



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

Case: [REDACTED]

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

General

Caller Name	[REDACTED]	Dealer	VANN YORK'S HIGH POINT NISSAN
NNAnet user ID	tva-03378	Contact Name	
Tech Preferred Phone	[REDACTED]	Customer Name	
Tech Preferred Email	[REDACTED]	Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	[REDACTED]
Repair/Work Order	156805	Mobile Phone	
Job/Line Number	1	Texting Status	
Created Day	Wednesday		

Incident Information

Customer Comments	CUST STATE VEHICLE CUT OFF WHILE DRIVING WOULD START UP. WHEN TRIED TO START SEVERAL TIME SMOKE COME OUT FROM UNDER HOOD	Customer Name	[REDACTED]
Verified	Yes	Vehicle	1N6BA1F47 [REDACTED]
Question for TECH LINE	Have you seen this before?	VIN	1N6BA1F47 [REDACTED]
Service Manual General Section	Engine	Archived VIN Make	
Service Manual Specific Section	Engine Mechanical	Archived VIN Year	2016
Symptom Code Category	Visual	Archived VIN Model	TITAN XD
Symptom	DEBRIS IN/ON	Incident/RO Date	4/22/2019
When does this concern occur?	ALL TIMES	Calculated Days Down	2
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	NONE AT THIS TIME	Total Days Down	2
Observed Modifications & Accessories	NONE	Repair Attempts	0
		Current Mileage	95,202

Vehicle Mileage Prior Value

Vehicle Purchased Miles

Primary DTC

Current DTC AIR PRESSURE MONITOR C1706

Past DTC ECM P2509 ECM P2560

Other DTCs

TECH LINE Information

Subject	Engine is seized A61 EM	Resolution Action	
Status	Closed	Resolution Object	
Confirmed Resolution	Yes	Field Inspection Indicator	<input type="checkbox"/>
Component Code Category	EM Engine Mechanical	NNA Field Inspection Date	
Component Code Issue	EMA ENGINE ASSEMBLY	FSSS	<input type="checkbox"/>
TECH LINE Template	ECC Initial Response	FSSS Date	
TREAD Component	06		
Date/Time Closed	4/24/2019 7:47 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:

Activity History

Email: Case 35506495; 2016 TITAN XD; Engine is seized A61 EM [ref:_00DA09j8L._5002I1nxh3Z:ref]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	4/24/2019
Assigned To	Robert Aponte
Last Modified Date/Time	4/24/2019 9:30 AM
Comments	Additional To: [REDACTED] CC: BCC: robert.aponte@nissan-usa.com Attachment: Subject: Case 35506495; 2016 TITAN XD; Engine is seized A61 EM [ref:_00DA09j8L._5002I1nxh3Z:ref] Body: dalan sheffield, TECH LINE's latest case update is below. TECH REPLIED- The other question I have is replacing the engine would I have to replace

the turbo all so?

RECOMMENDATION:

Thank you for the information

The long engine should come with the turbo but let's verify with part.

If it does not come with engine,

We would recommend the turbo be replaced and lines flushed since metal was found in the engine and the turbo gets lubricated by the engine oil.

Thank you, _____ TECH LINE

The TECH LINE Survey can be accessed by: [CLICKING HERE](#)
Updating a TECH LINE Case: Technician: Reply to this email; do not change the email subject line.
Email file attachments are limited to 6MB.
From ASIST, Select TECH LINE Support Request, Enter your dealer code and select Update a Case.
If no response, we will assume additional assistance is not required and the case will be closed.
Closed TECH LINE cases can be reopened.

Case # _____
Date Created: 4/24/2019
Customer name: _____
VIN: 1N6BA1F47_____ Mileage: 95,202
Dealer code: 5010
Dealer name: VANN YORK'S HIGH POINT NISSAN

Customer's Concerns:
CUST STATE VEHILE CUT OFF WHILE DRIVING WOULD START UP. WHEN TRIED TO START SEVERAL TIME SMOKE COME OUT FROM UNDER HOOD

Technician Findings:
FOUND MOTOR LOCKED UP AND STARTER AND STARTER WIRING BURT UP:

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

ref:_00DA09j8L._5002l1nxh3Z:ref

Email: Case # _____ 2016 TITAN XD; Engine is seized A61 EM [ref:_00DA09j8L._5002l1nxh3Z:ref]

