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Case: [REDACTED]

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

General

Caller Name	[REDACTED]	Dealer	MOSSY NISSAN
NNAnet user ID	TVA-04494	Contact Name	
Tech Preferred Phone	[REDACTED]	Customer Name	
Tech Preferred Email	bigguyintegra@yahoo.com	Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	Michael Lemmons
Repair/Work Order	71543012	Mobile Phone	
Job/Line Number	2	Texting Status	
Created Day	Thursday		

Incident Information

Customer Comments	TRUCK DIED WHILE DRIVING AND WILL NOT STAR NOW	Customer Name	[REDACTED]
Verified	Yes	Vehicle	1N6BA1F22 [REDACTED]
Question for TECH LINE	Can you confirm my DCU diagnosis?	VIN	1N6BA1F22 [REDACTED]
Service Manual General Section	Engine	Archived VIN Make	
Service Manual Specific Section	Engine Mechanical	Archived VIN Year	2016
Symptom Code Category	Sounds	Archived VIN Model	TITAN XD
Symptom	AIR LEAKS (WIND NOISE)	Incident/RO Date	1/3/2020
When does this concern occur?	ALL TIMES	Calculated Days Down	53
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	NONE	Total Days Down	53
Observed Modifications & Accessories	NONE	Repair Attempts	0
		Current Mileage	66,241
		Vehicle Mileage Prior Value	
		Vehicle Purchased	

Miles
 Primary DTC
 Current DTC
 Past DTC ECM P20509-00
 Other DTCs

TECH LINE Information

Subject No start low compression Resolution Action
 Status Closed Resolution Object
 Confirmed Resolution Pending Field Inspection
 Indicator
 Component Code EM|Engine Mechanical NNA Field Inspection
 Category Date
 Component Code EMD|PISTONS & CONNECTING RODS FSSS
 Issue
 TECH LINE Template ECC Initial Response FSSS Date
 TREAD Component 06
 Date/Time Closed 2/25/2020 4:02 PM
 Description
 Recommendation Detail

DTS Information

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

Activity History

Email: Cas [REDACTED] 2016 TITAN XD; No start low compression [re [REDACTED] _5002I20dMD4:ref]

Name
 Task
 Due Date 2/12/2020
 Assigned To Michael Lemmons
 Last Modified Date/Time 2/12/2020 4:30 PM
 Comments Additional To: [REDACTED]
 CC:
 BCC: michael.lemmons@nissan-usa.com
 Attachment:
 Subject: Cas [REDACTED] 2016 TITAN XD; No start low compression [ref:_00DA09j8L_5002I20dMD4:ref]
 Body:
 ALEX,
 Tech Line is available to assist with diagnosis but we are not allowed to handle any warranty related questions.
 We must recommend inquiring with the warranty group with warranty concerns.
 I have reviewed the PCC case on this vehicle and the last comment of the agent states they were requesting the dealer follow up with technician notes and punch times.

I would recommend following up with PCC with the information they have requested.

Thank you, _____ Michael L.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: 1/9/2020

Customer name: _____

VIN: 1N6BA1F22C_____ Mileage: 66,241

Dealer code: 3090

Dealer name: MOSSY NISSAN

Customer's Concerns:

TRUCK DIED WHILE DRIVING AND WILL NOT STAR NOW

Technician Findings:

PERFROEMD CHECK NO START VERIFIED.

CRANKS OVER AND SPINS FAST. SOUNDS AS NO COMPRESSION

PUSHED IN CHECKED FOR CODES ONLY P2509-00 IN PAST.

