



INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

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Case: [REDACTED]

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

General

Caller Name	[REDACTED]	Dealer	BUTLER NISSAN
NNAnet user ID	DHUDSJ85	Contact Name	
Tech Preferred Phone	914784849724	Customer Name	
Tech Preferred Email	jahmard.hudson@butlemissan.com	Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	Brandt Boster
Repair/Work Order	184987	Mobile Phone	
Job/Line Number	A	Texting Status	
Created Day	Wednesday		

Incident Information

Customer Comments	VEH SHUT OFF ON HIM, WILL NOT START BACK UP MAKING AWFUL NOISE.	Customer Name	[REDACTED]
Verified	Yes	Vehicle	1N6BA1F4 [REDACTED]
Question for TECH LINE	Have you seen this before?	VIN	1N6BA1F4 [REDACTED]
Service Manual General Section	Engine	Archived VIN Make	
Service Manual Specific Section	Engine Mechanical	Archived VIN Year	2019
Symptom Code Category	Experience/Occurrence	Archived VIN Model	TITAN XD
Symptom	NO CRANK NO START	Incident/RO Date	11/10/2021
When does this concern occur?	ALL TIMES	Calculated Days Down	6
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	NONE	Total Days Down	6
Observed Modifications & Accessories	NONE	Repair Attempts	0
		Current Mileage	67,228
		Vehicle Mileage Prior Value	
		Vehicle Purchased Miles	
		Primary DTC	
		Current DTC	MULTI AV B1341-16
		Past DTC	ECM P2509-00 MULTI AV B1375-11 MULTI AV B132A-13 MULTI AV B13D9-8F
		Other DTCs	

TECH LINE Information

Subject	Engine will crank but not start EMC A61	Resolution Action	INSPECT
Status	Pending Dealer Reply	Resolution Object	CRANKSHAFT & OIL PAN
Confirmed Resolution	Pending	Field Inspection Indicator	<input type="checkbox"/>
Component Code Category	EM Engine Mechanical	NNA Field Inspection Date	
Component Code Issue	EMC CRANKSHAFT & OIL PAN	FSSS	<input type="checkbox"/>
TECH LINE Template	ECC Initial Response	FSSS Date	
TREAD Component	06		
Date/Time Closed	11/16/2021 8:34 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: Case [REDACTED] 2019 TITAN XD; Engine will crank but not start EMC A61 [ref:_00DA09j8L_5002I2MqvLo:ref]

Name
Task ✓
Due Date 11/16/2021
Assigned To Brandt Booster
Last Modified Date/Time 11/16/2021 8:32 AM
Additional To: jahmard.hudson@butlernissan.com
CC:
BCC: brandt.booster@nissan-usa.com
Attachment:
Subject: Case [REDACTED] 2019 TITAN XD; Engine will crank but not start EMC A61 [ref:_00DA09j8L_5002I2MqvLo:ref]
Body:
Thank you for the update Jahmard
Comments
Let's see if utilizing a borescope will allow us better access
If we identified crankshaft separation, replacement of the Long Engine assembly would be recommended
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_5002I2MqvLo:ref

Email: Case [REDACTED] 2019 TITAN XD; Engine will crank but not start EMC A61 [ref:_00DA09j8L_5002I2MqvLo:ref]

Name
Task ✓
Due Date 11/11/2021
Assigned To Wesley Roberts
Last Modified Date/Time 11/11/2021 8:46 AM
Additional To: jahmard.hudson@butlernissan.com
CC:
BCC: wesley.roberts@nissan-usa.com
Attachment:
Subject: Case [REDACTED] 19 TITAN XD; Engine will crank but not start EMC A61 [ref:_00DA09j8L_5002I2MqvLo:ref]
Body:
Jahmard Hudson,
TECH LINE's latest case update is below.
TSS Recommendation:

- Thank you for the update.
- Our fuel rail pressure reaches within required specifications for starting.
- But it does sound as though we may have a compression issue in the latest video.
- If our lower pan is still removed let's hand turn the crank and watch for any indication of a separated crankshaft, but still catching enough to spin.
- - We have seen them separated in an uneven way to allow it to catch.
- If no issue then we may need to check compression.
- Keep us in the loop.

