



Case: [REDACTED]

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

General

Caller Name	[REDACTED]	Dealer	BEAU TOWNSEND NISSAN
NNAnet user ID	DORRID59	Contact Name	
Tech Preferred Phone	919378986979	Customer Name	
Tech Preferred Email	ntech01@btnissan.com	Case Record Type	TECH LINE Cases
Preferred Contact Method	Phone	Case Owner	Devin Boelman
Repair/Work Order	882462	Mobile Phone	
Job/Line Number	2	Texting Status	
Created Day	Monday		

Incident Information

Customer Comments	checkm engine light is on	Customer Name	[REDACTED]
Verified	Yes	Vehicle	1N6BA1F44 [REDACTED]
Question for TECH LINE	Need a second opinion / Is my diagnosis correct?	VIN	1N6BA1F44 [REDACTED]
Service Manual General Section	Engine	Archived VIN Make	
Service Manual Specific Section	Engine Control System	Archived VIN Year	2016
Symptom Code Category	Experience/Occurrence	Archived VIN Model	TITAN XD
Symptom	MISFIRE	Incident/RO Date	12/31/2021
When does this concern occur?	INTERMITTENT	Calculated Days Down	4
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	REPLACE CHARGE COOLER TEMP SENSOR	Total Days Down	4
Observed Modifications & Accessories	DEF DELETE KIT AND PROGRAMED	Repair Attempts	2
		Current Mileage	70,371
		Vehicle Mileage Prior Value	

Vehicle Purchased
Miles

Primary DTC

Current DTC ECM p007b-00 TCU/TELEMATICS
B130D TCU/TELEMATICS B13D9
TCU/TELEMATICS U1A03

Past DTC

Other DTCs

TECH LINE Information

Subject	P007b A61	Resolution Action	
Status	Closed	Resolution Object	
Confirmed Resolution	Pending	Field Inspection Indicator	<input type="checkbox"/>
Component Code Category	EC Emission Controls	NNA Field Inspection Date	
Component Code Issue	ECS ECCS (SENSORS & SWITCHES)	FSSS	<input type="checkbox"/>
TECH LINE Template	ECC Initial Response	FSSS Date	
TREAD Component	06		
Date/Time Closed	1/4/2022 1:56 PM		
Description			
Recommendation Detail			

DTS Information

DTSM Inspection Date		DTSM Request Type	
DTSM Inspection Date Confirmed?	<input type="checkbox"/>	Inspection Time/Notes	Appointment Time:
Notes for DTSM (Vehicle Concerns)			Notes to Agent:

Activity History

Email: Cas [REDACTED] 2016 TITAN XD; P007b A61 [ref:_00DA09j8L._5002I20DeHD:ref]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	1/4/2022
Assigned To	Devin Boelman
Last Modified Date/Time	1/4/2022 1:56 PM
Comments	Additional To: ntech01@btnissan.com CC: BCC: devin.boelman@nissan-usa.com Attachment: Subject: Case 45434831; 2016 TITAN XD; P007b A61 [ref:_00DA09j8L._5002I20DeHD:ref] Body: David, Thank you for providing information to close your case! Case 45434831 has been closed. Closed TECH LINE cases can be reopened. Thank you, _____ Devin Boelman TECH LINE The TECH LINE Survey can be accessed by: CLICKING HERE 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.

Case #: [REDACTED]
Date Created: 1/3/2022
Customer name: [REDACTED]
VIN: 1N6BA1F44G [REDACTED] Mileage: 70,371
Dealer code: 3865
Dealer name: BEAU TOWNSEND NISSAN

Customer's Concerns:
checkm engine light is on
Technician Findings:
Truck is back with same code. Has ECM update . Do we go ahead with the update? ECM has a program in it:

TECH LINE recommendation are given based solely on the information provided by the dealer. TECH LINE bases repair recommendations on time to repair, quality of repair, and ease of repair, regardless of who is paying for the repair or whether or not the vehicle is covered under warranty. Ultimately, it is the responsibility of the dealer to determine whether the work will be performed under warranty, a service contract, goodwill, customer pay, or dealer internal.