CLEARED CODE AND DID NOT RETURN ON KEY CYCLE

PERFORMED COMPRESISON TEST FOUND LOW COMPRESSION

#1 160

#2 125

#3 100

#4 180

#5 60

#6 140

#7 130

#8 155:

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._5002I20dMD4:ref

Email: Case _____ 2016 TITAN XD; No start low compression [ref:_00DA09j8L._5002I20dMD4:ref]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	1/21/2020
Assigned To	Michael Lemmons
Last Modified Date/Time	1/21/2020 12:46 PM
Comments	Additional To _____ CC: BCC: michael.lemmons@nissan-usa.com Attachment: Subject: Ca _____ 2016 TITAN XD; No start low compression [ref:_00DA09j8L._5002I20dMD4:ref]

Body:
ALEX,
We received an email from you with an email address and nothing else.

Did you have a question?

Thank you, _____ Michael L.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.
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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: 1/9/2020
Customer name: _____
VIN: 1N6BA1F22G_____ Mileage: 66,241
Dealer code: 3090
Dealer name: MOSSY NISSAN

Customer's Concerns:
TRUCK DIED WHILE DRIVING AND WILL NOT STAR NOW
Technician Findings:
PERFROEMD CHECK NO START VERIFIED.

CRANKS OVER AND SPINS FAST. SOUNDS AS NO COMPRESSION
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ref:_00DA09j8L._5002I20dMD4:ref

Email: Case _____ 2016 TITAN XD; No start low compression [ref:_00DA09j8L._5002I20dMD4:ref]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	1/21/2020
Assigned To	Michael Lemmons
Last Modified Date/Time	1/21/2020 10:58 AM
Comments	Additional To: _____ CC: BCC: michael.lemmons@nissan-usa.com

Attachment:

Subject: Case [REDACTED] 2016 TITAN XD; No start low compression [ref:_00DA09j8L._5002I20dMD4:ref]

Body:

ALEX,

Since we originally spoke about this situation we have been advised by engineering that we are still not able to replace short engines for the Titan diesel.

A long engine is our only option at this time.

Regarding the warranty claim details for primary failed part, Tech Line is not permitted to advise on warranty matters.

Please consult with your warranty administrator.

Thank you, _____ Michael L.TECH LINE

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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 [REDACTED] cases can be reopened.

Case # [REDACTED]

Date Created: 1/9/2020

Customer name: [REDACTED]

VIN: 1N6BA1F22 [REDACTED] Mileage: 66,241

Dealer code: 3090

Dealer name: MOSSY NISSAN

Customer's Concerns:

TRUCK DIED WHILE DRIVING AND WILL NOT STAR NOW

Technician Findings:

PERFROEMD CHECK NO START VERIFIED.

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ref:_00DA09j8L._5002I20dMD4:ref

Name
Task
Due Date
Assigned To
Last Modified Date/Time
Comments



1/10/2020
Michael Lemmons
1/10/2020 7:26 AM
Additional [REDACTED]
CC: [REDACTED]
BCC: michael.lemmons@nissan-usa.com
Attachment:
Subject: Case [REDACTED] 2016 TITAN XD; [ref:_00DA09j8L._5002I20dMD4:ref]

Body:
ALEX,
We do have short engines available for the Cummins now.

If possible, apply air pressure to each cylinder with valves closed and determine if air is leaking past the valves or not.

If we have excessive air leakage past valves then we will replace the long engine but if the heads are ok then short engine is ok.

Have someone crank over the engine while watching the harmonic balancer.

We have seen some cases of crankshaft separation on this year model.

In most cases we have been successful with a short engine replacement in that situation.

Thank you, _____ Michael L.TECH LINE

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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: 1/9/2020
Customer name: [REDACTED]
VIN: 1N6BA1F22G [REDACTED] Mileage: 66,241
Dealer code: 3090
Dealer name: MOSSY NISSAN

Customer's Concerns:
TRUCK DIED WHILE DRIVING AND WILL NOT STAR NOW
Technician Findings:
PERFROEMD CHECK NO START VERIFIED.

CRANKS OVER AND SPINS FAST. SOUNDS AS NO COMPRESSION

PUSHED IN CHECKED FOR CODES ONLY P2509-00 IN PAST.

