



Case [REDACTED]

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

General

Caller Name	[REDACTED]	Dealer	J. P. THIBODEAUX NISSAN
NNAnet user ID	TVA-10724	Contact Name	
Tech Preferred Phone	3372814461	Customer Name	
Tech Preferred Email	noboosts130@yahoo.com	Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	Brandt Boster
Repair/Work Order	2662309	Mobile Phone	
Job/Line Number	4	Texting Status	
Created Day	Friday		

Incident Information

Customer Comments	C/S veh won't start	Customer Name	[REDACTED]
Verified	Yes	Vehicle	1N6BA1F4[REDACTED]
Question for TECH LINE	Other - Ask Question in Technician Findings	VIN	1N6BA1F4[REDACTED]
Service Manual General Section	Engine	Archived VIN Make	
Service Manual Specific Section	Engine Mechanical	Archived VIN Year	2018
Symptom Code Category	Sounds	Archived VIN Model	TITAN XD
Symptom	CLUNK/KNOCK/POP/THUMP	Incident/RO Date	12/28/2020
When does this concern occur?	ALL TIMES	Calculated Days Down	14
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	none	Total Days Down	14
Observed Modifications & Accessories	aftermarket air intake and emissions delete	Repair Attempts	0
		Current Mileage	55,378
		Vehicle Mileage Prior Value	
		Vehicle Purchased Miles	

Primary DTC

Current DTC

Past DTC

Other DTCs

TECH LINE Information

Subject	Engine will not start EMC A61	Resolution Action	REPLACE
Status	Closed	Resolution Object	LONG BLOCK
Confirmed Resolution	Yes	Field Inspection Indicator	█
Component Code Category	EM Engine Mechanical	NNA Field Inspection Date	
Component Code Issue	EMC CRANKSHAFT & OIL PAN	FSSS	█
TECH LINE Template	ECC Initial Response	FSSS Date	
TREAD Component	06		
Date/Time Closed	1/11/2021 4:47 PM		
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: Ca: █ 2018 TITAN XD; Engine will not start EMC A61 [ref:_00DA09j8L._5002I2DbOaY:ref]

Name	█
Task	<input checked="" type="checkbox"/>
Due Date	1/11/2021
Assigned To	Brandt Boster
Last Modified Date/Time	1/11/2021 4:47 PM
Comments	Additional █ CC: BCC: brandt.boster@nissan-usa.com Attachment: Sub: █ 2018 TITAN XD; Engine will not start EMC A61 [ref:█ bOaY:ref] Body: Luke,

Be sure to direct any coverage related inquiries to your warranty department as TECH LINE is limited to provided repair diagnostic assistance

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._5002I2DbOaY:ref

Email: [REDACTED] 2018 TITAN XD; Engine will not start EMC A61 [ref:_00DA09j8L._5002I2DbOaY:ref]

Name
Task
Due Date 1/11/2021
Assigned To Brandt Boster
Last Modified Date/Time 1/11/2021 3:15 PM
Additional To [REDACTED]
CC:
BCC: brandt.boster@nissan-usa.com
Attachment:

Subject: Case [REDACTED] 2018 TITAN XD; Engine will not start EMC A61 [ref:_00DA09j8L._5002I2DbOaY:ref]
Body:
Thank you for the update and videos Luke

- The photos attached to the last email only displayed the oil pickup

Comments With the debris identified in the oil pan, Long Engine replacement is recommended

Be sure to direct any coverage related inquiries to your warranty department as TECH LINE is limited to provided repair diagnostic assistance

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ref:_00DA09j8L._5002I2DbOaY:ref

Email: Case [REDACTED]; 2018 TITAN XD; Engine will not start EMC A61 [ref:_00DA09j8L._5002I2DbOaY:ref]

Name
Task
Due Date 1/11/2021
Assigned To Brandt Boster
Last Modified Date/Time 1/11/2021 1:46 PM
Comments Additional To [REDACTED]
CC:
BCC: brandt.boster@nissan-usa.com
Attachment:

Subject: Case 42807283; 2018 TITAN XD; Engine will not start EMC A61 [ref:_00DA09j8L._5002I2DbOaY:ref]
Body:
Thank you for the update Luke

The debris identified is less than we would expect to see with crankshaft separation

Let's carefully inspect the crankshaft for separate when manually rotating the harmonic balancer pulley

Thank you, _____ Brandt BTECH LINE

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ref:_00DA09j8L._5002I2DbOaY:ref

Review Dealer Comment

Name
Task
Due Date 1/11/2021
Assigned To Brandt Boster
Last Modified Date/Time 1/8/2021 9:11 AM
Comments

Email: Case [REDACTED] 18 TITAN XD; [ref:_00DA09j8L._5002I2DbOaY:ref]

Name
Task
Due Date 1/8/2021
Assigned To Brandt Boster
Last Modified Date/Time 1/8/2021 9:09 AM
Comments

Additional To [REDACTED]

CC:
BCC: brandt.boster@nissan-usa.com

Attachment:

Subject: [REDACTED] 18 TITAN XD; [ref:_00DA09j8L._5002I2DbOaY:ref]

Body:

Thank you for the case information on this one Luke

The movement of the harmonic balancer is consistent with crankshaft separation

We would recommend removal of the engine oil pan and document debris identified and inspect crankshaft for separation

If confirmed, Long Engine replacement is recommended

Be sure to direct any coverage related inquiries to your warranty department as TECH LINE is limited to provided repair diagnostic assistance

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

Have a great rest of your Friday Luke!

