



Case [REDACTED]

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

General

| | | | |
|--------------------------|---------------------|------------------|-----------------------|
| Caller Name | SKYLER | Dealer | MOSSY NISSAN EL CAJON |
| NNAAnet user ID | TVA-12699 | Contact Name | |
| Tech Preferred Phone | 6196540325 | Customer Name | |
| Tech Preferred Email | skylerm14@yahoo.com | Case Record Type | TECH LINE Cases |
| Preferred Contact Method | | Case Owner | Joe Sabba |
| Repair/Work Order | 489240 | Mobile Phone | |
| Job/Line Number | 5 | Texting Status | |
| Created Day | Tuesday | | |

Incident Information

| | | | |
|--------------------------------------|--|-----------------------------|--|
| Customer Comments | CUSTOMER STATES HEARD A TICKING NOISE, PULLED OVER AND VEHICLE STALLED OUT, VEHICLE WILL NO LONGER START | Customer Name | [REDACTED] |
| Verified | Yes | Vehicle | 1N6BA1F [REDACTED] |
| Question for TECH LINE | Have you seen this before? | VIN | 1N6BA1F [REDACTED] |
| Service Manual General Section | Transmission & Drive-Line | Archived VIN Make | |
| Service Manual Specific Section | Driveline | Archived VIN Year | 2016 |
| Symptom Code Category | Experience/Occurrence | Archived VIN Model | TITAN XD |
| Symptom | IMPROPER OPERATION | Incident/RO Date | 6/2/2020 |
| When does this concern occur? | ALL TIMES | Calculated Days Down | 57 |
| Is single occurrence or a pattern? | | Additional Days Down | |
| Repairs Made | NONE | Total Days Down | 57 |
| Observed Modifications & Accessories | NONE | Repair Attempts | 0 |
| | | Current Mileage | 59,343 |
| | | Vehicle Mileage Prior Value | |

Vehicle Purchased
Miles

Primary DTC

Current DTC ECM P0700 TCM P0729

Past DTC

Other DTCs

TECH LINE Information

| | | | |
|-------------------------|--------------------------------------|----------------------------|-------------------------------------|
| Subject | Engine will not crank over to start. | Resolution Action | |
| Status | Closed | Resolution Object | |
| Confirmed Resolution | Yes | Field Inspection Indicator | <input checked="" type="checkbox"/> |
| Component Code Category | EM Engine Mechanical | NNA Field Inspection Date | 8/4/2020 |
| Component Code Issue | EMO FLYWHEEL/DRIVE PLATE | FSSS | <input type="checkbox"/> |
| TECH LINE Template | ECC Initial Response | FSSS Date | |
| TREAD Component | 06 | | |
| Date/Time Closed | 7/29/2020 11:19 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: |

Open Activities

DTS Follow Up LEONARD OWENS 40413605: MOSSY NISSAN EL CAJON

| | |
|-------------|--|
| Name | |
| Task | <input checked="" type="checkbox"/> |
| Due Date | 7/31/2020 |
| Status | Not Started |
| Priority | High |
| Assigned To | Joe Sabba |
| Comments | Confirm DTS Appointment with both Customer and Dealer. |

Activity History

DTS Reque [REDACTED] LEONARD OWENS MOSSY NISSAN EL CAJON

| | |
|-------------------------|--|
| Name | |
| Task | <input checked="" type="checkbox"/> |
| Due Date | 7/31/2020 |
| Assigned To | Kevin Brehm |
| Last Modified Date/Time | 7/29/2020 8:25 AM |
| Comments | Request being submitted due to days down & multiple repair attempts. 2016 Titan XD - Noise. |

Flex Plate & Starter replaced - no change.
Tech believed noise was coming from transmission.
Transmission replaced - no change.
Oil now leaking from between engine/transmission.
Tech may have induced leak during repairs.

Currently, recommending tech remove engine oil pan for inspection.

