



- [Close Window](#)
- [Print This Page](#)
- [Expand All](#) | [Collapse All](#)

Case:

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

General

Caller Name		Dealer	RYDELL NISSAN OF GRAND FORKS
NNAnet user ID		Contact Name	
Tech Preferred Phone	(218) 791-0832	Customer Name	
Tech Preferred Email	bjohnson@gfhonda.com	Case Record Type	TECH LINE Cases
Preferred Contact Method		Case Owner	Steven Cooke
Repair/Work Order		Mobile Phone	
Job/Line Number		Texting Status	
Created Day	Thursday		

Incident Information

Customer Comments	Flywheel bolts not accessible during LB replacement	Customer Name	
Verified	Yes	Vehicle	1N6BA1F47
Question for TECH LINE	Can you help me find information?	VIN	1N6BA1F47
Service Manual General Section	Engine	Archived VIN Make	
Service Manual Specific Section	Engine Mechanical	Archived VIN Year	2016
Symptom Code Category	General	Archived VIN Model	Titan
Symptom	GENERAL QUESTION - NO SYMPTOM	Incident/RO Date	
When does this concern occur?		Calculated Days Down	0
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made		Total Days Down	0
Observed Modifications & Accessories		Repair Attempts	
		Current Mileage	126,166
		Vehicle Mileage Prior Value	
		Vehicle Purchased	

Miles
Primary DTC
Current DTC
Past DTC
Other DTCs

TECH LINE Information

Subject	Engine will not rotate EMC - A61	Resolution Action	
Status	Closed	Resolution Object	
Confirmed Resolution	No	Field Inspection Indicator	<input checked="" type="checkbox"/>
Component Code Category	EM Engine Mechanical	NNA Field Inspection Date	1/19/2021
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	1/5/2021 10:58 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 to Agent:
Notes for DTSM (Vehicle Concerns)			

Activity History

Email: Cas [REDACTED] 2016 TITAN XD; Engine will not rotate EMC - A61 [ref:_00DA09j8L._5002I2DYYTI:ref]

Name	[REDACTED]
Task	<input checked="" type="checkbox"/>
Due Date	1/5/2021
Assigned To	Steven Cooke
Last Modified Date/Time	1/5/2021 10:58 AM
Comments	Additional To: bjohnson@gfhonda.com CC: BCC: steven.cooke@nissan-usa.com Attachment: Subject: Case 42683540; 2016 TITAN XD; Engine will not rotate EMC - A61 [ref:_00DA09j8L._5002I2DYYTI:ref] Body: Hello, Brandon— Thank you for the update.

TECH LINE Recommendations:

Looking through vehicle history in DBS, we find the only time the turbocharger is mentioned is back in April of 2016 when the vehicle received an ECM update for DTC P2263 per NTB16-037e. Beyond that, the turbocharger seems to be original.

Unfortunately, TECH LINE can neither approve nor deny warranty repairs.

Warranty discussions are best had with your Service Manager and/or Warranty Administrator.

Unofficially, we can suggest to make a good visual inspection of the turbochargers (high- and low-pressure) while they are accessible for evidence of trauma or oil leakage. If any concerns are noted, having documented evidence that turbocharger(s) should be replaced may (or may not) influence the decision for replacement.

Please keep us posted on the outcome.

Have a good day, Brandon.

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

Thank you, _____ Steve CTECH 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: 12/11/2020
Customer name [REDACTED]
VIN: 1N6BA1F [REDACTED] Mileage: 126,166
Dealer code: 3071
Dealer name: RYDELL NISSAN OF GRAND FORKS

Customer's Concerns:
Flywheel bolts not accessible during LB replacement
Technician Findings:
I am replacing a diesel engine in a 16 titan

motor is locked up and can not be turned.

I was planning on pulling the torque converter with the engine but noticed the flywheel housing stays on the engine.

