



- [Close Window](#)
- [Print This Page](#)
- [Expand All](#) | [Collapse All](#)

Case

Content cannot be displayed: You do not have sufficient privileges to access the pa

**General**

Caller Name	[REDACTED]	Dealer	O'NEIL NISSAN
NNAnet user ID	[REDACTED]	Contact Name	[REDACTED]
Tech Preferred Phone	[REDACTED]	Customer Name	[REDACTED]
Tech Preferred Email	[REDACTED]	Case Record Type	TECH LINE Cases
Preferred Contact Method	[REDACTED]	Case Owner	Andrew Hoy
Repair/Work Order	[REDACTED]	Mobile Phone	[REDACTED]
Job/Line Number	[REDACTED]	Texting Status	[REDACTED]
Created Day	[REDACTED]		

**Incident Information**

Customer Comments	Would not accelerate and white smoke. Had another shop replace turbos	Customer Name	[REDACTED]
Verified	Yes	Vehicle	1N6BA1F41GN [REDACTED]
Question for TECH LINE	Have you seen this before?	VIN	1N6BA1F41GN [REDACTED]
Service Manual General Section	Engine	Archived VIN Make	[REDACTED]
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	9/23/2023
When does this concern occur?	ALL TIMES	Calculated Days Down	23
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	DPF filter changed, turbos replaced at another shop	Total Days Down	23
Observed Modifications & Accessories	none	Repair Attempts	0
		Current Mileage	89,372
		Vehicle Mileage Prior Value	[REDACTED]
		Vehicle Purchased Miles	[REDACTED]
		Primary DTC	[REDACTED]
		Current DTC	ECM P2463 ECM P2BAC
		Past DTC	[REDACTED]
		Other DTCs	[REDACTED]

### TECH LINE Information

Subject	Engine stops running/recurrent P2463. -A61-	Resolution Action	
Status	Pending Dealer Reply	Resolution Object	
Confirmed Resolution	Pending	Field Inspection Indicator	<input type="checkbox"/>
Component Code Category	FE Fuel Supply / Exhaust	NNA Field Inspection Date	
Component Code Issue	FEC CATALYTIC CONVERTER	FSSS	<input type="checkbox"/>
TECH LINE Template	ECC Initial Response	FSSS Date	
TREAD Component	06		
Date/Time Closed	10/16/2023 7:09 AM		
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	O'NEIL NISSAN	Mobile	
Contact Type	NNA Dealer Master	Email	[REDACTED]
Title	Service Technician	Email Opt Out	<input type="checkbox"/>
Customer ID.	[REDACTED]	Reports To	
		Contact Record Type	Contact
		Inactive Contact	<input type="checkbox"/>

### Address Information

Mailing Address	Other Address
-----------------	---------------

### Additional Information

Fax	Lead Source
Home Phone	Birthdate
Work Phone	Department
Description	

### System Information

Created By	NNAETL, 7/31/2018 4:34 AM	Contact Owner	NNAETL
Last Modified By	NNAETL, 3/4/2024 11:50 PM		

### Activity History

Email: Case [REDACTED] 2016 TITAN XD; Engine stops running/recurrent P2463. -A61 [REDACTED]

Name

Task   
Due Date 10/13/2023  
Assigned To Andrew Hoy  
Last Modified Date/Time 10/13/2023 7:39 AM  
Comments Additional To: miezzi@oneilnissan.com  
CC:  
BCC: andrew.hoy@nissan-usa.com  
Attachment:

Subject: Case [REDACTED] 016 TITAN XD; Engine stops running/recurrent P2463. -A61- [REDACTED]

Mark,

Thank you for the case update.

Thank you for noting that we did inspect the back side of the DPF and we saw not signs of separation.

It is still possible we could have a restricted SCR, but with the new documentation of intermittent P0275, this could be the original cause of our previous DPF separation. This DTC could lead to internal engine trauma or DPF/SCR issues.

The possible causes for P0275 are fuel injector, High blow-by when engine is loaded, turbocharger, and low compression.

**Recommendation:**

- We recommend following the ESM diagnosis for our DTC P0275, when we perform compression on these engines. There is no published compression spec listed. But what we typically see is a good compression will be around 300psi.
- If we are suspecting internal engine trauma, removal of the oil pan to inspect for any excessive debris is recommended.

