



- [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	CLASSIC NISSAN OF TEXOMA
NNAnet user ID	[REDACTED]	Contact Name	
Tech Preferred Phone	(903) 267-3063	Customer Name	
Tech Preferred Email	crawford.cole60@yahoo.com	Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	Tony Ellis
Repair/Work Order	166068	Mobile Phone	
Job/Line Number	A	Texting Status	
Created Day	Thursday		

**Incident Information**

Customer Comments	c.s. engine seems to be locked up	Customer Name	[REDACTED]
Verified	Yes	Vehicle	1N6BA1F43 [REDACTED]
Question for TECH LINE	What is the most likely cause for this incident?	VIN	1N6BA1F43 [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	12/27/2019
When does this concern occur?	ALL TIMES	Calculated Days Down	10
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	NONE	Total Days Down	10
Observed Modifications & Accessories	A/M INTAKE AIR FILTER K&N	Repair Attempts	1
		Current Mileage	63,696
		Vehicle Mileage Prior Value	
		Vehicle Purchased Miles	

Primary DTC  
Current DTC P0506  
Past DTC  
Other DTCs

### TECH LINE Information

Subject	Engine will not crank A61	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	1/6/2020 10:10 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 [REDACTED] 2017 TITAN XD; Engine will not crank A61 [ ref:\_00DA09j8L.\_5002I1zuFfW:ref ]

Name	[REDACTED]
Task	<input checked="" type="checkbox"/>
Due Date	1/6/2020
Assigned To	Tony Ellis
Last Modified Date/Time	1/6/2020 10:09 AM
Comments	<p><b>Additional To</b> [REDACTED]</p> <p><b>CC:</b></p> <p><b>BCC:</b> tony.ellis@nissan-usa.com</p> <p><b>Attachment:</b></p> <p><b>Subject:</b> Case [REDACTED] 2017 TITAN XD; Engine will not crank A61 [ ref:_00DA09j8L._5002I1zuFfW:ref ]</p> <p><b>Body:</b></p> <p>Cole,</p> <p>Thank you for your time on the phone this morning.As discussed, the latest case update is below.</p> <p>Out call to dealer.</p> <p>discussed potential aftermarket programming and exhaust parts photos from case [REDACTED]</p> <p>Tech noted vehicle had been towed to another place or home before being towed to the dealer.</p> <p>Tech has not data monitored ECM exhaust data monitor items due to current engine condition.</p>

Tech noted metal debris in inter cooler, but has not inspected exhaust components for debris at this point.

Current concern is that the vehicle has been tampered with and causing engine trauma.

Tech to proceed with engine and turbo replacement as the recommendation.

Tech to discussed with warranty administrator for questions regarding warrant-able or unwarrantable repairs.

Thank you, \_\_\_\_\_ Tony ETECH LINE

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

ref:\_00DA09j8L\_5002I1zuFfW:ref

#### Review dealer comment

---

Name  
Task   
Due Date 1/6/2020  
Assigned To Carlos Nunez  
Last Modified Date/Time 1/4/2020 9:35 AM  
Comments

Email: Case [REDACTED] 017 TITAN XD; Engine will not crank A61 [ ref:\_00DA09j8L\_5002I1zuFfW:ref ]

---

Name  
Task   
Due Date 1/4/2020  
Assigned To Wesley Roberts  
Last Modified Date/Time 1/4/2020 9:40 AM  
Comments

Additional To: [REDACTED]  
CC:  
BCC: wesley.roberts@nissan-usa.com  
Attachment:

Subject: Case [REDACTED] 2017 TITAN XD; Engine will not crank A61 [ ref:\_00DA09j8L\_5002I1zuFfW:ref ]

Body:  
COLE CRAWFORD,  
TECH LINE's latest case update is below.  
TSS Recommendation:

- We also saw where the long block was replaced about a year ago as well.
- Does the customer have any aftermarket accessories or programming installed on this vehicle?
- We have seen some catastrophic engine concerns with aftermarket tuning.
- This is something we may want to look into.
- Inspect the ECM P/N, we have seen in some cases the P/N is not OE with A/M programming.

