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Case: [REDACTED]

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**General**

Caller Name	[REDACTED]	Dealer	DENNIS DILLON NISSAN
NNAnet user ID	DDALEM81	Contact Name	Matthew Dale
Tech Preferred Phone	917023287007	Customer Name	
Tech Preferred Email	nissanmatt@msn.com	Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	Joshua Bredeson
Repair/Work Order	2572079	Mobile Phone	
Job/Line Number	A	Texting Status	
Created Day	Friday		

**Incident Information**

Customer Comments	ENGINE STALLED WILL NOT START	Customer Name	[REDACTED]
Verified	Yes	Vehicle	1N6BA1F4X [REDACTED]
Question for TECH LINE	Can you help me find information?	VIN	1N6BA1F4X [REDACTED]
Service Manual General Section	Engine	Archived VIN Make	
Service Manual Specific Section	Engine Mechanical	Archived VIN Year	2019
Symptom Code Category	Visual	Archived VIN Model	Titan XD
Symptom	BROKEN/CRACKED/SHATTERED/TORN	Incident/RO Date	10/21/2022
When does this concern occur?	ALL TIMES	Calculated Days Down	129
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	NONE	Total Days Down	129
Observed Modifications & Accessories	NONE	Repair Attempts	0
		Current Mileage	81,935
		Vehicle Mileage Prior Value	
		Vehicle Purchased Miles	
		Primary DTC	
		Current DTC	
		Past DTC	
		Other DTCs	

**TECH LINE Information**

Subject	Engine will not rotate - A61D	Resolution Action	
---------	-------------------------------	-------------------	--

Status	Pending Dealer Reply	Resolution Object	
Confirmed Resolution	Yes	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	2/27/2023 11:03 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)

**Contact Information**

Name	[REDACTED]	Phone	[REDACTED]
Account Name	DENNIS DILLON NISSAN	Mobile	
Contact Type	NNA Dealer Master	Email	[REDACTED]
Title	Service Technician	Email Opt Out	<input type="checkbox"/>
Customer ID.	2150DDALEM81	Reports To	
		Contact Record Type	Contact
		Inactive Contact	<input type="checkbox"/>

**Address Information**

Mailing Address	Other Address
-----------------	---------------

**Additional Information**

Fax	Lead Source
Home Phone	Birthdate
Work Phone	Department
Description	

**System Information**

Created By	NNAETL, 7/31/2018 4:33 AM	Contact Owner	NNAETL
Last Modified By	NNAETL, 3/6/2024 12:48 AM		

**Activity History**

Email: Case [REDACTED] 2019 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L.\_5002I2aGbnz:ref ]

Name	[REDACTED]
Task	<input checked="" type="checkbox"/>
Due Date	2/27/2023
Assigned To	Joshua Bredeson
Last Modified Date/Time	2/27/2023 11:03 AM

Additional To: nissanmatt@msn.com  
CC:  
BCC: joshua.bredeson@nissan-usa.com  
Attachment:

Subject: Case [REDACTED] 2019 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L\_5002I2aGbnz:ref ]  
Body:  
MATTHEW DALE,  
TECH LINE's latest case update is below.  
Recommendation

Thanks for taking the time to speak to us today, Matt.

Based on our conversation today we discussed the leak repairs made successfully and the stationary regen completed.

Since our soot load now is below 10 grams measured lets test drive the vehicle thoroughly and see if the P0420 returns.

If you need further assistance feel free to reach out to us anytime and we will be glad to answer any questions you may have.

Have a great day!

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

Thank you, \_\_\_\_\_ Joshua.BredesonTECH 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.

Comments

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: 10/21/2022  
Customer name: DENNIS DILLON NISSAN  
VIN: 1N6BA1F4XKN521266 Mileage: 81,935  
Dealer code: 2150  
Dealer name: DENNIS DILLON NISSAN

Customer's Concerns:  
ENGINE STALLED WILL NOT START  
Technician Findings:  
ENGINE APPEARS TO BE LOCKED UP, CLEANED BATT POSTS, THAT WERE VERY BAD, HAS NEW BATTERIES, NO CODES ARE STORED, WONDERING BEST APPROACH FOR POWERTRAIN, REMOVE OIL PAN?

ATTEMPTED TO TURN OVER BY HAND IT WILL NOT.:

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.

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ref:\_00DA09j8L\_5002I2aGbnz:ref

Email: Cas [REDACTED] 2019 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L\_5002I2aGbnz:ref ]

Name  
Task   
Due Date 2/27/2023  
Assigned To Joshua Bredeson  
Last Modified Date/Time 2/27/2023 11:02 AM  
Comments Additional To: nissanmatt@msn.com  
CC:  
BCC: joshua.bredeson@nissan-usa.com  
Attachment:

Subject: Case 47420544; 2019 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L\_5002I2aGbnz:ref ]

Body:  
MATTHEW DALE,  
TECH LINE's latest case update is below.

**Recommendation**

Thanks for taking the time to speak to us today, Matt.

Based on our conversation today we discussed the leak repairs made successfully and the stationary regen completed.

Since our soot load now is below 10 grams measured lets test drive the vehicle thoroughly and see if the P0420 returns.

If you need further assistance feel free to reach out to us anytime and we will be glad to answer any questions you may have.

Have a great day!

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Thank you, \_\_\_\_\_Joshua.BredesonTECH LINE

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Case [REDACTED]

Date Created: 10/21/2022

Customer name: DENNIS DILLON NISSAN

VIN: 1N6BA1F [REDACTED] Mileage: 81,935

Dealer code: 2150

Dealer name: DENNIS DILLON NISSAN

Customer's Concerns:

ENGINE STALLED WILL NOT START

Technician Findings:

ENGINE APPEARS TO BE LOCKED UP, CLEANED BATT POSTS, THAT WERE VERY BAD, HAS NEW BATTERIES, NO CODES ARE STORED, WONDERING BEST APPROACH FOR POWERTRAIN, REMOVE OIL PAN?

ATTEMPTED TO TURN OVER BY HAND IT WILL NOT.:

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ref:\_00DA09j8L.\_5002I2aGbnz:ref

Email: Case [REDACTED] 2019 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L.\_5002I2aGbnz:ref ]

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Name  
Task   
Due Date 2/22/2023  
Assigned To Joshua Bredeson  
Last Modified Date/Time 2/22/2023 8:05 AM  
Comments Additional To: nissanmatt@msn.com  
CC:  
BCC: joshua.bredeson@nissan-usa.com  
Attachment:

Subject: Case 47420544; 2019 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L.\_5002I2aGbnz:ref ]  
Body:  
MATTHEW DALE,  
TECH LINE's latest case update is below.  
Recommendation

You are welcome Matthew, have a great day!

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Thank you, \_\_\_\_\_Joshua.BredesonTECH LINE

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Case # \_\_\_\_\_

Date Created: 10/21/2022

Customer name: DENNIS DILLON NISSAN

VIN: 1N6BA1F4 \_\_\_\_\_ileage: 81,935

Dealer code: 2150

Dealer name: DENNIS DILLON NISSAN

Customer's Concerns:

ENGINE STALLED WILL NOT START

Technician Findings:

ENGINE APPEARS TO BE LOCKED UP, CLEANED BATT POSTS, THAT WERE VERY BAD, HAS NEW BATTERIES, NO CODES ARE STORED, WONDERING BEST APPROACH FOR POWERTRAIN, REMOVE OIL PAN?

ATTEMPTED TO TURN OVER BY HAND IT WILL NOT.:

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ref:\_00DA09j8L.\_5002I2aGbnz:ref

Email: Cas \_\_\_\_\_ 019 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L.\_5002I2aGbnz:ref ]

Name  
Task   
Due Date 2/22/2023  
Assigned To Joshua Bredeson  
Last Modified Date/Time 2/22/2023 7:28 AM

Comments Additional To: nissanmatt@msn.com  
CC:  
BCC: joshua.bredeson@nissan-usa.com  
Attachment:

Subject: C \_\_\_\_\_ 2019 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L.\_5002I2aGbnz:ref ]

Body:

MATTHEW DALE,  
TECH LINE's latest case update is below.  
Recommendation

You are welcome Matthew, have a great day!

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

Thank you, \_\_\_\_\_Joshua.BredesonTECH 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: 10/21/2022

Customer name: DENNIS DILLON NISSAN

VIN: 1N6BA1F4XK \_\_\_\_\_ileage: 81,935

Dealer code: 2150

Dealer name: DENNIS DILLON NISSAN

**Customer's Concerns:**

**ENGINE STALLED WILL NOT START**

**Technician Findings:**

**ENGINE APPEARS TO BE LOCKED UP. CLEANED BATT POSTS, THAT WERE VERY BAD, HAS NEW BATTERIES. NO CODES ARE STORED. WONDERING BEST APPROACH FOR POWERTRAIN, REMOVE OIL PAN?**

**ATTEMPTED TO TURN OVER BY HAND IT WILL NOT.:**

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ref:\_00DA09j8L.\_5002I2aGbnz:ref

Email: Case [REDACTED] 2019 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L.\_5002I2aGbnz:ref ]

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Name	
Task	<input checked="" type="checkbox"/>
Due Date	2/22/2023
Assigned To	Joshua Bredeson
Last Modified Date/Time	2/22/2023 7:10 AM
Comments	<p>Additional To: nissanmatt@msn.com CC: BCC: joshua.bredeson@nissan-usa.com Attachment:</p> <p>Subject: Case [REDACTED] 2019 Titan XD; Engine will not rotate - A61D [ ref:_00DA09j8L._5002I2aGbnz:ref ] Body: MATTHEW DALE, TECH LINE's latest case update is below. Recommendation</p> <p>Good morning Matthew</p> <p>An oil leak will definitely need to be resolved and diesel oil can contain fuel as well or have a strong fuel odor.</p> <p>Let's repair the leaks and then stationary regen.</p> <p>If we still have restrictions or the P0420 then DPF replacement is recommended.</p> <p>Keep me posted.</p> <p>The TECH LINE Survey can be accessed by: <a href="#">CLICKING HERE</a></p> <p>Thank you, _____ Joshua.BredesonTECH LINE</p> <p>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: 10/21/2022 Customer name: DENNIS DILLON NISSAN VIN: 1N6BA1F4X [REDACTED] Mileage: 81,935 Dealer code: 2150 Dealer name: DENNIS DILLON NISSAN</p> <p><b>Customer's Concerns:</b> <b>ENGINE STALLED WILL NOT START</b> <b>Technician Findings:</b> <b>ENGINE APPEARS TO BE LOCKED UP. CLEANED BATT POSTS, THAT WERE VERY BAD, HAS NEW BATTERIES. NO CODES ARE STORED. WONDERING BEST APPROACH FOR POWERTRAIN, REMOVE OIL PAN?</b></p> <p><b>ATTEMPTED TO TURN OVER BY HAND IT WILL NOT.:</b></p>

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ref:\_00DA09j8L.\_5002I2aGbnz:ref

Email: Case [REDACTED] 2019 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L.\_5002I2aGbnz:ref ]

Name  
Task   
Due Date  
Assigned To  
Last Modified Date/Time

2/21/2023

Joshua Bredeson

2/21/2023 7:25 AM

Additional To: nissanmatt@msn.com

CC:

BCC: joshua.bredeson@nissan-usa.com

Attachment:

Subject: Case [REDACTED] 2019 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L.\_5002I2aGbnz:ref ]

Body:

MATTHEW DALE,  
TECH LINE's latest case update is below.  
Recommendation

You are welcome Matthew.

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

Thank you, \_\_\_\_\_ Joshua.BredesonTECH 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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Case #: [REDACTED]

Date Created: 10/21/2022

Customer name: DENNIS DILLON NISSAN

Comments VIN: 1N6BA1F4X[REDACTED] Mileage: 81,935

Dealer code: 2150

Dealer name: DENNIS DILLON NISSAN

Customer's Concerns:

ENGINE STALLED WILL NOT START

Technician Findings:

ENGINE APPEARS TO BE LOCKED UP. CLEANED BATT POSTS, THAT WERE VERY BAD, HAS NEW BATTERIES.  
NO CODES ARE STORED. WONDERING BEST APPROACH FOR POWERTRAIN, REMOVE OIL PAN?

ATTEMPTED TO TURN OVER BY HAND IT WILL NOT.:

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ref:\_00DA09j8L.\_5002I2aGbnz:ref

Email: Case [REDACTED] 2019 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L.\_5002I2aGbnz:ref ]

Name  
Task   
Due Date 2/21/2023  
Assigned To Joshua Bredeson  
Last Modified Date/Time 2/21/2023 7:17 AM

Additional To: nissanmatt@msn.com  
CC:  
BCC: joshua.bredeson@nissan-usa.com  
Attachment:

Subject: Case [REDACTED] 2019 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L.\_5002I2aGbnz:ref ]

Body:  
MATTHEW DALE,  
TECH LINE's latest case update is below.  
Recommendation

Good question Matthew!

The EGR cooler is a known source of coolant leaks on this engine and there is a TECH TALK article on testing the EGR cooler that can be found by searching in ASIST under 2016 Titan and searching "EGR" in the keyword search bar.

If we find the cooler is leaking, then yes replacement is recommended.

We should still focus on the fuel leak before running the engine more than necessary.

Keep me posted on your results.

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

Thank you, \_\_\_\_\_ Joshua.Bredeson 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.

Comments 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: 10/21/2022  
Customer name: DENNIS DILLON NISSAN  
VIN: 1N6BA1F4XKN [REDACTED] Mileage: 81,935  
Dealer code: 2150  
Dealer name: DENNIS DILLON NISSAN

Customer's Concerns:

ENGINE STALLED WILL NOT START

Technician Findings:

ENGINE APPEARS TO BE LOCKED UP. CLEANED BATT POSTS, THAT WERE VERY BAD, HAS NEW BATTERIES.  
NO CODES ARE STORED. WONDERING BEST APPROACH FOR POWERTRAIN, REMOVE OIL PAN?

ATTEMPTED TO TURN OVER BY HAND IT WILL NOT.:

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ref:\_00DA09j8L.\_5002I2aGbnz:ref

Email: Case [REDACTED] 019 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L.\_5002I2aGbnz:ref ]

Name  
Task   
Due Date 2/21/2023  
Assigned To Joshua Bredeson  
Last Modified Date/Time 2/21/2023 6:53 AM

Additional To: nissanmatt@msn.com  
CC:  
BCC: joshua.bredeson@nissan-usa.com  
Attachment:

Subject: Case [REDACTED] 2019 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L.\_5002I2aGbnz:ref ]  
Body:  
MATTHEW DALE,  
TECH LINE's latest case update is below.  
Recommendation

Thank you for the update and photos Matthew.

In my opinion that will not be resolved with a regen.

TECH LINE's recommendation is to replace the DPF and then let's repeat the DTC confirmation for the P0420 and diagnose further.

If you need further assistance feel free to reach out to us anytime and we will be glad to answer any questions you may have.

Have a great day!

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

Thank you, \_\_\_\_\_ Joshua.BredesonTECH LINE

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Comments 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: 10/21/2022  
Customer name: DENNIS DILLON NISSAN  
VIN: 1N6BA [REDACTED] Mileage: 81,935  
Dealer code: [REDACTED]  
Dealer name: DENNIS DILLON NISSAN

Customer's Concerns:

ENGINE STALLED WILL NOT START

Technician Findings:

ENGINE APPEARS TO BE LOCKED UP. CLEANED BATT POSTS, THAT WERE VERY BAD, HAS NEW BATTERIES. NO CODES ARE STORED. WONDERING BEST APPROACH FOR POWERTRAIN, REMOVE OIL PAN?

ATTEMPTED TO TURN OVER BY HAND IT WILL NOT.:

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ref:\_00DA09j8L.\_5002I2aGbnz:ref

Email: Case [REDACTED] 2019 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L.\_5002I2aGbnz:ref ]

Name

Task

Due Date 2/20/2023

Assigned To Joshua Bredeson

Last Modified Date/Time 2/20/2023 11:32 AM

Comments Additional To: nissanmatt@msn.com

CC:  
BCC: joshua.bredeson@nissan-usa.com  
Attachment:

Subject: Case 47420544; 2019 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L.\_5002I2aGbnz:ref ]  
Body:

MATTHEW DALE,  
TECH LINE's latest case update is below.

**Recommendation**

Thanks for taking the time to speak to us today, Matthew

Based on our conversation today we discussed the repair of this fuel leak is the primary focus at this point.

Once we get that resolved we can move on to the P0420 and performing a stationary regen and seeing if this changes the soot load to under 10grams.

If the regen does not lower the soot load then replacement of the DPF is recommended next.

If you need further assistance feel free to reach out to us anytime and we will be glad to answer any questions you may have.

Have a great day!

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

Thank you, \_\_\_\_\_ Joshua.BredesonTECH 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: 10/21/2022

Customer name: DENNIS DILLON NISSAN

VIN: 1N6BA1F4 \_\_\_\_\_ Mileage: 81,935

Dealer code: 2150

Dealer name: DENNIS DILLON NISSAN

**Customer's Concerns:**

ENGINE STALLED WILL NOT START

**Technician Findings:**

ENGINE APPEARS TO BE LOCKED UP. CLEANED BATT POSTS, THAT WERE VERY BAD, HAS NEW BATTERIES. NO CODES ARE STORED. WONDERING BEST APPROACH FOR POWERTRAIN, REMOVE OIL PAN?

ATTEMPTED TO TURN OVER BY HAND IT WILL NOT.:

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.

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ref:\_00DA09j8L.\_5002I2aGbnz:ref

Email: Case \_\_\_\_\_ 2019 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L.\_5002I2aGbnz:ref ]

---

Name \_\_\_\_\_  
Task   
Due Date 2/20/2023  
Assigned To Joe Sabba  
Last Modified Date/Time 2/20/2023 7:40 AM  
Comments Additional To: nissanmatt@msn.com  
CC:  
BCC: joe.sabba@nissan-usa.com  
Attachment:

Subject: Cas \_\_\_\_\_ 2019 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L.\_5002I2aGbnz:ref ]  
Body:  
MATTHEW DALE,  
TECH LINE's latest case update is below.  
Thank you for the inquiry.

