



Case: [REDACTED]

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

General

Caller Name	Giovanni Cedeño	Dealer	MOTORAMBAR INC (NISSAN)
NNAnet user ID	TVA-36670	Contact Name	
Tech Preferred Phone	7879322192	Customer Name	
Tech Preferred Email	khernandez@pepeabadkia.com	Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	Carlos Nunez
Repair/Work Order	32291	Mobile Phone	
Job/Line Number	1	Texting Status	
Created Day	Wednesday		

Incident Information

Customer Comments	C/I AUTO SE APAGO CORRIENDO Y NO QUIERE ENCENDER	Customer Name	[REDACTED]
Verified	Yes	Vehicle	1N6BA1F46 [REDACTED]
Question for TECH LINE	Have you seen this before?	VIN	1N6BA1F46 [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	NO CRANK NO START	Incident/RO Date	9/9/2012
When does this concern occur?	ALL TIMES	Calculated Days Down	2,893
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	nada al momento	Total Days Down	2,893
Observed Modifications & Accessories	ninguna	Repair Attempts	1
		Current Mileage	10,027
		Vehicle Mileage Prior Value	
		Vehicle Purchased	

Miles
 Primary DTC
 Current DTC ECM P2048-00
 Past DTC ECM P203F-00 BCM B26F6 BCM U1000 METER/M&A U1000
 Other DTCs

TECH LINE Information

Subject	Engine is seized. A61	Resolution Action	INSPECT
Status	Pending Dealer Reply	Resolution Object	ENGINE ASSEMBLY
Confirmed Resolution	Pending	Field Inspection Indicator	<input type="checkbox"/>
Component Code Category	EM Engine Mechanical	NNA Field Inspection Date	
Component Code Issue	EMA ENGINE ASSEMBLY	FSSS	<input type="checkbox"/>
TECH LINE Template	ECC Initial Response	FSSS Date	
TREAD Component	06		
Date/Time Closed	8/11/2020 8:48 AM		
Description			
Recommendation Detail			

DTS Information

DTSM Inspection Date		DTSM Request Type	
DTSM Inspection Date Confirmed?	<input type="checkbox"/>	Inspection Time/Notes	Appointment Time:
Notes for DTSM (Vehicle Concerns)			Notes to Agent:

Activity History

Email: Carlos Nunez 2018 TITAN XD; Engine is seized. A61 [ref:_00DA09j8L._5002I24vhAT:ref]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	8/11/2020
Assigned To	Carlos Nunez
Last Modified Date/Time	8/11/2020 9:35 AM
Comments	<p>Additional To: khernandez@pepeabadkia.com CC: BCC: carlos.nunez@nissan-usa.com Attachment:</p> <p>Subject: Case 40420165; 2018 TITAN XD; Engine is seized. A61 [ref:_00DA09j8L._5002I24vhAT:ref] Body: Gyovanni Cedeño, Le recomendacion de TECH LINE es la siguiente:Hacer inspeccion segun el ESM: ECM Branch line inspection.Confirmar que el circuito de tierra del ECM esta dentro especificaciones de caida de voltage.Reemplazar el ECM si es la cause de la falla.</p> <p>Atentamente, _____ Carlos N.TECH LINE</p> <p>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.</p>

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: 6/3/2020
Customer name: [REDACTED]
VIN: 1N6BA1F4[REDACTED] Mileage: 10,027
Dealer code: 51003
Dealer name: MOTORAMBAR INC (NISSAN)

Customer's Concerns:
C/I AUTO SE APAGO CORRIENDO Y NO QUIERE ENCENDER
Technician Findings:
motor esta trancado, no prende no gira:

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._5002I24vhAT:ref

Email: Case # [REDACTED] 2018 TITAN XD; Engine is seized. A61 [ref:_00DA09j8L._5002I24vhAT:ref]

