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C [REDACTED]

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General

Caller Name	[REDACTED]	Dealer	NELSON 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	Joshua Bredeson
Repair/Work Order	[REDACTED]	Mobile Phone	[REDACTED]
Job/Line Number	1	Texting Status	[REDACTED]
Created Day	Monday		

Incident Information

Customer Comments	slow turbo response when driving at highway speeds. vehicle started jerking when pulling rv	Customer Name	[REDACTED]
Verified	Yes	Vehicle	1N6BA1F46G [REDACTED]
Question for TECH LINE	Have you seen this before?	VIN	1N6BA1F46G [REDACTED]
Service Manual General Section	Engine	Archived VIN Make	[REDACTED]
Service Manual Specific Section	Engine Mechanical	Archived VIN Year	[REDACTED]
Symptom Code Category	Experience/Occurrence	Archived VIN Model	[REDACTED]
Symptom	IDLE ROUGH	Incident/RO Date	11/24/2023
When does this concern occur?	ALL TIMES	Calculated Days Down	19
Is single occurrence or a pattern?		Additional Days Down	[REDACTED]
Repairs Made	n/a	Total Days Down	19
Observed Modifications & Accessories	N/A	Repair Attempts	0
		Current Mileage	223,142
		Vehicle Mileage Prior Value	[REDACTED]
		Vehicle Purchased Miles	[REDACTED]
		Primary DTC	[REDACTED]
		Current DTC	[REDACTED]
		Past DTC	[REDACTED]
		Other DTCs	[REDACTED]

TECH LINE Information

Subject	Loss of power A61D	Resolution Action	[REDACTED]
Status	Pending Dealer Reply	Resolution Object	[REDACTED]

Confirmed Resolution	Pending	Field Inspection Indicator	<input type="checkbox"/>
Component Code Category	EF Engine Fuel Systems	NNA Field Inspection Date	
Component Code Issue	EFD INJECTION PUMP (DIESEL)	FSSS	<input type="checkbox"/>
TECH LINE Template	ECC Initial Response	FSSS Date	
TREAD Component	XX		
Date/Time Closed	12/13/2023 9:11 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	NELSON 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, 1/5/2022 4:36 AM	Contact Owner	NNAETL
Last Modified By	NNAETL, 3/4/2024 11:49 PM		

Activity History

Email: Case [REDACTED] 2016 TITAN XD; Loss of power A61D [REDACTED]

Name	[REDACTED]
Task	<input checked="" type="checkbox"/>
Due Date	12/13/2023
Assigned To	Joshua Bredeson
Last Modified Date/Time	12/13/2023 9:10 AM
Comments	Additional To: epatton@nelsonnissan.com CC: BCC: joshua.bredeson@nissan-usa.com Attachment:

Subject: Case [REDACTED] 2016 TITAN XD; Loss of power A61D [REDACTED]

Body:

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

Thank you for the update, Erik

Long block replacement is recommended for this concern.

If you need further assistance feel free to reach out to us anytime and we will be glad to answer any questions you may have.

If you would like to work using the LENZ feel free to reach out to us using the voice commands from your headset:
Frontline Workplace> Start Work> Call Support> Start Service Call> TECH LINE

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: 11/27/2023

VIN: 1N6BA1F46G [REDACTED] Mileage: 223,142

Dealer code: 2832

Dealer name: NELSON NISSAN

Customer's Concerns:

slow turbo response when driving at highway speeds. vehicle started jerking when pulling rv

Technician Findings:

slow turbo response when driving at highway speeds, vehicle started jerking when he was pulling rv that is 6900 pounds.

on test drive rpm would jump up and down sounds like engine is misfiring. after driving now vehicle will misfire constantly and die sometimes. there is no misfire counter or codes. when trying to deactivate certain cylinders in active test the misfire was so bad i couldn't tell if there was any change or not.:

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

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re [REDACTED]

Email: Case [REDACTED] 2016 TITAN XD; Loss of power A61D [REDACTED]

Name

Task

Due Date 12/5/2023

Assigned To Joshua Bredeson

Last Modified Date/Time 12/5/2023 7:03 AM

Comments Additional To: epatton@nelsonnissan.com

CC:

BCC: joshua.bredeson@nissan-usa.com

Attachment:

Subject: Case [REDACTED] 2016 TITAN XD; Loss of power A61D [REDACTED]

Body:

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

If these test results do not provide us a diagnostic path we would like to get together to review this one over the LENZ with you.

Let me know a good time to reach out to you to get a session started or Feel free to reach out to us using the voice commands on your headset: Frontline Workplace> Start Work> Call Support> Start Service Call> TECH LINE

Keep me posted on your results.

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

Thank you, _____ Josh B.TECH LINE

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Case #: _____

Date Created: 11/27/2023

VIN: 1N6BA1F4 _____ Mileage: 223,142

Dealer code: 2832

Dealer name: NELSON NISSAN

Customer's Concerns:

slow turbo response when driving at highway speeds. vehicle started jerking when pulling rv

Technician Findings:

slow turbo response when driving at highway speeds, vehicle started jerking when he was pulling rv that is 6900 pounds.

on test drive rpm would jump up and down sounds like engine is misfiring. after driving now vehicle will misfire constantly and die sometimes. there is no misfire counter or codes. when trying to deactivate certain cylinders in active test the misfire was so bad i couldn't tell if there was any change or not.:

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Email: Case _____ 2016 TITAN XD; Loss of power A61D _____

Name

Task

Due Date 12/4/2023

Assigned To Joshua Bredeson

Last Modified Date/Time 12/4/2023 2:50 PM

Comments Additional To: epatton@nelsonnissan.com

CC:

BCC: joshua.bredeson@nissan-usa.com

Attachment:

Subject: Case _____ 2016 TITAN XD; Loss of power A61D _____

Body:

erik patton,

TECH LINE's latest case update is below.

