



Case [REDACTED]

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

General

Caller Name	[REDACTED]	Dealer	DICK SMITH NIS LEXINGTON
NNAnet user ID	tva-02934	Contact Name	
Tech Preferred Phone	8034141695	Customer Name	
Tech Preferred Email	ajwanko@aol.com	Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	Matthew Mead
Repair/Work Order	221354	Mobile Phone	
Job/Line Number	a	Texting Status	
Created Day	Tuesday		

Incident Information

Customer Comments	c/s traveling down interstate vehicle went into reduced power mode, pulled over and attempted to restart the vehicle and at that time vehicle had a thermal event from starter area	Customer Name	[REDACTED]
Verified	Yes	Vehicle	1N6BA1F4XH [REDACTED]
Question for TECH LINE	What test should I do next?	VIN	1N6BA1F4XH [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	NO OPERATION	Incident/RO Date	6/4/2021
When does this concern occur?	ALL TIMES	Calculated Days Down	4
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	None	Total Days Down	4
Observed Modifications & Accessories	None	Repair Attempts	0
		Current Mileage	65,778

Vehicle Mileage Prior Value

Vehicle Purchased Miles

Primary DTC

Current DTC ECM p0335

Past DTC ECM p203d, p203f

Other DTCs

TECH LINE Information

Subject	Engine will not crank.	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	6/8/2021 11:21 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

Email: Cas [REDACTED]; 2017 TITAN XD; Engine will not crank. [ref:_00DA09j8L._5002I2Ia9XU:ref]

Name	[REDACTED]
Task	<input checked="" type="checkbox"/>
Due Date	6/8/2021
Assigned To	Matthew Mead
Last Modified Date/Time	6/8/2021 11:22 AM
Comments	Additional To: ajwanko@aol.com CC: BCC: Attachment: Subject: C: [REDACTED] 2017 TITAN XD; Engine will not crank. [ref:_00DA09j8L._5002I2Ia9XU:ref] Body: andrew wankowski, TECH LINE's latest case update is below. Recommendation: - Thank you for sending in the photo.

- Please replace the long engine assembly.

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

Thank you, _____ Matt MTECH 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 # _____

Date Created: 6/8/2021

Customer name:

VIN: 1N6BA1F _____ Mileage: 65,778

Dealer code: 5206

Dealer name: DICK SMITH NISSAN

Customer's Concerns:

c/s traveling down interstate vehicle went into reduced power mode, pulled over and attempted to restart the vehicle and at that time vehicle had a thermal event from starter area

Technician Findings:

the engine will not crank over, tried to turn the crankshaft and the engine is locked down, removed the starter and drive belt and still will not turn by hand. customer was traveling from another state and there were repairs made to vehicle before at another dealership. codes p0335, p203d, p203f stored, def low lights up on dash. what would be my next move? the engine is full of oil and the fuel is diesel. the starter got very hot from customer trying to crank multiple times.:

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._5002I2Ia9XU:ref

Email: Case _____ 2017 TITAN XD; Engine will not crank. [ref:_00DA09j8L._5002I2Ia9XU:ref]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	6/8/2021
Assigned To	Matthew Mead
Last Modified Date/Time	6/8/2021 7:21 AM
Comments	Additional To: ajwanko@aol.com CC: BCC: Attachment: Subject: Cas _____ 2017 TITAN XD; Engine will not crank. [ref:_00DA09j8L._5002I2Ia9XU:ref] Body: andrew wankowski, TECH LINE's latest case update is below. Recommendation: - Thank you for documenting the engine will not turn. - Please remove the fuel injectors and find out if the engine will turn. - If the engine will not turn with the fuel injectors removed please remove the oil pan and inspect for excessive debris. If excessive debris is present please replace the long engine assembly. The TECH LINE Survey can be accessed by: CLICKING HERE Thank you, _____ Matt MTECH 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.

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Closed TECH LINE cases can be reopened.

Case # [REDACTED]
Date Created: 6/8/2021
Customer name: [REDACTED]
VIN: 1N6BA1F4X [REDACTED] Mileage: 65,778
Dealer code: 5206
Dealer name: DICK SMITH NISSAN

Customer's Concerns:

c/s traveling down interstate vehicle went into reduced power mode, pulled over and attempted to restart the vehicle and at that time vehicle had a thermal event from starter area

Technician Findings:

the engine will not crank over, tried to turn the crankshaft and the engine is locked down, removed the starter and drive belt and still will not turn by hand. customer was traveling from another state and there were repairs made to vehicle before at another dealership. codes p0335, p203d, p203f stored, def low lights up on dash. what would be my next move? the engine is full of oil and the fuel is diesel. the starter got very hot from customer trying to crank multiple times.:

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ref:_00DA09j8L._5002I2Ia9XU:ref

Email

Case [REDACTED] 2017 TITAN XD; Engine will not crank. [ref:_00DA09j8L._5002I2Ia9XU:ref]

Message Date 6/8/2021 11:22 AM
Has Attachment
Email Address ajwanko@aol.com
Status Sent
Subject Cas [REDACTED] 2017 TITAN XD; Engine will not crank. [ref:_00DA09j8L._5002I2Ia9XU:ref]
Text Body andrew wankowski,

TECH LINE's latest case update is below.