I will not be able to access the flywheel bolts, can't turn crank. you have any recommendations?:

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_5002I2DYTYI:ref

Email: Case # [REDACTED], 2016 TITAN XD; Engine will not rotate EMC - A61 [ref:_00DA09j8L_5002I2DYTYI:ref]

Name

Task

Due Date 1/4/2021
Assigned To Steven Cooke
Last Modified Date/Time 1/4/2021 3:42 PM
Comments Additional To: bjohnson@gfhonda.com

CC:
BCC: steven.cooke@nissan-usa.com
Attachment:

Subject: [REDACTED] 016 TITAN XD; Engine will not rotate EMC - A61 [ref:_00DA09j8L_5002I2DYTYI:ref]

Body:

Good afternoon, Brandon— Thank you for the case update.

I'm glad we were able to get this vehicle disassembled and working on getting it back together.

TECH LINE Recommendations:

We understand your desire to be sure there is no concern with the transmission front pump seal and agree that replacing the lip seal would be recommended especially when it is not disassembled under normal conditions.

Unfortunately, as your Parts Dept. has indicated, Nissan does not list an input shaft seal for this vehicle. Searching the ESM, neither do they provide a replacement procedure for this seal; only the output shaft seal.

This leaves us with only a couple options:

- Factory-approved seal replacement method which is to replace the complete transmission.
- Leave the seal alone and monitor for leaks after re-installing the engine
- OR, given the mileage of the vehicle and the warranty status, we could also consider sourcing the part locally to ensure proper sealing.

Please update the case with your progress and findings.

We look forward to resolving this case with you.

Have a good evening, Brandon.

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

Thank you, _____ Steve CTECH 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: 12/17/2020

Customer name: [REDACTED]

VIN: 1N6BA1F47G [REDACTED] Mileage: 126,166

Dealer code: 3071

Dealer name: RYDELL NISSAN OF GRAND FORKS

Customer's Concerns:

Flywheel bolts not accessible during LB replacement

Technician Findings:

I am replacing a diesel engine in a 16 titan

motor is locked up and can not be turned.

I was planning on pulling the torque converter with the engine but noticed the flywheel housing stays on the engine.

I will not be able to access the flywheel bolts, can't turn crank. you have any recommendations?:

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._5002I2DYYTI:ref

DTS Follow Up null [REDACTED] RYDELL NISSAN OF GRAND FORKS

Name [REDACTED]
Task
Due Date **12/19/2020**
Assigned To **Steven Cooke**
Last Modified Date/Time **5/3/2022 10:19 AM**
Comments **Confirm DTS Appointment with both Customer and Dealer.**

DTS Request [REDACTED] null RYDELL NISSAN OF GRAND FORKS

Name [REDACTED]
Task
Due Date **12/19/2020**
Assigned To **Lance Davis**
Last Modified Date/Time **12/17/2020 10:50 PM**
Comments **Good evening, Lance—
I am submitting a DTS Request based on the nature of the case; this more of a heads-up than a Field Visit request.
The Technician is removing a seized CD50/diesel engine and cannot access the torque converter bolts.
At this time, TECH LINE has explained that we cannot recommend any methods that may cause trauma to parts and that is a conversation to have with the Service Manager and/or Warranty Administrator.
At this time, we have offered him some alternatives that may aid in completing this project.
TECH LINE will continue to support the Technician as the case develops.
Thank you—
Steve Cooke**

Email: Cas [REDACTED] 2016 TITAN XD; Flywheel bolt access, engine locked up, VKD A61 [ref:_00DA09j8L._5002I2DYYTI:ref]

Name [REDACTED]
Task
Due Date **12/17/2020**

Assigned To **Brandt Boster**
Last Modified Date/Time **12/17/2020 1:44 PM**
Additional To: bjohnson@gfhonda.com
CC:
BCC: brandt.boster@nissan-usa.com
Attachment:

Subject: Case [REDACTED] 2016 TITAN XD; Flywheel bolt access, engine locked up, VKD A61 [ref:_00DA09j8L_5002I2DYTYI:ref]

Body:
Thank you for the case information on this one Brandon

Similar cases show a few additional steps that can be completed to remove the engine from the torque converter

- Manually separate flexplate from torque converter mounting pads
- Loosen engine main caps and turn crankshaft

Comments

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

Have a great rest of your Thursday Brandon!

Thank you, _____ Brandt BTECH 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..