CLEARED CODE AND DID NOT RETURN ON KEY CYCLE

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ref:_00DA09j8L._5002I20dMD4:ref

Emails

Re: Case [REDACTED] 2016 TITAN XD; No start low compression [ref:_00DA09j8L._5002I20dMD4:ref]

Message Date 2/12/2020 4:46 PM

Has Attachment

Email Address [REDACTED]

Status **Read**

Subject **Re: Case [REDACTED] 2016 TITAN XD; No start low compression [ref:_00DA09j8L._5002I20dMD4:ref]**

Text Body **I understand pcc told me to summited this information to y'all once the repairs have been made.**

The truck is fixed and running

> On Feb 12, 2020, at 4:30 PM, TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:

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> Tech Line is available to assist with diagnosis but we are not allowed to handle any warranty related questions.

> We must recommend inquiring with the warranty group with warranty concerns.

> I have reviewed the PCC case on this vehicle and the last comment of the agent states they were requesting the dealer follow up with technician notes and punch times.

> I would recommend following up with PCC with the information they have requested.

> Thank you,

> Michael L.

> 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: 1/9/2020

> Customer name: [REDACTED]

> VIN: 1N6BA1F22 [REDACTED]

> Mileage: 66,241

> Dealer code: 3090

> Dealer name: MOSSY NISSAN

> Customer's Concerns:

> TRUCK DIED WHILE DRIVING AND WILL NOT STAR NOW

> Technician Findings:

> PERFROEMD CHECK NO START VERIFIED.

> CRANKS OVER AND SPINS FAST. SOUNDS AS NO COMPRESSION
> PUSHED IN CHECKED FOR CODES ONLY P2509-00 IN PAST.
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> ref:_00DA09j8L._5002I20dMD4:ref

Case [REDACTED] 2016 TITAN XD; No start low compression [ref:_00DA09j8L._5002I20dMD4:ref]

Message Date 2/12/2020 4:30 PM

Has Attachment

Email Address [REDACTED]

Status Sent

Subject Case [REDACTED] 2016 TITAN XD; No start low compression [ref:_00DA09j8L._5002I20dMD4:ref]

Text Body ALEX,

TECH LINE's latest case update is below.

Replied to tech:

Tech Line is available to assist with diagnosis but we are not allowed to handle any warranty related questions.

We must recommend inquiring with the warranty group concerning warranty concerns.

I have reviewed the PCC case on this vehicle and the last comment of the agent states they were requesting the dealer follow up with technician notes and punch times.

I would recommend following up with PCC with the information they have requested.

Thank you,

Michael L.

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: 1/9/2020

Customer name: [REDACTED]
VIN: 1N6BA1F22 [REDACTED]

Mileage: 66,241

Dealer code: 3090

Dealer name: MOSSY NISSAN

Customer's Concerns:
TRUCK DIED WHILE DRIVING AND WILL NOT START NOW

Technician Findings:
PERFROEMD CHECK NO START VERIFIED.
CRANKS OVER AND SPINS FAST. SOUNDS AS NO COMPRESSION
PUSHED IN CHECKED FOR CODES ONLY P2509-00 IN PAST.
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Michael Lemmons
Nissan North America, Inc.
Technical Support Specialist, TECH LINE
Michael.Lemmons@nissan-usa.com
phone [REDACTED]
fax: +1 615-967-3314

Re: Case 38505364; 2016 TITAN XD; No start low compression [ref:_00DA09j8L._5002I20dMD4:ref]

Message Date 2/12/2020 4:09 PM
Has Attachment
Email Address bigguyintegra@yahoo.com

Status **Read**

Subject **Re: Case 38505364; 2016 TITAN XD; No start low compression [ref:_00DA09j8L._5002I20dMD4:ref]**

> On Jan 21, 2020, at 12:46 PM, TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:

>

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> We received an email from you with an email address and nothing else.

> Did you have a question?

>

>

> Thank you,

>

> Michael L.