Recommendation

The turbo boost bypass valve in the intake to the turbocharger housing is the one we were referring to.

This valve changes the air intake passage into the turbo control valve and can have a major effect on boost levels if not operating properly.

There is an active test to monitor that the valve moves when commanded and is not binding when inspected by hand.

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

Thank you, _____ Josh B.TECH LINE

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Case #: [REDACTED]
Date Created: 11/27/2023
VIN: 1N6BA1F[REDACTED] Mileage: 223,142
Dealer code: 2832
Dealer name: NELSON NISSAN

Customer's Concerns:

slow turbo response when driving at highway speeds. vehicle started jerking when pulling rv

Technician Findings:

slow turbo response when driving at highway speeds, vehicle started jerking when he was pulling rv that is 6900 pounds.

on test drive rpm would jump up and down sounds like engine is misfiring, after driving now vehicle will misfire constantly and die sometimes. there is no misfire counter or codes. when trying to deactivate certain cylinders in active test the misfire was so bad i couldn't tell if there was any change or not.:

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[REDACTED]

Email: Case [REDACTED] 2016 TITAN XD; Loss of power A61D [REDACTED]

Name [REDACTED]
Task
Due Date 12/4/2023
Assigned To Joshua Bredeson
Last Modified Date/Time 12/4/2023 11:26 AM
Comments Additional To: epatton@nelsonnissan.com
CC:
BCC: joshua.bredeson@nissan-usa.com
Attachment:

Subject: Case [REDACTED] 2016 TITAN XD; Loss of power A61D [REDACTED]

Body:

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

Thank you for the update.

Let's continue with the previously recommended inspections and be sure there is no contamination in the stage 2 fuel filter housing also.

With the engine running as poorly as described we would expect to see some DTCs present.

Keep me posted on your findings.

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

Thank you, _____, Josh B. TECH LINE

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Case #: [REDACTED]
Date Created: 11/27/2023
VIN: 1N6BA1F46[REDACTED] Mileage: 223,142
Dealer code: 2832
Dealer name: NELSON NISSAN

Customer's Concerns:

slow turbo response when driving at highway speeds, vehicle started jerking when pulling rv

Technician Findings:

slow turbo response when driving at highway speeds, vehicle started jerking when he was pulling rv that is 6900 pounds.

on test drive rpm would jump up and down sounds like engine is misfiring. after driving now vehicle will misfire constantly and die sometimes. there is no misfire counter or codes. when trying to deactivate certain cylinders in active test the misfire was so bad i couldn't tell if there was any change or not.:

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re [REDACTED]

Email: Case [REDACTED] 2016 TITAN XD; Loss of power A61D [REDACTED]

Name
Task
Due Date 12/4/2023
Assigned To Joshua Bredeson
Last Modified Date/Time 12/4/2023 11:16 AM
Comments Additional To: epatton@nelsonnissan.com
CC:
BCC: joshua.bredeson@nissan-usa.com
Attachment:

Subject: Case [REDACTED] 2016 TITAN XD; Loss of power A61D [REDACTED]

Body:

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

Thank you for the update, Erik.

With the RTCV actuator and linkage moving smoothly then next thing we need to check is that the bypass valve is operating and not stuck.

Are there any DTCs that could lead us to a diagnosis currently?

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

Thank you, _____ Josh B.TECH LINE

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Case #: [REDACTED]

Date Created: 11/27/2023

VIN: 1N6BA1F46[REDACTED] Mileage: 223,142

Dealer code: 2832

Dealer name: NELSON NISSAN

Customer's Concerns:

slow turbo response when driving at highway speeds, vehicle started jerking when pulling rv

Technician Findings:

slow turbo response when driving at highway speeds, vehicle started jerking when he was pulling rv that is 6900 pounds.

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Email: Case [REDACTED] 2016 TITAN XD; Loss of power A61D [REDACTED]

Name
Task
Due Date 12/4/2023
Assigned To Joshua Bredeson
Last Modified Date/Time 12/4/2023 6:48 AM
Comments Additional To: epatton@nelsonnissan.com
CC:
BCC: joshua.bredeson@nissan-usa.com
Attachment:

Subject: Case [REDACTED] 2016 TITAN XD; Loss of power A61D [REDACTED]

Body:

erik patton,
TECH LINE's latest case update is below.

Thank you for the update, Erik. It may be necessary to return the vehicle to stock depending on the level of modifications to accurately diagnose. If you need further assistance feel free to reach out to us anytime and we will be glad to answer any questions you may have.

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

Thank you, _____ Josh B, TECH LINE

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Case #: [REDACTED]

Date Created: 11/27/2023

VIN: 1N6BA1F46 [REDACTED] Mileage: 223,142

Dealer code: 2832

Dealer name: NELSON NISSAN

Customer's Concerns:

slow turbo response when driving at highway speeds, vehicle started jerking when pulling rv

Technician Findings:

slow turbo response when driving at highway speeds, vehicle started jerking when he was pulling rv that is 6900 pounds.

on test drive rpm would jump up and down sounds like engine is misfiring. after driving now vehicle will misfire constantly and die sometimes, there is no misfire counter or codes. when trying to deactivate certain cylinders in active test the misfire was so bad i couldn't tell if there was any change or not.:

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Email: Case [REDACTED] 2016 TITAN XD; Loss of power A61D [REDACTED]

Name
Task
Due Date 12/2/2023
Assigned To Joshua Bredeson
Last Modified Date/Time 12/2/2023 8:40 AM

Additional To: epatton@nelsonnissan.com
CC:
BCC: joshua.bredeson@nissan-usa.com
Attachment:

Subject: Case [REDACTED] 2016 TITAN XD; Loss of power A61D [REDACTED]

Body:
erik patton,
TECH LINE's latest case update is below.
Recommendation

Thank you for the update, Erik.

In the case creation there are no modifications or aftermarket accessories listed, please provide a list of all modification on the truck so we can better understand what could be the most likely cause of the rough running.

