



Case:

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

### General

Caller Name	Adrian	Dealer	SOUTH AUSTIN NISSAN
NNAAnet user ID	TVA-51406	Contact Name	
Tech Preferred Phone	5129833237	Customer Name	
Tech Preferred Email	apina@southaustinnissan.com	Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	Wesley Roberts
Repair/Work Order	138136	Mobile Phone	
Job/Line Number	3	Texting Status	
Created Day	Thursday		

### Incident Information

Customer Comments	filled up with diesel and about 4 miles later while driving engine made a loud pop and stalled. customer noticed oil leaking out	Customer Name	
Verified	Yes	Vehicle	1N6BA1F27
Question for TECH LINE	Other - Ask Question in Technician Findings	VIN	1N6BA1F27
Service Manual General Section	Engine	Archived VIN Make	
Service Manual Specific Section	Engine Mechanical	Archived VIN Year	2016
Symptom Code Category	Experience/Occurrence	Archived VIN Model	TITAN XD
Symptom	NO CRANK NO START	Incident/RO Date	6/16/2020
When does this concern occur?	ALL TIMES	Calculated Days Down	2
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	none	Total Days Down	2
Observed Modifications & Accessories	aftermarket cold air box and tube	Repair Attempts	9
		Current Mileage	58,198
		Vehicle Mileage Prior Value	

Vehicle Purchased  
Miles

Primary DTC

Current DTC ECM p0a0f

Past DTC ECM p0a0f,p2509 ABS u1000,c1109  
BCM b2562 IPDM E/R b210b,u1000

Other DTCs

### TECH LINE Information

Subject	Crankshaft separated A61	Resolution Action	REPLACE
Status	Closed	Resolution Object	LONG BLOCK
Confirmed Resolution	Yes	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	6/18/2020 4:02 PM		
Description			
Recommendation Detail			

### DTS Information

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

### Activity History

Email: Case [REDACTED] 2016 TITAN XD; Crankshaft separated A61 [ ref:\_00DA09j8L.\_5002I281FLn:ref ]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	6/18/2020
Assigned To	Wesley Roberts
Last Modified Date/Time	6/18/2020 4:01 PM
Comments	<b>Additional To: apina@southaustinnissan.com</b> <b>CC:</b> <b>BCC: wesley.roberts@nissan-usa.com</b> <b>Attachment:</b>  <b>Subject: Case 40521036; 2016 TITAN XD; Crankshaft separated A61 [ ref:_00DA09j8L._5002I281FLn:ref ]</b> <b>Body:</b> <b>Adrian,</b> <b>TECH LINE's latest case update is below.</b> <b>TSS Recommendation:</b>  <b>• Thank you for the information.</b>  <b>• We have seen the crankshaft separate.</b>

- Drop the lower pan to confirm.
- If so, replace the long block and turbo assembly.
- Have a great rest of your day.

Thank you, \_\_\_\_\_ Wesley.RobertsTECH 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: 6/18/2020

Customer name: [REDACTED]

VIN: 1N6BA1F27 [REDACTED] Mileage: 58,198

Dealer code: 5701

Dealer name: SOUTH AUSTIN NISSAN

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ref:\_00DA09j8L.\_5002I281FLn:ref

#### Emails

Case [REDACTED] 2016 TITAN XD; Crankshaft separated A61 [ ref:\_00DA09j8L.\_5002I281FLn:ref ]

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Message Date 6/18/2020 4:01 PM

Has Attachment

Email Address apina@southaustinnissan.com

Status Sent

Subject Case 40521036; 2016 TITAN XD; Crankshaft separated A61 [ ref:\_00DA09j8L.\_5002I281FLn:ref ]

Text Body Adrian,

TECH LINE's latest case update is below.

#### TSS Recommendation:

- Thank you for the information.
- We have seen the crankshaft separate.
- Drop the lower pan to confirm.
- If so, replace the long block and turbo assembly.
- Have a great rest of your day.

Thank you,

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Wesley.Roberts

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:** 6/18/2020  
**Customer name:**  
**VIN:** 1N6BA1F2 [REDACTED]

**Mileage:** 58,198

**Dealer code:** 5701

**Dealer name:** SOUTH AUSTIN NISSAN

**Customer's Concerns:**

filled up with diesel and about 4 miles later while driving engine made a loud pop and stalled. customer noticed oil leaking out

**Technician Findings:**

Vehicle low on oil-barley touching dip stick. Front crank area is grimey/oil residue. See video-during cranking the crankshaft pulley wobbles very badly. I got truck to start by unplugging crank sensor. Engine sounds terrible-loud banging from bottom end.

Would you recommend replacing engine assembly? What other information do you need?:

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.

**Case Comments**

6/18/2020 4:01 PM

6/18/2020 3:55 PM

User	Comment	User	Comment
Wesley Roberts		Survey Site Guest User	
Public <input checked="" type="checkbox"/>		Public <input checked="" type="checkbox"/>	
Comment	<p><b>TSS Recommendation:</b></p> <ul style="list-style-type: none"><li>• Thank you for the information.</li><li>• We have seen the crankshaft separate.</li><li>• Drop the lower pan to confirm.</li><li>• If so, replace the long block and turbo assembly.</li><li>• Have a great rest of your day.</li></ul>	Comment	<p><b>Customer Comments:</b> filled up with diesel and about 4 miles later while driving engine made a loud pop and stalled. customer noticed oil leaking out</p> <p><input type="checkbox"/> <b>Technician Findings:</b> Vehicle low on oil-barley touching dip stick. Front crank area is grimey/oil residue. See video-during cranking the crankshaft pulley wobbles very badly. I got truck to start by unplugging crank sensor. Engine sounds terrible-loud banging from bottom end.</p> <p>Would you recommend replacing engine</p>

assembly? What other information do you need?  
 Repairs Made: none

## Case History

6/18/2020 4:02 PM

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User **Wesley Roberts**

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

6/18/2020 4:00 PM

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User **Wesley Roberts**

Action **Changed Caller Name from Adrian Pina to Adrian. Changed Subject to Crankshaft separated A61.**

6/18/2020 4:00 PM

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User **Wesley Roberts**

Action **Changed Case Owner from TECH LINE Initial to Wesley Roberts.**

6/18/2020 3:55 PM

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User **Survey Site Guest User**

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