Comments
The TECH LINE Survey can be accessed by: [CLICKING HERE](#)
Thank you, _____ Wesley, Roberts 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: 11/10/2021
Customer name: [REDACTED]
VIN: 1N6BA1F43 [REDACTED] Mileage: 67,228
Dealer code: 5449
Dealer name: BUTLER NISSAN
This TECH LINE recommendation is given based solely on the information provided by the dealer. TECH LINE bases repair recommendations on time to repair, quality of repair, and ease of repair, regardless of who is paying for the repair or whether or not the vehicle is covered under warranty. Ultimately, it is the responsibility of the dealer to determine whether the work will be performed under warranty, a service contract, goodwill, customer pay, or dealer internal.
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_5002I2MqvLo:ref

Email: Case [REDACTED] 2019 TITAN XD; Engine will crank but not start EMC A61 [ref:_00DA09j8L_5002I2MqvLo:ref]

Name
Task ✓
Due Date 11/10/2021
Assigned To Brandt Booster
Last Modified Date/Time 11/10/2021 1:57 PM
Comments
Additional To: jahmard.hudson@butlernissan.com
CC:
BCC: brandt.booster@nissan-usa.com
Attachment:

Subject: C [REDACTED] 019 TITAN XD; Engine will crank but not start EMC A61 [ref: _00DA09j8L_5002I2MqvLo:ref]

Body:

Thank you for the case information on this one Jahmard

In the provided video we are not able to hear any obvious abnormal engine concerns

- Diesel engines will make audible noise when cylinders are not contributing which produces a knock type noise

Let's confirm in ECM>Data Monitor we are reading Engine RPM and fuel rail pressure

If abnormal engine noise is present, let's watch the harmonic balancer for abnormal movement when the engine is cranking

- If confirmed, inspect the lower engine oil pan for debris

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

Have a great rest of your Wednesday Jahmard!

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_5002I2MqvLo:ref

Attachments

20211110_135529.mp4

Size 18.7MB

Ownership Managed Services

View [View file](#)

Last Modified 11/10/2021 1:29 PM

Email

Case [REDACTED] 019 TITAN XD; Engine will crank but not start EMC A61 [ref: _00DA09j8L_5002I2MqvLo:ref]

Message Date 11/16/2021 8:32 AM

Has Attachment

Email Address jahmard.hudson@butlernissan.com

Status Sent

Subject Case [REDACTED] 019 TITAN XD; Engine will crank but not start EMC A61 [ref: _00DA09j8L_5002I2MqvLo:ref]

Text Body Jahmard Hudson,

TECH LINE's latest case update is below.

Recommendation:

Thank you for the update Jahmard

Let's see if utilizing a borescope will allow us better access

If we identified crankshaft separation, replacement of the Long Engine assembly would be recommended

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

Thank you,

Brandt B

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.

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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: 11/10/2021
Customer name:

VIN: 1N6BA1F4 [REDACTED]

Mileage: 67,228

Dealer code: 5449

Dealer name: BUTLER NISSAN

Customer's Concerns:

VEH SHUT OFF ON HIM, WILL NOT START BACK UP MAKING AWFUL NOISE.

Technician Findings:

CUSTOMER STATES TRUCK SHUT OFF ON HIM AND WILL NOT START BACK UP AND MAKING NOISE. WAS ABLE TO DUP CONCERN AFTER REPLACING DEAD BATTERIES. ONLY DTC STORE IN ECM IS P2509-00 AND A FEW IN MULTJ AV. ATTACHING VIDEO OF TRUCK ATTEMPTING TO START. WHAT TEST SHOULD I DO OR IS THIS INTERNAL ENGINE FAILURE, POSSIBLY TIMING JUMPED OR LOW COMPRESSION?:

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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.

