning out?**

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

Sent: Friday, May 14, 2021 9:16 AM

To: Reno Agrue<mailto:ragrue@wesleychapelnissan.com>

Subject: Case 43654253; 2017 TITAN XD; Engine Has Abnormal Noise [ref:_00DA09j8L_5002I2H6bJv:ref]

TECH LINE's latest case update is below.

• Very good. Please let us know if additional assistance is needed

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: 4/17/2021
Customer name: [REDACTED]
VIN: 1N6BA1F4 [REDACTED]

Mileage: 24,780

Dealer code: 5790

Dealer name: WESLEY CHAPEL NISSAN

Customer's Concerns:

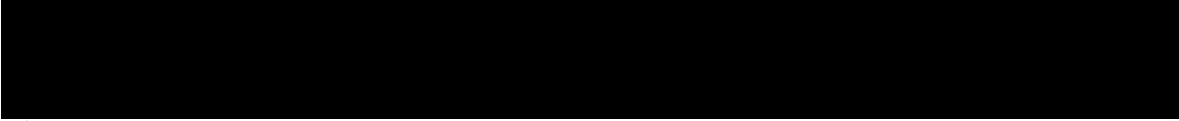
c/s engine wont start/c/s when it does start it runs rough and shuts off

Technician Findings:

DTCS- P0263, P0266, P0269, P0278, P0303

intermittently veh will start-runs rough and at times can hear pop back through intake(sounds like a knock) then while idle will smooth a little and pop goes away but still very rough and no throttle response. cyl drop test inconclusive rpms rise and fall with each cyl injector cut but does not change run condition, fuel supply and rail pressures look good and no excessive smoke noted at exhaust-but there is a strong raw diesel smell. spoke to customer directly for incident occurrence, stated that came to a rolling stop and turned right onto main road, accelerated moderately hard up to about 45mph. at that point cust heard a loud bang and vehicle dove hard/decal (like dropped into 1st gear) and veh had no power. poss lower end catastrophic damages/:

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ref:_00DA09j8L._5002I2H6bJv:ref

Cas [REDACTED] 2017 TITAN XD; Engine Has Abnormal Noise [ref:_00DA09j8L._5002I2H6bJv:ref]

Message Date 5/14/2021 8:16 AM

Has Attachment

Email Address ragrue@wesleychapelnissan.com

Status Sent

Subject Cas [REDACTED] 2017 TITAN XD; Engine Has Abnormal Noise [ref:_00DA09j8L._5002I2H6bJv:ref]

Text Body reno agrue,

TECH LINE's latest case update is below.

RECOMMENDATION:

- Very good. Please let us know if additional assistance is needed

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: 4/17/2021
Customer name: [REDACTED]
VIN: 1N6BA1F4 [REDACTED]

Mileage: 24,780

Dealer code: 5790

Dealer name: WESLEY CHAPEL NISSAN

Customer's Concerns:

c/s engine wont start/c/s when it does start it runs rough and shuts off

Technician Findings:

DTCS- P0263, P0266, P0269, P0278, P0303

intermittently veh will start-runs rough and at times can hear pop back through intake(sounds like a knock) then while idle will smooth a little and pop goes away but still very rough and no throttle response. cyl drop test inconclusive rpms rise and fall with each cyl injector cut but does not change run condition. fuel supply and rail pressures look good and no excessive smoke noted at exhaust-but there is a strong raw diesel smell. spoke to customer directly for incident occurance. stated that came to a rolling stop and turned right onto main road, accelerated moderately hard up to about 45mph. at that point cust heard a loud bang and vehicle dove hard/decal (like dropped into 1st gear) and veh had no power. poss lower end catastrophic damages/:

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

Re: Case [REDACTED] 2017 TITAN XD; Engine Has Abnormal Noise [ref:_00DA09j8L._5002I2H6bJv:ref]

Message Date 5/14/2021 8:12 AM
Has Attachment
Email Address ragrue@wesleychapelnissan.com
Status Read
Subject Re: Case [REDACTED] 2017 TITAN XD; Engine Has Abnormal Noise [ref:_00DA09j8L._5002I2H6bJv:ref]
Text Body Update- submitted non warrantable repair claim to nna, after review confirmed Nissan will cover fuel system repairs under warranty/ordering parts today

Sent from my iPhone

On May 4, 2021, at 11:53 AM, TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:

Morgan Auto Group Notice: This email is from an external sender. Please exercise caution when opening attachments or clicking links.

TECH LINE's latest case update is below.

- The fuel sample inspection has confirmed there is no contamination of the fuel
- This does not change the diagnosis. We still need to replace the fuel system and should use NTB16-125 for repair information
- If you have questions regarding warranty coverage, please discuss with your service manager and / or warranty administrator

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: 4/17/2021

Customer name: [REDACTED]

VIN: 1N6BA1F41 [REDACTED]

Mileage: 24,780

Dealer code: 5790

Dealer name: WESLEY CHAPEL NISSAN

Customer's Concerns:

c/s engine wont start/c/s when it does start it runs rough and shuts off

Technician Findings:

DTCS- P0263, P0266, P0269, P0278, P0303

intermittently veh will start-runs rough and at times can hear pop back through intake(sounds like a knock) then while idle will smooth a little and pop goes away but still very rough and no throttle response. cyl drop test inconclusive rpms rise and fall with each cyl injector cut but does not change run condition. fuel supply and rail pressures look good and no excessive smoke noted at exhaust-but there is a strong raw diesel smell. spoke to customer directly for incident occurrence. stated that came to a rolling stop and turned right onto main road, accelerated moderately hard up to about 45mph. at that point cust heard a loud bang and vehicle dove hard/decal (like dropped into 1st gear) and veh had no power. poss lower end catastrophic damages/:

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ref:_00DA09j8L._5002I2H6bJv:ref

Cas [REDACTED] 2017 TITAN XD; Engine Has Abnormal Noise [ref:_00DA09j8L._5002I2H6bJv:ref]

Message Date 5/4/2021 10:53 AM
Has Attachment
Email Address ragrue@wesleychapelnissan.com
Status Sent
Subject Case [REDACTED] 2017 TITAN XD; Engine Has Abnormal Noise [ref:_00DA09j8L._5002I2H6bJv:ref]
Text Body reno agrue,

TECH LINE's latest case update is below.

