



Case: [REDACTED]

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

General

Caller Name	[REDACTED]	Dealer	FORT WORTH NISSAN
NNAnet user ID	tva-04414	Contact Name	
Tech Preferred Phone	6612055203	Customer Name	
Tech Preferred Email	[REDACTED]	Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	Kelby Hausman
Repair/Work Order	430856	Mobile Phone	
Job/Line Number	a	Texting Status	
Created Day	Wednesday		

Incident Information

Customer Comments	will not start	Customer Name	[REDACTED]
Verified	Yes	Vehicle	1N6BA1F28 [REDACTED]
Question for TECH LINE	Can you help me find information?	VIN	1N6BA1F28 [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	9/10/2020
When does this concern occur?	ALL TIMES	Calculated Days Down	20
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	none	Total Days Down	20
Observed Modifications & Accessories	none	Repair Attempts	0
		Current Mileage	108,110
		Vehicle Mileage Prior Value	
		Vehicle Purchased Miles	

Primary DTC

Current DTC ECM p0087 ECM p009e ECM p00c6

Past DTC

Other DTCs

TECH LINE Information

Subject	Engine will not crank A61 EM	Resolution Action	REPLACE
Status	Pending Dealer Reply	Resolution Object	LONG BLOCK
Confirmed Resolution	Pending	Field Inspection Indicator	
Component Code Category	EM Engine Mechanical	NNA Field Inspection Date	
Component Code Issue	EMA ENGINE ASSEMBLY	FSSS	
TECH LINE Template	ECC Initial Response	FSSS Date	
TREAD Component	06		
Date/Time Closed	9/30/2020 10:18 AM		
Description			
Recommendation Detail			

DTS Information

DTSM Inspection Date		DTSM Request Type	
DTSM Inspection Date Confirmed?		Inspection Time/Notes	Appointment Time:
Notes for DTSM (Vehicle Concerns)			Notes to Agent:

Activity History

Email: Case 016 TITAN XD; Engine will not crank A61 EM [ref:_00DA09j8L_5002I2Av8qD:ref]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	9/30/2020
Assigned To	Kelby Hausman
Last Modified Date/Time	9/30/2020 10:18 AM
Comments	<p>Additional To: </p> <p>CC:</p> <p>BCC: kelby.hausman@nissan-usa.com</p> <p>Attachment:</p> <p>Subject: Cas 016 TITAN XD; Engine will not crank A61 EM [ref:_00DA09j8L_5002I2Av8qD:ref]</p> <p>Body:</p> <p>Robert,</p> <p>We typically will see the harmonic balancer have abnormal movement if the crankshaft is separated.</p> <p>A visual inspection is the easiest way to determine since the engine will not turn over.</p> <p>If a root cause is needed, we will need to tear down the engine as needed to isolate the source.</p> <p>We want to hear what you think. Please take a few moments to complete the 2020 Carlisle technician survey by: CLICKING HERE</p> <p>The TECH LINE Survey can be accessed by: CLICKING HERE</p>

Thank you, _____ Kelby HausmanTECH LINE

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: 9/30/2020
Customer name:
VIN: 1N6BA1F28G [REDACTED] Mileage: 108,110
Dealer code: 5186
Dealer name: FORT WORTH NISSAN

Customer's Concerns:

will not start

Technician Findings:

engine will only move about 10 degrees one way or the other by hand, will not turn over with starter, removed oil pan and no metal or damage. removed all injectors and valve covers and see no metal or gamage:

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ref:_00DA09j8L_5002I2Av8qD:ref

Email: Case [REDACTED] 016 TITAN XD; Engine will not crank A61 EM [ref:_00DA09j8L_5002I2Av8qD:ref]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	9/30/2020
Assigned To	Kelby Hausman
Last Modified Date/Time	9/30/2020 9:16 AM
Comments	<p>Additional To: [REDACTED] CC: BCC: kelby.hausman@nissan-usa.com Attachment:</p> <p>Subject: Case [REDACTED] 2016 TITAN XD; Engine will not crank A61 EM [ref:_00DA09j8L_5002I2Av8qD:ref] Body: Robert, We typically see separated crankshafts or bearing concerns cause this concern in other cases. We want to hear what you think. Please take a few moments to complete the 2020 Carlisle technician survey by: CLICKING HERE The TECH LINE Survey can be accessed by: CLICKING HERE</p> <p>Thank you, _____ Kelby HausmanTECH LINE</p> <p>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.</p> <p>Case # [REDACTED] Date Created: 9/30/2020 Customer name: VIN: 1N6BA1F28G [REDACTED] Mileage: 108,110 Dealer code: 5186 Dealer name: FORT WORTH NISSAN</p> <p>Customer's Concerns: will not start Technician Findings: engine will only move about 10 degrees one way or the other by hand. will not turn over with starter.</p>

removed oil pan and no metal or damage. removed all injectors and valve covers and see no metal or damage:

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ref:_00DA09j8L._5002I2Av8qD:ref

Email: Case [REDACTED] 2016 TITAN XD; Engine will not crank A61 EM [ref:_00DA09j8L._5002I2Av8qD:ref]

Name
Task
Due Date
Assigned To
Last Modified Date/Time

9/30/2020
Kelby Hausman
9/30/2020 7:56 AM
Additional T [REDACTED]
CC:
BCC: kelby.hausman@nissan-usa.com
Attachment:

Subject: Case [REDACTED] 2016 TITAN XD; Engine will not crank A61 EM [ref:_00DA09j8L._5002I2Av8qD:ref]

Body:
Robert,
Thank you for the case information.

If not already done so, let's remove the drive belt to rule out an accessory or pulley locking up.

If the engine still will not turn over, replace the long block.

We want to hear what you think. Please take a few moments to complete the 2020 Carlisle technician survey by: [CLICKING HERE](#)

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

Thank you, _____ Kelby HausmanTECH LINE

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Comments 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: 9/30/2020
Customer name:
VIN: 1N6BA1F28 [REDACTED] Mileage: 108,110
Dealer code: 5186
Dealer name: FORT WORTH NISSAN

Customer's Concerns:

will not start

Technician Findings:

engine will only move about 10 degrees one way or the other by hand. will not turn over with starter. removed oil pan and no metal or damage. removed all injectors and valve covers and see no metal or damage:

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ref:_00DA09j8L._5002I2Av8qD:ref

Emails

Case [REDACTED] 2016 TITAN XD; Engine will not crank A61 EM [ref:_00DA09j8L._5002I2Av8qD:ref]

Message Date 9/30/2020 10:18 AM

Has Attachment 

Email Address

Status **Sent**

Subject **Case [REDACTED] 2016 TITAN XD; Engine will not crank A61 EM [ref:_00DA09j8L_5002I2Av8qD:ref]**

Text Body **robert barnett,**

TECH LINE's latest case update is below.

Recommendation

We typically will see the harmonic balancer have abnormal movement if the crankshaft is separated. A visual inspection is the easiest way to determine since the engine will not turn over. If a root cause is needed, we will need to tear down the engine as needed to isolate the source.

We want to hear what you think. Please take a few moments to complete the 2020 Carlisle technician survey by: [CLICKING HERE](#)

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Thank you,

Kelby Hausman

TECH LINE

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Case: [REDACTED]

Date Created: 9/30/2020

Customer name: [REDACTED]

VIN: 1N6BA1 [REDACTED]

Mileage: 108,110

Dealer code: 5186

Dealer name: FORT WORTH NISSAN

Customer's Concerns:
will not start

Technician Findings:

engine will only move about 10 degrees one way or the other by hand. will not turn over with starter. removed oil pan and no metal or damage. removed all injectors and valve covers and see no metal or damage:


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Kelby Hausman
Technical Support Specialist
Aftersales Dealer Support – TECH LINE

Nissan North America, Inc.

Fax: +1 615-984-5234

Re: Case 42036567; 2016 TITAN XD; Engine will not crank A61 EM [ref:_00DA09j8L._5002I2Av8qD:ref]

Message Date 9/30/2020 9:49 AM
Has Attachment 
Email Address [REDACTED]
Status Read
Subject Re: Case 42036567; 2016 TITAN XD; Engine will not crank A61 EM [ref:_00DA09j8L._5002I2Av8qD:ref]
Text Body There's no metal in the oil pan. How do I check for a separated crankshaft?

