



Case [REDACTED]

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

General

Caller Name	[REDACTED]	Dealer	HUDSON NISSAN OF NORTH CHARLESTON
NNAnet user ID	XD977483	Contact Name	Matthew Deane
Tech Preferred Phone	914065994845	Customer Name	
Tech Preferred Email	mdeane@myhudsonnissan.com	Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	Andrew Hoy
Repair/Work Order	1017414	Mobile Phone	
Job/Line Number	a	Texting Status	
Created Day	Friday		

Incident Information

Customer Comments	C/S STARTED RUNNING VERY ROUGH WHILE DRIVING THE CHECK ENGINE LIGHT AND BATTERY LIGHT WERE FLASHING WHEN YOU START THE VEHICLE NOW THERE IS A VERY LOUD KNOCK	Customer Name	[REDACTED]
Verified	Yes	Vehicle	1N6BA1R94 [REDACTED]
Question for TECH LINE	What test should I do next?	VIN	1N6BA1R94 [REDACTED]
Service Manual General Section	Engine	Archived VIN Make	
Service Manual Specific Section	Engine Control System	Archived VIN Year	2017
Symptom Code Category	Experience/Occurrence	Archived VIN Model	TITAN XD
Symptom	MISFIRE	Incident/RO Date	5/17/2023
When does this concern occur?	ALL TIMES	Calculated Days Down	99
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	fuel filters, engine and injectors replaced	Total Days Down	99
Observed Modifications & Accessories	none noted	Repair Attempts	0
		Current Mileage	43,135
		Vehicle Mileage Prior Value	
		Vehicle Purchased Miles	
		Primary DTC	
		Current DTC	P0306 P0278
		Past DTC	

TECH LINE Information

Subject	Crank no start A61	Resolution Action	
Status	Pending Dealer Reply	Resolution Object	
Confirmed Resolution	Pending	Field Inspection Indicator	<input checked="" type="checkbox"/>
Component Code Category	EM Engine Mechanical	NNA Field Inspection Date	7/18/2023
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	8/24/2023 3:32 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:

Contact Information

Name	[REDACTED]	Phone	[REDACTED]
Account Name	HUDSON NISSAN OF NORTH CHARLESTON	Mobile	
Contact Type	NNA Dealer Master	Email	[REDACTED]
Title	Service Technician	Email Opt Out	<input type="checkbox"/>
Customer ID.	5145XD977483	Reports To	
		Contact Record Type	Contact
		Inactive Contact	<input type="checkbox"/>

Address Information

Mailing Address	Other Address
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Additional Information

Fax	Lead Source
Home Phone	Birthdate
Work Phone	Department
Description	

System Information

Created By	NNAETL, 4/4/2023 4:41 AM	Contact Owner	NNAETL
Last Modified By	NNAETL, 3/6/2024 12:47 AM		

Open Activities

DTS Follow Up michael sciarrillo [REDACTED] HUDSON NISSAN OF NORTH CHARLESTON

Name
Task
Due Date 7/20/2023
Status Not Started
Priority High
Assigned To Andrew Hoy
Comments Confirm DTSM Appointment with both Customer and Dealer.

Activity History

Email: Cas [REDACTED] 17 TITAN XD; Crank no start A61 [ref: _00DA09j8L_5002I2icnll:ref]

Name
Task
Due Date 8/23/2023
Assigned To Andrew Hoy
Last Modified Date/Time 8/23/2023 8:42 AM
Comments Additional To: mdeane@myhudsonnissan.com
CC:
BCC: andrew.hoy@nissan-usa.com
Attachment:
Subject: C [REDACTED] 2017 TITAN XD; Crank no start A61 [ref: _00DA09j8L_5002I2icnll:ref]
Body:
Matt,
Thank you for the case update.

No need to apologize, we are here to help you out with this case. We did replace the long block and then had a fuel leak from an injector that required the #2 injector to be replaced. During test drive we did have multiple DTCs set. We have DTCs P0106, P0299, P2263, P22CD, P2637 stored as current and P2560 stored as past.

With P2560 being stored as past and with us just replacing the long block. Let's confirm our coolant level is not low.

With our remaining DTCs P0106, P0299, P2263, P22CD, and P2637. We have seen cases where there are bypass valve is stuck open, compressor bypass valve linkage is obstructed, or the vacuum lines hoses are collapsed or separated.

Recommendation:

- Let's follow the ESM diagnosis procedure for P22CD. Let's start the diagnosis procedure starting on step 3.

Please keep us updated on the status of this vehicle.

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

Thank you, _____ Andrew H. TECH LINE

Updating a TECH LINE Case: Technician: Reply to this email; do not change the email subject line, Email file attachments are limited to 6MB.

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

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

Case # [REDACTED]

Date Created: 5/26/2023

VIN: 1N6BA1R9 [REDACTED] Mileage: 43,135

Dealer code: 5145

Dealer name: HUDSON NISSAN OF NORTH CHARLESTON

Customer's Concerns:

C/S STARTED RUNNING VERY ROUGH WHILE DRIVING THE CHECK ENGINE LIGHT AND BATTERY LIGHT WERE FLASHING WHEN YOU START THE VEHICLE NOW THERE IS A VERY LOUD KNOCK

Technician Findings:

VEHICLE CAME IN NO START AND HAD NO CODES STORED, PULLED THE FUEL FILTERS AS NO HISTORY OF REPLACEMENT SHOWED, PRIOR TO REPLACEMENT AND DURING REMOVAL OF THE 2ND STAGE FILTER FOUND NO METAL DEBRIS IN THE LOWER BOWL. LIFT PUMP SHOWED 75PSI, FUEL RAIL PRESSURE SHOWED 314BAR AND FUEL CMD SOWED 310BAR, THE VEHICLE ACTS LIKE IT WANTS TO START BUT JUST CRANKS. WHAT WOULD BE MY NEXT STEP TO CHECK AS IT HAS BEEN AWHILE SINCE I HAVE WORKED ON A DIESEL. HOW

WOULD I CGO ABOUT SEEING IF THE CRANK IS BROKEN AS IVE HEARD THEY HAVECRANKS THAT WILL BREAK.:

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ref:_00DA09j8L_5002I2icnll:ref

Email: Cas [REDACTED] 2017 TITAN XD; Crank no start A61 [ref:_00DA09j8L_5002I2icnll:ref]

Name
Task
Due Date 8/15/2023
Assigned To Andrew Hoy
Last Modified Date/Time 8/15/2023 7:06 AM
Comments Additional To: mdeane@myhudsonnissan.com
CC:
BCC: andrew.hoy@nissan-usa.com
Attachment:

Subject: Ca [REDACTED] 2017 TITAN XD; Crank no start A61 [ref:_00DA09j8L_5002I2icnll:ref]

Body:
Matt,

Thank you for the case update.

Great find with the valve and scoring to the cam shaft.

Please continue with previous recommendation of long block replacement.

If additional assistance is needed on this case, please follow up with TECH LINE.

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Thank you, _____ Andrew H.TECH LINE

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Date Created: 5/26/2023
VIN: 1N6BA1R9 [REDACTED] Mileage: 43,135
Dealer code: 5145
Dealer name: HUDSON NISSAN OF NORTH CHARLESTON

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ref:_00DA09j8L_5002I2icnll:ref

Email: Case [REDACTED] 2017 TITAN XD; Crank no start A61 [ref:_00DA09j8L_5002I2icnll:ref]

Name
Task
Due Date 7/28/2023
Assigned To Andrew Hoy
Last Modified Date/Time 7/28/2023 12:48 PM
Comments Additional To: mdeane@myhudsonnissan.com

CC:
BCC: andrew.hoy@nissan-usa.com
Attachment:

Subject: Case [REDACTED] 2017 TITAN XD; Crank no start A61 [ref:_00DA09j8L_5002I2icnll:ref]

Body:
Matt,
Thank you for the case update.

My name is Andrew, and I will be assisting you on this case.

Case summary:

We have a 2017 Titan XD that came in for a no start concern. The engine was previously replaced for the crank separating and causing a rough running concern. The replacement engine has a misfire concern on cylinder #6. We did replace the injector connector and can hear the injector operating. We did perform a compression test on cylinders #6 and #8. We have about 300 psi on cylinder #8 and 0psi on #6.

The ESM does not list a compression spec for the diesel engine. From past TECH LINE cases we see on a good cylinder around 300psi. So cylinder #8 is good while the 0psi on #6 indicated the cylinder is NG.

Recommendation:

• Due to no compression on cylinder #6 on the replacement engine. We recommend replacement of the engine assembly again.

Please keep us updated on the status of this vehicle once the repair has been completed.