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.

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Case #: [REDACTED]

Date Created: 11/27/2023

VIN: 1N6BA1F4[REDACTED] Mileage: 223,142

Dealer code: 2832

Dealer name: NELSON NISSAN

Customer's Concerns:

slow turbo response when driving at highway speeds, vehicle started jerking when pulling rv

Technician Findings:

slow turbo response when driving at highway speeds, vehicle started jerking when he was pulling rv that is 6900 pounds.

on test drive rpm would jump up and down sounds like engine is misfiring, after driving now vehicle will misfire constantly and die sometimes. there is no misfire counter or codes. when trying to deactivate certain cylinders in active test the misfire was so bad i couldn't tell if there was any change or not.:

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Email: Case [REDACTED] 2016 TITAN XD; Loss of power A61D [REDACTED]

Name
Task
Due Date 11/27/2023
Assigned To Joshua Bredeson
Last Modified Date/Time 11/27/2023 10:26 AM

Additional To: epatton@nelsonnissan.com
CC:
BCC: joshua.bredeson@nissan-usa.com
Attachment:

Subject: Case [REDACTED] 2016 TITAN XD; Loss of power A61D [REDACTED]

Body:
erik patton,
TECH LINE's latest case update is below.
Recommendation

Good morning Erik.

We have seen similar cases where the after treatment system may be restricted causing a misfire and loss of power.

We can easily rule this out by unbolting the down pipe from the DPF and see if the engine performance is improved.

Reviewing the DTC list may prove useful as well to see if we have any direction for diagnosis here.

If additional assistance is necessary please provide a printout of the all DTC scan before and after clearing the DTCs and then run the engine and retest.

If you need further assistance feel free to reach out to us anytime and we will be glad to answer any questions you may have.

If you would like to work using the LENZ on this case please use the "Scan Task" feature and scan the QR found in the case creation/ update portal in ASIST to contact us directly from the LENZ headset.

Have a great day!

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

Thank you, _____ Josh B. TECH LINE

Comments

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Case #: [REDACTED]

Date Created: 11/27/2023

VIN: 1N6BA1F4 [REDACTED] Mileage: 223,142

Dealer code: 2832

Dealer name: NELSON NISSAN

Customer's Concerns:

slow turbo response when driving at highway speeds. vehicle started jerking when pulling rv

Technician Findings:

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r [REDACTED]

Emails

Case [REDACTED] 2016 TITAN XD; Loss of power A61D [REDACTED]

Message Date 12/13/2023 9:10 AM

Has Attachment

Email Address epatton@nelsonnissan.com

Status Sent

Subject Case [REDACTED] 2016 TITAN XD; Loss of power A61D [REDACTED]

Text Body erik patton,

TECH LINE's latest case update is below.

Recommendation

Thank you for the update, Erik

Long block replacement is recommended for this concern.

If you need further assistance feel free to reach out to us anytime and we will be glad to answer any questions you may have.

If you would like to work using the LENZ feel free to reach out to us using the voice commands from your headset: Frontline Workplace> Start Work> Call Support> Start Service Call> TECH LINE

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.

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Case #: [REDACTED]

Date Created: 11/27/2023

VIN: 1N6BA1F46 [REDACTED]

Mileage: 223,142

Dealer code: 2832

Dealer name: NELSON NISSAN

Customer's Concerns:

slow turbo response when driving at highway speeds, vehicle started jerking when pulling rv

Technician Findings:

slow turbo response when driving at highway speeds, vehicle started jerking when he was pulling rv that is 6900 pounds.

on test drive rpm would jump up and down sounds like engine is misfiring. after driving now vehicle will misfire constantly and die sometimes, there is no misfire counter or codes. when trying to deactivate certain cylinders in active test the misfire was so bad i couldn't tell if there was any change or not.:

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Re: Case [REDACTED] 2016 TITAN XD; Loss of power A61D [REDACTED]

Message Date 12/13/2023 8:48 AM

Has Attachment

Email Address epatton@nelsonnissan.com

Status Read

Subject Re: Case [REDACTED] 2016 TITAN XD; Loss of power A61D [REDACTED]

Text Body update: found crankshaft is broken. when cranking and for the short time it runs, can see harmonic balancer wobbling like the crankshaft is walking.

On Mon, Dec 4, 2023 at 2:51 PM Erik Patton <epatton@nelsonnissan.com> wrote:

> Okay cool I'll let you know what I find
>
> On Mon, Dec 4, 2023 at 2:50 PM TECH LINE Email to Case <
> techlinesfdc@nissan-usa.com> wrote:
>
>> erik patton,
>>
>> TECH LINE's latest case update is below.
>>
>>
>> Recommendation
>> The turbo boost bypass valve in the intake to the turbocharger housing is
>> the one we were referring to.
>> This valve changes the air intake passage into the turbo control valve
>> and can have a major effect on boost levels if not operating properly.
>> There is an active test to monitor that the valve moves when commanded
>> and is not binding when inspected by hand.
>>
>>
>>
>> The TECH LINE Survey can be accessed by: [CLICKING HERE](#)

[REDACTED]

>>
>>
>>
>>
>> Thank you,
>>
>> _____
>>
>> Josh B,
>>
>> TECH LINE
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>>
>>
>> *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.
>>

- > get together to review this one over the LENZ with you.
- > Let me know a good time to reach out to you to get a session started or
- > Feel free to reach out to us using the voice commands on your headset:
- > Frontline Workplace> Start Work> Call Support> Start Service Call> TECH
- > LINE
- > Keep me posted on your results.
- >
- >
- >
- > The TECH LINE Survey can be accessed by: [CLICKING HERE](#)