On Wed, Sep 30, 2020 at 9:16 AM TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:

> Robert,
>
> We typically see separated crankshafts or bearing concerns cause this
> concern in other cases.
>
>
> We want to hear what you think. Please take a few moments to complete the

> The TECH LINE Survey can be accessed by: [CLICKING HERE](https://urldefense.com/v3/__http://www.asistfaq.com/online_techline_survey.asp?SurveyId=TLRSVY2&uid=__;!!Bbg-OcCDIOs!UFDtNuOQlaPV-oJ0oNJoHFZ3E8n56Z7aujcdYi9T34FBJ1SzAyEOVbt-89Q77GGmwvK9$)
> <[https://urldefense.com/v3/__http://www.asistfaq.com/online_techline_survey.asp?SurveyId=TLRSVY2&uid=__;!!Bbg-OcCDIOs!UFDtNuOQlaPV-oJ0oNJoHFZ3E8n56Z7aujcdYi9T34FBJ1SzAyEOVbt-89Q77GGmwvK9\\$](https://urldefense.com/v3/__http://www.asistfaq.com/online_techline_survey.asp?SurveyId=TLRSVY2&uid=__;!!Bbg-OcCDIOs!UFDtNuOQlaPV-oJ0oNJoHFZ3E8n56Z7aujcdYi9T34FBJ1SzAyEOVbt-89Q77GGmwvK9$)>

> Thank you,
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> _____
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> Kelby Hausman
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> TECH LINE
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>
> *Updating a TECH LINE Case:*>
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>
>
> Case #: [REDACTED]
> Date Created: 9/30/2020
> Customer name:
> VIN: 1N6BA1 [REDACTED]
>
> Mileage: 108,110
>
> Dealer code: 5186
>
> Dealer name: FORT WORTH NISSAN
>
> Customer's Concerns:
> will not start
>
>
> Technician Findings:
> engine will only move about 10 degrees one way or the other by hand. will
> not turn over with starter. removed oil pan and no metal or damage. removed
> all injectors and valve covers and see no metal or gamage:
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> ref:_00DA09j8L._5002I2Av8qD:ref
>

Ca [REDACTED] 2016 TITAN XD; Engine will not crank A61 EM [ref:_00DA09j8L._5002I2Av8qD:ref]

Message Date 9/30/2020 9:16 AM

Has Attachment 

Email Address [REDACTED]

Status **Sent**

Subject **Case 42036567; 2016 TITAN XD; Engine will not crank A61 EM [ref:_00DA09j8L._5002I2Av8qD:ref]**

Text Body **robert barnett,**

TECH LINE's latest case update is below.

Recommendation

We typically see separated crankshafts or bearing concerns cause this concern in other cases.

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Thank you,

Kelby Hausman

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**Case [REDACTED]
Date Created: 9/30/2020
Customer name:
VIN: 1N6BA1F2 [REDACTED]**

Mileage: 108,110

Dealer code: 5186

Dealer name: FORT WORTH NISSAN

**Customer's Concerns:
will not start**

**Technician Findings:
engine will only move about 10 degrees one way or the other by hand, will not turn over with starter.**

removed oil pan and no metal or damage. removed all injectors and valve covers and see no metal or damage:

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Kelby Hausman
Technical Support Specialist
Aftersales Dealer Support – TECH LINE

Nissan North America, Inc.

Fax: +1 615-984-5234

Re: Case [REDACTED] 2016 TITAN XD; Engine will not crank A61 EM [ref:_00DA09j8L._5002I2Av8qD:ref]

Message Date **9/30/2020 8:30 AM**

Has Attachment

Email Address [REDACTED]

Status **Read**

Subject **Re: Case 42036567; 2016 TITAN XD; Engine will not crank A61 EM [ref:_00DA09j8L._5002I2Av8qD:ref]**

Text Body **I know it needs a long block. The aftermarket warr company wants a cause of failure for the engine locking up. Are there any cases where engines have locked up and what was the cause to give me a direction to go.**

On Wed, Sep 30, 2020 at 7:56 AM TECH LINE Email to Case < techlinesfdc@nissan-usa.com> wrote:

> Robert,

>

> Thank you for the case information.

>

>

> If not already done so, let's remove the drive belt to rule out an accessory or pulley locking up.

>

>

> If the engine still will not turn over, replace the long block.

