



Case: [REDACTED]

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

General

Caller Name	[REDACTED]	Dealer	MIKE SMITH NISSAN
NNAnet user ID	23307	Contact Name	
Tech Preferred Phone	4098280724	Customer Name	
Tech Preferred Email	mreck@mikesmithdirect.com	Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	Brandt Boster
Repair/Work Order	945864	Mobile Phone	
Job/Line Number	A	Texting Status	
Created Day	Tuesday		

Incident Information

Customer Comments	while driving the truck just stopped working	Customer Name	[REDACTED]
Verified	Yes	Vehicle	1N6BA1F2 [REDACTED]
Question for TECH LINE	Need a second opinion / Is my diagnosis correct?	VIN	1N6BA1F2 [REDACTED]
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	7/1/2020
When does this concern occur?	ALL TIMES	Calculated Days Down	9
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	None at this time.	Total Days Down	9
Observed Modifications & Accessories	N/A	Repair Attempts	1
		Current Mileage	71,662
		Vehicle Mileage Prior Value	

Vehicle Purchased
Miles

Primary DTC

Current DTC

Past DTC

IPDM E/R B210D ECM P2509 AIR BAG
U1000-01 BCM U1000 ICC/ADAS
C1A01

Other DTCs

TECH LINE Information

Subject	Engine will not rotate EMC 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	7/10/2020 8:13 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: Case [REDACTED] 2016 TITAN XD; Engine will not rotate EMC A61 [ref:_00DA09j8L._5002l2840c2:ref]

Name	[REDACTED]
Task	<input checked="" type="checkbox"/>
Due Date	7/10/2020
Assigned To	Wesley Roberts
Last Modified Date/Time	7/10/2020 8:12 AM
Comments	Additional To: mreck@mikesmithdirect.com CC: BCC: wesley.roberts@nissan-usa.com Attachment: Subject: Cas [REDACTED] 2016 TITAN XD; Engine will not rotate EMC A61 [ref:_00DA09j8L._5002l2840c2:ref] Body: BRITTANY SOLORZANO, TECH LINE's latest case update is below. TSS Recommendation: • Thank you for the photos!

- I believe we can call it.
- Let's replace the long block and turbos if they do not come with it.
- Have a wonderful rest of your day and weekend!

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: 7/7/2020

Customer name:
VIN: 1N6BA1F26G [REDACTED] Mileage: 71,662

Dealer code: 3529
Dealer name: MIKE SMITH NISSAN

Customer's Concerns:
while driving the truck just stopped working
Technician Findings:

Tow in from Silsbee Nissan. Customer states just stopped working while driving. Found driver side negative cable loose. Silsbee replaced battery AND negative cable on driver side. According to Silsbee the starter caught fire after replacing the cable. They had the starter rebuilt due to back order. Truck still would not start. I have removed the starter (connector is melted beyond repair) and the drive belt. Engine will not turn over with barring tool. Truck has fresh air filter, oil change, and coolant topped off. Silsbee claims starter had 4 inches of mud and water came out when it was removed. Just wondering where we should start with warranty diagnostic work (if any) -- per service manager.:

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_5002I2840c2:ref

Review Dealer Comment

Name
Task
Due Date 7/10/2020
Assigned To Brandt Boster
Last Modified Date/Time 7/10/2020 8:11 AM
Comments

Email: Case [REDACTED] 2016 TITAN XD; [ref:_00DA09j8L_5002I2840c2:ref]

Name
Task
Due Date 7/7/2020
Assigned To Brandt Boster
Last Modified Date/Time 7/7/2020 3:26 PM
Comments

Additional To [REDACTED]
CC:
BCC: brandt.boster@nissan-usa.com
Attachment:

Subject: Cas [REDACTED] 2016 TITAN XD; [ref:_00DA09j8L_5002I2840c2:ref]
Body:
Thank you for the detailed information on this one Brittany and great work!