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

Thank you, _____ Andrew H.TECH LINE

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Case #: [REDACTED]
Date Created: 5/26/2023
VIN: 1N6BA1R9 [REDACTED] Mileage: 43,135
Dealer code: 5145
Dealer name: HUDSON NISSAN OF NORTH CHARLESTON

Customer's Concerns:

C/S STARTED RUNNING VERY ROUGH WHILE DRIVING THE CHECK ENGINE LIGHT AND BATTERY LIGHT WERE FLASHING WHEN YOU START THE VEHICLE NOW THERE IS A VERY LOUD KNOCK

Technician Findings:

VEHICLE CAME IN NO START AND HAD NO CODES STORED, PULLED THE FUEL FILTERS AS NO HISTORY OF

REPLACEMENT SHOWED. PRIOR TO REPLACEMENT AND DURING REMOVAL OF THE 2ND STAGE FILTER FOUND NO METAL DEBRIS IN THE LOWER BOWL. LIFT PUMP SHOWED 75PSI, FUEL RAIL PRESSURE SHOWED 314BAR AND FUEL CMD SOWED 310BAR, THE VEHICLE ACTS LIKE IT WANTS TO START BUT JUST CRANKS. WHAT WOULD BE MY NEXT STEP TO CHECK AS IT HAS BEEN AWHILE SINCE I HAVE WORKED ON A DIESEL. HOW WOULD I CGO ABOUT SEEING IF THE CRANK IS BROKEN AS IVE HEARD THEY HAVECRANKS THAT WILL BREAK.:

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Michael Sciarillo HUDSON NISSAN OF NORTH CHARLESTON

Name
Task
Due Date 7/20/2023
Assigned To Paul Smith
Last Modified Date/Time 7/18/2023 8:52 AM

Technician: matt

Tech preferred phone

Tech preferred email: mdeane@myhudsonnissan.com

Repair Attempts: 0

Current Mileage: 43135

Total Days Down: 62

Repairs Made: fuel filters, engine and injectors replaced

*** Reason for sending request *** Days down

Comments

DTSM request sent due to days down.
Misfire on cylinder 6.

Tech has inspected compression on this diesel engine according to case notes (through glow plugs?)

Checked compression on 6&8, 6 has no compression and 8 is pushing out air cannot get a good gauge inside but can hear 8 pushing compression and nothing out of 6.

RECOMMENDATION:

If low compression is found, let's perform a cylinder leak down test to confirm where the compression being lost.

- Through intake?
- Through exhaust?
- Through cooling system?
- Through crankcase?

Based on the leak down % and location will determine the type of repair that is needed.

• If additional assistance is needed, please respond back with:

1. Questions for TECH LINE.
2. Test results
3. List of all part #s installed (if not already listed in case notes)
4. List of DTCs or any other symptoms noticed.

Email: Case [REDACTED] 2017 TITAN XD; Crank no start A61 [ref:_00DA09j8L._5002I2icnll:ref]

Name
Task
Due Date 7/18/2023
Assigned To Steve Berger

Last Modified Date/Time 7/18/2023 7:49 AM

Comments Additional To: mdeane@myhudsonnissan.com

CC:

BCC: steve.berger@nissan-usa.com

Attachment:

Subject: Cas [REDACTED] 2017 TITAN XD; Crank no start A61 [ref:_00DA09j8L._5002I2icnll:ref]

Body:

matt,

TECH LINE's latest case update is below.

RECOMMENDATION:

If low compression is found, let's perform a cylinder leak down test to confirm where the compression being lost.

- Through intake?
- Through exhaust?
- Through cooling system?
- Through crankcase?

Based on the leak down % and location will determine the type of repair that is needed.

• If additional assistance is needed, please respond back with:

1. Questions for TECH LINE.
2. Test results
3. List of all part #s installed (if not already listed in case notes)
4. List of DTCs or any other symptoms noticed.

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Thank you, _____ Steve BTECH LINE

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Case #: [REDACTED]

Date Created: 5/26/2023

Customer name: HUDSON NISSAN OF NORTH CHARLESTON

VIN: 1N6BA1R9 [REDACTED] Mileage: 43,135

Dealer code: 5145

Dealer name: HUDSON NISSAN OF NORTH CHARLESTON

Customer's Concerns:

C/S STARTED RUNNING VERY ROUGH WHILE DRIVING THE CHECK ENGINE LIGHT AND BATTERY LIGHT WERE FLASHING WHEN YOU START THE VEHICLE NOW THERE IS A VERY LOUD KNOCK

Technician Findings:

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Email: Cas [REDACTED] 017 TITAN XD; Crank no start A61 [ref:_00DA09j8L._5002I2icnll:ref]

Name

Task

Due Date 7/12/2023

Assigned To Joshua Bredeson

Last Modified Date/Time 7/12/2023 1:27 PM

Comments Additional To: mdeane@myhudsonnissan.com

CC:

BCC: joshua.bredeson@nissan-usa.com

Attachment:

Subject: Cas [REDACTED] 2017 TITAN XD; Crank no start A61 [ref:_00DA09j8L._5002I2icnll:ref]

Body:

matt,

TECH LINE's latest case update is below.

Recommendation

Thanks for taking the time to speak to us today, Matt.

Based on our conversation today we recommend testing engine compression on cylinder 6 and 8 to compare the values to rule out an engine mechanical concern.

If this compares favorably to good cylinder pressure then we should investigate the crank trigger next.

Keep us posted on your results.

Have a great day!

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

Thank you, _____ Josh B.TECH LINE

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Case # [REDACTED]

Date Created: 5/26/2023

Customer name: HUDSON NISSAN OF NORTH CHARLESTON

VIN: 1N6BA1R94 [REDACTED] Mileage: 43,135

Dealer code: 5145

Dealer name: HUDSON NISSAN OF NORTH CHARLESTON

Customer's Concerns:

C/S STARTED RUNNING VERY ROUGH WHILE DRIVING THE CHECK ENGINE LIGHT AND BATTERY LIGHT WERE FLASHING WHEN YOU START THE VEHICLE NOW THERE IS A VERY LOUD KNOCK

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Email: Cas [REDACTED] 2017 TITAN XD; Crank no start A61 [ref:_00DA09j8L_5002I2icnll:ref]

Name

Task

Due Date 7/10/2023

Assigned To Michael Lemmons

Last Modified Date/Time 7/10/2023 10:01 AM

Additional To: mdeane@myhudsonnissan.com

CC:

BCC: michael.lemmons@nissan-usa.com

Attachment:

Subject: Cas [REDACTED] 2017 TITAN XD; Crank no start A61 [ref:_00DA09j8L_5002I2icnll:ref]

Body:

Matt,

Thank you for the update.

We have seen issues with the fuel injector sub-harness cause this issue.

Please inspect for open or short between F101 pin 158 and 179 to the fuel injector F133 pin 1 and 2.

Inspect for loose terminal in the F133 connector.

Repair or replace the harness as needed.

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

Thank you, _____ Michael L.TECH LINE

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Case #: [REDACTED]

Date Created: 5/26/2023

Customer name: HUDSON NISSAN OF NORTH CHARLESTON

VIN: 1N6BA1R94 [REDACTED] Mileage: 43,135

Comments

Dealer code: 5145

Dealer name: HUDSON NISSAN OF NORTH CHARLESTON

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Email: Cas [REDACTED] 2017 TITAN XD; Crank no start A61 [ref:_00DA09j8L_5002I2icnll:ref]

Name

Task

Due Date 6/1/2023

Assigned To Michael Lemmons

Last Modified Date/Time 6/1/2023 10:28 AM

Comments Additional To: mdeane@myhudsonnissan.com

CC:

BCC: michael.lemmons@nissan-usa.com

Attachment:

Subject: Case [REDACTED] 17 TITAN XD; Crank no start A61 [ref:_00DA09j8L._5002I2icnll:ref]

Body:

Matt,

Send the video or pictures to Techline@Nissan-USA.com.

Please include the case number [REDACTED] in the subject line.

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

Thank you, _____ Michael L.TECH LINE

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Case # [REDACTED]

Date Created: 5/26/2023

Customer name: HUDSON NISSAN OF NORTH CHARLESTON

VIN: 1N6BA1R94 [REDACTED] Mileage: 43,135

Dealer code: 5145

Dealer name: HUDSON NISSAN OF NORTH CHARLESTON

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VEHICLE CAME IN NO START AND HAD NO CODES STORED, PULLED THE FUEL FILTERS AS NO HISTORY OF REPLACEMENT SHOWED. PRIOR TO REPLACEMENT AND DURING REMOVAL OF THE 2ND STAGE FILTER FOUND NO METAL DEBRIS IN THE LOWER BOWL. LIFT PUMP SHOWED 75PSI, FUEL RAIL PRESSURE SHOWED 314BAR AND FUEL CMD SOWED 310BAR, THE VEHICLE ACTS LIKE IT WANTS TO START BUT JUST CRANKS. WHAT WOULD BE MY NEXT STEP TO CHECK AS IT HAS BEEN AWHILE SINCE I HAVE WORKED ON A DIESEL. HOW WOULD I CGO ABOUT SEEING IF THE CRANK IS BROKEN AS IVE HEARD THEY HAVECRANKS THAT WILL BREAK.:

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ref:_00DA09j8L._5002I2icnll:ref

Email: Case [REDACTED] 2017 TITAN XD; [ref:_00DA09j8L._5002I2icnll:ref]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	5/26/2023
Assigned To	Michael Lemmons
Last Modified Date/Time	5/26/2023 12:24 PM
Comments	Additional To: mdeane@myhudsonnissan.com CC: BCC: michael.lemmons@nissan-usa.com Attachment:

Subject: Case [REDACTED] 2017 TITAN XD; [ref:_00DA09j8L._5002I2icnll:ref]

Body:

Matt,

Thank you for the details.

