



Case: [REDACTED]

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

**General**

Caller Name	[REDACTED]	Dealer	VALDOSTA NISSAN
NNAnet user ID	tva-39616	Contact Name	
Tech Preferred Phone	2292513231	Customer Name	
Tech Preferred Email	mrvince188@yahoo.com	Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	William Spencer
Repair/Work Order	732224	Mobile Phone	
Job/Line Number	2	Texting Status	
Created Day	Friday		

**Incident Information**

Customer Comments	CHECK ENGINE LIGHT ON,VEHICLE SHUT DOWN AND WILL NOT START	Customer Name	[REDACTED]
Verified	Yes	Vehicle	1N6BA1F49 [REDACTED]
Question for TECH LINE	What is the most likely cause for this incident?	VIN	1N6BA1F49 [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	ENGINE QUIT	Incident/RO Date	6/1/2021
When does this concern occur?	ALL TIMES	Calculated Days Down	8
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	NONE	Total Days Down	8
Observed Modifications & Accessories	NONE	Repair Attempts	0
		Current Mileage	27,490
		Vehicle Mileage Prior Value	

Vehicle Purchased  
Miles

Primary DTC

Current DTC ECM P0087, P0088,P00C6,P2048

Past DTC ECM P1615,1626,P203F

Other DTCs

### TECH LINE Information

Subject	engine seized A61	Resolution Action	
Status	Pending Dealer Reply	Resolution Object	
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	6/9/2021 2:38 PM		
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	6/10/2021
Assigned To	Timothy Greaux
Last Modified Date/Time	6/9/2021 2:26 PM
Comments	

#### Review Dealer Comment

Name	
Task	<input checked="" type="checkbox"/>
Due Date	6/10/2021
Assigned To	Timothy Greaux
Last Modified Date/Time	6/9/2021 2:26 PM
Comments	

Email: Case [REDACTED] 2016 TITAN XD; engine seized A61 [ ref: \_\_00DA09j8L.\_5002I2IZkpC:ref ]

Name

Task  
Due Date  
Assigned To  
Last Modified Date/Time



6/9/2021  
William Spencer  
6/9/2021 2:39 PM

Additional To: mrvince188@yahoo.com  
CC:  
BCC: william.spencer@nissan-usa.com  
Attachment:

Subject: Case [REDACTED] 2016 TITAN XD; engine seized A61 [ ref:\_00DA09j8L.\_5002I2IZkpC:ref ]

Body:  
Vince L,  
Thank you for your time on the phone today. Below is a summary of our call. Have a great day!  
Removed glow plugs and engine is unable to be turned.

**TSS Recommendation:**

The vehicle does show to have a branded title for lemon law.  
Please consult your warranty admin for warranty coverage questions.  
For removing torque convertor bolts.  
We may have a broken crankshaft.  
We will likely have to remove the oil pan and try to loosen some main bearing caps to allow it to turn.  
We can try turning the engine backwards as well to try to get the engine to rotate.

Comments

Keep us informed of repairs or if you need further assistance.  
Thank you, \_\_\_\_\_ William.TECH LINE

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

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: 6/4/2021  
Customer name: [REDACTED]  
VIN: 1N6BA1F49[REDACTED] Mileage: 27,490  
Dealer code: 5680  
Dealer name: VALDOSTA NISSAN

Customer's Concerns:  
CHECK ENGINE LIGHT ON, VEHICLE SHUT DOWN AND WILL NOT START  
Technician Findings:  
ENGINE WILL NOT CRANK, WITH DRIVEBELT REMOVED CAN ONLY TURN CRANK PULLY ABOUT 10 DEGREES EITHER WAY, COULD ENGINE BE HYDRO LOCKED FROM A FUEL PROBLEM:

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.\_5002I2IZkpC:ref

Name  
Task   
Due Date  
Assigned To  
Last Modified Date/Time

6/4/2021  
Timothy Greaux  
6/4/2021 10:39 AM

Additional T [REDACTED]  
CC:  
BCC:  
Attachment:

Subject: Case [REDACTED] 2016 TITAN XD; engine seized A61 [ ref:\_00DA09j8L.\_5002I2IZkpC:ref ]