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

ref:_00DA09j8L_5002I2DYTYI:ref

Emails

Case [REDACTED] 2016 TITAN XD; Engine will not rotate EMC - A61 [ref:_00DA09j8L_5002I2DYTYI:ref]

Message Date **1/5/2021 10:58 AM**

Has Attachment

Email Address **bjohnson@gfhonda.com**

Status **Sent**

Subject **Case [REDACTED] 2016 TITAN XD; Engine will not rotate EMC - A61 [ref:_00DA09j8L_5002I2DYTYI:ref]**

Text Body **brandon,**

TECH LINE's latest case update is below.

TECH LINE Recommendations:

**Hello, Brandon—
Thank you for the update.**

Looking through vehicle history in DBS, we find the only time the turbocharger is mentioned is back in April of 2016 when the vehicle received an ECM update for DTC P2263 per NTB16-037e. Beyond that, the turbocharger seems to be original.

Unfortunately, TECH LINE can neither approve nor deny warranty repairs. Warranty discussions are best had with your Service Manager and/or Warranty Administrator.

Unofficially, we can suggest to make a good visual inspection of the turbochargers (high- and low-pressure) while they are accessible for evidence of trauma or oil leakage. If any concerns are noted, having documented evidence that turbocharger(s) should be replaced may (or may not) influence the decision for replacement.

Please keep us posted on the outcome.

Have a good day, Brandon.

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

Thank you,

Steve C

TECH 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: 12/17/2020
Customer name:
VIN: 1N6BA1F4 [REDACTED]

Mileage: 126,166

Dealer code: 3071

Dealer name: RYDELL NISSAN OF GRAND FORKS

Customer's Concerns:
Flywheel bolts not accessible during LB replacement

Technician Findings:
I am replacing a diesel engine in a 16 titan
motor is locked up and can not be turned.

I was planning on pulling the torque converter with the engine but noticed the flywheel housing stays on the engine.

I will not be able to access the flywheel bolts, can't turn crank, you have any recommendations?:

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.

RE: Case [REDACTED] 2016 TITAN XD; Engine will not rotate EMC - A61 [ref:_00DA09j8L._5002I2DYTYI:ref]

Message Date 1/5/2021 9:31 AM

Has Attachment

Email Address bjohnson@gfhonda.com

Status Read

Subject RE: Case [REDACTED] 2016 TITAN XD; Engine will not rotate EMC - A61 [ref:_00DA09j8L._5002I2DYTYI:ref]

Text Body Im going to put back together and hope for the best. One other question I should have asked. Should I replace the turbo? If it was customer pay I would suggest it but this is a 50/50 warranty split with the customer and not sure if warranty will pay for it

From: TECH LINE Email to Case <techlinesfdc@nissan-usa.com>
Sent: Monday, January 4, 2021 2:42 PM

Subject: Case 42683540; 2016 TITAN XD; Engine will not rotate EMC - A61 [ref:_00DA09j8L._5002I2DYTYI:ref]

Good afternoon, Brandon-

Thank you for the case update.

I'm glad we were able to get this vehicle disassembled and working on getting it back together.

TECH LINE Recommendations:

We understand your desire to be sure there is no concern with the transmission front pump seal and agree that replacing the lip seal would be recommended especially when it is not disassembled under normal conditions.

Unfortunately, as your Parts Dept. has indicated, Nissan does not list an input shaft seal for this vehicle. Searching the ESM, neither do they provide a replacement procedure for this seal; only the output shaft seal.

**This leaves us with only a couple options:
. Factory-approved seal replacement method which is to replace the complete transmission.**

. Leave the seal alone and monitor for leaks after re-installing the engine
. OR, given the mileage of the vehicle and the warranty status, we could also consider sourcing the part locally to ensure proper sealing.

Please update the case with your progress and findings.
We look forward to resolving this case with you.

Have a good evening, Brandon.