It is rare for the diesels not to start if the fuel rail pressure matches the target pressure.

Based on the customers comments, it is possible we have a mechanical issue such as a separated crankshaft.

In many cases when the crankshaft is the issue we can see the front crank pulley wobble when cranking the engine.

We have also found in many cases if we pry against the crank pulley it will move side to side.

There is usually metal debris in the pan as well.

Lets check the crank pulley and remove the oil pan to inspect for metal.

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

Thank you, _____ Michael L.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: 5/26/2023
Customer name: HUDSON NISSAN OF NORTH CHARLESTON
VIN: 1N6BA1R94 [REDACTED] Mileage: 43,135
Dealer code: 5145
Dealer name: HUDSON NISSAN OF NORTH CHARLESTON

Customer's Concerns:

C/S STARTED RUNNING VERY ROUGH WHILE DRIVING THE CHECK ENGINE LIGHT AND BATTERY LIGHT WERE FLASHING WHEN YOU START THE VEHICLE NOW THERE IS A VERY LOUD KNOCK

Technician Findings:

VEHICLE CAME IN NO START AND HAD NO CODES STORED, PULLED THE FUEL FILTERS AS NO HISTORY OF REPLACEMENT SHOWED. PRIOR TO REPLACEMENT AND DURING REMOVAL OF THE 2ND STAGE FILTER FOUND NO METAL DEBRIS IN THE LOWER BOWL, LIFT PUMP SHOWED 75PSI, FUEL RAIL PRESSURE SHOWED 314BAR AND FUEL CMD SOWED 310BAR, THE VEHICLE ACTS LIKE IT WANTS TO START BUT JUST CRANKS, WHAT WOULD BE MY NEXT STEP TO CHECK AS IT HAS BEEN AWHILE SINCE I HAVE WORKED ON A DIESEL. HOW WOULD I CGO ABOUT SEEING IF THE CRANK IS BROKEN AS IVE HEARD THEY HAVECRANKS THAT WILL BREAK.:

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ref:_00DA09j8L_5002I2icnll:ref

Emails

Cas [REDACTED] 017 TITAN XD; Crank no start A61 [ref:_00DA09j8L_5002I2icnll:ref]

Message Date 8/23/2023 8:42 AM
Has Attachment
Email Address mdeane@myhudsonnissan.com
Status Sent
Subject Case [REDACTED] 2017 TITAN XD; Crank no start A61 [ref:_00DA09j8L_5002I2icnll:ref]
Text Body matt,

TECH LINE's latest case update is below.

TSS Recommendation:

Thank you for the case update.

No need to apologize, we are here to help you out with this case. We did replace the long block and then had a fuel leak from an injector that required the #2 injector to be replaced. During test drive we did have multiple DTCs set. We have DTCs P0106, P0299, P2263, P22CD, P2637 stored as current and P2560 stored as past.

With P2560 being stored as past and with us just replacing the long block. Let's confirm our coolant level is not low.

With our remaining DTCs P0106, P0299, P2263, P22CD, and P2637. We have seen cases where there are bypass valve is stuck open, compressor bypass valve linkage is obstructed, or the vacuum lines hoses are collapsed or separated.

Recommendation:

- Let's follow the ESM diagnosis procedure for P22CD. Let's start the diagnosis procedure starting on step 3.

Please keep us updated on the status of this vehicle.

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

Thank you,

Andrew H.

TECH LINE

Updating a TECH LINE Case:

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

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

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

Case # [REDACTED]
Date Created: 5/26/2023
VIN: 1N6BA1R5 [REDACTED]

Mileage: 43,135

Dealer code: 5145

Dealer name: HUDSON NISSAN OF NORTH CHARLESTON

Customer's Concerns:

C/S STARTED RUNNING VERY ROUGH WHILE DRIVING THE CHECK ENGINE LIGHT AND BATTERY LIGHT WERE FLASHING WHEN YOU START THE VEHICLE NOW THERE IS A VERY LOUD KNOCK

Technician Findings:

VEHICLE CAME IN NO START AND HAD NO CODES STORED, PULLED THE FUEL FILTERS AS NO HISTORY OF REPLACEMENT SHOWED. PRIOR TO REPLACEMENT AND DURING REMOVAL OF THE 2ND STAGE FILTER FOUND NO METAL DEBRIS IN THE LOWER BOWL. LIFT PUMP SHOWED 75PSI, FUEL RAIL PRESSURE SHOWED 314BAR AND FUEL CMD SOWED 310BAR, THE VEHICLE ACTS LIKE IT WANTS TO START BUT JUST CRANKS. WHAT WOULD BE MY NEXT STEP TO CHECK AS IT HAS BEEN AWHILE SINCE I HAVE WORKED ON A DIESEL, HOW WOULD I CGO ABOUT SEEING IF THE CRANK IS BROKEN AS IVE HEARD THEY HAVECRANKS THAT WILL BREAK.:

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it. Please notify the sender immediately and delete all copies of the message.

Andrew Hoy
Technical Support Specialist
Aftersales Dealer Support – TECH LINE

Nissan Motor Co., Ltd.
Phone: +1 (615)-223-4827

Re: Case [REDACTED] 2017 TITAN XD; Crank no start A61 [ref:_00DA09j8L._5002I2icnll:ref]

Message Date 8/23/2023 7:54 AM

Has Attachment

Email Address mdeane@myhudsonnissan.com

Status Read

Subject Re: Cas [REDACTED] 2017 TITAN XD; Crank no start A61 [ref:_00DA09j8L._5002I2icnll:ref]

Text Body Good morning, I apologize for the email, engine is in and running good had a injector leak that I replaced the #2 injector. I went on a test drive about 15 miles and these codes popped up, asking for help as this truck has beat me up mentally, thanks for your time

[REDACTED]

From: TECH LINE Email to Case <techlinesfdc@nissan-usa.com>
Sent: Tuesday, August 15, 2023 8:06:46 AM
To: Matthew Deane <MDeane@myhudsonnissan.com>
Subject: Ca [REDACTED] 2017 TITAN XD; Crank no start A61 [ref:_00DA09j8L._5002I2icnll:ref]

CAUTION: This email originated from outside Hudson Auto. Do not click links, open attachments or forward unless you recognize the sender and know the content is safe.

[REDACTED]

Thank you for the case update.

Great find with the valve and scoring to the cam shaft.

Please continue with previous recommendation of long block replacement.

If additional assistance is needed on this case, please follow up with TECH LINE.

[REDACTED]

Thank you,

Andrew H.

TECH LINE

Updating a TECH LINE Case:

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

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

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

Case: [REDACTED]
Date Created: 5/26/2023
VIN: 1N6BA1R[REDACTED]

Mileage: 43,135

Dealer code: 5145

Dealer name: HUDSON NISSAN OF NORTH CHARLESTON

Customer's Concerns:

C/S STARTED RUNNING VERY ROUGH WHILE DRIVING THE CHECK ENGINE LIGHT AND BATTERY LIGHT WERE FLASHING WHEN YOU START THE VEHICLE NOW THERE IS A VERY LOUD KNOCK

Technician Findings:

VEHICLE CAME IN NO START AND HAD NO CODES STORED, PULLED THE FUEL FILTERS AS NO HISTORY OF REPLACEMENT SHOWED. PRIOR TO REPLACEMENT AND DURING REMOVAL OF THE 2ND STAGE FILTER FOUND NO METAL DEBRIS IN THE LOWER BOWL. LIFT PUMP SHOWED 75PSI, FUEL RAIL PRESSURE SHOWED 314BAR AND FUEL CMD SOWED 310BAR, THE VEHICLE ACTS LIKE IT WANTS TO START BUT JUST CRANKS. WHAT WOULD BE MY NEXT STEP TO CHECK AS IT HAS BEEN AWHILE SINCE I HAVE WORKED ON A DIESEL. HOW WOULD I CGO ABOUT SEEING IF THE CRANK IS BROKEN AS IVE HEARD THEY HAVECRANKS THAT WILL BREAK.:

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ref:_00DA09j8L_5002I2icnll:ref

Case [REDACTED] 2017 TITAN XD; Crank no start A61 [ref:_00DA09j8L_5002I2icnll:ref]

Message Date 8/15/2023 7:06 AM
Has Attachment
Email Address mdeane@myhudsonnissan.com
Status Sent
Subject Case [REDACTED] 2017 TITAN XD; Crank no start A61 [ref:_00DA09j8L_5002I2icnll:ref]
Text Body matt,

TECH LINE's latest case update is below.

TSS Recommendation:

Thank you for the case update.

Great find with the valve and scoring to the cam shaft.

Please continue with previous recommendation of long block replacement.

If additional assistance is needed on this case, please follow up with TECH LINE.

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

Thank you,

Andrew H.