> 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: 1/9/2020

> Customer name:

> VIN: 1N6BA1F22 [REDACTED]

> Mileage: 66,241

> Dealer code: 3090

> Dealer name: MOSSY NISSAN

>

> Customer's Concerns:

> TRUCK DIED WHILE DRIVING AND WILL NOT STAR NOW

>

> Technician Findings:

> PERFROEMD CHECK NO START VERIFIED.

> CRANKS OVER AND SPINS FAST. SOUNDS AS NO COMPRESSION

> PUSHED IN CHECKED FOR CODES ONLY P2509-00 IN PAST.

> CLEARED CODE AND DID NOT RETURN ON KEY CYCLE

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>

>

> ref:_00DA09j8L._5002I20dMD4:ref

Text Body

Re: Case [REDACTED] 2016 TITAN XD; No start low compression [ref:_00DA09j8L._5002I20dMD4:ref]

Message Date 2/12/2020 4:08 PM

Has Attachment

Email Address [REDACTED]

Status Read

Subject Re: Case [REDACTED] 2016 TITAN XD; No start low compression [ref:_00DA09j8L._5002I20dMD4:ref]

Text Body > On Jan 21, 2020, at 12:46 PM, TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:

>

>

> [REDACTED]

>

> We received an email from you with an email address and nothing else.

> Did you have a question?

>

>

> Thank you,

>

> Michael L.

> 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.

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

>

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> 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: 1/9/2020

> Customer name:

> VIN: 1N6BA1F22 [REDACTED]

> Mileage: 66,241

> Dealer code: 3090

> Dealer name: MOSSY NISSAN

>

> Customer's Concerns:

> TRUCK DIED WHILE DRIVING AND WILL NOT START NOW

>

> Technician Findings:

> PERFROEMD CHECK NO START VERIFIED.

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> ref:_00DA09j8L._5002I20dMD4:ref

Re: Case 38505364; 2016 TITAN XD; No start low compression [ref:_00DA09j8L._5002I20dMD4:ref]

Message Date 2/12/2020 3:54 PM

Has Attachment

Email Address

Status Read

Subject Re: Case [REDACTED] 016 TITAN XD; No start low compression [ref:_00DA09j8L._5002I20dMD4:ref]

Text Body

Power train is ask ring us to send to tech line why we are asking for straight time.
We are requesting 4 hour straight time on tear down for pictures, compression test, harness pin fit and conector test on all injectors, electrical check on harness grounds and main point.

> On Jan 21, 2020, at 12:46 PM, TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:

>
>
>

> We received an email from you with an email address and nothing else.
> Did you have a question?

>
>

> Thank you,

>

> Michael L.
> 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.

>
>
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> 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: 1/9/2020

> Customer name:

> VIN: 1N6BA1F22C [REDACTED]

> Mileage: 66,241

> Dealer code: 3090

> Dealer name: MOSSY NISSAN

>

> Customer's Concerns:

> TRUCK DIED WHILE DRIVING AND WILL NOT STAR NOW

>

> Technician Findings:

> PERFROEMD CHECK NO START VERIFIED.

> CRANKS OVER AND SPINS FAST. SOUNDS AS NO COMPRESSION

> PUSHED IN CHECKED FOR CODES ONLY P2509-00 IN PAST.

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Case [REDACTED] 2016 TITAN XD; No start low compression [ref:_00DA09j8L._5002I20dMD4:ref]

Message Date 1/21/2020 12:46 PM

Has Attachment

Email Address [REDACTED]

Status **Sent**

Subject **Case [REDACTED] 2016 TITAN XD; No start low compression [ref:_00DA09j8L._5002I20dMD4:ref]**

Text Body **ALEX,**

TECH LINE's latest case update is below.

Replied to tech:

**We received an email from you with an email address and nothing else.
Did you have a question?**

Thank you,

Michael L.