Thank you,

Steve C

TECH 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: 12/17/2020
Customer name: [REDACTED]
VIN: 1N6BA1F [REDACTED]

Mileage: 126,166

Dealer code: 3071

Dealer name: RYDELL NISSAN OF GRAND FORKS

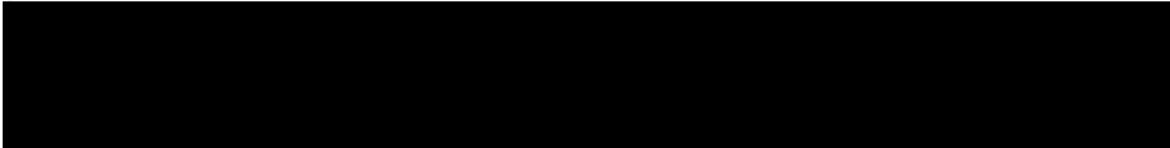
Customer's Concerns:
Flywheel bolts not accessible during LB replacement

Technician Findings:
I am replacing a diesel engine in a 16 titan
motor is locked up and can not be turned.

I was planning on pulling the torque converter with the engine but noticed the flywheel housing stays on the engine.

I will not be able to access the flywheel bolts, can't turn crank. you have any recommendations?:

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._5002I2DYYTI:ref

Case [REDACTED] 2016 TITAN XD; Engine will not rotate EMC - A61 [ref:_00DA09j8L._5002I2DYYTI:ref]

Message Date 1/4/2021 3:42 PM
Has Attachment
Email Address bjohnson@gfhonda.com
Status Sent
Subject Cas [REDACTED] 2016 TITAN XD; Engine will not rotate EMC - A61 [ref:_00DA09j8L._5002I2DYYTI:ref]
Text Body brandon,

TECH LINE's latest case update is below.

TECH LINE Recommendations:

Good afternoon, Brandon—
Thank you for the case update.

I'm glad we were able to get this vehicle disassembled and working on getting it back together.

We understand your desire to be sure there is no concern with the transmission front pump seal and agree that replacing the lip seal would be recommended especially when it is not disassembled under normal conditions.

Unfortunately, as your Parts Dept. has indicated, Nissan does not list an input shaft seal for this vehicle. Searching the ESM, neither do they provide a replacement procedure for this seal; only the output shaft seal.

This leaves us with only a couple options:

- Factory-approved seal replacement method which is to replace the complete transmission.
- Leave the seal alone and monitor for leaks after re-installing the engine
- OR, given the mileage of the vehicle and the warranty status, we could also consider sourcing the part locally to ensure proper sealing.

Please update the case with your progress and findings.
We look forward to resolving this case with you.

Have a good evening, Brandon.

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

Thank you,

Steve C

TECH 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: 12/17/2020
Customer name:
VIN: 1N6BA1F [REDACTED]

Mileage: 126,166

Dealer code: 3071

Dealer name: RYDELL NISSAN OF GRAND FORKS

Customer's Concerns:

Flywheel bolts not accessible during LB replacement

Technician Findings:

I am replacing a diesel engine in a 16 titan

motor is locked up and can not be turned.

I was planning on pulling the torque converter with the engine but noticed the flywheel housing stays on the engine.

I will not be able to access the flywheel bolts, can't turn crank. you have any recommendations?:

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.

RE: Case [REDACTED] 2016 TITAN XD; Flywheel bolt access, engine locked up, VKD A61 [ref:_00DA09j8L_5002I2DYYTI:ref]

Message Date 12/17/2020 2:00 PM
Has Attachment
Email Address bjohnson@gfhonda.com
Status Read
Subject RE: C [REDACTED] 2016 TITAN XD; Flywheel bolt access, engine locked up, VKD A61 [ref:_00DA09j8L_5002I2DYYTI:ref]
Text Body

Not sure if the techline case states this is a diesel engine. The flywheel housing comes out with the engine and the torque converter bolts cannot be accessed. I was looking at trying to access the main caps and the upper oil pan(block stiffening plate) needs to be removed to gain access. The only issue the that is the rear main housing bolts to the upper oil pan(block stiffening plate). I cannot access them bolts. If you want to call me I can maybe explain better, Phone # is 218-791-0832

From: TECH LINE Email to Case <techlinesfdc@nissan-usa.com>
Sent: Thursday, December 17, 2020 1:44 PM
To: bjohnson@gfhonda.com
Subject: Case [REDACTED] 2016 TITAN XD; Flywheel bolt access, engine locked up, VKD A61 [ref:_00DA09j8L_5002I2DYYTI:ref]