TECH LINE

Updating a TECH LINE Case:

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

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

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Case # [REDACTED]
Date Created: 5/26/2023
VIN: 1N6BA1R94 [REDACTED]

Mileage: 43,135

Dealer code: 5145

Dealer name: HUDSON NISSAN OF NORTH CHARLESTON

Customer's Concerns:

C/S STARTED RUNNING VERY ROUGH WHILE DRIVING THE CHECK ENGINE LIGHT AND BATTERY LIGHT WERE FLASHING WHEN YOU START THE VEHICLE NOW THERE IS A VERY LOUD KNOCK

Technician Findings:

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Andrew Hoy
Technical Support Specialist
Aftersales Dealer Support – TECH LINE

Nissan Motor Co., Ltd.
Phone: +1 (615)-223-4827

Re: Case [REDACTED] 2017 TITAN XD; Crank no start A61 [ref:_00DA09j8L._5002I2icnll:ref]

Message Date 8/15/2023 5:39 AM

Has Attachment

Email Address mdeane@myhudsonnissan.com

Status Read

Subject Re: Case [REDACTED] 2017 TITAN XD; Crank no start A61 [ref:_00DA09j8L._5002I2icnll:ref]

Text Body Got the engine out and this is what was found regarding no compression on cyl 6

From: TECH LINE Email to Case <techlinesfdc@nissan-usa.com>
Sent: Friday, July 28, 2023 1:48:06 PM
To: Matthew Deane <MDeane@myhudsonnissan.com>
Subject: Case [REDACTED] 2017 TITAN XD; Crank no start A61 [ref:_00DA09j8L._5002I2icnll:ref]

CAUTION: This email originated from outside Hudson Auto. Do not click links, open attachments or forward unless you recognize the sender and know the content is safe.

Matt,

Thank you for the case update.

My name is Andrew, and I will be assisting you on this case.

Case summary:

We have a 2017 Titan XD that came in for a no start concern. The engine was previously replaced for the crank separating and causing a rough running concern. The replacement engine has a misfire concern on cylinder #6. We did replace the injector connector and can hear the injector operating. We did perform a compression test on cylinders #6 and #8. We have about 300 psi on cylinder #8 and 0psi on #6.

The ESM does not list a compression spec for the diesel engine. From past TECH LINE cases we see on a good cylinder around 300psi. So cylinder #8 is good while the 0psi on #6 indicated the cylinder is NG.

Recommendation:

- Due to no compression on cylinder #6 on the replacement engine. We recommend replacement of the engine assembly again.

Please keep us updated on the status of this vehicle once the repair has been completed.

Thank you,

Andrew H.
TECH LINE

Updating a TECH LINE Case:

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

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Case [REDACTED]
Date Created: 5/26/2023
VIN: 1N6BA1R [REDACTED]

Mileage: 43,135

Dealer code: 5145

Dealer name: HUDSON NISSAN OF NORTH CHARLESTON

Customer's Concerns:

C/S STARTED RUNNING VERY ROUGH WHILE DRIVING THE CHECK ENGINE LIGHT AND BATTERY LIGHT WERE FLASHING WHEN YOU START THE VEHICLE NOW THERE IS A VERY LOUD KNOCK

Technician Findings:

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[[https://urldefense.com/v3/__https://nissanna.my.salesforce.com/servlet/servlet.ImageServer?oid=00DA0000009j8L&esid=0182I00001bL5ZD&from=ext__;!!Bbg-OcCDIOs!BioxwftcRwpL6kz0ix_VCWV2swljSp25BdctKH2m5YiXJ6PF4_0GcVdz71u6vmNelymG8OgBhs5rF6wFTBkNST0eW84\\$](https://urldefense.com/v3/__https://nissanna.my.salesforce.com/servlet/servlet.ImageServer?oid=00DA0000009j8L&esid=0182I00001bL5ZD&from=ext__;!!Bbg-OcCDIOs!BioxwftcRwpL6kz0ix_VCWV2swljSp25BdctKH2m5YiXJ6PF4_0GcVdz71u6vmNelymG8OgBhs5rF6wFTBkNST0eW84$)]
]

ref:_00DA09j8L._5002I2icnll:ref

Case [REDACTED] 017 TITAN XD; Crank no start A61 [ref:_00DA09j8L._5002I2icnll:ref]

Message Date 7/28/2023 12:48 PM
Has Attachment
Email Address mdeane@myhudsonnissan.com
Status Sent
Subject Case [REDACTED] 017 TITAN XD; Crank no start A61 [ref:_00DA09j8L._5002I2icnll:ref]
Text Body matt,

TECH LINE's latest case update is below.

TSS Recommendation:

Thank you for the case update.

My name is Andrew, and I will be assisting you on this case.

Case summary:

We have a 2017 Titan XD that came in for a no start concern. The engine was previously replaced for the crank separating and causing a rough running concern. The replacement engine has a misfire concern on cylinder #6. We did replace the injector connector and can hear the injector operating. We did perform a compression test on cylinders #6 and #8. We have about 300 psi on cylinder #8 and 0psi on #6.

The ESM does not list a compression spec for the diesel engine. From past TECH LINE cases we see on a good cylinder around 300psi. So cylinder #8 is good while the 0psi on #6 indicated the cylinder is NG.

Recommendation:

• Due to no compression on cylinder #6 on the replacement engine. We recommend replacement of the engine assembly again.

Please keep us updated on the status of this vehicle once the repair has been completed.

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

Thank you,

Andrew H.

TECH LINE

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Case #: [REDACTED]

Date Created: 5/26/2023

VIN: 1N6BA1R94 [REDACTED]

Mileage: 43,135

Dealer code: 5145

Dealer name: HUDSON NISSAN OF NORTH CHARLESTON

Customer's Concerns:

C/S STARTED RUNNING VERY ROUGH WHILE DRIVING THE CHECK ENGINE LIGHT AND BATTERY LIGHT WERE FLASHING

WHEN YOU START THE VEHICLE NOW THERE IS A VERY LOUD KNOCK

Technician Findings:

VEHICLE CAME IN NO START AND HAD NO CODES STORED, PULLED THE FUEL FILTERS AS NO HISTORY OF REPLACEMENT SHOWED. PRIOR TO REPLACEMENT AND DURING REMOVAL OF THE 2ND STAGE FILTER FOUND NO METAL DEBRIS IN THE LOWER BOWL. LIFT PUMP SHOWED 75PSI, FUEL RAIL PRESSURE SHOWED 314BAR AND FUEL CMD SOWED 310BAR, THE VEHICLE ACTS LIKE IT WANTS TO START BUT JUST CRANKS. WHAT WOULD BE MY NEXT STEP TO CHECK AS IT HAS BEEN AWHILE SINCE I HAVE WORKED ON A DIESEL. HOW WOULD I CGO ABOUT SEEING IF THE CRANK IS BROKEN AS IVE HEARD THEY HAVECRANKS THAT WILL BREAK.:

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Andrew Hoy
Technical Support Specialist
Aftersales Dealer Support – TECH LINE

Nissan Motor Co., Ltd.
F [REDACTED]

Re: Ca [REDACTED] 2017 TITAN XD; Crank no start A61 [ref:_00DA09j8L._5002I2icnll:ref]

Message Date 7/28/2023 8:32 AM
Has Attachment
Email Address mdeane@myhudsonnissan.com
Status Read
Subject Re: Case [REDACTED] 2017 TITAN XD; Crank no start A61 [ref:_00DA09j8L._5002I2icnll:ref]
Text Body Need to update the case as the previous reply from techline was not in the current status of the repairs performed. The engine has been replaced. The engine after installation has a #6 misfire. Cannot install a borescope through the injector port as the borescope body is bigger than the port and glow plug hole. The top of #6 piston is clean and has full travel. I have checked compression as previously stated and #6 HAS (0) psi #8 has 300 psi plus. DTS called and we talked about the problem. I explained there is NO pressure out of #6 period, #8 you can feel the compression and the heat coming out of the injector bore. Please inform of next step do I need to remove the valve cover assy to check for anything broken in the valve train?

From: TECH LINE Email to Case <techlinesfdc@nissan-usa.com>
Sent: Tuesday, July 18, 2023 8:49:07 AM
To: Matthew Deane <MDeane@myhudsonnissan.com>
Subject: Case [REDACTED] 2017 TITAN XD; Crank no start A61 [ref:_00DA09j8L._5002I2icnll:ref]

CAUTION: This email originated from outside Hudson Auto. Do not click links, open attachments or forward unless you recognize the sender and know the content is safe.

TECH LINE's latest case update is below.

RECOMMENDATION:

If low compression is found, let's perform a cylinder leak down test to confirm where the compression being lost.

- Through intake?
- Through exhaust?
- Through cooling system?
- Through crankcase?

Based on the leak down % and location will determine the type of repair that is needed.

• If additional assistance is needed, please respond back with:

1. Questions for TECH LINE.
2. Test results
3. List of all part #s installed (if not already listed in case notes)
4. List of DTCs or any other symptoms noticed.