Name	[REDACTED]
Task	<input checked="" type="checkbox"/>
Due Date	8/3/2020
Assigned To	Carlos Nunez
Last Modified Date/Time	8/3/2020 7:32 AM
	Additional To: khernandez@pepeabadkia.com CC: BCC: carlos.nunez@nissan-usa.com Attachment:
	Subject: Cas [REDACTED] 2018 TITAN XD; Engine is seized. A61 [ref:_00DA09j8L._5002I24vhAT:ref] Body: Saludos [REDACTED] Afloje el cigüeñal / bielas para girar el cigüeñal. Atentamente, _____ Carlos N.TECH LINE The TECH LINE Survey can be accessed by: CLICKING HERE Updating a TECH LINE Case:Technician: Reply to this email; do not change the email subject line. Email file attachments are limited to 6MB. From ASIST, Select TECH LINE Support Request, Enter your dealer code and select Update a Case. If no response, we will assume additional assistance is not required and the case will be closed. Closed TECH LINE cases can be reopened.
Comments	Case # [REDACTED] Date Created: 6/3/2020 Customer name: VIN: 1N6BA1F46J[REDACTED] leage: 10,027 Dealer code: 51003 Dealer name: MOTORAMBAR INC (NISSAN) Customer's Concerns: C/I AUTO SE APAGO CORRIENDO Y NO QUIERE ENCENDER Technician Findings: motor esta trancado, no prende no gira: 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._5002I24vhAT:ref

Review Dealer Comment

Name
Task
Due Date **8/3/2020**
Assigned To **Carlos Nunez**
Last Modified Date/Time **8/3/2020 7:08 AM**
Comments

Email: Case [REDACTED] 2018 TITAN XD; Motor bloqueado A61 [ref:_00DA09j8L._5002I24vhAT:ref]

Name
Task
Due Date **6/3/2020**
Assigned To **Carlos Nunez**
Last Modified Date/Time **6/3/2020 4:03 PM**

Additional To: jmalonado@motorambar.com
CC:
BCC: carlos.nunez@nissan-usa.com
Attachment:

Subject [REDACTED] 2018 TITAN XD; Motor bloqueado A61 [ref:_00DA09j8L._5002I24vhAT:ref]

Body: [REDACTED]
Joseamid Maldonado,
Recomendemos que el dealer retire los glow plugs e intente girar el motor con la
herramienta adecuada.

Reemplazemos la unidad del motor si:

Las varillas de los pistons
tiene trauma debido a el cilindro lleno de aceite/ diesel.
Falla interna del motor
causa que el motor no gira.

Atentamente, _____ Carlos N,TECH LINE

Comments **The TECH LINE Survey can be accessed by: [CLICKING HERE](#)**
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Closed TECH LINE cases can be reopened.

Case # [REDACTED]
Date Created: 6/3/2020
Customer name:
VIN: 1N6BA1F46J [REDACTED] Mileage: 10,027
Dealer code: 51003
Dealer name: MOTORAMBAR INC (NISSAN)

Customer's Concerns:
C/I AUTO SE APAGO CORRIENDO Y NO QUIERE ENCENDER
Technician Findings:
motor esta trancado, no prende no gira:

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ref:_00DA09j8L._5002I24vhAT:ref

Email: Case [REDACTED] 2018 TITAN XD; [ref:_00DA09j8L._5002I24vhAT:ref]

Name
Task
Due Date 6/3/2020
Assigned To Wesley Roberts
Last Modified Date/Time 6/3/2020 3:28 PM

Additional To: jmaldonado@motorambar.com
CC:
BCC: wesley.roberts@nissan-usa.com
Attachment:

Subject: Case [REDACTED] 2018 TITAN XD; [ref:_00DA09j8L._5002I24vhAT:ref]

Body:

Joseamid Maldonado,
TECH LINE ha recibido su solicitud de ayuda. Por el momento, los especialistas en Español no se encuentran disponibles para atenderle. Si desea continuar hoy en Inglés, favor de responder a este correo electrónico en ese idioma. Si prefiere continuar con un especialista que habla Español, favor de esperar para cuando uno pueda revisar su solicitud y provea una recomendación tan pronto le sea posible.

De antemano gracias por su paciencia,

Thank you, _____ Wesley.RobertsTECH LINE

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

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Comments 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: 6/3/2020

Customer name:

VIN: 1N6BA1F4[REDACTED]leage: 10,027

Dealer code: 51003

Dealer name: MOTORAMBAR INC (NISSAN)

Customer's Concerns:

C/I AUTO SE APAGO CORRIENDO Y NO QUIERE ENCENDER

Technician Findings:

motor esta trancado, no prende no gira:

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ref:_00DA09j8L._5002I24vhAT:ref

Emails

Case [REDACTED] 2018 TITAN XD; Engine is seized. A61 [ref:_00DA09j8L._5002I24vhAT:ref]

Message Date 8/11/2020 9:35 AM

Has Attachment

Email Address khernandez@pepeabadkia.com

Status Sent

Subject Case [REDACTED] 2018 TITAN XD; Engine is seized. A61 [ref:_00DA09j8L._5002I24vhAT:ref]

Text Body Gyovanni Cedeño,

TECH LINE's latest case update is below.