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: 1/2/2020

Customer name:

VIN: 1N6BA1F43HI [REDACTED] Mileage: 63,696

Dealer code: 5529  
Dealer name: CLASSIC NISSAN OF TEXOMA

ref:\_00DA09j8L\_5002I1zuFfW:ref

Email: Case [REDACTED] 2017 TITAN XD; Engine will not crank A61 [ ref:\_00DA09j8L\_5002I1zuFfW:ref ]

---

Name  
Task   
Due Date 1/4/2020  
Assigned To Wesley Roberts  
Last Modified Date/Time 1/4/2020 9:36 AM  
Additional To [REDACTED]  
CC:  
BCC: wesley.roberts@nissan-usa.com  
Attachment:  
Subject: Case [REDACTED] 2017 TITAN XD; Engine will not crank A61 [ ref:\_00DA09j8L\_5002I1zuFfW:ref ]  
Body:  
COLE CRAWFORD,  
TECH LINE's latest case update is below.  
TSS Recommendation:  

- With major trauma like this we would recommend long block replacement.
- If oil had noticeable fine debris we would also recommend to replace the turbos if they do not come with long block.

  
Comments 

- Keep us 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: 1/2/2020  
Customer name:  
VIN: 1N6BA1F43[REDACTED] Mileage: 63,696  
Dealer code: 5529  
Dealer name: CLASSIC NISSAN OF TEXOMA  
ref:\_00DA09j8L\_5002I1zuFfW:ref

Support - Blackstone labs report

---

Name  
Task   
Due Date 1/3/2020  
Assigned To Mitl Montoya  
Last Modified Date/Time 1/3/2020 10:16 AM  
Comments

Email: Case 38362599; 2017 TITAN XD; Engine will not crank A61 [ ref:\_00DA09j8L\_5002I1zuFfW:ref ]

---

Name  
Task   
Due Date 1/2/2020  
Assigned To Carlos Nunez  
Last Modified Date/Time 1/2/2020 10:25 AM

Additional To: [REDACTED]

CC:

BCC: carlos.nunez@nissan-usa.com

Attachment:

Subject: Cas [REDACTED] 2017 TITAN XD; Engine will not crank A61 [ref:\_00DA09j8L.\_5002l1zuFfW:ref ]

Body:

Cole Crawford,

Thank you for your time on the phone this morning.

Let's please attempt to isolate concern to any cylinder(s).

Check for concern with fuel injector.

Replace fuel injector(s) if concern found with fuel injector(s).

If no concern found with fuel injector, remove left valve cover and inspect for trauma.

Replace long block if trauma to cylinder head.

Thank you, \_\_\_\_\_ Carlos N.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 # [REDACTED]

Date Created: 1/2/2020

Customer name:

VIN: 1N6BA1F43H [REDACTED] Mileage: 63,696

Dealer code: 5529

Dealer name: CLASSIC NISSAN OF TEXOMA

Customer's Concerns:

c.s. engine seems to be locked up

Technician Findings:

found starter only clicks, a/m starter, engine can be barred.

starter operates when tapping side of starter w/tool, engine runs very rough with no power, noise from under left bank valve cover.

all fluids full.

no fuel contamination found at this time, fuel test sent out.

No DTC on arrival:

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.\_5002l1zuFfW:ref

Comments

**Attachments**

<b>DDI3.jpg</b>		<b>DDI2.jpg</b>	
Size	163KB	Size	178KB
Ownership	Survey Site Guest User	Ownership	Survey Site Guest User
View	<a href="#">View file</a>	View	<a href="#">View file</a>
Last Modified	1/3/2020 3:40 PM	Last Modified	1/3/2020 3:40 PM
<b>DDI1.jpg</b>		<b>1N6BA1F43HN507136-191227.pdf</b>	

Size **98KB**  
Ownership **Survey Site Guest User**  
View [View file](#)  
Last Modified **1/3/2020 3:39 PM**

Size **17KB**  
Ownership **Mitl Montoya**  
View [View file](#)  
Last Modified **1/3/2020 10:16 AM**

## Emails

Case [REDACTED] **2017 TITAN XD; Engine will not crank A61 [ ref: \_00DA09j8L\_ 5002l1zuFfW:ref ]**

---

Message Date **1/6/2020 10:09 AM**

Has Attachment [REDACTED]

Email Address [REDACTED]

Status **Sent**

Subject **Case [REDACTED] 2017 TITAN XD; Engine will not crank A61 [ ref: [REDACTED] 5002l1zuFfW:ref ]**

Text Body **COLE CRAWFORD,**

**TECH LINE's latest case update is below.**

**Out call to dealer.**

discussed potential aftermarket programming and exhaust parts photos from case [REDACTED]  
Tech noted vehicle had been towed to another place or home before being towed to the dealer.  
Tech has not data monitored ECM exhaust data monitor items due to current engine condition.  
Tech noted metal debris in inter cooler, but has not inspected exhaust components for debris at this point.  
Current concern is that the vehicle has been tampered with and causing engine trauma.  
Tech to proceed with engine and turbo replacement as the recommendation.  
Tech to discussed with warranty administrator for questions regarding warrant-able or unwarrantable repairs.