Thank you,

Steve B

TECH LINE

Updating a TECH LINE Case:

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

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Case #: [REDACTED]
Date Created: 5/26/2023
Customer name: HUDSON NISSAN OF NORTH CHARLESTON
VIN: 1N6BA1R [REDACTED]

Mileage: 43,135

Dealer code: 5145

Dealer name: HUDSON NISSAN OF NORTH CHARLESTON

Customer's Concerns:

C/S STARTED RUNNING VERY ROUGH WHILE DRIVING THE CHECK ENGINE LIGHT AND BATTERY LIGHT WERE FLASHING WHEN YOU START THE VEHICLE NOW THERE IS A VERY LOUD KNOCK

Technician Findings:

VEHICLE CAME IN NO START AND HAD NO CODES STORED, PULLED THE FUEL FILTERS AS NO HISTORY OF REPLACEMENT SHOWED. PRIOR TO REPLACEMENT AND DURING REMOVAL OF THE 2ND STAGE FILTER FOUND NO METAL DEBRIS IN THE LOWER BOWL. LIFT PUMP SHOWED 75PSI, FUEL RAIL PRESSURE SHOWED 314BAR AND FUEL CMD SOWED 310BAR, THE VEHICLE ACTS LIKE IT WANTS TO START BUT JUST CRANKS. WHAT WOULD BE MY NEXT STEP TO CHECK AS IT HAS BEEN AWHILE SINCE I HAVE WORKED ON A DIESEL. HOW WOULD I CGO ABOUT SEEING IF THE CRANK IS BROKEN AS IVE HEARD THEY HAVECRANKS THAT WILL BREAK.:

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ref:_00DA09j8L_5002I2icnll:ref

Ca [REDACTED] 2017 TITAN XD; Crank no start A61 [ref:_00DA09j8L_5002I2icnll:ref]

Message Date 7/18/2023 7:49 AM

Has Attachment

Email Address mdeane@myhudsonnissan.com

Status Sent

Subject Case 48940891; 2017 TITAN XD; Crank no start A61 [ref:_00DA09j8L_5002I2icnll:ref]

Text Body matt,

TECH LINE's latest case update is below.

RECOMMENDATION:

If low compression is found, let's perform a cylinder leak down test to confirm where the compression being lost.

- Through intake?
- Through exhaust?
- Through cooling system?
- Through crankcase?

Based on the leak down % and location will determine the type of repair that is needed.

- If additional assistance is needed, please respond back with:
 1. Questions for TECH LINE.
 2. Test results
 3. List of all part #s installed (if not already listed in case notes)
 4. List of DTCs or any other symptoms noticed.

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

Thank you,

Steve B

TECH LINE

Updating a TECH LINE Case:

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

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

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

Case #: [REDACTED]
Date Created: 5/26/2023
Customer name: HUDSON NISSAN OF NORTH CHARLESTON
VIN: 1N6BA1R [REDACTED]

Mileage: 43,135

Dealer code: 5145

Dealer name: HUDSON NISSAN OF NORTH CHARLESTON

Customer's Concerns:

C/S STARTED RUNNING VERY ROUGH WHILE DRIVING THE CHECK ENGINE LIGHT AND BATTERY LIGHT WERE FLASHING WHEN YOU START THE VEHICLE NOW THERE IS A VERY LOUD KNOCK

Technician Findings:

VEHICLE CAME IN NO START AND HAD NO CODES STORED, PULLED THE FUEL FILTERS AS NO HISTORY OF REPLACEMENT SHOWED. PRIOR TO REPLACEMENT AND DURING REMOVAL OF THE 2ND STAGE FILTER FOUND NO METAL DEBRIS IN THE LOWER BOWL. LIFT PUMP SHOWED 75PSI, FUEL RAIL PRESSURE SHOWED 314BAR AND FUEL CMD SOWED 310BAR, THE VEHICLE ACTS LIKE IT WANTS TO START BUT JUST CRANKS. WHAT WOULD BE MY NEXT STEP TO CHECK AS IT HAS BEEN AWHILE SINCE I HAVE WORKED ON A DIESEL. HOW WOULD I CGO ABOUT SEEING IF THE CRANK IS BROKEN AS IVE HEARD THEY HAVECRANKS THAT WILL BREAK.:

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Steve Berger
Technical Support Specialist
Aftersales Dealer Support

Nissan North America, Inc.
610 Enon Springs Rd. East
Smyrna TN 37167

Fax: +1-615-967-2610
Steve.Berger@Nissan-USA.com
www.nissanusa.com

NISSAN GROUP OF NORTH AMERICA

Re: Case [REDACTED] 2017 TITAN XD; Crank no start A61 [ref:_00DA09j8L_5002I2icnll:ref]

Message Date 7/17/2023 10:18 AM

Has Attachment

Email Address mdeane@myhudsonnissan.com

Status Read

Subject Re: Case [REDACTED] 2017 TITAN XD; Crank no start A61 [ref:_00DA09j8L_5002I2icnll:ref]

Text Body Checked compression on 6&8, 6 has no compression and 8 is pushing out air cannot get a good gauge inside but can hear 8 pushing compression and nothing out of 6.

From: TECH LINE Email to Case <techlinesfdc@nissan-usa.com>
Sent: Wednesday, July 12, 2023 2:27:16 PM
To: Matthew Deane <MDeane@myhudsonnissan.com>
Subject: Cas [REDACTED] 2017 TITAN XD; Crank no start A61 [ref:_00DA09j8L._5002I2icnII:ref]

CAUTION: This email originated from outside Hudson Auto. Do not click links, open attachments or forward unless you recognize the sender and know the content is safe.

TECH LINE's latest case update is below.

Recommendation

Thanks for taking the time to speak to us today, Matt.

Based on our conversation today we recommend testing engine compression on cylinder 6 and 8 to compare the values to rule out an engine mechanical concern.

If this compares favorably to good cylinder pressure then we should investigate the crank trigger next.

Keep us posted on your results.

Have a great day!

Thank you,

Josh B.

TECH LINE

Updating a TECH LINE Case:

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

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

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

Case #: [REDACTED]
Date Created: 5/26/2023
Customer name: HUDSON NISSAN OF NORTH CHARLESTON
VIN: 1N6BA1R94[REDACTED]

Mileage: 43,135

Dealer code: 5145

Dealer name: HUDSON NISSAN OF NORTH CHARLESTON

Customer's Concerns:

C/S STARTED RUNNING VERY ROUGH WHILE DRIVING THE CHECK ENGINE LIGHT AND BATTERY LIGHT WERE FLASHING WHEN YOU START THE VEHICLE NOW THERE IS A VERY LOUD KNOCK

Technician Findings:

VEHICLE CAME IN NO START AND HAD NO CODES STORED, PULLED THE FUEL FILTERS AS NO HISTORY OF REPLACEMENT SHOWED. PRIOR TO REPLACEMENT AND DURING REMOVAL OF THE 2ND STAGE FILTER FOUND NO METAL DEBRIS IN THE LOWER BOWL, LIFT PUMP SHOWED 75PSI, FUEL RAIL PRESSURE SHOWED 314BAR AND FUEL CMD SOWED 310BAR, THE VEHICLE ACTS LIKE IT WANTS TO START BUT JUST CRANKS. WHAT WOULD BE MY NEXT STEP TO CHECK AS IT HAS BEEN AWHILE SINCE I HAVE WORKED ON A DIESEL. HOW WOULD I CGO ABOUT SEEING IF THE CRANK IS BROKEN AS IVE HEARD THEY HAVECRANKS THAT WILL BREAK.:

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ref:_00DA09j8L_5002I2icnll:ref

Case [REDACTED] 2017 TITAN XD; Crank no start A61 [ref:_00DA09j8L_5002I2icnll:ref]

Message Date 7/12/2023 1:27 PM

Has Attachment

Email Address mdeane@myhudsonnissan.com

Status Sent

Subject Case [REDACTED] 2017 TITAN XD; Crank no start A61 [ref:_00DA09j8L_5002I2icnll:ref]

Text Body matt,

TECH LINE's latest case update is below.

Inbound call

Tech has replaced injector 6

Has replaced injector connector and can hear injector operating

Still has misfire on cyl 6

Tech has found possible bend in crank sensor pickup

Advised to verify compression in cylinders 6 and compare to 8 to isolate low compression as the source

Recommendation

Thanks for taking the time to speak to us today, Matt.

Based on our conversation today we recommend testing engine compression on cylinder 6 and 8 to compare the values to rule out an engine mechanical concern.

If this compares favorably to good cylinder pressure then we should investigate the crank trigger next.

Keep us posted on your results.

Have a great day!

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

Thank you,

Josh B.