RECOMMENDTION:

- The fuel sample inspection has confirmed there is no contamination of the fuel
- This does not change the diagnosis. We still need to replace the fuel system and should use NTB16-125 for repair information
- If you have questions regarding warranty coverage, please discuss with your service manager and / or warranty administrator

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

Thank you,

Phil Page

TECH LINE

Updating a TECH LINE Case:

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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: 4/17/2021
Customer name:
VIN: 1N6BA [REDACTED]

Mileage: 24,780

Dealer code: 5790

Dealer name: WESLEY CHAPEL NISSAN

Customer's Concerns:

c/s engine wont start/c/s when it does start it runs rough and shuts off

Technician Findings:

DTCS- P0263, P0266, P0269, P0278, P0303

intermittently veh will start-runs rough and at times can hear pop back through intake(sounds like a knock) then while idle will smooth a little and pop goes away but still very rough and no throttle response. cyl drop test inconclusive rpms rise and fall with each cyl injector cut but does not change run condition. fuel supply and rail pressures look good and no excessive smoke noted at exhaust-but there is a strong raw diesel smell. spoke to customer directly for incident occurrence. stated that came to a rolling stop and turned right onto main road, accelerated moderately hard up to about 45mph. at that point cust heard a loud bang and vehicle dove hard/decad (like dropped into 1st gear) and veh had no power.
poss lower end catastrophic damages/:

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

Re: Case [REDACTED] 017 TITAN XD; Engine Has Abnormal Noise [ref: _00DA09j8L_ 5002I2H6bJv:ref]

Message Date 5/4/2021 10:39 AM
Has Attachment
Email Address ragrue@wesleychapelnissan.com
Status Read

Subject **Re: Case [REDACTED] 017 TITAN XD; Engine Has Abnormal Noise [ref:_00DA09j8L_5002I2H6bJv:ref]**
Text Body **Will this still be classified as fuel contamination repair**

Sent from my iPhone

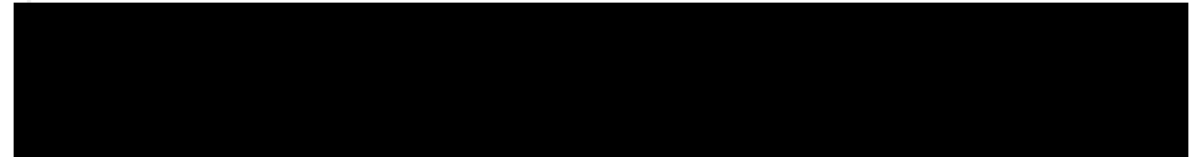
On May 4, 2021, at 11:10 AM, TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:

Morgan Auto Group Notice: This email is from an external sender. Please exercise caution when opening attachments or clicking links.



TECH LINE's latest case update is below.

• Very good. Fuel system replacement is recommended. Please let us know if you have any questions



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: 4/17/2021
Customer name:
VIN: 1N6BA1F4 [REDACTED]**

Mileage: 24,780

Dealer code: 5790

Dealer name: WESLEY CHAPEL NISSAN

Customer's Concerns:

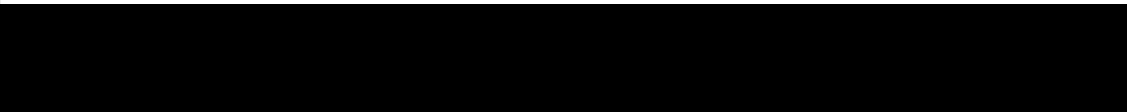
c/s engine wont start/c/s when it does start it runs rough and shuts off

Technician Findings:

DTCS- P0263, P0266, P0269, P0278, P0303

intermittently veh will start-runs rough and at times can hear pop back through intake(sounds like a knock) then while idle will smooth a little and pop goes away but still very rough and no throttle response. cyl drop test inconclusive rpms rise and fall with each cyl injector cut but does not change run condition. fuel supply and rail pressures look good and no excessive smoke noted at exhaust-but there is a strong raw diesel smell. spoke to customer directly for incident occurance. stated that came to a rolling stop and turned right onto main road, accelerated moderately hard up to about 45mph. at that point cust heard a loud bang and vehicle dove hard/decal (like dropped into 1st gear) and veh had no power. poss lower end catastrophic damages/:

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ref:_00DA09j8L._5002I2H6bJv:ref

Case [redacted] 3; 2017 TITAN XD; Engine Has Abnormal Noise [ref:_00DA09j8L._5002I2H6bJv:ref]

Message Date 5/4/2021 10:10 AM

Has Attachment

Email Address ragrue@wesleychapelnissan.com

Status **Sent**

Subject Case [redacted] 017 TITAN XD; Engine Has Abnormal Noise [ref:_00DA09j8L._5002I2H6bJv:ref]

Text Body reno agrue,

TECH LINE's latest case update is below.

RECOMMENDTION:

- Very good. Please let us know if you have any questions

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: 4/17/2021
Customer name:
VIN: 1N6BA1F [REDACTED]

Mileage: 24,780

Dealer code: 5790

Dealer name: WESLEY CHAPEL NISSAN

Customer's Concerns:

c/s engine wont start/c/s when it does start it runs rough and shuts off

Technician Findings:

DTCS- P0263, P0266, P0269, P0278, P0303

intermittently veh will start-runs rough and at times can hear pop back through intake(sounds like a knock) then while idle will smooth a little and pop goes away but still very rough and no throttle response. cyl drop test inconclusive rpms rise and fall with each cyl injector cut but does not change run condition. fuel supply and rail pressures look good and no excessive smoke noted at exhaust-but there is a strong raw diesel smell. spoke to customer directly for incident occurrence. stated that came to a rolling stop and turned right onto main road, accelerated moderately hard up to about 45mph. at that point cust heard a loud bang and vehicle dove hard/decal (like dropped into 1st gear) and veh had no power. poss lower end catastrophic damages/:

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

Re: Cas [REDACTED] 2017 TITAN XD; Engine has abnormal noise - Diesel. -A61- [ref:_00DA09j8L._5002I2H6bJv:ref]

Message Date 5/4/2021 9:24 AM

Has Attachment

Email Address ragrue@wesleychapelnissan.com

Status **Read**

Subject **Re: C: [REDACTED] 2017 TITAN XD; Engine has abnormal noise - Diesel. -A61- [ref:_00DA09j8L._5002I2H6bJv:ref]**

Text Body **No apparent contamination in existing fuel
Sent from my iPhone**

On Apr 28, 2021, at 10:37 AM, TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:

Morgan Auto Group Notice: This email is from an external sender. Please exercise caution when opening attachments or clicking links.

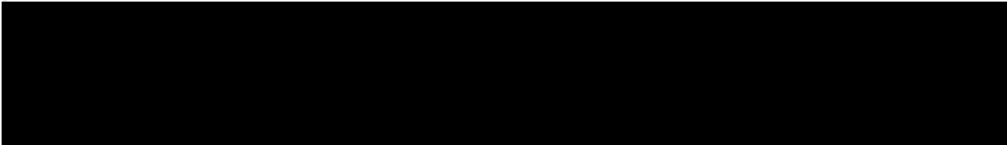


Reno,

TECH LINE's latest case update is below.