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: 10/12/2023

VIN: 1N6BA1F41[REDACTED] Mileage: 89,372

Dealer code: 2428

Dealer name: O'NEIL NISSAN

**Customer's Concerns:**

Would not accelerate and white smoke, Had another shop replace turbos

**Technician Findings:**

Hello. Truck was towed in. Another mom & pop shop replaced the turbos with factory turbos. Car has code P2463-00 filter restriction. Tried to do regeneration but will not go through would not even start. Removed DPF found front face heavily cracked. No evidence of coolant or oil residue. Replaced DPF and reset aftertreatment system. Code comes right back on when key on engine off. soot load monitor is at 45gm. Also has code P2BAC-00 which manual state is an informational code. Regeneration still keeps failing to even start keeps saying "stopped". It is a new DPF so I think regeneration should not be needed. Is the DPF pressure sensor faulty? Vehicle does stall out after 10-15 minutes of running possible due to code P2463?:

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 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.

Email: Cas [REDACTED] 2016 TITAN XD; Engine stops running/recurrent P2463. -A61 [REDACTED]

Name [REDACTED]  
Task   
Due Date 10/12/2023  
Assigned To Andrew Hoy  
Last Modified Date/Time 10/12/2023 3:24 PM

Comments Additional To: miezzi@oneilnissan.com  
CC:  
BCC: andrew.hoy@nissan-usa.com  
Attachment:

Subject: Case [REDACTED] 2016 TITAN XD; Engine stops running/recurrent P2463. -A61- [REDACTED]

Body:  
Mark,

Thank you for the case update.

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

Case summary:

We have a 2016 Titan XD in that is setting P2463 The DPF has already been replaced due to internal separation. The turbo has been replaced at another shop.

We have seen where after the DPF has been replaced that we need to perform a regeneration cycle after replacement to reset the soot load monitor.

Recommendation:

- Let's confirm the RTCV linkage is installed. If our linkage is installed, let's perform the RTCV calibration with Consult.
- Before attempting the regeneration procedure. Let's disconnect the DPF inlet and DPF outlet.
  - o Let's inspect the front side of the DPF inlet for any new signs of restriction, fluid, internal separation etc.
  - o Let's then inspect the back side of the DPF for the same. Let's last look at the SCR inlet and see if we have any debris.
- If we confirm debris in the SCR, replacement is recommended and then retest.
- If we are suspecting a SCR restriction that is leading to an engine quit, let's leave the back side of the DPF disconnected and run the vehicle. With the exhaust separated, are we still experiencing the engine quitting?

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: 10/12/2023

VIN: 1N6BA1F41G [REDACTED] Mileage: 89,372

Dealer code: 2428

Dealer name: O'NEIL NISSAN

**Customer's Concerns:**

Would not accelerate and white smoke. Had another shop replace turbos

**Technician Findings:**

Hello. Truck was towed in. Another mom & pop shop replaced the turbos with factory turbos. Car has code P2463-00 filter restriction. Tried to do regeneration but will not go through would not even start. Removed DPF found front face heavily cracked. No evidence of coolant or oil residue. Replaced DPF and reset aftertreatment system. Code comes right back on when key on engine off. soot load monitor is at 45gm. Also has code P2BAC-00 which manual state is an informational code. Regeneration still keeps failing to even start keeps saying "stopped". It is a new DPF so I think regeneration should not be needed. Is the DPF pressure sensor faulty? Vehicle does stall out after 10-15 minutes of running possible due to code P2463?:

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 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.

[REDACTED]

Email: Case [REDACTED] 2016 TITAN XD; Engine stops running/recurrent P2463. -A61- [REDACTED]

Name

Task

Due Date 10/12/2023

Assigned To John Seaborn

Last Modified Date/Time 10/12/2023 8:47 AM

Comments Additional To: miezzi@oneilnissan.com

CC:

BCC: john.seaborniii@nissan-usa.com

Attachment:

Subject: Case [REDACTED] 2016 TITAN XD; Engine stops running/recurrent P2463. -A61- [REDACTED]

Body:

Mark,  
TECH LINE's latest case update is below.  
Recommendation

Mark,

1) Great question & thanks for the information on this one!