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- >
- > Thank you,
- >
- > _____
- >
- > Josh B.
- >
- > TECH LINE
- >
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- >
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- >
- > *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: 11/27/2023
- > VIN: 1N6BA1F46 [REDACTED]
- >
- > Mileage: 223,142
- >
- > Dealer code: 2832
- >
- > Dealer name: NELSON NISSAN
- >
- > Customer's Concerns:
- > slow turbo response when driving at highway speeds. vehicle started
- > jerking when pulling rv
- >
- >
- > Technician Findings:
- > slow turbo response when driving at highway speeds, vehicle started
- > jerking when he was pulling rv that is 6900 pounds.
- >
- > on test drive rpm would jump up and down sounds like engine is misfiring.
- > after driving now vehicle will misfire constantly and die sometimes. there
- > is no misfire counter or codes. when trying to deactivate certain cylinders
- > in active test the misfire was so bad i couldn't tell if there was any
- > change or not.:
- >
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- >
- > This TECH LINE recommendation is given based solely on the information
- > provided by the dealer. TECH LINE bases repair recommendations on time to
- > repair, quality of repair, and ease of repair, regardless of who is paying
- > for the repair or whether or not the vehicle is covered under warranty.
- > Ultimately, it is the responsibility of the dealer to determine whether the
- > work will be performed under warranty, a service contract, goodwill,
- > customer pay, or dealer internal.

>
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> message or any part of it. Please notify the sender immediately and delete
> all copies of the message.
>
>
> [REDACTED]
>

Case [REDACTED] 2016 TITAN XD; Loss of power A61D [REDACTED]

Message Date 12/5/2023 7:03 AM

Has Attachment

Email Address epatton@nelsonnissan.com

Status Sent

Subject Case [REDACTED] 2016 TITAN XD; Loss of power A61D [REDACTED]

Text Body erik patton,

TECH LINE's latest case update is below.

Recommendation

If these test results do not provide us a diagnostic path we would like to get together to review this one over the LENZ with you. Let me know a good time to reach out to you to get a session started or Feel free to reach out to us using the voice commands on your headset: Frontline Workplace> Start Work> Call Support> Start Service Call> TECH LINE Keep me posted on your results.

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: 11/27/2023

VIN: 1N6BA1F46 [REDACTED]

Mileage: 223,142

Dealer code: 2832

Dealer name: NELSON NISSAN

Customer's Concerns:

slow turbo response when driving at highway speeds. vehicle started jerking when pulling rv

Technician Findings:

slow turbo response when driving at highway speeds, vehicle started jerking when he was pulling rv that is 6900 pounds.

on test drive rpm would jump up and down sounds like engine is misfiring. after driving now vehicle will misfire constantly and die sometimes. there is no misfire counter or codes. when trying to deactivate certain cylinders in active test the misfire was so bad i couldn't tell if there was any change or not.:

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

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Re: Case [REDACTED] 2016 TITAN XD; Loss of power A61D [REDACTED]

Message Date 12/4/2023 2:51 PM

Has Attachment

Email Address epatton@nelsonnissan.com

Status Read

Subject Re: Case [REDACTED] 2016 TITAN XD; Loss of power A61D [REDACTED]

Text Body Okay cool I'll let you know what I find

On Mon, Dec 4, 2023 at 2:50 PM TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:

- > erik patton,
- >
- > TECH LINE's latest case update is below.
- >
- >
- > Recommendation
- > The turbo boost bypass valve in the intake to the turbocharger housing is
- > the one we were referring to.
- > This valve changes the air intake passage into the turbo control valve and
- > can have a major effect on boost levels if not operating properly.
- > There is an active test to monitor that the valve moves when commanded and
- > is not binding when inspected by hand.
- >
- >
- >
- > The TECH LINE Survey can be accessed by: [CLICKING HERE](#)

[REDACTED]

- >
- >
- >
- >
- >
- > 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: 11/27/2023
> VIN: 1N6BA1F4 [REDACTED]
>
> Mileage: 223,142
>
> Dealer code: 2832
>
> Dealer name: NELSON NISSAN
>
> Customer's Concerns:
> slow turbo response when driving at highway speeds. vehicle started
> jerking when pulling rv
>
>
> Technician Findings:
> slow turbo response when driving at highway speeds, vehicle started
> jerking when he was pulling rv that is 6900 pounds.
>
> on test drive rpm would jump up and down sounds like engine is misfiring.
> after driving now vehicle will misfire constantly and die sometimes. there
> is no misfire counter or codes. when trying to deactivate certain cylinders
> in active test the misfire was so bad i couldn't tell if there was any
> change or not.:
>
>
>
>
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> message or any part of it. Please notify the sender immediately and delete
> all copies of the message.
>
>
> r [REDACTED]
>

Case [REDACTED] 2016 TITAN XD; Loss of power A61D [REDACTED]

Message Date 12/4/2023 2:50 PM

Has Attachment

Email Address epatton@nelsonnissan.com

Status Sent
Subject Case [REDACTED] 2016 TITAN XD; Loss of power A61D [REDACTED]
Text Body erik patton,

TECH LINE's latest case update is below.

Recommendation

The turbo boost bypass valve in the intake to the turbocharger housing is the one we were referring to. This valve changes the air intake passage into the turbo control valve and can have a major effect on boost levels if not operating properly. There is an active test to monitor that the valve moves when commanded and is not binding when inspected by hand.

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: 11/27/2023
VIN: 1N6BA1F4 [REDACTED]**

Mileage: 223,142

Dealer code: 2832

Dealer name: NELSON NISSAN

Customer's Concerns:

slow turbo response when driving at highway speeds. vehicle started jerking when pulling rv

Technician Findings:

slow turbo response when driving at highway speeds, vehicle started jerking when he was pulling rv that is 6900 pounds.

on test drive rpm would jump up and down sounds like engine is misfiring. after driving now vehicle will misfire constantly and die sometimes. there is no misfire counter or codes. when trying to deactivate certain cylinders in active test the misfire was so bad i couldn't tell if there was any change or not.:

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Re: Case [REDACTED] 2016 TITAN XD; Loss of power A61D [REDACTED]

Message Date 12/4/2023 2:16 PM

Has Attachment

Email Address epatton@nelsonnissan.com

Status Read

Subject Re: Case [REDACTED] 2016 TITAN XD; Loss of power A61D [REDACTED]

Text Body There isn't much in the stage 2 fuel filter housing.