Body:  
Vince,  
Thank you for contacting TECH LINE. We have seen the engine seized from stuck open fuel injector or internal engine trauma. Lets remove the glow plugs and attempt to spin the engine over by hand. If the engine is still seized long block replacement would be out next step due to internal trauma. 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

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Comments

Case # [REDACTED]  
Date Created: 6/4/2021  
Customer name [REDACTED]  
VIN: 1N6BA1F4 [REDACTED] Mileage: 27,490  
Dealer code: 5680  
Dealer name: VALDOSTA NISSAN

Customer's Concerns:  
CHECK ENGINE LIGHT ON, VEHICLE SHUT DOWN AND WILL NOT START  
Technician Findings:  
ENGINE WILL NOT CRANK, WITH DRIVEBELT REMOVED CAN ONLY TURN CRANK PULLY ABOUT 10 DEGREES EITHER WAY, COULD ENGINE BE HYDRO LOCKED FROM A FUEL PROBLEM:

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ref:\_00DA09j8L.\_5002I2IZkpC:ref

**Emails**

Case [REDACTED] 2016 TITAN XD; engine seized A61 [ ref:\_00DA09j8L.\_5002I2IZkpC:ref ]

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Message Date 6/9/2021 2:39 PM  
Has Attachment   
Email Address [REDACTED]  
Status Sent  
Subject Case 43995906; 2016 TITAN XD; engine seized A61 [ ref:\_00DA09j8L.\_5002I2IZkpC:ref ]  
Text Body Vince L,  
  
TECH LINE's latest case update is below.  
  
Outbound Call to Tech:  
  
Removed glow plugs and engine is unable to be turned.  
  
TSS Recommendation:

The vehicle does show to have a branded title for lemon law.  
Please consult your warranty admin for warranty coverage questions.  
For removing torque convertor bolts.  
We may have a broken crankshaft.  
We will likely have to remove the oil pan and try to loosen some main bearing caps to allow it to turn.  
We can try turning the engine backwards as well to try to get the engine to rotate.

Keep us informed of repairs or if you need further assistance.

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

Thank you,

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William.

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: 6/4/2021  
Customer name: [REDACTED]  
VIN: 1N6BA1F4 [REDACTED]

Mileage: 27,490

Dealer code: 5680

Dealer name: VALDOSTA NISSAN

Customer's Concerns:  
CHECK ENGINE LIGHT ON,VEHICLE SHUT DOWN AND WILL NOT START

Technician Findings:  
ENGINE WILL NOT CRANK, WITH DRIVEBELT REMOVED CAN ONLY TURN CRANK PULLY ABOUT 10

DEGREES EITHER WAY, COULD ENGINE BE HYDRO LOCKED FROM A FUEL PROBLEM:

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Case [REDACTED] 016 TITAN XD; engine seized A61 [ ref:\_00DA09j8L\_5002I2IZkpC:ref ]

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Message Date 6/4/2021 10:39 AM

Has Attachment

Email Address [REDACTED]

Status **Sent**

Subject **Case 43995906; 2016 TITAN XD; engine seized A61 [ ref:\_00DA09j8L\_5002I2IZkpC:ref ]**

Text Body **Vince L,**

**TECH LINE's latest case update is below.**

**Recommendation:**

Thank you for contacting TECH LINE. We have seen the engine seized from stuck open fuel injector or internal engine trauma. Lets remove the glow plugs and attempt to spin the engine over by hand. If the engine is still seized long block replacement would be out next step due to internal trauma. 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,

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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: 6/4/2021  
Customer name: [REDACTED]  
VIN: 1N6BA1F [REDACTED]

Mileage: 27,490

Dealer code: 5680

Dealer name: VALDOSTA NISSAN

Customer's Concerns:  
CHECK ENGINE LIGHT ON,VEHICLE SHUT DOWN AND WILL NOT START

Technician Findings:  
ENGINE WILL NOT CRANK, WITH DRIVEBELT REMOVED CAN ONLY TURN CRANK PULLY ABOUT 10 DEGREES EITHER WAY, COULD ENGINE BE HYDRO LOCKED FROM A FUEL PROBLEM:

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Regards,

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

**Case Comments**

6/9/2021 2:38 PM

User William Spencer  
Public   
Outbound Call to Tech:  
Removed glow plugs and engine is unable to be turned.  
TSS Recommendation:  
The vehicle does show to have a branded title for lemon law.  
Please consult your warranty admin for warranty coverage questions.  
For removing torque convertor bolts.  
We may have a broken crankshaft.  
We will likely have to remove the oil pan and try to loosen some main bearing caps to allow it to turn.  
We can try turning the engine backwards as well to try to get the engine to rotate.  
Keep us informed of repairs or if you need further assistance.

Comment

6/9/2021 1:33 PM

User Survey Site Guest User  
Public   
Comment I just noticed the viss says it has a branded title, do you show the title branded

6/4/2021 10:37 AM

User Timothy Greaux  
Public   
Recommendation:  
Thank you for contacting TECH LINE. We have seen the engine seized from stuck open fuel injector or internal engine trauma. Lets remove the glow plugs and attempt to spin the engine over by hand. If the engine is still seized long block replacement would be out next step due to internal trauma. If additional diagnostic assistance is needed let us know. Have a great day!

Comment

6/9/2021 1:01 PM

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User **Survey Site Guest User**  
Public   
Comment **TOOK GLOW PLUGS OUT, STLL SIEZED, MY QUESTION IS HOW TO GET THE CRANK TO TURN TO REMOVE TORQUE CONVERTER BOLTS**

6/4/2021 10:30 AM

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User **Survey Site Guest User**  
Public   
Comment **Customer Comments: CHECK ENGINE LIGHT ON,VEHICLE SHUT DOWN AND WILL NOT START  
 Technician Findings: ENGINE WILL NOT CRANK, WITH DRIVEBELT REMOVED CAN ONLY TURN CRANK PULLY ABOUT 10 DEGREES EITHER WAY, COULD ENGINE BE HYDRO LOCKED FROM A FUEL PROBLEM  
 Repairs Made: NONE  
 Verified: Yes  
 Current DTC: ECM P0087, P0088,P00C6,P2048  
 Past DTC: ECM P1615,1626,P203F  
 Question for TECH LINE: What is the most likely cause for this incident?**

## Case History

6/11/2021 12:05 PM

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User **Managed Services TechM**  
Action **Changed Subject from CUSTOMER: PHONE: VIN: 1N6BA1F4[REDACTED] to engine seized A61.**

6/10/2021 1:15 AM

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User **NNAETL**  
Action **Changed Subject from engine seized A61 to CUSTOMER: PHONE: VIN: 1N6BA1F4[REDACTED]**

6/9/2021 2:38 PM

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

6/9/2021 2:25 PM

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User **William Spencer**  
Action **Changed Caller Name from vince I to Vince L.**

6/9/2021 2:24 PM

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User **William Spencer**  
Action **Changed Case Owner from TECH LINE Tier 2 to William Spencer.**

6/9/2021 2:10 PM

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User **Timothy Greaux**  
Action **Changed Case Owner from Timothy Greaux to TECH LINE Tier 2.**

6/9/2021 1:32 PM

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User **Survey Site Guest User**  
Action **Changed Caller Name from VINCE L to vince I.**

6/9/2021 1:01 PM

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User **Survey Site Guest User**

Action **Changed First Call Resolution from Yes to No. Changed Reopen Date to 6/9/2021 1:01 PM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

**6/9/2021 12:59 PM**

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User **Survey Site Guest User**

Action **Changed Caller Name from Vince L to VINCE L. Changed Tech Preferred Phone from** 

**6/4/2021 10:38 AM**

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User **Timothy Greaux**

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

**6/4/2021 10:34 AM**

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User **Timothy Greaux**

Action **Changed Caller Name from VINCE L to Vince L. Changed Tech Preferred Phone from** 

**6/4/2021 10:34 AM**

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User **Timothy Greaux**

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

**6/4/2021 10:30 AM**

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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.**