Thank you,

---

Tony E

**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: 1/2/2020

Customer name [REDACTED]  
VIN: 1N6BA1F4 [REDACTED]

Mileage: 63,696

Dealer code: 5529

Dealer name: CLASSIC NISSAN OF TEXOMA

Customer's Concerns:  
c.s. engine seems to be locked up

Technician Findings:  
found starter only clicks, a/m starter, engine can be barred.  
starter operates when tapping side of starter w/tool, engine runs very rough with no power, noise from under left bank valve cover.  
all fluids full.  
no fuel contamination found at this time, fuel test sent out.  
No DTC on arrival:

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: Cas [REDACTED] 2017 TITAN XD; Engine will not crank A61 [ ref:\_00DA09j8L.\_5002I1zuFfW:ref ]

---

Message Date 1/4/2020 11:05 AM  
Has Attachment   
Email Address [REDACTED]  
Status Read  
Subject Re: Cas [REDACTED] 2017 TITAN XD; Engine will not crank A61 [ ref:[REDACTED]\_5002I1zuFfW:ref ]  
Text Body This is very odd to me, and recommend an engineer to look over the truck if at all possible, I will put in for an engine long assy w/turbos. light metal debre found in intercooler hoses and would recommend intake and intercooler replacement to be sure no metal is still in system.  
On Saturday, January 4, 2020, 11:01:45 AM CST, Cole Crawford [REDACTED] wrote:  
  
The only a/m accessories found are the intake- k&n, and an added subwoofer system. ecm p# 23710EZ45C. In the previous case I had mentioned exhaust system tampering evident and had attached photos.  
On Saturday, January 4, 2020, 09:40:05 AM CST, TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:  
  
[REDACTED]p{margin-top:0px;margin-bottom:0px;}  
||  
||  
|  
| COLE CRAWFORD,  
  
TECH LINE's latest case update is below.  
  
TSS Recommendation:  
• We also saw where the long block was replaced about a year ago as well.  
• Does the customer have any aftermarket accessories or programming installed on this vehicle?  
• We have seen some catastrophic engine concerns with aftermarket tuning.  
• This is something we may want to look into.

• Inspect the ECM P/N, we have seen in some cases the P/N is not OE with A/M programming.

Thank you,

---

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.**

**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:** 1/2/2020  
**Customer name:**  
**VIN:** 1N6BA1F43 [REDACTED]

**Mileage:** 63,696

**Dealer code:** 5529

**Dealer name:** CLASSIC NISSAN OF TEXOMA

|

ref:\_00DA09j8L.\_5002I1zuFfW:ref

Re: Case [REDACTED] 2017 TITAN XD; Engine will not crank A61 [ ref:\_00DA09j8L.\_5002I1zuFfW:ref ]

---

Message Date 1/4/2020 11:02 AM

Has Attachment

Email Address [REDACTED]

Status **Read**

Subject **Re: Case [REDACTED] 17 TITAN XD; Engine will not crank A61 [ ref:\_00DA09j8L.\_5002I1zuFfW:ref ]**

Text Body **The only a/m accessories found are the intake- k&n, and an added subwoofer system. ecm p# 23710EZ45C. In the previous case I had mentioned exhaust system tampering evident and had attached photos. On Saturday, January 4, 2020, 09:40:05 AM CST, TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:**

[REDACTED] p{margin-top:0px;margin-bottom:0px;}

||  
||

| **COLE CRAWFORD,**

**TECH LINE's latest case update is below.**

**TSS Recommendation:**

- **We also saw where the long block was replaced about a year ago as well.**
- **Does the customer have any aftermarket accessories or programming installed on this vehicle?**
- **We have seen some catastrophic engine concerns with aftermarket tuning.**
- **This is something we may want to look into.**
- **Inspect the ECM P/N, we have seen in some cases the P/N is not OE with A/M programming.**