2) Due to the vehicle's age, mileage & previous repairs, we will need to walk the repair process like a set of stairs, one step at a time, and re-evaluate the vehicle for possible remaining symptoms or codes, after each repair is completed.

3) To answer the question, P2463 typically sets due to the the vehicle being operated in a continuous light load condition, which does not allow the exhaust to reach a high enough temp to regen while driving.

4) With that said, P2463 with a replacement DOC/DPF typically does not induce the engine to stop running.

5) As our next step, let's determine if the aftertreatment system is root cause for the engine stops running concern by disconnecting the replacement DOC/DPF inlet from the exhaust downpipe.

6) If the engine continues to stop running after 10-15 minutes, then this would be a separate concern apart from P2463/aftertreatment system.

7) However, if the engine no longer stops running after 10-15 minutes with the DOC/DPF disconnected from the exhaust down pipe, let's reconnect it & then disconnect the SCR inlet from the exhaust & determine if the engine stops running concern persists.

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

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: 10/12/2023  
VIN: 1N6BA1F41[REDACTED] Mileage: 89,372  
Dealer code: 2428  
Dealer name: O'NEIL NISSAN

Customer's Concerns:  
Would not accelerate and white smoke. Had another shop replace turbos

Technician Findings:  
Hello, Truck was towed in, Another mom & pop shop replaced the turbos with factory turbos. Car has code P2463-00 filter restriction. Tried to do regeneration but will not go through would not even start. Removed DPF found front face heavily cracked. No evidence of coolant or oil residue. Replaced DPF and reset aftertreatment system. Code comes right back on when key on engine off. soot load monitor is at 45gm. Also has code P2BAC-00 which manual state is an informational code. Regeneration still keeps failing to even start keeps saying "stopped". It is a new DPF so I think regeneration should not be needed. Is the DPF pressure sensor faulty? Vehicle does stall out after 10-15 minutes of running possible due to code P2463?:

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 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.

[REDACTED]

## Emails

Case [REDACTED] 2016 TITAN XD; Engine stops running/recurrent [REDACTED]

Message Date 10/13/2023 7:39 AM

Has Attachment [REDACTED]

Email Address miezzi@oneilnissan.com

Status Sent

Subject Case [REDACTED] 2016 TITAN XD; Engine stops running/recurrent P2463. [REDACTED]

Text Body mark iezzi,

TECH LINE's latest case update is below.

TSS Recommendation:

Thank you for the case update.

Thank you for noting that we did inspect the back side of the DPF and we saw not signs of separation.

It is still possible we could have a restricted SCR, but with the new documentation of intermittent P0275, this could be the original cause of our previous DPF separation. This DTC could lead to internal engine trauma or DPF/SCR issues.

The possible causes for P0275 are fuel injector, High blow-by when engine is loaded, turbocharger, and low compression.

Recommendation:

- We recommend following the ESM diagnosis for our DTC P0275, when we perform compression on these engines. There is no published compression spec listed. But what we typically see is a good compression will be around 300psi.
- If we are suspecting internal engine trauma, removal of the oil pan to inspect for any excessive debris is recommended.

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: 10/12/2023

VIN: 1N6BA1F41 [REDACTED]

Mileage: 89,372

Dealer code: 2428

Dealer name: O'NEIL NISSAN

Customer's Concerns:

Would not accelerate and white smoke. Had another shop replace turbos

Technician Findings:

Hello, Truck was towed in. Another mom & pop shop replaced the turbos with factory turbos. Car has code P2463-00 filter restriction. Tried to do regeneration but will not go through would not even start. Removed DPF found front face heavily cracked. No evidence of coolant or oil residue. Replaced DPF and reset aftertreatment system. Code comes right back on when key on engine off. soot load monitor is at 45gm. Also has code P2BAC-00 which manual state is an informational code. Regeneration still keeps failing to even start keeps saying "stopped". It is a new DPF so I think regeneration should not be needed. Is the DPF pressure sensor faulty? Vehicle does stall out after 10-15 minutes of running possible due to code P2463?:

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 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.

Andrew Hoy  
Technical Support Specialist  
Aftersales Dealer Support – TECH LINE

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

Re: Case [REDACTED] 2016 TITAN XD; Engine stops running/recurrent P2463. -A61- [REDACTED]

Message Date 10/12/2023 3:48 PM

Has Attachment

Email Address miezzi@oneinnissan.com

Status Read

Subject Re: Case [REDACTED] 2016 TITAN XD; Engine stops running/recurrent P2463. -A6 [REDACTED]

Text Body Hi Andrew,

RTCV linkage is installed and I performed a calibration when I first got the truck.