And to vary when referring to the bypass valve do we mean on the turbo or the edge bypass valve?

On Mon, Dec 4, 2023 at 11:26 AM TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:

> erik patton,
>
> TECH LINE's latest case update is below.
>
>
> Recommendation
> Thank you for the update.
> Let's continue with the previously recommended inspections and be sure
> there is no contamination in the stage 2 fuel filter housing also.
> With the engine running as poorly as described we would expect to see some
> DTCs present.
> Keep me posted on your findings.
>
>
>
> The TECH LINE Survey can be accessed by: [CLICKING HERE](#)

[REDACTED]

>
>
>
>
>
> 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: 11/27/2023
> VIN: 1N6BA1F46 [REDACTED]
>
> Mileage: 223,142
>
> Dealer code: 2832
>
> Dealer name: NELSON NISSAN
>
> Customer's Concerns:
> slow turbo response when driving at highway speeds. vehicle started
> jerking when pulling rv
>
>
> Technician Findings:
> slow turbo response when driving at highway speeds, vehicle started
> jerking when he was pulling rv that is 6900 pounds.
>
> on test drive rpm would jump up and down sounds like engine is misfiring.
> after driving now vehicle will misfire constantly and die sometimes. there
> is no misfire counter or codes. when trying to deactivate certain cylinders
> in active test the misfire was so bad i couldn't tell if there was any
> change or not:
>
>
>
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> for the repair or whether or not the vehicle is covered under warranty.
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> message or any part of it. Please notify the sender immediately and delete
> all copies of the message.
>
>
> [REDACTED]
>

Case [REDACTED] 2016 TITAN XD; Loss of power A61D [REDACTED]

Message Date 12/4/2023 11:26 AM

Has Attachment

Email Address epatton@nelsonnissan.com

Status Sent

Subject Case [REDACTED] 2016 TITAN XD; Loss of power A61D [REDACTED]

Text Body erik patton,

TECH LINE's latest case update is below.

Recommendation

Thank you for the update.

Let's continue with the previously recommended inspections and be sure there is no contamination in the stage 2 fuel filter housing also.

With the engine running as poorly as described we would expect to see some DTCs present.

Keep me posted on your findings.

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: 11/27/2023
VIN: 1N6BA1F46 [REDACTED]

Mileage: 223,142

Dealer code: 2832

Dealer name: NELSON NISSAN

Customer's Concerns:

slow turbo response when driving at highway speeds. vehicle started jerking when pulling rv

Technician Findings:

slow turbo response when driving at highway speeds, vehicle started jerking when he was pulling rv that is 6900 pounds.

on test drive rpm would jump up and down sounds like engine is misfiring, after driving now vehicle will misfire constantly and die sometimes, there is no misfire counter or codes, when trying to deactivate certain cylinders in active test the misfire was so bad i couldn't tell if there was any change or not.:

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Re: Case [REDACTED] 2016 TITAN XD; Loss of power A61D [REDACTED]

Message Date 12/4/2023 11:18 AM

Has Attachment

Email Address epatton@nelsonnissan.com

Status Read

Subject Re: Case [REDACTED] 2016 TITAN XD; Loss of power A61D [REDACTED]

Text Body There arnt any dtc.

On Mon, Dec 4, 2023 at 11:16 AM TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:

> erik patton,
>
> TECH LINE's latest case update is below.
>
>
> Recommendation
> Thank you for the update, Erik.
> With the RTCV actuator and linkage moving smoothly then next thing we need
> to check is that the bypass valve is operating and not stuck.
> Are there any DTCs that could lead us to a diagnosis currently?
>
>
> The TECH LINE Survey can be accessed by: [CLICKING HERE](#)

[REDACTED]

>
>
>
> Thank you,
>
> _____
>
> Josh B.
>
> TECH LINE
>
>
>
> *Updating a TECH LINE Case:*
>
> Technician: Reply to this email; do not change the email subject line.
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>
> From ASIST, Select TECH LINE Support Request, Enter your dealer code and
> select Update a Case.
>
>
>
>
> *If no response, we will assume additional assistance is not required and
> the case will be closed. Closed TECH LINE cases can be reopened.*
>
>
> Case #: [REDACTED]
> Date Created: 11/27/2023
> VIN: 1N6BA1F46G[REDACTED]
>
> Mileage: 223,142
>
> Dealer code: 2832
>
> Dealer name: NELSON NISSAN
>
> Customer's Concerns:
> slow turbo response when driving at highway speeds. vehicle started
> jerking when pulling rv
>

>
> Technician Findings:
> slow turbo response when driving at highway speeds, vehicle started
> jerking when he was pulling rv that is 6900 pounds.
>
> on test drive rpm would jump up and down sounds like engine is misfiring.
> after driving now vehicle will misfire constantly and die sometimes, there
> is no misfire counter or codes. when trying to deactivate certain cylinders
> in active test the misfire was so bad i couldn't tell if there was any
> change or not:
>
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> all copies of the message.
>
>
> r [REDACTED]
>

Case [REDACTED] 2016 TITAN XD; Loss of power A61D [REDACTED]

Message Date 12/4/2023 11:16 AM

Has Attachment

Email Address epatton@nelsonnissan.com

Status Sent

Subject Case [REDACTED] 2016 TITAN XD; Loss of power A61D [REDACTED]

Text Body erik patton,

TECH LINE's latest case update is below.

Recommendation

Thank you for the update, Erik.

With the RTCV actuator and linkage moving smoothly then next thing we need to check is that the bypass valve is operating and not stuck.

Are there any DTCs that could lead us to a diagnosis currently?