Thank you,

---

**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.

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: 1/2/2020

Customer name:

VIN: 1N6BA1F43I [REDACTED]

Mileage: 63,696

Dealer code: 5529

Dealer name: CLASSIC NISSAN OF TEXOMA

|

|

||

||

||

ref:\_00DA09j8L.\_5002I1zuFfW:ref

Case [REDACTED] 2017 TITAN XD; Engine will not crank A61 [ ref:\_00DA09j8L.\_5002I1zuFfW:ref ]

---

Message Date 1/4/2020 9:40 AM

Has Attachment

Email Address [REDACTED]

Status Sent

Subject Case [REDACTED] 2017 TITAN XD; Engine will not crank A61 [ ref:\_00DA09j8L.\_5002I1zuFfW:ref ]

Text Body COLE CRAWFORD,

TECH LINE's latest case update is below.

TSS Recommendation:

- We also saw where the long block was replaced about a year ago as well.
- Does the customer have any aftermarket accessories or programming installed on this vehicle?
- We have seen some catastrophic engine concerns with aftermarket tuning.
- This is something we may want to look into.

• Inspect the ECM P/N, we have seen in some cases the P/N is not OE with A/M programming.

Thank you,

---

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:** 1/2/2020  
**Customer name:**  
**VIN:** 1N6BA1F43 [REDACTED]

**Mileage:** 63,696

**Dealer code:** 5529

**Dealer name:** CLASSIC NISSAN OF TEXOMA

**Customer's Concerns:**  
c.s. engine seems to be locked up

**Technician Findings:**  
found starter only clicks, a/m starter, engine can be barred.  
starter operates when tapping side of starter w/tool, engine runs very rough with no power, noise from under left bank valve cover.  
all fluids full.  
no fuel contamination found at this time, fuel test sent out.  
No DTC on arrival:

**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 [REDACTED] 2017 TITAN XD; Engine will not crank A61 [ ref:\_00DA09j8L.\_5002l1zuFfW:ref ]

---

Message Date 1/4/2020 9:36 AM

Has Attachment

Email Address [REDACTED]

Status Sent

Subject Case [REDACTED] 2017 TITAN XD; Engine will not crank A61 [ ref:\_00DA09j8L.\_5002l1zuFfW:ref ]

Text Body COLE CRAWFORD,

TECH LINE's latest case update is below.

**TSS Recommendation:**

- With major trauma like this we would recommend long block replacement.
- If oil had noticeable fine debris we would also recommend to replace the turbos if they do not come with long block.
- Keep us posted on repair.

Thank you,

---

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: 1/2/2020

Customer name: [REDACTED]

VIN: 1N6BA1F4: [REDACTED]

Mileage: 63,696

Dealer code: 5529

Dealer name: CLASSIC NISSAN OF TEXOMA

Customer's Concerns:  
c.s. engine seems to be locked up

Technician Findings:  
found starter only clicks, a/m starter, engine can be barred.  
starter operates when tapping side of starter w/tool, engine runs very rough with no power, noise from under left bank valve cover.  
all fluids full.  
no fuel contamination found at this time, fuel test sent out.  
No DTC on arrival:

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 [REDACTED] 2017 TITAN XD; Engine will not crank A61 [ ref: \_00DA09j8L\_ 5002I1zuFfW:ref ]

Message Date 1/3/2020 10:18 AM

Has Attachment

Email Address techline@nissan-usa.com

Status Read

Subject Case [REDACTED] 2017 TITAN XD; Engine will not crank A61 [ ref: \_00DA09j8L\_ 5002I1zuFfW:ref ]

FYI  
Blackstone labs report attached to case.

Regards,  
Mitl Montoya | TECH LINE | Nissan Group of North America |

-----Original Message-----

From: Blackstone Labs <bstone@blackstone-labs.com>

Sent: Thursday, January 2, 2020 4:23 PM

To: nissan@service-solutions.com

Cc: Nafzger, Jeff <Jeff.Nafzger@Nissan-Usa.com>; NNA TECH LINE <techline@nissan-usa.com>; Mullins, Mark <mark.mullins@nissan-usa.com>

Subject: Customer: Brandon Helms, Tech: Cole Crawford, RO: 173402N

Text Body

Hello from Blackstone Laboratories!

Your Oil Report is attached to this email.

If you can't read this PDF, just ask and we'll send a Microsoft Word version.