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

ref:_00DA09j8L._5002I2ODeHD:ref

Email: Cas [REDACTED] 2016 TITAN XD; [ref:_00DA09j8L._5002I2ODeHD:ref]

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

1/3/2022
Devin Boelman
1/3/2022 8:45 AM
Additional To: ntech01@btnissan.com
CC:
BCC: devin.boelman@nissan-usa.com
Attachment:

Subject: Case [REDACTED] 2016 TITAN XD; [ref:_00DA09j8L._5002I2ODeHD:ref]

Body:
David,
Thank you for your time on the phone today. Below is a summary of our conversation.
P007B CHARGE AIR COOLER TEMPERATURE SENSOR CIRCUIT RANGE/PERFORMANCE BANK 1

Replaced charge cooler temp sensor

Vehicle has modifications to the exhaust and possibly aftermarket tune in the ecm.

ECM update is availalble.

TSS Recommendation:

We recommend installing any ecm update available and retest.

Keep us informed of repairs or if you need further assistance.

Have a great rest of your day, David.
The TECH LINE Survey can be accessed by: [CLICKING HERE](#)
Thank you, _____ Devin Boelman 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 # _____
Date Created: 1/3/2022
Customer name: _____
VIN: 1N6BA1F4 _____ Mileage: 70,371
Dealer code: 3865
Dealer name: BEAU TOWNSEND NISSAN

Customer's Concerns:
checkm engine light is on
Technician Findings:
Truck is back with same code. Has ECM update . Do we go ahead with the update? ECM has a program in it:

This TECH LINE recommendation is given based solely on the information provided by the dealer. TECH LINE bases repair recommendations on time to repair, quality of repair, and ease of repair, regardless of who is paying for the repair or whether or not the vehicle is covered under warranty. Ultimately, it is the responsibility of the dealer to determine whether the work will be performed under warranty, a service contract, goodwill, customer pay, or dealer internal.
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ref:_00DA09j8L._5002I2ODeHD:ref

RoutedVoice Mon Jan 03 2022 08:43:49

Name	
Task	<input checked="" type="checkbox"/>
Due Date	1/3/2022
Assigned To	Devin Boelman
Last Modified Date/Time	1/3/2022 8:43 AM
Comments	

Emails

Case _____ 16 TITAN XD; P007b A61 [ref:_00DA09j8L._5002I2ODeHD:ref]

Message Date	1/4/2022 1:56 PM
Has Attachment	<input type="checkbox"/>
Email Address	ntech01@btnissan.com
Status	Sent
Subject	Ca _____ ; 2016 TITAN XD; P007b A61 [ref:_00DA09j8L._5002I2ODeHD:ref]
Text Body	DAVID,

Thank you for providing information to close your case!

Case 45434831 has been closed.

Closed TECH LINE cases can be reopened.

Solution Description:

Pending dealer follow up

Thank you,

Devin Boelman

TECH LINE

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

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.

Case [REDACTED]

Date Created: 1/3/2022

Customer name:

VIN: 1N6BA1F44 [REDACTED]

Mileage: 70,371

Dealer code: 3865

Dealer name: BEAU TOWNSEND NISSAN

Customer's Concerns:

checkm engine light is on

Technician Findings:

Truck is back with same code. Has ECM update . Do we go ahead with the update? ECM has a program in it:

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responsibility of the dealer to determine whether the work will be performed under warranty, a service contract, goodwill, customer pay, or dealer internal.

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RE: Case [REDACTED] 2016 TITAN XD; [ref:_00DA09j8L._5002I2ODeHD:ref]

Message Date 1/4/2022 1:40 PM

Has Attachment

Email Address ntech01@btnissan.com

Status Read

Subject RE: Cas [REDACTED] 2016 TITAN XD; [ref:_00DA09j8L._5002I2ODeHD:ref]

Text Body CUST TAKING TRUCK TO A DIESEL PERFORMANCE SHOP

[REDACTED]

[REDACTED]

[REDACTED]

Thank you for your time on the phone today. Below is a summary of our conversation.

P007B CHARGE AIR COOLER TEMPERATURE SENSOR CIRCUIT RANGE/PERFORMANCE BANK 1

Replaced charge cooler temp sensor

Vehicle has modifications to the exhaust and possibly aftermarket tune in the ecm.

ECM update is available.

TSS Recommendation:

We recommend installing any ecm update available and retest.

Keep us informed of repairs or if you need further assistance.

Have a great rest of your day, David.