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: 11/27/2023
VIN: 1N6BA1F46C [REDACTED]

Mileage: 223,142

Dealer code: 2832

Dealer name: NELSON NISSAN

Customer's Concerns:

slow turbo response when driving at highway speeds, vehicle started jerking when pulling rv

Technician Findings:

slow turbo response when driving at highway speeds, vehicle started jerking when he was pulling rv that is 6900 pounds.

on test drive rpm would jump up and down sounds like engine is misfiring. after driving now vehicle will misfire constantly and die sometimes. there is no misfire counter or codes. when trying to deactivate certain cylinders in active test the misfire was so bad i couldn't tell if there was any change or not.:

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Re: Case [REDACTED] 2016 TITAN XD; Loss of power A61D [REDACTED]

Message Date 12/4/2023 10:06 AM

Has Attachment

Email Address epatton@nelsonnissan.com

Status Read

Subject Re: Case [REDACTED] 2016 TITAN XD; Loss of power A61D [REDACTED]

Text Body the only other modification is a 50hp program through EZ link.

On Sat, Dec 2, 2023 at 1:38 PM Erik Patton <epatton@nelsonnissan.com> wrote:

> Sounds good I'll let you know. Thank you!

>

> On Sat, Dec 2, 2023 at 8:40 AM TECH LINE Email to Case <

> techlinesfdc@nissan-usa.com> wrote:

>

>> erik patton,

>>
>> TECH LINE's latest case update is below.
>>
>>
>> Recommendation
>> Thank you for the update, Erik.
>> In the case creation there are no modifications or aftermarket
>> accessories listed, please provide a list of all modification on the truck
>> so we can better understand what could be the most likely cause of the
>> rough running.
>>
>>
>>
>> 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: 11/27/2023
>> VIN: 1N6BA1F4[REDACTED]
>>
>> Mileage: 223,142
>>
>> Dealer code: 2832
>>
>> Dealer name: NELSON NISSAN
>>
>> Customer's Concerns:
>> slow turbo response when driving at highway speeds. vehicle started
>> jerking when pulling rv
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>>
>> Technician Findings:
>> slow turbo response when driving at highway speeds, vehicle started
>> jerking when he was pulling rv that is 6900 pounds.
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>> on test drive rpm would jump up and down sounds like engine is misfiring.
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>> all copies of the message.
>>
>> [REDACTED]
>> [REDACTED]
>> [REDACTED]
>> [REDACTED]
>

Case [REDACTED] 2016 TITAN XD; Loss of power A61D [REDACTED]

Message Date 12/4/2023 6:48 AM

Has Attachment

Email Address epatton@nelsonnissan.com

Status Sent

Subject Case [REDACTED] 2016 TITAN XD; Loss of power A61D [REDACTED]

Text Body erik patton,

TECH LINE's latest case update is below.

Email reply

Sounds good I'll let you know, Thank you!

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.

>
> 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.
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>
>
> *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: 11/27/2023
> VIN: 1N6BA1F46 [REDACTED]
>
> Mileage: 223,142
>
> Dealer code: 2832
>
> Dealer name: NELSON NISSAN
>
> Customer's Concerns:
> slow turbo response when driving at highway speeds, vehicle started
> jerking when pulling rv
>
>
> Technician Findings:
> slow turbo response when driving at highway speeds, vehicle started
> jerking when he was pulling rv that is 6900 pounds.
>
> on test drive rpm would jump up and down sounds like engine is misfiring.
> after driving now vehicle will misfire constantly and die sometimes. there
> is no misfire counter or codes. when trying to deactivate certain cylinders
> in active test the misfire was so bad i couldn't tell if there was any
> change or not:
>
>
>
>
> 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]

Case [REDACTED] 2016 TITAN XD; Loss of power A61D [REDACTED]

Message Date 12/2/2023 8:40 AM

Has Attachment

Email Address epatton@nelsonnissan.com

Status Sent
Subject Case [REDACTED] 2016 TITAN XD; Loss of power A61D [REDACTED]
Text Body erik patton,

TECH LINE's latest case update is below.

Recommendation

Thank you for the update, Erik.

In the case creation there are no modifications or aftermarket accessories listed, please provide a list of all modification on the truck so we can better understand what could be the most likely cause of the rough running.

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: 11/27/2023
VIN: 1N6BA1F46G [REDACTED]

Mileage: 223,142

Dealer code: 2832

Dealer name: NELSON NISSAN

Customer's Concerns:

slow turbo response when driving at highway speeds. vehicle started jerking when pulling rv

Technician Findings:

slow turbo response when driving at highway speeds, vehicle started jerking when he was pulling rv that is 6900 pounds.

on test drive rpm would jump up and down sounds like engine is misfiring, after driving now vehicle will misfire constantly and die sometimes. there is no misfire counter or codes. when trying to deactivate certain cylinders in active test the misfire was so bad i couldn't tell if there was any change or not.:

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

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Re: Case [REDACTED] 2016 TITAN XD; Loss of power A61D [REDACTED]

Message Date 12/1/2023 3:13 PM

Has Attachment

Email Address epatton@nelsonnissan.com

Status Read

Subject Re: Case [REDACTED] 2016 TITAN XD; Loss of power A61D [REDACTED]

Text Body the DPF had been deleted is what the customer said, and at this point the vehicle turns over and then shuts off soon after.