Questions? Problems? Reply to this email or give us a call at 260/744-2380.

If you have any interesting follow-up information about this sample that you would like to share with us, please do! We like to keep learning, and people like you are a great source of information for us as analysts.

Sincerely,  
The Blackstone Team

Case [REDACTED] 2017 TITAN XD; Engine will not crank A61 [ ref:\_00DA09j8L.\_5002l1zuFfW:ref ]

---

Message Date 1/2/2020 10:25 AM

Has Attachment

Email Address [REDACTED]

Status Sent

Subject Case [REDACTED] 2017 TITAN XD; Engine will not crank A61 [ ref:\_00DA09j8L.\_5002l1zuFfW:ref ]

Text Body COLE CRAWFORD,

TECH LINE's latest case update is below.

**DESCRIPTION:**

Dealer made comment on a previous case that had concern resolved by long block replacement:  
c.s. engine seems to be locked up,  
found starter only clicks, a/m starter,  
engine can be barred.  
starter operates when tapping side of starter w/tool,  
engine runs very rough with no power,  
noise from under left bank valve cover.  
all fluids full.  
no fuel contamination found at this time,  
fuel test sent out.

**ADDITIONAL CASE NOTES:**

TSS opening new case due to previous case resolve by long block replacement.  
TSS followed up with technician at cell phone:  
Long block replaced on 2/2019 to resolve previous concern,  
Found aftermarket starter..... Will be recommending replacement.  
Vehicle still has aftermarket air filter system.  
No DTCs on initial inspections.  
Found engine not to crank due to aftermarket starter concern  
Engine found engine turned with tool.,  
Dealer was able to start engine  
Found rough idle with low power concern.  
Unable to drive vehicle due to low power concern.  
Noise on left side,  
ECM setting P0506 IDLE CNTRL SYS RPM LOW -OR- ISC SYSTEM after engine is running  
No DTC in ECM on initial inspection  
ABS: C1118 4WD SYSTEM MALFUNCTION 28 trips  
Came in in past with August 2019 at 57K miles for Crankcase pressure sensor DTC  
Unable to complete DTC confirmation,  
Vehicle did not return with same DTC concern since.  
No concern with other DTCs since.  
Can remove oil cap with lots of air into valve cover.  
No crystallization found on fuel filter after drying.

**RECOMMENDATION:**

Let's please attempt to isolate concern to any cylinder(s).  
Check for concern with fuel injector.  
Replace fuel injector(s) if concern found with fuel injector(s).  
If no concern found with fuel injector, remove left valve cover and inspect for trauma.  
Replace long block if trauma to cylinder head.

Thank you,

[REDACTED]

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: 1/2/2020

Customer name: [REDACTED]

VIN: 1N6BA1F43 [REDACTED]

Mileage: 63,696

Dealer code: 5529

Dealer name: CLASSIC NISSAN OF TEXOMA

**Customer's Concerns:**

c.s. engine seems to be locked up

**Technician Findings:**

found starter only clicks, a/m starter, engine can be barred.

starter operates when tapping side of starter w/tool, engine runs very rough with no power, noise from under left bank valve cover.

all fluids full.

no fuel contamination found at this time, fuel test sent out.

No DTC on arrival:

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**

1/6/2020 10:06 AM

1/6/2020 9:41 AM

User [REDACTED]  
Public   
Comment **Out call to dealer.**  
discussed potential aftermarket programming and exhaust parts photos from case 34554070.  
Tech noted vehicle had been towed to another

User [REDACTED]  
Public   
Comment **Email response received:**  
The only a/m accessories found are the intake-k&n, and an added subwoofer system. ecm p# 23710EZ45C. In the previous case I had mentioned

place or home before being towed to the dealer. Tech has not data monitored ECM exhaust data monitor items due to current engine condition. Tech noted metal debris in inter cooler, but has not inspected exhaust components for debris at this point. Current concern is that the vehicle has been tampered with and causing engine trauma. Tech to proceed with engine and turbo replacement as the recommendation. Tech to discussed with warranty administrator for questions regarding warrant-able or unwarrantable repairs.

exhaust system tampering evident and had attached photos. This is very odd to me, and recommend an engineer to look over the truck if at all possible, I will put in for an engine long assy w/turbos. light metal debris found in intercooler hoses and would recommend intake and intercooler replacement to be sure no metal is still in system.