Email: Case [REDACTED] 016 TITAN XD; Engine will not crank over to start. [ref:_00DA09j8L._5002I24vULZ:ref]

Name

Task

Due Date 7/29/2020

Assigned To Joe Sabba

Last Modified Date/Time 7/29/2020 11:19 AM

Additional To [REDACTED]

CC:

BCC: joe.sabba@nissan-usa.com

Attachment:

Subject: Case [REDACTED] 016 TITAN XD; Engine will not crank over to start. [ref:_00DA09j8L._5002I24vULZ:ref]

Body:

Thank you for the update and photos,

Long block replacement is recommended at this time.

Keep us posted & have a great day!

Thank you, _____ Joe S.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.

Comments

Case [REDACTED]

Date Created: 6/2/2020

Customer name:

VIN: 1N6BA1F29[REDACTED] eage: 59,343

Dealer code: 3439

Dealer name: MOSSY NISSAN EL CAJON

Customer's Concerns:

CUSTOMER STATES HEARD A TICKING NOISE, PULLED OVER AND VEHICLE STALLED OUT, VEHICLE WILL NO LONGER START

Technician Findings:

VERIFIED CUSTOMERS CONCERN, WHILE STARTING VEHICLE SOUNDS LIKE STARTER JSUT SPINNING, FOUND CODES P0700-00 P0729, TURNED CRANK MANUALLY, REMOVED STARTER AND FOUND STARTER DAMAGED AND FLYWHEEL BROKEN IN MIDDLE OF FLYWHEEL. NOT SURE IF THIS IS COMMON OR IF THE TRANSMISSION CAUSED THIS SINCE I HAVE THE CODE? OBVIOUSLY I NEED A NEW STARTER AND FLYWHEEL JUST NOT SURE OF I SHOULD REPLACE ANYTHING ELSE, OR HAVE YOU GUYS SEEN THIS BEFORE.:

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._5002I24vULZ:ref

Email: Case [REDACTED] 2016 TITAN XD; Engine will not crank over to start. [ref:_00DA09j8L._5002I24vULZ:ref]

Name
Task
Due Date
Assigned To
Last Modified Date/Time

7/29/2020
Joe Sabba
7/29/2020 7:03 AM
Additional To: [REDACTED]
CC:
BCC: joe.sabba@nissan-usa.com
Attachment:

Subject: Case [REDACTED] 2016 TITAN XD; Engine will not crank over to start. [ref:_00DA09j8L_5002I24vULZ:ref]
Body:
Thank you for the update,

Please remove the engine oil pan and inspect for debris/contamination.

Provide photos if possible.

Thank you, _____ Joe S.TECH LINE

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

Comments

Date Created: 6/2/2020
Customer name:
VIN: 1N6BA1F29GN [REDACTED] ge: 59,343
Dealer code: 3439
Dealer name: MOSSY NISSAN EL CAJON

Customer's Concerns:
CUSTOMER STATES HEARD A TICKING NOISE, PULLED OVER AND VEHICLE STALLED OUT, VEHICLE WILL NO LONGER START
Technician Findings:
VERIFIED CUSTOMERS CONCERN, WHILE STARTING VEHICLE SOUNDS LIKE STARTER JSUT SPINNING, FOUND CODES P0700-00 P0729, TURNED CRANK MANUALLY, REMOVED STARTER AND FOUND STARTER DAMAGED AND FLYWHEEL BROKEN IN MIDDLE OF FLYWHEEL. NOT SURE IF THIS IS COMMON OR IF THE TRANSMISSION CAUSED THIS SINCE I HAVE THE CODE? OBVIOUSLY I NEED A NEW STARTER AND FLYWHEEL JUST NOT SURE OF I SHOULD REPLACE ANYTHING ELSE., OR HAVE YOU GUYS SEEN THIS BEFORE.:

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ref:_00DA09j8L_5002I24vULZ:ref

