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Case: [REDACTED]

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**General**

Caller Name	[REDACTED]	Dealer	BRANDON NISSAN
NNAnet user ID	TVA-51279	Contact Name	
Tech Preferred Phone	[REDACTED]	Customer Name	
Tech Preferred Email	elpuma1987@aol.com	Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	Brandt Boster
Repair/Work Order	611035	Mobile Phone	
Job/Line Number	C	Texting Status	
Created Day	Monday		

**Incident Information**

Customer Comments	CUST WAS DRIVING AND ENGINE LOCKED UP	Customer Name	[REDACTED]
Verified	Yes	Vehicle	1N6BA1F42 [REDACTED]
Question for TECH LINE	What test should I do next?	VIN	1N6BA1F42 [REDACTED]
Service Manual General Section	Engine	Archived VIN Make	
Service Manual Specific Section	Engine Mechanical	Archived VIN Year	2018
Symptom Code Category	Experience/Occurrence	Archived VIN Model	Titan XD
Symptom	MISFIRE	Incident/RO Date	4/17/2020
When does this concern occur?	ALL TIMES	Calculated Days Down	4
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	DROP TANK AND CLEAN TANK AND REPL FUEL FILTERS AND PUT KNOWN GOOD DIESEL	Total Days Down	4
Observed Modifications & Accessories	N/A	Repair Attempts	0
		Current Mileage	25,015
		Vehicle Mileage Prior Value	

Vehicle Purchased  
Miles

Primary DTC

Current DTC

Past DTC

Other DTCs

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### TECH LINE Information

Subject	Engine will not start EMC A61	Resolution Action	REPLACE
Status	Closed	Resolution Object	LONG BLOCK
Confirmed Resolution	Pending	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	4/21/2020 9:28 AM		
Description			
Recommendation Detail			

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### 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: Cas [REDACTED] 2018 Titan XD; Engine will not start EMC A61 [ ref:\_00DA09j8L.\_5002I25tdro:ref ]

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Name	
Task	<input checked="" type="checkbox"/>
Due Date	4/21/2020
Assigned To	Brandt Boster
Last Modified Date/Time	4/21/2020 9:28 AM
Comments	<b>Additional To</b> [REDACTED] <b>CC:</b> <b>BCC:</b> brandt.boster@nissan-usa.com <b>Attachment:</b>  <b>Subject:</b> Case 40062374; 2018 Titan XD; Engine will not start EMC A61 [ ref:_00DA09j8L._5002I25tdro:ref ] <b>Body:</b> Great find Jason!  <b>I appreciate the update and photo on this one</b>

With these findings, replacement of the Long Engine assembly would be recommended

Keep us in the loop if we can assist further during repairs

Have a great rest of your Tuesday Jason!

Thank you, \_\_\_\_\_ Brandt BTECH 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.

ref:\_00DA09j8L\_5002I25tdro:ref

Email: Cas [REDACTED] 2018 Titan XD; [ ref:\_00DA09j8L\_5002I25tdro:ref ]

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Name  
Task   
Due Date 4/20/2020  
Assigned To Brandt Boster  
Last Modified Date/Time 4/20/2020 1:57 PM  
Comments Additional To [REDACTED]  
CC:  
BCC: brandt.boster@nissan-usa.com  
Attachment:

Subject: Ca [REDACTED] 2018 Titan XD; [ ref:\_00DA09j8L\_5002I25tdro:ref ]

Body:

Thank you for detailed information on this one Jason.

I understand we have a no start concern and the engine shut off while the customer was driving

Let's start by documenting engine oil level and inspecting for normal cranking to return with the drive belt removed

If no change, let's watch the harmonic balance for any thrust related concerns while an assistant cranks the engine over

- We have seen separated crankshafts on this engine, excessive harmonic balancer movement is generally a quick way to assist with confirmation

Finally, let's remove the engine oil pan and inspect for debris that could confirm a mechanical engine seizing concern

Keep us in the loop if we can be of further assistance on this vehicle, or any other vehicles at the dealer

- We are here to help!

Have a great rest of your Monday Jason!

Thank you, \_\_\_\_\_ Brandt BTECH 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.  
ref:\_00DA09j8L.\_5002I25tdro:ref

**Emails**

Case # [REDACTED] 2018 Titan XD; Engine will not start EMC A61 [ ref:\_00DA09j8L.\_5002I25tdro:ref ]

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Message Date 4/21/2020 9:28 AM

Has Attachment

Email Address [REDACTED]

Status **Sent**

Subject **Case 40062374; 2018 Titan XD; Engine will not start EMC A61 [ ref:\_00DA09j8L.\_5002I25tdro:ref ]**

Text Body **JASON FEBUS,**

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

**Recommendation:  
Great find Jason!**

**I appreciate the update and photo on this one**

**With these findings, replacement of the Long Engine assembly would be recommended**

**Keep us in the loop if we can assist further during repairs  
Have a great rest of your Tuesday Jason!**

Thank you,

---

**Brandt B**

**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: 4/20/2020

Customer name [REDACTED]  
VIN: 1N6BA1F42 [REDACTED]

Mileage: 25,015

Dealer code: 5753

Dealer name: BRANDON NISSAN

Customer's Concerns:  
CUST WAS DRIVING AND ENGINE LOCKED UP

Technician Findings:  
VEH WILL NOT START, CRANKS ONLY AND SQUEELS WHEN CRANKING 70 PSI ON L/S AND 4800 ON H/S FUEL PRESSURE, RCTV LINKAGE ISNT SEIZED, NO CODES VEH WILL NOT RUN:

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Re: Cas [REDACTED] 018 Titan XD; [ ref:\_00DA09j8L.\_5002I25tdro:ref ]

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Message Date 4/21/2020 8:49 AM

Has Attachment

Email Address [REDACTED]

Status **Read**

Subject Re: Cas [REDACTED] 2018 Titan XD; [ ref:\_00DA09j8L.\_5002I25tdro:ref ]

Text Body **Dropped lower pan found excessive metal big chunks**

**Sent from my iPhone**

> On Apr 20, 2020, at 2:57 PM, TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:

>

>

>

>

> Thank you for detailed information on this one Jason.