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> Thank you,

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> Kelby Hausman

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> TECH LINE
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>
> *Updating a TECH LINE Case:*
>
> Technician: Reply to this email; do not change the email subject line.
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> From ASIST, Select TECH LINE Support Request, Enter your dealer code and
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> *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: 9/30/2020
> Customer name:
> VIN: 1N6BA1F [REDACTED]
>
> Mileage: 108,110
>
> Dealer code: 5186
>
> Dealer name: FORT WORTH NISSAN
>
> Customer's Concerns:
> will not start
>
>
> Technician Findings:
> engine will only move about 10 degrees one way or the other by hand. will
> not turn over with starter. removed oil pan and no metal or damage. removed
> all injectors and valve covers and see no metal or gamage:
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Case [REDACTED] 016 TITAN XD; Engine will not crank A61 EM [ref:_00DA09j8L._5002I2Av8qD:ref]

Message Date 9/30/2020 7:56 AM

Has Attachment 

Email Address [REDACTED]

Status Sent

Subject Ca [REDACTED] 016 TITAN XD; Engine will not crank A61 EM [ref:_00DA09j8L._5002I2Av8qD:ref]

Text Body robert barnett,

TECH LINE's latest case update is below.

Recommendation

Thank you for the case information.

If not already done so, let's remove the drive belt to rule out an accessory or pulley locking up.

If the engine still will not turn over, replace the long block.

We want to hear what you think. Please take a few moments to complete the 2020 Carlisle technician survey by: [CLICKING HERE](#)

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

Thank you,

Kelby Hausman

TECH LINE

Updating a TECH LINE Case:

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Case # [REDACTED]
Date Created: 9/30/2020
Customer name [REDACTED]
VIN: 1N6BA [REDACTED]

Mileage: 108,110

Dealer code: 5186

Dealer name: FORT WORTH NISSAN

Customer's Concerns:
will not start

Technician Findings:
engine will only move about 10 degrees one way or the other by hand, will not turn over with starter.

removed oil pan and no metal or damage. removed all injectors and valve covers and see no metal or damage:

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Kelby Hausman
Technical Support Specialist
Aftersales Dealer Support – TECH LINE

Nissan North America, Inc.

Fax: +1 615-984-5234

Case Comments

9/30/2020 10:17 AM

User **Kelby Hausman**
Public
Comment **Recommendation**
We typically will see the harmonic balancer have abnormal movement if the crankshaft is separated. A visual inspection is the easiest way to determine since the engine will not turn over. If a root cause is needed, we will need to tear down the engine as needed to isolate the source.

9/30/2020 9:16 AM

User **Kelby Hausman**
Public
Comment **Recommendation**
We typically see separated crankshafts or bearing concerns cause this concern in other cases.

9/30/2020 7:56 AM

User **Kelby Hausman**
Public
Comment **Recommendation**
Thank you for the case information. If not already done so, let's remove the drive belt to rule out an accessory or pulley locking up. If the engine still will not turn over, replace the long block.

9/30/2020 10:17 AM

User **Kelby Hausman**
Public
Comment **Tech email reply:**
"There's no metal in the oil pan. How do I check for a separated crankshaft?"

9/30/2020 9:15 AM

User **Kelby Hausman**
Public
Comment **Tech email reply:**
"I know it needs a long block. The aftermarket warr company wants a cause of failure for the engine locking up. Are there any cases where engines have locked up and what was the cause to give me a direction to go."

9/30/2020 7:47 AM

User **Survey Site Guest User**
Public
Comment **Customer Comments: will not start**
 Technician Findings: engine will only move about 10 degrees one way or the other by hand, will not turn over with starter. removed oil pan and no metal or damage. removed all injectors and valve covers and see no metal or damage
 Repairs Made: none

Case History

9/30/2020 10:18 AM

User **Kelby Hausman**
Action **Changed Status from Pending TECH LINE to Pending Dealer Reply. Closed.**

9/30/2020 9:49 AM

User **Managed Services**
Action **Changed Reopen Date from 9/30/2020 8:30 AM to 9/30/2020 9:49 AM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

9/30/2020 9:18 AM

User **Kelby Hausman**

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

9/30/2020 8:30 AM

User **Managed Services**

Action **Changed First Call Resolution from Yes to No. Changed Reopen Date to 9/30/2020 8:30 AM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

9/30/2020 7:55 AM

User **Kelby Hausman**

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

9/30/2020 7:55 AM

User **Kelby Hausman**

Action **Changed Subject to Engine will not crank A61 EM.**

9/30/2020 7:49 AM

User **Kelby Hausman**

Action **Changed Case Owner from TECH LINE Initial to Kelby Hausman.**

9/30/2020 7:47 AM

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. Changed VIN from 1n6ba1f2 [REDACTED] to 1N6BA1F2 [REDACTED] Created.**