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: 1/9/2020

Customer name: [REDACTED]

VIN: 1N6BA1F22 [REDACTED]

Mileage: 66,241

Dealer code: 3090

Dealer name: MOSSY NISSAN

Customer's Concerns:

TRUCK DIED WHILE DRIVING AND WILL NOT STAR NOW

Technician Findings:

PERFROEMD CHECK NO START VERIFIED.
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Michael Lemmons
Nissan North America, Inc.
Technical Support Specialist, TECH LINE
Michael.Lemmons@nissan-usa.com
phone [REDACTED]
fax: +1 615-967-3314

Re: Case 38505364; 2016 TITAN XD; No start low compression [ref:_00DA09j8L._5002I20dMD4:ref]

Message Date 1/21/2020 12:18 PM
Has Attachment 
Email Address bigguyintegra@yahoo.com
Status Read
Subject Re: Cas [REDACTED] 2016 TITAN XD; No start low compression [ref:_00DA09j8L._5002I20dMD4:ref]
Text Body Rquarles@mossytexas.com

> On Jan 21, 2020, at 10:58 AM, TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:

>

>

>

>

>

> Since we originally spoke about this situation we have been advised by engineering that we are still not able to replace short engines for the Titan diesel.

> A long engine is our only option at this time.
> Regarding the warranty claim details for primary failed part, Tech Line is not permitted to advise on warranty matters.
> Please consult with your warranty administrator.
>
>
> Thank you,
> _____
> Michael L.
> 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: 1/9/2020
> Customer name:
> VIN: 1N6BA1F22 [REDACTED]
> Mileage: 66,241
> Dealer code: 3090
> Dealer name: MOSSY NISSAN
>
> Customer's Concerns:
> TRUCK DIED WHILE DRIVING AND WILL NOT STAR NOW
>
> Technician Findings:
> PERFROEMD CHECK NO START VERIFIED.
> CRANKS OVER AND SPINS FAST. SOUNDS AS NO COMPRESSION
> PUSHED IN CHECKED FOR CODES ONLY P2509-00 IN PAST.
> CLEARED CODE AND DID NOT RETURN ON KEY CYCLE
> PERFORMED COMPRESISON TEST FOUND LOW COMPRESSION
> #1 160
> #2 125
> #3 100
> #4 180
> #5 60
> #6 140
> #7 130
> #8 155:
>
>
> 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.
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> ref:_00DA09j8L._5002I20dMD4:ref

Case [REDACTED] 2016 TITAN XD; No start low compression [ref:_00DA09j8L._5002I20dMD4:ref]

Message Date 1/21/2020 10:58 AM

Has Attachment 

Email Address [REDACTED]

Status Sent

Subject Case [REDACTED] 2016 TITAN XD; No start low compression [ref:_00DA09j8L._5002I20dMD4:ref]
Text Body [REDACTED]

TECH LINE's latest case update is below.

Replied to tech:

Since we originally spoke about this situation we have been advised by engineering that we are still not able to replace short engines for the Titan diesel.

A long engine is our only option at this time.

Regarding the warranty claim details for primary failed part, Tech Line is not permitted to advise on warranty matters.

Please consult with your warranty administrator.

Thank you,

Michael L.

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: 1/9/2020

Customer name: [REDACTED]

VIN: 1N6BA1F22 [REDACTED]

Mileage: 66,241

Dealer code: 3090

Dealer name: MOSSY NISSAN

Customer's Concerns:

TRUCK DIED WHILE DRIVING AND WILL NOT STAR NOW


Technician Findings:

PERFROEMD CHECK NO START VERIFIED.
CRANKS OVER AND SPINS FAST. SOUNDS AS NO COMPRESSION
PUSHED IN CHECKED FOR CODES ONLY P2509-00 IN PAST.
CLEARED CODE AND DID NOT RETURN ON KEY CYCLE
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Michael Lemmons
Nissan North America, Inc.
Technical Support Specialist, TECH LINE
Michael.Lemmons@nissan-usa.com
phone: [REDACTED]
fax: +1 615-967-3314