Re: Case [REDACTED] 2019 TITAN XD; Engine will crank but not start EMC A61 [ref:_00DA09j8L_5002I2MqvLo:ref]

Message Date 11/16/2021 7:19 AM

Has Attachment

Email Address jahmard.hudson@butlernissan.com

Status Read

Subject Re: Case 45116432; 2019 TITAN XD; Engine will crank but not start EMC A61 [ref:_00DA09j8L_5002I2MqvLo:ref]

Text Body It appears to be a slight separation but without removing windage tray, cannot see entire crankshaft.

Jahmard Hudson

Senior Specialist Technician

478-781-8440 ext 575

Jahmard.Hudson@butlernissan.com

Butler Nissan of Macon

4500 Riverside Dr.

Macon, Ga 31210

[cid:9b40bd19-b216-4a1a-ab24-f459f4d611d2][cid:48f3add2-81be-4354-9597-ae6390c5be9b]

This e-mail transmission contains information intended only for the use of the recipient(s) named above. Further, it contains information that may be privileged and confidential. compliance

From: TECH LINE Email to Case <techlinesfdc@nissan-usa.com>

Sent: Thursday, November 11, 2021 9:46 AM

To: Jahmard Hudson <jahmard.hudson@butlernissan.com>

Subject: Case 45116432; 2019 TITAN XD; Engine will crank but not start EMC A61 [ref:_00DA09j8L_5002I2MqvLo:ref]

TECH LINE's latest case update is below.

TSS Recommendation:

- Thank you for the update.
- Our fuel rail pressure reaches within required specifications for starting.
- But it does sound as though we may have a compression issue in the latest video.
- If our lower pan is still removed let's hand turn the crank and watch for any indication of a separated crankshaft, but still catching enough to spin.
- - We have seen them separated in an uneven way to allow it to catch.
- If no issue then we may need to check compression.
- Keep us in the loop.

Thank you,

Wesley.Roberts

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: 11/10/2021
Customer name: [REDACTED]
VIN: 1N6BA1F43J [REDACTED]

Mileage: 67,228

Dealer code: 5449

Dealer name: BUTLER NISSAN

This TECH LINE recommendation is given based solely on the information provided by the dealer. TECH LINE bases repair recommendations on time to repair, quality of repair, :

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Ca [REDACTED] 2019 TITAN XD; Engine will crank but not start EMC A61 [ref:_00DA09j8L_5002I2MqvLo:ref]

Message Date 11/11/2021 8:46 AM

Has Attachment

Email Address jahmard.hudson@butlernissan.com

Status Sent

Subject Case [REDACTED] 2019 TITAN XD; Engine will crank but not start EMC A61 [ref:_00DA09j8L_5002I2MqvLo:ref]

Text Body Jahmaru Hudson,

TECH LINE's latest case update is below.

TSS Recommendation:

- Thank you for the update.
- Our fuel rail pressure reaches within required specifications for starting.
- But it does sound as though we may have a compression issue in the latest video.
- If our lower pan is still removed let's hand turn the crank and watch for any indication of a separated crankshaft, but still catching enough to spin.
- - We have seen them separated in an uneven way to allow it to catch.
- If no issue then we may need to check compression,
- Keep us in the loop.

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

Thank you,

Wesley.Roberts

TECH LINE

Updating a TECH LINE Case:

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Case #: [REDACTED]
Date Created: 11/10/2021

Customer name: [REDACTED]
VIN: 1N6BA1F43K1 [REDACTED]

Mileage: 67,228

Dealer code: 5449

Dealer name: BUTLER NISSAN

Customer's Concerns:
VEH SHUT OFF ON HIM, WILL NOT START BACK UP MAKING AWFUL NOISE.