DESCRIPTION:

Dealer replied to case in Spanish:

Dealer requesting assistance with case.

CASE NOTES:

TSS followed up with technician at cell phone:

Vehicle towed to dealer.
Engine cranked slowly when attempting to start.
ECM would stop working in C3+ when attempting to start engine.
Engine seized during inspection.
Replaced long block.
Attempted to start engine.
ECM now offline with other ECUs showing no communication with ECM.
Key system error shows in VID when starting.

RECOMMENDATION:

Dealer to perform ECM branch line inspection.
Confirm no concern with related terminal pins.
Replace ECM if concern is isolated to ECM.
Recheck.

Thank you,

Carlos N.

TECH LINE

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

Updating a TECH LINE Case:

Technician: Reply to this email; do not change the email subject line. Email file attachments are limited to 6MB.

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: 6/3/2020

Customer name:

VIN: 1N6BA1F46 [REDACTED]

Mileage: 10,027

Dealer code: 51003

Dealer name: MOTORAMBAR INC (NISSAN)

Customer's Concerns:

C/I AUTO SE APAGO CORRIENDO Y NO QUIERE ENCENDER

Technician Findings:

motor esta trancado, no prende no gira:

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Fwd: Cas [REDACTED] 2018 TITAN XD; Engine is seized. A61 [ref:_00DA09j8L._5002I24vhAT:ref]

Message Date 8/11/2020 8:04 AM

Has Attachment

Email Address khernandez@pepeabadkia.com

Status Read

Subject Fwd: Case 40420165; 2018 TITAN XD; Engine is seized. A61 [ref:_00DA09j8L._5002I24vhAT:ref]

Text Body

De: Gyovani Cedeno <gcedeno@pepeabad.com>

Enviado: viernes, agosto 7, 2020 2:55 p. m.

Para: Kenneth Hernandez

Asunto: Re: Case 40420165; 2018 TITAN XD; Engine is seized. A61 [ref:_00DA09j8L._5002I24vhAT:ref]

Saludos, pudimos resolver y montamos el motor en la Titan pero estoy teniendo problemas para prender el ECM de motor no lo reconose cuando lo conecto el consult. Eso mismo hacia cuando llego en grua con el motor trancado pero pense que lo estaba haciendo era algun sistema de safe mode o algo asi que se estuviera protegiendo.

From: Kenneth Hernandez <khernandez@pepeabadkia.com>

Sent: Friday, August 7, 2020 2:45:53 PM

To: Gyovani Cedeno <gcedeno@pepeabad.com>

Subject: Fwd: Cas [REDACTED] 2018 TITAN XD; Engine is seized. A61 [ref:_00DA09j8L._5002I24vhAT:ref]

De: TECH LINE Email to Case <techlinesfdc@nissan-usa.com>

Enviado: Monday, August 3, 2020 8:32:21 AM

Para: Kenneth Hernandez <khernandez@pepeabadkia.com>

Asunto: Case [REDACTED] 2018 TITAN XD; Engine is seized. A61 [ref:_00DA09j8L._5002I24vhAT:ref]

Saludos Gyovanni Cedeño,

Afloje el cigüeñal / bielas para girar el cigüeñal.

Atentamente,

Carlos N.

TECH LINE



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Case #: [REDACTED]

Date Created: 6/3/2020

Customer name:

VIN: 1N6BA1F46 [REDACTED]

Mileage: 10,027

Dealer code: 51003

Dealer name: MOTORAMBAR INC (NISSAN)

Customer's Concerns:

C/I AUTO SE APAGO CORRIENDO Y NO QUIERE ENCENDER

Technician Findings:

motor esta trancado, no prende no gira:

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ref:_00DA09j8L._5002l24vhAT:ref

Case [REDACTED] **2018 TITAN XD; Engine is seized. A61 [ref:_00DA09j8L._5002l24vhAT:ref]**

Message Date 8/3/2020 7:32 AM
Has Attachment
Email Address khernandez@pepeabadkia.com
Status Sent

Subject Case [REDACTED] 2018 TITAN XD; Engine is seized. A61 [ref:_00DA09j8L_5002I24vhAT:ref]
Text Body **Gyovanni Cedeño,**

TECH LINE's latest case update is below.