Removed the DPF assy. the inlet front facing was cracked badly. The rear outlet face was still intact. Inspected the SCR tube no signs of debris.

As per my last email, oil pressure warning comes on after truck runs for 10 minutes or so. Inspected the internals of the oil filter (cut open) found metal particles.

Customer brought old turbos in. Oil seems like sludge. Customer states changed oil regularly. At this point I believe to have internal bearing damage. Cylinder #5 intermittently will through a code P0275 Balance code also.

On Thu, Oct 12, 2023 at 4:24 PM TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:

> Mark,

>

>

> Thank you for the case update.

>

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

>

> Case summary:

> We have a 2016 Titan XD in that is setting P2463 The DPF has already been replaced due to internal separation. The turbo has been replaced at another shop.

>

> We have seen where after the DPF has been replaced that we need to perform a regeneration cycle after replacement to reset the soot load monitor.

>

> Recommendation:

> • Let's confirm the RTCV linkage is installed. If our linkage is installed, let's perform the RTCV calibration with Consult.

> • Before attempting the regeneration procedure. Let's disconnect the DPF inlet and DPF outlet.

> o Let's inspect the front side of the DPF inlet for any new signs of restriction, fluid, internal separation etc.

> o Let's then inspect the back side of the DPF for the same. Let's last look at the SCR inlet and see if we have any debris.

> ? If we confirm debris in the SCR, replacement is recommended and then retest.

> ? If we are suspecting a SCR restriction that is leading to an engine

> quit, let's leave the back side of the DPF disconnected and run the

> vehicle. With the exhaust separated, are we still experiencing the engine

> quitting?

>

> Please keep us updated on the status of this vehicle.

>

>

>

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



> 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: [REDACTED]  
>

Case [REDACTED] 016 TITAN XD; Engine stops running/recurrent P2463. - [REDACTED]

Message Date 10/12/2023 3:24 PM

Has Attachment

Email Address miezzi@oneilnissan.com

Status Sent

Subject Case [REDACTED] 2016 TITAN XD; Engine stops running/recurrent P2463. -A61 [REDACTED]

Text Body mark iezzi,

**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 2016 Titan XD in that is setting P2463 The DPF has already been replaced due to internal separation. The turbo has been replaced at another shop.**

**We have seen where after the DPF has been replaced that we need to perform a regeneration cycle after replacement to reset the soot load monitor.**

**Recommendation:**

- Let's confirm the RTCV linkage is installed. If our linkage is installed, let's perform the RTCV calibration with Consult.
- Before attempting the regeneration procedure. Let's disconnect the DPF inlet and DPF outlet.
- o Let's inspect the front side of the DPF inlet for any new signs of restriction, fluid, internal separation etc.
- o Let's then inspect the back side of the DPF for the same. Let's last look at the SCR inlet and see if we have any debris.
- If we confirm debris in the SCR, replacement is recommended and then retest.
- If we are suspecting a SCR restriction that is leading to an engine quit, let's leave the back side of the DPF disconnected and run the vehicle. With the exhaust separated, are we still experiencing the engine quitting?

**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: 10/12/2023  
VIN: 1N6BA1F41G [REDACTED]

Mileage: 89,372

Dealer code: 2428

Dealer name: O'NEIL NISSAN

**Customer's Concerns:**

Would not accelerate and white smoke. Had another shop replace turbos

**Technician Findings:**

Hello. Truck was towed in. Another mom & pop shop replaced the turbos with factory turbos. Car has code P2463-00 filter restriction. Tried to do regeneration but will not go through would not even start. Removed DPF found front face heavily cracked. No evidence of coolant or oil residue. Replaced DPF and reset aftertreatment system. Code comes right back on when key on engine off. soot load monitor is at 45gm. Also has code P2BAC-00 which manual state is an informational code. Regeneration still keeps failing to even start keeps saying "stopped". It is a new DPF so I think regeneration should not be needed. Is the DPF pressure sensor faulty? Vehicle does stall out after 10-15 minutes of running possible due to code P2463?:

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 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.

