



Case [REDACTED]

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

**General**

Caller Name	<span style="background-color: black; color: black;">[REDACTED]</span>	Dealer	WALT MASSEY NISSAN
NNA net user ID	TVA-04563	Contact Name	
Tech Preferred Phone	334-464-6869	Customer Name	
Tech Preferred Email	<span style="background-color: black; color: black;">[REDACTED]</span>	Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	Robert Aponte
Repair/Work Order	183574	Mobile Phone	
Job/Line Number	A	Texting Status	
Created Day	Monday		

**Incident Information**

Customer Comments	Was driving and vehicle shut off and now is acting like is locked up	Customer Name	<span style="background-color: black; color: black;">[REDACTED]</span>
Verified	Yes	Vehicle	1N6BA1F4XH <span style="background-color: black; color: black;">[REDACTED]</span>
Question for TECH LINE	What test should I do next?	VIN	1N6BA1F4XH <span style="background-color: black; color: black;">[REDACTED]</span>
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	ENGINE QUIT	Incident/RO Date	2/28/2020
When does this concern occur?	ALL TIMES	Calculated Days Down	19
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	none	Total Days Down	19
Observed Modifications & Accessories	None	Repair Attempts	0
		Current Mileage	37,938
		Vehicle Mileage Prior Value	
		Vehicle Purchased	

Miles  
 Primary DTC  
 Current DTC ECM P203F ECM P2048-00  
 Past DTC ECM P051D-00  
 Other DTCs

**TECH LINE Information**

Subject Engine cranks no start A61 Resolution Action REPLACE  
 Status Closed Resolution Object ENGINE ASSEMBLY  
 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 3/18/2020 10:04 AM  
 Description  
 Recommendation Detail

**DTS Information**

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

**Activity History**

**Review Dealer Comment**

Name  
 Task   
 Due Date 3/19/2020  
 Assigned To Robert Aponte  
 Last Modified Date/Time 3/18/2020 10:09 AM  
 Comments

Email: Case [REDACTED] 2017 Titan XD; Engine cranks no start A61 [ ref:\_00DA09j8L.\_5002I23X2Aj:ref ]

Name  
 Task   
 Due Date 3/6/2020  
 Assigned To Christopher O'Connor  
 Last Modified Date/Time 3/6/2020 8:47 AM  
 Comments Additional [REDACTED]  
 CC:  
 BCC: oconnoc@nissan-usa.com  
 Attachment:  
 Subject: Cas [REDACTED] 2017 Titan XD; Engine cranks no start A61 [ ref:\_00DA09j8L.\_5002I23X2Aj:ref ]

**Body:**

Dustin Little,  
TECH LINE's latest case update is below.  
Thank you for your time on the phone today, we received your email at the TECH LINE inbox requesting single use parts list.

I apologize we don't have a one time use parts list available. The ESM has been our guide for single use parts .

I will contact the PCC on your behalf and advise that you don't have the long engine yet, and don't have accurate way to determine all of the single use parts until this arrives.

Thank you, \_\_\_\_\_ Christopher O'Connor 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: 3/2/2020

Customer name: [REDACTED]

VIN: 1N6BA1F4XHM [REDACTED] age: 37,938

Dealer code: 3498

Dealer name: WALT MASSEY NISSAN

**Customer's Concerns:**

Was driving and vehicle shut off and now is acting like is locked up

**Technician Findings:**

Customer states while driving it started shaking and knocking very bad, and he said it was locked up. Came in as a no start, but it will spin over. When trying to start has a knock and is popping back through intake tube like a intake valve has a issue.:

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.\_5002I23X2Aj:ref

Email: Case [REDACTED]; 2017 Titan XD; Engine cranks no start A61 [ ref:\_00DA09j8L.\_5002I23X2Aj:ref ]

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Name	
Task	<input checked="" type="checkbox"/>
Due Date	3/5/2020
Assigned To	Robert Aponte
Last Modified Date/Time	3/5/2020 1:36 PM
Comments	Additional T [REDACTED] CC: BCC: robert.aponte@nissan-usa.com Attachment:  Subject: Case 39725732; 2017 Titan XD; Engine cranks no start A61 [ ref:_00DA09j8L._5002I23X2Aj:ref ] Body: Dustin Little, TECH LINE's latest case update is below. TSS-

Great work Dustin!

Thanks for the update information, pictures and the video.

Let's replace the long engine and attach the fluid samples to the case when they arrive.

Let us know if resolved or further assistance needed after repairs.

Have a great rest of your day!