TECH LINE Phone lines are open for incoming calls most weekdays 7am-4pm CST.  
Thank you, \_\_\_\_\_ Joe S.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: 10/21/2022  
Customer name: DENNIS DILLON NISSAN  
VIN: 1N6BA1F4XK [REDACTED] Mileage: 81,935  
Dealer code: 2150  
Dealer name: DENNIS DILLON NISSAN

Customer's Concerns:  
ENGINE STALLED WILL NOT START  
Technician Findings:  
ENGINE APPEARS TO BE LOCKED UP. CLEANED BATT POSTS, THAT WERE VERY BAD, HAS NEW BATTERIES.  
NO CODES ARE STORED. WONDERING BEST APPROACH FOR POWERTRAIN, REMOVE OIL PAN?

ATTEMPTED TO TURN OVER BY HAND IT WILL NOT.:

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ref:\_00DA09j8L.\_5002I2aGbnz:ref

Email: Case [REDACTED] 2019 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L.\_5002I2aGbnz:ref ]

---

Name  
Task   
Due Date 2/20/2023  
Assigned To Joe Sabba  
Last Modified Date/Time 2/20/2023 7:21 AM  
Comments

Additional To: nissanmatt@msn.com  
CC:  
BCC: joe.sabba@nissan-usa.com  
Attachment:

Subject: Cas [REDACTED] 2019 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L.\_5002I2aGbnz:ref ]

Body:  
MATTHEW DALE,  
TECH LINE's latest case update is below.  
Thank you for the update.

The ESM recommended diagnostic testing for P0420 also has us inspect for excessive exhaust vapors.

Did we complete these inspections previously?

Considering our previous/recent Long Engine replacement, this inspection should not be skipped.

When replacing the Fuel System it appears we had difficulty writing the Injector Codes.

Did we eventually write the necessary codes to the ECM?

What is the current ECM ROM?

(This is the alpha-numeric code/part number boxed next to "ECM" when the All System DTC Data is printed)

If concern cannot be isolated and ECM is up-to-date, replacement of SCR & DPF Temp Sensors is recommended.

If any additional assistance is desired, please reach out.  
Thank you, \_\_\_\_\_ Joe S.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: 10/21/2022

Customer name: DENNIS DJLLON NISSAN

VIN: 1N6BA1F4X [REDACTED] Mileage: 81,935

Dealer code: 2150

Dealer name: DENNIS DILLON NISSAN

Customer's Concerns:

ENGINE STALLED WILL NOT START

Technician Findings:

ENGINE APPEARS TO BE LOCKED UP. CLEANED BATT POSTS, THAT WERE VERY BAD, HAS NEW BATTERIES. NO CODES ARE STORED. WONDERING BEST APPROACH FOR POWERTRAIN, REMOVE OIL PAN?

ATTEMPTED TO TURN OVER BY HAND IT WILL NOT.:

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ref:\_00DA09j8L.\_5002I2aGbnz:ref

Email: Cas [REDACTED] 019 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L.\_5002I2aGbnz:ref ]

Name  
Task   
Due Date 2/17/2023  
Assigned To Joe Sabba  
Last Modified Date/Time 2/17/2023 3:28 PM  
Comments Additional To: nissanmatt@msn.com  
CC:  
BCC: joe.sabba@nissan-usa.com  
Attachment:

Subject: Cas [REDACTED] 019 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L.\_5002I2aGbnz:ref ]

Body:

MATTHEW DALE,  
TECH LINE's latest case update is below.  
Thank you for the update.

Please send photos of Fuel Leak.

Please also provide the results of your previously completed P0420 tests/inspections.

Thank you, \_\_\_\_\_ Joe S.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.

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Case # [REDACTED]

Date Created: 10/21/2022

Customer name: DENNIS DJLLON NISSAN

VIN: 1N6BA1F4XK [REDACTED] Mileage: 81,935

Dealer code: 2150

Dealer name: DENNIS DILLON NISSAN

Customer's Concerns:

ENGINE STALLED WILL NOT START

Technician Findings:

ENGINE APPEARS TO BE LOCKED UP. CLEANED BATT POSTS, THAT WERE VERY BAD, HAS NEW BATTERIES. NO CODES ARE STORED. WONDERING BEST APPROACH FOR POWERTRAIN, REMOVE OIL PAN?

ATTEMPTED TO TURN OVER BY HAND IT WILL NOT.:

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ref:\_00DA09j8L.\_5002I2aGbnz:ref

Email: Case [REDACTED] 2019 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L.\_5002I2aGbnz:ref ]

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Name	
Task	<input checked="" type="checkbox"/>
Due Date	2/17/2023
Assigned To	Joe Sabba
Last Modified Date/Time	2/17/2023 2:59 PM
Comments	<p><b>Additional To:</b> nissanmatt@msn.com <b>CC:</b> <b>BCC:</b> joe.sabba@nissan-usa.com <b>Attachment:</b></p> <p><b>Subject:</b> Case [REDACTED] 2019 Titan XD; Engine will not rotate - A61D [ ref:_00DA09j8L._5002I2aGbnz:ref ] <b>Body:</b> MATTHEW DALE, TECH LINE's latest case update is below. Thank you for the update.</p> <p><b>Was the Catalyst replaced previously/recently?</b></p> <p>If not, please implement the ESM recommended diagnostic testing/inspections for P0420.</p> <p>If the Catalyst has been replaced, please provide the results of previous inspections.</p> <p><b>Keep us posted.</b></p> <p>Thank you, _____ Joe S.TECH LINE</p> <p>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: 10/21/2022 Customer name: DENNIS DJLLON NISSAN VIN: 1N6BA1F4XK [REDACTED] Mileage: 81,935 Dealer code: 2150 Dealer name: DENNIS DILLON NISSAN</p> <p><b>Customer's Concerns:</b> ENGINE STALLED WILL NOT START <b>Technician Findings:</b> ENGINE APPEARS TO BE LOCKED UP. CLEANED BATT POSTS, THAT WERE VERY BAD, HAS NEW BATTERIES. NO CODES ARE STORED. WONDERING BEST APPROACH FOR POWERTRAIN, REMOVE OIL PAN?</p> <p><b>ATTEMPTED TO TURN OVER BY HAND IT WILL NOT.:</b></p> <p>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.</p> <p>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.</p>

ref:\_00DA09j8L.\_5002I2aGbnz:ref

Email: Case [REDACTED] 2019 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L.\_5002I2aGbnz:ref ]

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Name

Task

Due Date 2/2/2023

Assigned To Joe Sabba

Last Modified Date/Time 2/2/2023 12:09 PM

Additional To: nissanmatt@msn.com

CC:

BCC: joe.sabba@nissan-usa.com

Attachment:

Subject: Case [REDACTED] 2019 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L.\_5002I2aGbnz:ref ]

Body:

MATTHEW DALE,  
TECH LINE's latest case update is below.  
Thank you for the update.

Any warranty related inquiries should be forwarded to your Dealer Warranty Admin.

If any additional diagnostic assistance is desired, please reach out.

Thank you, \_\_\_\_\_ Joe S.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: 10/21/2022

Customer name: DENNIS DJLLON NISSAN

Comments VIN: 1N6BA1F4X [REDACTED] Mileage: 81,935

Dealer code: 2150

Dealer name: DENNIS DILLON NISSAN

Customer's Concerns:

ENGINE STALLED WILL NOT START

Technician Findings:

ENGINE APPEARS TO BE LOCKED UP. CLEANED BATT POSTS, THAT WERE VERY BAD, HAS NEW BATTERIES.  
NO CODES ARE STORED. WONDERING BEST APPROACH FOR POWERTRAIN, REMOVE OIL PAN?

ATTEMPTED TO TURN OVER BY HAND IT WILL NOT.:

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ref:\_00DA09j8L.\_5002I2aGbnz:ref

Email: Case [REDACTED] 2019 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L.\_5002I2aGbnz:ref ]

---

Name

Task

Due Date 2/2/2023

Assigned To Joe Sabba

Last Modified Date/Time 2/2/2023 11:30 AM

Comments Additional To: nissanmatt@msn.com

CC:

BCC: joe.sabba@nissan-usa.com

Attachment:

Subject: Case [REDACTED] 019 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L.\_5002I2aGbnz:ref ]

Body:

MATTHEW DALE,  
TECH LINE's latest case update is below.  
Thank you for the inquiry.

Considering our previous Fuel System concerns, this could be related.

Please proceed with ESM recommended diagnostic tests/inspections.

If any additional assistance is desired, please reach out.

Thank you, \_\_\_\_\_ Joe S.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.

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Case #: [REDACTED]

Date Created: 10/21/2022

Customer name: DENNIS DILLON NISSAN

VIN: 1N6BA1F4XK [REDACTED] Mileage: 81,935

Dealer code: 2150

Dealer name: DENNIS DILLON NISSAN

Customer's Concerns:

ENGINE STALLED WILL NOT START

Technician Findings:

ENGINE APPEARS TO BE LOCKED UP. CLEANED BATT POSTS, THAT WERE VERY BAD, HAS NEW BATTERIES.  
NO CODES ARE STORED. WONDERING BEST APPROACH FOR POWERTRAIN, REMOVE OIL PAN?

ATTEMPTED TO TURN OVER BY HAND IT WILL NOT.:

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ref:\_00DA09j8L.\_5002I2aGbnz:ref

Email: Case [REDACTED] 2019 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L.\_5002I2aGbnz:ref ]

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Name	
Task	<input checked="" type="checkbox"/>
Due Date	12/8/2022
Assigned To	Devin Boelman
Last Modified Date/Time	12/8/2022 2:49 PM
Comments	Additional To: nissanmatt@msn.com CC: BCC: devin.boelman@nissan-usa.com Attachment:  Subject: Case [REDACTED] 019 Titan XD; Engine will not rotate - A61D [ ref:_00DA09j8L._5002I2aGbnz:ref ] Body: Matthew, TECH LINE's latest case update is below. Long engine replaced. Fuel system replaced. Attempting to register injector values. Tech link Unable to write any of the injector codes.  TSS Recommendation:  Thank you for your time on the phone today. As discussed, let's try another consult. If no luck there let's try to roll back the consult to an earlier version and see if that will help us.

**Rollback C3**

Please refer to the following video as a guide to roll back consult: <https://youtu.be/AvzAP05qGI4> or this file location to start the version down

C:\Asist\tools\C3\C3Plus\SV(xx).(xx).00\Setup.exe  
"xx"s being the versions lowest number.

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

Have a great rest of your day, Matthew.

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

Thank you, \_\_\_\_\_ Devin BoelmanTECH 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: 10/21/2022

Customer name: DENNIS DILLON NISSAN

VIN: 1N6BA1F4X \_\_\_\_\_ Mileage: 81,935

Dealer code: 2150

Dealer name: DENNIS DILLON NISSAN

Customer's Concerns:

ENGINE STALLED WILL NOT START

Technician Findings:

ENGINE APPEARS TO BE LOCKED UP. CLEANED BATT POSTS, THAT WERE VERY BAD, HAS NEW BATTERIES. NO CODES ARE STORED. WONDERING BEST APPROACH FOR POWERTRAIN, REMOVE OIL PAN?

ATTEMPTED TO TURN OVER BY HAND IT WILL NOT.:

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ref:\_00DA09j8L.\_5002I2aGbnz:ref

Email: Case \_\_\_\_\_ 2019 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L.\_5002I2aGbnz:ref ]

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Name	
Task	<input checked="" type="checkbox"/>
Due Date	11/21/2022
Assigned To	Joe Sabba
Last Modified Date/Time	11/21/2022 1:53 PM
Comments	Additional To: nissanmatt@msn.com CC: BCC: joe.sabba@nissan-usa.com Attachment:  Subject: Case _____ 2019 Titan XD; Engine will not rotate - A61D [ ref:_00DA09j8L._5002I2aGbnz:ref ] Body: MATTHEW DALE, TECH LINE's latest case update is below. -INCOMING CALL-

Thank you for working with us today.

As discussed:

Copious amount of Metal Debris noted on Fuel Pressure relief valve.

Debris also noted on previously installed HP Fuel Pump Actuator.

Moving forward:

Fuel System replacement recommended,

Comprehensive part list can be found in NTB16-125a.

If any additional assistance is desired, please do not hesitate to reach out.  
Thank you, \_\_\_\_\_ Joe S.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 #: \_\_\_\_\_

Date Created: 10/21/2022

Customer name: DENNIS DILLON NISSAN

VIN: 1N6BA1F4X \_\_\_\_\_ Mileage: 81,935

Dealer code: 2150

Dealer name: DENNIS DILLON NISSAN

Customer's Concerns:

ENGINE STALLED WILL NOT START

Technician Findings:

ENGINE APPEARS TO BE LOCKED UP. CLEANED BATT POSTS, THAT WERE VERY BAD, HAS NEW BATTERIES.  
NO CODES ARE STORED. WONDERING BEST APPROACH FOR POWERTRAIN, REMOVE OIL PAN?

ATTEMPTED TO TURN OVER BY HAND IT WILL NOT.:

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ref:\_00DA09j8L.\_5002I2aGbnz:ref

## Call

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Name	
Task	<input checked="" type="checkbox"/>
Due Date	11/21/2022
Assigned To	Joe Sabba
Last Modified Date/Time	11/21/2022 1:51 PM
Comments	

Email: Case \_\_\_\_\_ 2019 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L.\_5002I2aGbnz:ref ]

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Name	
Task	<input checked="" type="checkbox"/>
Due Date	11/21/2022
Assigned To	Joe Sabba
Last Modified Date/Time	11/21/2022 11:49 AM
Comments	Additional To: nissanmatt@msn.com CC: BCC: joe.sabba@nissan-usa.com Attachment:

Subject: Case 47420544; 2019 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L.\_5002I2aGbnz:ref ]

Body:

MATTHEW DALE,  
TECH LINE's latest case update is below.

Thank you for the inquiry.

You can complete whatever recommendation you would like first.

If we note any debris in the fuel system, the current injector codes will be irrelevant as they will need to be replaced.

Thank you, \_\_\_\_\_ Joe S.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 #: \_\_\_\_\_

Date Created: 10/21/2022

Customer name: DENNIS DILLON NISSAN

VIN: 1N6BA1F4X \_\_\_\_\_ Mileage: 81,935

Dealer code: 2150

Dealer name: DENNIS DILLON NISSAN

Customer's Concerns:

ENGINE STALLED WILL NOT START

Technician Findings:

ENGINE APPEARS TO BE LOCKED UP, CLEANED BATT POSTS, THAT WERE VERY BAD, HAS NEW BATTERIES, NO CODES ARE STORED. WONDERING BEST APPROACH FOR POWERTRAIN, REMOVE OIL PAN?

ATTEMPTED TO TURN OVER BY HAND IT WILL NOT.:

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ref:\_00DA09j8L.\_5002I2aGbnz:ref

Email: Case \_\_\_\_\_ 2019 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L.\_5002I2aGbnz:ref ]

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Name	
Task	<input checked="" type="checkbox"/>
Due Date	11/21/2022
Assigned To	Joe Sabba
Last Modified Date/Time	11/21/2022 11:04 AM
Comments	Additional To: nissanmatt@msn.com CC: BCC: joe.sabba@nissan-usa.com Attachment:  Subject: Case _____ 2019 Titan XD; Engine will not rotate - A61D [ ref:_00DA09j8L._5002I2aGbnz:ref ] Body: MATTHEW DALE, TECH LINE's latest case update is below. Thank you for the inquiry.  The Codes are scribed on each injector.  In some instances a small mirror can be used to verify.  However if they cannot be viewed in that manner they will need to be removed to verify.  Thank you, _____ Joe S.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 #: _____ Date Created: 10/21/2022

Customer name: DENNIS DILLON NISSAN  
VIN: 1N6BA1F4X[REDACTED] Mileage: 81,935  
Dealer code: 2150  
Dealer name: DENNIS DILLON NISSAN

**Customer's Concerns:**

**ENGINE STALLED WILL NOT START**

**Technician Findings:**

**ENGINE APPEARS TO BE LOCKED UP. CLEANED BATT POSTS, THAT WERE VERY BAD, HAS NEW BATTERIES.  
NO CODES ARE STORED. WONDERING BEST APPROACH FOR POWERTRAIN, REMOVE OIL PAN?**

**ATTEMPTED TO TURN OVER BY HAND IT WILL NOT.:**

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.

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ref:\_00DA09j8L.\_5002I2aGbnz:ref

Email: Case [REDACTED] 2019 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L.\_5002I2aGbnz:ref ]

Name [REDACTED]  
Task   
Due Date 11/21/2022  
Assigned To Joe Sabba  
Last Modified Date/Time 11/21/2022 9:30 AM  
Comments Additional To: nissanmatt@msn.com

CC:  
BCC: joe.sabba@nissan-usa.com  
Attachment:

Subject: Case [REDACTED] 2019 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L.\_5002I2aGbnz:ref ]

Body:  
MATTHEW DALE,  
TECH LINE's latest case update is below.  
-INCOMING CALL-

Thank you for working with us today.

As discussed:

Concern will occur with Engine HOT/COLD after 15-20 OFF.

RTCV Calibration completed, no change.

Injectors were not replaced, ECM not replaced.

Moving forward:

If there is a possibility our Injectors did not end up in the same location as the original Engine, Codes will need to be written.

We can try swapping MAF with a Known Good Vehicle and verifying Air Filter quality.

Additionally, we may want to remove the Fuel Pressure Relief Valve for debris inspection.

If any additional assistance is desired, please do not hesitate to reach out.

Thank you, \_\_\_\_\_ Joe S.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 #

Date Created: 10/21/2022

Customer name: DENNIS DJLLON NISSAN

VIN: 1N6BA1F4XK Mileage: 81,935

Dealer code: 2150

Dealer name: DENNIS DILLON NISSAN

Customer's Concerns:

ENGINE STALLED WILL NOT START

Technician Findings:

ENGINE APPEARS TO BE LOCKED UP, CLEANED BATT POSTS, THAT WERE VERY BAD, HAS NEW BATTERIES, NO CODES ARE STORED. WONDERING BEST APPROACH FOR POWERTRAIN, REMOVE OIL PAN?

ATTEMPTED TO TURN OVER BY HAND IT WILL NOT.:

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ref:\_00DA09j8L.\_5002I2aGbnz:ref

Email: Cas 2019 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L.\_5002I2aGbnz:ref ]

---

Name	
Task	<input checked="" type="checkbox"/>
Due Date	11/21/2022
Assigned To	Steven Cooke
Last Modified Date/Time	11/21/2022 7:25 AM
Comments	Additional To: nissanmatt@msn.com CC: BCC: steven.cooke@nissan-usa.com Attachment:  Subject: Case 2019 Titan XD; Engine will not rotate - A61D [ ref:_00DA09j8L._5002I2aGbnz:ref ] Body: Good morning, Matthew—Thank you for the case update.