<[https://urldefense.com/v3/__https://nissanna.my.salesforce.com/servlet/servlet.ImageServer?id=015F00000__!!Bbg-OcCDIOs!Qqw-h-hWDhpexWScBAaSTwmxBK85KUwSfSMFSGe85fVeZxjf4MfwJtkn4W2wrFy44ysj\\$02I7tw&oid=00DA00000009j8L](https://urldefense.com/v3/__https://nissanna.my.salesforce.com/servlet/servlet.ImageServer?id=015F00000__!!Bbg-OcCDIOs!Qqw-h-hWDhpexWScBAaSTwmxBK85KUwSfSMFSGe85fVeZxjf4MfwJtkn4W2wrFy44ysj$02I7tw&oid=00DA00000009j8L)>

Thank you for the case information on this one Brandon

Similar cases show a few additional steps that can be completed to remove the engine from the torque converter
- Manually separate flexplate from torque converter mounting pads

- Loosen engine main caps and turn crankshaft

Follow up with findings if further assistance can be provided on this one
Have a great rest of your Thursday Brandon!

Thank you,

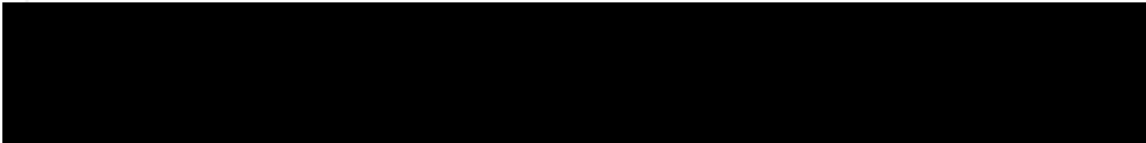
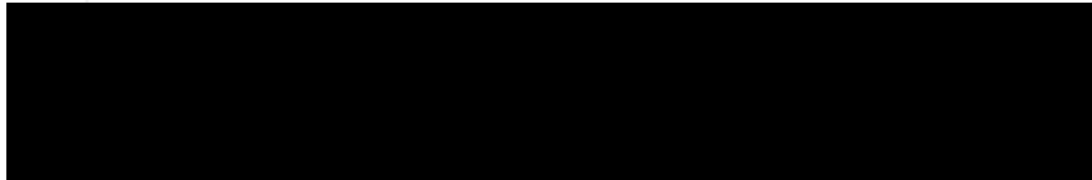
Brandt B

TECH 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..



ref:_00DA09j8L._5002I2DYYTI:ref

Ca [REDACTED] 2016 TITAN XD; Flywheel bolt access, engine locked up, VKD A61 [
ref:_00DA09j8L._5002I2DYYTI:ref]

Message Date 12/17/2020 1:44 PM
Has Attachment
Email Address bjohnson@gfhonda.com
Status Sent
Subject [REDACTED]
Text Body brandon,

TECH LINE's latest case update is below.

Recommendation:

Thank you for the case information on this one Brandon

Similar cases show a few additional steps that can be completed to remove the engine from the torque converter

- Manually separate flexplate from torque converter mounting pads
- Loosen engine main caps and turn crankshaft

Follow up with findings if further assistance can be provided on this one
Have a great rest of your Thursday Brandon!

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

Thank you,

Brandt B

TECH 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: 12/17/2020
Customer name:
VIN: 1N6BA1F4 [REDACTED]

Mileage: 126,166

Dealer code: 3071

Dealer name: RYDELL NISSAN OF GRAND FORKS

Customer's Concerns:
Flywheel bolts not accessible during LB replacement

Technician Findings:
I am replacing a diesel engine in a 16 titan

motor is locked up and can not be turned.

I was planning on pulling the torque converter with the engine but noticed the flywheel housing stays on the engine.

I will not be able to access the flywheel bolts, can't turn crank. you have any recommendations?:

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

1/5/2021 10:57 AM

1/5/2021 10:57 AM

User **Steven Cooke**
Public

TECH LINE Recommendations:

Hello, Brandon—
Thank you for the update.

Looking through vehicle history in DBS, we find the only time the turbocharger is mentioned is back in April of 2016 when the vehicle received an ECM update for DTC P2263 per NTB16-037e. Beyond that, the turbocharger seems to be original.

Unfortunately, TECH LINE can neither approve nor deny warranty repairs.