Re: [REDACTED] 2016 TITAN XD; [ref: _00DA09j8L._5002I20dMD4:ref]


Message Date 1/21/2020 9:41 AM
Has Attachment 
Email Address bigguyintegra@yahoo.com
Status Read
Subject Re: Case [REDACTED] 2016 TITAN XD; [ref:_00DA09j8L._5002I20dMD4:ref]
Text Body Checked and we did have air leakage
To continue we will have to contact power train for approval on long block. What fails part (number) should be used

> On Jan 10, 2020, at 7:26 AM, TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:
>
>
>
> [REDACTED]

> We do have short engines available for the Cummins now.
> If possible, apply air pressure to each cylinder with valves closed and determine if air is leaking past the valves or not.
> If we have excessive air leakage past valves then we will replace the long engine but if the heads are ok then short engine is ok.
> Have someone crank over the engine while watching the harmonic balancer.
> We have seen some cases of crankshaft separation on this year model.
> In most cases we have been successful with a short engine replacement in that situation.
>
>
> Thank you,
> _____
> Michael L.
> TECH LINE
>
>
> The TECH LINE Survey can be accessed by: [CLICKING HERE](#)
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> Updating a TECH LINE Case:
> Technician: Reply to this email; do not change the email subject line. Email file attachments are limited to 6MB.
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>
> Case #: [REDACTED]
> Date Created: 1/9/2020
> Customer name:
> VIN: 1N6BA1F22 [REDACTED]
> Mileage: 66,241
> Dealer code: 3090
> Dealer name: MOSSY NISSAN
>
> Customer's Concerns:
> TRUCK DIED WHILE DRIVING AND WILL NOT STAR NOW
>
> Technician Findings:
> PERFROEMD CHECK NO START VERIFIED.
> CRANKS OVER AND SPINS FAST. SOUNDS AS NO COMPRESSION
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> ref:_00DA09j8L._5002I20dMD4:ref

Case [REDACTED] 2016 TITAN XD; [ref:_00DA09j8L._5002I20dMD4:ref]

Message Date 1/10/2020 7:26 AM
Has Attachment 
Email Address [REDACTED]
Status Sent
Subject Case [REDACTED] 2016 TITAN XD; [ref:_00DA09j8L._5002I20dMD4:ref]
Text Body ALEX,

TECH LINE's latest case update is below.

Recommendation:

We do have short engines available for the Cummins now.

If possible, apply air pressure to each cylinder with valves closed and determine if air is leaking past the valves or not.

If we have excessive air leakage past valves then we will replace the long engine but if the heads are ok then short engine is ok.

Have someone crank over the engine while watching the harmonic balancer.

**We have seen some cases of crankshaft separation on this year model.
In most cases we have been successful with a short engine replacement in that situation.**

Thank you,

Michael L.

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: 1/9/2020

Customer name: [REDACTED]

VIN: 1N6BA1F22 [REDACTED]

Mileage: 66,241

Dealer code: 3090

Dealer name: MOSSY NISSAN

Customer's Concerns:

TRUCK DIED WHILE DRIVING AND WILL NOT STAR NOW

Technician Findings:

PERFROEMD CHECK NO START VERIFIED.

CRANKS OVER AND SPINS FAST. SOUNDS AS NO COMPRESSION

PUSHED IN CHECKED FOR CODES ONLY P2509-00 IN PAST.