After long engine replacement, we are experiencing an extended crank of about 4 seconds at times.

TECH LINE Recommendations:

First, TECH LINE would like to clarify if the concern occurs only under certain conditions or seems to be random and can occur at any time. For example, does the extended crank only occur during a COLD start? Does extended cranking occur after a restart? Does extended cranking occur only after engine reaches operating temperatures?

Are there any DTCs setting at this time?

COLD start delay could be a result of glow plugs bringing the combustion chambers to temperature. If the extended crank occurs at different times, the delay will likely be related to another concern.

TECH LINE would like to ensure that the new fuel injector adjustment values have been input to the ECM after engine replacement. This may influence the engine's initial fueling.

Next, please complete Rotary Turbine Control Valve (RTCV) Hysteresis in ECM Active Test. Cycle the key OFF for 2 minutes after the Active Test then complete RTCV Calibration under Work Support.

As far as lift pump performance, we can monitor the Data Monitor value using CONSULT (C3+) and observing FUEL SPLY PRESS and FUEL SPLY PRESS V. ESM provides specs of 450 – 700kPa and 0 – 5.0V, respectively.

.....

► Please report your readings.

Please keep us posted on your results; we look forward to resolving this case with you.

Have a good day, Matthew.

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

Thank you, \_\_\_\_\_ Steve CTECH 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: 10/21/2022

Customer name: DENNIS DILLON NISSAN

VIN: 1N6BA1F4 \_\_\_\_\_ Mileage: 81,935

Dealer code: 2150

Dealer name: DENNIS DILLON NISSAN

Customer's Concerns:

ENGINE STALLED WILL NOT START

Technician Findings:

ENGINE APPEARS TO BE LOCKED UP. CLEANED BATT POSTS, THAT WERE VERY BAD, HAS NEW BATTERIES. NO CODES ARE STORED. WONDERING BEST APPROACH FOR POWERTRAIN, REMOVE OIL PAN?

ATTEMPTED TO TURN OVER BY HAND IT WILL NOT.:

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ref:\_00DA09j8L.\_5002l2aGbnz:ref

Email: Case \_\_\_\_\_ 2019 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L.\_5002l2aGbnz:ref ]

Name

Task

Due Date 10/28/2022

Assigned To Steven Cooke

Last Modified Date/Time 10/28/2022 7:56 AM

Additional To: nissanmatt@msn.com  
CC:  
BCC: steven.cooke@nissan-usa.com  
Attachment:

Subject: Case 47420544; 2019 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L.\_5002I2aGbnz:ref ]  
Body:  
Hello again, Matthew—Thank you for the question.

**TECH LINE Recommendations:**  
With all glow plugs removed and manually turning the engine, this should alleviate compression pressures adequately any hydro-lock condition should be able to be overcome – if that were our root cause.

TECH LINE recommends to proceed as planned.

Have a good weekend, Matthew.

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

Thank you, \_\_\_\_\_ Steve CTECH 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.

Comments 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: 10/21/2022  
Customer name: DENNIS DILLON NISSAN  
VIN: 1N6BA1F4XK [REDACTED] leage: 81,935  
Dealer code: 2150  
Dealer name: DENNIS DILLON NISSAN

**Customer's Concerns:**  
ENGINE STALLED WILL NOT START  
**Technician Findings:**  
ENGINE APPEARS TO BE LOCKED UP. CLEANED BATT POSTS, THAT WERE VERY BAD, HAS NEW BATTERIES. NO CODES ARE STORED. WONDERING BEST APPROACH FOR POWERTRAIN, REMOVE OIL PAN?

ATTEMPTED TO TURN OVER BY HAND IT WILL NOT.:

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ref:\_00DA09j8L.\_5002I2aGbnz:ref

Email: Cas [REDACTED] 19 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L.\_5002I2aGbnz:ref ]

Name  
Task   
Due Date  
Assigned To  
Last Modified Date/Time  
Comments

10/28/2022  
Steven Cooke  
10/28/2022 7:42 AM  
Additional To: nissanmatt@msn.com  
CC:  
BCC: steven.cooke@nissan-usa.com  
Attachment:

Subject: Case [REDACTED] 19 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L.\_5002I2aGbnz:ref ]  
Body:

Good morning, Matthew—Thank you very much for the case update.

**TECH LINE Recommendations:**

Please keep us posted on your progress and results; we look forward to resolving this case with you.

Have a good weekend, Matthew.

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

Thank you, \_\_\_\_\_ Steve CTECH LINE

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Case # \_\_\_\_\_

Date Created: 10/21/2022

Customer name: DENNIS DILLON NISSAN

VIN: 1N6BA1F4XK \_\_\_\_\_ Mileage: 81,935

Dealer code: 2150

Dealer name: DENNIS DILLON NISSAN

**Customer's Concerns:**

ENGINE STALLED WILL NOT START

**Technician Findings:**

ENGINE APPEARS TO BE LOCKED UP. CLEANED BATT POSTS, THAT WERE VERY BAD, HAS NEW BATTERIES. NO CODES ARE STORED. WONDERING BEST APPROACH FOR POWERTRAIN, REMOVE OIL PAN?

ATTEMPTED TO TURN OVER BY HAND IT WILL NOT.:

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ref:\_00DA09j8L\_5002I2aGbnz:ref

Email: Case # \_\_\_\_\_, 2019 Titan XD; Engine will not rotate -A61-Diesel- [ ref:\_00DA09j8L\_5002I2aGbnz:ref ]

Name \_\_\_\_\_  
Task   
Due Date 10/27/2022  
Assigned To Steven Cooke  
Last Modified Date/Time 10/27/2022 10:13 AM  
Comments Additional To: nissanmatt@msn.com  
CC:  
BCC: steven.cooke@nissan-usa.com  
Attachment:

Subject: Case # \_\_\_\_\_, 2019 Titan XD; Engine will not rotate -A61-Diesel- [ ref:\_00DA09j8L\_5002I2aGbnz:ref ]

**Body:**

Matthew—Thank you for contacting TECH LINE this morning; it was good to speak with you regarding this case.

**TECH LINE Recommendations:**

As we discussed, TECH LINE recommends to remove the intake manifold and all glow plugs to vent the cylinders. With glow plugs removed, please attempt to turn the engine by hand.

If the engine turns by hand with cylinders vented, please inspect for a hydro-lock condition from any cylinder.  
If the engine still does not turn by hand with the cylinders vented, please replace the long engine for this concern.

Please update the case with your progress and findings.

If you have any additional questions or require any further assistance, please feel free to reply to this email and TECH LINE will be glad to support you.

Have a good day, Matthew.

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

Thank you, \_\_\_\_\_ Steve CTECH 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: 10/21/2022  
Customer name: DENNIS DILLON NISSAN  
VIN: 1N6BA1F4XK [REDACTED] Mileage: 81,935  
Dealer code: 2150  
Dealer name: DENNIS DILLON NISSAN

Customer's Concerns:  
ENGINE STALLED WILL NOT START  
Technician Findings:  
ENGINE APPEARS TO BE LOCKED UP. CLEANED BATT POSTS, THAT WERE VERY BAD, HAS NEW BATTERIES.  
NO CODES ARE STORED. WONDERING BEST APPROACH FOR POWERTRAIN, REMOVE OIL PAN?

ATTEMPTED TO TURN OVER BY HAND IT WILL NOT.:

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ref:\_00DA09j8L.\_5002I2aGbnz:ref

Email: Case [REDACTED] 2019 Titan XD; Engine will not rotate -A61-Diesel- [ ref:\_00DA09j8L.\_5002I2aGbnz:ref ]

---

Name	
Task	<input checked="" type="checkbox"/>
Due Date	10/21/2022
Assigned To	William Spencer
Last Modified Date/Time	10/21/2022 6:00 PM
Comments	Additional To: nissanmatt@msn.com CC: BCC: william.spencer@nissan-usa.com Attachment:  Subject: Case [REDACTED] 2019 Titan XD; Engine will not rotate -A61-Diesel- [ ref:_00DA09j8L._5002I2aGbnz:ref ] Body: Matthew, My name is William and I will be assisting you with this case.  Depending on the source. Most of the time the engine can be rotated in reverse direction. We can try moving the flywheel as well. But if the engine will not turn at all.

Removing the pan and inspecting would be the next step to determine why it will not rotate.  
Different reasons why an engine will not rotate:  
Trauma to Crankshaft, Camshaft, timing chains, bearings, etc.  
Inspect for aftermarket items like programmers or removed after treatment.  
We have seen some programmers cause trauma to the camshafts or crankshaft.

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

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

Thank you, \_\_\_\_\_ William.TECH LINE

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Case # \_\_\_\_\_  
Date Created: 10/21/2022  
Customer name: DENNIS DILLON NISSAN  
VIN: 1N6BA1F4XK \_\_\_\_\_ age: 81,935  
Dealer code: 2150  
Dealer name: DENNIS DILLON NISSAN

Customer's Concerns:  
ENGINE STALLED WILL NOT START  
Technician Findings:  
ENGINE APPEARS TO BE LOCKED UP. CLEANED BATT POSTS, THAT WERE VERY BAD, HAS NEW BATTERIES.  
NO CODES ARE STORED. WONDERING BEST APPROACH FOR POWERTRAIN, REMOVE OIL PAN?

ATTEMPTED TO TURN OVER BY HAND IT WILL NOT.:

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ref: \_00DA09j8L.\_5002I2aGbnz:ref

## Emails

Case # \_\_\_\_\_ 2019 Titan XD; Engine will not rotate - A61D [ ref: \_00DA09j8L.\_5002I2aGbnz:ref ]

Message Date 2/27/2023 11:03 AM  
Has Attachment   
Email Address nissanmatt@msn.com  
Status Sent  
Subject Case # \_\_\_\_\_, 2019 Titan XD; Engine will not rotate - A61D [ ref: \_00DA09j8L.\_5002I2aGbnz:ref ]  
Text Body MATTHEW DALE,

TECH LINE's latest case update is below.

### Inbound call

After repairing oil leak from dipstick tube and fuel leak form return hose to stage 2 filter housing completed stationary regen.

Now soot load reading is 4gms

Advised to test drive and verify no DTCs return.

### Recommendation

Thanks for taking the time to speak to us today, Matt.

Based on our conversation today we discussed the leak repairs made successfully and the stationary regen completed. Since our soot load now is below 10 grams measured lets test drive the vehicle thoroughly and see if the P0420 returns. If you need further assistance feel free to reach out to us anytime and we will be glad to answer any questions you may have.

Have a great day!

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

Thank you,

---

Joshua.Bredeson

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: 10/21/2022  
Customer name: DENNIS DILLON NISSAN  
VIN: 1N6BA1F4X [REDACTED]

Mileage: 81,935

Dealer code: 2150

Dealer name: DENNIS DILLON NISSAN

Customer's Concerns:  
ENGINE STALLED WILL NOT START

Technician Findings:  
ENGINE APPEARS TO BE LOCKED UP. CLEANED BATT POSTS, THAT WERE VERY BAD, HAS NEW BATTERIES. NO CODES ARE STORED. WONDERING BEST APPROACH FOR POWERTRAIN, REMOVE OIL PAN? ATTEMPTED TO TURN OVER BY HAND IT WILL NOT.:

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---

Case [REDACTED] 2019 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L\_5002l2aGbnz:ref ]

Message Date 2/27/2023 11:02 AM

Has Attachment

Email Address nissanmatt@msn.com

Status Sent

Subject Case [REDACTED] 019 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L\_5002I2aGbnz:ref ]

Text Body MATTHEW DALE,

TECH LINE's latest case update is below.

**Inbound call**

After repairing oil leak from dipstick tube and fuel leak form return hose to stage 2 filter housing completed stationary regen.

Now soot load reading is 4gms

Advised to test drive and verify no DTCs return.

**Recommendation**

Thanks for taking the time to speak to us today, Matt.

Based on our conversation today we discussed the leak repairs made successfully and the stationary regen completed. Since our soot load now is below 10 grams measured lets test drive the vehicle thoroughly and see if the P0420 returns. If you need further assistance feel free to reach out to us anytime and we will be glad to answer any questions you may have.

Have a great day!

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

Thank you,

---

Joshua,Bredeson

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.

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Case # [REDACTED]

Date Created: 10/21/2022

Customer name: DENNIS DILLON NISSAN

VIN: 1N6BA1F4X [REDACTED]

Mileage: 81,935

Dealer code: 2150

Dealer name: DENNIS DILLON NISSAN

**Customer's Concerns:**  
**ENGINE STALLED WILL NOT START**

**Technician Findings:**  
**ENGINE APPEARS TO BE LOCKED UP, CLEANED BATT POSTS, THAT WERE VERY BAD, HAS NEW BATTERIES, NO CODES ARE STORED, WONDERING BEST APPROACH FOR POWERTRAIN, REMOVE OIL PAN? ATTEMPTED TO TURN OVER BY HAND IT WILL NOT.:**

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Case [REDACTED] 19 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L\_5002I2aGbnz:ref ]

---

Message Date 2/22/2023 8:05 AM

Has Attachment

Email Address nissanmatt@msn.com

Status Sent

Subject Case [REDACTED] 19 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L\_5002I2aGbnz:ref ]

Text Body MATTHEW DALE,

TECH LINE's latest case update is below.

**Recommendation**

You are welcome Matthew, have a great day!

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

Thank you,

---

Joshua.Bredeson

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: 10/21/2022  
Customer name: DENNIS DILLON NISSAN  
VIN: 1N6BA1F4XK [REDACTED]

Mileage: 81,935

Dealer code: 2150

Dealer name: DENNIS DILLON NISSAN

Customer's Concerns:  
ENGINE STALLED WILL NOT START

Technician Findings:  
ENGINE APPEARS TO BE LOCKED UP. CLEANED BATT POSTS, THAT WERE VERY BAD, HAS NEW BATTERIES. NO CODES ARE STORED. WONDERING BEST APPROACH FOR POWERTRAIN, REMOVE OIL PAN? ATTEMPTED TO TURN OVER BY HAND IT WILL NOT.:

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Case [REDACTED] 2019 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L\_5002I2aGbnz:ref ]

---

Message Date 2/22/2023 7:28 AM

Has Attachment

Email Address nissanmatt@msn.com

Status Sent

Subject Case [REDACTED] 2019 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L\_5002I2aGbnz:ref ]

Text Body MATTHEW DALE,

TECH LINE's latest case update is below.

Recommendation  
You are welcome Matthew, have a great day!

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

Thank you,

---

Joshua,Bredeson

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:** 10/21/2022  
**Customer name:** DENNIS DILLON NISSAN  
**VIN:** 1N6BA1F4XK [REDACTED]

**Mileage:** 81,935

**Dealer code:** 2150

**Dealer name:** DENNIS DILLON NISSAN

**Customer's Concerns:**  
**ENGINE STALLED WILL NOT START**

**Technician Findings:**  
**ENGINE APPEARS TO BE LOCKED UP. CLEANED BATT POSTS, THAT WERE VERY BAD, HAS NEW BATTERIES. NO CODES ARE STORED. WONDERING BEST APPROACH FOR POWERTRAIN, REMOVE OIL PAN? ATTEMPTED TO TURN OVER BY HAND IT WILL NOT.:**

**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.**

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**Re: Case [REDACTED] 2019 Titan XD; Engine will not rotate - A61D [ ref: \_00DA09j8L\_ 5002I2aGbnz:ref ]**

**Message Date** 2/22/2023 7:15 AM

**Has Attachment**

**Email Address** nissanmatt@msn.com

**Status** Read

**Subject** Re: Case [REDACTED] 019 Titan XD; Engine will not rotate - A61D [ ref: \_00DA09j8L\_ 5002I2aGbnz:ref ]

**Text Body** Thank you. I appreciate you. Have a good day

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

**Sent:** Wednesday, February 22, 2023 6:10:33 AM

**To:** nissanmatt@msn.com <nissanmatt@msn.com>

**Subject:** Case 47420544: 2019 Titan XD; Engine will not rotate - A61D [ ref: 00DA09j8L\_ 5002I2aGbnz:ref ]

MATTHEW DALE,

TECH LINE's latest case update is below.

**Recommendation**

Good morning Matthew

An oil leak will definitely need to be resolved and diesel oil can contain fuel as well or have a strong fuel odor.

Let's repair the leaks and then stationary regen.

If we still have restrictions or the P0420 then DPF replacement is recommended.

Keep me posted.

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

Thank you,

---

Joshua.Bredeson

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: 10/21/2022

Customer name: DENNIS DILLON NISSAN

VIN: 1N6BA1F4X [REDACTED]

Mileage: 81,935

Dealer code: 2150

Dealer name: DENNIS DILLON NISSAN

Customer's Concerns:

ENGINE STALLED WILL NOT START

Technician Findings:

ENGINE APPEARS TO BE LOCKED UP. CLEANED BATT POSTS, THAT WERE VERY BAD, HAS NEW BATTERIES. NO CODES ARE STORED. WONDERING BEST APPROACH FOR POWERTRAIN, REMOVE OIL PAN?

ATTEMPTED TO TURN OVER BY HAND IT WILL NOT.:

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ref:\_00DA09j8L\_5002l2aGbnz:ref

Case [REDACTED] 2019 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L\_5002l2aGbnz:ref ]

---

Message Date 2/22/2023 7:10 AM

Has Attachment

Email Address nissanmatt@msn.com

Status Sent

Subject Case [REDACTED] 2019 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L\_5002l2aGbnz:ref ]

Text Body MATTHEW DALE,

TECH LINE's latest case update is below.

**Recommendation**

Good morning Matthew

An oil leak will definitely need to be resolved and diesel oil can contain fuel as well or have a strong fuel odor.

Let's repair the leaks and then stationary regen.

If we still have restrictions or the P0420 then DPF replacement is recommended.

Keep me posted.

