



Case: [REDACTED]

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

General

Caller Name	[REDACTED]	Dealer	[REDACTED]
NNAnet user ID	TVA-02219	Contact Name	
Tech Preferred Phone	[REDACTED]	Customer Name	
Tech Preferred Email	[REDACTED]	Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	Michael Cramer
Repair/Work Order	548572	Mobile Phone	
Job/Line Number	A	Texting Status	
Created Day	Wednesday		

Incident Information

Customer Comments	C/S THAT HE WAS DRIVING AND STARTED HEARING A TICKING NOISE THEN TRUCK SHUT OFF, DOES NOT RESTART	Customer Name	[REDACTED]
Verified	Yes	Vehicle	1N6BA1F44 [REDACTED]
Question for TECH LINE	Other - Ask Question in Technician Findings	VIN	1N6BA1F44 [REDACTED]
Service Manual General Section	Engine	Archived VIN Make	
Service Manual Specific Section	Engine Mechanical	Archived VIN Year	2018
Symptom Code Category	Experience/Occurrence	Archived VIN Model	TITAN XD
Symptom	ENGINE QUIT	Incident/RO Date	7/29/2019
When does this concern occur?	ALL TIMES	Calculated Days Down	2
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	NONE YET	Total Days Down	2
Observed Modifications & Accessories	EGR SYTEM , CATALYST AND DPF FILTERS REMOVED	Repair Attempts	0
		Current Mileage	40,135
		Vehicle Mileage Prior Value	

Vehicle Purchased
Miles

Primary DTC

Current DTC

Past DTC

Other DTCs

TECH LINE Information

Subject	Engine is slow to turn A61 EM	Resolution Action	
Status	Closed	Resolution Object	
Confirmed Resolution	Yes	Field Inspection Indicator	
Component Code Category	EM Engine Mechanical	NNA Field Inspection Date	
Component Code Issue	EMA ENGINE ASSEMBLY	FSSS	
TECH LINE Template	ECC Initial Response	FSSS Date	
TREAD Component	06		
Date/Time Closed	7/31/2019 4:47 PM		
Description			
Recommendation Detail			

DTS Information

DTSM Inspection Date		DTSM Request Type	
DTSM Inspection Date Confirmed?		Inspection Time/Notes	Appointment Time:
Notes for DTSM (Vehicle Concerns)			Notes to Agent:

Activity History

Email: Case 36547546; 2018 TITAN XD; Engine is slow to turn A61 EM [ref:_00DA09j8L._5002I1s1c8S:ref]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	8/21/2019
Assigned To	
Last Modified Date/Time	8/21/2019 11:02 AM
Comments	Additional To: CC: BCC: Attachment: Subject: Case 36547546; 2018 TITAN XD; Engine is slow to turn A61 EM [ref:_00DA09j8L._5002I1s1c8S:ref] Body: JASON HAYES, TECH LINE's latest case update is below. Recommendation: • Good question,

- Since TECH LINE is for repair recommendations only, we are unable to provide details about part availabilities and warranty procedures mostly.
- I did take a look in the parts catalogue and found a front seal for the transmission, which is part number [REDACTED]
- Be sure to double check this information with your parts department to confirm if this is indeed the seal you are looking for, as well as going over the approval side of the repair with the warranty admin at the dealer or the Nissan warranty department.
- As far as a repair recommendation, we would suggest to repair the vehicle at the lowest part level possible.
- Let us know if you have any other questions and have a great day.