Technician Findings:
CUSTOMER STATES TRUCK SHUT OFF ON HIM AND WILL NOT START BACK UP AND MAKING NOISE. WAS ABLE TO DUP CONCERN AFTER REPLACING DEAD BATTERIES. ONLY DTC STORE IN ECM IS P2509-00 AND A FEW IN MULTI AV. ATTACHING VIDEO OF TRUCK ATTEMPTING TO START. WHAT TEST SHOULD I DO OR IS THIS INTERNAL ENGINE FAILURE, POSSIBLY TIMING JUMPED OR LOW COMPRESSION?:

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Re: Case [REDACTED] 019 TITAN XD; Engine will crank but not start EMC A61 [ref:_00DA09j8L_5002I2MqvLo:ref]

Message Date 11/10/2021 4:01 PM

Has Attachment

Email Address jahmard.hudson@butlernissan.com

Status Read

Subject Re: Case [REDACTED] 2019 TITAN XD; Engine will crank but not start EMC A61 [ref:_00DA09j8L_5002I2MqvLo:ref]

No debris inside lower oil pan
No abnormal crank movement
Data monitor of fuel pressure readings attached

From: TECH LINE Email to Case <techlinesfdc@nissan-usa.com>
Sent: Wednesday, November 10, 2021 2:57:06 PM
To: Jahmard Hudson jahmard.hudson@butlernissan.com
Subject: Case [REDACTED] 2019 TITAN XD; Engine will crank but not start EMC A61 [ref:_00DA09j8L_5002I2MqvLo:ref]

In the provided video we are not able to hear any obvious abnormal engine concerns
- Diesel engines will make audible noise when cylinders are not contributing which produces a knock type noise

Let's confirm in ECM>Data Monitor we are reading Engine RPM and fuel rail pressure

If abnormal engine noise is present, let's watch the harmonic balancer for abnormal movement when the engine is cranking
- If confirmed, inspect the lower engine oil pan for debris

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

Text Body Thank you,

Brandt B

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.

[https://urldefense.com/v3/_https://nissanna.my.salesforce.com/servlet/servlet.ImageServer?oid=00DA0000009j8L&esid=0182I00001Yw7z5&from=ext_!!Bbg-OcCDIOs!T83D2

ref:_00DA09j8L_5002I2MqvLo:ref

Cas [REDACTED] 019 TITAN XD; Engine will crank but not start EMC A61 [ref:_00DA09j8L_5002I2MqvLo:ref]

Message Date 11/10/2021 1:57 PM

Has Attachment

Email Address jahmard.hudson@butlernissan.com

Status Sent

Subject Cas [REDACTED] 2019 TITAN XD; Engine will crank but not start EMC A61 [ref:_00DA09j8L_5002I2MqvLo:ref]
Jahmard Hudson,

TECH LINE's latest case update is below.

Recommendation:

Thank you for the case information on this one Jahmard

In the provided video we are not able to hear any obvious abnormal engine concerns
- Diesel engines will make audible noise when cylinders are not contributing which produces a knock type noise

Let's confirm in ECM>Data Monitor we are reading Engine RPM and fuel rail pressure

If abnormal engine noise is present, let's watch the harmonic balancer for abnormal movement when the engine is cranking
- If confirmed, inspect the lower engine oil pan for debris

Follow up with findings If further assistance can be provided on this one
Have a great rest of your Wednesday Jahmard!

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

Thank you,

Brandt B

TECH LINE

Updating a TECH LINE Case:

Text Body

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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Case #: [REDACTED]
Date Created: 11/10/2021
Customer name: [REDACTED]
VIN: 1N6BA1F [REDACTED]

Mileage: 67,228

Dealer code: 5449

Dealer name: BUTLER NISSAN

Customer's Concerns:

VEH SHUT OFF ON HIM, WILL NOT START BACK UP MAKING AWFUL NOISE.