- **TECH LINE cannot advise on whether a repair is covered under warranty, we can only provide technical / diagnosis assistance**
- **Please remove and dry the stage 2 fuel filter. Often DEF crystals will not be seen until the filter is dry**
- **If no crystals are seen, please send a fuel sample for inspection using the fuel sample test kit**

- **We should also remember not all contamination is related to DEF**
- **Gasoline for instance does not have the lubricating properties that diesel fuel has**
- **A gasoline contamination can wear fuel system components resulting in metallic debris and no DEF crystals**



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: 4/17/2021
Customer name:
VIN: 1N6BA1F4 [REDACTED]**

Mileage: 24,780

Dealer code: 5790

Dealer name: WESLEY CHAPEL NISSAN

Customer's Concerns:

c/s engine wont start/c/s when it does start it runs rough and shuts off

Technician Findings:

DTCS- P0263, P0266, P0269, P0278, P0303

intermittently veh will start-runs rough and at times can hear pop back through intake(sounds like a knock) then while idle will smooth a little and pop goes away but still very rough and no throttle response. cyl drop test inconclusive rpms rise and fall with each cyl injector cut but does not change run condition. fuel supply and rail pressures look good and no excessive smoke noted at exhaust-but there is a strong raw diesel smell. spoke to customer directly for incident occurrence. stated that came to a rolling stop and turned right onto main road, accelerated moderately hard up to about 45mph. at that point cust heard a loud bang and vehicle dove hard/decal (like dropped into 1st gear) and veh had no power. poss lower end catastrophic damages/:

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ref:_00DA09j8L_5002I2H6bJv:ref

Case [REDACTED] 2017 TITAN XD; Engine has abnormal noise - Diesel. -A61- [ref:_00DA09j8L_5002I2H6bJv:ref]

Message Date 5/4/2021 7:25 AM

Has Attachment

Email Address techline@nissan-usa.com

Status Read

Subject Case [REDACTED] 2017 TITAN XD; Engine has abnormal noise - Diesel. -A61- [ref:_00DA09j8L_5002I2H6bJv:ref]

Text Body -----Original Message-----

From: Blackstone Labs <bstone@blackstone-labs.com>

Sent: Monday, May 3, 2021 4:33 PM

To: nissan@service-solutions.com

Cc: Nafzger, Jeff <Jeff.Nafzger@Nissan-Usa.com>; NNA TECH LINE <techline@nissan-usa.com>; Mullins,

Mark <mark.mullins@nissan-usa.com>; Powertrain Call Center <PCC@nissan-usa.com>

Subject: Customer: Madelaine Martinez, Tech: Reno Agrue, RO# 76949

Hello from Blackstone Laboratories!

Your Oil Report is attached to this email.

If you can't read this PDF, just ask and we'll send a Microsoft Word version.

Questions? Problems? Reply to this email or give us a call [REDACTED]

If you have any interesting follow-up information about this sample that you would like to share with us, please do! We like to keep learning, and people like you are a great source of information for us as analysts.

Sincerely,
The Blackstone Team

Case [REDACTED] 2017 TITAN XD; Engine has abnormal noise - Diesel. -A61- [ref:_00DA09j8L._5002I2H6bJv:ref]

Message Date 4/28/2021 9:37 AM

Has Attachment

Email Address ragrue@wesleychapelnissan.com

Status Sent

Subject Cas [REDACTED] 2017 TITAN XD; Engine has abnormal noise - Diesel. -A61- [ref:_00DA09j8L._5002I2H6bJv:ref]

Text Body reno agrue,

TECH LINE's latest case update is below.

RECOMMENDATION:

- TECH LINE cannot advise on whether a repair is covered under warranty, we can only provide technical assistance
- Please remove and dry the stage 2 fuel filter. Often DEF crystals will not be seen until the filter is dry
- If no crystals are seen, please send a fuel sample for inspection using the fuel sample test kit

- We should also remember not all contamination is related to DEF
- Gasoline for instance does not have the lubricating properties that diesel fuel has
- A gasoline contamination can wear fuel system components resulting in metallic debris and no DEF crystals

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.

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Case #: [REDACTED]
Date Created: 4/17/2021
Customer name: [REDACTED]
VIN: 1N6BA1F41 [REDACTED]

Mileage: 24,780

Dealer code: 5790

Dealer name: WESLEY CHAPEL NISSAN

Customer's Concerns:

c/s engine wont start/c/s when it does start it runs rough and shuts off

Technician Findings:

DTCS- P0263, P0266, P0269, P0278, P0303

intermittently veh will start-runs rough and at times can hear pop back through intake(sounds like a knock) then while idle will smooth a little and pop goes away but still very rough and no throttle response. cyl drop test inconclusive rpms rise and fall with each cyl injector cut but does not change run condition. fuel supply and rail pressures look good and no excessive smoke noted at exhaust-but there is a strong raw diesel smell. spoke to customer directly for incident occurrence. stated that came to a rolling stop and turned right onto main road, accelerated moderately hard up to about 45mph. at that point cust heard a loud bang and vehicle dove hard/decal (like dropped into 1st gear) and veh had no power. poss lower end catastrophic damages/:

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

RE: Case [REDACTED] 2017 TITAN XD; Engine has abnormal noise - Diesel. -A61- [ref: _00DA09j8L_5002I2H6bJv:ref]

Message Date 4/28/2021 9:22 AM

Has Attachment

Email Address ragrue@wesleychapelnissan.com

Status Read

Subject RE: [REDACTED] 2017 TITAN XD; Engine has abnormal noise - Diesel. -A61- [ref: _00DA09j8L_5002I2H6bJv:ref]

Text Body Here is the question of the day. Tsb leans to non warrantable repair, although there is metal debris in stage one I do not see evidence of def crystallization, but stage 2 is unknown debris and does not physically look like def contamination crystallization in pics. I know any fuel contamination is not a warranty concern but would like to be sure where we go with this before we advise customer to contact their ins co. thank you

Sent from Mail<[From: TECH LINE Email to Case<mailto:techlinesfdc@nissan-usa.com>](https://urldefense.com/v3/__https://go.microsoft.com/fwlink/?LinkId=550986__;!!Bbg-OcCDIOs!VFwusuvwi_KBAbPbzwCuK3CdtMCGHP0MEdxhxG5W85pZ3cgnz0u1VjxmNfmFbSL6hrR$> for Windows 10</p></div><div data-bbox=)

Sent: Wednesday, April 28, 2021 9:55 AM

To: Reno Agrue<mailto:ragrue@wesleychapelnissan.com>

Subject: Case 43654253; 2017 TITAN XD; Engine has abnormal noise - Diesel. -A61- [ref: _00DA09j8L_5002I2H6bJv:ref]

Morgan Auto Group Notice: This email is from an external sender. Please exercise caution when opening

TECH LINE's latest case update is below.