DESCRIPTION:

Dealer replied to case in Spanish.

Dealer attempting to remove engine, but unable due to seized condition. Awaiting recommendation.

TSS followed up with dealer..... no answer.

RECOMMENDATION:

If unable to rotate the engine to remove each torque converter bolt, Loosen crankshaft / connecting rods to rotate crankshaft.

Thank you,

Carlos N.

TECH LINE

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Updating a TECH LINE Case:

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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: 6/3/2020

Customer name:

VIN: 1N6BA1F46 [REDACTED]

Mileage: 10,027

Dealer code: 51003

Dealer name: MOTORAMBAR INC (NISSAN)

Customer's Concerns:

C/I AUTO SE APAGO CORRIENDO Y NO QUIERE ENCENDER

Technician Findings:
motor esta trancado, no prende no gira:

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Case [REDACTED] 2018 TITAN XD; Motor bloqueado A61 [ref:_00DA09j8L._5002I24vhAT:ref]

Message Date 6/3/2020 4:03 PM
Has Attachment
Email Address jmaldonado@motorambar.com
Status Sent
Subject Case [REDACTED] 2018 TITAN XD; Motor bloqueado A61 [ref:_00DA09j8L._5002I24vhAT:ref]
Text Body Joseamid Maldonado,

TECH LINE's latest case update is below.

DESCRIPTION:

TSS followed up with JM:
Engine shut off while driven
Towed to shop
No start concern
Current DTC: ECM P2048-00
Reprogrammed ECM.....No change
ECM ROM 23710-EZ47D updated to 23710-9FT9B.
Past DTC:
ECM P203F-00 BCM B26F6 BCM U1000 METER/M&A U1000 CAN COMM CIRCUIT
Engine seems to be seized.
Oil level within specs.

RECOMMENDATION:

Remove glow plugs and attempt to rotate engine with appropriate tool.
If no rotate concern is caused by hydro-locking due to fuel in cylinder, replace long block if concern has caused trauma to piston rods.
Replace long block if seized concern is isolated to internal engine concern.

Thank you,

Carlos N.

TECH LINE

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Updating a TECH LINE Case:

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Case #: [REDACTED]

Date Created: 6/3/2020

Customer name:

VIN: 1N6BA1F46 [REDACTED]

Mileage: 10,027

Dealer code: 51003

Dealer name: MOTORAMBAR INC (NISSAN)

Customer's Concerns:

C/I AUTO SE APAGO CORRIENDO Y NO QUIERE ENCENDER

Technician Findings:

motor esta trancado, no prende no gira:

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Case [REDACTED] 2018 TITAN XD; [ref:_00DA09j8L_5002I24vhAT:ref]

Message Date 6/3/2020 3:28 PM

Has Attachment

Email Address jmaldonado@motorambar.com

Status Sent

Subject Cas [REDACTED] 2018 TITAN XD; [ref:_00DA09j8L_5002I24vhAT:ref]

Text Body Joseamid Maldonado,

TECH LINE ha recibido su solicitud de ayuda. Por el momento, los especialistas en Español no se encuentran disponibles para atenderle.

Si desea continuar hoy en Inglés, favor de responder a este correo electrónico en ese idioma.

Si prefiere continuar con un especialista que habla Español, favor de esperar para cuando uno puedo revisar su solicitud y provea una recomendación tan pronto le sea posible.

De antemano gracias por su paciencia,

Thank you,

Wesley.Roberts

TECH LINE

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Case #: [REDACTED]
Date Created: 6/3/2020
Customer name: [REDACTED]
VIN: 1N6BA1F4 [REDACTED]

Mileage: 10,027

Dealer code: 51003

Dealer name: MOTORAMBAR INC (NISSAN)

Customer's Concerns:
C/I AUTO SE APAGO CORRIENDO Y NO QUIERE ENCENDER

Technician Findings:
motor esta trancado, no prende no gira:

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Case Comments

8/11/2020 9:31 AM

User **Carlos Nunez**
Public

8/3/2020 7:30 AM

User **Carlos Nunez**
Public

DESCRIPTION:
Dealer replied to case in Spanish:
Dealer requesting assistance with case.