TECH LINE

Updating a TECH LINE Case:

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

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

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

Case #: [REDACTED]
Date Created: 5/26/2023
Customer name: HUDSON NISSAN OF NORTH CHARLESTON
VIN: 1N6BA1R [REDACTED]

Mileage: 43,135

Dealer code: 5145

Dealer name: HUDSON NISSAN OF NORTH CHARLESTON

Customer's Concerns:

C/S STARTED RUNNING VERY ROUGH WHILE DRIVING THE CHECK ENGINE LIGHT AND BATTERY LIGHT WERE FLASHING WHEN YOU START THE VEHICLE NOW THERE IS A VERY LOUD KNOCK

Technician Findings:

VEHICLE CAME IN NO START AND HAD NO CODES STORED, PULLED THE FUEL FILTERS AS NO HISTORY OF REPLACEMENT SHOWED, PRIOR TO REPLACEMENT AND DURING REMOVAL OF THE 2ND STAGE FILTER FOUND NO METAL DEBRIS IN THE LOWER BOWL. LIFT PUMP SHOWED 75PSI, FUEL RAIL PRESSURE SHOWED 314BAR AND FUEL CMD SOWED 310BAR, THE VEHICLE ACTS LIKE IT WANTS TO START BUT JUST CRANKS. WHAT WOULD BE MY NEXT STEP TO CHECK AS IT HAS BEEN AWHILE SINCE I HAVE WORKED ON A DIESEL. HOW WOULD I CGO ABOUT SEEING IF THE CRANK IS BROKEN AS IVE HEARD THEY HAVE CRANKS THAT WILL BREAK.:

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Re: Case [REDACTED] 2017 TITAN XD; Crank no start A61 [ref: _00DA09j8L_5002I2icnll:ref]

Message Date 7/12/2023 12:57 PM

Has Attachment

Email Address mdeane@myhudsonnissan.com

Status Read

Subject Re: Case [REDACTED] 2017 TITAN XD; Crank no start A61 [ref:_00DA09j8L_5002I2icnll:ref]

Text Body Checked the wiring between f101 and f133 pins 158-179 to pins 1-2, continuity was good. Replaced the fuel injector connector restarted the truck still have a misfire at cyl 6 p0306 and p0277 both reset.

[REDACTED]

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

Sent: Monday, July 10, 2023 11:01:40 AM

To: Matthew Deane <MDeane@myhudsonnissan.com>

Subject: Case [REDACTED] 2017 TITAN XD; Crank no start A61 [ref:_00DA09j8L_5002I2icnll:ref]

CAUTION: This email originated from outside Hudson Auto. Do not click links, open attachments or forward unless you recognize the sender and know the content is safe.

[REDACTED]

Thank you for the update.

We have seen issues with the fuel injector sub-harness cause this issue.

Please inspect for open or short between F101 pin 158 and 179 to the fuel injector F133 pin 1 and 2.

Inspect for loose terminal in the F133 connector.

Repair or replace the harness as needed.

[REDACTED]

Thank you,

Michael L.

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: 5/26/2023

Customer name: HUDSON NISSAN OF NORTH CHARLESTON

VIN: 1N6BA1F [REDACTED]

Mileage: 43,135

Dealer code: 5145

Dealer name: HUDSON NISSAN OF NORTH CHARLESTON

Customer's Concerns:

C/S STARTED RUNNING VERY ROUGH WHILE DRIVING THE CHECK ENGINE LIGHT AND BATTERY LIGHT WERE FLASHING WHEN YOU START THE VEHICLE NOW THERE IS A VERY LOUD KNOCK

Technician Findings:

VEHICLE CAME IN NO START AND HAD NO CODES STORED, PULLED THE FUEL FILTERS AS NO HISTORY OF REPLACEMENT SHOWED. PRIOR TO REPLACEMENT AND DURING REMOVAL OF THE 2ND STAGE FILTER FOUND NO METAL DEBRIS IN THE LOWER BOWL. LIFT PUMP SHOWED 75PSI, FUEL RAIL PRESSURE SHOWED 314BAR AND FUEL CMD SOWED 310BAR, THE VEHICLE ACTS LIKE IT WANTS TO START BUT JUST CRANKS, WHAT WOULD BE MY NEXT STEP TO CHECK AS IT HAS BEEN AWHILE SINCE I HAVE WORKED ON A DIESEL. HOW WOULD I CGO ABOUT SEEING IF THE CRANK IS BROKEN AS IVE HEARD THEY HAVECRANKS THAT WILL BREAK.:

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ref:_00DA09j8L._5002I2icnll:ref

Case [REDACTED] 2017 TITAN XD; Crank no start A61 [ref:_00DA09j8L._5002I2icnll:ref]

Message Date 7/10/2023 10:01 AM

Has Attachment

Email Address mdeane@myhudsonnissan.com

Status Sent

Subject Case [REDACTED] 2017 TITAN XD; Crank no start A61 [ref:_00DA09j8L._5002I2icnll:ref]

Text Body matt,

TECH LINE's latest case update is below.

Replied to tech:

Thank you for the update.

We have seen issues with the fuel injector sub-harness cause this issue.

Please inspect for open or short between F101 pin 158 and 179 to the fuel injector F133 pin 1 and 2.

Inspect for loose terminal in the F133 connector.

Repair or replace the harness as needed.

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

Thank you,

Michael L.

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: 5/26/2023
Customer name: HUDSON NISSAN OF NORTH CHARLESTON
VIN: 1N6BA1R [REDACTED]

Mileage: 43,135

Dealer code: 5145

Dealer name: HUDSON NISSAN OF NORTH CHARLESTON

Customer's Concerns:

C/S STARTED RUNNING VERY ROUGH WHILE DRIVING THE CHECK ENGINE LIGHT AND BATTERY LIGHT WERE FLASHING WHEN YOU START THE VEHICLE NOW THERE IS A VERY LOUD KNOCK

Technician Findings:

VEHICLE CAME IN NO START AND HAD NO CODES STORED, PULLED THE FUEL FILTERS AS NO HISTORY OF REPLACEMENT SHOWED. PRIOR TO REPLACEMENT AND DURING REMOVAL OF THE 2ND STAGE FILTER FOUND NO METAL DEBRIS IN THE LOWER BOWL. LIFT PUMP SHOWED 75PSI, FUEL RAIL PRESSURE SHOWED 314BAR AND FUEL CMD SOWED 310BAR, THE VEHICLE ACTS LIKE IT WANTS TO START BUT JUST CRANKS, WHAT WOULD BE MY NEXT STEP TO CHECK AS IT HAS BEEN AWHILE SINCE I HAVE WORKED ON A DIESEL. HOW WOULD I CGO ABOUT SEEING IF THE CRANK IS BROKEN AS IVE HEARD THEY HAVECRANKS THAT WILL BREAK.:

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Michael Lemmons
Nissan North America, Inc.
Technical Support Specialist, TECH LINE
Michael.Lemmons@nissan-usa.com

fax: +1 615-967-3314

Case [REDACTED] 2017 TITAN XD; Crank no start A61 [ref:_00DA09j8L._5002I2icnll:ref]

Message Date 6/1/2023 10:28 AM

Has Attachment

Email Address mdeane@myhudsonnissan.com

Status Sent

Subject Case [REDACTED] 2017 TITAN XD; Crank no start A61 [ref:_00DA09j8L._5002I2icnll:ref]

Text Body matt,

TECH LINE's latest case update is below.

Replied to tech:
Send the video or pictures to Techline@Nissan-USA.com.
Please include the case number [REDACTED] in the subject line.

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

Thank you,

Michael L.

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: 5/26/2023
Customer name: HUDSON NISSAN OF NORTH CHARLESTON
VIN: 1N6BA1R[REDACTED]

Mileage: 43,135

Dealer code: 5145

Dealer name: HUDSON NISSAN OF NORTH CHARLESTON

Customer's Concerns:

C/S STARTED RUNNING VERY ROUGH WHILE DRIVING THE CHECK ENGINE LIGHT AND BATTERY LIGHT WERE FLASHING WHEN YOU START THE VEHICLE NOW THERE IS A VERY LOUD KNOCK

Technician Findings:

VEHICLE CAME IN NO START AND HAD NO CODES STORED, PULLED THE FUEL FILTERS AS NO HISTORY OF REPLACEMENT SHOWED, PRIOR TO REPLACEMENT AND DURING REMOVAL OF THE 2ND STAGE FILTER FOUND NO METAL DEBRIS IN THE LOWER BOWL. LIFT PUMP SHOWED 75PSI, FUEL RAIL PRESSURE SHOWED 314BAR AND FUEL CMD SOWED 310BAR, THE VEHICLE ACTS LIKE IT WANTS TO START BUT JUST CRANKS. WHAT WOULD BE MY NEXT STEP TO CHECK AS IT HAS BEEN AWHILE SINCE I HAVE WORKED ON A DIESEL. HOW WOULD I CGO ABOUT SEEING IF THE CRANK IS BROKEN AS IVE HEARD THEY HAVECRANKS THAT WILL BREAK.:

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Michael Lemmons
Nissan North America, Inc.
Technical Support Specialist, TECH LINE
Michael.Lemmons@nissan-usa.com

fax: +1 615-967-3314

Re: Case [REDACTED] 2017 TITAN XD; [ref: _00DA09j8L_5002I2icnll:ref]

Message Date 6/1/2023 8:30 AM

Has Attachment

Email Address mdeane@myhudsonnissan.com

Status Read

Subject Re: Case [REDACTED] 2017 TITAN XD; [ref: _00DA09j8L_5002I2icnll:ref]

Text Body Sorry for the delay I finally got he pan off and tried to send a video but yalls email declined it, is there another email I can send it too?