Email: Ca [REDACTED]; 2016 TITAN XD; Engine will not crank over to start. [ref:_00DA09j8L_5002I24vULZ:ref]

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

7/23/2020
Joe Sabba
7/23/2020 8:42 AM
Additional To: [REDACTED]
CC:
BCC: joe.sabba@nissan-usa.com
Attachment:

Subject: Case 40413605; 2016 TITAN XD; Engine will not crank over to start. [

ref:_00DA09j8L._5002I24vULZ:ref]

Body:

Thank you for the update Skyler,

Agreed, replace transmission and re-evaluate.

Keep us posted & have a great day!

Thank you, _____ Joe S.TECH LINE

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Closed TECH LINE cases can be reopened.

Case #

Date Created: 6/2/2020

Customer name

VIN: 1N6BA1F2S _____ Mileage: 59,343

Dealer code: 3439

Dealer name: MOSSY NISSAN EL CAJON

Customer's Concerns:

CUSTOMER STATES HEARD A TICKING NOISE, PULLED OVER AND VEHICLE STALLED OUT, VEHICLE WILL NO LONGER START

Technician Findings:

VERIFIED CUSTOMERS CONCERN, WHILE STARTING VEHICLE SOUNDS LIKE STARTER JSUT SPINNING, FOUND CODES P0700-00 P0729, TURNED CRANK MANUALLY, REMOVED STARTER AND FOUND STARTER DAMAGED AND FLYWHEEL BROKEN IN MIDDLE OF FLYWHEEL. NOT SURE IF THIS IS COMMON OR IF THE TRANSMISSION CAUSED THIS SINCE I HAVE THE CODE? OBVIOUSLY I NEED A NEW STARTER AND FLYWHEEL JUST NOT SURE OF I SHOULD REPLACE ANYTHING ELSE, OR HAVE YOU GUYS SEEN THIS BEFORE.:

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ref:_00DA09j8L._5002I24vULZ:ref

Email: Case _____ 2016 TITAN XD; Engine will not crank over to start. [ref:_00DA09j8L._5002I24vULZ:ref]

Name _____
Task
Due Date 6/2/2020
Assigned To Dave Sattler
Last Modified Date/Time 6/2/2020 3:23 PM
Comments Additional T _____
CC:
BCC: dave.sattler@nissan-usa.com
Attachment:

Subject: Case _____ 2016 TITAN XD; Engine will not crank over to start. [

ref:_00DA09j8L._5002I24vULZ:ref]

Body:

SKYLER,

TECH LINE's latest case update is below.

Recommendation:

Thank you for the case information Skyler.

We have seen drive plate incident being described on other vehicle in past can't have seen on this engine.

Will engine turn over ok with socket on crank pulley.

Would not suspect the trans. caused incident to drive plate.

Let's get drive plate and starter replaced so we can get engine started and see if we have any other incidents.

If further assistance is needed contact TECH LINE anytime

Thank you, _____ Dave STECH LINE

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Closed TECH LINE cases can be reopened.

Case # _____

Date Created: 6/2/2020

Customer name: _____

VIN: 1N6BA1F_____ Mileage: 59,343

Dealer code: 3439

Dealer name: MOSSY NISSAN EL CAJON

Customer's Concerns:

CUSTOMER STATES HEARD A TICKING NOISE, PULLED OVER AND VEHICLE STALLED OUT, VEHICLE WILL NO LONGER START

Technician Findings:


VERIFIED CUSTOMERS CONCERN. WHILE STARTING VEHICLE SOUNDS LIKE STARTER JSUT SPINNING, FOUND CODE _____ TURNED CRANK MANUALLY, REMOVED STARTER AND FOUND STARTER DAMAGED AND FLYWHEEL BROKEN IN MIDDLE OF FLYWHEEL. NOT SURE IF THIS IS COMMON OR IF THE TRANSMISSION CAUSED THIS SINCE I HAVE THE CODE? OBVIOUSLY I NEED A NEW STARTER AND FLYWHEEL JUST NOT SURE OF I SHOULD REPLACE ANYTHING ELSE, OR HAVE YOU GUYS SEEN THIS BEFORE.:

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ref: _00DA09j8L._5002I24vULZ:ref

Email

Case # _____ 2016 TITAN XD; Engine will not crank over to start. [ref: _00DA09j8L._5002I24vULZ:ref]

Message Date 7/29/2020 11:19 AM
Has Attachment 
Email Address _____
Status Sent
Subject Case # _____ 2016 TITAN XD; Engine will not crank over to start. [ref: _00DA09j8L._5002I24vULZ:ref]
Text Body SKYLER,

TECH LINE's latest case update is below.

Thank you for the update and photos,

Long block replacement is recommended at this time.

Keep us posted & have a great day!

Thank you,

Joe S.

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.

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: 6/2/2020

Customer name: [REDACTED]

VIN: 1N6BA1F29[REDACTED]

Mileage: 59,343

Dealer code: 3439

Dealer name: MOSSY NISSAN EL CAJON

Customer's Concerns:

CUSTOMER STATES HEARD A TICKING NOISE, PULLED OVER AND VEHICLE STALLED OUT, VEHICLE WILL NO LONGER START

Technician Findings:

VERIFIED CUSTOMERS CONCERN, WHILE STARTING VEHICLE SOUNDS LIKE STARTER JSUT SPINNING, FOUND CODES P0700-00 P0729, TURNED CRANK MANUALLY, REMOVED STARTER AND FOUND STARTER DAMAGED AND FLYWHEEL BROKEN IN MIDDLE OF FLYWHEEL. NOT SURE IF THIS IS COMMON OR IF THE TRANSMISSION CAUSED THIS SINCE I HAVE THE CODE? OBVIOUSLY I NEED A NEW STARTER AND FLYWHEEL JUST NOT SURE OF I SHOULD REPLACE ANYTHING ELSE, OR HAVE YOU GUYS SEEN THIS BEFORE.:

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Re: Cas [REDACTED] 2016 TITAN XD; Engine will not crank over to start. [ref:_00DA09j8L._5002I24vULZ:ref]

Message Date 7/29/2020 11:13 AM

Has Attachment

Email Address

Status **Read**

Subject **Re: Case 40413605; 2016 TITAN XD; Engine will not crank over to start. [ref:_00DA09j8L._5002l24vULZ:ref]**

Text Body **Removed pan and find some metal in pan**

Sent from Yahoo Mail for iPhone

On Wednesday, July 29, 2020, 5:03 AM, TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:

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

||
||
|

| Thank you for the update,

**Please remove the engine oil pan and inspect for debris/contamination.
Provide photos if possible.**

Thank you,

Joe S.

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: 6/21/2020
Customer name:
VIN: 1N6BA1F[REDACTED]

Mileage: 59,343

Dealer code: 3439

Dealer name: MOSSY NISSAN EL CAJON

Customer's Concerns:

CUSTOMER STATES HEARD A TICKING NOISE, PULLED OVER AND VEHICLE STALLED OUT, VEHICLE WILL NO LONGER START

Technician Findings:

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ref:_00DA09j8L._5002l24vULZ:ref

Case [REDACTED] 2016 TITAN XD; Engine will not crank over to start. [ref:_00DA09j8L._5002l24vULZ:ref]

Message Date 7/29/2020 7:03 AM

Has Attachment

Email Address [REDACTED]

Status Sent

Subject Case 40413605; 2016 TITAN XD; Engine will not crank over to start. [ref:_00DA09j8L._5002l24vULZ:ref]

Text Body SKYLER,

TECH LINE's latest case update is below.

Thank you for the update,

Please remove the engine oil pan and inspect for debris/contamination.
Provide photos if possible.