Andrew Hoy  
Technical Support Specialist  
Aftersales Dealer Support – TECH LINE

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

Re: Case [REDACTED] 2016 TITAN XD; Engine stops running/recurrent P2463. -A61-[REDACTED]

Message Date 10/12/2023 9:12 AM

Has Attachment

Email Address miezzi@oneilnissan.com

Status Read

Subject Re: Case [REDACTED] 2016 TITAN XD; Engine stops running/recurrent P2463. -A61-[REDACTED]

Text Body Hi Thank you for getting back to me. I tried to clear the code but it comes right back on. Is this normal? according to the service manual it should come on if soot load is about 54 mine is below that. Also, now I noticed after 10 minutes of the truck running the oil pressure light flickers and a

low pressure code appears. I changed the oil due to being black and a few thousand miles overdue. I inspected the installation of the turbo no visible leaks and appears to be installed correctly. I do not see any procedure to do after turbo replacement. Would a clogged SCR cause a stall issue though? After it stalls out the truck will not restart. If the car sits for an hour or so it will start again.

On Thu, Oct 12, 2023, 9:47 AM TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:

> Mark,

>

> TECH LINE's latest case update is below.

>

>

> Recommendation

> Mark,

> 1) Great question & thanks for the information on this one!

> 2) Due to the vehicle's age, mileage & previous repairs, we will need to

> walk the repair process like a set of stairs, one step at a time, and

> re-evaluate the vehicle for possible remaining symptoms or codes, after

> each repair is completed.

> 3) To answer the question, P2463 typically sets due to the

> the vehicle being operated in a continuous light load condition, which

> does not allow the exhaust to reach a high enough temp to regen while

> driving.

> 4) With that said, P2463 with a replacement DOC/DPF typically does not

> induce the engine to stop running.

> 5) As our next step, let's determine if the aftertreatment system is root

> cause for the engine stops running concern by disconnecting the replacement

> DOC/DPF inlet from the exhaust downpipe.

> 6) If the engine continues to stop running after 10-15 minutes, then this

> would be a separate concern apart from P2463/aftertreatment system.

> 7) However, if the engine no longer stops running after 10-15 minutes with

> the DOC/DPF disconnected from the exhaust down pipe, let's reconnect it &

> then disconnect the SCR inlet from the exhaust & determine if the engine

> stops running concern persists.

> 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

>

>

>

> \*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: 10/12/2023  
> VIN: 1N6BA1F41G [REDACTED]  
>  
> Mileage: 89,372  
>  
> Dealer code: 2428  
>  
> Dealer name: O'NEIL NISSAN  
>  
> Customer's Concerns:  
> Would not accelerate and white smoke. Had another shop replace turbos  
>  
>  
> Technician Findings:  
> Hello. Truck was towed in. Another mom & pop shop replaced the turbos with  
> factory turbos. Car has code P2463-00 filter restriction. Tried to do  
> regeneration but will not go through would not even start. Removed DPF  
> found front face heavily cracked. No evidence of coolant or oil residue.  
> Replaced DPF and reset aftertreatment system. Code comes right back on when  
> key on engine off. soot load monitor is at 45gm. Also has code P2BAC-00  
> which manual state is an informational code. Regeneration still keeps  
> failing to even start keeps saying "stopped". It is a new DPF so I think  
> regeneration should not be needed. Is the DPF pressure sensor faulty?  
> Vehicle does stall out after 10-15 minutes of running possible due to code  
> P2463?:  
>  
>  
>  
>  
> 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 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 [REDACTED]  
>

Case [REDACTED] 2016 TITAN XD; Engine stops running/recurrent P2463. -A61 [REDACTED]

Message Date 10/12/2023 8:47 AM

Has Attachment

Email Address miezzi@oneilnissan.com

Status Sent

Subject Case [REDACTED] 016 TITAN XD; Engine stops running/recurrent P2463. -A61- [REDACTED]

Text Body mark iezzi,

TECH LINE's latest case update is below.

#### Recommendation

Mark,

1) Great question & thanks for the information on this one!

2) Due to the vehicle's age, mileage & previous repairs, we will need to walk the repair process like a set of stairs, one step at a time, and re-evaluate the vehicle for possible remaining symptoms or codes, after each repair is completed.