Name	_____
Task	<input checked="" type="checkbox"/>
Due Date	4/24/2019
Assigned To	Robert Aponte
Last Modified Date/Time	4/24/2019 7:52 AM
Comments	Additional To: data _____ CC: BCC: robert.aponte@nissan-usa.com Attachment: Subject: _____ 2016 TITAN XD; Engine is seized A61 EM [ref:_00DA09j8L._5002l1nxh3Z:ref]

]

Body:

TECH LINE's latest case update is below.
DESCRIPTION-

Customer Comments: CUST STATE VEHICLE CUT OFF WHILE DRIVING WOULD START UP. WHEN TRIED TO START SEVERAL TIME SMOKE COME OUT FROM UNDER HOOD

Technician Findings: FOUND MOTOR LOCKED UP AND STARTER AND STARTER WIRING BURT UP
REMOVED OIL PAN FOUND BEARING MATERIAL IN BOTTOM OF PAN

Repairs Made: NONE AT THIS TIME

RECOMMENDATION:

Thank you for the information and the pictures.

- Inspect document oil level and condition when vehicle arrived.
- Inspect and record external oil leaks
- Inspect document for oil sludge
- Replace the long engine , starter and related wiring harness

Thank you, _____ TECH LINE

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

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

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

If no response, we will assume additional assistance is not required and the case will be closed.

Closed TECH LINE cases can be reopened.

Case #

Date Created: 4/24/2019

Customer name:

VIN: 1N6BA1F47 Mileage: 95,202

Dealer code: 5010

Dealer name: VANN YORK'S HIGH POINT NISSAN

Customer's Concerns:

CUST STATE VEHICLE CUT OFF WHILE DRIVING WOULD START UP. WHEN TRIED TO START SEVERAL TIME SMOKE COME OUT FROM UNDER HOOD

Technician Findings:

FOUND MOTOR LOCKED UP AND STARTER AND STARTER WIRING BURT UP:

This communication may contain information that is proprietary, privileged, confidential, or otherwise legally protected from disclosure, and is intended to be received and read only by certain

individuals. If it has been misdirected, or if you suspect you have received this in error, you are not authorized to read, print, retain, copy, or disseminate this message or any part of it. Please notify the sender immediately and delete all copies of the message.

ref:_00DA09j8L._5002I1nxh3Z:ref

Attachments

KIMG0091.JPG

Size **1.46MB**

Ownership **Survey Site Guest User**

View [View file](#)

Last Modified **4/24/2019 7:38 AM**

Emails

Case [REDACTED] 2016 TITAN XD; Engine is seized A61 EM [ref:_00DA09j8L._5002I1nxh3Z:ref]

Message [REDACTED] 24/2019 9:30 AM

Has Attachment

Email Address [REDACTED]

Status **Sent**

Subject **Case [REDACTED] 2016 TITAN XD; Engine is seized A61 EM [ref:_00DA09j8L._5002I1nxh3Z:ref]**

Text Body **dalan sheffield,**

TECH LINE's latest case update is below.

TECH REPLIED-

The other question I have is replacing the engine would I have to replace the tubro all so?

RECOMMENDATION:

Thank you for the information

The long engine should come with the turbo but let's verify with part.

If it does not come with engine,

We would recommend the turbo be replaced and lines flushed since metal was found in the engine and the turbo gets lubricated by the engine oil.

Thank you,

Robert Aponte

TECH LINE

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

Updating a TECH LINE Case:

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

6MB.

Service Manager: Make a comment on the case from the CA COMM tool found on nnanet.com.

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

Case #: [REDACTED]
Date Created: 4/24/2019
Customer name:
VIN: 1N6BA1F47 [REDACTED]

Mileage: 95,202

Dealer code: 5010

Dealer name: VANN YORK'S HIGH POINT NISSAN

Customer's Concerns:
CUST STATE VEHICLE CUT OFF WHILE DRIVING WOULD START UP, WHEN TRIED TO START SEVERAL TIME SMOKE COME OUT FROM UNDER HOOD

Technician Findings:
FOUND MOTOR LOCKED UP AND STARTER AND STARTER WIRING BURT UP:

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.