- **Very good. Fuel system replacement is recommended**
- **Refer to NTB16-125 for repair information**

The TECH LINE Survey can be accessed by: **CLICKING HERE**
<[https://urldefense.com/v3/__http://www.asistfaq.com/online_techline_survey.aspx?SurveyId=TLRVY3__;!!Bbg-OcCDIOs!VFwusuvwi_KBApPbzwCuK3CdtMCgHP0MEdxhxG5W85pZ3cgnz0u1VjxmNfmFf4Ng36c\\$](https://urldefense.com/v3/__http://www.asistfaq.com/online_techline_survey.aspx?SurveyId=TLRVY3__;!!Bbg-OcCDIOs!VFwusuvwi_KBApPbzwCuK3CdtMCgHP0MEdxhxG5W85pZ3cgnz0u1VjxmNfmFf4Ng36c$)>

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: 4/17/2021
Customer name: [REDACTED]
VIN: 1N6BA1F41H [REDACTED]

Mileage: 24,780

Dealer code: 5790

Dealer name: WESLEY CHAPEL NISSAN

Customer's Concerns:

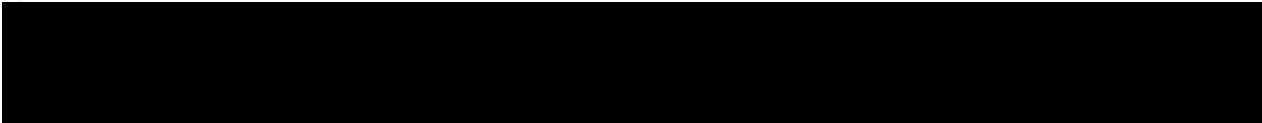
c/s engine wont start/c/s when it does start it runs rough and shuts off

Technician Findings:

DTCS- P0263, P0266, P0269, P0278, P0303

intermittently veh will start-runs rough and at times can hear pop back through intake(sounds like a knock) then while idle will smooth a little and pop goes away but still very rough and no throttle response. cyl drop test inconclusive rpms rise and fall with each cyl injector cut but does not change run condition. fuel supply and rail pressures look good and no excessive smoke noted at exhaust-but there is a strong raw diesel smell. spoke to customer directly for incident occurrence. stated that came to a rolling stop and turned right onto main road, accelerated moderately hard up to about 45mph. at that point cust heard a loud bang and vehicle dove hard/decal (like dropped into 1st gear) and veh had no power. poss lower end catastrophic damages/:

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ref:_00DA09j8L._5002I2H6bJv:ref

Case [REDACTED] **2017 TITAN XD; Engine has abnormal noise - Diesel. -A61- [ref:_00DA09j8L._5002I2H6bJv:ref]**

Message Date 4/28/2021 8:54 AM

Has Attachment

Email Address ragrue@wesleychapelnissan.com

Status Sent

Subject [REDACTED] 2017 TITAN XD; Engine has abnormal noise - Diesel. -A61- [ref:_00DA09j8L._5002I2H6bJv:ref]

Text Body reno agrue,

TECH LINE's latest case update is below.

RECOMMENDATION:

- Very good. Fuel system replacement is recommended
- Refer to NTB16-125 for repair information

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: 4/17/2021
Customer name:
VIN: 1N6BA [REDACTED]**

Mileage: 24,780

Dealer code: 5790

Dealer name: WESLEY CHAPEL NISSAN

Customer's Concerns:

c/s engine wont start/c/s when it does start it runs rough and shuts off

Technician Findings:

DTCS- P0263, P0266, P0269, P0278, P0303

intermittently veh will start-runs rough and at times can hear pop back through intake(sounds like a knock) then while idle will smooth a little and pop goes away but still very rough and no throttle response. cyl drop test inconclusive rpms rise and fall with each cyl injector cut but does not change run condition. fuel supply and rail pressures look good and no excessive smoke noted at exhaust-but there is a strong raw diesel smell. spoke to customer directly for incident occurance. stated that came to a rolling stop and turned right onto main road, accelerated moderately hard up to about 45mph. at that point cust heard a loud bang and vehicle dove hard/decal (like dropped into 1st gear) and veh had no power. poss lower end catastrophic damages/:

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

Message Date 4/28/2021 8:00 AM
Has Attachment
Email Address ragrue@wesleychapelnissan.com
Status Read
Subject Re: Case [REDACTED], 2017 TITAN XD; Engine has abnormal noise - Diesel. -A61- [ref: 00DA09j8L. 5002I2H6bJv:ref]
Text Body [REDACTED]

Sent from my iPhone

On Apr 22, 2021, at 9:18 AM, TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:

Morgan Auto Group Notice: This email is from an external sender. Please exercise caution when opening attachments or clicking links.

TECH LINE's latest case update is below.

- If you have an adapter that will allow compression to be tested from the glow plug port, absolutely!

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: 4/17/2021
Customer name:
VIN: 1N6BA1F41 [REDACTED]

Mileage: 24,780

Dealer code: 5790

Dealer name: WESLEY CHAPEL NISSAN

Customer's Concerns:

c/s engine wont start/c/s when it does start it runs rough and shuts off

Technician Findings:

DTCS- P0263, P0266, P0269, P0278, P0303

intermittently veh will start-runs rough and at times can hear pop back through intake(sounds like a knock) then while idle will smooth a little and pop goes away but still very rough and no throttle response. cyl drop test inconclusive rpms rise and fall with each cyl injector cut but does not change run condition. fuel supply and rail pressures look good and no excessive smoke noted at exhaust-but there is a strong raw diesel smell. spoke to customer directly for incident occurance. stated that came to a rolling stop and turned right onto main road, accelerated moderately hard up to about 45mph. at that point cust heard a loud bang and vehicle dove hard/decal (like dropped into 1st gear) and veh had no power. poss lower end catastrophic damages/:

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ref:_00DA09j8L._5002I2H6bJv:ref

Cas [REDACTED] 017 TITAN XD; Engine has abnormal noise - Diesel. -A61- [ref:_00DA09j8L._5002I2H6bJv:ref]

Message Date 4/22/2021 8:18 AM

Has Attachment

Email Address agrue@wesleychapelnissan.com

Status Sent

Subject Case [REDACTED] 017 TITAN XD; Engine has abnormal noise - Diesel. -A61- [ref:_00DA09j8L._5002I2H6bJv:ref]

Text Body reno agrue,

TECH LINE's latest case update is below.