3) To answer the question, P2463 typically sets due to the the vehicle being operated in a continuous light load condition, which does not allow the exhaust to reach a high enough temp to regen while driving.

4) With that said, P2463 with a replacement DOC/DPF typically does not induce the engine to stop running.

5) As our next step, let's determine if the aftertreatment system is root cause for the engine stops running concern by disconnecting the replacement DOC/DPF inlet from the exhaust downpipe.  
6) If the engine continues to stop running after 10-15 minutes, then this would be a separate concern apart from P2463/aftertreatment system.  
7) However, if the engine no longer stops running after 10-15 minutes with the DOC/DPF disconnected from the exhaust down pipe, let's reconnect it & then disconnect the SCR inlet from the exhaust & determine if the engine stops running concern persists.  
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

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: 10/12/2023  
VIN: 1N6BA1F41 [REDACTED]

Mileage: 89,372

Dealer code: 2428

Dealer name: O'NEIL NISSAN

Customer's Concerns:

Would not accelerate and white smoke, Had another shop replace turbos

Technician Findings:

Hello, Truck was towed in, Another mom & pop shop replaced the turbos with factory turbos. Car has code P2463-00 filter restriction. Tried to do regeneration but will not go through would not even start. Removed DPF found front face heavily cracked. No evidence of coolant or oil residue. Replaced DPF and reset aftertreatment system. Code comes right back on when key on engine off. soot load monitor is at 45gm. Also has code P2BAC-00 which manual state is an informational code. Regeneration still keeps failing to even start keeps saying "stopped". It is a new DPF so I think regeneration should not be needed. Is the DPF pressure sensor faulty? Vehicle does stall out after 10-15 minutes of running possible due to code P2463?:

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 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.

## Case Comments

10/13/2023 7:39 AM

10/13/2023 7:31 AM

User Andrew Hoy

Public

TSS Recommendation:

Thank you for the case update.

Thank you for noting that we did inspect the back side of the DPF and we saw not signs of separation.

It is still possible we could have a restricted SCR, but with the new documentation of intermittent P0275, this could be the original cause of our previous DPF separation. This DTC could lead to internal engine trauma or DPF/SCR issues.

Comment The possible causes for P0275 are fuel injector, High blow-by when engine is loaded, turbocharger, and low compression.

Recommendation:

- We recommend following the ESM diagnosis for our DTC P0275, when we perform compression on these engines. There is no published compression spec listed. But what we typically see is a good compression will be around 300psi.
- If we are suspecting internal engine trauma, removal of the oil pan to inspect for any excessive debris is recommended.

Please keep us updated on the status of this vehicle.

User Andrew Hoy

Public

Dealer Replied update:

RTCV linkage is installed and I performed a calibration when I first got the truck. Removed the DPF assy. the inlet front facing was cracked badly. The rear outlet face was still intact. Inspected the SCR tube no signs of debris. As per my last email, oil pressure warning comes on after truck runs for 10 minutes or so. Inspected the internals of the oil filter (cut open) found metal particles. Customer brought old turbos in. Oil seems like sludge. Customer states changed oil regularly. At this point I believe to have internal bearing (trauma). Cylinder #5 intermittently will through a code P0275 Balance code also.

Comment

10/12/2023 3:10 PM

User Andrew Hoy

Public

Dealer Replied update:

Thank you for getting back to me. I tried to clear the code but it comes right back on. Is this normal? according to the service manual it should come on if soot load is about 54 mine is below that. Also, now I noticed after 10 minutes of the truck running the oil pressure light flickers and a low pressure code appears. I changed the oil due to being black and a few thousand miles overdue. I inspected the installation of the turbo no visible leaks and appears to be installed correctly. I do not see any procedure to do after turbo replacement. Would a clogged SCR cause a stall issue though? After it stalls out the truck will not restart. If the car sits for an hour or so it will start again.

Comment

10/12/2023 3:23 PM

User Andrew Hoy

Public

Comment 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 2016 Titan XD in that is setting P2463 The DPF has already been replaced due to internal separation. The turbo has been replaced at another shop.

We have seen where after the DPF has been replaced that we need to perform a regeneration cycle after replacement to reset the soot load monitor.