Warranty discussions are best had with your Service Manager and/or Warranty Administrator.

Unofficially, we can suggest to make a good visual inspection of the turbochargers (high- and low-pressure) while they are accessible for evidence of trauma or oil leakage. If any concerns are noted, having documented evidence that turbocharger(s) should be replaced may (or may not) influence the decision for replacement.

Please keep us posted on the outcome.

Have a good day, Brandon.

User **Steven Cooke**
Public

Technician's SUMMARY:

I'm going to put back together and hope for the best.

Comment One other question I should have asked: Should I replace the turbo?
If it was customer pay I would suggest it but this is a 50/50 warranty split with the customer and not sure if warranty will pay for it.

1/4/2021 2:52 PM

Comment

User **Justin Studenberg**
Public

Tech chatted in:

I had to pull the torque converter with the engine, when I do that I like to replace the torque converter seal on the pump just in case it is damaged when removing the converter.

Comment our parts manager called Nissan parts and they state that was the only way to get it was with a transmission

tech states needs seal at pump, not input shaft seal 31375-EZ00B

tech afraid that pump seal was damaged during removal of torque converter, wants to know if he needs to reassemble or order new transmission

1/4/2021 3:41 PM

User **Steven Cooke**
Public

Comment **TECH LINE Recommendations:**

Good afternoon, Brandon—
Thank you for the case update.

I'm glad we were able to get this vehicle disassembled and working on getting it back together.

We understand your desire to be sure there is no

12/17/2020 4:32 PM

User **Steven Cooke**
Public

Comment **TECH LINE Recommendations:**

Brandon—
Thank you for your time on the phone this afternoon. We completely understand your situation and empathize with your predicament.

concern with the transmission front pump seal and agree that replacing the lip seal would be recommended especially when it is not disassembled under normal conditions.

Unfortunately, as your Parts Dept. has indicated, Nissan does not list an input shaft seal for this vehicle. Searching the ESM, neither do they provide a replacement procedure for this seal; only the output shaft seal.

This leaves us with only a couple options:

- Factory-approved seal replacement method which is to replace the complete transmission.
- Leave the seal alone and monitor for leaks after re-installing the engine
- OR, given the mileage of the vehicle and the warranty status, we could also consider sourcing the part locally to ensure proper sealing.

Please update the case with your progress and findings.

We look forward to resolving this case with you.

Have a good evening, Brandon.

As discussed on the phone call, TECH LINE cannot make any unpublished recommendations not found in the ESM.

That being said, the ESM was not written with seized engines in mind. In this instance, before taking any action that may result in trauma to parts, we recommend having a conversation with your Service Manager and/or Warranty Administrator.

Searching the ESM, I was able to locate the engine barring tool (J-54424) and its use under this ESM path:

[ENGINE - ENGINE MECHANICAL - CUMMINS 5.0L - REMOVAL AND INSTALLATION - CAMSHAFT - Removal and Installation, REMOVAL section, step 2]

This is not the same setup that I had spoken about but it may give you a better bite on the crankshaft pulley to give you a better shot at rotating that engine.

You also mentioned the transmission has not been removed. Removing the transmission while leaving the torque converter connected might grant you access to the torque converter housing bolts. This may also give you the option of removing the engine with the housing and torque converter connected.

TECH LINE has initiated a DTS Request on your behalf in regard to this situation.

Please keep us posted on your progress.

Have a good evening, Brandon.

12/18/2020 11:25 AM

User Steven Cooke
Public

DTS/L.D. completed Field Inspection and reports:
1. Complaint: No access to torque convertor bolts due to engine crankshaft seized

Comment

- Cause: Engine seized and dealer can't access torque convertor bolts.
- Correction: Due to COVID travel restrictions DTS can't get to this dealer. DTS directed dealer to damage the least amount of parts needed for access to bolts.
- Status: Complete

12/17/2020 4:30 PM

User Steven Cooke
Public

Comment Placed OUTGOING phone call to Technician [12/17/2020, 1540 CST]

Spoke with Technician regarding the current status of the vehicle:

- Technician is removing a seized CD50 engine
- Cannot access the torque converter bolts due to lack of engine rotation
- Front cover is removed, lower oil pan is removed
- Technician is attempting to loosen main and connecting rod caps
- Block stiffener needs to be removed but rear main seal plate and torque converter housing are attached
- Technician is considering cutting away the torque converter housing to remove
- Torque converter housing is on backorder with no release date
- TECH LINE informed the Technician that we can

12/17/2020 4:30 PM

User Steven Cooke
Public

Technician's SUMMARY:

Not sure if the TECH LINE case states this: it's a diesel engine.
The flywheel housing comes out with the engine and the torque converter bolts cannot be accessed.