Thank you, _____ Mike CramerTECH 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 #: [REDACTED]

Date Created: 7/31/2019

Customer name: [REDACTED]

VIN: 1N6BA1F44 [REDACTED] Mileage: 40,135

Dealer code: 2911

Dealer name: GILES NISSAN

Customer's Concerns:

C/S THAT HE WAS DRIVING AND STARTED HEARING A TICKING NOISE THEN TRUCK SHUT OFF, DOES NOT RESTART

Technician Findings:

ENGINE STRAINS TO TURN OVER W/STARTER BUT WONT START. TRIED TURNING ENGINE BY HAND BUT CANT. NO DTCS ARE STORED.EGR SYSTEM HAS BEEN REMOVED AND EXHUAIST SYSTEM HAS BEEN REPLACED W/STRAIGHT PIPE. REMOVED DRIVE BELT ALSO TO ELIMINATE ANY PULLEY LOCKUPS. HAS A SMALL OIL LEAK FROM TRANS HOUSING. OIL LEVEL IS FULL. IM PRETTY SURE IT WILL NEED AND ENGINE BUT NOT WHAT ELSE TO DO AT THIS POINT TO DIAG OTHER THAN REMOVING OIL PAN. ALSO NOT SURE IF WARRANTY WILL COVER THIS WITH THE MODIFICATION THAT WERE DONE.:

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._50021s1c8S:ref

Email: Case [REDACTED] 2018 TITAN XD; Engine is slow to turn A61 [ref:_00DA09j8L._50021s1c8S:ref]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	8/6/2019
Assigned To	Zach Hayward
Last Modified Date/Time	8/6/2019 7:53 AM
Comments	Additional [REDACTED] CC: BCC: zach.hayward@nissan-usa.com Attachment: Subject: Case 36547546; 2018 TITAN XD; Engine is slow to turn A61 [ref:_00DA09j8L._50021s1c8S:ref] Body: JASON HAYES, TECH LINE's latest case update is below. Description:

Tech case reply:

Removed drive belt and was unable to turn engine by hand

Removed oil pan and found metal debris...appears to be the thrust bearing

Unsure if the crankshaft is the source of the concern

Provided photos

Recommendation:

-Jason, thanks for the info. Due to the internal engine trauma please replace the engine long block assembly.

Thank you, _____ Zach H.TECH LINE

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Case # _____

Date Created: 7/31/2019

Customer name: _____

VIN: 1N6BA1F44 _____ Mileage: 40,135

Dealer code: 2911

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ref:_00DA09j8L_5002l1s1c8S:ref

Email: Case 36547546; 2018 TITAN XD; Engine is slow to turn A61 [ref:_00DA09j8L_5002l1s1c8S:ref]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	7/31/2019
Assigned To	Michael Cramer
Last Modified Date/Time	7/31/2019 4:47 PM
Comments	Additional To _____ CC: BCC: Attachment:
	Subject: Case 36547546; 2018 TITAN XD; Engine is slow to turn A61 [ref:_00DA09j8L_5002l1s1c8S:ref] Body:

JASON HAYES,
TECH LINE's latest case update is below.
Recommendation:

- Thank you for the information, Jason.
- My name is Mike and I will be assisting with your case.
- I was unable to find any trending issues related to your concern.

- Please remember that TECH LINE is here to provide technical recommendations only.
- We do not have the authority to approve any types of warranty claims.
- For questions concerning these items, we would recommend to investigate this with the Nissan Warranty department or the warranty admin present at the dealer.
- Concerning the aftermarket modifications, our policy is always to return the vehicle back to the stock configuration before performing diagnosis.

- With an engine that is suspected to be seized, let's remove the serpentine belt and see if we can move the engine manually with a socket on the crankshaft bolt.
- We should be able to tell if there is added friction here and eliminate the possibility of a belt driven accessory causing the issue.
- We could also remove the spark plugs to see if there is any obvious trauma here or drain the oil looking for debris.
- Let us know if you have any other questions and have a great day.