Recommendation:

- Thank you for sending in the photo.
- Please replace the long engine assembly.

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

Thank you,

Matt M

TECH LINE

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Case # [REDACTED]
Date Created: 6/8/2021
Customer name:
VIN: 1N6BA1F [REDACTED]

Mileage: 65,778

Dealer code: 5206

Dealer name: DICK SMITH NISSAN

Customer's Concerns:

c/s traveling down interstate vehicle went into reduced power mode, pulled over and attempted to restart the vehicle and at that time vehicle had a thermal event from starter aera

Technician Findings:

the engine will not crank over, tried to turn the crankshaft and the engine is locked down, removed the starter and drive belt and still will not turn by hand. customer was traveling from another state and there were repairs made to vehicle before at another dealership. codes p0335, p203d, p203f stored, def low lights up on dash. what would be my next move? the engine is full of oil and the fuel is diesel. the starter got very hot from customer trying to crank multiple times.:

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RE: Cas [REDACTED] 2017 TITAN XD; Engine will not crank. [ref:_00DA09j8L_5002I2Ia9XU:ref]

Message Date 6/8/2021 11:18 AM

Has Attachment

Email Address ajwanko@aol.com

Status Read

Subject RE: Cas [REDACTED] 2017 TITAN XD; Engine will not crank. [ref:_00DA09j8L_5002I2Ia9XU:ref]

Text Body Removed injectors and the engine will not turn .removed oil pan and found debris Sent from my Verizon, Samsung Galaxy smartphone

----- Original message -----From: TECH LINE Email to [REDACTED]@nissan-usa.com> Date: 6/8/21 8:21 AM (GMT-05:00) To: ajwanko@aol.com Subject: Cas [REDACTED] 2017 TITAN XD; Engine will not crank. [ref:_00DA09j8L_5002I2Ia9XU:ref] andrew wankowski,TECH LINE s latest case update is below.Recommendation:

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Message Date 6/8/2021 7:21 AM
Has Attachment
Email Address ajwanko@aol.com
Status Sent
Subject Case # _____ 2017 TITAN XD; Engine will not crank. [ref: _00DA09j8L._5002I2Ia9XU:ref]
Text Body andrew wankowski,

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Recommendation:

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- Please remove the fuel injectors and find out if the engine will turn.
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Thank you,

Matt M

TECH LINE

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Date Created: 6/8/2021
Customer name: [REDACTED]
VIN: 1N6BA1F4 [REDACTED]

Mileage: 65,778

Dealer code: 5206

Dealer name: DICK SMITH NISSAN

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Case Comments

6/8/2021 11:21 AM

6/8/2021 11:20 AM

User **Matthew Mead**
Public
Comment **Recommendation:**
- Thank you for sending in the photo.
- Please replace the long engine assembly.

User **Matthew Mead**
Public
Comment **Description:**
- Removed injectors and the engine will not turn
.removed oil pan and found debris

6/8/2021 7:21 AM

6/8/2021 7:17 AM

User **Matthew Mead**
Public
Comment **Recommendation:**
- Thank you for documenting the engine will not turn.
- Please remove the fuel injectors and find out if the engine will turn.

User **Survey Site Guest User**
Public
Comment **Customer Comments:** c/s traveling down interstate vehicle went into reduced power mode, pulled over and attempted to restart the vehicle and at that time vehicle had a thermal event from starter aera
 Technician Findings: the engine will not crank

- If the engine will not turn with the fuel injectors removed please remove the oil pan and inspect for excessive debris. If excessive debris is present please replace the long engine assembly.

over, tried to turn the crankshaft and the engine is locked down, removed the starter and drive belt and still will not turn by hand. customer was traveling from another state and there were repairs made to vehicle before at another dealership. codes p0335, p203d, p203f stored, def low lights up on dash. what would be my next move? the engine is full of oil and the fuel is diesel. the starter got very hot from customer trying to crank multiple times.

- Repairs Made: None
- Verified: Yes
- Current DTC: ECM p0335
- Past DTC: ECM p203d, p203f
- Question for TECH LINE: What test should I do next?

Case History

6/8/2021 11:21 AM

User **Matthew Mead**

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

6/8/2021 11:18 AM

User **Managed Services**

Action **Changed First Call Resolution from Yes to No. Changed Reopen Date to 6/8/2021 11:18 AM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

6/8/2021 7:19 AM

User **Matthew Mead**

Action **Changed Subject to Engine will not crank.. Changed Status from Pending TECH LINE to Pending Dealer Reply. Closed.**

6/8/2021 7:18 AM

User **Matthew Mead**

Action **Changed Case Owner from TECH LINE Initial to Matthew Mead.**

6/8/2021 7:17 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. Changed VIN from 1n6ba1f4[REDACTED] to 1N6BA1F4[REDACTED] Created.**