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

Thank you,

---

Joshua.Bredeson

TECH LINE

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Case #: [REDACTED]  
Date Created: 10/21/2022  
Customer name: DENNIS DILLON NISSAN  
VIN: 1N6BA1F4X [REDACTED]

Mileage: 81,935

Dealer code: 2150

Dealer name: DENNIS DILLON NISSAN

Customer's Concerns:  
ENGINE STALLED WILL NOT START

Technician Findings:  
ENGINE APPEARS TO BE LOCKED UP, CLEANED BATT POSTS, THAT WERE VERY BAD, HAS NEW BATTERIES. NO CODES ARE STORED. WONDERING BEST APPROACH FOR POWERTRAIN, REMOVE OIL PAN? ATTEMPTED TO TURN OVER BY HAND IT WILL NOT.:

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Re: Cas [REDACTED] 019 Titan XD; Engine will not rotate - A61D [ ref: \_00DA09j8L\_5002l2aGbnz:ref ]

Message Date 2/21/2023 5:36 PM

Has Attachment

Email Address nissanmatt@msn.com

Status Read

Subject Re: Cas [REDACTED] 019 Titan XD; Engine will not rotate - A61D [ ref: \_00DA09j8L\_5002l2aGbnz:ref ]

Text Body Hey , bud... so, i found a hole in the dipstick tube, i would venture to say there is more than normal back pressure with the dpf in the condition its in? im also going to replace the 2 back steel hp fuel llines and return line and seals to be sure. i thought i would do this and then do a manual regen. your thoughts?

p.s. i know there was diesel fuel in the mess on v/c.

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

Sent: Tuesday, February 21, 2023 5:54 AM

To: nissanmatt@msn.com <nissanmatt@msn.com>

Subject: Cas [REDACTED] 019 Titan XD; Engine will not rotate - A61D [ ref: \_00DA09j8L\_5002l2aGbnz:ref ]

TECH LINE's latest case update is below.

**Recommendation**

Thank you for the update and photos Matthew.

In my opinion that will not be resolved with a regen.

TECH LINE's recommendation is to replace the DPF and then let's repeat the DTC confirmation for the P0420 and diagnose further.

If you need further assistance feel free to reach out to us anytime and we will be glad to answer any questions you may have.

Have a great day!

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

Thank you,

---

Joshua,Bredeson

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: 10/21/2022  
Customer name: DENNIS DILLON NISSAN  
VIN: 1N6BA1F4X [REDACTED]

Mileage: 81,935

Dealer code: 2150

Dealer name: DENNIS DILLON NISSAN

Customer's Concerns:  
ENGINE STALLED WILL NOT START

Technician Findings:  
ENGINE APPEARS TO BE LOCKED UP. CLEANED BATT POSTS, THAT WERE VERY BAD, HAS NEW BATTERIES. NO CODES ARE STORED. WONDERING BEST APPROACH FOR POWERTRAIN, REMOVE OIL PAN? ATTEMPTED TO TURN OVER BY HAND IT WILL NOT:

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[REDACTED]

ref:\_00DA09j8L\_5002I2aGbnz:ref

---

Ca [REDACTED] 2019 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L\_5002I2aGbnz:ref ]

Message Date 2/21/2023 7:25 AM

Has Attachment

Email Address nissanmatt@msn.com

Status Sent

Subject Case [REDACTED] 19 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L\_5002I2aGbnz:ref ]

Text Body **MATTHEW DALE,**

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

**Recommendation**

**You are welcome Matthew.**

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

**Thank you,**

---

**Joshua.Bredeson**

**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: 10/21/2022  
Customer name: DENNIS DILLON NISSAN  
VIN: 1N6BA1F [REDACTED]**

**Mileage: 81,935**

**Dealer code: 2150**

**Dealer name: DENNIS DILLON NISSAN**

**Customer's Concerns:**

**ENGINE STALLED WILL NOT START**

**Technician Findings:**

**ENGINE APPEARS TO BE LOCKED UP. CLEANED BATT POSTS, THAT WERE VERY BAD, HAS NEW BATTERIES. NO CODES ARE STORED. WONDERING BEST APPROACH FOR POWERTRAIN, REMOVE OIL PAN? ATTEMPTED TO TURN OVER BY HAND IT WILL NOT.:**

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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.

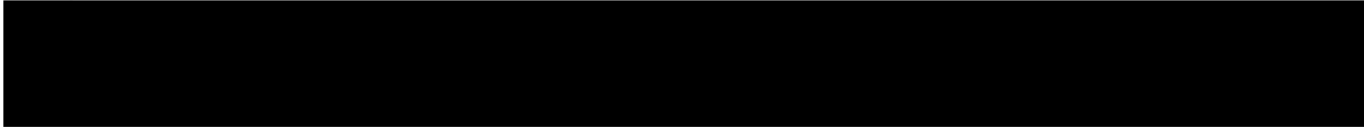
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Re: Case [REDACTED] 2019 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L.\_5002I2aGbnz:ref ]

Message Date 2/21/2023 7:18 AM  
Has Attachment   
Email Address nissanmatt@msn.com  
Status Read  
Subject Re: Case [REDACTED] 2019 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L.\_5002I2aGbnz:ref ]  
Text Body Thank you, so much

Get Outlook for Android<[https://urldefense.com/v3/\\_https://aka.ms/ghei36\\_!!Bbg-OcCDIOs!DefOVIuuBPxhIbFxFx2Qra55ozSsfLCIGwb0AQgNxdlJkPkfZmL21MWWyTY7n7agMnXkyK565VezkOKRoTIq\\_iATw\\$](https://urldefense.com/v3/_https://aka.ms/ghei36_!!Bbg-OcCDIOs!DefOVIuuBPxhIbFxFx2Qra55ozSsfLCIGwb0AQgNxdlJkPkfZmL21MWWyTY7n7agMnXkyK565VezkOKRoTIq_iATw$)>

From: TECH LINE Email to Case <techlinesfdc@nissan-usa.com>  
Sent: Tuesday, February 21, 2023 6:17:02 AM  
To: nissanmatt@msn.com; nissanmatt@msn.com  
Subject: Case [REDACTED] 19 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L.\_5002I2aGbnz:ref ]



TECH LINE's latest case update is below.

**Recommendation**  
Good question Matthew!  
The EGR cooler is a known source of coolant leaks on this engine and there is a TECH TALK article on testing the EGR cooler that can be found by searching in ASIST under 2016 Titan and searching "EGR" in the keyword search bar. If we find the cooler is leaking, then yes replacement is recommended.  
We should still focus on the fuel leak before running the engine more than necessary.  
Keep me posted on your results.



Thank you,

\_\_\_\_\_  
Joshua.Bredeson  
TECH LINE

Updating a TECH LINE Case:

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From ASIST, Select TECH LINE Support Request, Enter your dealer code and select Update a Case.

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Case #: [REDACTED]  
Date Created: 10/21/2022  
Customer name: DENNIS DILLON NISSAN  
VIN: 1N6BA1F4 [REDACTED]

Mileage: 81,935

Dealer code: 2150

Dealer name: DENNIS DILLON NISSAN

Customer's Concerns:  
ENGINE STALLED WILL NOT START

Technician Findings:  
ENGINE APPEARS TO BE LOCKED UP. CLEANED BATT POSTS, THAT WERE VERY BAD, HAS NEW BATTERIES. NO CODES ARE STORED. WONDERING BEST APPROACH FOR POWERTRAIN, REMOVE OIL PAN? ATTEMPTED TO TURN OVER BY HAND IT WILL NOT.:

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[https://urldefense.com/v3/\_\_https://nissanna.my.salesforce.com/servlet/servlet.ImageServer?oid=00DA0000009j8L&esid=0182I00001ah0Op&from=ext\_\_;!!Bbg-OcCDIOs!DefOVIuuBPxh|bFx2Qra55ozSsfLC|Gwb0AQgNxd|JkPkfZmL21MWWyTY7n7agMnXkyK565VezkOkRoTwPFwTIU\$ ]

ref:\_00DA09j8L\_5002I2aGbnz:ref

Case [REDACTED] 2019 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L\_5002I2aGbnz:ref ]

Message Date 2/21/2023 7:17 AM  
Has Attachment   
Email Address nissanmatt@msn.com  
Status Sent  
Subject Case [REDACTED] 2019 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L\_5002I2aGbnz:ref ]  
Text Body MATTHEW DALE,

TECH LINE's latest case update is below.

**Recommendation**

Good question Matthew!

The EGR cooler is a known source of coolant leaks on this engine and there is a TECH TALK article on testing the EGR cooler that can be found by searching in ASIST under 2016 Titan and searching "EGR" in the keyword search bar. If we find the cooler is leaking, then yes replacement is recommended.

We should still focus on the fuel leak before running the engine more than necessary. Keep me posted on your results.

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

Thank you,

Joshua.Bredeson

TECH LINE

Updating a TECH LINE Case:

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Case # [REDACTED]  
Date Created: 10/21/2022  
Customer name: DENNIS DILLON NISSAN  
VIN: 1N6BA1F4 [REDACTED]

Mileage: 81,935

Dealer code: 2150

Dealer name: DENNIS DILLON NISSAN

Customer's Concerns:  
ENGINE STALLED WILL NOT START

Technician Findings:  
ENGINE APPEARS TO BE LOCKED UP, CLEANED BATT POSTS, THAT WERE VERY BAD, HAS NEW BATTERIES. NO CODES ARE STORED. WONDERING BEST APPROACH FOR POWERTRAIN, REMOVE OIL PAN? ATTEMPTED TO TURN OVER BY HAND IT WILL NOT.:

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Re: Cas [REDACTED] 2019 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L.\_5002I2aGbnz:ref ]

Message Date 2/21/2023 6:57 AM

Has Attachment

Email Address nissanmatt@msn.com

Status Read

Subject Re: Case [REDACTED] 2019 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L.\_5002I2aGbnz:ref ]

Text Body Thank you. I am still unable to locate the source of the fuel leak. It seems to only leak when being driven. I have not did the baby powder procedure.  
Do you think the egg cooler should be replaced?

Get Outlook for Android<[https://urldefense.com/v3/\\_\\_https://aka.ms/ghei36\\_\\_;!!Bbg-OcCDIOs!FJS-1N5-](https://urldefense.com/v3/__https://aka.ms/ghei36__;!!Bbg-OcCDIOs!FJS-1N5-)

**From:** TECH LINE Email to Case <techlinesfdc@nissan-usa.com>  
**Sent:** Tuesday, February 21, 2023 5:54:03 AM  
**To:** nissanmatt@msn.com <nissanmatt@msn.com>  
**Subject:** Case 47420544; 2019 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L\_5002I2aGbnz:ref ]

TECH LINE's latest case update is below.

**Recommendation**

Thank you for the update and photos Matthew.

In my opinion that will not be resolved with a regen.

TECH LINE's recommendation is to replace the DPF and then let's repeat the DTC confirmation for the P0420 and diagnose further.

If you need further assistance feel free to reach out to us anytime and we will be glad to answer any questions you may have.

Have a great day!

Thank you,

Joshua,Bredeson

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: 10/21/2022  
Customer name: DENNIS DILLON NISSAN  
VIN: 1N6BA1F [REDACTED]

Mileage: 81,935

Dealer code: 2150

Dealer name: DENNIS DILLON NISSAN

Customer's Concerns:  
ENGINE STALLED WILL NOT START

Technician Findings:

ENGINE APPEARS TO BE LOCKED UP. CLEANED BATT POSTS, THAT WERE VERY BAD, HAS NEW BATTERIES. NO CODES ARE STORED. WONDERING BEST APPROACH FOR POWERTRAIN, REMOVE OIL PAN? ATTEMPTED TO TURN OVER BY HAND IT WILL NOT.:

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ref:\_00DA09j8L\_5002I2aGbnz:ref

Cas [REDACTED] 2019 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L\_5002I2aGbnz:ref ]

---

Message Date 2/21/2023 6:53 AM

Has Attachment

Email Address nissanmatt@msn.com

Status Sent

Subject Case [REDACTED] 2019 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L\_5002I2aGbnz:ref ]

Text Body MATTHEW DALE,

TECH LINE's latest case update is below.

**Recommendation**

Thank you for the update and photos Matthew.

In my opinion that will not be resolved with a regen.

TECH LINE's recommendation is to replace the DPF and then let's repeat the DTC confirmation for the P0420 and diagnose further.

If you need further assistance feel free to reach out to us anytime and we will be glad to answer any questions you may have.

Have a great day!

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

Thank you,

---

Joshua,Bredeson

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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Case # [REDACTED]  
Date Created: 10/21/2022  
Customer name: DENNIS DILLON NISSAN  
VIN: 1N6BA1F4 [REDACTED]

Mileage: 81,935

Dealer code: 2150

Dealer name: DENNIS DILLON NISSAN

Customer's Concerns:  
ENGINE STALLED WILL NOT START

Technician Findings:  
ENGINE APPEARS TO BE LOCKED UP. CLEANED BATT POSTS, THAT WERE VERY BAD, HAS NEW BATTERIES. NO CODES ARE STORED. WONDERING BEST APPROACH FOR POWERTRAIN, REMOVE OIL PAN? ATTEMPTED TO TURN OVER BY HAND IT WILL NOT.:

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Re: Case [REDACTED] 2019 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L.\_5002I2aGbnz:ref ]

Message Date 2/20/2023 6:07 PM

Has Attachment

Email Address nissanmatt@msn.com

Status Read

Subject Re: Case [REDACTED] 2019 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L.\_5002I2aGbnz:ref ]

Text Body this is my dpf, do you think a regen will clean this up?

From: TECH LINE Email to Case <techlinesfdc@nissan-usa.com>  
Sent: Monday, February 20, 2023 10:32 AM  
To: nissanmatt@msn.com <nissanmatt@msn.com>  
Subject: Case 47420544; 2019 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L.\_5002I2aGbnz:ref ]

TECH LINE's latest case update is below.

**Recommendation**

Thanks for taking the time to speak to us today, Matthew

Based on our conversation today we discussed the repair of this fuel leak is the primary focus at this point.

Once we get that resolved we can move on to the P0420 and performing a stationary regen and seeing if this changes the soot load to under 10grams.

If the regen does not lower the soot load then replacement of the DPF is recommended next.

If you need further assistance feel free to reach out to us anytime and we will be glad to answer any questions you may

have.  
Have a great day!

Thank you,

---

Joshua.Bredeson

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: 10/21/2022  
Customer name: DENNIS DILLON NISSAN  
VIN: 1N6BA1F4[REDACTED]

Mileage: 81,935

Dealer code: 2150

Dealer name: DENNIS DILLON NISSAN

Customer's Concerns:  
ENGINE STALLED WILL NOT START

Technician Findings:  
ENGINE APPEARS TO BE LOCKED UP. CLEANED BATT POSTS, THAT WERE VERY BAD, HAS NEW BATTERIES. NO CODES ARE STORED. WONDERING BEST APPROACH FOR POWERTRAIN, REMOVE OIL PAN? ATTEMPTED TO TURN OVER BY HAND IT WILL NOT.:

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.

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ref:\_00DA09j8L\_5002I2aGbnz:ref

Ca [REDACTED] 019 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L\_5002I2aGbnz:ref ]

---

Message Date 2/20/2023 11:32 AM

Has Attachment

Email Address nissanmatt@msn.com

Status Sent [REDACTED]

Subject Case [REDACTED] 019 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L\_5002I2aGbnz:ref ]

Text Body MATTHEW DALE,

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

**Inbound call**

Tech has repeat P0420 and slight fuel leak at rear of drivers side valve cover- near EGR pressure sensor and rear injector  
Advised to isolate fuel leak before proceeding any further for testing

**Recommendation**

Thanks for taking the time to speak to us today, Matthew

Based on our conversation today we discussed the repair of this fuel leak is the primary focus at this point.

Once we get that resolved we can move on to the P0420 and performing a stationary regen and seeing if this changes the soot load to under 10grams.

If the regen does not lower the soot load then replacement of the DPF is recommended next.

If you need further assistance feel free to reach out to us anytime and we will be glad to answer any questions you may have.

Have a great day!

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

Thank you,

---

Joshua,Bredeson

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: 10/21/2022  
Customer name: DENNIS DILLON NISSAN  
VIN: 1N6BA1F4 [REDACTED]

Mileage: 81,935

Dealer code: 2150

Dealer name: DENNIS DILLON NISSAN

Customer's Concerns:  
ENGINE STALLED WILL NOT START

Technician Findings:  
ENGINE APPEARS TO BE LOCKED UP. CLEANED BATT POSTS, THAT WERE VERY BAD, HAS NEW BATTERIES. NO CODES ARE STORED. WONDERING BEST APPROACH FOR POWERTRAIN, REMOVE OIL PAN? ATTEMPTED TO TURN OVER BY HAND IT WILL NOT.:

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Re: Case [REDACTED] 2019 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L.\_5002I2aGbnz:ref ]

Message Date 2/20/2023 7:41 AM  
Has Attachment   
Email Address nissanmatt@msn.com  
Status Read  
Subject Re: Case [REDACTED] 2019 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L.\_5002I2aGbnz:ref ]  
Text Body Thanks

[REDACTED]

From: TECH LINE Email to Case <techlinesfdc@nissan-usa.com>  
Sent: Monday, February 20, 2023 6:40:06 AM  
To: nissanmatt@msn.com <nissanmatt@msn.com>  
Subject: Case [REDACTED] 2019 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L.\_5002I2aGbnz:ref ]

[REDACTED]

TECH LINE's latest case update is below.

Thank you for the inquiry.  
TECH LINE Phone lines are open for incoming calls most weekdays 7am-4pm CST.

Thank you,

\_\_\_\_\_  
Joe S.

TECH LINE

Updating a TECH LINE Case:

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Case #: [REDACTED]  
Date Created: 10/21/2022  
Customer name: DENNIS DILLON NISSAN  
VIN: 1N6BA1F [REDACTED]

Mileage: 81,935

Dealer code: 2150

Dealer name: DENNIS DILLON NISSAN

Customer's Concerns:  
ENGINE STALLED WILL NOT START

Technician Findings:  
ENGINE APPEARS TO BE LOCKED UP. CLEANED BATT POSTS, THAT WERE VERY BAD, HAS NEW BATTERIES. NO CODES ARE STORED. WONDERING BEST APPROACH FOR POWERTRAIN, REMOVE OIL PAN? ATTEMPTED TO TURN OVER BY HAND IT WILL NOT.:

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[REDACTED]

ref:\_00DA09j8L\_5002I2aGbnz:ref

Case [REDACTED] 19 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L\_5002I2aGbnz:ref ]

---

Message Date 2/20/2023 7:40 AM  
Has Attachment   
Email Address nissanmatt@msn.com  
Status Sent  
Subject Case [REDACTED] 19 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L\_5002I2aGbnz:ref ]  
Text Body MATTHEW DALE,

TECH LINE's latest case update is below.

Thank you for the inquiry.  
TECH LINE Phone lines are open for incoming calls most weekdays 7am-4pm CST.

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

Thank you,

---

Joe S.