1/4/2020 9:39 AM

1/4/2020 9:36 AM

User Wesley Roberts

User Wesley Roberts

Public

Public

TSS Recommendation:  
• We also saw where the long block was replaced about a year ago as well.  
• Does the customer have any aftermarket accessories or programming installed on this vehicle?  
• We have seen some catastrophic engine concerns with aftermarket tuning.  
• This is something we may want to look into.  
• Inspect the ECM P/N, we have seen in some cases the P/N is not OE with A/M programming.

TSS Recommendation:  
• With major trauma like this we would recommend long block replacement.  
• If oil had noticeable fine debris we would also recommend to replace the turbos if they do not come with long block.  
• Keep us posted on repair.

Comment

Comment

1/3/2020 10:17 AM

User Mitl Montoya

Public

after being able to restart engine found when performing cyl cutout test left bank is dead on all cyl 2,4,6,8. also noise heard from under engine, removed oil pan, saved oil sample, found debris in oil filter and found large metal debris in oil pan. inspected further and found cyl 2 piston at top of cylinder disconnected from connecting rod. fuel test shows to be serviceable diesel fuel. no further inspections performed.

\*\* Blackstone labs report received and attached: This is serviceable diesel fuel. The flashpoint is above the minimum value for diesel and the specific gravity is also appropriate at 0.832. No moisture or solids were found.  
\*\* Sent to TSS for review

Comment

1/3/2020 3:44 PM

User Survey Site Guest User

Public

Comment

1/2/2020 10:07 AM

User Carlos Nunez

Public

Customer Comments: c.s. engine seems to be locked up  
 Technician Findings: found starter only clicks, a/m starter, engine can be barred. starter operates when tapping side of starter w/tool, engine runs very rough with no power, noise from under left bank valve cover. all fluids full.  
no fuel contamination found at this time, fuel test sent out.  
No DTC on arrival  
 Repairs Made: NONE

Comment

1/2/2020 10:24 AM

User Carlos Nunez

Public

Comment

DESCRIPTION:  
Dealer made comment on a previous case that had concern resolved by long block replacement: c.s. engine seems to be locked up, found starter only clicks, a/m starter, engine can be barred. starter operates when tapping side of starter w/tool, engine runs very rough with no power, noise from under left bank valve cover. all fluids full. no fuel contamination found at this time, fuel test sent out.

ADDITIONAL CASE NOTES:  
TSS opening new case due to previous case resolve by long block replacement.  
TSS followed up with technician at cell phone: Long block replaced on 2/2019 to resolve previous

concern,  
Found aftermarket starter..... Will be recommending replacement.  
Vehicle still has aftermarket air filter system.  
No DTCs on initial inspections.  
Found engine not to crank due to aftermarket starter concern  
Engine found engine turned with tool.,  
Dealer was able to start engine  
Found rough idle with low power concern.  
Unable to drive vehicle due to low power concern.  
Noise on left side,  
ECM setting P0506 IDLE CNTRL SYS RPM LOW - OR- ISC SYSTEM after engine is running  
No DTC in ECM on initial inspection  
ABS: C1118 4WD SYSTEM MALFUNCTION 28 trips  
Came in in past with August 2019 at 57K miles for Crankcase pressure sensor DTC  
Unable to complete DTC confirmation.  
Vehicle did not return with same DTC concern since.  
No concern with other DTCs since.  
Can remove oil cap with lots of air into valve cover.  
No crystallization found on fuel filter after drying.

**RECOMMENDATION:**

Let's please attempt to isolate concern to any cylinder(s).  
Check for concern with fuel injector.  
Replace fuel injector(s) if concern found with fuel injector(s).  
If no concern found with fuel injector, remove left valve cover and inspect for trauma.  
Replace long block if trauma to cylinder head.

**Case History**

**1/6/2020 10:10 AM**

---

User **Tony Ellis**

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

**1/6/2020 10:08 AM**

---

User **Tony Ellis**

Action **Changed Tech Preferred Phone from [REDACTED]**

**1/6/2020 9:31 AM**

---

User **Tony Ellis**

Action **Changed Case Owner from TECH LINE Tier 2 to Tony Ellis.**

**1/6/2020 9:28 AM**

---

User **Carlos Nunez**

Action **Changed Case Owner from Carlos Nunez to TECH LINE Tier 2.**

**1/2/2020 10:07 AM**

---

User **Carlos Nunez**

Action **Created.**