Re: Case [REDACTED] 2016 TITAN XD; Engine is seized A61 EM [ref:_00DA09j8L._5002I1nxh3Z:ref]

Message Date 4/24/2019 8:29 AM

Has Attachment 

Email Address [REDACTED]

Status **Read**

Subject **Re: Case [REDACTED] 2016 TITAN XD; Engine is seized A61 EM [ref:_00DA09j8L._5002I1nxh3Z:ref]**

Text Body **The other question I have is replacing the engine would I have to replace the tubro all so?**

On Wed, Apr 24, 2019, 8:52 AM TECH LINE Email to Case < techlinesfdc@nissan-usa.com> wrote:

> dalan sheffield,

>

> TECH LINE's latest case update is below.

>

>

> DESCRIPTION-

> Customer Comments: CUST STATE VEHICLE CUT OFF WHILE DRIVING WOULD START UP,

> WHEN TRIED TO START SEVERAL TIME SMOKE COME OUT FROM UNDER HOOD

>

>

> Technician Findings: FOUND MOTOR LOCKED UP AND STARTER AND STARTER WIRING
> BURT UP
> REMOVED OIL PAN FOUND BEARING MATERIAL IN BOTTOM OF PAN
>
>
> Repairs Made: NONE AT THIS TIME
>
>
>
>
>
>
> RECOMMENDATION:
> Thank you for the information and the pictures.
>
> · Inspect document oil level and condition when vehicle arrived.
> · Inspect and record external oil leaks
> · Inspect document for oil sludge
> · Replace the long engine , starter and related wiring harness
>
>
>
> Thank you,
>
> _____
>
> Robert Aponte
>
> TECH LINE
>
>
>
> The TECH LINE Survey can be accessed by: CLICKING HERE
> <http://www.asistfaq.com/online_techline_survey.asp?SurveyId=TLSRVY2&uid=>
>
>
> *Updating a TECH LINE Case:*>
> Technician: Reply to this email; do not change the email subject line.
> Email file attachments are limited to 6MB.
>
>
> From ASIST, Select TECH LINE Support Request, Enter your dealer code and
> select Update a Case.
>
>
>
>
>
>
> *If no response, we will assume additional assistance is not required and
> the case will be closed. Closed TECH LINE cases can be reopened.*
>
>
> Case # [REDACTED]
> Date Created: 4/24/2019
> Customer name:
> VIN: 1N6BA1F47[REDACTED]
>
> Mileage: 95,202
>
> Dealer code: 5010
>
> Dealer name: VANN YORK'S HIGH POINT NISSAN
>
> Customer's Concerns:
> CUST STATE VEHILE CUT OFF WHILE DRIVING WOULD START UP. WHEN TRIED TO
> START SEVERAL TIME SMOKE COME OUT FROM UNDER HOOD
>
>
> Technician Findings:

> FOUND MOTOR LOCKED UP AND STARTER AND STARTER WIRING BURT UP:
>
>
>
>
> This communication may contain information that is proprietary,
> privileged, confidential, or otherwise legally protected from disclosure,
> and is intended to be received and read only by certain individuals. If it
> has been misdirected, or if you suspect you have received this in error,
> you are not authorized to read, print, retain, copy, or disseminate this
> message or any part of it. Please notify the sender immediately and delete
> all copies of the message.
>
>
> ref:_00DA09j8L._5002l1nxh3Z:ref
>

Case [REDACTED] 2016 TITAN XD; Engine is seized A61 EM [ref:_00DA09j8L._5002l1nxh3Z:ref]

Message Date 4/24/2019 7:52 AM

Has Attachment 

Email Address [REDACTED]

Status Sent

Subject Case [REDACTED] 2016 TITAN XD; Engine is seized A61 EM [ref:_00DA09j8L._5002l1nxh3Z:ref]

Text Body dalam sheffield,

TECH LINE's latest case update is below.

DESCRIPTION-

Customer Comments: CUST STATE VEHILE CUT OFF WHILE DRIVING WOULD START UP. WHEN TRIED TO START SEVERAL TIME SMOKE COME OUT FROM UNDER HOOD

Technician Findings: FOUND MOTOR LOCKED UP AND STARTER AND STARTER WIRING BURT UP
REMOVED OIL PAN FOUND BEARING MATERIAL IN BOTTOM OF PAN

Repairs Made: NONE AT THIS TIME

RECOMMENDATION:

Thank you for the information and the pictures.