On Mon, Nov 27, 2023 at 10:26 AM TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:

> erik patton,
>
> TECH LINE's latest case update is below.
>
>
> Recommendation
> Good morning Erik.
> We have seen similar cases where the after treatment system may be
> restricted causing a misfire and loss of power.
> We can easily rule this out by unbolting the down pipe from the DPF and
> see if the engine performance is improved.
> Reviewing the DTC list may prove useful as well to see if we have any
> direction for diagnosis here.
> If additional assistance in necessary please provide a printout of the all
> DTC scan before and after clearing the DTCs and then run the engine and
> retest.
> If you need further assistance feel free to reach out to us anytime and we
> will be glad to answer any questions you may have.
> If you would like to work using the LENZ on this case please use the "Scan
> Task" feature and scan the QR found in the case creation/ update portal in
> ASIST to contact us directly from the LENZ headset.
> Have a great day!
>
>
>
> The TECH LINE Survey can be accessed by: [CLICKING HERE](#)

[REDACTED]

>
>
>
>
>
>
> 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.
>
>
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> *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: 11/27/2023
> VIN: 1N6BA1F46 [REDACTED]
>
> Mileage: 223,142
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> Dealer code: 2832
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> Dealer name: NELSON NISSAN
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>
>
> [REDACTED]

Case [REDACTED] 2016 TITAN XD; Loss of power A61D [REDACTED]

Message Date 11/27/2023 10:26 AM

Has Attachment

Email Address epatton@nelsonnissan.com

Status Sent

Subject Case [REDACTED] 2016 TITAN XD; Loss of power A61D [REDACTED]

Text Body erik patton,

TECH LINE's latest case update is below.

Recommendation

Good morning Erik.

We have seen similar cases where the after treatment system may be restricted causing a misfire and loss of power.

We can easily rule this out by unbolting the down pipe from the DPF and see if the engine performance is improved.

Reviewing the DTC list may prove useful as well to see if we have any direction for diagnosis here.

If additional assistance is necessary please provide a printout of the all DTC scan before and after clearing the DTCs and then run the engine and retest.

If you need further assistance feel free to reach out to us anytime and we will be glad to answer any questions you may have.

If you would like to work using the LENZ on this case please use the "Scan Task" feature and scan the QR found in the case creation/ update portal in ASIST to contact us directly from the LENZ headset.

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.

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Case # [REDACTED]

Date Created: 11/27/2023

VIN: 1N6BA1F46G [REDACTED]

Mileage: 223,142

Dealer code: 2832

Dealer name: NELSON NISSAN

Customer's Concerns:

slow turbo response when driving at highway speeds. vehicle started jerking when pulling rv

Technician Findings:

slow turbo response when driving at highway speeds, vehicle started jerking when he was pulling rv that is 6900 pounds.

on test drive rpm would jump up and down sounds like engine is misfiring. after driving now vehicle will misfire constantly and die sometimes. there is no misfire counter or codes. when trying to deactivate certain cylinders in active test the misfire was so bad i couldn't tell if there was any change or not.:

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Case Comments

12/13/2023 9:09 AM		12/13/2023 9:08 AM	
User	Joshua Bredeson	User	Joshua Bredeson
Public	<input checked="" type="checkbox"/>	Public	<input checked="" type="checkbox"/>
Comment	<p>Recommendation Thank you for the update, Erik Long block replacement is recommended for this concern. If you need further assistance feel free to reach out to us anytime and we will be glad to answer any questions you may have. If you would like to work using the LENZ feel free to reach out to us using the voice commands from your headset: Frontline Workplace> Start Work> Call Support> Start Service Call> TECH LINE Have a great day!</p>	Comment	<p>Email reply update: found crankshaft is broken. when cranking and for the short time it runs, can see harmonic balancer wobbling like the crankshaft is walking.</p>
12/5/2023 7:38 AM		12/5/2023 7:03 AM	
User	Joshua Bredeson	User	Joshua Bredeson
Public	<input checked="" type="checkbox"/>	Public	<input checked="" type="checkbox"/>
Comment	<p>Email reply Sounds good will do</p>	Comment	<p>Recommendation If these test results do not provide us a diagnostic path we would like to get together to review this one over the LENZ with you. Let me know a good time to reach out to you to get a session started or Feel free to reach out to us using the voice commands on your headset: Frontline Workplace> Start Work> Call Support> Start Service Call> TECH LINE Keep me posted on your results.</p>
12/5/2023 6:58 AM		12/4/2023 2:49 PM	
User	Joshua Bredeson	User	Joshua Bredeson
Public	<input checked="" type="checkbox"/>	Public	<input checked="" type="checkbox"/>
Comment	<p>Email reply I'll let you know what I find</p>	Comment	<p>Recommendation The turbo boost bypass valve in the intake to the turbocharger housing is the one we were referring to. This valve changes the air intake passage into the turbo control valve and can have a major effect on boost levels if not operating properly. There is an active test to monitor that the valve moves when commanded and is not binding when inspected by hand.</p>
12/4/2023 2:47 PM		12/4/2023 11:26 AM	
User	Joshua Bredeson	User	Joshua Bredeson
Public	<input checked="" type="checkbox"/>	Public	<input checked="" type="checkbox"/>
Comment	<p>Email reply There isn't much in the stage 2 fuel filter housing. And to vary when referring to the bypass valve do we mean on the turbo or the edge bypass valve?</p>	Comment	<p>Recommendation Thank you for the update. Let's continue with the previously recommended inspections and be sure there is no contamination in the stage 2 fuel filter housing also. With the engine running as poorly as described we would expect to see some DTCs present. Keep me posted on your findings.</p>
12/4/2023 11:26 AM		12/4/2023 10:57 AM	
User	Joshua Bredeson	User	Joshua Bredeson
Public	<input checked="" type="checkbox"/>	Public	<input checked="" type="checkbox"/>
Comment	<p>Email reply There arnt any dtc.</p>	Comment	<p>Recommendation Thank you for the update, Erik. With the RTCV actuator and linkage moving smoothly then next thing we need to check is that the bypass valve is operating and not stuck. Are there any DTCs that could lead us to a diagnosis currently?</p>
12/4/2023 10:52 AM		12/4/2023 10:57 AM	
User	Joshua Bredeson	User	Joshua Bredeson
Public	<input checked="" type="checkbox"/>	Public	<input checked="" type="checkbox"/>
Comment	<p>Email reply the only other modification is a 50hp program through EZ link.</p>	Comment	<p>Recommendation Thank you for the update, Erik. With the RTCV actuator and linkage moving smoothly then next thing we need to check is that the bypass valve is operating and not stuck. Are there any DTCs that could lead us to a diagnosis currently?</p>
12/2/2023 8:40 AM		12/4/2023 10:57 AM	
User	Joshua Bredeson	User	Joshua Bredeson
Public	<input checked="" type="checkbox"/>	Public	<input checked="" type="checkbox"/>
Comment	<p>Email reply the only other modification is a 50hp program through EZ link.</p>	Comment	<p>Recommendation Thank you for the update, Erik. With the RTCV actuator and linkage moving smoothly then next thing we need to check is that the bypass valve is operating and not stuck. Are there any DTCs that could lead us to a diagnosis currently?</p>

