



Case: [REDACTED]

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

General

Caller Name	[REDACTED]	Dealer	MAUS NISSAN OF CRYSTAL RIVER
NNAAnet user ID	tva-65440	Contact Name	
Tech Preferred Phone	520-559-2475	Customer Name	
Tech Preferred Email	john.b.spencer@live.com	Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	Kelby Hausman
Repair/Work Order	2104918	Mobile Phone	
Job/Line Number	5	Texting Status	
Created Day	Wednesday		

Incident Information

Customer Comments	message reduce power within 2 miles, shut down, tow in, check engine light on	Customer Name	[REDACTED]
Verified	Yes	Vehicle	1N6BA1F39F [REDACTED]
Question for TECH LINE	Need a second opinion / Is my diagnosis correct?	VIN	1N6BA1F39F [REDACTED]
Service Manual General Section	Engine	Archived VIN Make	
Service Manual Specific Section	Engine Mechanical	Archived VIN Year	2017
Symptom Code Category	General	Archived VIN Model	TITAN XD
Symptom	CHECK ENGINE LIGHT	Incident/RO Date	3/2/2021
When does this concern occur?	ALL TIMES	Calculated Days Down	10
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	none	Total Days Down	10
Observed Modifications & Accessories	none	Repair Attempts	0
		Current Mileage	94,829
		Vehicle Mileage Prior Value	

Vehicle Purchased
Miles

Primary DTC

Current DTC ECM P0463, P0A0F, P2509

Past DTC ECM P008A, P012C, P1193, P0335,
P203F, P2560

Other DTCs

TECH LINE Information

Subject	Crank no start, debris in oil pan A61 EM	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	EMA ENGINE ASSEMBLY	FSSS	<input type="checkbox"/>
TECH LINE Template	ECC Initial Response	FSSS Date	
TREAD Component	06		
Date/Time Closed	3/12/2021 7:44 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: C [REDACTED]; 2017 TITAN XD; Crank no start, debris in oil pan A61 EM [ref:_00DA09j8L._5002I2FFBpD:ref]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	3/12/2021
Assigned To	Kelby Hausman
Last Modified Date/Time	3/12/2021 7:44 AM
Comments	Additional To: john.b.spencer@live.com CC: BCC: kelby.hausman@nissan-usa.com Attachment: Subject: Cas [REDACTED] 2017 TITAN XD; Crank no start, debris in oil pan A61 EM [ref:_00DA09j8L._5002I2FFBpD:ref] Body: John, Thank you for the update. I will close the case. Have a good weekend!

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

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: 3/3/2021
Customer name: [REDACTED]
VIN: 1N6BA1F39 [REDACTED] Mileage: 94,829
Dealer code: 5572
Dealer name: MAUS NISSAN OF CRYSTAL RIVER

Customer's Concerns:
message reduce power within 2 miles, shut down, tow in, check engine light on
Technician Findings:
Engine crank but does not start

- loud knocking noise when cranking
- harmonic balance/serpentine/accessories spin erratically and harmonic wobbles
- when moving crank by hand, crank spins freely but grabs at certain rotation points
- oil level and condition ok but heavy metal content in oil pan

I believe the crank shaft is broken and I would like to replace the longblock and turbo assemblies.:

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._5002I2FFBpD:ref

Email: Cas [REDACTED] 2017 TITAN XD; Crank no start, debris in oil pan A61 EM [ref:_00DA09j8L._5002I2FFBpD:ref]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	3/3/2021
Assigned To	Kelby Hausman
Last Modified Date/Time	3/3/2021 9:48 AM
Comments	Additional To: john.b.spencer@live.com CC: BCC: kelby.hausman@nissan-usa.com Attachment:

Subject: Cas [REDACTED] 2017 TITAN XD; Crank no start, debris in oil pan A61 EM [ref:_00DA09j8L._5002I2FFBpD:ref]

Body:
John,
Thank you for the case information.

Please replace the long block.

If there is debris in the turbo lines at the turbo, replace the turbos as well.

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Thank you, _____ Kelby HausmanTECH LINE

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Case # [REDACTED]
Date Created: 3/3/2021
Customer name [REDACTED]
VIN: 1N6BA1F3[REDACTED] Mileage: 94,829
Dealer code: 5572
Dealer name: MAUS NISSAN OF CRYSTAL RIVER

Customer's Concerns:
message reduce power within 2 miles, shut down, tow in, check engine light on
Technician Findings:
Engine crank but does not start

- loud knocking noise when cranking
- harmonic balance/serpentine/accessories spin erratically and harmonic wobbles
- when moving crank by hand, crank spins freely but grabs at certain rotation points
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ref:_00DA09j8L._5002I2FFBpD:ref

Attachments

IMG_2738.MOV

Size **13.96MB**
Ownership **Managed Services**
View [View file](#)
Last Modified **3/3/2021 9:39 AM**

File_000.jpeg

Size **2.85MB**
Ownership **Managed Services**
View [View file](#)
Last Modified **3/3/2021 9:38 AM**

File_003.jpeg

Size **2.78MB**
Ownership **Managed Services**
View [View file](#)
Last Modified **3/3/2021 9:38 AM**

File_002.jpeg

Size **2MB**
Ownership **Managed Services**
View [View file](#)
Last Modified **3/3/2021 9:38 AM**

File_001.jpeg

Size **2.53MB**
Ownership **Managed Services**
View [View file](#)
Last Modified **3/3/2021 9:38 AM**

Emails

C: [REDACTED] 17 TITAN XD; Crank no start, debris in oil pan A61 EM [ref:_00DA09j8L._5002I2FFBpD:ref]

Message Date **3/12/2021 7:44 AM**

Has Attachment

Email Address **john.b.spencer@live.com**

Status **Sent**

Subject **Case 43261394; 2017 TITAN XD; Crank no start, debris in oil pan A61 EM [ref:_00DA09j8L._5002I2FFBpD:ref]**

Text Body **john spencer,**

TECH LINE's latest case update is below.