>

> I understand we have a no start concern and the engine shut off while the customer was driving

>

> Let's start by documenting engine oil level and inspecting for normal cranking to return with the drive belt removed

>

> If no change, let's watch the harmonic balance for any thrust related concerns while an assistant cranks the engine over

> - We have seen separated crankshafts on this engine, excessive harmonic balancer movement is generally a quick way to assist with confirmation

>

> Finally, let's remove the engine oil pan and inspect for debris that could confirm a mechanical engine seizing concern

>

> Keep us in the loop if we can be of further assistance on this vehicle, or any other vehicles at the dealer

> - We are here to help!

>

> Have a great rest of your Monday Jason!

>

>

> Thank you,  
>  
> \_\_\_\_\_  
> Brandt B  
> 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.  
>  
>  
>  
>  
> ref:\_00DA09j8L.\_5002I25tdro:ref

Case [REDACTED] 2018 Titan XD; [ ref:\_00DA09j8L.\_5002I25tdro:ref ]

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Message Date 4/20/2020 1:57 PM  
Has Attachment   
Email Address [REDACTED]  
Status Sent  
Subject Ca [REDACTED] 2018 Titan XD; [ ref:\_00DA09j8L.\_5002I25tdro:ref ]  
Text Body JASON FEBUS,

TECH LINE's latest case update is below.

**Recommendation:**  
Thank you for detailed information on this one Jason.

I understand we have a no start concern and the engine shut off while the customer was driving

Let's start by documenting engine oil level and inspecting for normal cranking to return with the drive belt removed

If no change, let's watch the harmonic balance for any thrust related concerns while an assistant cranks the engine over  
- We have seen separated crankshafts on this engine, excessive harmonic balancer movement is generally a quick way to assist with confirmation

Finally, let's remove the engine oil pan and inspect for debris that could confirm a mechanical engine seizing concern

Keep us in the loop if we can be of further assistance on this vehicle, or any other vehicles at the dealer  
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Have a great rest of your Monday Jason!

Thank you,  
  
\_\_\_\_\_

Brandt B

TECH LINE

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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.

**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: 4/20/2020  
Customer name:  
VIN: 1N6BA1F4 [REDACTED]

Mileage: 25,015

Dealer code: 5753

Dealer name: BRANDON NISSAN

**Customer's Concerns:**  
CUST WAS DRIVING AND ENGINE LOCKED UP

**Technician Findings:**  
VEH WILL NOT START, CRANKS ONLY AND SQUEELS WHEN CRANKING 70 PSI ON L/S AND 4800 ON H/S FUEL PRESSURE, RCTV LINKAGE ISNT SEIZED, NO CODES VEH WILL NOT RUN:

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**Case Comments**

4/21/2020 9:28 AM

User	Brandt Boster
Public	<input checked="" type="checkbox"/>
Comment	<b>Recommendation: Great find Jason!</b>  I appreciate the update and photo on this one  With these findings, replacement of the Long Engine assembly would be recommended  Keep us in the loop if we can assist further during repairs Have a great rest of your Tuesday Jason!

4/21/2020 9:26 AM

User	Brandt Boster
Public	<input checked="" type="checkbox"/>
Comment	<b>Tech replied by email: Dropped lower pan found excessive metal big chunks</b>

4/20/2020 1:49 PM

User	Survey Site Guest User
Public	<input checked="" type="checkbox"/>
Comment	<b>Customer Comments: CUST WAS DRIVING AND ENGINE LOCKED UP</b>

4/20/2020 1:57 PM

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User Brandt Boster

Public

**Recommendation:**  
Thank you for detailed information on this one Jason.

I understand we have a no start concern and the engine shut off while the customer was driving

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Have a great rest of your Monday Jason!

**Technician Findings:** VEH WILL NOT START, CRANKS ONLY AND SQUEELS WHEN CRANKING 70 PSI ON L/S AND 4800 ON H/S FUEL PRESSURE, RCTV LINKAGE ISNT SEIZED, NO CODES VEH WILL NOT RUN

**Repairs Made:** DROP TANK AND CLEAN TANK AND REPL FUEL FILTERS AND PUT KNOWN GOOD DIESEL

Comment

## Case History

4/21/2020 9:28 AM

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User Brandt Boster

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

4/21/2020 8:49 AM

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User Managed Services

Action Changed First Call Resolution from Yes to No. Changed Reopen Date to 4/21/2020 8:49 AM. Changed Status from Closed to Pending TECH LINE.

4/20/2020 1:57 PM

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User Brandt Boster

Action Changed Subject to Engine will not start EMC A61. Changed Status from Pending TECH LINE to Closed. Closed.

4/20/2020 1:53 PM

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User Brandt Boster

Action Changed Case Owner from TECH LINE Initial 1 to Brandt Boster.

4/20/2020 1:49 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.