Thank you,

Joe S.

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: 6/2/2020
Customer name: [REDACTED]
VIN: 1N6BA1F2 [REDACTED]

Mileage: 59,343

Dealer code: 3439

Dealer name: MOSSY NISSAN EL CAJON

Customer's Concerns:

CUSTOMER STATES HEARD A TICKING NOISE, PULLED OVER AND VEHICLE STALLED OUT, VEHICLE WILL NO LONGER START

Technician Findings:

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Re: Case [REDACTED] 2016 TITAN XD; Engine will not crank over to start. [ref:_00DA09j8L._5002I24vULZ:ref]

Message Date 7/28/2020 5:11 PM

Has Attachment [REDACTED]

Email Address [REDACTED]

Status Read

Subject Re: Ca [REDACTED] 2016 TITAN XD; Engine will not crank over to start. [ref:_00DA09j8L._5002I24vULZ:ref]

Text Body OKAY SO TRANSMISSION REPLACED AND WE STILL HAVE A NOISE AND NOW SINCE I DROVE TO TRY AND DIAG THE NOISE EVEN FARTHER WE HAVE A OIL LEAK COMING OUT OF THE BELL HOUSING, MOST LIKELY CRACNK SEAL? ALSO WE FEEL LIKE THE NOISE IS THE CRANK NOT SURE IF IT GOT WARPED? I DID CONTACT DTS AND SENT HIM OVER ALL INFORMATION ON THIS TRUCK

On Thursday, July 23, 2020, 06:43:26 AM PDT, TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:

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

||
||
|

| Thank you for the update Skyler,

Agreed, replace transmission and re-evaluate.

Keep us posted & have a great day!

Thank you,

Joe S.

TECH LINE

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Case #: [REDACTED]
Date Created: 6/2/2020
Customer name:
VIN: 1N6BA1F29 [REDACTED]

Mileage: 59,343

Dealer code: 3439

Dealer name: MOSSY NISSAN EL CAJON

Customer's Concerns:

CUSTOMER STATES HEARD A TICKING NOISE, PULLED OVER AND VEHICLE STALLED OUT, VEHICLE WILL NO LONGER START

Technician Findings:

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ref:_00DA09j8L._5002l24vULZ:ref

Case [REDACTED] 2016 TITAN XD; Engine will not crank over to start. [ref:_00DA09j8L._5002l24vULZ:ref]

Message Date 7/23/2020 8:43 AM

Has Attachment [REDACTED]

Email Address [REDACTED]

Status Sent

Subject Cas [REDACTED] 016 TITAN XD; Engine will not crank over to start. [ref:_00DA09j8L._5002l24vULZ:ref]

Text Body SKYLER,

TECH LINE's latest case update is below.

Thank you for the update Skyler,

Agreed, replace transmission and re-evaluate.

Keep us posted & have a great day!

Thank you,

Joe S.

TECH LINE

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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: 6/2/2020

Customer name: [REDACTED]

VIN: 1N6BA1F29 [REDACTED]

Mileage: 59,343

Dealer code: 3439

Dealer name: MOSSY NISSAN EL CAJON

Customer's Concerns:

CUSTOMER STATES HEARD A TICKING NOISE, PULLED OVER AND VEHICLE STALLED OUT, VEHICLE WILL NO LONGER START

Technician Findings:

VERIFIED CUSTOMERS CONCERN, WHILE STARTING VEHICLE SOUNDS LIKE STARTER JSUT SPINNING, FOUND CODES P0700-00 P0729, TURNED CRANK MANUALLY, REMOVED STARTER AND FOUND STARTER DAMAGED AND FLYWHEEL BROKEN IN MIDDLE OF FLYWHEEL. NOT SURE IF THIS IS COMMON OR IF THE TRANSMISSION CAUSED THIS SINCE I HAVE THE CODE? OBVIOUSLY I NEED A NEW STARTER AND FLYWHEEL JUST NOT SURE OF I SHOULD REPLACE ANYTHING ELSE, OR HAVE YOU GUYS SEEN THIS BEFORE.:

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Re: Case [REDACTED] 2016 TITAN XD; Engine will not crank over to start. [ref:_00DA09j8L._5002I24vULZ:ref]

Message Date 7/22/2020 3:38 PM

Has Attachment [REDACTED]

Email Address [REDACTED]

Status Read

Subject Re: Case [REDACTED] 2016 TITAN XD; Engine will not crank over to start. [ref:_00DA09j8L._5002I24vULZ:ref]

Text Body HEY SO JUST REPLACED STARTER AND FLYWHEEL (PARTS ON BACK ORDER) GOT VEHICLE STARTED AND NOW WE HEAR A VERY LOUD NOISE FROM TRANSMISSION AND WHILE DRIVING AND OR AT PARK HOLDING RPMS ABOUT 2500 HAVE A VERY ROUGH VIBRATION, NO DTCS SETTING, LISTENED WITH STETHASCOPE AND HEARD NOISE COMING FROM TRANSMISSION. ARE WE ABLE TO REPLACE AS NEXT STEP? On Tuesday, June 2, 2020, 01:23:32 PM PDT, TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:

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

||
||

| SKYLER,

TECH LINE's latest case update is below.

Recommendation:

Thank you for the case information Skyler.

We have seen drive plate incident being described on other vehicle in past can't have seen on this engine.

Will engine turn over ok with socket on crank pulley.

Would not suspect the trans. caused incident to drive plate.

Let's get drive plate and starter replaced so we can get engine started and see if we have any other incidents.

If further assistance is needed contact TECH LINE anytime

Thank you,

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: 6/2/2020

Customer name:

VIN: 1N6BA1F29C [REDACTED]

Mileage: 59,343

Dealer code: 3439

Dealer name: MOSSY NISSAN EL CAJON

Customer's Concerns:

CUSTOMER STATES HEARD A TICKING NOISE, PULLED OVER AND VEHICLE STALLED OUT, VEHICLE WILL NO LONGER START

Technician Findings:

VERIFIED CUSTOMERS CONCERN, WHILE STARTING VEHICLE SOUNDS LIKE STARTER JSUT SPINNING, FOUND CODES P0700-00 P0729, TURNED CRANK MANUALLY, REMOVED STARTER AND FOUND STARTER DAMAGED AND FLYWHEEL BROKEN IN MIDDLE OF FLYWHEEL. NOT SURE IF THIS IS COMMON OR IF THE

TRANSMISSION CAUSED THIS SINCE I HAVE THE CODE? OBVIOUSLY I NEED A NEW STARTER AND FLYWHEEL JUST NOT SURE OF I SHOULD REPLACE ANYTHING ELSE, OR HAVE YOU GUYS SEEN THIS BEFORE.:

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._5002I24vULZ:ref

Case [REDACTED] 2016 TITAN XD; Engine will not crank over to start. [ref:_00DA09j8L._5002I24vULZ:ref]

Message Date 6/2/2020 3:23 PM

Has Attachment [REDACTED]

Email Address [REDACTED]

Status **Sent**

Subject Case [REDACTED] 016 TITAN XD; Engine will not crank over to start. [ref:_00DA09j8L._5002I24vULZ:ref]

Text Body SKYLER,

TECH LINE's latest case update is below.

Recommendation:

Thank you for the case information Skyler.

We have seen drive plate incident being described on other vehicle in past can't have seen on this engine.

Will engine turn over ok with socket on crank pulley.

Would not suspect the trans. caused incident to drive plate.

Let's get drive plate and starter replaced so we can get engine started and see if we have any other incidents.