Comment
Recommendation
Thank you for the update, Erik.
In the case creation there are no modifications or aftermarket accessories listed, please provide a list of all modification on the truck so we can better understand what could be the most likely cause of the rough running.

12/4/2023 6:46 AM

User Joshua Bredeson
Public
Comment Email reply
Sounds good I'll let you know. Thank you!

11/27/2023 10:25 AM

User Joshua Bredeson
Public
Comment Recommendation
Good morning Erik.
We have seen similar cases where the after treatment system may be restricted causing a misfire and loss of power.
We can easily rule this out by unbolting the down pipe from the DPF and see if the engine performance is improved. Reviewing the DTC list may prove useful as well to see if we have any direction for diagnosis here.
If additional assistance in necessary please provide a printout of the all DTC scan before and after clearing the DTCs and then run the engine and retest.
If you need further assistance feel free to reach out to us anytime and we will be glad to answer any questions you may have.
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Have a great day!

12/2/2023 8:38 AM

User Joshua Bredeson
Public
Comment Email reply
the DPF had been deleted is what the customer said, and at this point the vehicle turns over and then shuts off soon after.

11/27/2023 9:54 AM

User Survey Site Guest User
Public
Comment Customer Comments: slow turbo response when driving at highway speeds, vehicle started jerking when pulling rv
 Technician Findings: slow turbo response when driving at highway speeds, vehicle started jerking when he was pulling rv that is 6900 pounds.

on test drive rpm would jump up and down sounds like engine is misfiring. after driving now vehicle will misfire constantly and die sometimes. there is no misfire counter or codes. when trying to deactivate certain cylinders in active test the misfire was so bad i couldn't tell if there was any change or not,
 Repairs Made: n/a
 Verified: Yes
 Question for TECH LINE: Have you seen this before?

Case History

12/13/2023 9:11 AM

User Joshua Bredeson
Action Changed Status from Pending TECH LINE to Pending Dealer Reply.

12/13/2023 8:48 AM

User Managed Services
Action Changed Reopen Date from 12/5/2023 7:36 AM to 12/13/2023 8:48 AM. Changed Status from Pending Dealer Reply to Pending TECH LINE.

12/5/2023 7:38 AM

User Joshua Bredeson
Action Changed Status from Pending TECH LINE to Pending Dealer Reply.

12/5/2023 7:36 AM

User Managed Services
Action Changed Reopen Date from 12/4/2023 2:51 PM to 12/5/2023 7:36 AM. Changed Status from Closed to Pending TECH LINE.

12/5/2023 6:58 AM

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

12/4/2023 2:51 PM

User Managed Services
Action Changed Reopen Date from 12/4/2023 2:16 PM to 12/4/2023 2:51 PM. Changed Status from Pending Dealer Reply to Pending TECH LINE.

12/4/2023 2:50 PM

User Joshua Bredeson
Action Changed Status from Pending TECH LINE to Pending Dealer Reply.

12/4/2023 2:16 PM

User **Managed Services**
Action **Changed Reopen Date from 12/4/2023 11:18 AM to 12/4/2023 2:16 PM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

12/4/2023 11:31 AM

User **Joshua Bredeson**
Action **Changed Status from Pending TECH LINE to Pending Dealer Reply.**

12/4/2023 11:18 AM

User **Managed Services**
Action **Changed Reopen Date from 12/4/2023 10:06 AM to 12/4/2023 11:18 AM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

12/4/2023 11:17 AM

User **Joshua Bredeson**
Action **Changed Status from Pending TECH LINE to Pending Dealer Reply.**

12/4/2023 10:06 AM

User **Managed Services**
Action **Changed Reopen Date from 12/2/2023 1:38 PM to 12/4/2023 10:06 AM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

12/4/2023 6:48 AM

User **Joshua Bredeson**
Action **Changed Status from Pending TECH LINE to Pending Dealer Reply.**

12/2/2023 1:38 PM

User **Managed Services**
Action **Changed Reopen Date from 12/1/2023 3:13 PM to 12/2/2023 1:38 PM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

12/2/2023 8:40 AM

User **Joshua Bredeson**
Action **Changed Status from Pending TECH LINE to Pending Dealer Reply.**

12/1/2023 3:13 PM

User **Managed Services**
Action **Changed First Call Resolution from Yes to No. Changed Reopen Date to 12/1/2023 3:13 PM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

11/27/2023 10:26 AM

User **Joshua Bredeson**
Action **Changed Subject to Loss of power A61D. Changed Status from Pending TECH LINE to Pending Dealer Reply.**

11/27/2023 10:19 AM

User **Joshua Bredeson**
Action **Changed Case Owner from TECH LINE Initial 1 to Joshua Bredeson.**

11/27/2023 9:54 AM

User **Survey Site Guest User**
Action **Changed Preferred Contact Method to Email. Changed Case Owner from TECH LINE Stage to TECH LINE Initial 1.**

11/27/2023 9:54 AM

User **Survey Site Guest User**
Action **Changed Status from Open to Pending TECH LINE. Changed Account Name to NELSON NISSAN, Changed Vehicle to 1N6BA1F46[REDACTED] Created.**
