



Case: [REDACTED]

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

**General**

Caller Name	[REDACTED]	Dealer	MELLOY NISSAN
NNAAnet user ID	TVA-04131	Contact Name	
Tech Preferred Phone	[REDACTED]	Customer Name	
Tech Preferred Email	melloynissangreenteam@gmail.com	Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	Wesley Roberts
Repair/Work Order	532624	Mobile Phone	
Job/Line Number	1	Texting Status	
Created Day	Thursday		

**Incident Information**

Customer Comments	LOUD NOISE UNDER HOOD TRUCK DIED OUT	Customer Name	[REDACTED]
Verified	No	Vehicle	1N6BA1F49 [REDACTED]
Question for TECH LINE	Other - Ask Question in Technician Findings	VIN	1N6BA1F49 [REDACTED]
Service Manual General Section	Engine	Archived VIN Make	
Service Manual Specific Section	Engine Mechanical	Archived VIN Year	2017
Symptom Code Category	Experience/Occurrence	Archived VIN Model	TITAN XD
Symptom	NO CRANK NO START	Incident/RO Date	12/20/2019
When does this concern occur?	ALL TIMES	Calculated Days Down	6
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	NONE	Total Days Down	6
Observed Modifications & Accessories	LIFTED, INTAKE, EXHAUST TIP, CB RADIO, BUMPER	Repair Attempts	0
		Current Mileage	28,591
		Vehicle Mileage Prior Value	

Vehicle Purchased  
Miles

Primary DTC

Current DTC ECM P2048

Past DTC ECM P0402 ECM P1615 ECM P203F  
ECM P2299 ECM P2509

Other DTCs

### TECH LINE Information

Subject	Engine quit, crank pulley separated A61	Resolution Action	REPLACE
Status	Closed	Resolution Object	LONG BLOCK
Confirmed Resolution	Yes	Field Inspection Indicator	<input type="checkbox"/>
Component Code Category	EM Engine Mechanical	NNA Field Inspection Date	
Component Code Issue	EMC CRANKSHAFT & OIL PAN	FSSS	<input type="checkbox"/>
TECH LINE Template	ECC Initial Response	FSSS Date	
TREAD Component	06		
Date/Time Closed	12/26/2019 11:23 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 to Agent:
Notes for DTSM (Vehicle Concerns)			

### Activity History

Email: Case [REDACTED] 2017 TITAN XD; Engine quit, crank pulley separated A61 [ ref:\_00DA09j8L.\_5002I1zPBLq:ref ]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	12/26/2019
Assigned To	Wesley Roberts
Last Modified Date/Time	12/26/2019 11:23 AM
Comments	<b>Additional To:</b> [REDACTED] <b>CC:</b> [REDACTED] <b>BCC:</b> wesley.roberts@nissan-usa.com <b>Attachment:</b>  <b>Subject:</b> Case 38321052; 2017 TITAN XD; Engine quit, crank pulley separated A61 [ ref:_00DA09j8L._5002I1zPBLq:ref ] <b>Body:</b> Terrance, TECH LINE's latest case update is below. <b>TSS Recommendation:</b>  • Thank you for the update.

- The internal engine issue is likely our primary source of the issue.
- There are similar cases where the crankshaft separated.
- In some of these cases the flex plate was able to be turned to remove the T/C bolts.
- If not the T/C may need to be pulled with the engine.
- Replace flex plate and T/C only as needed.
- TECH LINE also recommends to reinstall OE intake system.
- Keep me posted on repair.

Thank you, \_\_\_\_\_ Wesley.RobertsTECH 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: 12/26/2019

Customer name:

VIN: 1N6BA1F49H [REDACTED] Mileage: 28,591

Dealer code: 179A

Dealer name: MELLOY NISSAN

ref: \_00DA09j8L.\_5002I1zPBLq:ref

#### Attachments

<b>20191220_163637.jpg</b>		<b>20191220_163631.jpg</b>	
Size	2.71MB	Size	4.01MB
Ownership	Survey Site Guest User	Ownership	Survey Site Guest User
View	<a href="#">View file</a>	View	<a href="#">View file</a>
Last Modified	12/26/2019 11:16 AM	Last Modified	12/26/2019 11:16 AM
<b>20191220_163618.jpg</b>		<b>20191220_163613.jpg</b>	
Size	4.23MB	Size	4.23MB
Ownership	Survey Site Guest User	Ownership	Survey Site Guest User
View	<a href="#">View file</a>	View	<a href="#">View file</a>
Last Modified	12/26/2019 11:15 AM	Last Modified	12/26/2019 11:14 AM
<b>20191220_163606.jpg</b>		<b>20191220_163548.jpg</b>	
Size	4.34MB	Size	3.87MB
Ownership	Survey Site Guest User	Ownership	Survey Site Guest User
View	<a href="#">View file</a>	View	<a href="#">View file</a>
Last Modified	12/26/2019 11:13 AM	Last Modified	12/26/2019 11:12 AM
<b>20191220_163516.jpg</b>		<b>20191220_163501.jpg</b>	
Size	3.93MB	Size	2.35MB
Ownership	Survey Site Guest User	Ownership	Survey Site Guest User
View	<a href="#">View file</a>	View	<a href="#">View file</a>
Last Modified	12/26/2019 11:12 AM	Last Modified	12/26/2019 11:11 AM
<b>20191220_163431 (1).jpg</b>			
Size	3.21MB		
Ownership	Survey Site Guest User		
View	<a href="#">View file</a>		
Last Modified	12/26/2019 11:11 AM		

## Emails

Case [REDACTED] 2017 TITAN XD; Engine quit, crank pulley separated A61 [ ref:\_00DA09j8L.\_5002I1zPBLq:ref ]

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Message Date 12/26/2019 11:23 AM

Has Attachment

Email Address [REDACTED]

Status Sent

Subject Case [REDACTED] 2017 TITAN XD; Engine quit, crank pulley separated A61 [ ref:\_00DA09j8L.\_5002I1zPBLq:ref ]

Text Body Terrance price,

TECH LINE's latest case update is below.

### TSS Recommendation:

- Thank you for the update.
- The internal engine issue is likely our primary source of the issue.
- There are similar cases where the crankshaft separated.
- In some of these cases the flex plate was able to be turned to remove the T/C bolts.
- If not the T/C may need to be pulled with the engine.
- Replace flex plate and T/C only as needed.
- TECH LINE also recommends to reinstall OE intake system.
- Keep me posted on repair.

Thank you,

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Wesley.Roberts

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: 12/26/2019

Customer name:

VIN: 1N6BA1F49 [REDACTED]

Mileage: 28,591

Dealer code: 179A

Dealer name: MELLOY NISSAN

Customer's Concerns:  
LOUD NOISE UNDER HOOD TRUCK DIED OUT

Technician Findings:

CUST STATES LOUD NOISE UNDER HOOD THEN TRUCK DIED OUT. I ATTEMPTED TO START ENGINE AND IT JUST WENT "CLANK". VISUAL INSPECTION FOUND FRONT CRANK PULLEY CAME APART RESULTING IN NO BELT TENSION. SUSPECTED LOSS OF CHARGING SYSTEM OPERATION LEADING TO BATTERY DISCHARGE. INSTALLED 2 BOOSTER PACKS. ENGINE STILL JUST GOES "CLANK". SUSPECTED ENGINE SIEZED. DURING VISUAL INSPECTION FOUND NO EXTERNAL LEAKS. CHECKED OIL. OIL LEVEL IS LOW BUT IS REGISTERING ON DIP STICK. DID NOT RUN DRY. COOLANT IS PROPER LEVEL. WITH 2 FT TOOL ON CRANK PULLEY ATTEMPTED TO ROTATE ENGINE. DID NOT BUDGE, NOT EVEN IF TRYING TO ROTATE BACKWARDS. ENGINE APPEARS TO BE LOCKED UP. IS THERE ANYTHING ELSE I NEED TO DO TO VERIFY ENGINE SIEZED? ALSO SINCE "BELL HOUSING" IS INTEGRATED WITH ENGINE AND NOT PART OF TRANS, IF ENGINE IS LOCKED UP, IS THERE ANY HOPE OF GETTING TORQUE CONVERTER BOLTS OUT OR WILL I NEED TO REPLACE TORQUE CONVERTER AND FLEX PLATE WITH ENGINE REPLACEMENT? ALSO IM WONDERING CHAIN OF EVENTS WITH THE CRANK PULLY? IS IT POSSIBLE THAT WHEN ENGINE LOCKED UP THE MOMENTUM OF THE ACCESSORIES DAMAGED THE PULLEY? IF THE PULLEY CAME APART FIRST I WOULD EXPECT TO HAVE DEAD BATTERIES AND OVERHEAT CODES. I DO NOT.:

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Case Comments

12/26/2019 11:22 AM

12/26/2019 11:21 AM

User Wesley Roberts  
Public   
Comment TSS Recommendation:  
• Thank you for the update.  
• The internal engine issue is likely our primary source of the issue.  
• There are similar cases where the crankshaft separated.  
• In some of these cases the flex plate was able to be turned to remove the T/C bolts.  
• If not the T/C may need to be pulled with the engine.  
• Replace flex plate and T/C only as needed.  
• TECH LINE also recommends to reinstall OE intake system.  
• Keep me posted on repair.

User Survey Site Guest User  
Public   
Comment OIL CHANGES PERFORMED AT OUR DEALERSHIP MILEAGES: 6,652 14,292 23,677

12/26/2019 11:06 AM

User Survey Site Guest User  
Public   
Comment Customer Comments: LOUD NOISE UNDER HOOD TRUCK DIED OUT  
 Technician Findings: CUST STATES LOUD NOISE UNDER HOOD THEN TRUCK DIED OUT. I ATTEMPTED TO START ENGINE AND IT JUST WENT "CLANK". VISUAL INSPECTION FOUND FRONT CRANK PULLEY CAME APART RESULTING

IN NO BELT TENSION. SUSPECTED LOSS OF CHARGING SYSTEM OPERATION LEADING TO BATTERY DISCHARGE. INSTALLED 2 BOOSTER PACKS. ENGINE STILL JUST GOES "CLANK". SUSPECTED ENGINE SIEZED. DURING VISUAL INSPECTION FOUND NO EXTERNAL LEAKS. CHECKED OIL. OIL LEVEL IS LOW BUT IS REGISTERING ON DIP STICK. DID NOT RUN DRY. COOLANT IS PROPER LEVEL. WITH 2 FT TOOL ON CRANK PULLEY ATTEMPTED TO ROTATE ENGINE. DID NOT BUDGE, NOT EVEN IF TRYING TO ROTATE BACKWARDS. ENGINE APPEARS TO BE LOCKED UP. IS THERE ANYTHING ELSE I NEED TO DO TO VERIFY ENGINE SIEZED? ALSO SINCE "BELL HOUSING" IS INTEGRATED WITH ENGINE AND NOT PART OF TRANS, IF ENGINE IS LOCKED UP, IS THERE ANY HOPE OF GETTING TORQUE CONVERTER BOLTS OUT OR WILL I NEED TO REPLACE TORQUE CONVERTER AND FLEX PLATE WITH ENGINE REPLACEMENT? ALSO IM WONDERING CHAIN OF EVENTS WITH THE CRANK PULLY? IS IT POSSIBLE THAT WHEN ENGINE LOCKED UP THE MOMENTUM OF THE ACCESSORIES DAMAGED THE PULLEY? IF THE PULLEY CAME APART FIRST I WOULD EXPECT TO HAVE DEAD BATTERIES AND OVERHEAT CODES. I DO NOT.

Repairs Made: NONE

## Case History

12/26/2019 11:23 AM

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User **Wesley Roberts**

Action **Changed Status from Open to Closed. Closed.**

12/26/2019 11:23 AM

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User **Wesley Roberts**

Action **Changed Caller Name from Terrance price to Terrance.**

12/26/2019 11:22 AM

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User **Wesley Roberts**

Action **Changed Subject to Engine quit, crank pulley separated A61.**

12/26/2019 11:16 AM

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User **Wesley Roberts**

Action **Changed Case Owner from TECH LINE Initial 1 to Wesley Roberts.**

12/26/2019 11:06 AM

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User **Survey Site Guest User**

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