If further assistance is needed contact TECH LINE anytime

Thank you,

Dave S

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: 6/2/2020
Customer name [REDACTED]
VIN: 1N6BA1F2 [REDACTED]

Mileage: 59,343

Dealer code: 3439

Dealer name: MOSSY NISSAN EL CAJON

Customer's Concerns:

CUSTOMER STATES HEARD A TICKING NOISE, PULLED OVER AND VEHICLE STALLED OUT, VEHICLE WILL NO LONGER START

Technician Findings:

VERIFIED CUSTOMERS CONCERN, WHILE STARTING VEHICLE SOUNDS LIKE STARTER JSUT SPINNING, FOUND CODES P0700-00 P0729, TURNED CRANK MANUALLY, REMOVED STARTER AND FOUND STARTER DAMAGED AND FLYWHEEL BROKEN IN MIDDLE OF FLYWHEEL. NOT SURE IF THIS IS COMMON OR IF THE TRANSMISSION CAUSED THIS SINCE I HAVE THE CODE? OBVIOUSLY I NEED A NEW STARTER AND FLYWHEEL JUST NOT SURE OF I SHOULD REPLACE ANYTHING ELSE, OR HAVE YOU GUYS SEEN THIS BEFORE.:

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Case Comments

4/7/2021 8:50 AM

User **Justin Studenberg**
Public
Comment **Update with closed DTS FI Report:**

1.Complaint Noise.

Flex Plate & Starter replaced - no change. Cause Dealer has verified concern and has replaced Starter assemble as well as Transmission assemble. Dealer road attempted to road test vehicle and found noise still present and oil

7/29/2020 11:18 AM

User **Joe Sabba**
Public
Comment **Thank you for the update and photos,**

Long block replacement is recommended at this time.

Keep us posted & have a great day!

7/29/2020 7:03 AM

leaking from bell housing. DTS advised Tech Skyler to remove engine sub pan for inspection. Tech removed pan and supplied photos to DTS. See attached. DTS inspected photos and found excessive damage to engine assemble appears to be bearing debris in pan. DTS would recommend long block due to excessive internal failure. Correction Dealer to call PCC and supply all maintenance records and follow PCC direction of engine replacement. Dealer Tech to follow ESM for all one time use parts. Verify all fluids and road test vehicle.
Status Complete

7/29/2020 11:18 AM

User Joe Sabba
Public
Comment Tech replied:
Removed pan and find some metal in pan

7/29/2020 6:58 AM

User Joe Sabba
Public
Comment Tech replied:
OKAY SO TRANSMISSION REPLACED AND WE STILL HAVE A NOISE AND NOW SINCE I DROVE TO TRY AND DIAG THE NOISE EVEN FARTHER WE HAVE A OIL LEAK COMING OUT OF THE BELL HOUSING, MOST LIKELY CRACK SEAL? ALSO WE FEEL LIKE THE NOISE IS THE CRANK NOT SURE IF IT GOT WARPED? I DID CONTACT DTS AND SENT HIM OVER ALL INFORMATION ON THIS TRUCK

7/23/2020 8:41 AM

User Joe Sabba
Public
Comment Tech replied:
HEY SO JUST REPLACED STARTER AND FLYWHEEL (PARTS ON BACK ORDER) GOT VEHICLE STARTED AND NOW WE HEAR A VERY LOUD NOISE FROM TRANSMISSION AND WHILE DRIVING AND OR AT PARK HOLDING RPMS ABOUT 2500 HAVE A VERY ROUGH VIBRATION, NO DTCS SETTING, LISTENED WITH STETHASCOPE AND HEARD NOISE COMING FROM TRANSMISSION. ARE WE ABLE TO REPLACE AS NEXT STEP?

6/2/2020 2:30 PM

User Survey Site Guest User
Public
Comment PLEASE ADVISE

User Joe Sabba
Public
Comment Thank you for the update,
Please remove the engine oil pan and inspect for debris/contamination.
Provide photos if possible.