[REDACTED]

Thank you,

Devin Boelman

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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Case: [REDACTED]
Date Created: 1/3/2022

Customer name: [REDACTED]

VIN: 1N6BA1F [REDACTED]

Mileage: 70,371

Dealer code: 3865

Dealer name: BEAU TOWNSEND NISSAN

Customer's Concerns:
check engine light is on

Technician Findings:

Truck is back with same code. Has ECM update . Do we go ahead with the update? ECM has a program in it:

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ref:_00DA09j8L._5002I2ODeHD:ref

Case: [REDACTED] 2016 TITAN XD; [ref:_00DA09j8L._5002I2ODeHD:ref]

Message Date 1/3/2022 8:45 AM
Has Attachment
Email Address ntech01@btnissan.com
Status Sent
Subject Case [REDACTED] 2016 TITAN XD; [ref:_00DA09j8L._5002I2ODeHD:ref]
Text Body DAVI [REDACTED]

Thank you for your time on the phone today. Below is a summary of our conversation.

Phone call received:
P007B CHARGE AIR COOLER TEMPERATURE SENSOR CIRCUIT RANGE/PERFORMANCE BANK 1
Replaced charge cooler temp sensor
Vehicle has modifications to the exhaust and possibly aftermarket tune in the ecm.
ECM update is available.

TSS Recommendation:

We recommend installing any ecm update available and retest.

Keep us informed of repairs or if you need further assistance.

Have a great rest of your day, David.

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

Thank you,

Devin Boelman

TECH LINE

Updating a TECH LINE Case:

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

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

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

Case # [REDACTED]
Date Created: 1/3/2022
Customer name: [REDACTED]
VIN: 1N6BA1 [REDACTED]

Mileage: 70,371

Dealer code: 3865

Dealer name: BEAU TOWNSEND NISSAN

Customer's Concerns:
checkm engine light is on

Technician Findings:
Truck is back with same code. Has ECM update . Do we go ahead with the update? ECM has a program in it:

This TECH LINE recommendation is given based solely on the information provided by the dealer. TECH LINE bases repair recommendations on time to repair, quality of repair, and ease of repair, regardless of who is paying for the repair or whether or not the vehicle is covered under warranty. Ultimately, it is the responsibility of the dealer to determine whether the work will be performed under warranty, a service contract, goodwill, customer pay, or dealer internal.

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Case Comments

1/4/2022 1:55 PM

User Devin Boelman
Public
Comment Thank you for the update.
I'll go ahead and close the case.
If you need further assistance, you can reopen the case anytime.

1/4/2022 1:54 PM

User Devin Boelman
Public
Comment Email Received:
CUST TAKING TRUCK TO A DIESEL
PROFROMACE SHOP.

1/3/2022 8:45 AM

User Devin Boelman
Public
Comment Phone call received:
P007B CHARGE AIR COOLER TEMPERATURE
SENSOR CIRCUIT RANGE/PERFORMANCE BANK
1
Replaced charge cooler temp sensor
Vehicle has modifications to the exhaust and
possibly aftermarket tune in the ecm.
ECM update is avaiialble,
TSS Recommendation:
We recommend installing any ecm update
available and retest.
Keep us informed of repairs or if you need further
assistance.
Have a great rest of your day, David.

1/3/2022 8:36 AM

User Survey Site Guest User
Public
Comment truck has after market exhaust

1/3/2022 8:35 AM

User Survey Site Guest User
Public
Comment Customer Comments: checkm engine light is on
 Technician Findings: Truck is back with same
code. Has ECM update . Do we go ahead with the
update? ECM has a program in it
 Repairs Made: REPLACE CHARGE COOLER
TEMP SENSOR
 Verified: Yes

- Current DTC: ECM p007b-00 TCU/TELEMATICS
B130D TCU/TELEMATICS B13D9 TCU/TELEMATICS
U1A03
- Question for TECH LINE: Need a second opinion /
Is my diagnosis correct?

Case History

1/4/2022 1:56 PM

User Devin Boelman

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

1/4/2022 1:40 PM

User Managed Services

Action Changed First Call Resolution from Yes to No. Changed Reopen Date to 1/4/2022 1:40 PM. Changed Status from Pending Dealer Reply to Pending TECH LINE.

1/3/2022 8:46 AM

User Devin Boelman

Action Changed Subject to P007b A61. Changed Status from Caller In Queue to Pending Dealer Reply. Closed.

1/3/2022 8:38 AM

User Devin Boelman

Action Changed Case Owner from TECH LINE Phone to Devin Boelman.

1/3/2022 8:37 AM

User ATOS Integration User

Action Changed Status from Pending TECH LINE to Caller In Queue.

1/3/2022 8:36 AM

User Survey Site Guest User

Action Changed Preferred Contact Method to Phone. Changed Case Owner from TECH LINE Stage to TECH LINE Phone.

1/3/2022 8:35 AM

User Survey Site Guest User

Action Changed Status from Open to Pending TECH LINE. Created.