CASE NOTES:
TSS followed up with technician at cell phone:
Vehicle towed to dealer.
Engine cranked slowly when attempting to start.
ECM would stop working in C3+ when attempting to start engine.
Engine seized during inspection.
Replaced long block.
Attempted to start engine.
ECM now offline with other ECUs showing no communication with ECM.
Key system error shows in VID when starting.

RECOMMENDATION:
Dealer to perform ECM branch line inspection.
Confirm no concern with related terminal pins.
Replace ECM if concern is isolated to ECM.
Recheck.

Comment

Comment

DESCRIPTION:
Dealer replied to case in Spanish.
Dealer attempting to remove engine, but unable due to seized condition. Awaiting recommendation.

TSS followed up with dealer..... no answer.

RECOMMENDATION:
If unable to rotate the engine to remove each torque converter bolt, Loosen crankshaft / connecting rods to rotate crankshaft.

6/3/2020 3:54 PM

User Carlos Nunez

Public

DESCRIPTION:
TSS followed up with JM:
Engine shut off while driven
Towed to shop
No start concern
Current DTC: ECM P2048-00
Reprogrammed ECM.....No change
ECM ROM 23710-EZ47D updated to 23710-9FT9B.
Past DTC:
ECM P203F-00 BCM B26F6 BCM U1000
METER/M&A U1000 CAN COMM CIRCUIT
Engine seems to be seized.
Oil level within specs.

Comment

RECOMMENDATION:
Remove glow plugs and attempt to rotate engine with appropriate tool.
If no rotate concern is caused by hydro-locking due to fuel in cylinder, replace long block if concern has caused trauma to piston rods.
Replace long block if seized concern is isolated to internal engine concern.

7/31/2020 10:45 AM

User Survey Site Guest User

Public

Comment estan tratando de remover el motor y no pueden, por que esta trancando.En espera de recomendaciones.

6/3/2020 2:58 PM

User Survey Site Guest User

Public

Comment LOS CODIGOS DE FALLA ESTABAN CUANDO LLEGO, SE REALIZO PROGRAMACION DE ECM ANTES 23710-EZ47D y ahora 23710-9FT9B.

6/3/2020 2:57 PM

User Survey Site Guest User

Public

Comment Customer Comments: C/I AUTO SE APAGO CORRIENDO Y NO QUIERE ENCENDER
 Technician Findings: motor esta trancado, no prende no gira
 Repairs Made: nada al momento

Case History

8/11/2020 8:50 AM

User Carlos Nunez

Action Closed.

8/11/2020 8:48 AM

User Carlos Nunez

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

8/11/2020 8:04 AM

User Managed Services

Action Changed Reopen Date from 7/31/2020 10:45 AM to 8/11/2020 8:04 AM. Changed Status from Pending Dealer Reply to Pending TECH LINE.

8/3/2020 7:32 AM

User **Carlos Nunez**

Action **Changed Status from Closed to Pending Dealer Reply. Closed.**

8/3/2020 7:13 AM

User **Carlos Nunez**

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

7/31/2020 10:45 AM

User **Survey Site Guest User**

Action **Changed First Call Resolution from Yes to No. Changed Reopen Date to 7/31/2020 10:45 AM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

7/31/2020 10:37 AM

User **Survey Site Guest User**

Action **Changed Caller Name from Joseamid Maldonado to Gyovanni Cedeño. Changed Tech Preferred Email from jmaldonado@motorambar.com to khernandez@pepeabadkia.com. Changed Tech Preferred Phone from [REDACTED] to [REDACTED]**

6/3/2020 4:04 PM

User **Carlos Nunez**

Action **Changed Subject from Motor bloqueado A61 to Engine is seized. A61. Changed Status from Pending TECH LINE to Pending Dealer Reply. Closed.**

6/3/2020 3:32 PM

User **Carlos Nunez**

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

6/3/2020 3:32 PM

User **Wesley Roberts**

Action **Changed Subject to Motor bloqueado A61.**

6/3/2020 2:57 PM

User **Survey Site Guest User**

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