RECOMMENDATION:

- If you have an adapter that will allow compression to be tested from the glow plug port, absolutely!

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

Thank you,

Phil Page

TECH LINE

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Customer name:
VIN: 1N6BA1F [REDACTED]

Mileage: 24,780

Dealer code: 5790

Dealer name: WESLEY CHAPEL NISSAN

Customer's Concerns:

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Technician Findings:

DTCS- P0263, P0266, P0269, P0278, P0303

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**Phillip M Page
Technical Support Specialist**

Aftersales Dealer Support – TECH LINE
Nissan North America, Inc.

RE: Cas [REDACTED] 2017 TITAN XD; Engine has abnormal noise - Diesel. -A61- [ref:_00DA09j8L._5002I2H6bJv:ref]

Message Date 4/22/2021 7:37 AM

Has Attachment

Email Address ragrue@wesleychapelnissan.com

Status Read

Subject RE: Case 43654253; 2017 TITAN XD; Engine has abnormal noise - Diesel. -A61- [ref:_00DA09j8L._5002I2H6bJv:ref]

Text Body Quick question,
Cummins tool kit includes compression test adapter which injectors need to be removed. I have done several compression test on other diesels and have always removed glow plugs to access since removal of injectors condemns fuel lines and cannot be reused for further test if have to re assemble. Is this a viable option to minimize initial costs and disassemble/reassemble times for further diag if required.
Plz advise, thank you
Sorry for delay, was out of town for training in atlanta. Thank you

[REDACTED]

From: TECH LINE Email to Case<<mailto:techlinesfdc@nissan-usa.com>>
Sent: Monday, April 19, 2021 11:23 AM
To: Reno Agrue<<mailto:ragrue@wesleychapelnissan.com>>
Subject: Case [REDACTED] 2017 TITAN XD; Engine has abnormal noise - Diesel. -A61- [ref:_00DA09j8L._5002I2H6bJv:ref]

[REDACTED]

TECH LINE's latest case update is below.

- Large debris such as this points to an internal engine concern
- To confirm an engine diagnosis, we would recommend performing a compression test
- Another possible cause is a fuel contamination
- If our compression test is [OK], our next step is to remove the stage 2 fuel filter, dry, and inspect for crystallization

[REDACTED]

Thank you,

Phil Page

TECH LINE

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Case #: [REDACTED]
Date Created: 4/17/2021
Customer name:
VIN: 1N6BA1F4 [REDACTED]

Mileage: 24,780

Dealer code: 5790

Dealer name: WESLEY CHAPEL NISSAN

Customer's Concerns:

c/s engine wont start/c/s when it does start it runs rough and shuts off

Technician Findings:

DTCS- P0263, P0266, P0269, P0278, P0303

intermittently veh will start-runs rough and at times can hear pop back through intake(sounds like a knock) then while idle will smooth a little and pop goes away but still very rough and no throttle response. cyl drop test inconclusive rpms rise and fall with each cyl injector cut but does not change run condition. fuel supply and rail pressures look good and no excessive smoke noted at exhaust-but there is a strong raw diesel smell. spoke to customer directly for incident occurance. stated that came to a rolling stop and turned right onto main road, accelerated moderately hard up to about 45mph. at that point cust heard a loud bang and vehicle dove hard/decal (like dropped into 1st gear) and veh had no power. poss lower end catastrophic damages/:

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[REDACTED]
ref:_00DA09j8L._5002I2H6bJv:ref

Case [REDACTED] 2017 TITAN XD; Engine has abnormal noise - Diesel. -A61- [ref:_00DA09j8L._5002I2H6bJv:ref]

Message Date 4/19/2021 10:23 AM

Has Attachment

Email Address **ragrue@wesleychapelnissan.com**

Status **Sent**

Subject **Cas [REDACTED] 2017 TITAN XD; Engine has abnormal noise - Diesel. -A61- [ref:_00DA09j8L._5002I2H6bJv:ref]**

Text Body **reno agrue,**

TECH LINE's latest case update is below.

RECOMMENDATION:

- **Large debris such as this points to an internal engine concern**
- **To confirm an engine diagnosis, we would recommend performing a compression test**

- **Another possible cause is a fuel contamination**
- **If our compression test is [OK], our next step is to remove the stage 2 fuel filter, dry, and inspect for crystallization**

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

Thank you,

Phil Page

TECH LINE

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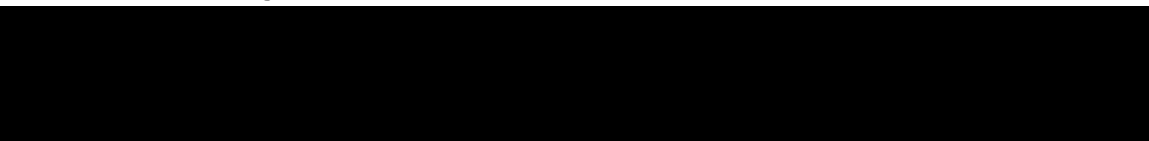
Phillip M Page
Technical Support Specialist
Aftersales Dealer Support – TECH LINE
Nissan North America, Inc.

Re: Case [REDACTED] 2017 TITAN XD; Engine has abnormal noise - Diesel. -A61- [ref:_00DA09j8L._5002I2H6bJv:ref]

Message Date 4/17/2021 2:58 PM
Has Attachment
Email Address ragrue@wesleychapel Nissan.com
Status Read
Subject Re: Cas [REDACTED] 2017 TITAN XD; Engine has abnormal noise - Diesel. -A61- [ref:_00DA09j8L._5002I2H6bJv:ref]
Text Body Couple pieces about 2mm x 6 or 7 mm looks to be bearing or other aluminum/non magnetic and some fine pieces. Nothing conclusive and can't see much up into crankshaft. This is 3rd one I've had and was never able to see visible issue from crankcase/bearings seem to be intact as there is no lower end noise and poss due to thrust bearing I cannot forcefully walk crank or see issue when manually turning over. Plz advise. Plz note 1st engine I did had(with sheared crank) no debris in pan and intermittently would change run condition at a couple times ran normal. Plz advise
[cid:A5B48359-7A77-4B2B-A8F1-2CB5E2489269-L0-001]
Sent from my iPhone

On Apr 17, 2021, at 9:52 AM, TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:

Morgan Auto Group Notice: This email is from an external sender. Please exercise caution when opening attachments or clicking links.



