



Case: [REDACTED]

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

General

Caller Name	[REDACTED]	Dealer	ALEXANDER NISSAN
NNAnet user ID	tva-59606	Contact Name	
Tech Preferred Phone	5704124408	Customer Name	
Tech Preferred Email	nic001young@gmail.com	Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	Timothy Greaux
Repair/Work Order	65556	Mobile Phone	
Job/Line Number	1	Texting Status	
Created Day	Wednesday		

Incident Information

Customer Comments	customer states they heard a banging noise in the front the truck ended up dying on him. (mentioned there was alot of things flashing on the dash) customer tried to re-start the truck and the starter caught on fire.	Customer Name	[REDACTED]
Verified	No	Vehicle	1N6BA1F38 [REDACTED]
Question for TECH LINE	Have you seen this before?	VIN	1N6BA1F38 [REDACTED]
Service Manual General Section	Engine	Archived VIN Make	
Service Manual Specific Section	Engine Mechanical	Archived VIN Year	2018
Symptom Code Category	General	Archived VIN Model	TITAN XD
Symptom	NO OPERATION	Incident/RO Date	2/3/2021
When does this concern occur?	AT START	Calculated Days Down	14
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	None made	Total Days Down	14
Observed Modifications & Accessories	none	Repair Attempts	0
		Current Mileage	28,334

Vehicle Mileage Prior Value

Vehicle Purchased Miles

Primary DTC

Current DTC ECM p0335-00 ECM p2048-00

Past DTC ECM p2509-00 AIR BAG b142a-16 ALL MODE AWD/4WD p1867

Other DTCs

TECH LINE Information

Subject	Engine seized A61	Resolution Action	REPLACE
Status	Pending Dealer Reply	Resolution Object	ENGINE ASSEMBLY
Confirmed Resolution	Pending	Field Inspection Indicator	<input type="checkbox"/>
Component Code Category	EM Engine Mechanical	NNA Field Inspection Date	
Component Code Issue	EMA ENGINE ASSEMBLY	FSSS	<input type="checkbox"/>
TECH LINE Template	ECC Initial Response	FSSS Date	
TREAD Component	06		
Date/Time Closed	2/17/2021 8:57 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

Review Dealer Comment

Name	
Task	<input checked="" type="checkbox"/>
Due Date	2/18/2021
Assigned To	Timothy Greaux
Last Modified Date/Time	2/17/2021 8:57 AM
Comments	

Email: Case [REDACTED] 2018 TITAN XD; Engine seized A61 [ref:_00DA09j8L._5002I2EPjzd:ref]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	2/17/2021
Assigned To	Timothy Greaux
Last Modified Date/Time	2/17/2021 8:58 AM
Comments	Additional To: [REDACTED] CC: [REDACTED]

BCC:

Attachment:

Subject: Case [REDACTED] 2018 TITAN XD; Engine seized A61 [ref:_00DA09j8L._5002I2EPjzd:ref]

Body:

Nicholas,

Thank you for the update. If we are unable to remove the flexplate and torque converter then replacement would be recommended. The inspect the turbo compressor housings for excessive oil or coking (black tar build up), if none found the turbos would be ok to reuse. If additional diagnostic assistance is needed let us know. Have a great day!

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

Thank you, _____ Timothy Greaux 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: 2/3/2021

Customer name:

VIN: 1N6BA1F3[REDACTED] Mileage: 28,334

Dealer code: 3936

Dealer name: ALEXANDER NISSAN

Customer's Concerns:

customer states they heard a banging noise in the front the truck ended up dying on him. (mentioned there was alot of things flashing on the dash) customer tried to re-start the truck and the starter caught on fire.