Thank you, _____ Mike CramerTECH LINE

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Case #: [REDACTED]

Date Created: 7/31/2019

Customer name:

VIN: 1N6BA1F44JN [REDACTED] Mileage: 40,135

Dealer code: 2911

Dealer name: GILES NISSAN

Customer's Concerns:

C/S THAT HE WAS DRIVING AND STARTED HEARING A TICKING NOISE THEN TRUCK SHUT OFF, DOES NOT RESTART

Technician Findings:

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Attachments

IMG_20190805_172708.jpg

Size **4.57MB**
Ownership [REDACTED]
View [View file](#)
Last Modified **8/6/2019 7:53 AM**

IMG_20190805_172703.jpg

Size **3.93MB**
Ownership [REDACTED]
View [View file](#)
Last Modified **8/6/2019 7:53 AM**

Emails

Case 36547546; 2018 TITAN XD; Engine is slow to turn A61 EM [ref:_00DA09j8L._5002I1s1c8S:ref]

Message Date **8/21/2019 11:02 AM**
Has Attachment
Email Address [REDACTED]
Status **Sent**
Subject **Case 36547546; 2018 TITAN XD; Engine is slow to turn A61 EM [ref:_00DA09j8L._5002I1s1c8S:ref]**
Text Body **JASON HAYES,**

TECH LINE's latest case update is below.

Recommendation:

- **Good question, Jason.**
- **Since TECH LINE is for repair recommendations only, we are unable to provide details about part availabilities and warranty procedures mostly.**
- **I did take a look in the parts catalogue and found a front seal for the transmission, which is part number 31375-EZ00B.**
- **Be sure to double check this information with your parts department to confirm if this is indeed the seal you are looking for, as well as going over the approval side of the repair with the warranty admin at the dealer or the Nissan warranty department.**
- **As far as a repair recommendation, we would suggest to repair the vehicle at the lowest part level possible.**
- **Let us know if you have any other questions and have a great day.**

Thank you,

Mike Cramer

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.

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Case # [REDACTED]
Date Created: 7/31/2019
Customer name:
VIN: 1N6BA1F44 [REDACTED]

Mileage: 40,135

Dealer code: 2911

Dealer name: GILES NISSAN

Customer's Concerns:

C/S THAT HE WAS DRIVING AND STARTED HEARING A TICKING NOISE THEN TRUCK SHUT OFF, DOES NOT RESTART

Technician Findings:

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Re: Case [REDACTED] 2018 TITAN XD; Engine is slow to turn A61 [ref:_00DA09j8L._5002I1s1c8S:ref]

Message Date 8/20/2019 5:04 PM

Has Attachment [REDACTED]

Email Address [REDACTED]

Status Read

Subject Re: Case [REDACTED] 2018 TITAN XD; Engine is slow to turn A61 [ref:_00DA09j8L._5002I1s1c8S:ref]

Text Body Good afternoon, So after replacing the engine in this truck, returned it to the customer, and the next day he returned with a transmission fluid leak from inside the bell housing of the trans. Since there is no available front pump seal or internal parts available should I just go ahead and replace the unit? Is there any approval needed before doing this? Thanks for your assistance.

On Aug 6, 2019 7:53 AM, TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:

JASON HAYES,

TECH LINE's latest case update is below.

Description:

Tech case reply:

Removed drive belt and was unable to turn engine by hand
Removed oil pan and found metal debris appears to be the thrust bearing

**Unsure if the crankshaft is the source of the concern
Provided photos**

Recommendation:

-Jason, thanks for the info. Due to the internal engine trauma please replace the engine long block assembly.

Thank you,

Zach H.

TECH LINE

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Updating a TECH LINE Case:

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Case #: [REDACTED]
Date Created: 7/31/2019
Customer name:
VIN: 1N6BA1F44 [REDACTED]

Mileage: 40,135

Dealer code: 2911

Dealer name: GILES NISSAN

Customer's Concerns:

C/S THAT HE WAS DRIVING AND STARTED HEARING A TICKING NOISE THEN TRUCK SHUT OFF, DOES NOT RESTART

Technician Findings:

ENGINE STRAINS TO TURN OVER W/STARTER BUT WONT START. TRIED TURNING ENGINE BY HAND BUT CANT. NO DTCS ARE STORED.EGR SYSTEM HAS BEEN REMOVED AND EXHUAST SYSTEM HAS BEEN REPLACED W/STRAIGHT PIPE. REMOVED DRIVE BELT ALSO TO ELIMINATE ANY PULLEY LOCKUPS. HAS A SMALL OIL LEAK FROM TRANS HOUSING. OIL LEVEL IS FULL. IM PRETTY SURE IT WILL NEED AND ENGINE BUT NOT WHAT ELSE TO DO AT THIS POINT TO DIAG OTHER THAN REMOVING OIL PAN. ALSO NOT SURE IF WARRANTY WILL COVER THIS WITH THE MODIFICATION THAT WERE DONE.:

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ref:_00DA09j8L._5002I1s1c8S:ref

Case [REDACTED] 2018 TITAN XD; Engine is slow to turn A61 [ref:_00DA09j8L._5002I1s1c8S:ref]

Message Date 8/6/2019 7:53 AM

Has Attachment [REDACTED]

Email Address [REDACTED]

Status **Sent**

Subject **Case 36547546; 2018 TITAN XD; Engine is slow to turn A61 [ref:_00DA09j8L._5002I1s1c8S:ref]**

Text Body **JASON HAYES,**

TECH LINE's latest case update is below.

Description:

Tech case reply:

Removed drive belt and was unable to turn engine by hand

Removed oil pan and found metal debris...appears to be the thrust bearing

Unsure if the crankshaft is the source of the concern

Provided photos

Recommendation:

-Jason, thanks for the info. Due to the internal engine trauma please replace the engine long block assembly.

Thank you,

Zach H.

TECH LINE

The **TECH LINE** Survey can be accessed by: **CLICKING HERE**

Updating a TECH LINE Case:

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

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Case # [REDACTED]
Date Created: 7/31/2019
Customer name: [REDACTED]
VIN: 1N6BA1F4 [REDACTED]

Mileage: 40,135

Dealer code: 2911

Dealer name: GILES NISSAN

Customer's Concerns:

C/S THAT HE WAS DRIVING AND STARTED HEARING A TICKING NOISE THEN TRUCK SHUT OFF, DOES NOT RESTART

Technician Findings:

ENGINE STRAINS TO TURN OVER W/STARTER BUT WONT START. TRIED TURNING ENGINE BY HAND BUT CANT. NO DTCS ARE STORED.EGR SYSTEM HAS BEEN REMOVED AND EXHUAST SYSTEM HAS BEEN REPLACED W/STRAIGHT PIPE. REMOVED DRIVE BELT ALSO TO ELIMINATE ANY PULLEY LOCKUPS. HAS A SMALL OIL LEAK FROM TRANS HOUSING. OIL LEVEL IS FULL. IM PRETTY SURE IT WILL NEED AND ENGINE BUT NOT WHAT ELSE TO DO AT THIS POINT TO DIAG OTHER THAN REMOVING OIL PAN. ALSO NOT SURE IF WARRANTY WILL COVER THIS WITH THE MODIFICATION THAT WERE DONE.:

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Regards,

Zach Hayward
Technical Support Specialist
Aftersales Dealer Support – TECH LINE

Nissan North America, Inc.
Phone:

Re: Case [REDACTED] 2018 TITAN XD; Engine is slow to turn A61 [ref:_00DA09j8L._5002I1s1c8S:ref]

Message Date 8/5/2019 5:42 PM
Has Attachment
Email Address [REDACTED]
Status Read
Subject Re: Case [REDACTED] 018 TITAN XD; Engine is slow to turn A61 [ref:_00DA09j8L._5002I1s1c8S:ref]
Text Body Good afternoon, since this case was opened, I had already removed the drive belt, but still couldn't turn the engine. So I decided to remove the oil pan to inspect, I found lots of metal shavings and what looks like part of a thrust bearing. I'm suspecting that the crankshaft may be the issue since I've seen these break before in these Cummins Diesel. I will attach pictures.