Recommendation:

- Let's confirm the RTCV linkage is installed. If our linkage is installed, let's perform the RTCV calibration

10/12/2023 8:31 AM

User Survey Site Guest User

Public

Comment No other comments at this time.

with Consult.

- Before attempting the regeneration procedure. Let's disconnect the DPF inlet and DPF outlet.
  - o Let's inspect the front side of the DPF inlet for any new signs of restriction, fluid, internal separation etc.
  - o Let's then inspect the back side of the DPF for the same. Let's last look at the SCR inlet and see if we have any debris.
    - If we confirm debris in the SCR, replacement is recommended and then retest.
    - If we are suspecting a SCR restriction that is leading to an engine quit, let's leave the back side of the DPF disconnected and run the vehicle. With the exhaust separated, are we still experiencing the engine quitting?

Please keep us updated on the status of this vehicle.

10/12/2023 8:46 AM

---

User John Seaborn

Public

Recommendation

Mark,

- 1) Great question & thanks for the information on this one!
  - 2) Due to the vehicle's age, mileage & previous repairs, we will need to walk the repair process like a set of stairs, one step at a time, and re-evaluate the vehicle for possible remaining symptoms or codes, after each repair is completed.
  - 3) To answer the question, P2463 typically sets due to the vehicle being operated in a continuous light load condition, which does not allow the exhaust to reach a high enough temp to regen while driving.
  - 4) With that said, P2463 with a replacement DOC/DPF typically does not induce the engine to stop running.
  - 5) As our next step, let's determine if the aftertreatment system is root cause for the engine stops running concern by disconnecting the replacement DOC/DPF inlet from the exhaust downpipe.
  - 6) If the engine continues to stop running after 10-15 minutes, then this would be a separate concern apart from P2463/aftertreatment system.
  - 7) However, if the engine no longer stops running after 10-15 minutes with the DOC/DPF disconnected from the exhaust down pipe, let's reconnect it & then disconnect the SCR inlet from the exhaust & determine if the engine stops running concern persists.
- Tech to reply to all on email response, if additional technical assistance is required.

Comment

10/12/2023 8:30 AM

---

User Survey Site Guest User

Public

- Comment **Customer Comments: Would not accelerate and white smoke. Had another shop replace turbos**
- Technician Findings: Hello. Truck was towed in. Another mom & pop shop replaced the turbos with factory turbos. Car has code P2463-00 filter restriction. Tried to do regeneration but will not go through would not even start. Removed DPF found front face heavily cracked. No evidence of coolant or oil residue. Replaced DPF and reset aftertreatment system. Code comes right back on when key on engine off. soot load monitor is at 45gm. Also has code P2BAC-00 which manual state is an informational code. Regeneration still keeps failing to even start keeps saying "stopped". It is a new DPF so I think regeneration should not be needed. Is the DPF pressure sensor faulty? Vehicle does stall out after 10-15 minutes of running possible due to code P2463?
    - Repairs Made: DPF filter changed, turbos replaced at another shop
    - Verified: Yes

- Current DTC: ECM P2463 ECM P2BAC
- Question for TECH LINE: Have you seen this before?

## Case History

10/16/2023 7:09 AM

---

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

10/13/2023 7:39 AM

---

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

10/12/2023 3:48 PM

---

User **Managed Services**  
Action **Changed Status from Open to Pending TECH LINE.**

10/12/2023 3:24 PM

---

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

10/12/2023 3:02 PM

---

User **Andrew Hoy**  
Action **Changed Case Owner from TECH LINE Tier 2 to Andrew Hoy.**

10/12/2023 9:44 AM

---

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

10/12/2023 9:12 AM

---

User **Managed Services**  
Action **Changed First Call Resolution from Yes to No. Changed Reopen Date to 10/12/2023 9:12 AM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

10/12/2023 8:38 AM

---

User **John Seaborn**  
Action **Changed Subject to Engine stops running/recurrent P2463. -A61-. Changed Status from Pending TECH LINE to Pending Dealer Reply.**

10/12/2023 8:37 AM

---

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

10/12/2023 8:31 AM

---

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

10/12/2023 8:30 AM

---

User **Survey Site Guest User**  
Action **Changed Status from Open to Pending TECH LINE, Changed Account Name to O'NEIL NISSAN, Changed VIN from 1n6ba1f41[REDACTED] to 1N6BA1F41[REDACTED] Created.**