TECH LINE

Updating a TECH LINE Case:

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Case # [REDACTED]  
Date Created: 10/21/2022  
Customer name: DENNIS DILLON NISSAN  
VIN: 1N6BA1F4 [REDACTED]

Mileage: 81,935

Dealer code: 2150

Dealer name: DENNIS DILLON NISSAN

Customer's Concerns:  
ENGINE STALLED WILL NOT START

Technician Findings:  
ENGINE APPEARS TO BE LOCKED UP. CLEANED BATT POSTS, THAT WERE VERY BAD, HAS NEW BATTERIES. NO CODES ARE STORED. WONDERING BEST APPROACH FOR POWERTRAIN, REMOVE OIL PAN? ATTEMPTED TO TURN OVER BY HAND IT WILL NOT.

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Re: Case [REDACTED] 2019 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L\_5002I2aGbnz:ref ]

Message Date 2/20/2023 7:24 AM

Has Attachment

Email Address nissanmatt@msn.com

Status Read

Subject Re: Case [REDACTED] 2019 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L\_5002I2aGbnz:ref ]

Text Body As soon as I get to work,I will get thos info. Thank you. Can I call you at that time?

From: TECH LINE Email to Case <techlinesfdc@nissan-usa.com>  
Sent: Monday, February 20, 2023 6:21:53 AM  
To: nissanmatt@msn.com <nissanmatt@msn.com>  
Subject: Case [REDACTED] 019 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L.\_5002I2aGbnz:ref ]

TECH LINE's latest case update is below.

Thank you for the update.

The ESM recommended diagnostic testing for P0420 also has us inspect for excessive exhaust vapors. Did we complete these inspections previously?

Considering our previous/recent Long Engine replacement, this inspection should not be skipped.

When replacing the Fuel System it appears we had difficulty writing the Injector Codes.

Did we eventually write the necessary codes to the ECM?

What is the current ECM ROM?

(This is the alpha-numeric code/part number boxed next to "ECM" when the All System DTC Data is printed)

If concern cannot be isolated and ECM is up-to-date, replacement of SCR & DPF Temp Sensors is recommended.

If any additional assistance is desired, please reach out.

Thank you,

---

Joe S.

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: 10/21/2022  
Customer name: DENNIS DILLON NISSAN  
VIN: 1N6BA1F4 [REDACTED]

Mileage: 81,935

Dealer code: 2150

Dealer name: DENNIS DILLON NISSAN

Customer's Concerns:  
ENGINE STALLED WILL NOT START

Technician Findings:  
ENGINE APPEARS TO BE LOCKED UP, CLEANED BATT POSTS, THAT WERE VERY BAD, HAS NEW BATTERIES. NO CODES ARE STORED. WONDERING BEST APPROACH FOR POWERTRAIN, REMOVE OIL PAN?

ATTEMPTED TO TURN OVER BY HAND IT WILL NOT.:

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ref:\_00DA09j8L\_5002I2aGbnz:ref

Cas [REDACTED] 2019 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L\_5002I2aGbnz:ref ]

---

Message Date 2/20/2023 7:21 AM

Has Attachment

Email Address nissanmatt@msn.com

Status Sent

Subject C: [REDACTED] 2019 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L\_5002I2aGbnz:ref ]

Text Body MATTHEW DALE,

TECH LINE's latest case update is below.

Thank you for the update.

The ESM recommended diagnostic testing for P0420 also has us inspect for excessive exhaust vapors.

Did we complete these inspections previously?

Considering our previous/recent Long Engine replacement, this inspection should not be skipped.

When replacing the Fuel System it appears we had difficulty writing the Injector Codes.

Did we eventually write the necessary codes to the ECM?

What is the current ECM ROM?

(This is the alpha-numeric code/part number boxed next to "ECM" when the All System DTC Data is printed)

If concern cannot be isolated and ECM is up-to-date, replacement of SCR & DPF Temp Sensors is recommended.

If any additional assistance is desired, please reach out.

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

Thank you,

---

Joe S.

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: 10/21/2022  
Customer name: DENNIS DILLON NISSAN  
VIN: 1N6BA1F [REDACTED]

Mileage: 81,935

Dealer code: 2150

Dealer name: DENNIS DILLON NISSAN

Customer's Concerns:  
ENGINE STALLED WILL NOT START

Technician Findings:  
ENGINE APPEARS TO BE LOCKED UP. CLEANED BATT POSTS, THAT WERE VERY BAD, HAS NEW BATTERIES. NO CODES ARE STORED. WONDERING BEST APPROACH FOR POWERTRAIN, REMOVE OIL PAN?  
ATTEMPTED TO TURN OVER BY HAND IT WILL NOT.:

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Re: Case [REDACTED] 2019 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L.\_5002I2aGbnz:ref ]

Message Date 2/17/2023 3:43 PM

Has Attachment

Email Address nissanmatt@msn.com

Status Read

Subject Re: Case [REDACTED] 2019 Titan XD; Engine will not rotate - A61D [REDACTED]

Text Body im unable to locate fuel leak. i have did fuel leak test several times, after washing affected area, (rear of drivers side valve cover area. i dont understand why its not being revealed.  
i dont really have "test records of last visit. i just inspected for exhaust leaks, and condemned catalyst per recommendation.

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

Sent: Friday, February 17, 2023 2:28 PM

To: nissanmatt@msn.com <nissanmatt@msn.com>

Subject: Case [REDACTED] 2019 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L.\_5002I2aGbnz:ref ]

TECH LINE's latest case update is below.

Thank you for the update.  
Please send photos of Fuel Leak.  
Please also provide the results of your previously completed P0420 tests/inspections.

Thank you,

---

Joe S.

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: 10/21/2022  
Customer name: DENNIS DILLON NISSAN  
VIN: 1N6BA [REDACTED]

Mileage: 81,935

Dealer code: 2150

Dealer name: DENNIS DILLON NISSAN

Customer's Concerns:  
ENGINE STALLED WILL NOT START

Technician Findings:  
ENGINE APPEARS TO BE LOCKED UP. CLEANED BATT POSTS, THAT WERE VERY BAD, HAS NEW BATTERIES. NO CODES ARE STORED. WONDERING BEST APPROACH FOR POWERTRAIN, REMOVE OIL PAN? ATTEMPTED TO TURN OVER BY HAND IT WILL NOT.:

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[REDACTED]

ref:\_00DA09j8L\_5002I2aGbnz:ref

---

Case [REDACTED] 2019 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L\_5002I2aGbnz:ref ]

Message Date 2/17/2023 3:28 PM

Has Attachment

Email Address nissanmatt@msn.com

Status Sent

Subject Case 47420544; 2019 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L\_5002I2aGbnz:ref ]

Text Body **MATTHEW DALE,**

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

**Thank you for the update.**

**Please send photos of Fuel Leak.**

**Please also provide the results of your previously completed P0420 tests/inspections.**

The **TECH LINE** Survey can be accessed by: **CLICKING HERE**

Thank you,

---

**Joe S.**

**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: 10/21/2022  
Customer name: DENNIS DILLON NISSAN  
VIN: 1N6BA1F [REDACTED]

**Mileage: 81,935**

**Dealer code: 2150**

**Dealer name: DENNIS DILLON NISSAN**

**Customer's Concerns:**

**ENGINE STALLED WILL NOT START**

**Technician Findings:**

**ENGINE APPEARS TO BE LOCKED UP. CLEANED BATT POSTS, THAT WERE VERY BAD, HAS NEW BATTERIES. NO CODES ARE STORED. WONDERING BEST APPROACH FOR POWERTRAIN, REMOVE OIL PAN? ATTEMPTED TO TURN OVER BY HAND IT WILL NOT.:**

**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.

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Re: Case [REDACTED] 2019 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L.\_5002I2aGbnz:ref ]

Message Date 2/17/2023 3:03 PM

Has Attachment

Email Address nissanmatt@msn.com

Status Read

Subject Re: Cas [REDACTED] 2019 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L.\_5002I2aGbnz:ref ]

Text Body Yes, i replaced the catalystr. do you think the fuel leak will create P0420?

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

Sent: Friday, February 17, 2023 1:59 PM

To: nissanmatt@msn.com <nissanmatt@msn.com>

Subject: Case [REDACTED] 2019 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L.\_5002I2aGbnz:ref ]

TECH LINE's latest case update is below.

Thank you for the update.

Was the Catalyst replaced previously/recently?

If not, please implement the ESM recommended diagnostic testing/inspections for P0420.

If the Catalyst has been replaced, please provide the results of previous inspections.

Keep us posted.

Thank you,

Joe S.

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: 10/21/2022

Customer name: DENNIS DILLON NISSAN

VIN: 1N6BA1F4X [REDACTED]

Mileage: 81,935

Dealer code: 2150

Dealer name: DENNIS DILLON NISSAN

**Customer's Concerns:**  
**ENGINE STALLED WILL NOT START**

**Technician Findings:**  
**ENGINE APPEARS TO BE LOCKED UP, CLEANED BATT POSTS, THAT WERE VERY BAD, HAS NEW BATTERIES, NO CODES ARE STORED. WONDERING BEST APPROACH FOR POWERTRAIN, REMOVE OIL PAN? ATTEMPTED TO TURN OVER BY HAND IT WILL NOT.:**

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ref:\_00DA09j8L\_5002I2aGbnz:ref

Case [REDACTED] 2019 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L\_5002I2aGbnz:ref ]

Message Date 2/17/2023 2:59 PM

Has Attachment

Email Address nissanmatt@msn.com

Status Sent

Subject Case [REDACTED] 2019 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L\_5002I2aGbnz:ref ]

Text Body MATTHEW DALE,

TECH LINE's latest case update is below.

Thank you for the update.

Was the Catalyst replaced previously/recently?

If not, please implement the ESM recommended diagnostic testing/inspections for P0420.

If the Catalyst has been replaced, please provide the results of previous inspections.

Keep us posted.

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

Thank you,

\_\_\_\_\_  
Joe S.

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: 10/21/2022  
Customer name: DENNIS DILLON NISSAN  
VIN: 1N6BA1F4X1 [REDACTED]

Mileage: 81,935

Dealer code: 2150

Dealer name: DENNIS DILLON NISSAN

Customer's Concerns:  
ENGINE STALLED WILL NOT START

Technician Findings:  
ENGINE APPEARS TO BE LOCKED UP, CLEANED BATT POSTS, THAT WERE VERY BAD, HAS NEW BATTERIES, NO CODES ARE STORED. WONDERING BEST APPROACH FOR POWERTRAIN, REMOVE OIL PAN? ATTEMPTED TO TURN OVER BY HAND IT WILL NOT.:

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Re: Case [REDACTED] 2019 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L.\_5002I2aGbnz:ref ]

Message Date 2/17/2023 1:12 PM  
Has Attachment   
Email Address nissanmatt@msn.com  
Status Read  
Subject Re: Case 47420544; 2019 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L.\_5002I2aGbnz:ref ]  
Text Body so, i have gotten this one back, after catalystr. i see fuel leak drivers side v/c area, working on diag now, but, im still getting P0420. thoughts?

From: TECH LINE Email to Case <techlinesfdc@nissan-usa.com>  
Sent: Thursday, February 2, 2023 11:09 AM  
To: nissanmatt@msn.com <nissanmatt@msn.com>  
Subject: Case [REDACTED] 2019 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L.\_5002I2aGbnz:ref ]

TECH LINE's latest case update is below.

Thank you for the update.  
Any warranty related inquiries should be forwarded to your Dealer Warranty Admin.

If any additional diagnostic assistance is desired, please reach out.

Thank you,

---

Joe S.

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: 10/21/2022  
Customer name: DENNIS DILLON NISSAN  
VIN: 1N6BA1F4 [REDACTED]

Mileage: 81,935

Dealer code: 2150

Dealer name: DENNIS DILLON NISSAN

Customer's Concerns:  
ENGINE STALLED WILL NOT START

Technician Findings:  
ENGINE APPEARS TO BE LOCKED UP, CLEANED BATT POSTS, THAT WERE VERY BAD, HAS NEW BATTERIES. NO CODES ARE STORED, WONDERING BEST APPROACH FOR POWERTRAIN, REMOVE OIL PAN? ATTEMPTED TO TURN OVER BY HAND IT WILL NOT.:

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.

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[REDACTED]

ref:\_00DA09j8L\_5002I2aGbnz:ref

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Case [REDACTED] 2019 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L\_5002I2aGbnz:ref ]

Message Date 2/2/2023 12:09 PM

Has Attachment

Email Address nissanmatt@msn.com

Status **Sent**  
Subject **Case 4 [REDACTED] 2019 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L\_5002I2aGbnz:ref ]**  
Text Body **MATTHEW DALE,**

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

**Thank you for the update.  
Any warranty related inquiries should be forwarded to your Dealer Warranty Admin.  
If any additional diagnostic assistance is desired, please reach out.**

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

**Thank you,**

---

**Joe S.**

**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: 10/21/2022  
Customer name: DENNIS DILLON NISSAN  
VIN: 1N6BA1F4 [REDACTED]**

**Mileage: 81,935**

**Dealer code: 2150**

**Dealer name: DENNIS DILLON NISSAN**

**Customer's Concerns:  
ENGINE STALLED WILL NOT START**

**Technician Findings:  
ENGINE APPEARS TO BE LOCKED UP. CLEANED BATT POSTS, THAT WERE VERY BAD, HAS NEW BATTERIES. NO CODES ARE STORED. WONDERING BEST APPROACH FOR POWERTRAIN, REMOVE OIL PAN? ATTEMPTED TO TURN OVER BY HAND IT WILL NOT.:**

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.

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Re: Case [REDACTED] 2019 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L\_5002I2aGbnz:ref ]

Message Date 2/2/2023 11:39 AM

Has Attachment

Email Address nissanmatt@msn.com

Status Read

Subject Re: Case [REDACTED] 2019 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L\_5002I2aGbnz:ref ]

Text Body i feel like vehicle was not driven far enough or long enough to cause anything. Customer is trying to get help with costs, being it is out of warranty, do i contact powertrain?

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

Sent: Thursday, February 2, 2023 10:30 AM

To: nissanmatt@msn.com <nissanmatt@msn.com>

Subject: Case 47420544; 2019 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L\_5002I2aGbnz:ref ]

TECH LINE's latest case update is below.

Thank you for the inquiry.  
Considering our previous Fuel System concerns, this could be related.  
Please proceed with ESM recommended diagnostic tests/inspections.  
If any additional assistance is desired, please reach out.

Thank you,

Joe S.

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: 10/21/2022  
Customer name: DENNIS DILLON NISSAN  
VIN: 1N6BA1F4 [REDACTED]

Mileage: 81,935

Dealer code: 2150

Dealer name: DENNIS DILLON NISSAN

Customer's Concerns:  
ENGINE STALLED WILL NOT START

Technician Findings:  
ENGINE APPEARS TO BE LOCKED UP. CLEANED BATT POSTS, THAT WERE VERY BAD, HAS NEW BATTERIES. NO CODES ARE STORED. WONDERING BEST APPROACH FOR POWERTRAIN, REMOVE OIL PAN? ATTEMPTED TO TURN OVER BY HAND IT WILL NOT.:

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ref:\_00DA09j8L\_5002I2aGbnz:ref

Case [REDACTED] 2019 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L\_5002I2aGbnz:ref ]

Message Date 2/2/2023 11:30 AM  
Has Attachment   
Email Address nissanmatt@msn.com  
Status Sent  
Subject Cas [REDACTED] 019 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L\_5002I2aGbnz:ref ]  
Text Body MATTHEW DALE,

TECH LINE's latest case update is below.

Thank you for the inquiry.  
Considering our previous Fuel System concerns, this could be related.  
Please proceed with ESM recommended diagnostic tests/inspections.  
If any additional assistance is desired, please reach out.

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

Thank you,

\_\_\_\_\_  
Joe S.

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: 10/21/2022  
Customer name: DENNIS DILLON NISSAN  
VIN: 1N6BA1F [REDACTED]

Mileage: 81,935

Dealer code: 2150

Dealer name: DENNIS DILLON NISSAN

Customer's Concerns:  
ENGINE STALLED WILL NOT START

Technician Findings:  
ENGINE APPEARS TO BE LOCKED UP. CLEANED BATT POSTS, THAT WERE VERY BAD, HAS NEW BATTERIES. NO CODES ARE STORED. WONDERING BEST APPROACH FOR POWERTRAIN, REMOVE OIL PAN? ATTEMPTED TO TURN OVER BY HAND IT WILL NOT.:

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Re: Case [REDACTED], 2019 Titan XD; Engine will not rotate - A61D [ ref: \_00DA09j8L\_5002I2aGbnz:ref ]

Message Date 2/2/2023 11:25 AM

Has Attachment

Email Address nissanmatt@msn.com

Status Read

Subject Re: Case [REDACTED], 2019 Titan XD; Engine will not rotate - A61D [ ref: \_00DA09j8L\_5002I2aGbnz:ref ]

Text Body I got this one back with P0420. do you think this related to our previous concerns and repairs?

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

Sent: Monday, November 21, 2022 12:53 PM

To: nissanmatt@msn.com <nissanmatt@msn.com>

Subject: Case 47420544; 2019 Titan XD; Engine will not rotate - A61D [ ref: \_00DA09j8L\_5002I2aGbnz:ref ]

TECH LINE's latest case update is below.

-INCOMING CALL-

Thank you for working with us today.

**As discussed:**

**Copious amount of Metal Debris noted on Fuel Pressure relief valve.  
Debris also noted on previously installed HP Fuel Pump Actuator.**

**Moving forward:**

**Fuel System replacement recommended,  
Comprehensive part list can be found in NTB16-125a.  
If any additional assistance is desired, please do not hesitate to reach out.**

Thank you,

---

Joe S.