Thank you, \_\_\_\_\_ Robert Aponte TECH LINE

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Case # \_\_\_\_\_

Date Created: 3/2/2020

Customer name: \_\_\_\_\_

VIN: 1N6BA1F4XH \_\_\_\_\_ Mileage: 37,938

Dealer code: 3498

Dealer name: WALT MASSEY NISSAN

Customer's Concerns:

Was driving and vehicle shut off and now is acting like is locked up

Technician Findings:

Customer states while driving it started shaking and knocking very bad, and he said it was locked up. Came in as a no start, but it will spin over. When trying to start has a knock and is popping back through intake tube like a intake valve has a issue.:

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ref: \_\_\_\_\_\_5002I23X2Aj:ref

Email: Case \_\_\_\_\_ 2017 TITAN XD; Engine cranks no start A61 [ ref: \_00DA09j8L.\_5002I23X2Aj:ref ]

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Name	
Task	<input checked="" type="checkbox"/>
Due Date	3/2/2020
Assigned To	Robert Aponte
Last Modified Date/Time	3/2/2020 5:48 PM
Comments	Additional To _____ CC: BCC: robert.aponte@nissan-usa.com Attachment:  Subject: Cas _____ 2017 TITAN XD; Engine cranks no start A61 [ ref: _00DA09j8L._5002I23X2Aj:ref ] Body: Dustin Little, TECH LINE's latest case update is below. Recommendation:

Please send fuel out from testing to black stones lab.( using TECHMATE- J-50097 Fuel Analysis Instructions [CLICK HERE](#))

In the meantime, Let's perform a compression test.

The procedure requires the injectors to be removed.

Follow the procedure in the ESM.

With the injectors out, Let's also inspect the cylinders with a borescope for any trauma.

If compression is low, let's perform a leak down test on related cylinder to determine the cause.

If further technical assistance is needed, please follow up with all test results

Thank you, \_\_\_\_\_ Robert Aponte TECH LINE

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Closed TECH LINE cases can be reopened.

Case # [REDACTED]

Date Created: 3/2/2020

Customer name:

VIN: 1N6BA1F4XH [REDACTED] Mileage: 37,938

Dealer code: 3498

Dealer name: WALT MASSEY NISSAN

Customer's Concerns:

Was driving and vehicle shut off and now is acting like is locked up

Technician Findings:

Customer states while driving it started shaking and knocking very bad, and he said it was locked up. Came in as a no start, but it will spin over. When trying to start has a knock and is popping back through intake tube like a intake valve has a issue.:

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ref: [REDACTED]\_5002I23X2Aj:ref

#### Attachments

<b>diesel1.pdf</b>	<b>Untitled.msg</b>
Size 17KB	Size 44KB
Ownership Survey Site Guest User	Ownership Christopher O'Connor
View <a href="#">View file</a>	View <a href="#">View file</a>
Last Modified 3/18/2020 10:01 AM	Last Modified 3/6/2020 8:32 AM
<b>IMG_20200305_120654460.jpg</b>	<b>IMG_20200305_120629150_MP.jpg</b>
Size 731KB	Size 380KB
Ownership Andy Jones	Ownership Andy Jones
View <a href="#">View file</a>	View <a href="#">View file</a>
Last Modified 3/5/2020 12:51 PM	Last Modified 3/5/2020 12:51 PM
<b>IMG_20200305_120543003.jpg</b>	<b>IMG_20200305_122244927.jpg</b>
Size 710KB	Size 565KB
Ownership Andy Jones	Ownership Andy Jones
View <a href="#">View file</a>	View <a href="#">View file</a>
Last Modified 3/5/2020 12:51 PM	Last Modified 3/5/2020 12:51 PM
<b>IMG_20200305_120533075.jpg</b>	<b>IMG_20200305_121436114.jpg</b>
Size 698KB	Size 633KB

Ownership **Andy Jones**  
View [View file](#)  
Last Modified **3/5/2020 12:50 PM**

Ownership **Andy Jones**  
View [View file](#)  
Last Modified **3/5/2020 12:50 PM**

**VID\_20200302\_155528556.mp4**

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Size **4.54MB**  
Ownership **Andy Jones**  
View [View file](#)  
Last Modified **3/3/2020 7:35 AM**

**Emails**

**Walt Massey Nissan; Andalusia AL; MY17 Titan 1N6BA1F4** [redacted] **39725732 [ ref:\_00DA09j8L\_5002I23X2Aj:ref ]**

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Message Date **3/6/2020 8:53 AM**  
Has Attachment   
Email Address **christopher.o'connor@nissan-usa.com**  
Status **Read**  
Subject **Walt Massey Nissan; Andalusia AL; MY17 Titan 1N6BA1F4** [redacted] [redacted] [ref:\_00DA09j8L\_5002I23X2Aj:ref ]  
**PCC,**

I spoke to our technician Dustin this morning regarding 1 time use parts for this Titan XD Cummins engine replacement.  
As the dealer hasn't received the replacement engine, they don't know how it arrives for an accurate 1 time parts list.