[REDACTED]

From: TECH LINE Email to Case <techlinesfdc@nissan-usa.com>
Sent: Friday, May 26, 2023 1:24:26 PM
To: Matthew Deane <MDeane@myhudsonnissan.com>
Subject: Case [REDACTED] 2017 TITAN XD; [ref: _00DA09j8L_5002I2icnll:ref]

CAUTION: This email originated from outside Hudson Auto. Do not click links, open attachments or forward unless you recognize the sender and know the content is safe.

[REDACTED]

Thank you for the details.

It is rare for the diesels not to start if the fuel rail pressure matches the target pressure.

Based on the customers comments, it is possible we have a mechanical issue such as a separated crankshaft.

In many cases when the crankshaft is the issue we can see the front crank pulley wobble when cranking the engine.

We have also found in many cases if we pry against the crank pulley it will move side to side,

There is usually metal debris in the pan as well.

Lets check the crank pulley and remove the oil pan to inspect for metal.

[REDACTED]

Thank you,

Michael L.

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: 5/26/2023
Customer name: HUDSON NISSAN OF NORTH CHARLESTON
VIN: 1N6BA1R9[REDACTED]

Mileage: 43,135

Dealer code: 5145

Dealer name: HUDSON NISSAN OF NORTH CHARLESTON

Customer's Concerns:
C/S STARTED RUNNING VERY ROUGH WHILE DRIVING THE CHECK ENGINE LIGHT AND BATTERY LIGHT WERE FLASHING WHEN YOU START THE VEHICLE NOW THERE IS A VERY LOUD KNOCK

Technician Findings:
VEHICLE CAME IN NO START AND HAD NO CODES STORED, PULLED THE FUEL FILTERS AS NO HISTORY OF REPLACEMENT SHOWED. PRIOR TO REPLACEMENT AND DURING REMOVAL OF THE 2ND STAGE FILTER FOUND NO METAL DEBRIS IN THE LOWER BOWL. LIFT PUMP SHOWED 75PSI, FUEL RAIL PRESSURE SHOWED 314BAR AND FUEL CMD SOWED 310BAR, THE VEHICLE ACTS LIKE IT WANTS TO START BUT JUST CRANKS. WHAT WOULD BE MY NEXT STEP TO CHECK AS IT HAS BEEN AWHILE SINCE I HAVE WORKED ON A DIESEL. HOW WOULD I CGO ABOUT SEEING IF THE CRANK IS BROKEN AS IVE HEARD THEY HAVECRANKS THAT WILL BREAK.:

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ref:_00DA09j8L._5002I2icnll:ref

Ca [REDACTED] 2017 TITAN XD; [ref:_00DA09j8L._5002I2icnll:ref]

Message Date 5/26/2023 12:24 PM
Has Attachment
Email Address mdeane@myhudsonnissan.com
Status Sent
Subject Case [REDACTED] 017 TITAN XD; [ref:_00DA09j8L._5002I2icnll:ref]
Text Body matt,

TECH LINE's latest case update is below.

Recommendation:
Thank you for the details.
It is rare for the diesels not to start if the fuel rail pressure matches the target pressure.
Based on the customers comments, it is possible we have a mechanical issue such as a separated crankshaft. In many cases when the crankshaft is the issue we can see the front crank pulley wobble when cranking the engine. We have also found in many cases if we pry against the crank pulley it will move side to side. There is usually metal debris in the pan as well. Lets check the crank pulley and remove the oil pan to inspect for metal.

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

Thank you,

Michael L.

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: 5/26/2023
Customer name: HUDSON NISSAN OF NORTH CHARLESTON
VIN: 1N6BA1R[REDACTED]

Mileage: 43,135

Dealer code: 5145

Dealer name: HUDSON NISSAN OF NORTH CHARLESTON

Customer's Concerns:

C/S STARTED RUNNING VERY ROUGH WHILE DRIVING THE CHECK ENGINE LIGHT AND BATTERY LIGHT WERE FLASHING WHEN YOU START THE VEHICLE NOW THERE IS A VERY LOUD KNOCK

Technician Findings:

VEHICLE CAME IN NO START AND HAD NO CODES STORED, PULLED THE FUEL FILTERS AS NO HISTORY OF REPLACEMENT SHOWED. PRIOR TO REPLACEMENT AND DURING REMOVAL OF THE 2ND STAGE FILTER FOUND NO METAL DEBRIS IN THE LOWER BOWL. LIFT PUMP SHOWED 75PSI, FUEL RAIL PRESSURE SHOWED 314BAR AND FUEL CMD SOWED 310BAR, THE VEHICLE ACTS LIKE IT WANTS TO START BUT JUST CRANKS. WHAT WOULD BE MY NEXT STEP TO CHECK AS IT HAS BEEN AWHILE SINCE I HAVE WORKED ON A DIESEL, HOW WOULD I CGO ABOUT SEEING IF THE CRANK IS BROKEN AS IVE HEARD THEY HAVECRANKS THAT WILL BREAK.:

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.

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

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Michael Lemmons
Nissan North America, Inc.
Technical Support Specialist, TECH LINE
Michael.Lemmons@nissan-usa.com
[REDACTED]
fax: +1 615-967-3314

Case Comments

8/23/2023 8:41 AM		8/23/2023 8:07 AM	
User	Andrew Hoy	User	Andrew Hoy
Public	<input checked="" type="checkbox"/>	Public	<input checked="" type="checkbox"/>
	TSS Recommendation: Thank you for the case update. No need to apologize, we are here to help you out with this case. We did replace the long block and then had a fuel leak from an injector that required the #2 injector to be replaced. During test drive we did have multiple DTCs set. We have DTCs P0106, P0299, P2263, P22CD, P2637 stored as current and P2560 stored as past. With P2560 being stored as past and with us just replacing the long block. Let's confirm our coolant level is not low. With our remaining DTCs P0106, P0299, P2263, P22CD, and P2637. We have seen cases where there are bypass valve is stuck open, compressor bypass valve linkage is obstructed, or the vacuum lines hoses are collapsed or separated. Recommendation: • Let's follow the ESM diagnosis procedure for P22CD. Let's start the diagnosis procedure starting on step 3. Please keep us updated on the status of this vehicle.		Dealer Replied update: Good morning, I apologize for the email, engine is in and running good had a injector leak that I replaced the #2 injector. I went on a test drive about 15 miles and these codes popped up, asking for help as this truck has beat me up mentally, thanks for your time
Comment		Comment	
8/15/2023 7:06 AM		8/15/2023 7:04 AM	
User	Andrew Hoy	User	Andrew Hoy
Public	<input checked="" type="checkbox"/>	Public	<input checked="" type="checkbox"/>
	TSS Recommendation: Thank you for the case update. Great find with the valve and scoring to the cam shaft. Please continue with previous recommendation of long block replacement. If additional assistance is needed on this case, please follow up with TECH LINE.		Dealer Replied update: Got the engine out and this is what was found regarding no compression on cyl 6.
Comment		Comment	
7/28/2023 12:47 PM		7/28/2023 11:27 AM	
User	Andrew Hoy	User	Andrew Hoy
Public	<input checked="" type="checkbox"/>	Public	<input checked="" type="checkbox"/>
	TSS Recommendation: Thank you for the case update. My name is Andrew, and I will be assisting you on this case. Case summary: We have a 2017 Titan XD that came in for a no start concern. The engine was previously replaced for the crank separating and causing a rough running concern. The replacement engine has a misfire concern on cylinder #6. We did replace the injector connector and can hear the injector operating. We did perform a compression test on cylinders #6 and #8. We have about 300 psi on cylinder #8 and 0psi on #6.		Dealer Replied update: Need to update the case as the previous reply from techline was not in the current status of the repairs performed. The engine has been replaced. The engine after installation has a #6 misfire. Cannot install a borescope through the injector port as the borescope body is bigger than the port and glow plug hole. The top of #6 piston is clean and has full travel. I have checked compression as previously stated and #6 HAS (0) psi #8 has 300 psi plus. DTS called and we talked about the (issue). I explained there is NO pressure out of #6 period, #8 you can feel the compression and the heat coming out of the injector bore. Please inform of next step do I need to remove the valve cover assy to check for anything (separated) in the valve train?
Comment		Comment	
7/28/2023 12:47 PM		7/18/2023 7:48 AM	
User	Andrew Hoy	User	Steve Berger
Public	<input checked="" type="checkbox"/>	Public	<input checked="" type="checkbox"/>
	TSS Recommendation: Thank you for the case update. My name is Andrew, and I will be assisting you on this case. Case summary: We have a 2017 Titan XD that came in for a no start concern. The engine was previously replaced for the crank separating and causing a rough running concern. The replacement engine has a misfire concern on cylinder #6. We did replace the injector connector and can hear the injector operating. We did perform a compression test on cylinders #6 and #8. We have about 300 psi on cylinder #8 and 0psi on #6.		RECOMMENDATION: If low compression is found, let's perform a cylinder leak down test to confirm where the compression being lost. - Through intake? - Through exhaust? - Through cooling system? - Through crankcase?
Comment		Comment	
			Based on the leak down % and location will determine the type of repair that is needed. • If additional assistance is needed, please respond back with: 1. Questions for TECH LINE. 2. Test results 3. List of all part #s installed (if not already listed in case notes) 4. List of DTCs or any other symptoms noticed.