**Recommendation:
Thank you for the update.
I will close the case.
Have a good weekend!**

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

Thank you,

Kelby Hausman

TECH LINE

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**Case # [REDACTED]
Date Created: 3/3/2021**

Customer name: [REDACTED]

VIN: 1N6BA1F [REDACTED]

Mileage: 94,829

Dealer code: 5572

Dealer name: MAUS NISSAN OF CRYSTAL RIVER

Customer's Concerns:

message reduce power within 2 miles, shut down, tow in, check engine light on

Technician Findings:

Engine crank but does not start

-loud knocking noise when cranking

-harmonic balance/serpentine/accessories spin erratically and harmonic wobbles

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Kelby Hausman

Technical Support Specialist

Aftersales Dealer Support – TECH LINE

Nissan North America, Inc.

Fax: +1 615-984-5234

Re: Cas [REDACTED] 2017 TITAN XD; Crank no start, debris in oil pan A61 EM [ref:_00DA09j8L._5002I2FFBpD:ref]

Message Date 3/11/2021 8:54 PM

Has Attachment

Email Address john.b.spencer@live.com

Status Read

Subject Re: Cas [REDACTED] 2017 TITAN XD; Crank no start, debris in oil pan A61 EM [ref:_00DA09j8L._5002I2FFBpD:ref]

Text Body Replaced long block and turbos. Vehicle now runs and drives normally.

John Spencer

On Mar 3, 2021, at 10:48 AM, TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:

Thank you for the case information.

Please replace the long block.

If there is debris in the turbo lines at the turbo, replace the turbos as well.

Thank you,

Kelby Hausman

TECH LINE

Updating a TECH LINE Case:

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Case # [REDACTED]

Date Created: 3/3/2021

Customer name: [REDACTED]

VIN: 1N6BA1F39 [REDACTED]

Mileage: 94,829

Dealer code: 5572

Dealer name: MAUS NISSAN OF CRYSTAL RIVER

Customer's Concerns:

message reduce power within 2 miles, shut down, tow in, check engine light on

Technician Findings:

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[REDACTED]

ref:_00DA09j8L_5002I2FFBpD:ref

Cas [REDACTED] 2017 TITAN XD; Crank no start, debris in oil pan A61 EM [ref:_00DA09j8L_5002I2FFBpD:ref]

Message Date 3/3/2021 9:48 AM

Has Attachment

Email Address john.b.spencer@live.com

Status Sent

Subject Case 43261394; 2017 TITAN XD; Crank no start, debris in oil pan A61 EM [ref:_00DA09j8L_5002I2FFBpD:ref]

Text Body john spencer,

TECH LINE's latest case update is below.

Recommendation:

Thank you for the case information.

Please replace the long block.

If there is debris in the turbo lines at the turbo, replace the turbos as well.

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Thank you,

Kelby Hausman

TECH LINE

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Case # [REDACTED]

Date Created: 3/3/2021

Customer na [REDACTED]

VIN: 1N6BA1 [REDACTED]

Mileage: 94,829

Dealer code: 5572

Dealer name: MAUS NISSAN OF CRYSTAL RIVER

Customer's Concerns:

message reduce power within 2 miles, shut down, tow in, check engine light on

Technician Findings:

Engine crank but does not start

-loud knocking noise when cranking

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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

3/12/2021 7:43 AM

User **Kelby Hausman**
 Public
 Comment **Recommendation:**
Thank you for the update.
I will close the case.
Have a good weekend!

3/12/2021 7:43 AM

User **Kelby Hausman**
 Public
 Comment **Tech email reply:**
"Replaced long block and turbos. Vehicle now runs and drives normally."

3/3/2021 9:47 AM

User **Kelby Hausman**
 Public
 Comment **Recommendation:**
Thank you for the case information.
Please replace the long block.
If there is debris in the turbo lines at the turbo, replace the turbos as well.

3/3/2021 9:39 AM

User **Survey Site Guest User**
 Public
 Comment **attached vid and pics**

3/3/2021 9:35 AM

User **Survey Site Guest User**
 Public
 Comment **Customer Comments: message reduce power within 2 miles, shut down, tow in, check engine light on**
 Technician Findings: Engine crank but does not start
-loud knocking noise when cranking
-harmonic balance/serpentine/accessories spin erratically and harmonic wobbles
-when moving crank by hand, crank spins freely but grabs at certain rotation points
-oil level and condition ok but heavy metal content in oil pan
I believe the crank shaft is broken and I would like to replace the longblock and turbo assemblies.
 Repairs Made: none

Case History

3/12/2021 7:44 AM

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

3/11/2021 8:54 PM

User **Managed Services**
Action **Changed First Call Resolution from Yes to No. Changed Reopen Date to 3/11/2021 8:54 PM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

3/3/2021 9:47 AM

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

3/3/2021 9:47 AM

User **Kelby Hausman**
Action **Changed Subject to Crank no start, debris in oil pan A61 EM.**

3/3/2021 9:44 AM

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

3/3/2021 9:35 AM

User **Survey Site Guest User**
Action **Changed Case Owner from Managed Services to TECH LINE Initial. Changed Status from Open to Pending TECH LINE. Created.**