Does your team have a list of 1 time use parts?

**Christopher O'Connor**  
**Sr. Supervisor, Vehicle Technical Support**  
**Aftersales Division**

Text Body

**Nissan North America, Inc.**



[cid:image002.jpg@01D130EB.92221510]

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**Case 39725732; 2017 Titan XD; Engine cranks no start A61 [ ref:\_00DA09j8L\_5002I23X2Aj:ref ]**

---

Message Date **3/6/2020 8:47 AM**  
Has Attachment   
Email Address **dus\_nic\_little@yahoo.com**  
Status **Sent**  
Subject **Case 39725732; 2017 Titan XD; Engine cranks no start A61 [ ref:\_00DA09j8L\_5002I23X2Aj:ref ]**  
Text Body **Dustin Little,**

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

**Thank you for your time on the phone today, we received your email at the TECH LINE inbox requesting single use parts list.**

I apologize we don't have a one time use parts list available. The ESM has been our guide for single use parts

I will contact the PCC on your behalf and advise that you don't have the long engine yet, and don't have accurate way to determine all of the single use parts until this arrives.

Thank you,

---

Christopher O'Connor

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: 3/2/2020

Customer name:

VIN: 1N6BA1F4XH [REDACTED]

Mileage: 37,938

Dealer code: 3498

Dealer name: WALT MASSEY NISSAN

Customer's Concerns:

Was driving and vehicle shut off and now is acting like is locked up

Technician Findings:

Customer states while driving it started shaking and knocking very bad, and he said it was locked up. Came in as a no start, but it will spin over. When trying to start has a knock and is popping back through intake tube like a intake valve has a issue.:

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Christopher O'Connor  
Sr. Supervisor, Vehicle Technical Support  
Aftersales Division

Nissan North America, Inc.  
[REDACTED]

[REDACTED] 2017 Titan XD; Engine cranks no start A61 [ ref:\_00DA09j8L.\_5002I23X2Aj:ref ]

---

Message Date 3/5/2020 1:36 PM  
Has Attachment [REDACTED]  
Email Address [REDACTED]  
Status Sent  
Subject Case [REDACTED] 2017 Titan XD; Engine cranks no start A61 [ ref:\_00DA09j8L.\_5002I23X2Aj:ref ]  
Text Body Dustin Little,

TECH LINE's latest case update is below.

TSS-  
Great work Dustin!  
Thanks for the update information, pictures and the video.

Let's replace the long engine and attach the fluid samples to the case when they arrive.  
Let us know if resolved or further assistance needed after repairs.  
Have a great rest of your day!

Thank you,

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Robert Aponte

TECH LINE

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Case # [REDACTED]  
Date Created: 3/2/2020

Customer name:

VIN: 1N6BA1F4XH [REDACTED]

Mileage: 37,938

Dealer code: 3498

Dealer name: WALT MASSEY NISSAN

**Customer's Concerns:**

Was driving and vehicle shut off and now is acting like is locked up

**Technician Findings:**

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Case # [REDACTED] 2017 TITAN XD; Engine cranks no start A61 [ ref:\_00DA09j8L.\_5002I23X2Aj:ref ]

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Message Date 3/2/2020 5:48 PM

Has Attachment

Email Address [REDACTED]

Status **Sent**

Subject Case # [REDACTED] 2017 TITAN XD; Engine cranks no start A61 [ ref:\_00DA09j8L.\_5002I23X2Aj:ref ]

Text Body **Dustin Little,**

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

**Recommendation:**

**Please send fuel out from testing to black stones lab.( using TECHMATE- J-50097 Fuel Analysis Instructions [CLICK HERE](#))**

**In the meantime,Let's perform a compression test.  
The procedure requires the injectors to be removed.**

**Follow the procedure in the ESM.**

**With the injectors out, Let's also inspect the cylinders with a borescope for any trauma.**

**If compression is low, let's perform a leak down test on related cylinder to determine the cause.  
If further technical assistance is needed, please follow up with all test results**

Thank you,

---

Robert Aponte

TECH LINE

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Case # [REDACTED]

Date Created: 3/2/2020

Customer name: [REDACTED]

VIN: 1N6BA1F4X[REDACTED]