On Jul 31, 2019 4:47 PM, TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:

JASON HAYES,

TECH LINE's latest case update is below.

Recommendation:

- Thank you for the information, Jason.
- My name is Mike and I will be assisting with your case.
- I was unable to find any trending issues related to your concern.

- Please remember that TECH LINE is here to provide technical recommendations only.
- We do not have the authority to approve any types of warranty claims.
- For questions concerning these items, we would recommend to investigate this with the Nissan Warranty department or the warranty admin present at the dealer.
- Concerning the aftermarket modifications, our policy is always to return the vehicle back to the stock configuration before performing diagnosis.

- With an engine that is suspected to be seized, let's remove the serpentine belt and see if we can move the engine manually with a socket on the crankshaft bolt.
- We should be able to tell if there is added friction here and eliminate the possibility of a belt driven accessory causing the issue.
- We could also remove the spark plugs to see if there is any obvious trauma here or drain the oil looking for debris.
- Let us know if you have any other questions and have a great day.

Thank you,

Mike Cramer

TECH LINE

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Case #: XXXXXXXXXX
Date Created: 7/31/2019
Customer name:

VIN: 1N6BA1F44. [REDACTED]

Mileage: 40,135

Dealer code: 2911

Dealer name: GILES NISSAN

Customer's Concerns:

C/S THAT HE WAS DRIVING AND STARTED HEARING A TICKING NOISE THEN TRUCK SHUT OFF, DOES NOT RESTART

Technician Findings:

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ref: _00DA09j8L_5002I1s1c8S:ref

Case [REDACTED] 2018 TITAN XD; Engine is slow to turn A61 [ref: _00DA09j8L_5002I1s1c8S:ref]

Message Date 7/31/2019 4:47 PM

Has Attachment [REDACTED]

Email Address [REDACTED]

Status Sent

Subject Case [REDACTED] 2018 TITAN XD; Engine is slow to turn A61 [ref: _00DA09j8L_5002I1s1c8S:ref]

Text Body [REDACTED]

TECH LINE's latest case update is below.

Recommendation:

- Thank you for the information, Jason.
- My name is Mike and I will be assisting with your case.
- I was unable to find any trending issues related to your concern.

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accessory causing the issue.

- We could also remove the spark plugs to see if there is any obvious trauma here or drain the oil looking for debris.
- Let us know if you have any other questions and have a great day.

Thank you,

TECH LINE

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Case # [REDACTED]
Date Created: 7/31/2019
Customer name:
VIN: 1N6BA1F44, [REDACTED]

Mileage: 40,135

Dealer code: 2911

Dealer name: GILES NISSAN

Customer's Concerns:

C/S THAT HE WAS DRIVING AND STARTED HEARING A TICKING NOISE THEN TRUCK SHUT OFF, DOES NOT RESTART

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Case Comments

8/21/2019 11:01 AM

User [REDACTED]
Public
Comment Recommendation:

- Good question, Jason.
- Since TECH LINE is for repair recommendations only, we are unable to provide details about part availabilities and warranty procedures mostly.
- I did take a look in the parts catalogue and found a front seal for the transmission, which is part number 31375-EZ00B.
- Be sure to double check this information with your parts department to confirm if this is indeed the seal you are looking for, as well as going over the approval side of the repair with the warranty admin at the dealer or the Nissan warranty department.
- As far as a repair recommendation, we would suggest to repair the vehicle at the lowest part level possible.
- Let us know if you have any other questions and have a great day.

8/6/2019 7:52 AM

User Zach Hayward
Public
Comment Description:
Tech case reply:
Removed drive belt and was unable to turn engine by hand
Removed oil pan and found metal debris...appears to be the thrust bearing
Unsure if the crankshaft is the source of the concern
Provided photos

Recommendation:
-Jason, thanks for the info. Due to the internal engine trauma please replace the engine long block assembly.