7/12/2023 1:26 PM

The ESM does not list a compression spec for the diesel engine. From past TECH LINE cases we see on a good cylinder around 300psi. So cylinder #8 is good while the Opsi on #6 indicated the cylinder is NG.

Recommendation:

• Due to no compression on cylinder #6 on the replacement engine. We recommend replacement of the engine assembly again.

Please keep us updated on the status of this vehicle once the repair has been completed.

User Joshua Bredeson

Public

Inbound call

Tech has replaced injector 6

Has replaced injector connector and can hear injector operating

Still has misfire on cyl 6

Tech has found possible bend in crank sensor pickup

Advised to verify compression in cylinders 6 and compare to 8 to isolate low compression as the source

Comment

Recommendation

Thanks for taking the time to speak to us today, Matt. Based on our conversation today we recommend testing engine compression on cylinder 6 and 8 to compare the values to rule out an engine mechanical concern. If this compares favorably to good cylinder pressure then we should investigate the crank trigger next. Keep us posted on your results. Have a great day!

7/10/2023 7:42 AM

User Sara May

Public

Tech chat :

PUT A NEW ENGINE AS THE VEHICLE CRANK WAS BROKEN.

Comment

GOT IT RUNNING AND NOW IT SHOWS CYL 6 MISFIRE. I REPLACED THE INJECTOR. STARTED IT UP AND IT STILL SHOWS AND IS STILL MISFIRING ON CYL 6 HAS A P0306 AND P0278 CODE.

WHAT IS MY NEXT STEP?

6/1/2023 10:25 AM

User Michael Lemmons

Public

Received email from tech:

Comment

Sorry for the delay I finally got the pan off and tried to send a video but yalls email declined it, is there another email I can send it too?

5/26/2023 12:08 PM

User Survey Site Guest User

Public

Customer Comments: C/S STARTED RUNNING VERY ROUGH WHILE DRIVING THE CHECK ENGINE LIGHT AND BATTERY LIGHT WERE FLASHING WHEN YOU START THE VEHICLE NOW THERE IS A VERY LOUD KNOCK
 Technician Findings: VEHICLE CAME IN NO START AND HAD NO CODES STORED, PULLED THE FUEL FILTERS AS NO HISTORY OF REPLACEMENT SHOWED. PRIOR TO REPLACEMENT AND DURING REMOVAL OF THE 2ND STAGE FILTER FOUND NO METAL DEBRIS IN THE LOWER BOWL. LIFT PUMP SHOWED 75PSI, FUEL RAIL PRESSURE SHOWED 314BAR AND FUEL CMD SOWED 310BAR, THE VEHICLE ACTS LIKE IT WANTS TO START BUT JUST CRANKS. WHAT WOULD BE MY NEXT STEP TO CHECK AS IT HAS BEEN AWHILE SINCE I HAVE WORKED ON A DIESEL. HOW WOULD I CGO ABOUT SEEING IF THE CRANK IS BROKEN AS IVE HEARD THEY HAVECRANKS THAT WILL BREAK.

Comment

Repairs Made: fuel filters

Verified: Yes

Question for TECH LINE: What test should I do next?

7/19/2023 7:18 AM

User Steve Berger

Public

DTSM INSPECTION:

Vehicle Findings

1.Complaint - Vehicle runs rough engine misfire

Comment

Cause - DTSM contacted technician , recommended following tech line recommendation inspecting for trauma using borescope/cylinder leak down test. Technician to reply with test results if further help is needed.

Repair Status

Complete

Dealer Representative

Did DTSM meet with Dealer?

No

7/18/2023 7:46 AM

User Steve Berger

Public

TECH EMAIL REPLY:

Comment

Checked compression on 6&8, 6 has no compression and 8 is pushing out air cannot get a good gauge inside but can hear 8 pushing compression and nothing out of 6.

7/10/2023 10:01 AM

User Michael Lemmons

Public

Replied to tech:

Thank you for the update.

We have seen issues with the fuel injector sub-harness cause this issue.

Comment

Please inspect for open or short between F101 pin 158 and 179 to the fuel injector F133 pin 1 and 2.

Inspect for loose terminal in the F133 connector.

Repair or replace the harness as needed.

6/1/2023 10:28 AM

User Michael Lemmons

Public

Replied to tech:

Send the video or pictures to Techline@Nissan-USA.com.

Comment

Please include the case number 48940891 in the subject line.

5/26/2023 12:22 PM

User Michael Lemmons

Public

Comment

Recommendation:

Thank you for the details.

It is rare for the diesels not to start if the fuel rail pressure

matches the target pressure.

Based on the customers comments, it is possible we have a mechanical issue such as a separated crankshaft.

In many cases when the crankshaft is the issue we can see the front crank pulley wobble when cranking the engine.

We have also found in many cases if we pry against the crank pulley it will move side to side.

There is usually metal debris in the pan as well.

Lets check the crank pulley and remove the oil pan to inspect for metal.

DTSM Field Inspections

Status **Completed**
Created Date **7/18/2023**
Owner First Name **Paul**
DTSM Team **SER**
Vehicle **1N6BA1R94HN523126**
DTSM Inspection Date **7/18/2023 5:00 PM**
Report Date **7/18/2023 4:04 PM**
VIN **1N6BA1R94HN523126**

Chat Transcripts

Owner **SMay**
Start Time **7/10/2023 7:31 AM**
End Time **7/10/2023 7:42 AM**
Status **Completed**

Case History

8/24/2023 3:32 PM

User **Andrew Hoy**
Action **Changed Status from Open to Pending Dealer Reply.**

8/23/2023 8:42 AM

User **Andrew Hoy**
Action **Changed Status from Pending Dealer Reply to Open. Changed Status from Pending TECH LINE to Pending Dealer Reply.**

8/23/2023 7:54 AM

User **Managed Services**
Action **Changed Reopen Date from 8/15/2023 5:39 AM to 8/23/2023 7:54 AM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

8/17/2023 3:38 PM

User **Andrew Hoy**
Action **Changed Status from Open to Pending Dealer Reply.**

8/15/2023 7:07 AM

User **Andrew Hoy**
Action **Changed Status from Pending Dealer Reply to Open. Changed Status from Pending TECH LINE to Pending Dealer Reply.**

8/15/2023 5:39 AM

User **Managed Services**
Action **Changed Reopen Date from 7/28/2023 8:32 AM to 8/15/2023 5:39 AM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

7/31/2023 11:16 AM

User **Andrew Hoy**
Action **Changed Status from Open to Pending Dealer Reply.**

7/28/2023 12:48 PM

User **Andrew Hoy**

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

7/28/2023 11:24 AM

User **Andrew Hoy**
Action **Changed Case Owner from Steve Berger to Andrew Hoy.**

7/28/2023 8:33 AM

User **Managed Services**
Action **Changed Reopen Date from 7/17/2023 10:18 AM to 7/28/2023 8:32 AM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

7/18/2023 8:04 AM

User **Steve Berger**
Action **Changed Status from Pending TECH LINE to Pending Dealer Reply.**

7/18/2023 7:49 AM

User **Steve Berger**
Action **Changed Case Owner from Joshua Bredeson to Steve Berger.**

7/17/2023 10:18 AM

User **Managed Services**
Action **Changed Reopen Date from 7/12/2023 12:57 PM to 7/17/2023 10:18 AM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

7/12/2023 1:28 PM

User **Joshua Bredeson**
Action **Changed Status from Caller In Queue to Pending Dealer Reply.**

7/12/2023 1:13 PM

User **Joshua Bredeson**
Action **Changed Case Owner from Michael Lemmons to Joshua Bredeson.**

7/12/2023 1:13 PM

User **ATOS Integration User**
Action **Changed Status from Pending TECH LINE to Caller In Queue.**

7/12/2023 12:57 PM

User **Managed Services**
Action **Changed Reopen Date from 7/10/2023 7:41 AM to 7/12/2023 12:57 PM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

7/10/2023 10:02 AM

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

7/10/2023 7:41 AM

User **Sara May**
Action **Changed Reopen Date from 6/1/2023 8:30 AM to 7/10/2023 7:41 AM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

6/1/2023 10:29 AM

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

6/1/2023 8:30 AM

User **Managed Services**
Action **Changed First Call Resolution from Yes to No. Changed Reopen Date to 6/1/2023 8:30 AM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

5/26/2023 12:25 PM

User **Michael Lemmons**
Action **Changed Subject to Crank no start A61. Changed Status from Pending TECH LINE to Pending Dealer Reply.**

5/26/2023 12:09 PM

User **Michael Lemmons**
Action **Changed Case Owner from TECH LINE Initial to Michael Lemmons.**

5/26/2023 12:08 PM

User **Survey Site Guest User**
Action **Changed Preferred Contact Method to Email. Changed Case Owner from TECH LINE Stage to TECH LINE Initial.**

5/26/2023 12:08 PM

User **Survey Site Guest User**
Action **Changed Status from Open to Pending TECH LINE. Changed Account Name to HUDSON NISSAN OF NORTH CHARLESTON. Created.**