Mileage: 37,938

Dealer code: 3498

Dealer name: WALT MASSEY NISSAN

Customer's Concerns:

Was driving and vehicle shut off and now is acting like is locked up

Technician Findings:

Customer states while driving it started shaking and knocking very bad, and he said it was locked up. Came in as a no start, but it will spin over. When trying to start has a knock and is popping back through intake tube like a intake valve has a issue.:

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**Case Comments**

3/18/2020 10:01 AM

3/6/2020 1:32 PM

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User | Survey Site Guest User

User | Christopher O'Connor

Public   
Comment **Blackstone labs results**

**3/6/2020 8:47 AM**

User **Christopher O'Connor**  
Public   
Comment  
**Thank you for your time on the phone today, we received your email at the TECH LINE inbox requesting single use parts list.**  
**I apologize we don't have a one time use parts list available. The ESM has been our guide for single use parts .**  
**I will contact the PCC on your behalf and advise that you don't have the long engine yet, and don't have accurate way to determine all of the single use parts until this arrives.**

**3/5/2020 12:50 PM**

User **Andy Jones**  
Public   
Comment  
**Email received:**  
**"found issue. Broken intake camshaft on left bank and #1 cam bearing cap broken. Also broken followers on exhaust side on same cylinder. Looked in cylinder and Piston looked ok, possibly scratch on cylinder wall as seen in picture. Compression results as well. Ordered fuel sample kit for testing."**  
**Attached images from emails.**

**3/2/2020 5:47 PM**

User **Robert Aponte**  
Public   
Comment  
**Recommendation:**  
**Please send fuel out from testing to black stones lab.( using TECHMATE- J-50097 Fuel Analysis Instructions [CLICK HERE](#))**  
**In the meantime,Let's perform a compression test. The procedure requires the injectors to be removed.**  
**Follow the procedure in the ESM. With the injectors out, Let's also inspect the cylinders with a borescope for any trauma.**  
**If compression is low, let's perform a leak down test on related cylinder to determine the cause. If further technical assistance is needed, please follow up with all test results**

**3/2/2020 3:50 PM**

User **Survey Site Guest User**  
Public   
Comment **Customer Comments: Was driving and vehicle shut off and now is acting like is locked up**  
 **Technician Findings: Customer states while**

Public   
Comment **Called Tech for follow up. Advised PCC accepts rough estimate during the approval process.**

**3/5/2020 1:36 PM**

User **Robert Aponte**  
Public   
Comment  
**TSS- Great work Dustin! Thanks for the update information, pictures and the video.**  
**Let's replace the long engine and attach the fluid samples to the case when they arrive. Let us know if resolved or further assistance needed after repairs. Have a great rest of your day!**

**3/3/2020 7:35 AM**

User **Andy Jones**  
Public   
Comment  
**Support activity:**  
**Attached video received from email.**

**3/2/2020 3:53 PM**

User **Survey Site Guest User**  
Public   
Comment **I just wanted to know where to go next and what should I check next? Have you seen this issue before?**

driving it started shaking and knocking very bad, and he said it was locked up. Came in as a no start, but it will spin over. When trying to start has a knock and is popping back through intake tube like a intake valve has a issue.

Repairs Made: none

## Case History

**3/18/2020 10:08 AM**

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User **Robert Aponte**

Action **Closed.**

**3/18/2020 10:04 AM**

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User **Robert Aponte**

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

**3/18/2020 10:01 AM**

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User **Survey Site Guest User**

Action **Changed Reopen Date from 3/6/2020 8:53 AM to 3/18/2020 10:01 AM. Changed Status from Closed to Pending TECH LINE.**

**3/6/2020 11:23 AM**

---

User **Robert Aponte**

Action **Closed.**

**3/6/2020 8:54 AM**

---

User **Christopher O'Connor**

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

**3/6/2020 8:53 AM**

---

User **Managed Services**

Action **Changed First Call Resolution from Yes to No. Changed Reopen Date to 3/6/2020 8:53 AM. Changed Status from Closed to Pending TECH LINE.**

**3/5/2020 1:37 PM**

---

User **Robert Aponte**

Action **Closed.**

**3/2/2020 5:33 PM**

---

User **Robert Aponte**

Action **Changed Subject to Engine cranks no start A61. Changed Status from Pending TECH LINE to Closed. Closed.**

**3/2/2020 5:30 PM**

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User **Robert Aponte**

Action **Changed Case Owner from TECH LINE Initial 1 to Robert Aponte.**

**3/2/2020 3:50 PM**

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User **Survey Site Guest User**

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