Thank you, _____ Brandt BTECH LINE

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Attachments

20210108_083423.jpg

Size **3.02MB**
Ownership **Managed Services**
View [View file](#)
Last Modified **1/8/2021 9:03 AM**

20210108_082306.jpg

Size **3.14MB**
Ownership **Managed Services**
View [View file](#)
Last Modified **1/8/2021 9:03 AM**

20210108_082300.jpg

Size **4.75MB**
Ownership **Managed Services**
View [View file](#)
Last Modified **1/8/2021 9:03 AM**

20210108_082252.jpg

Size **2.86MB**
Ownership **Managed Services**
View [View file](#)
Last Modified **1/8/2021 9:03 AM**

20210108_082127.jpg

Size **3.32MB**
Ownership **Managed Services**
View [View file](#)
Last Modified **1/8/2021 9:02 AM**

20210108_082111.jpg

Size **2.98MB**
Ownership **Managed Services**
View [View file](#)
Last Modified **1/8/2021 9:02 AM**

20210108_081939.mp4

Size **3.23MB**
Ownership **Managed Services**
View [View file](#)
Last Modified **1/8/2021 9:02 AM**

20210108_081856.mp4

Size **5.11MB**
Ownership **Managed Services**
View [View file](#)
Last Modified **1/8/2021 9:01 AM**

20210108_082933.jpg

Size **2.51MB**
Ownership **Managed Services**
View [View file](#)
Last Modified **1/8/2021 9:01 AM**

[REDACTED] 2018 TITAN XD; Engine will not start EMC A61 [ref:_00DA09j8L._5002I2DbOaY:ref]

Message Date **1/11/2021 4:47 PM**

Has Attachment **[REDACTED]**

Email Address **[REDACTED]**

Status **Sent**

Subject **Case [REDACTED] 2018 TITAN XD; Engine will not start EMC A61 [ref:_00DA09j8L._5002I2DbOaY:ref]**

Text Body **Luke,**

TECH LINE's latest case update is below.

**Recommendation:
Luke,**

Be sure to direct any coverage related inquiries to your warranty department as TECH LINE is limited to provided repair diagnostic assistance

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

Thank you,

Brandt B

TECH LINE

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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: 1/8/2021
Customer n [REDACTED]
VIN: 1N6BA [REDACTED]

Mileage: 55,378

Dealer code: 2118

Dealer name: J. P. THIBODEAUX NISSAN

Customer's Concerns:
C/S veh won't start

Technician Findings:
Found aftermarket air intake and emissions delete. Also found oil level below safe line but no oil leaks. Engine makes same noise with belt off.:

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Re: C [REDACTED] 018 TITAN XD; Engine will not start EMC A61 [ref:_00DA09j8L._5002I2DbOaY:ref]

Message Date 1/11/2021 3:25 PM

Has Attachment [REDACTED]

Email Address [REDACTED]

Status Read

Subject Re: Case 42807283; 2018 TITAN XD; Engine will not start EMC A61 [ref:_00DA09j8L._5002I2DbOaY:ref]

Text Body Is this still under warranty with all the aftermarket work done to it

Sent from Yahoo Mail on Android

On Mon, Jan 11, 2021 at 15:15, TECH LINE Email to Case<techlinesfdc@nissan-usa.com> wrote:
#yiv8891273348 p{margin-top:0px;margin-bottom:0px;}

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Thank you for the update and videos Luke
- The photos attached to the last email only displayed the oil pickup

With the debris identified in the oil pan, Long Engine replacement is recommended

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Brandt B

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

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ref:_00DA09j8L._5002I2DbOaY:ref

2018 TITAN XD; Engine will not start EMC A61 [ref:_00DA09j8L._5002I2DbOaY:ref]

Message Date 1/11/2021 3:15 PM

Has Attach

Email Ad

Status **Sent**

Subject **Case 42807283; 2018 TITAN XD; Engine will not start EMC A61 [ref:_00DA09j8L._5002I2DbOaY:ref]**

Text Body **Luke,**

TECH LINE's latest case update is below.