Technician Findings:

inspected vehicle for fire damage or hole in engine block, none found. attempted to start truck, you can hear the start engage but does not crank. attempted to hand turn crankshaft with ratchet, got the crank to move 1/8th of a turn clockwise but could not turn anymore. attempted to turn counterclockwise and the crankshaft would not even move. is there any other ideas what could be going on before we start looking into replacement engine. titian does have the 5.0l cummins engine did scan for dtc found two current codes: p0335-00 crank pos sen(OBD) [p0335] and P2048-00 Reductant inj Valve B1 Unit1:

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ref:_00DA09j8L._5002I2EPjzd:ref

Email: Case [REDACTED] 2018 TITAN XD; Engine seized A61 [ref:_00DA09j8L._5002I2EPjzd:ref]

Name

Task

Due Date 2/17/2021

Assigned To Timothy Greaux

Last Modified Date/Time 2/17/2021 8:57 AM

Comments Additional To [REDACTED]

CC:

BCC:

Attachment:

Subject: Case [REDACTED] 2018 TITAN XD; Engine seized A61 [ref:_00DA09j8L._5002I2EPjzd:ref]

Body:

Nicholas,

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Case #: [REDACTED]
Date Created: 2/3/2021
Customer name: [REDACTED]
VIN: 1N6BA1F3 [REDACTED] Mileage: 28,334
Dealer code: 3936
Dealer name: ALEXANDER NISSAN

Customer's Concerns:

customer states they heard a banging noise in the front the truck ended up dying on him. (mentioned there was alot of things flashing on the dash) customer tried to re-start the truck and the starter caught on fire.

Technician Findings:

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ref:_00DA09j8L._5002I2EPjzd:ref

Email: Cas [REDACTED] 2018 TITAN XD; Engine seized A61 [ref:_00DA09j8L._5002I2EPjzd:ref]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	2/3/2021
Assigned To	Timothy Greaux
Last Modified Date/Time	2/3/2021 10:47 AM
Comments	Additional To: [REDACTED] CC: BCC: Attachment: Subject: Cas [REDACTED] 2018 TITAN XD; Engine seized A61 [ref:_00DA09j8L._5002I2EPjzd:ref] Body: Nicholas, Thank you for contacting TECH LINE. We have seen diesel engines seize due to a separated crank or spun bearing. Replace the long block assembly. The TECH LINE Survey can be accessed by: CLICKING HERE Thank you, _____ Timothy Greaux 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: 2/3/2021 Customer name: VIN: 1N6BA1F38 [REDACTED] Mileage: 28,334

Dealer code: 3936
Dealer name: ALEXANDER NISSAN

Customer's Concerns:

customer states they heard a banging noise in the front the truck ended up dying on him. (mentioned there was alot of things flashing on the dash) customer tried to re-start the truck and the starter caught on fire.

Technician Findings:

inspected vehicle for fire damage or hole in engine block, none found. attempted to start truck, you can hear the start engage but does not crank. attempted to hand turn crankshaft with ratchet, got the crank to move 1/8th of a turn clockwise but could not turn anymore. attempted to turn counterclockwise and the crankshaft would not even move. is there any other ideas what could be going on before we start looking into replacement engine. titian does have the 5.0l cummins engine did scan for dtc found two current codes: p0335-00 crank pos sen(OBD) [p0335] and P2048-00 Reductant inj Valve B1 Unit1:

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ref:_00DA09j8L._5002I2EPjzd:ref

Emails

Case [REDACTED] 2018 TITAN XD; Engine seized A61 [ref:_00DA09j8L._5002I2EPjzd:ref]

Message Date 2/17/2021 8:58 AM

Has Attachment

Email Address [REDACTED]

Status **Sent**

Subject **Case [REDACTED] 2018 TITAN XD; Engine seized A61 [ref:_00DA09j8L._5002I2EPjzd:ref]**

Text Body **Nicholas,**

TECH LINE's latest case update is below.

Recommendation:

Thank you for the update. If we are unable to remove the flexplate and torque converter then replacement would be recommended. The inspect the turbo compressor housings for excessive oil or coking (black tar build up), if none found the turbos would be ok to reuse. If additional diagnostic assistance is needed let us know. Have a great day!