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: 10/21/2022  
Customer name: DENNIS DILLON NISSAN  
VIN: 1N6BA1F [REDACTED]**

**Mileage: 81,935**

**Dealer code: 2150**

**Dealer name: DENNIS DILLON NISSAN**

**Customer's Concerns:**

**ENGINE STALLED WILL NOT START**

**Technician Findings:**

**ENGINE APPEARS TO BE LOCKED UP, CLEANED BATT POSTS, THAT WERE VERY BAD, HAS NEW BATTERIES, NO CODES ARE STORED. WONDERING BEST APPROACH FOR POWERTRAIN, REMOVE OIL PAN? ATTEMPTED TO TURN OVER BY HAND IT WILL NOT.:**

**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.**

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**[https://urldefense.com/v3/\_\_https://nissanna.my.salesforce.com/servlet/servlet.ImageServer?oid=00DA00000009j8L&esid=0182I00001ZXJAm&from=ext\_\_;!!Bbg-OcCDIOs!GLMnygxYrYEG-5gHZQP2-Eh-aamBcTo-5ZBVABJMb3oxdWEwVIEyJM-0Xz\_KfgsxET8u3ZQOojV0p43tRWduy0\$ ]**

ref:\_00DA09j8L\_5002I2aGbnz:ref

Case [REDACTED] 19 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L\_5002I2aGbnz:ref ]

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Message Date 12/8/2022 2:49 PM  
Has Attachment   
Email Address nissanmatt@msn.com  
Status Sent  
Subject Case [REDACTED] 019 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L\_5002I2aGbnz:ref ]  
Text Body MATTHEW DALE,

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

**Incoming call:**

**Long engine replaced.  
Fuel system replaced.  
Attempting to register injector values.  
Tech link  
Unable to write any of the injector codes.**

**TSS Recommendation:**

**Thank you for your time on the phone today.  
As discussed, let's try another consult.  
If no luck there let's try to roll back the consult to an earlier version and see if that will help us.  
Rollback C3  
Please refer to the following video as a guide to roll back consult: <https://youtu.be/AvzAP05qGI4> or this file location to start the version down**

[REDACTED]

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

**Have a great rest of your day, Matthew.**

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

**Thank you,**

---

**Devin Boelman**

**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: 10/21/2022  
Customer name: DENNIS DILLON NISSAN  
VIN: 1N6BA1F [REDACTED]

Mileage: 81,935

Dealer code: 2150

Dealer name: DENNIS DILLON NISSAN

Customer's Concerns:  
ENGINE STALLED WILL NOT START

Technician Findings:  
ENGINE APPEARS TO BE LOCKED UP. CLEANED BATT POSTS, THAT WERE VERY BAD, HAS NEW BATTERIES. NO CODES ARE STORED. WONDERING BEST APPROACH FOR POWERTRAIN, REMOVE OIL PAN? ATTEMPTED TO TURN OVER BY HAND IT WILL NOT.:

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Re: Case [REDACTED] 2019 Titan XD; Engine will not rotate - A61D [ ref: \_00DA09j8L\_5002I2aGbnz:ref ]

---

Message Date 11/21/2022 2:04 PM  
Has Attachment   
Email Address nissanmatt@msn.com  
Status Read  
Subject Re: Case [REDACTED] 2019 Titan XD; Engine will not rotate - A61D [ ref: \_00DA09j8L\_5002I2aGbnz:ref ]  
Text Body thank you, Joe

---

From: TECH LINE Email to Case <techlinesfdc@nissan-usa.com>  
Sent: Monday, November 21, 2022 12:53 PM  
To: nissanmatt@msn.com <nissanmatt@msn.com>  
Subject: Case 47420544; 2019 Titan XD; Engine will not rotate - A61D [ ref: \_00DA09j8L\_5002I2aGbnz:ref ]

[REDACTED]

TECH LINE's latest case update is below.

-INCOMING CALL-

Thank you for working with us today.

As discussed:  
Copious amount of Metal Debris noted on Fuel Pressure relief valve.  
Debris also noted on previously installed HP Fuel Pump Actuator.

Moving forward:  
Fuel System replacement recommended.  
Comprehensive part list can be found in NTB16-125a.  
If any additional assistance is desired, please do not hesitate to reach out.

Thank you,

---

Joe S.

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: 10/21/2022  
Customer name: DENNIS DILLON NISSAN  
VIN: 1N6BA1 [REDACTED]

Mileage: 81,935

Dealer code: 2150

Dealer name: DENNIS DILLON NISSAN

Customer's Concerns:  
ENGINE STALLED WILL NOT START

Technician Findings:  
ENGINE APPEARS TO BE LOCKED UP. CLEANED BATT POSTS, THAT WERE VERY BAD, HAS NEW BATTERIES. NO CODES ARE STORED. WONDERING BEST APPROACH FOR POWERTRAIN, REMOVE OIL PAN? ATTEMPTED TO TURN OVER BY HAND IT WILL NOT.:

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[REDACTED]

ref:\_00DA09j8L\_5002I2aGbnz:ref

---

Case [REDACTED] 9 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L\_5002I2aGbnz:ref ]

Message Date 11/21/2022 1:53 PM

Has Attachment

Email Address nissanmatt@msn.com

Status Sent

Subject Case [REDACTED] 19 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L\_5002I2aGbnz:ref ]

Text Body **MATTHEW DALE,**

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

**-INCOMING CALL-**

**Thank you for working with us today.**

**As discussed:**

**Copious amount of Metal Debris noted on Fuel Pressure relief valve.  
Debris also noted on previously installed HP Fuel Pump Actuator.**

**Moving forward:**

**Fuel System replacement recommended.**

**Comprehensive part list can be found in NTB16-125a.**

**If any additional assistance is desired, please do not hesitate to reach out.**

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

**Thank you,**

---

**Joe S.**

**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: 10/21/2022**

**Customer name: DENNIS DILLON NISSAN**

**VIN: 1N6BA1** [REDACTED]

**Mileage: 81,935**

**Dealer code: 2150**

**Dealer name: DENNIS DILLON NISSAN**

**Customer's Concerns:**

**ENGINE STALLED WILL NOT START**

**Technician Findings:**

ENGINE APPEARS TO BE LOCKED UP. CLEANED BATT POSTS, THAT WERE VERY BAD, HAS NEW BATTERIES. NO CODES ARE STORED. WONDERING BEST APPROACH FOR POWERTRAIN, REMOVE OIL PAN? ATTEMPTED TO TURN OVER BY HAND IT WILL NOT.:

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Re: Cas [REDACTED] 19 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L.\_5002I2aGbnz:ref ]

Message Date 11/21/2022 11:50 AM

Has Attachment

Email Address nissanmatt@msn.com

Status Read

Subject Re: Ca [REDACTED] 2019 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L.\_5002I2aGbnz:ref ]

Text Body thank you

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

Sent: Monday, November 21, 2022 10:49 AM

To: nissanmatt@msn.com <nissanmatt@msn.com>

Subject: Case [REDACTED] 2019 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L.\_5002I2aGbnz:ref ]

[REDACTED]

TECH LINE's latest case update is below.

Thank you for the inquiry.

You can complete whatever recommendation you would like first.

If we note any debris in the fuel system, the current injector codes will be irrelevant as they will need to be replaced.

Thank you,

\_\_\_\_\_  
Joe S.

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: 10/21/2022

Customer name: DENNIS DILLON NISSAN  
VIN: 1N6BA1F4X [REDACTED]

Mileage: 81,935

Dealer code: 2150

Dealer name: DENNIS DILLON NISSAN

Customer's Concerns:  
ENGINE STALLED WILL NOT START

Technician Findings:  
ENGINE APPEARS TO BE LOCKED UP. CLEANED BATT POSTS, THAT WERE VERY BAD, HAS NEW BATTERIES. NO CODES ARE STORED. WONDERING BEST APPROACH FOR POWERTRAIN, REMOVE OIL PAN? ATTEMPTED TO TURN OVER BY HAND IT WILL NOT.:

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[REDACTED]

ref:\_00DA09j8L\_5002l2aGbnz:ref

Case [REDACTED] 19 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L\_5002l2aGbnz:ref ]

Message Date 11/21/2022 11:49 AM  
Has Attachment   
Email Address nissanmatt@msn.com  
Status Sent  
Subject Case [REDACTED] 19 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L\_5002l2aGbnz:ref ]  
Text Body MATTHEW DALE,

TECH LINE's latest case update is below.

Thank you for the inquiry.  
You can complete whatever recommendation you would like first.  
If we note any debris in the fuel system, the current injector codes will be irrelevant as they will need to be replaced.

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

Thank you,

\_\_\_\_\_  
Joe S.

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: 10/21/2022  
Customer name: DENNIS DILLON NISSAN  
VIN: 1N6BA1 [REDACTED]**

**Mileage: 81,935**

**Dealer code: 2150**

**Dealer name: DENNIS DILLON NISSAN**

**Customer's Concerns:  
ENGINE STALLED WILL NOT START**

**Technician Findings:  
ENGINE APPEARS TO BE LOCKED UP. CLEANED BATT POSTS, THAT WERE VERY BAD, HAS NEW BATTERIES. NO CODES ARE STORED. WONDERING BEST APPROACH FOR POWERTRAIN, REMOVE OIL PAN? ATTEMPTED TO TURN OVER BY HAND IT WILL NOT:**

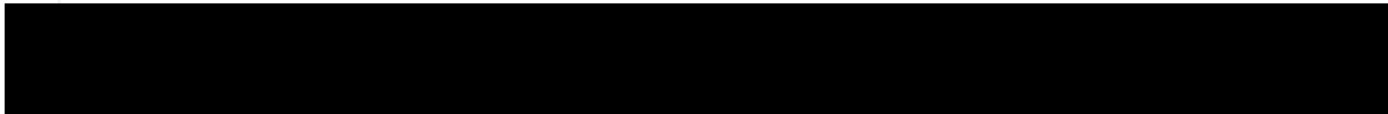
**This TECH LINE recommendation is given based solely on the information provided by the dealer. TECH LINE bases repair recommendations on time to repair, quality of repair, and ease of repair, regardless of who is paying for the repair or whether or not the vehicle is covered under warranty. Ultimately, 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.**

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**Re: Case [REDACTED] 2019 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L.\_5002I2aGbnz:ref ]**

Message Date 11/21/2022 11:10 AM  
Has Attachment   
Email Address nissanmatt@msn.com  
Status Read  
Subject Re: Ca [REDACTED] 2019 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L.\_5002I2aGbnz:ref ]  
Text Body would you inspect fuel rail for metal first?? would injectors being mixed create my concern?

**From: TECH LINE Email to Case <techlinesfdc@nissan-usa.com>  
Sent: Monday, November 21, 2022 10:04 AM  
To: nissanmatt@msn.com <nissanmatt@msn.com>  
Subject: Case 47420544; 2019 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L.\_5002I2aGbnz:ref ]**



TECH LINE's latest case update is below.

Thank you for the inquiry.

The Codes are scribed on each injector.

In some instances a small mirror can be used to verify.

However if they cannot be viewed in that manner they will need to be removed to verify.

Thank you,

---

Joe S.

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: 10/21/2022  
Customer name: DENNIS DILLON NISSAN  
VIN: 1N6BA1F4 [REDACTED]

Mileage: 81,935

Dealer code: 2150

Dealer name: DENNIS DILLON NISSAN

Customer's Concerns:  
ENGINE STALLED WILL NOT START

Technician Findings:  
ENGINE APPEARS TO BE LOCKED UP. CLEANED BATT POSTS, THAT WERE VERY BAD, HAS NEW BATTERIES. NO CODES ARE STORED. WONDERING BEST APPROACH FOR POWERTRAIN, REMOVE OIL PAN? ATTEMPTED TO TURN OVER BY HAND IT WILL NOT.:

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.

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Cas [REDACTED] 019 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L\_5002I2aGbnz:ref ]

---

Message Date 11/21/2022 11:04 AM

Has Attachment

Email Address nissanmatt@msn.com

Status Sent

Subject Ca [REDACTED] 019 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L\_5002I2aGbnz:ref ]

Text Body MATTHEW DALE,

TECH LINE's latest case update is below.

Thank you for the inquiry.

The Codes are scribed on each injector.

In some instances a small mirror can be used to verify.

However if they cannot be viewed in that manner they will need to be removed to verify.

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

Thank you,

---

Joe S.

TECH LINE

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Case #: [REDACTED]

Date Created: 10/21/2022

Customer name: DENNIS DILLON NISSAN

VIN: 1N6BA1F4 [REDACTED]

Mileage: 81,935

Dealer code: 2150

Dealer name: DENNIS DILLON NISSAN

Customer's Concerns:

ENGINE STALLED WILL NOT START

Technician Findings:

ENGINE APPEARS TO BE LOCKED UP. CLEANED BATT POSTS, THAT WERE VERY BAD, HAS NEW BATTERIES. NO CODES ARE STORED. WONDERING BEST APPROACH FOR POWERTRAIN, REMOVE OIL PAN? ATTEMPTED TO TURN OVER BY HAND IT WILL NOT.:

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Re: Case [REDACTED] 2019 Titan XD; Engine will not rotate - A61D [ ref: \_00DA09j8L\_5002I2aGbnz:ref ]

Message Date 11/21/2022 10:50 AM

Has Attachment

Email Address nissanmatt@msn.com

Status Read

Subject Re: Case [REDACTED] 2019 Titan XD; Engine will not rotate - A61D [ ref: \_00DA09j8L\_5002I2aGbnz:ref ]

Text Body Am i correct in saying, to input injector id's, injectors need to come out and numbers read off each injector?

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

Sent: Monday, November 21, 2022 8:30 AM

To: nissanmatt@msn.com <nissanmatt@msn.com>

Subject: Case 47420544; 2019 Titan XD; Engine will not rotate - A61D [ ref: \_00DA09j8L\_5002I2aGbnz:ref ]

TECH LINE's latest case update is below.

-INCOMING CALL-

Thank you for working with us today.

As discussed:  
Concern will occur with Engine HOT/COLD after 15-20 OFF.  
RTCv Calibration completed, no change.  
Injectors were not replaced, ECM not replaced.

Moving forward:

If there is a possibility our Injectors did not end up in the same location as the original Engine, Codes will need to be written.

We can try swapping MAF with a Known Good Vehicle and verifying Air Filter quality.  
Additionally, we may want to remove the Fuel Pressure Relief Valve for debris inspection.  
If any additional assistance is desired, please do not hesitate to reach out.

Thank you,

\_\_\_\_\_  
Joe S.

TECH LINE

Updating a TECH LINE Case:

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Case [REDACTED]  
Date Created: 10/21/2022  
Customer name: DENNIS DILLON NISSAN  
VIN: 1N6BA1F4 [REDACTED]

Mileage: 81,935

Dealer code: 2150

Dealer name: DENNIS DILLON NISSAN

Customer's Concerns:  
ENGINE STALLED WILL NOT START

Technician Findings:  
ENGINE APPEARS TO BE LOCKED UP. CLEANED BATT POSTS, THAT WERE VERY BAD, HAS NEW BATTERIES. NO CODES ARE STORED. WONDERING BEST APPROACH FOR POWERTRAIN, REMOVE OIL PAN? ATTEMPTED TO TURN OVER BY HAND IT WILL NOT.:

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[REDACTED]

ref:\_00DA09j8L.\_5002I2aGbnz:ref

Case [REDACTED] 2019 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L.\_5002I2aGbnz:ref ]

Message Date 11/21/2022 9:30 AM

Has Attachment

Email Address nissanmatt@msn.com

Status Sent

Subject Case [REDACTED] 2019 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L.\_5002I2aGbnz:ref ]

Text Body MATTHEW DALE,

TECH LINE's latest case update is below.

-INCOMING CALL-

Thank you for working with us today.

As discussed:  
Concern will occur with Engine HOT/COLD after 15-20 OFF.  
RTCV Calibration completed, no change.  
Injectors were not replaced, ECM not replaced.

Moving forward:

If there is a possibility our Injectors did not end up in the same location as the original Engine, Codes will need to be written.

We can try swapping MAF with a Known Good Vehicle and verifying Air Filter quality. Additionally, we may want to remove the Fuel Pressure Relief Valve for debris inspection. If any additional assistance is desired, please do not hesitate to reach out.

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

Thank you,

---

Joe S.

TECH LINE

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Case #: [REDACTED]  
Date Created: 10/21/2022  
Customer name: DENNIS DILLON NISSAN  
VIN: 1N6BA1F4 [REDACTED]

Mileage: 81,935

Dealer code: 2150

Dealer name: DENNIS DILLON NISSAN

Customer's Concerns:  
ENGINE STALLED WILL NOT START

Technician Findings:  
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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 not rotate - A61D [ ref:\_00DA09j8L.\_5002I2aGbnz:ref ]

Message Date 11/21/2022 7:28 AM  
Has Attachment   
Email Address nissanmatt@msn.com  
Status Read  
Subject Re: Case 47420544; 2019 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L.\_5002I2aGbnz:ref ]  
Text Body Thank you so much, I will report to you shortly

[REDACTED]

From: TECH LINE Email to Case <techlinesfdc@nissan-usa.com>  
Sent: Monday, November 21, 2022 6:25:41 AM  
To: nissanmatt@msn.com <nissanmatt@msn.com>  
Subject: Case [REDACTED] 2019 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L.\_5002I2aGbnz:ref ]

[REDACTED]

Good morning, Matthew—

Thank you for the case update.

After long engine replacement, we are experiencing an extended crank of about 4 seconds at times.

**TECH LINE Recommendations:**

First, **TECH LINE** would like to clarify if the concern occurs only under certain conditions or seems to be random and can occur at any time. For example, does the extended crank only occur during a **COLD** start? Does extended cranking occur after a restart? Does extended cranking occur only after engine reaches operating temperatures?

Are there any **DTCs** setting at this time?

**COLD** start delay could be a result of glow plugs bringing the combustion chambers to temperature. If the extended crank occurs at different times, the delay will likely be related to another concern.

**TECH LINE** would like to ensure that the new fuel injector adjustment values have been input to the **ECM** after engine replacement. This may influence the engine's initial fueling.

Next, please complete Rotary Turbine Control Valve (**RTC**V) Hysteresis in **ECM** Active Test. Cycle the key **OFF** for 2 minutes after the Active Test then complete **RTC**V Calibration under Work Support.

As far as lift pump performance, we can monitor the Data Monitor value using **CONSULT** (C3+) and observing **FUEL SPLY PRESS** and **FUEL SPLY PRESS V**. **ESM** provides specs of 450 – 700kPa and 0 – 5.0V, respectively.  
.....

? Please report your readings.

Please keep us posted on your results; we look forward to resolving this case with you.

Have a good day, Matthew.