TECH LINE's latest case update is below.

Description

Engine has abnormal noise.

Exhaust has uncombusted diesel odor.

P0263 CYLINDER 1 CONTRIBUTION/BALANCE current

P0269 CYLINDER 3 CONTRIBUTION/BALANCE current

P0278 CYLINDER 6 CONTRIBUTION/BALANCE current

P0300 MULTI CYLINDER MISFIRE current

P0506 IDLE CNTRL SYS RPM LOW -OR- ISC SYSTEM current

P0266 CYLINDER 2 CONTRIBUTION/BALANCE past

Reviewed video & photos attached to case.

Recommendation

Reno,

1) As our next step, let's inspect the oil pan for debris & the crankshaft for possible separation.

Tech to reply to all on email response if additional technical assistance is required.



Thank you,

John S.

TECH LINE

Updating a TECH LINE Case:

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Case # [REDACTED]

Date Created: 4/17/2021

Customer name:

VIN: 1N6BA1F [REDACTED]

Mileage: 24,780

Dealer code: 5790

Dealer name: WESLEY CHAPEL NISSAN

Customer's Concerns:

c/s engine wont start/c/s when it does start it runs rough and shuts off

Technician Findings:

DTCS- P0263, P0266, P0269, P0278, P0303

intermittently veh will start-runs rough and at times can hear pop back through intake(sounds like a knock) then while idle will smooth a little and pop goes away but still very rough and no throttle response. cyl drop test inconclusive rpms rise and fall with each cyl injector cut but does not change run condition, fuel supply

and rail pressures look good and no excessive smoke noted at exhaust-but there is a strong raw diesel smell. spoke to customer directly for incident occurrence. stated that came to a rolling stop and turned right onto main road, accelerated moderately hard up to about 45mph. at that point cust heard a loud bang and vehicle dove hard/decal (like dropped into 1st gear) and veh had no power. poss lower end catastrophic damages/:

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ref:_00DA09j8L._5002I2H6bJv:ref

Ca [REDACTED] 2017 TITAN XD; Engine has abnormal noise - Diesel. -A61- [ref:_00DA09j8L._5002I2H6bJv:ref]

Message Date 4/17/2021 8:52 AM

Has Attachment

Email Address ragrue@wesleychapelnissan.com

Status Sent

Subject Cas [REDACTED] 2017 TITAN XD; Engine has abnormal noise - Diesel. -A61- [ref:_00DA09j8L._5002I2H6bJv:ref]

Text Body reno agrue,

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Exhaust has uncombusted diesel odor.

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P0269 CYLINDER 3 CONTRIBUTION/BALANCE current

P0278 CYLINDER 6 CONTRIBUTION/BALANCE current

P0300 MULTI CYLINDER MISFIRE current

P0506 IDLE CNTRL SYS RPM LOW -OR- ISC SYSTEM current

P0266 CYLINDER 2 CONTRIBUTION/BALANCE past

Reviewed video & photos attached to case.

Recommendation

Reno,

1) As our next step, let's inspect the oil pan for debris & the crankshaft for possible separation.

Tech to reply to all on email response if additional technical assistance is required.

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

Thank you,

John S.

TECH LINE

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Date Created: 4/17/2021
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VIN: 1N6BA1F41 [REDACTED]

Mileage: 24,780

Dealer code: 5790

Dealer name: WESLEY CHAPEL NISSAN

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Technician Findings:
DTCS- P0263, P0266, P0269, P0278, P0303
intermittently veh will start-runs rough and at times can hear pop back through intake(sounds like a knock) then while idle will smooth a little and pop goes away but still very rough and no throttle response. cyl drop test inconclusive rpms rise and fall with each cyl injector cut but does not change run condition. fuel supply and rail pressures look good and no excessive smoke noted at exhaust-but there is a strong raw diesel smell. spoke to customer directly for incident occurrence. stated that came to a rolling stop and turned right onto main road, accelerated moderately hard up to about 45mph. at that point cust heard a loud bang and vehicle dove hard/decal (like dropped into 1st gear) and veh had no power.
poss lower end catastrophic damages/:

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Case Comments

6/28/2021 1:39 PM

User **J.R. Jackson**
Public

6/25/2021 2:50 PM

User **Phillip Page**
Public

Comment Received internal call from PCC J.M.
Discussed and reviewed pictures on related J-
case, images do not support SCR replacement at
this time.
Recommend to replace the DOC/DPF and retest
SCR performance/functionality.

6/25/2021 2:49 PM

User Phillip Page
Public
Comment DESCRIPTION:
• Engine ran perfect no abnormal concerns-insp
• Did find oil in dpf/doc
• Rec replace dpf?

6/25/2021 12:12 PM

User Phillip Page
Public
Comment DESCRIPTION:
• Replaced engine and completed all necessary
adjustments/confirmed
• Inj codes correct.
• On road-test about 5 miles in started to
smoke/and exh temp excessive
• SCR out temp was at almost 1000 deg and engine
shut down.
• P214b, p229f, p246f, p2484.
• I think its poss that when engine broke that while
running it dumped oil or fuel into exhaust and
loaded dpf and scr.
• Note that temps start to lower at idle until start to
drive.
• Not sure if it damaged whole exhaust system---

• Ff data --- doc inlet temp 278
• Dpf inlet temp 290
• Dpf outlet temp 359
• Scr inlet temp 454
• Scr outlet temp 982
• Plz advise—thank you

6/3/2021 4:13 PM

User Phillip Page
Public
Comment DESCRIPTION:
• Started with bank 2, cyl 2 had 340psi, cyl 4 had 0-
10psi

6/1/2021 8:38 AM

User Phillip Page
Public
Comment DESCRIPTION:
• Good morning, thx for reaching out,
• Completed repairs for fuel contamination-
replaced all fuel related components.
• Veh starts easier but runs rough (although feels a
little better than before repairs)
• Before repair dtcs – p0263, p0266, p0269, p0278,
p0303
• After repair dtcs—p0272, p0275, p0278, p0281,
p0284, p0300.
• Also now veh smokes some-blueish like burning
oil

Comment RECOMMENDATION:
• Correct! DOC/DPF replacement is recommended
• Did we find any contamination or separation of
the SCR catalyst? FFD indicates it got quite hot as
well

6/25/2021 12:14 PM

User Phillip Page
Public
Comment RECOMMENDATION:
• That is certainly a possibility, Reno. How well did
the engine run while this was happening?
• A poorly running engine may indicate an on-
going fueling issue over a contaminated exhaust
• Our next step may be to visually inspect the DPF
for signs of liquid oil or separation if the engine
runs relatively smoothly