Technician Findings:

CUSTOMER STATES TRUCK SHUT OFF ON HIM AND WILL NOT START BACK UP AND MAKING NOISE, WAS ABLE TO DUP CONCERN AFTER REPLACING DEAD BATTERIES, ONLY DTC STORE IN ECM IS P2509-00 AND A FEW IN MULTI AV, ATTACHING VIDEO OF TRUCK ATTEMPTING TO START, WHAT TEST SHOULD I DO OR IS THIS INTERNAL ENGINE FAILURE, POSSIBLY TIMING JUMPED OR LOW COMPRESSION?:

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Case Comments

11/16/2021 8:31 AM

User Brandt Boster
Public

Comment Recommendation:
Thank you for the update Jahmard

Let's see if utilizing a borescope will allow us better access

11/16/2021 8:31 AM

User Brandt Boster
Public

Comment Tech replied by email:
It appears to be a slight separation but without removing windage tray, cannot see entire crankshaft

11/11/2021 8:45 AM

If we identified crankshaft separation, replacement of the Long Engine assembly would be recommended

User Wesley Roberts

Public

Tech Update:

- No debris inside lower oil pan
- No abnormal crank movement
- Data monitor of fuel pressure readings attached

11/11/2021 8:45 AM

User Wesley Roberts

Public

TSS Recommendation:

- Thank you for the update,
- Our fuel rail pressure reaches within required specifications for starting,
- But it does sound as though we may have a compression issue in the latest video,
- If our lower pan is still removed let's hand turn the crank and watch for any indication of a separated crankshaft, but still catching enough to spin,
- - We have seen them separated in an uneven way to allow it to catch,
- If no issue then we may need to check compression,
- Keep us in the loop.

Comment

11/10/2021 1:30 PM

User Survey Site Guest User

Public

Comment ,

11/10/2021 1:56 PM

User Brandt Boster

Public

Recommendation:

Thank you for the case information on this one Jahmard

In the provided video we are not able to hear any obvious abnormal engine concerns

- Diesel engines will make audible noise when cylinders are not contributing which produces a knock type noise

Comment Let's confirm in ECM>Data Monitor we are reading Engine RPM and fuel rail pressure

- If abnormal engine noise is present, let's watch the harmonic balancer for abnormal movement when the engine is cranking
- If confirmed, inspect the lower engine oil pan for debris

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

11/10/2021 1:29 PM

User Survey Site Guest User

Public

Customer Comments: VEH SHUT OFF ON HIM, WILL NOT START BACK UP
MAKING AWFUL NOISE.

Technician Findings: CUSTOMER STATES TRUCK SHUT OFF ON HIM AND WILL NOT START BACK UP AND MAKING NOISE. WAS ABLE TO DUP CONCERN AFTER REPLACING DEAD BATTERIES. ONLY DTC STORE IN ECM IS P2509-00 AND A FEW IN MULTI AV. ATTACHING VIDEO OF TRUCK ATTEMPTING TO START. WHAT TEST SHOULD I DO OR IS THIS INTERNAL ENGINE FAILURE, POSSIBLY TIMING JUMPED OR LOW COMPRESSION?

Repairs Made: NONE

Verified: Yes

Current DTC: MULTI AV B1341-16

Past DTC: ECM P2509-00 MULTI AV B1375-11 MULTI AV B132A-13 MULTI AV B13D9-8F

Question for TECH LINE: Have you seen this before?

Case History

11/16/2021 8:34 AM

User Brandt Boster

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

11/16/2021 7:19 AM

User Managed Services

Action Changed Reopen Date from 11/10/2021 4:01 PM to 11/16/2021 7:19 AM, Changed Status from Pending Dealer Reply to Pending TECH LINE.

11/11/2021 8:46 AM

User Wesley Roberts

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

11/10/2021 4:01 PM

User Managed Services

Action Changed First Call Resolution from Yes to No, Changed Reopen Date to 11/10/2021 4:01 PM, Changed Status from Pending Dealer Reply to Pending TECH LINE.

11/10/2021 1:56 PM

User Brandt Boster

Action Changed Subject to Engine will crank but not start EMC A61, Changed Status from Pending TECH LINE to Pending Dealer Reply. Closed.

11/10/2021 1:44 PM

User Brandt Boster

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

11/10/2021 1:30 PM

User Survey Site Guest User

Action Changed Preferred Contact Method to Email. Changed Case Owner from TECH LINE Stage to TECH LINE Initial.

11/10/2021 1:29 PM

User Survey Site Guest User

Action Changed Status from Open to Pending TECH LINE. Created.