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

Thank you,

Timothy Greaux

TECH LINE

Updating a TECH LINE Case:

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Case [REDACTED]

Date Created: 2/3/2021

Customer name:

VIN: 1N6BA [REDACTED]

Mileage: 28,334

Dealer code: 3936

Dealer name: ALEXANDER NISSAN

Customer's Concerns:

customer states they heard a banging noise in the front the truck ended up dying on him. (mentioned there was alot of things flashing on the dash) customer tried to re-start the truck and the starter caught on fire.

Technician Findings:

inspected vehicle for fire damage or hole in engine block, none found. attempted to start truck, you can hear the start engage but does not crank. attempted to hand turn crankshaft with ratchet, got the crank to move 1/8th of a turn clockwise but could not turn anymore. attempted to turn counterclockwise and the crankshaft would not even move. is there any other ideas what could be going on before we start looking into replacement engine. titian does have the 5.0l cummins engine did scan for dtc found two current codes: p0335-00 crank pos sen(OBD) [p0335] and P2048-00 Reductant inj Valve B1 Unit1:

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Regards,

Timothy G.
Technical Support Specialist
Aftersales Dealer Support – TECH LINE

Case [REDACTED] 2018 TITAN XD; Engine seized A61 [ref:_00DA09j8L._5002I2EPjzd:ref]

Message Date 2/17/2021 8:57 AM

Has Attachment

Email Address [REDACTED]

Status Sent

Subject Case 43022489; 2018 TITAN XD; Engine seized A61 [ref:_00DA09j8L._5002I2EPjzd:ref]

Text Body **Nicholas,**

TECH LINE's latest case update is below.

Recommendation:

Thank you for the update. If we are unable to remove the flexplate and torque converter then replacement would be recommended. The inspect the turbo compressor housings for excessive oil or coking (black tar build up), if none found the turbos would be ok to reuse. If additional diagnostic assistance is needed let us know. Have a great day!

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Thank you,

Timothy Greaux

TECH LINE

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Case # [REDACTED]

Date Created: 2/3/2021

Customer name [REDACTED]

VIN: 1N6BA1F [REDACTED]

Mileage: 28,334

Dealer code: 3936

Dealer name: ALEXANDER NISSAN

Customer's Concerns:

customer states they heard a banging noise in the front the truck ended up dying on him. (mentioned there was alot of things flashing on the dash) customer tried to re-start the truck and the starter caught on fire.

Technician Findings:

inspected vehicle for fire damage or hole in engine block, none found. attempted to start truck, you can hear the start engage but does not crank. attempted to hand turn crankshaft with ratchet, got the crank to move 1/8th of a turn clockwise but could not turn anymore. attempted to turn counterclockwise and the crankshaft would not even move. is there any other ideas what could be going on before we start looking into replacement engine. titian does have the 5.0l cummins engine did scan for dtc found two current codes: p0335-00 crank pos sen(OBD) [p0335] and P2048-00 Reductant inj Valve B1 Unit1:

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Timothy G.
Technical Support Specialist
Aftersales Dealer Support – TECH LINE

Case [REDACTED] 18 TITAN XD; Engine seized A61 [ref:_00DA09j8L._5002I2EPjzd:ref]

Message Date 2/3/2021 10:47 AM

Has Attachment

Email Address [REDACTED]

Status Sent

Subject Case [REDACTED] 2018 TITAN XD; Engine seized A61 [ref:_00DA09j8L._5002I2EPjzd:ref]

Text Body Nicholas Young,

TECH LINE's latest case update is below.

Recommendation:

Thank you for contacting TECH LINE. We have seen diesel engines seize due to a separated crank or spun bearing. Replace the long block assembly.