6/3/2021 4:15 PM

User Phillip Page
Public
Comment RECOMMENDATION:
• It certainly sounds like the crankshaft has
sheared between cylinders 3 and 4
• This is something we have seen in the past with
the Cummins 5.0L engine
• Engine replacement is recommended

6/1/2021 8:39 AM

User Phillip Page
Public
Comment RECOMMENDATION:
• P0272 sets with cylinder 4 combustion disorder
• P0275 sets with cylinder 5 combustion disorder
• P0278 sets with cylinder 6 combustion disorder
• P0281 sets with cylinder 7 combustion disorder
• P0284 sets with cylinder 8 combustion disorder
• P0300 occurs with misfire detected on multiple
cylinders
• The most probable cause is crankshaft
separation between cylinders 3 and 4

• We were in the middle of a compression test
before we found the fuel contamination
• We feel you are spot-on with checking the
compression as our next step
• Please let us know if you have any questions

6/1/2021 8:35 AM

User Phillip Page
Public
Comment RECOMMENDATION:
• P0272 sets with cylinder 4 combustion disorder
• P0275 sets with cylinder 5 combustion disorder
• P0278 sets with cylinder 6 combustion disorder
• P0281 sets with cylinder 7 combustion disorder
• P0284 sets with cylinder 8 combustion disorder
• P0300 occurs with misfire detected on multiple
cylinders

• How well does the engine idle after fuel system
replacement?
• Are there any indications of a combustion

• Was going to proceed with checking easy access cylinders compression test to get a baseline

disorder / misfire?

• Were there any changes to the symptoms with fuel system replacement?

• We were in the middle of a compression test before we found the fuel contamination
• Please continue with compression inspection

6/1/2021 8:35 AM

User Phillip Page
Public
DESCRIPTION:
• Replaced complete fuel system.
• Dtc's before p0263, p0266, p0269, p0278, p0303.
Comment • After repairs complete- now have dtcs p0272, p0275, p0278, p0281, p0284, p0300
• Truck starts right up but with these dtcs have no throttle response

6/1/2021 8:11 AM

User Phillip Page
Public
RECOMMENDATION:
Comment • Hello, Reno! We received a follow-up request regarding this Titan fuel system
• How can we help?

5/17/2021 8:29 AM

User Phillip Page
Public
RECOMMENDATION:
Comment • The parts recommended for replacement are described in NTB16-125
• This includes the fuel tank and fuel lines

5/17/2021 8:28 AM

User Phillip Page
Public
DESCRIPTION:
Comment • As rec replacing complete fuel system-will this incl tank and main fuel lines or do you rec cleaning out?

5/14/2021 8:16 AM

User Phillip Page
Public
RECOMMENDATION:
Comment • Very good. Please let us know if additional assistance is needed

5/14/2021 8:16 AM

User Phillip Page
Public
DESCRIPTION:
Comment • Update- submitted non warrantable repair claim to nna
• After review confirmed Nissan will cover fuel system repairs under warranty/ordering parts today

5/4/2021 10:52 AM

User Phillip Page
Public
RECOMMENDATION:
Comment • The fuel sample inspection has confirmed there is no contamination of the fuel
• This does not change the diagnosis. We still need to replace the fuel system and should use NTB16-125 for repair information
• If you have questions regarding warranty coverage, please discuss with your service manager and / or warranty administrator

5/4/2021 10:51 AM

User Phillip Page
Public
DESCRIPTION:
Comment • Will this still be classified as fuel contamination repair

5/4/2021 10:09 AM

User Phillip Page
Public
RECOMMENDATION:
Comment • Very good. Please let us know if you have any questions

5/4/2021 10:09 AM

User Phillip Page
Public
DESCRIPTION:
Comment • No apparent contamination in existing fuel

5/4/2021 10:07 AM

User Phillip Page
Public
DESCRIPTION:
Comment • No apparent contamination in existing fuel

5/4/2021 7:33 AM

User Phillip Page
Public
DESCRIPTION:
Comment • Received fuel sample inspection report, no diesel fuel contamination detected

4/28/2021 9:37 AM

User Phillip Page
Public

4/28/2021 9:33 AM

User Phillip Page
Public

RECOMMENDATION:

- **TECH LINE** cannot advise on whether a repair is covered under warranty, we can only provide technical assistance
- Please remove and dry the stage 2 fuel filter. Often DEF crystals will not be seen until the filter is dry
- If no crystals are seen, please send a fuel sample for inspection using the fuel sample test kit

Comment

- We should also remember not all contamination is related to DEF
- Gasoline for instance does not have the lubricating properties that diesel fuel has
- A gasoline contamination can wear fuel system components resulting in metallic debris and no DEF crystals

4/28/2021 8:54 AM

User Phillip Page
Public

Comment

RECOMMENDATION:

- Very good. Fuel system replacement is recommended
- Refer to NTB16-125 for repair information

4/22/2021 8:17 AM

User Phillip Page
Public

Comment

RECOMMENDATION:

- If you have an adapter that will allow compression to be tested from the glow plug port, absolutely!

4/19/2021 10:22 AM

User Phillip Page
Public

Comment

RECOMMENDATION:

- Large debris such as this points to an internal engine concern
- To confirm an engine diagnosis, we would recommend performing a compression test

- Another possible cause is a fuel contamination
- If our compression test is [OK], our next step is to remove the stage 2 fuel filter, dry, and inspect for crystallization

4/17/2021 8:52 AM

User John Seaborn
Public

Comment

Description
Engine has abnormal noise.
Exhaust has uncombusted diesel odor.
P0263 CYLINDER 1 CONTRIBUTION/BALANCE current
P0269 CYLINDER 3 CONTRIBUTION/BALANCE current
P0278 CYLINDER 6 CONTRIBUTION/BALANCE current
P0300 MULTI CYLINDER MISFIRE current
P0506 IDLE CNTRL SYS RPM LOW -OR- ISC SYSTEM current

DESCRIPTION:

- Here is the question of the day.
- Tsb leans to non warrantable repair
- Although there is metal debris in stage one I do not see evidence of def crystallization
- Stage 2 is unknown debris and does not physically look like def contamination crystallization in pics.
- I know any fuel contamination is not a warranty concern but would like to be sure where we go with this before we advise customer to contact their ins co. Thank you

4/28/2021 8:53 AM

User Phillip Page
Public

Comment

DESCRIPTION:

- Just now getting to compression test
- Removed filter housings due to visible concerns of both.
- Looks like aluminum shavings in stage 1 lift pump and unknown debris in stage2

4/22/2021 8:13 AM

User Phillip Page
Public

Comment

DEALER UPDATE:

- Quick question,
- Cummins tool kit includes compression test adapter which injectors need to be removed.
- I have done several compression test on other diesels and have always removed glow plugs to access since removal of injectors condemns fuel lines and cannot be reused for further test if have to re assemble.
- Is this a viable option to minimize initial costs and disassemble/reassemble times for further diag if required.
- Plz advise, thank you
- Sorry for delay, was out of town for training in atlanta. Thank you

4/19/2021 10:22 AM

User Phillip Page
Public

Comment

DEALER UPDATE:

- Couple pieces about 2mm x 6 or 7 mm looks to be bearing or other aluminum/non magnetic and some fine pieces.
- Nothing conclusive and can't see much up into crankshaft.
- This is 3rd one I've had and was never able to see visible issue from crankcase/bearings seem to be intact as there is no lower end noise and poss due to thrust bearing
- I cannot forcefully walk crank or see issue when manually turning over. Plz advise.
- Plz note 1st engine I did had (with sheared crank) no debris in pan and intermittently would change run condition at a couple times ran normal. Plz advise

4/17/2021 6:43 AM

P0266 CYLINDER 2 CONTRIBUTION/BALANCE
past
Reviewed video & photos attached to case.

User Survey Site Guest User
Public
Comment eng idle video and dtc/ff data-

Recommendation

Reno,

1) As our next step, let's inspect the oil pan for debris & the crankshaft for possible separation. Tech to reply to all on email response if additional technical assistance is required.

4/17/2021 6:41 AM

User Survey Site Guest User
Public
Comment Customer Comments: c/s engine wont start/c/s when it does start it runs rough and shuts off
 Technician Findings: DTCS- P0263, P0266, P0269, P0278, P0303
intermittently veh will start-runs rough and at times can hear pop back through intake(sounds like a knock) then while idle will smooth a little and pop goes away but still very rough and no throttle response. cyl drop test inconclusive rpms rise and fall with each cyl injector cut but does not change run condition. fuel supply and rail pressures look good and no excessive smoke noted at exhaust-but there is a strong raw diesel smell. spoke to customer directly for incident occurrence. stated that came to a rolling stop and turned right onto main road, accelerated moderately hard up to about 45mph. at that point cust heard a loud bang and vehicle dove hard/decal (like dropped into 1st gear) and veh had no power.
poss lower end catastrophic damages/
 Repairs Made: NONE
 Verified: Yes
 Current DTC: ECM p02163 ECM p0269 ECM p0278 ECM p0300 ECM p0506
 Past DTC: ECM p0266
 Question for TECH LINE: Other - Ask Question in Technician Findings

Case History

6/25/2021 2:50 PM

User Phillip Page
Action Changed Status from Pending TECH LINE to Closed - Duplicate/Spam. Closed.

6/25/2021 12:59 PM

User Managed Services
Action Changed Reopen Date from 6/25/2021 11:44 AM to 6/25/2021 12:59 PM. Changed Status from Pending Dealer Reply to Pending TECH LINE.

6/25/2021 12:15 PM

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

6/25/2021 11:44 AM

User Managed Services
Action Changed Reopen Date from 6/3/2021 3:23 PM to 6/25/2021 11:44 AM. Changed Status from Pending Dealer Reply to Pending TECH LINE.

6/3/2021 4:19 PM

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

6/3/2021 3:23 PM

User **Managed Services**
Action **Changed Reopen Date from 6/1/2021 8:21 AM to 6/3/2021 3:23 PM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

6/1/2021 8:35 AM

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

6/1/2021 8:21 AM

User **Managed Services**
Action **Changed Reopen Date from 5/17/2021 7:28 AM to 6/1/2021 8:21 AM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

5/17/2021 8:29 AM

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

5/17/2021 7:28 AM

User **Managed Services**
Action **Changed Reopen Date from 5/14/2021 8:12 AM to 5/17/2021 7:28 AM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

5/14/2021 8:17 AM

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

5/14/2021 8:12 AM

User **Managed Services**
Action **Changed Reopen Date from 5/4/2021 10:39 AM to 5/14/2021 8:12 AM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

5/4/2021 10:53 AM

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

5/4/2021 10:39 AM

User **Managed Services**
Action **Changed Reopen Date from 5/4/2021 9:24 AM to 5/4/2021 10:39 AM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

5/4/2021 10:10 AM

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

5/4/2021 9:24 AM

User **Managed Services**
Action **Changed Reopen Date from 5/4/2021 7:25 AM to 5/4/2021 9:24 AM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

5/4/2021 7:35 AM

User **Phillip Page**

Action **Changed Subject from Engine has abnormal noise - Diesel. -A61- to Engine Has Abnormal Noise. Changed Status from Pending TECH LINE to Pending Dealer Reply. Closed.**

5/4/2021 7:25 AM

User **Managed Services**

Action **Changed Reopen Date from 4/28/2021 9:22 AM to 5/4/2021 7:25 AM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

4/28/2021 9:37 AM

User **Phillip Page**

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

4/28/2021 9:22 AM

User **Managed Services**

Action **Changed Reopen Date from 4/28/2021 8:00 AM to 4/28/2021 9:22 AM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

4/28/2021 8:55 AM

User **Phillip Page**

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

4/28/2021 8:00 AM

User **Managed Services**

Action **Changed Reopen Date from 4/22/2021 7:37 AM to 4/28/2021 8:00 AM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

4/22/2021 8:19 AM

User **Phillip Page**

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

4/22/2021 7:37 AM

User **Managed Services**

Action **Changed Reopen Date from 4/17/2021 2:58 PM to 4/22/2021 7:37 AM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

4/19/2021 10:23 AM

User **Phillip Page**

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

4/19/2021 10:09 AM

User **Phillip Page**

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

4/19/2021 10:05 AM

User **Jesse Adams**

Action **Changed Case Owner from John Seaborn to TECH LINE Tier 2.**

4/17/2021 2:58 PM

User **Managed Services**

Action **Changed First Call Resolution from Yes to No. Changed Reopen Date to 4/17/2021 2:58 PM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

4/17/2021 8:52 AM

User **John Seaborn**

Action **Changed Subject to Engine has abnormal noise - Diesel. -A61-. Changed Status from Pending TECH LINE to Pending Dealer Reply. Closed.**

4/17/2021 8:34 AM

User **John Seaborn**

Action **Changed Case Owner from TECH LINE Initial 1 to John Seaborn.**

4/17/2021 6:41 AM

User **Survey Site Guest User**

Action **Changed Case Owner from Managed Services to TECH LINE Initial 1. Changed Status from Open to Pending TECH LINE. Created.**