7/23/2020 8:43 AM

User Joe Sabba
Public
Comment Thank you for the update Skyler,
Agreed, replace transmission and re-evaluate.
Keep us posted & have a great day!

6/2/2020 3:21 PM

User Dave Sattler
Public
Comment Recommendation:
Thank you for the case information Skyler. We have seen drive plate incident being described on other vehicle in past can't have seen on this engine.
Will engine turn over ok with socket on crank pulley.
Would not suspect the trans. caused incident to drive plate.
Let's get drive plate and starter replaced so we can get engine started and see if we have any other incidents.
If further assistance is needed contact TECH LINE anytime

6/2/2020 2:30 PM

User Survey Site Guest User
Public
Comment Customer Comments: CUSTOMER STATES HEARD A TICKING NOISE, PULLED OVER AND VEHICLE STALLED OUT, VEHICLE WILL NO LONGER START
 Technician Findings: VERIFIED CUSTOMERS CONCERN, WHILE STARTING VEHICLE SOUNDS LIKE STARTER JSUT SPINNING, FOUND CODES P0700-00 P0729, TURNED CRANK MANUALLY, REMOVED STARTER AND FOUND STARTER DAMAGED AND FLYWHEEL BROKEN IN MIDDLE OF FLYWHEEL. NOT SURE IF THIS IS COMMON OR IF THE TRANSMISSION CAUSED THIS SINCE I HAVE THE CODE? OBVIOUSLY I NEED A NEW STARTER AND FLYWHEEL JUST NOT SURE OF I SHOULD REPLACE ANYTHING ELSE, OR HAVE YOU GUYS SEEN THIS BEFORE.
 Repairs Made: NONE

DTSM Field Inspections
40413605 3439

Status Completed
Created Date 7/29/2020

Owner First Name **Kevin**
DTSM Team **WR**
Vehicle **1N6BA1F29** XXXXXXXXXX
DTSM Inspection Date **7/29/2020 5:50 PM**
Report Date **7/29/2020 5:58 PM**
VIN **1N6BA1F29GN503489**

Case History

4/7/2021 8:51 AM

User **Justin Studenberg**
Action **Changed Status from Pending Dealer Reply to Closed. Closed.**

7/29/2020 11:19 AM

User **Joe Sabba**
Action **Changed Status from Pending TECH LINE to Pending Dealer Reply. Closed.**

7/29/2020 11:13 AM

User **Managed Services**
Action **Changed Reopen Date from 7/28/2020 5:11 PM to 7/29/2020 11:13 AM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

7/29/2020 7:03 AM

User **Joe Sabba**
Action **Changed Status from Pending TECH LINE to Pending Dealer Reply. Closed.**

7/28/2020 5:11 PM

User **Managed Services**
Action **Changed Reopen Date from 7/22/2020 3:38 PM to 7/28/2020 5:11 PM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

7/23/2020 8:43 AM

User **Joe Sabba**
Action **Changed Status from Pending TECH LINE to Pending Dealer Reply. Closed.**

7/23/2020 8:38 AM

User **Joe Sabba**
Action **Changed Case Owner from TECH LINE Tier 2 to Joe Sabba.**

7/23/2020 8:36 AM

User **Jesse Adams**
Action **Changed Case Owner from Dave Sattler to TECH LINE Tier 2.**

7/22/2020 3:38 PM

User **Managed Services**
Action **Changed First Call Resolution from Yes to No. Changed Reopen Date to 7/22/2020 3:38 PM. Changed Status from Closed to Pending TECH LINE.**

6/2/2020 3:22 PM

User **Dave Sattler**
Action **Changed Subject to Engine will not crank over to start.. Changed Status from Pending TECH LINE to Closed. Closed.**

6/2/2020 3:11 PM

User **Dave Sattler**
Action **Changed Case Owner from TECH LINE Initial 1 to Dave Sattler.**

6/2/2020 2:30 PM

| | |
|--------|---|
| 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. |

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