Comment I was looking at trying to access the main caps and the upper oil pan (block stiffening plate) needs to be removed to gain access. The only issue is the rear main housing bolts to the upper oil pan (block stiffening plate); I cannot access those bolts. If you want to call me I can maybe explain better. Phone # is 218-xxx-xxxx

12/17/2020 1:12 PM

User Justin Studenberg
Public

Comment Customer Comments: Flywheel bolts not accessible during LB replacement
 Technician Findings: I am replacing a diesel engine in a 16 titan

only make ESM-approved recommendations
• Recommended to speak with Service Manager and/or Warranty Administrator to discuss necessary coverage
• TECH LINE to contact DTS/L.D.

motor is locked up and can not be turned.

I was planning on pulling the torque converter with the engine but noticed the flywheel housing stays on the engine.

I will not be able to access the flywheel bolts, can't turn crank. you have any recommendations?

12/17/2020 1:44 PM

User **Brandt Boster**
Public

Recommendation:
Thank you for the case information on this one Brandon

Comment **Similar cases show a few additional steps that can be completed to remove the engine from the torque converter**
- Manually separate flexplate from torque converter mounting pads
- Loosen engine main caps and turn crankshaft

Follow up with findings if further assistance can be provided on this one
Have a great rest of your Thursday Brandon!

DTSM Field Inspections

Status **Completed**
Created Date **12/17/2020**
Owner First Name **Lance**
DTSM Team **MWR**
Vehicle **1N6BA1F47** [REDACTED]
DTSM Inspection Date **12/18/2020 11:03 AM**
Report Date **12/18/2020 11:06 AM**
VIN **1N6BA1F47GN504626**

Chat Transcripts

01321364

Owner **jstud**
Start Time **12/17/2020 1:03 PM**
End Time **12/17/2020 1:14 PM**
Status **Completed**

01325782

Owner **jstud**
Start Time **1/4/2021 2:33 PM**
End Time **1/4/2021 2:52 PM**
Status **Completed**

Case History

4/30/2021 11:47 AM

User **Paul Nichter**
Action **Changed Status from Pending Dealer Reply to Closed. Closed.**

1/5/2021 10:58 AM

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

1/5/2021 9:31 AM

User **Managed Services**
Action **Changed Reopen Date from 12/17/2020 2:00 PM to 1/5/2021 9:31 AM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

12/17/2020 4:01 PM

User **Steven Cooke**
Action **Changed Subject from Engine will not rotate EMC A61 to Engine will not rotate EMC - A61. Changed Status from Pending TECH LINE to Pending Dealer Reply. Closed.**

12/17/2020 3:39 PM

User **Steven Cooke**
Action **Changed Tech Preferred Phone [REDACTED]**

12/17/2020 2:49 PM

User **Steven Cooke**
Action **Changed Case Owner from TECH LINE Tier 2 to Steven Cooke.**

12/17/2020 2:47 PM

User **Brandt Boster**
Action **Changed Case Owner from Brandt Boster to TECH LINE Tier 2.**

12/17/2020 2:00 PM

User **Managed Services**
Action **Changed First Call Resolution from Yes to No. Changed Reopen Date to 12/17/2020 2:00 PM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

12/17/2020 1:46 PM

User **Brandt Boster**
Action **Changed Subject from Flywheel bolt access, engine locked up, VKD A61 to Engine will not rotate EMC A61. Changed Status from Open to Pending Dealer Reply. Closed.**

12/17/2020 1:40 PM

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

12/17/2020 1:14 PM

User **Justin Studenberg**
Action **Changed Case Owner from Justin Studenberg to TECH LINE Initial.**

12/17/2020 1:12 PM

User **Justin Studenberg**
Action **Created.**