TECH LINE does not provide any type of warranty advice or repair pre-approval

- Typically warranty consideration requires a Primary-Failed-Part, so this may be required to be determined before reviewing warranty coverage
- We would recommend directing this inquiry to your warranty department

We have seen additional force required to rotate engine due to size/compression

- If unable to rotate, we can remove multiple injectors to decrease compression

If no change, remove oil pan and note any crankshaft/connection rod trauma or distortion

- Inspect flexplate area for trauma
- Inspect oil pan for debris
- Inspect A/T fluid for contamination

If engine not able to be rotated and no concerns in lower engine, we would recommend removal of the HP fuel pump and re-inspecting engine rotation

Follow up with findings if further assistance can be provided on this one

Have a great rest of your Tuesday Brittany!

Thank you, _____ Brandt BTECH LINE

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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_5002I2840c2:ref

Attachments

TEAR DOWN IMAGES.pdf

Size **2.51MB**
Ownership **Survey Site Guest User**
View [View file](#)
Last Modified **7/9/2020 6:16 PM**

NO ROTATION.MOV

Size **606KB**
Ownership **Survey Site Guest User**
View [View file](#)
Last Modified **7/9/2020 6:16 PM**

DTC_GN517821.jpg

Size **206KB**
Ownership **Survey Site Guest User**
View [View file](#)
Last Modified **7/7/2020 2:48 PM**

Emails

Cas [REDACTED] 016 TITAN XD; Engine will not rotate EMC A61 [ref:_00DA09j8L_5002I2840c2:ref]

Message Date **7/10/2020 8:12 AM**
Has Attachment
Email Address **mreck@mikesmithdirect.com**
Status **Sent**

Subject Case [REDACTED] 2016 TITAN XD; Engine will not rotate EMC A61 [ref:_00DA09j8L_5002I2840c2:ref]
Text Body BRITTANY SOLORZANO,

TECH LINE's latest case update is below.

TSS Recommendation:

- Thank you for the photos!
- I believe we can call it.
- Let's replace the long block and turbos if they do not come with it.
- Have a wonderful rest of your day and weekend!

Thank you,

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: 7/7/2020
Customer name:
VIN: 1N6BA1F26G [REDACTED]**

Mileage: 71,662

Dealer code: 3529

Dealer name: MIKE SMITH NISSAN

**Customer's Concerns:
while driving the truck just stopped working**

Technician Findings:

Tow in from Silsbee Nissan. Customer states just stopped working while driving. Found driver side negative cable loose. Silsbee replaced battery AND negative cable on driver side. According to Silsbee the starter

caught fire after replacing the cable. They had the starter rebuilt due to back order. Truck still would not start. I have removed the starter (connector is melted beyond repair) and the drive belt. Engine will not turn over with barring tool. Truck has fresh air filter, oil change, and coolant topped off. Silsbee claims starter had 4 inches of mud and water came out when it was removed. Just wondering where we should start with warranty diagnostic work (if any) -- per service manager.:

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Case 40634872; 2016 TITAN XD; [ref:_00DA09j8L._5002I2840c2:ref]

Message Date 7/7/2020 3:26 PM
Has Attachment
Email Address [REDACTED]
Status Sent
Subject Case 40634872; 2016 TITAN XD; [ref:_00DA09j8L._5002I2840c2:ref]
Text Body Brittany Solorzano,

TECH LINE's latest case update is below.

Recommendation:

Thank you for the detailed information on this one Brittany and great work!

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- Typically warranty consideration requires a Primary-Failed-Part, so this may be required to be determined before reviewing warranty coverage
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Follow up with findings if further assistance can be provided on this one
Have a great rest of your Tuesday Brittany!