7/31/2019 4:38 PM

User Survey Site Guest User
Public
Comment PLEASE ADVISE IF THIS WOULD BE COVERED BY WARRANTY OR NOT DUE TO MODIFICATIONS TO ENGINE AND EXHAUST

8/21/2019 11:01 AM

User [REDACTED]
Public
Comment Tech email reports:

- Good afternoon,
- So after replacing the engine in this truck,
- Returned it to the customer,
- And the next day he returned with a transmission fluid leak
- From inside the bell housing of the trans.
- Since there is no available front pump seal
- Or internal parts available
- Should I just go ahead and replace the unit?
- Is there any approval needed before doing this?
- Thanks for your assistance.

7/31/2019 4:47 PM

User Michael Cramer
Public
Comment Recommendation:

- Thank you for the information, Jason.
- My name is Mike and I will be assisting with your case.
- I was unable to find any trending issues related to your concern.
- Please remember that TECH LINE is here to provide technical recommendations only.
- We do not have the authority to approve any types of warranty claims.
- For questions concerning these items, we would recommend to investigate this with the Nissan Warranty department or the warranty admin present at the dealer.
- Concerning the aftermarket modifications, our policy is always to return the vehicle back to the stock configuration before performing diagnosis.
- With an engine that is suspected to be seized, let's remove the serpentine belt and see if we can move the engine manually with a socket on the crankshaft bolt.
- We should be able to tell if these is added friction here and eliminate the possibility of a belt driven accessory causing the issue.
- We could also remove the spark plugs to see if there is any obvious trauma here or drain the oil looking for debris.
- Let us know if you have any other questions and have a great day.

7/31/2019 4:36 PM

User Survey Site Guest User
Public

Comment

Customer Comments: C/S THAT HE WAS DRIVING AND STARTED HEARING A TICKING NOISE THEN TRUCK SHUT OFF, DOES NOT RESTART
 Technician Findings: ENGINE STRAINS TO TURN OVER W/STARTER BUT WONT START. TRIED TURNING ENGINE BY HAND BUT CANT. NO DTCS ARE STORED.EGR SYSTEM HAS BEEN REMOVED AND EXHUAST SYSTEM HAS BEEN REPLACED W/STRAIGHT PIPE. REMOVED DRIVE BELT ALSO TO ELIMINATE ANY PULLEY LOCKUPS. HAS A SMALL OIL LEAK FROM TRANS HOUSING. OIL LEVEL IS FULL. IM PRETTY SURE IT WILL NEED AND ENGINE BUT NOT WHAT ELSE TO DO AT THIS POINT TO DIAG OTHER THAN REMOVING OIL PAN, ALSO NOT SURE IF WARRANTY WILL COVER THIS WITH THE MODIFICATION THAT WERE DONE.
 Repairs Made: NONE YET

Case History

9/4/2019 8:41 PM

User **Managed Services**

Action **Changed Case Owner from Managed Services to Michael Cramer.**

9/4/2019 8:21 PM

User **Managed Services**

Action **Changed Case Owner from Michael Cramer to Managed Services.**

8/21/2019 11:03 AM

User **Michael Cramer**

Action **Closed.**

8/6/2019 7:53 AM

User **Zach Hayward**

Action **Changed Subject from Engine is slow to turn A61 to Engine is slow to turn A61 EM. Changed Status from Pending Dealer Reply to Closed. Closed.**

7/31/2019 4:47 PM

User **Michael Cramer**

Action **Changed Subject to Engine is slow to turn A61. Changed Status from Open to Pending Dealer Reply. Closed.**

7/31/2019 4:40 PM

User **Michael Cramer**

Action **Changed Case Owner from TECH LINE Initial 1 to Michael Cramer.**

7/31/2019 4:36 PM

User **Survey Site Guest User**

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