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Thank you,

Timothy Greaux

TECH LINE

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Case #: [REDACTED]
Date Created: 2/3/2021
Customer name:
VIN: 1N6BA1F: [REDACTED]

Mileage: 28,334

Dealer code: 3936

Dealer name: ALEXANDER NISSAN

Customer's Concerns:

customer states they heard a banging noise in the front the truck ended up dying on him. (mentioned there was alot of things flashing on the dash) customer tried to re-start the truck and the starter caught on fire.

Technician Findings:

inspected vehicle for fire damage or hole in engine block, none found. attempted to start truck, you can hear the start engage but does not crank. attempted to hand turn crankshaft with ratchet, got the crank to move 1/8th of a turn clockwise but could not turn anymore. attempted to turn counterclockwise and the crankshaft would not even move. is there any other ideas what could be going on before we start looking into replacement engine. titian does have the 5.0l cummins engine did scan for dtc found two current codes: p0335-00 crank pos sen(OBD) [p0335] and P2048-00 Reductant inj Valve B1 Unit1:

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Regards,

Timothy G.
Technical Support Specialist
Aftersales Dealer Support – TECH LINE

Case Comments

2/17/2021 8:57 AM

User	Timothy Greaux
Public	<input checked="" type="checkbox"/>
Comment	Recommendation: Thank you for the update. If we are unable to remove the flexplate and torque converter then

2/17/2021 8:37 AM

User	Survey Site Guest User
Public	<input checked="" type="checkbox"/>
Comment	i was wondering since i'm replacing the long block in this cummins titain. due to the engine being locked up should i order all new flexplate, torque

replacement would be recommended. The inspect the turbo compressor housings for excessive oil or coking (black tar build up), if none found the turbos would be ok to reuse. If additional diagnostic assistance is needed let us know. Have a great day!

converter and transmission adapter plate? and since there was large amounts of metal found in the oil pan would you recommend replacing the turbos as well?

2/3/2021 10:34 AM

User Survey Site Guest User

Public

Customer Comments: customer states they heard a banging noise in the front the truck ended up dying on him. (mentioned there was alot of things flashing on the dash) customer tried to re-start the truck and the starter caught on fire.

Technician Findings: inspected vehicle for fire damage or hole in engine block, none found. attempted to start truck, you can hear the start engage but does not crank. attempted to hand turn crankshaft with ratchet, got the crank to move 1/8th of a turn clockwise but could not turn anymore. attempted to turn counterclockwise and the crankshaft would not even move. is there any other ideas what could be going on before we start looking into replacement engine. titian does have the 5.0l cummins engine did scan for dtc found two current codes: p0335-00 crank pos sen(OBD) [p0335] and P2048-00 Reductant inj Valve B1 Unit1
 Repairs Made: None made

Comment

2/3/2021 10:47 AM

User Timothy Greaux

Public

Comment Recommendation:
Thank you for contacting TECH LINE. We have seen diesel engines seize due to a separated crank or spun bearing. Replace the long block assembly.

Case History

2/17/2021 8:57 AM

User Timothy Greaux

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

2/17/2021 8:37 AM

User Survey Site Guest User

Action Changed First Call Resolution from Yes to No. Changed Reopen Date to 2/17/2021 8:37 AM. Changed Status from Closed to Pending TECH LINE.

2/17/2021 8:36 AM

User Survey Site Guest User

Action Changed Caller Name from Nicholas Young to Nicholas. Changed Tech Preferred Phone from (570) 412-4408 to 5704124408.

2/3/2021 10:47 AM

User Timothy Greaux

Action Changed Status from Pending Dealer Reply to Closed. Closed.

2/3/2021 10:44 AM

User Timothy Greaux

Action Changed Subject to Engine seized A61. Changed Status from Pending TECH LINE to Pending Dealer Reply. Closed.

2/3/2021 10:44 AM

User Timothy Greaux

Action Changed Tech Preferred Phone from [REDACTED]

2/3/2021 10:44 AM

User Timothy Greaux

Action Changed Case Owner from TECH LINE Initial 1 to Timothy Greaux.

2/3/2021 10:34 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. Created.

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