Recommendation:

Thank you for the update and videos Luke

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Thank you,

Brandt B

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[REDACTED]
Date Created: 1/8/2021

Customer Name: [REDACTED]

VIN: 1N6 [REDACTED]

Mileage: 55,378

Dealer code: 2118

Dealer name: J. P. THIBODEAUX NISSAN

Customer's Concerns:
C/S veh won't start

Technician Findings:

Found aftermarket air intake and emissions delete. Also found oil level below safe line but no oil leaks. Engine makes same noise with belt off.:

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Re: Case [REDACTED] 18 TITAN XD; Engine will not start EMC A61 [ref:_00DA09j8L_5002I2DbOaY:ref]

Message Date 1/11/2021 1:58 PM

Has Attachment

Email Address [REDACTED]

Status Read

Subject Re: Case 42807283; 2018 TITAN XD; Engine will not start EMC A61 [ref:_00DA09j8L_5002I2DbOaY:ref]

Text Body Sent from Yahoo Mail on Android

On Mon, Jan 11, 2021 at 13:52, Luke Tullie [REDACTED] wrote:

Sent from Yahoo Mail on Android

On Mon, Jan 11, 2021 at 13:46, TECH LINE Email to Case<techlinesfdc@nissan-usa.com> wrote:
#yiv1787535045 p{margin-top:0px;margin-bottom:0px;}

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Thank you for the update Luke

The debris identified is less than we would expect to see with crankshaft separation

Let's carefully inspect the crankshaft for separate when manually rotating the harmonic balancer pulley

Thank you,

Brandt B

TECH LINE

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

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ref:_00DA09j8L._5002I2DbOaY:ref

Re: [REDACTED] 2018 TITAN XD; Engine will not start EMC A61 [ref:_00DA09j8L._5002I2DbOaY:ref]

Message Date 1/11/2021 1:52 PM
Has Attachment
Email Address [REDACTED]
Status Read
Subject Re: Cas [REDACTED] 2018 TITAN XD; Engine will not start EMC A61 [ref:_00DA09j8L._5002I2DbOaY:ref]
Text Body Sent from Yahoo Mail on Android

On Mon, Jan 11, 2021 at 13:46, TECH LINE Email to Case<techlinesfdc@nissan-usa.com> wrote:
#yiv5695845133 p{margin-top:0px;margin-bottom:0px;}

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Let's carefully inspect the crankshaft for separate when manually rotating the harmonic balancer pulley

Thank you,

Brandt B

TECH LINE

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

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ref:_00DA09j8L._5002I2DbOaY:ref

Case [REDACTED] 018 TITAN XD; Engine will not start EMC A61 [ref:_00DA09j8L._5002I2DbOaY:ref]

Message Date 1/11/2021 1:46 PM

Has Attachment [REDACTED]

Email Address noboosts130@yahoo.com

Status Sent

Subject Case 42807283; 2018 TITAN XD; Engine will not start EMC A61 [ref:_00DA09j8L._5002I2DbOaY:ref]

Text Body Luke,

TECH LINE's latest case update is below.

Recommendation:

Thank you for the update Luke

The debris identified is less than we would expect to see with crankshaft separation

Let's carefully inspect the crankshaft for separate when manually rotating the harmonic balancer pulley

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

Thank you,

Brandt B

TECH LINE

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Case # [REDACTED]

Date Created: 1/8/2021

Customer name [REDACTED]

VIN: 1N6BA1F4 [REDACTED]

Mileage: 55,378

Dealer code: 2118

Dealer name: J. P. THIBODEAUX NISSAN

Customer's Concerns:

C/S veh won't start

Technician Findings:

Found aftermarket air intake and emissions delete. Also found oil level below safe line but no oil leaks. Engine makes same noise with belt off.:

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Re: Case [REDACTED] 2018 TITAN XD; [ref:_00DA09j8L._5002I2DbOaY:ref]

Message Date 1/11/2021 1:14 PM

Has Attachment

Email Address [REDACTED]

Status Read

Subject **Re: Case 42807283; 2018 TITAN XD; [ref:_00DA09j8L._5002I2DbOaY:ref]**

Text Body **Sent from Yahoo Mail on Android**

On Mon, Jan 11, 2021 at 13:12 [REDACTED] wrote:

Sent from Yahoo Mail on Android

On Mon, Jan 11, 2021 at 13:10 [REDACTED] wrote:

Sent from Yahoo Mail on Android

On Mon, Jan 11, 2021 at 13:08 [REDACTED] wrote:

Sent from Yahoo Mail on Android

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| Thank you for the case information on this one Luke

The movement of the harmonic balancer is consistent with crankshaft separation

We would recommend removal of the engine oil pan and document debris identified and inspect crankshaft for separation

If confirmed, Long Engine replacement is recommended

Be sure to direct any coverage related inquiries to your warranty department as TECH LINE is limited to provided repair diagnostic assistance