[REDACTED]

Thank you,

\_\_\_\_\_  
Steve C

**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:** 10/21/2022  
**Customer name:** DENNIS DILLON NISSAN  
**VIN:** 1N6BA1F4 [REDACTED]

**Mileage:** 81,935

**Dealer code:** 2150

**Dealer name:** DENNIS DILLON NISSAN

**Customer's Concerns:**  
**ENGINE STALLED WILL NOT START**

**Technician Findings:**  
**ENGINE APPEARS TO BE LOCKED UP. CLEANED BATT POSTS, THAT WERE VERY BAD, HAS NEW BATTERIES. NO CODES ARE STORED. WONDERING BEST APPROACH FOR POWERTRAIN, REMOVE OIL PAN? ATTEMPTED TO TURN OVER BY HAND IT WILL NOT.**

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[REDACTED]

ref:\_00DA09j8L\_5002I2aGbnz:ref

**Case:** [REDACTED] 2019 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L\_5002I2aGbnz:ref ]

---

**Message Date** 11/21/2022 7:25 AM  
**Has Attachment**   
**Email Address** nissanmatt@msn.com  
**Status** Sent  
**Subject** Case [REDACTED] 019 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L\_5002I2aGbnz:ref ]  
**Text Body** MATTHEW DALE,

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

**TECH LINE Recommendations:**

Good morning, Matthew—  
Thank you for the case update.

After long engine replacement, we are experiencing an extended crank of about 4 seconds at times.

First, TECH LINE would like to clarify if the concern occurs only under certain conditions or seems to be random and can occur at any time. For example, does the extended crank only occur during a COLD start? Does extended cranking occur after a restart? Does extended cranking occur only after engine reaches operating temperatures?

Are there any DTCs setting at this time?

COLD start delay could be a result of glow plugs bringing the combustion chambers to temperature. If the extended crank occurs at different times, the delay will likely be related to another concern.

TECH LINE would like to ensure that the new fuel injector adjustment values have been input to the ECM after engine replacement. This may influence the engine's initial fueling.

Next, please complete Rotary Turbine Control Valve (RTCV) Hysteresis in ECM Active Test. Cycle the key OFF for 2 minutes after the Active Test then complete RTCV Calibration under Work Support.

As far as lift pump performance, we can monitor the Data Monitor value using CONSULT (C3+) and observing FUEL SPLY PRESS and FUEL SPLY PRESS V. ESM provides specs of 450 – 700kPa and 0 – 5.0V, respectively.

.....

▶ Please report your readings.

Please keep us posted on your results; we look forward to resolving this case with you.

Have a good day, Matthew.

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

Thank you,

---

Steve C

TECH LINE

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Case # [REDACTED]  
Date Created: 10/21/2022  
Customer name: DENNIS DILLON NISSAN  
VIN: 1N6BA1F4X [REDACTED]

Mileage: 81,935

Dealer code: 2150

Dealer name: DENNIS DILLON NISSAN

Customer's Concerns:  
ENGINE STALLED WILL NOT START

Technician Findings:  
ENGINE APPEARS TO BE LOCKED UP. CLEANED BATT POSTS, THAT WERE VERY BAD, HAS NEW BATTERIES. NO CODES ARE STORED. WONDERING BEST APPROACH FOR POWERTRAIN, REMOVE OIL PAN? ATTEMPTED TO TURN OVER BY HAND IT WILL NOT.:

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Re: Case [REDACTED] 2019 Titan XD; Engine will not rotate -A61-Diesel- [ ref:\_00DA09j8L\_5002I2aGbnz:ref ]

Message Date 11/18/2022 6:46 PM

Has Attachment

Email Address nissanmatt@msn.com

Status Read

Subject Re: Case 47420544; 2019 Titan XD; Engine will not rotate -A61-Diesel- [ ref:\_00DA09j8L\_5002I2aGbnz:ref ]

Text Body i have completed long block replacement. there is now an extended crank at times. appx 4 seconds before engine starts. your thoughts? i just replaced both fuel filters, i found a very small amount of metal particles in 1st stage fuel filter housing, but none in 2nd stage housing. Is 4 seconds considered a normal issue? Lift pump?

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

Sent: Thursday, October 27, 2022 9:13 AM

To: nissanmatt@msn.com <nissanmatt@msn.com>

Subject: Case [REDACTED] 2019 Titan XD; Engine will not rotate -A61-Diesel- [ ref:\_00DA09j8L\_5002I2aGbnz:ref ]

Matthew—

Thank you for contacting TECH LINE this morning; it was good to speak with you regarding this case.

TECH LINE Recommendations:

As we discussed, TECH LINE recommends to remove the intake manifold and all glow plugs to vent the cylinders. With glow plugs removed, please attempt to turn the engine by hand.

If the engine turns by hand with cylinders vented, please inspect for a hydro-lock condition from any cylinder.

If the engine still does not turn by hand with the cylinders vented, please replace the long engine for this concern.

Please update the case with your progress and findings.

If you have any additional questions or require any further assistance, please feel free to reply to this email and TECH LINE will be glad to support you.

Have a good day, Matthew.

Thank you,

---

Steve C

TECH LINE

Updating a TECH LINE Case:

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Case # [REDACTED]  
Date Created: 10/21/2022  
Customer name: DENNIS DILLON NISSAN  
VIN: 1N6BA1F4X [REDACTED]

Mileage: 81,935

Dealer code: 2150

Dealer name: DENNIS DILLON NISSAN

Customer's Concerns:  
ENGINE STALLED WILL NOT START

Technician Findings:  
ENGINE APPEARS TO BE LOCKED UP. CLEANED BATT POSTS, THAT WERE VERY BAD, HAS NEW BATTERIES. NO CODES ARE STORED. WONDERING BEST APPROACH FOR POWERTRAIN, REMOVE OIL PAN?  
ATTEMPTED TO TURN OVER BY HAND IT WILL NOT.:

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[[https://urldefense.com/v3/\\_\\_https://nissanna.my.salesforce.com/servlet/servlet.ImageServer?oid=00DA00000009j8L&esid=0182|00001ZWRnc&from=ext\\_\\_;!Bbg=OCCDI0s!CCnR5mFYEOIH6avuuUpZLKxdgH1Hyc\\_aLgEJKWQ8bbt0R5mRCVRIw12tJ\\_EOZP3rISUDv6uduEsw8EbeFCy-Arw\\$](https://urldefense.com/v3/__https://nissanna.my.salesforce.com/servlet/servlet.ImageServer?oid=00DA00000009j8L&esid=0182|00001ZWRnc&from=ext__;!Bbg=OCCDI0s!CCnR5mFYEOIH6avuuUpZLKxdgH1Hyc_aLgEJKWQ8bbt0R5mRCVRIw12tJ_EOZP3rISUDv6uduEsw8EbeFCy-Arw$)]  
]

ref:\_00DA09j8L\_5002I2aGbnz:ref

Re: Ca [REDACTED] 2019 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L\_5002I2aGbnz:ref ]

Message Date 10/28/2022 8:36 AM

Has Attachment

Email Address nissanmatt@msn.com

Status Read

Subject Re: Case 47420544; 2019 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L\_5002I2aGbnz:ref ]

Text

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

Sent: Friday, October 28, 2022 6:56:36 AM

To: nissanma [REDACTED] <nissanmatt@msn.com>

Subject: Case [REDACTED] 2019 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L\_5002I2aGbnz:ref ]

Thank you for the question.

**TECH LINE Recommendations:**

With all glow plugs removed and manually turning the engine, this should alleviate compression pressures adequately any hydro-lock condition should be able to be overcome – if that were our root cause.

TECH LINE recommends to proceed as planned.

Have a good weekend, Matthew.

Thank you,

---

Steve C

TECH LINE

**Updating a TECH LINE Case:**

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Case # [REDACTED]

Date Created: 10/21/2022

Customer name: DENNIS DILLON NISSAN

VIN: 1N6BA1F [REDACTED]

Mileage: 81,935

Dealer code: 2150

Dealer name: DENNIS DILLON NISSAN

Customer's Concerns:  
ENGINE STALLED WILL NOT START

Technician Findings:  
ENGINE APPEARS TO BE LOCKED UP. CLEANED BATT POSTS, THAT WERE VERY BAD, HAS NEW BATTERIES. NO CODES ARE STORED. WONDERING BEST APPROACH FOR POWERTRAIN, REMOVE OIL PAN? ATTEMPTED TO TURN OVER BY HAND IT WILL NOT.:

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ref:\_00DA09j8L\_5002I2aGbnz:ref

Cas [REDACTED] 2019 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L\_5002I2aGbnz:ref ]

Message Date 10/28/2022 7:56 AM  
Has Attachment   
Email Address nissanmatt@msn.com  
Status Sent  
Subject Cas [REDACTED] 2019 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L\_5002I2aGbnz:ref ]  
Text Body MATTHEW DALE,

TECH LINE's latest case update is below.

TECH LINE Recommendations:

Hello again, Matthew—  
Thank you for the question.

With all glow plugs removed and manually turning the engine, this should alleviate compression pressures adequately any hydro-lock condition should be able to be overcome – if that were our root cause.

TECH LINE recommends to proceed as planned.

Have a good weekend, Matthew.

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

Thank you,

\_\_\_\_\_  
Steve C

TECH LINE

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**Case #** [REDACTED]  
**Date Created:** 10/21/2022  
**Customer name:** DENNIS DILLON NISSAN  
**VIN:** 1N6BA1 [REDACTED]

**Mileage:** 81,935

**Dealer code:** 2150

**Dealer name:** DENNIS DILLON NISSAN

**Customer's Concerns:**  
**ENGINE STALLED WILL NOT START**

**Technician Findings:**  
**ENGINE APPEARS TO BE LOCKED UP. CLEANED BATT POSTS, THAT WERE VERY BAD, HAS NEW BATTERIES. NO CODES ARE STORED. WONDERING BEST APPROACH FOR POWERTRAIN, REMOVE OIL PAN? ATTEMPTED TO TURN OVER BY HAND IT WILL NOT.:**

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**Re: Case [REDACTED] 2019 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L\_5002I2aGbnz:ref ]**

Message Date 10/28/2022 7:51 AM

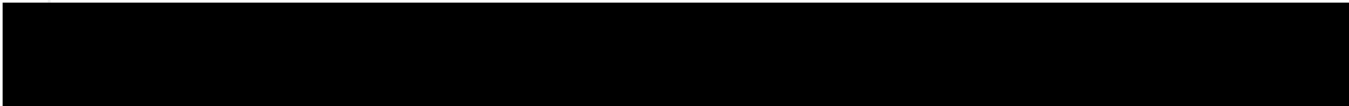
Has Attachment

Email Address nissanmatt@msn.com

Status Read

Subject Re: Case 47420544; 2019 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L\_5002I2aGbnz:ref ]

Text Body Do you agree, that with glow plugs out, turning engine over would force any liquid intrusion out?



**From:** TECH LINE Email to Case <techlinesfdc@nissan-usa.com>  
**Sent:** Friday, October 28, 2022 6:42:39 AM  
**To:** nissanmatt@msn.com <nissanmatt@msn.com>  
**Subject:** Case [REDACTED] 2019 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L\_5002I2aGbnz:ref ]

Thank you very much for the case update.

**TECH LINE Recommendations:**

Please keep us posted on your progress and results; we look forward to resolving this case with you.

Have a good weekend, Matthew.

Thank you,

---

Steve C

**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: 10/21/2022  
Customer name: DENNIS DILLON NISSAN  
VIN: 1N6B [REDACTED]

Mileage: 81,935

Dealer code: 2150

Dealer name: DENNIS DILLON NISSAN

**Customer's Concerns:**  
**ENGINE STALLED WILL NOT START**

**Technician Findings:**  
**ENGINE APPEARS TO BE LOCKED UP. CLEANED BATT POSTS, THAT WERE VERY BAD, HAS NEW BATTERIES. NO CODES ARE STORED. WONDERING BEST APPROACH FOR POWERTRAIN, REMOVE OIL PAN? ATTEMPTED TO TURN OVER BY HAND IT WILL NOT.:**

**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.

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ref:\_00DA09j8L.\_5002I2aGbnz:ref

C [REDACTED] 2019 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L.\_5002I2aGbnz:ref ]

Message Date 10/28/2022 7:42 AM

Has Attachment

Email Address nissanmatt@msn.com

Status Sent

Subject Case [REDACTED] 2019 Titan XD; Engine will not rotate - A61D [ ref:\_00DA09j8L.\_5002I2aGbnz:ref ]

Text Body MATTHEW DALE,

TECH LINE's latest case update is below.

TECH LINE Recommendations:

Good morning, Matthew—  
Thank you very much for the case update.

Please keep us posted on your progress and results; we look forward to resolving this case with you.

Have a good weekend, Matthew.

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

Thank you,

---

Steve C

TECH LINE

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Case [REDACTED]  
Date Created: 10/21/2022  
Customer name: DENNIS DILLON NISSAN  
VIN: 1N6BA1F4 [REDACTED]

Mileage: 81,935

Dealer code: 2150

Dealer name: DENNIS DILLON NISSAN

Customer's Concerns:  
ENGINE STALLED WILL NOT START

Technician Findings:  
ENGINE APPEARS TO BE LOCKED UP. CLEANED BATT POSTS, THAT WERE VERY BAD, HAS NEW BATTERIES. NO CODES ARE STORED. WONDERING BEST APPROACH FOR POWERTRAIN, REMOVE OIL PAN? ATTEMPTED TO TURN OVER BY HAND IT WILL NOT.:

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Re: Case [REDACTED] 2019 Titan XD; Engine will not rotate -A61-Diesel- [ ref:\_00DA09j8L\_5002I2aGbnz:ref ]

Message Date 10/27/2022 5:24 PM  
Has Attachment   
Email Address nissanmatt@msn.com  
Status Read  
Subject Re: Case 47420544; 2019 Titan XD; Engine will not rotate -A61-Diesel- [ ref:\_00DA09j8L\_5002I2aGbnz:ref ]  
Text Body removed glow plugs and egr cooler, engine still will not turn over. proceeding with long block auth procedures. thank you

From: TECH LINE Email to Case <techlinesfdc@nissan-usa.com>  
Sent: Thursday, October 27, 2022 9:13 AM  
To: nissanmatt@msn.com <nissanmatt@msn.com>  
Subject: Case [REDACTED] 2019 Titan XD; Engine will not rotate -A61-Diesel- [ ref:\_00DA09j8L\_5002I2aGbnz:ref ]

Thank you for contacting TECH LINE this morning; it was good to speak with you regarding this case.

**TECH LINE Recommendations:**

As we discussed, TECH LINE recommends to remove the intake manifold and all glow plugs to vent the cylinders. With glow plugs removed, please attempt to turn the engine by hand.

If the engine turns by hand with cylinders vented, please inspect for a hydro-lock condition from any cylinder.

If the engine still does not turn by hand with the cylinders vented, please replace the long engine for this concern.

Please update the case with your progress and findings.

If you have any additional questions or require any further assistance, please feel free to reply to this email and TECH LINE will be glad to support you.

Have a good day, Matthew.

Thank you,

---

Steve C

TECH LINE

Updating a TECH LINE Case:

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Case [REDACTED]  
Date Created: 10/21/2022  
Customer name: DENNIS DILLON NISSAN  
VIN: 1N6BA1F[REDACTED]

Mileage: 81,935

Dealer code: 2150

Dealer name: DENNIS DILLON NISSAN

Customer's Concerns:  
ENGINE STALLED WILL NOT START

Technician Findings:  
ENGINE APPEARS TO BE LOCKED UP. CLEANED BATT POSTS, THAT WERE VERY BAD, HAS NEW BATTERIES. NO CODES ARE STORED. WONDERING BEST APPROACH FOR POWERTRAIN, REMOVE OIL PAN? ATTEMPTED TO TURN OVER BY HAND IT WILL NOT.:

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Cas [REDACTED] 019 Titan XD; Engine will not rotate -A61-Diesel- [ ref:\_00DA09j8L\_5002I2aGbnz:ref ]

---

Message Date 10/27/2022 10:13 AM

Has Attachment

Email Address nissanmatt@msn.com

Status Sent

Subject Case [REDACTED] 019 Titan XD; Engine will not rotate -A61-Diesel- [ ref:\_00DA09j8L\_5002I2aGbnz:ref ]

Text Body MATTHEW DALE,

TECH LINE's latest case update is below.

TECH LINE Recommendations:

Matthew—

Thank you for contacting TECH LINE this morning; it was good to speak with you regarding this case.

As we discussed, TECH LINE recommends to remove the intake manifold and all glow plugs to vent the cylinders. With glow plugs removed, please attempt to turn the engine by hand.

If the engine turns by hand with cylinders vented, please inspect for a hydro-lock condition from any cylinder.

If the engine still does not turn by hand with the cylinders vented, please replace the long engine for this concern.

Please update the case with your progress and findings.

If you have any additional questions or require any further assistance, please feel free to reply to this email and TECH LINE will be glad to support you.

Have a good day, Matthew.

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

Thank you,

---

Steve C

TECH LINE

Updating a TECH LINE Case:

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Case #: [REDACTED]

Date Created: 10/21/2022

Customer name: DENNIS DILLON NISSAN

VIN: 1N6BA1F [REDACTED]

Mileage: 81,935

Dealer code: 2150

Dealer name: DENNIS DILLON NISSAN

Customer's Concerns:  
ENGINE STALLED WILL NOT START

Technician Findings:  
ENGINE APPEARS TO BE LOCKED UP. CLEANED BATT POSTS, THAT WERE VERY BAD, HAS NEW BATTERIES. NO CODES ARE STORED. WONDERING BEST APPROACH FOR POWERTRAIN, REMOVE OIL PAN? ATTEMPTED TO TURN OVER BY HAND IT WILL NOT.:

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Re: Cas [REDACTED] 2019 Titan XD; Engine will not rotate -A61-Diesel- [ ref:\_00DA09j8L\_5002I2aGbnz:ref ]

Message Date 10/26/2022 4:33 PM

Has Attachment

Email Address nissanmatt@msn.com

Status Read

Subject Re: Case 47420544; 2019 Titan XD; Engine will not rotate -A61-Diesel- [ ref:\_00DA09j8L\_5002I2aGbnz:ref ]

Text Body in the process of pulling oil pan. engine turns over appx 4 inches then 4 inches the opposite way before seizing. your thoughts?

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

Sent: Friday, October 21, 2022 5:00 PM

To: nissanmatt@msn.com <nissanmatt@msn.com>

Subject: Case 47420544; 2019 Titan XD; Engine will not rotate -A61-Diesel- [ ref:\_00DA09j8L\_5002I2aGbnz:ref ]

My name is William and I will be assisting you with this case.

Depending on the source.

Most of the time the engine can be rotated in reverse direction.

We can try moving the flywheel as well.

But if the engine will not turn at all.

Removing the pan and inspecting would be the next step to determine why it will not rotate.

