



Case [REDACTED]

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

General

Caller Name	[REDACTED]	Dealer	NISSAN OF BRADENTON
NNAnet user ID	TVA-23189	Contact Name	
Tech Preferred Phone	9413570566	Customer Name	
Tech Preferred Email	masoyehenry@gmail.com	Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	Adam Hoff
Repair/Work Order	121169	Mobile Phone	
Job/Line Number	A	Texting Status	
Created Day	Wednesday		

Incident Information

Customer Comments	CUSTOMER STATES THAT THE VEHICLE SHUT OFF AT 70MPH AND WILL NOT RESTART.	Customer Name	[REDACTED]
Verified	Yes	Vehicle	1N6BA1F2X [REDACTED]
Question for TECH LINE	No question / Only documenting incident	VIN	1N6BA1F2X [REDACTED]
Service Manual General Section	Engine	Archived VIN Make	
Service Manual Specific Section	Engine Control System	Archived VIN Year	2016
Symptom Code Category	Experience/Occurrence	Archived VIN Model	TITAN XD
Symptom	MISFIRE	Incident/RO Date	8/5/2019
When does this concern occur?	ALL TIMES	Calculated Days Down	9
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	N/A	Total Days Down	9
Observed Modifications & Accessories	VEHICLE HAS HP TUNERS+ DELETED DEF SYTEM	Repair Attempts	0
		Current Mileage	50,223
		Vehicle Mileage Prior Value	

Vehicle Purchased
Miles
Primary DTC
Current DTC ECM 90335-00
Past DTC
Other DTCs

TECH LINE Information

Subject	Engine will not rotate. A61	Resolution Action	REPLACE
Status	Closed	Resolution Object	ENGINE ASSEMBLY
Confirmed Resolution	Pending	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	8/14/2019 9:58 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 36706915; 2016 TITAN XD; Engine will not rotate. A61 [ref:_00DA09j8L._5002I1sZC0N:ref]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	8/14/2019
Assigned To	Adam Hoff
Last Modified Date/Time	8/14/2019 9:58 AM
Comments	<p>Additional To: [REDACTED]</p> <p>CC:</p> <p>BCC: adam.hoff@nissan-usa.com</p> <p>Attachment:</p> <p>Subject: Case 36706915; 2016 TITAN XD; Engine will not rotate. A61 [ref:_00DA09j8L._5002I1sZC0N:ref]</p> <p>Body: Masoy Henry, TECH LINE's latest case update is below. TSS recommendation:</p> <p>Thank you for the case information.</p> <p>We will get this information documented within this case.</p>

With the engine seized it will need to be replaced.

TECH LINE does not have the authority to approve or make warranty recommendations.

Please refer to your warranty administrator with any warranty questions.

Thank you, _____ Adam HTECH 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 #: 36706915

Date Created: 8/14/2019

Customer name:

VIN: 1N6BA1F2XGN506997 Mileage: 50,223

Dealer code: 5715

Dealer name: NISSAN OF BRADENTON

Customer's Concerns:

CUSTOMER STATES THAT THE VEHICLE VEHICLE SHUT OFF AT 70MPH AND WILL NOT RESTART.

Technician Findings:

VEHICLE ENGINE WILL NOT TURN OVER CRANK SHAFT "LOCKED UP" VEHICLE HAS HP TUNER+
COLD AIR INTAKE + DELETED DEF SYTEM + STRAIGHT PIPED EXHAUST:

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ref:_00DA09j8L._5002I1sZC0N:ref

Emails

Case [REDACTED] 2016 TITAN XD; Engine will not rotate. A61 [ref:_00DA09j8L._5002I1sZC0N:ref]

Message Date 8/14/2019 9:58 AM

Has Attachment

Email Address [REDACTED]

Status Sent

Subject Case 36706915; 2016 TITAN XD; Engine will not rotate. A61 [ref:_00DA09j8L._5002I1sZC0N:ref]

Text Body Masoy Henry,

TECH LINE's latest case update is below.

TSS recommendation:

Thank you for the case information.

We will get this information documented within this case.

With the engine seized it will need to be replaced.

TECH LINE does not have the authority to approve or make warranty recommendations.

Please refer to your warranty administrator with any warranty questions.

Thank you,

Adam H

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: 8/14/2019
Customer name:
VIN: 1N6BA1F2X [REDACTED]

Mileage: 50,223

Dealer code: 5715

Dealer name: NISSAN OF BRADENTON

Customer's Concerns:
CUSTOMER STATES THAT THE VEHICLE SHUT OFF AT 70MPH AND WILL NOT RESTART.

Technician Findings:
VEHICLE ENGINE WILL NOT TURN OVER CRANK SHAFT "LOCKED UP" VEHICLE HAS HP TUNER+ COLD AIR INTAKE + DELETED DEF SYTEM + STRAIGHT PIPED EXHAUST:

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Adam Hoff
Technical Support Specialist
Aftersales Dealer Support

Nissan North America, Inc.
610 Enon Springs Road East
Smyrna, TN 37167
Phone: +1-615-223-4964 Fax: +1-615-967-3812

Case Comments

8/14/2019 9:57 AM

8/14/2019 9:21 AM

User Adam Hoff
Public

User Survey Site Guest User
Public

TSS recommendation:

Thank you for the case information.
We will get this information documented within this case.

Comment **With the engine seized it will need to be replaced. TECH LINE does not have the authority to approve or make warranty recommendations. Please refer to your warranty administrator with any warranty questions.**

Customer Comments: CUSTOMER STATES THAT THE VEHICLE SHUT OFF AT 70MPH AND WILL NOT RESTART.

Comment **Technician Findings: VEHICLE ENGINE WILL NOT TURN OVER CRANK SHAFT "LOCKED UP" VEHICLE HAS HP TUNER+ COLD AIR INTAKE + DELETED DEF SYTEM + STRAIGHT PIPED EXHAUST**
 Repairs Made: N/A

Case History

9/4/2019 8:24 PM

User **Managed Services**

Action **Changed Case Owner from Managed Services to Adam Hoff.**

9/4/2019 8:02 PM

User **Managed Services**

Action **Changed Case Owner from Adam Hoff to Managed Services.**

8/14/2019 9:58 AM

User **Adam Hoff**

Action **Changed Subject to Engine will not rotate. A61. Changed Status from Open to Closed. Closed.**

8/14/2019 9:55 AM

User **Adam Hoff**

Action **Changed Case Owner from TECH LINE Initial 1 to Adam Hoff.**

8/14/2019 9:21 AM

User **Survey Site Guest User**

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