- Inspect document oil level and condition when vehicle arrived.
- Inspect and record external oil leaks
- Inspect document for oil sludge
- Replace the long engine , starter and related wiring harness

Thank you,

Robert Aponte

TECH LINE

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

Updating a TECH LINE Case:

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

Service Manager: Make a comment on the case from the CA COMM tool found on nnanet.com.

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

Case #: [REDACTED]
Date Created: 4/24/2019
Customer name:
VIN: 1N6BA1F47[REDACTED]

Mileage: 95,202

Dealer code: 5010

Dealer name: VANN YORK'S HIGH POINT NISSAN

Customer's Concerns:
CUST STATE VEHILE CUT OFF WHILE DRIVING WOULD START UP. WHEN TRIED TO START SEVERAL TIME SMOKE COME OUT FROM UNDER HOOD

Technician Findings:
FOUND MOTOR LOCKED UP AND STARTER AND STARTER WIRING BURT UP:

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

4/24/2019 9:29 AM

User [REDACTED]
Public
Comment **TECH REPLIED-**
The other question I have is replacing the engine would I have to replace the tubro all so?

RECOMMENDATION:
Thank you for the information

4/24/2019 7:52 AM

User [REDACTED]
Public
Comment **DESCRIPTION-**
Customer Comments: CUST STATE VEHILE CUT OFF WHILE DRIVING WOULD START UP. WHEN TRIED TO START SEVERAL TIME SMOKE COME OUT FROM UNDER HOOD

Technician Findings: FOUND MOTOR LOCKED UP AND STARTER AND STARTER WIRING BURT UP REMOVED OIL PAN FOUND BEARING MATERIAL IN BOTTOM OF PAN

The long engine should come with the turbo but let's verify with part.

If it does not come with engine, We would recommend the turbo be replaced and lines flushed since metal was found in the engine and the turbo gets lubricated by the engine oil.

Repairs Made: NONE AT THIS TIME

RECOMMENDATION:

Thank you for the information and the pictures.

- Inspect document oil level and condition when vehicle arrived.
- Inspect and record external oil leaks
- Inspect document for oil sludge
- Replace the long engine , starter and related wiring harness

4/24/2019 7:51 AM

User

Public

DESCRIPTION-

Customer Comments: CUST STATE VEHILE CUT OFF WHILE DRIVING WOULD START UP. WHEN TRIED TO START SEVERAL TIME SMOKE COME OUT FROM UNDER HOOD

Technician Findings: FOUND MOTOR LOCKED UP AND STARTER AND STARTER WIRING BURT UP REMOVED OIL PAN FOUND BEARING MATERIAL IN BOTTOM OF PAN

4/24/2019 7:46 AM

User

Survey Site Guest User

Public

Comment

REMOVED OIL PAN FOUND BEARING MATERIAL IN BOTTOM OF PAN

Comment Repairs Made: NONE AT THIS TIME

RECOMMENDATION:

Thank you for the information and the pictures.

- Inspect document oil level and condition when vehicle arrived.
- Inspect and record external oil leaks
- Inspect document for oil sludge
- Replace the long engine.

4/24/2019 7:37 AM

User

Survey Site Guest User

Public

Comment

Customer Comments: CUST STATE VEHILE CUT OFF WHILE DRIVING WOULD START UP. WHEN TRIED TO START SEVERAL TIME SMOKE COME OUT FROM UNDER HOOD

Technician Findings: FOUND MOTOR LOCKED UP AND STARTER AND STARTER WIRING BURT UP

Repairs Made: NONE AT THIS TIME

Case History

4/24/2019 7:52 AM

User

Action Closed.

4/24/2019 7:47 AM

User

Action Changed Subject to Engine is seized A61 EM. Changed Status from Open to Closed. Closed.

4/24/2019 7:46 AM

User

Action **Changed Case Owner from TECH LINE Initial 1 to Robert Aponte.**

4/24/2019 7:37 AM

User **Survey Site Guest User**

Action **Changed Case Owner from Survey Site Guest User to TECH LINE Initial 1. Created.**

Copyright © 2000-2024 salesforce.com, inc. All rights reserved.