Thank you,

Brandt B

TECH LINE

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Updating a TECH LINE Case:

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Case #: [REDACTED]
Date Created: 7/7/2020
Customer name:
VIN: 1N6BA1F26 [REDACTED]

Mileage: 71,662

Dealer code: 3529

Dealer name: MIKE SMITH NISSAN

Customer's Concerns:
while driving the truck just stopped working

Technician Findings:
Tow in from Silsbee Nissan. Customer states just stopped working while driving. Found driver side negative cable loose. Silsbee replaced battery AND negative cable on driver side. According to Silsbee the starter caught fire after replacing the cable. They had the starter rebuilt due to back order. Truck still would not start. I have removed the starter (connector is melted beyond repair) and the drive belt. Engine will not turn over with barring tool. Truck has fresh air filter, oil change, and coolant topped off. Silsbee claims starter had 4 inches of mud and water came out when it was removed. Just wondering where we should start with warranty diagnostic work (if any) -- per service manager.:

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Case Comments

7/10/2020 8:12 AM

7/9/2020 6:18 PM

User **Wesley Roberts**
Public
Comment
TSS Recommendation:
• Thank you for the photos!
• I believe we can call it.
• Let's replace the long block and turbos if they do not come with it.
• Have a wonderful rest of your day and weekend!

User **Survey Site Guest User**
Public
Comment **ATTACHING REQUESTED VID AND IMAGES. REMOVED 2 INJECTORS NOTED WHAT LOOKS LIKE SAND OR FOREIGN MATERIAL IN THEM - ATTEMPTED TO ROTATE AND FOUND STILL SIEZED. REMOVED LOWER OIL PAN AND FOUND DEBRIS RANGING IN SIZE FROM FINE TO LARGE,**

7/7/2020 3:26 PM

BRASS AND OTHER METALS, ALSO NOTED WHAT LOOKS LIKE POSSIBLY PART OF A PISTON RING.

User Brandt Boster

Public

Recommendation:

Thank you for the detailed information on this one Brittany and great work!

TECH LINE does not provide any type of warranty advice or repair pre-approval

- Typically warranty consideration requires a Primary-Failed-Part, so this may be required to be determined before reviewing warranty coverage
- We would recommend directing this inquiry to your warranty department

We have seen additional force required to rotate engine due to size/compression

Comment

- If unable to rotate, we can remove multiple injectors to decrease compression

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- Inspect A/T fluid for contamination

If engine not able to be rotated and no concerns in lower engine, we would recommend removal of the HP fuel pump and re-inspecting engine rotation

Follow up with findings if further assistance can be provided on this one

Have a great rest of your Tuesday Brittany!

7/7/2020 2:51 PM

User Survey Site Guest User

Public

Comment Attachment is DTC screenshot

7/7/2020 2:48 PM

User Survey Site Guest User

Public

Customer Comments: while driving the truck just stopped working

Comment

- Technician Findings: Tow in from Silsbee Nissan. Customer states just stopped working while driving. Found driver side negative cable loose. Silsbee replaced battery AND negative cable on driver side. According to Silsbee the starter caught fire after replacing the cable. They had the starter rebuilt due to back order. Truck still would not start. I have removed the starter (connector is melted beyond repair) and the drive belt. Engine will not turn over with barring tool. Truck has fresh air filter, oil change, and coolant topped off. Silsbee claims starter had 4 inches of mud and water came out when it was removed. Just wondering where we should start with warranty diagnostic work (if any) -- per service manager.**
- Repairs Made: None at this time.**

DTSM Field Inspections

DTSM # [REDACTED] FREDRICK FORD 3529

Status **Completed**

Created Date **7/14/2020**

Owner First Name **Allen**

DTSM Team **CR**

Vehicle **1N6BA1F26 [REDACTED]**

DTSM Inspection Date 7/14/2020 12:30 PM

Report Date 7/14/2020 8:05 PM

VIN 1N6BA1F26

Case History

7/10/2020 8:13 AM

User Wesley Roberts

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

7/9/2020 6:18 PM

User Survey Site Guest User

Action Changed First Call Resolution from Yes to No. Changed Reopen Date to 7/9/2020 6:18 PM. Changed Status from Closed to Pending TECH LINE.

7/9/2020 6:16 PM

User Survey Site Guest User

Action Changed Caller Name from Brittany Solorzano to BRITTANY SOLORZANO. Changed Tech Preferred Email from [REDACTED] to [REDACTED]. Changed Tech Preferred Phone from [REDACTED] to 4098280724.

7/7/2020 3:27 PM

User Brandt Boster

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

7/7/2020 3:20 PM

User Brandt Boster

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

7/7/2020 2:48 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.