CLEARED CODE AND DID NOT RETURN ON KEY CYCLE

PERFORMED COMPRESISON TEST FOUND LOW COMPRESSION

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Michael Lemmons
Nissan North America, Inc.
Technical Support Specialist, TECH LINE
Michael.Lemmons@nissan-usa.com
phone: [REDACTED]
fax: +1 615-967-3314

Case Comments

2/13/2020 7:07 AM

User **Michael Lemmons**
Public
Comment **Received internal message from PCC manager-SJ:
PCC team lead will be calling dealer**

2/12/2020 4:29 PM

User **Michael Lemmons**
Public
Comment **Replied to tech:
Tech Line is available to assist with diagnosis but
we are not allowed to handle any warranty related
questions.
We must recommend inquiring with the warranty
group concerning warranty concerns.
I have reviewed the PCC case on this vehicle and
the last comment of the agent states they were
requesting the dealer follow up with technician
notes and punch times.
I would recommend following up with PCC with the
information they have requested.**

1/21/2020 12:45 PM

User **Michael Lemmons**
Public
Comment **Replied to tech:
We received an email from you with an email
address and nothing else.
Did you have a question?**

1/21/2020 10:57 AM

User **Michael Lemmons**
Public
Comment **Replied to tech:
Since we originally spoke about this situation we
have been advised by engineering that we are still
not able to replace short engines for the Titan
diesel.
A long engine is our only option at this time.
Regarding the warranty claim details for primary
failed part, Tech Line is not permitted to advise on
warranty matters.
Please consult with your warranty administrator.**

2/13/2020 7:06 AM

User **Michael Lemmons**
Public
Comment **Received email from tech:
I understand pcc told me to summited this
information to y'all once the repairs have been
made.
The truck is fixed and running**

2/12/2020 4:21 PM

User **Michael Lemmons**
Public
Comment **Received email from tech:
Power train is ask ring us to send to tech line why
we are asking for straight time.
We are requesting 4 hour straight time on tear
down for pictures, compression test, harness pin
fit and conector test on all injectors, electrical
check on harness grounds and main point.**

1/21/2020 12:45 PM

User **Michael Lemmons**
Public
Comment **Received email from tech:
Rquarles@mossytexas.com**

1/21/2020 10:55 AM

User **Michael Lemmons**
Public
Comment **Received reply from tech:
Checked and we did have air leakage
To continue we will have to contact power train for
approval on long block. What fails part (number)
should be used**

1/9/2020 5:09 PM

User **Survey Site Guest User**
Public
Comment **Customer Comments: TRUCK DIED WHILE
DRIVING AND WILL NOT STAR NOW
 Technician Findings: PERFROEMD CHECK NO**

1/10/2020 7:23 AM

User **Michael Lemmons**

Public

Recommendation:

We do have short engines available for the Cummins now.

If possible, apply air pressure to each cylinder with valves closed and determine if air is leaking past the valves or not.

Comment **If we have excessive air leakage past valves then we will replace the long engine but if the heads are ok then short engine is ok.**

Have someone crank over the engine while watching the harmonic balancer.

We have seen some cases of crankshaft separation on this year model.

In most cases we have been successful with a short engine replacement in that situation.

START VERIFIED.

CRANKS OVER AND SPINS FAST. SOUNDS AS NO COMPRESSION

PUSHED IN CHECKED FOR CODES ONLY P2509-00 IN PAST.

CLEARED CODE AND DID NOT RETURN ON KEY CYCLE

PERFORMED COMPRESION TEST FOUND LOW COMPRESSION

#1 160

#2 125

#3 100

#4 180

#5 60

#6 140

#7 130

#8 155

Repairs Made: NONE

Case History

2/25/2020 4:02 PM

User **Michael Lemmons**

Action **Changed Status from Pending TECH LINE to Closed. Closed.**

2/12/2020 3:54 PM

User **Managed Services**

Action **Changed First Call Resolution from Yes to No. Changed Reopen Date to 2/12/2020 3:54 PM. Changed Status from Closed to Pending TECH LINE.**

1/10/2020 7:27 AM

User **Michael Lemmons**

Action **Changed Subject to No start low compression. Changed Status from Open to Closed. Closed.**

1/10/2020 7:02 AM

User **Michael Lemmons**

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

1/9/2020 5:09 PM

User **Survey Site Guest User**

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