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

Thank you,

Brandt B

TECH LINE

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ref:_00DA09j8L_5002I2DbOaY:ref

Case [REDACTED] TITAN XD; [ref:_00DA09j8L_5002I2DbOaY:ref]

Message Date 1/8/2021 9:09 AM

Has Attachment [REDACTED]

Email Address [REDACTED]

Status Sent

Subject Case 42807283; 2018 TITAN XD; [ref:_00DA09j8L_5002I2DbOaY:ref]

Text Body Luke,

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Recommendation:

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Thank you,

Brandt B

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Case [REDACTED]
Date Created: 1/6/2021
Customer name: [REDACTED]
VIN: 1N6BA1 [REDACTED]

Mileage: 55,378

Dealer code: 2118

Dealer name: J. P. THIBODEAUX NISSAN

Customer's Concerns:
C/S veh won't start

Technician Findings:
Found aftermarket air intake and emissions delete. Also found oil level below safe line but no oil leaks. Engine makes same noise with belt off.:

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Case Comments

1/11/2021 4:46 PM

1/11/2021 4:46 PM

User **Brandt Boster**
 Public
 Comment **Recommendation:**
Luke,
Be sure to direct any coverage related inquiries to your warranty department as TECH LINE is limited to provided repair diagnostic assistance

User **Brandt Boster**
 Public
 Comment **Tech replied by email:**
Is this still under warranty with all the aftermarket work done to it

1/11/2021 3:14 PM

1/11/2021 3:14 PM

User **Brandt Boster**
 Public
 Comment **Recommendation:**
Thank you for the update and videos Luke
- The photos attached to the last email only displayed the oil pickup
With the debris identified in the oil pan, Long Engine replacement is recommended
Be sure to direct any coverage related inquiries to your warranty department as TECH LINE is limited to provided repair diagnostic assistance

User **Brandt Boster**
 Public
 Comment **Tech replied by email:**
2 Videos provided
Excessive large debris present in oil pan

1/11/2021 1:46 PM

1/8/2021 9:08 AM

User **Brandt Boster**
 Public
 Comment **Recommendation:**
Thank you for the update Luke
The debris identified is less than we would expect to see with crankshaft separation
Let's carefully inspect the crankshaft for separate when manually rotating the harmonic balancer pulley

User **Brandt Boster**
 Public
 Comment **Recommendation:**
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Follow up with findings if further assistance can be provided on this one
Have a great rest of your Friday Luke!

1/8/2021 9:04 AM

1/8/2021 9:01 AM

User **Survey Site Guest User**
 Public
 Comment **Video/pics**

User **Survey Site Guest User**
 Public
 Comment **Customer Comments: C/S veh won't start**
 Technician Findings: Found aftermarket air intake and emissions delete. Also found oil level below safe line but no oil leaks. Engine makes same noise with belt off.
 Repairs Made: none

DTSM Field Inspections

1N6BA1F4 [REDACTED] 2118 A61 No Start, Engine Noise

Status **Completed**

Created Date **1/13/2021**

Owner First Name **Jared**

DTSM Team **CR**
Vehicle **1N6BA1F** [REDACTED]
DTSM Inspection Date **1/13/2021 3:05 PM**
Report Date **1/13/2021 3:07 PM**
VIN **1N6BA1F4** [REDACTED]

Case History

1/21/2021 3:22 PM

User **Jared Deskins**
Action **Changed Status from Pending Dealer Reply to Closed. Closed.**

1/11/2021 4:49 PM

User **Brandt Boster**
Action **Closed.**

1/11/2021 4:47 PM

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

1/11/2021 3:25 PM

User **Managed Services**
Action **Changed Reopen Date from 1/11/2021 1:52 PM to 1/11/2021 3:25 PM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

1/11/2021 3:15 PM

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

1/11/2021 1:52 PM

User **Managed Services**
Action **Changed Reopen Date from 1/11/2021 1:14 PM to 1/11/2021 1:52 PM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

1/11/2021 1:51 PM

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

1/11/2021 1:14 PM

User **Managed Services**
Action **Changed First Call Resolution from Yes to No. Changed Reopen Date to 1/11/2021 1:14 PM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

1/8/2021 9:10 AM

User **Brandt Boster**
Action **Closed.**

1/8/2021 9:10 AM

User **Brandt Boster**
Action **Changed Subject to Engine will not start EMC A61. Changed Status from Pending TECH LINE to Pending Dealer Reply. Closed.**

1/8/2021 9:03 AM

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

1/8/2021 9:01 AM

User	Survey Site Guest User
Action	Changed Case Owner from Managed Services to TECH LINE Initial 1. Changed Status from Open to Pending TECH LINE. Changed VIN from 1n6ba1f4 [REDACTED] to 1N6BA1F [REDACTED] Created.

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