Different reasons why an engine will not rotate:

Trauma to Crankshaft, Camshaft, timing chains, bearings, etc.

Inspect for aftermarket items like programmers or removed after treatment.

We have seen some programmers cause trauma to the camshafts or crankshaft.

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

Thank you,

William.

TECH LINE

Updating a TECH LINE Case:

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Case [REDACTED]  
Date Created: 10/21/2022  
Customer name: DENNIS DILLON NISSAN  
VIN: 1N6BA1F4 [REDACTED]

Mileage: 81,935

Dealer code: 2150

Dealer name: DENNIS DILLON NISSAN

Customer's Concerns:  
ENGINE STALLED WILL NOT START

Technician Findings:  
ENGINE APPEARS TO BE LOCKED UP. CLEANED BATT POSTS, THAT WERE VERY BAD, HAS NEW BATTERIES. NO CODES ARE STORED. WONDERING BEST APPROACH FOR POWERTRAIN, REMOVE OIL PAN? ATTEMPTED TO TURN OVER BY HAND IT WILL NOT:

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[REDACTED]

ref:\_00DA09j8L.\_5002I2aGbnz:ref

Re: [REDACTED] 19 Titan XD; Engine will not rotate -A61-Diesel- [ ref:\_00DA09j8L.\_5002I2aGbnz:ref ]

Message Date 10/21/2022 6:02 PM

Has Attachment

Email Address nissanmatt@msn.com

Status Read

Subject Re: Ca [REDACTED] 2019 Titan XD; Engine will not rotate -A61-Diesel- [ ref:\_00DA09j8L.\_5002I2aGbnz:ref ]

Text Body Thank you

**From:** TECH LINE Email to Case <techlinesfdc@nissan-usa.com>  
**Sent:** Friday, October 21, 2022 5:00 PM  
**To:** nissanmatt@msn.com <nissanmatt@msn.com>  
**Subject:** Case 47420544; 2019 Titan XD; Engine will not rotate -A61-Diesel- [ ref: 00DA09j8L. 5002I2aGbnz:ref ]

**My name is William and I will be assisting you with this case.**

**Depending on the source.**

**Most of the time the engine can be rotated in reverse direction.**

**We can try moving the flywheel as well.**

**But if the engine will not turn at all.**

**Removing the pan and inspecting would be the next step to determine why it will not rotate.**

**Different reasons why an engine will not rotate:**

**Trauma to Crankshaft, Camshaft, timing chains, bearings, etc.**

**Inspect for aftermarket items like programmers or removed after treatment.**

**We have seen some programmers cause trauma to the camshafts or crankshaft.**

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

Thank you,

William.

TECH LINE

Updating a TECH LINE Case:

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**From ASIST, Select TECH LINE Support Request, Enter your dealer code and select Update a Case.**

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Case

Date Created: 10/21/2022

Customer name: DENNIS DILLON NISSAN

VIN: 1N6BA1F

Mileage: 81,935

Dealer code: 2150

Dealer name: DENNIS DILLON NISSAN

Customer's Concerns:

ENGINE STALLED WILL NOT START

**Technician Findings:**

**ENGINE APPEARS TO BE LOCKED UP. CLEANED BATT POSTS, THAT WERE VERY BAD, HAS NEW BATTERIES. NO CODES ARE STORED. WONDERING BEST APPROACH FOR POWERTRAIN, REMOVE OIL PAN? ATTEMPTED TO TURN OVER BY HAND IT WILL NOT.:**

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ref:\_00DA09j8L\_5002I2aGbnz:ref

**Ca [REDACTED] 019 Titan XD; Engine will not rotate -A61-Diesel- [ ref:\_00DA09j8L\_5002I2aGbnz:ref ]**

Message Date 10/21/2022 6:00 PM

Has Attachment

Email Address nissanmatt@msn.com

Status Sent

Subject Case 47420544; 2019 Titan XD; Engine will not rotate -A61-Diesel- [ ref:\_00DA09j8L\_5002I2aGbnz:ref ]

Text Body MATTHEW DALE,

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

**TSS Recommendation:**

**My name is William and I will be assisting you with this case.**

**Depending on the source,**

**Most of the time the engine can be rotated in reverse direction.**

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**But if the engine will not turn at all.**

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**Trauma to Crankshaft, Camshaft, timing chains, bearings, etc.**

**Inspect for aftermarket items like programmers or removed after treatment.**

**We have seen some programmers cause trauma to the camshafts or crankshaft.**

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

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

**Thank you,**

\_\_\_\_\_

**William,**

**TECH LINE**

**Updating a TECH LINE Case:**

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Case [REDACTED]  
Date Created: 10/21/2022  
Customer name: DENNIS DILLON NISSAN  
VIN: 1N6BA1F [REDACTED]

**Mileage: 81,935**

**Dealer code: 2150**

**Dealer name: DENNIS DILLON NISSAN**

**Customer's Concerns:  
ENGINE STALLED WILL NOT START**

**Technician Findings:  
ENGINE APPEARS TO BE LOCKED UP. CLEANED BATT POSTS, THAT WERE VERY BAD, HAS NEW BATTERIES. NO CODES ARE STORED. WONDERING BEST APPROACH FOR POWERTRAIN, REMOVE OIL PAN? ATTEMPTED TO TURN OVER BY HAND IT WILL NOT.**

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**Case Comments**

2/27/2023 11:01 AM	2/22/2023 7:27 AM
<p>User <b>Joshua Bredeson</b></p> <p>Public <input checked="" type="checkbox"/></p> <p>Comment <b>Inbound call</b> After repairing oil leak from dipstick tube and fuel leak form return hose to stage 2 filter housing completed stationary regen. Now soot load reading is 4gms Advised to test drive and verify no DTCs return.</p> <p><b>Recommendation</b> Thanks for taking the time to speak to us today, Matt. Based on our conversation today we discussed the leak repairs made successfully and the stationary regen completed. Since our soot load now is below 10 grams measured lets test drive the vehicle thoroughly and see if the P0420 returns. If you need further assistance feel free to reach out to us anytime and we will be glad to answer any questions you</p>	<p>User <b>Joshua Bredeson</b></p> <p>Public <input checked="" type="checkbox"/></p> <p>Comment <b>Recommendation</b> You are welcome Matthew, have a great day!</p> <hr/> <p>2/22/2023 7:08 AM</p> <p>User <b>Joshua Bredeson</b></p> <p>Public <input checked="" type="checkbox"/></p> <p>Comment <b>Recommendation</b> Good morning Matthew An oil leak will definitely need to be resolved and diesel oil can contain fuel as well or have a strong fuel odor. Let's repair the leaks and then stationary regen. If we still have restrictions or the P0420 then DPF replacement is recommended. Keep me posted.</p>

may have.  
Have a great day!

2/21/2023 7:25 AM

User Joshua Bredeson

Public

Comment Recommendation  
You are welcome Matthew.

2/22/2023 7:26 AM

User Joshua Bredeson

Public

Comment Email reply  
Thank you. I appreciate you. Have a good day

2/21/2023 7:16 AM

User Joshua Bredeson

Public

Comment Recommendation  
Good question Matthew!  
The EGR cooler is a known source of coolant leaks on this engine and there is a TECH TALK article on testing the EGR cooler that can be found by searching in ASIST under 2016 Titan and searching "EGR" in the keyword search bar.  
If we find the cooler is leaking, then yes replacement is recommended.  
We should still focus on the fuel leak before running the engine more than necessary.  
Keep me posted on your results.

2/22/2023 7:06 AM

User Joshua Bredeson

Public

Comment Email reply  
so, i found a hole in the dipstick tube, i would venture to say there is more than normal back pressure with the dpf in the condition its in? im also going to replace the 2 back steel hp fuel lines and return line and seals to be sure. i thought i would do this and then do a manual regen. your thoughts?  
  
p.s. i know there was diesel fuel in the mess on v/c.

2/21/2023 6:53 AM

User Joshua Bredeson

Public

Comment Recommendation  
Thank you for the update and photos Matthew.  
In my opinion that will not be resolved with a regen. TECH LINE's recommendation is to replace the DPF and then let's repeat the DTC confirmation for the P0420 and diagnose further.  
If you need further assistance feel free to reach out to us anytime and we will be glad to answer any questions you may have.  
Have a great day!

2/21/2023 7:24 AM

User Joshua Bredeson

Public

Comment Email reply  
Thank you, so much

2/21/2023 7:10 AM

User Joshua Bredeson

Public

Comment Email reply  
Thank you. I am still unable to locate the source of the fuel leak. It seems to only leak when being driven. I have not did the baby powder procedure.  
Do you think the egg cooler should be replaced?

2/20/2023 11:31 AM

User Joshua Bredeson

Public

Comment Inbound call  
Tech has repeat P0420 and slight fuel leak at rear of drivers side valve cover- near EGR pressure sensor and rear injector  
Advised to isolate fuel leak before proceeding any further for testing

2/21/2023 6:51 AM

User Joshua Bredeson

Public

Comment Email reply  
this is my dpf, do you think a regen will clean this up?

2/20/2023 7:39 AM

User Joe Sabba

Public

Comment Thank you for the inquiry.  
TECH LINE Phone lines are open for incoming calls most weekdays 7am-4pm CST.

Comment Recommendation  
Thanks for taking the time to speak to us today, Matthew  
Based on our conversation today we discussed the repair of this fuel leak is the primary focus at this point.  
Once we get that resolved we can move on to the P0420 and performing a stationary regen and seeing if this changes the soot load to under 10grams.  
If the regen does not lower the soot load then replacement of the DPF is recommended next.  
If you need further assistance feel free to reach out to us anytime and we will be glad to answer any questions you may have.  
Have a great day!

2/20/2023 7:21 AM

User Joe Sabba

Public

Comment Thank you for the update.  
The ESM recommended diagnostic testing for P0420 also has us inspect for excessive exhaust vapors.  
Did we complete these inspections previously?  
Considering our previous/recent Long Engine replacement, this inspection should not be skipped.  
When replacing the Fuel System it appears we had difficulty writing the Injector Codes.  
Did we eventually write the necessary codes to the ECM?  
What is the current ECM ROM?  
(This is the alpha-numeric code/part number boxed next to "ECM" when the All System DTC Data is printed)  
If concern cannot be isolated and ECM is up-to-date,

2/20/2023 7:38 AM

User Joe Sabba

Public

Comment TECH REPLIED: As soon as I get to work, I will get thos info. Thank you. Can I call you at that time?

2/20/2023 7:00 AM

replacement of SCR & DPF Temp Sensors is recommended.  
If any additional assistance is desired, please reach out.

User Joe Sabba  
Public

TECH REPLIED: im unable to locate fuel leak. i have did fuel leak test several times, after washing affected area, (rear of drivers side valve cover area. i dont understand why its not being revealed.  
i dont really have "test records of last visit. i just inspected for exhaust leaks, and condemned catalyst per recommendation.

2/17/2023 3:28 PM

User Joe Sabba  
Public

Comment Thank you for the update.  
Please send photos of Fuel Leak.  
Please also provide the results of your previously completed P0420 tests/inspections.

User Joe Sabba

2/17/2023 3:28 PM  
User Joe Sabba  
Public

Comment TECH REPLIED: Yes, i replaced the catalyst. do you think the fuel leak will create P0420?

2/17/2023 2:59 PM

User Joe Sabba  
Public

Comment Thank you for the update.  
Was the Catalyst replaced previously/recently?  
If not, please implement the ESM recommended diagnostic testing/inspections for P0420.  
If the Catalyst has been replaced, please provide the results of previous inspections.  
Keep us posted.

2/17/2023 2:35 PM

User Joe Sabba  
Public

Comment TECH REPLIED: so, i have gotten this one back, after catalyst. i see fuel leak drivers side v/c area, working on diag now, but, im still getting P0420. thoughts?

2/2/2023 12:09 PM

User Joe Sabba  
Public

Comment Thank you for the update.  
Any warranty related inquiries should be forwarded to your Dealer Warranty Admin.  
If any additional diagnostic assistance is desired, please reach out.

2/2/2023 12:08 PM

User Joe Sabba  
Public

Comment TECH REPLIED: i feel like vehicle was not driven far enough or long enough to cause anything. Customer is trying to get help with costs, being it is out of warranty. do i contact powertrain?

2/2/2023 11:29 AM

User Joe Sabba  
Public

Comment Thank you for the inquiry.  
Considering our previous Fuel System concerns, this could be related.  
Please proceed with ESM recommended diagnostic tests/inspections.  
If any additional assistance is desired, please reach out.

2/2/2023 11:27 AM

User Joe Sabba  
Public

Comment TECH REPLIED: I got this one back with P0420. do you think this related to our previous concerns and repairs?

12/8/2022 2:49 PM

User Devin Boelman  
Public

Comment Incoming call:

Long engine replaced.  
Fuel system replaced.  
Attempting to register injector values.  
Tech link  
Unable to write any of the injector codes.

TSS Recommendation:

Thank you for your time on the phone today.  
As discussed, let's try another consult.  
If no luck there let's try to roll back the consult to an earlier version and see if that will help us.  
Rollback C3  
Please refer to the following video as a guide to roll back consult: <https://youtu.be/AvzAP05qGI4> or this file location to start the version down  
C:\Asist\tools\C3\C3Plus\SV(xx).(xx),00\Setup.exe  
"xx"s being the versions lowest number.

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

11/21/2022 1:52 PM

User Joe Sabba  
Public

-INCOMING CALL-

Thank you for working with us today.

As discussed:  
Copious amount of Metal Debris noted on Fuel Pressure relief valve.  
Debris also noted on previously installed HP Fuel Pump Actuator.

Moving forward:  
Fuel System replacement recommended.  
Comprehensive part list can be found in NTB16-125a.  
If any additional assistance is desired, please do not hesitate to reach out.

11/21/2022 11:47 AM

User Joe Sabba  
Public

Comment TECH REPLIED: would you inspect fuel rail for metal first?? would injectors being mixed create my concern?

11/21/2022 11:03 AM

User Joe Sabba  
Public

Have a great rest of your day, Matthew.

Comment TECH REPLIED: Am i correct in saying, to input injector id's, injectors need to come out and numbers read off each injector?

11/21/2022 11:48 AM

11/21/2022 7:25 AM

User Joe Sabba  
Public   
Comment Thank you for the inquiry. You can complete whatever recommendation you would like first. If we note any debris in the fuel system, the current injector codes will be irrelevant as they will need to be replaced.

User Steven Cooke  
Public   
TECH LINE Recommendations:  
  
Good morning, Matthew— Thank you for the case update.  
  
After long engine replacement, we are experiencing an extended crank of about 4 seconds at times.

11/21/2022 11:04 AM

User Joe Sabba  
Public   
Comment Thank you for the inquiry. The Codes are scribed on each injector. In some instances a small mirror can be used to verify. However if they cannot be viewed in that manner they will need to be removed to verify.

First, TECH LINE would like to clarify if the concern occurs only under certain conditions or seems to be random and can occur at any time. For example, does the extended crank only occur during a COLD start? Does extended cranking occur after a restart? Does extended cranking occur only after engine reaches operating temperatures?

11/21/2022 9:30 AM

User Joe Sabba  
Public   
-INCOMING CALL-  
  
Thank you for working with us today.  
  
As discussed:  
Concern will occur with Engine HOT/COLD after 15-20 OFF.  
RTCV Calibration completed, no change.  
Injectors were not replaced, ECM not replaced.  
  
Moving forward:  
If there is a possibility our Injectors did not end up in the same location as the original Engine, Codes will need to be written.  
We can try swapping MAF with a Known Good Vehicle and verifying Air Filter quality.  
Additionally, we may want to remove the Fuel Pressure Relief Valve for debris inspection.  
If any additional assistance is desired, please do not hesitate to reach out.

Are there any DTCs setting at this time?  
  
COLD start delay could be a result of glow plugs bringing the combustion chambers to temperature. If the extended crank occurs at different times, the delay will likely be related to another concern.

Comment TECH LINE would like to ensure that the new fuel injector adjustment values have been input to the ECM after engine replacement. This may influence the engine's initial fueling.

Next, please complete Rotary Turbine Control Valve (RTCV) Hysteresis in ECM Active Test. Cycle the key OFF for 2 minutes after the Active Test then complete RTCV Calibration under Work Support.

As far as lift pump performance, we can monitor the Data Monitor value using CONSULT (C3+) and observing FUEL SPLY PRESS and FUEL SPLY PRESS V. ESM provides specs of 450 – 700kPa and 0 – 5.0V, respectively.  
.....  
► Please report your readings.

11/21/2022 7:25 AM

User Steven Cooke  
Public   
Technician's SUMMARY:  
  
I have completed long block replacement, There is now an extended crank at times; approx, 4 seconds before engine starts. Your thoughts?  
I just replaced both fuel filters; I found a very small amount of metal particles in 1st stage fuel filter housing, but none in 2nd stage housing.  
Is 4 seconds considered a normal issue? Lift pump?

Please keep us posted on your results; we look forward to resolving this case with you.

Have a good day, Matthew.

10/28/2022 7:56 AM

10/28/2022 7:56 AM

User Steven Cooke  
Public   
Technician's SUMMARY:  
  
Do you agree, that with glow plugs out, turning engine over would force any liquid intrusion out?

User Steven Cooke  
Public   
TECH LINE Recommendations:  
  
Hello again, Matthew— Thank you for the question.

Comment With all glow plugs removed and manually turning the engine, this should alleviate compression pressures adequately any hydro-lock condition should be able to be overcome – if that were our root cause.

TECH LINE recommends to proceed as planned.

Have a good weekend, Matthew.

10/28/2022 7:42 AM

User **Steven Cooke**  
Public   
Technician's SUMMARY:  
Comment **Removed glow plugs and EGR cooler, engine still will not turn over. Proceeding with long block auth procedures. Thank you.**

**10/27/2022 10:12 AM**

User **Steven Cooke**  
Public   
Comment **TECH LINE received incoming call from Technician [10/27/2022, 08:50 MDT/09:50 CDT]  
Customer states engine quit running while driving. Technician finds engine does not crank. Technician finds engine does not turn manually at the crank pulley. Removing the engine oil pan, Technician finds clean pan with no debris.**

**10/24/2022 7:00 AM**

User **William Spencer**  
Public   
Comment **Email Received:  
Thank you**

**10/21/2022 5:51 PM**

User **Survey Site Guest User**  
Public   
Comment **Customer Comments: ENGINE STALLED WILL NOT START  
□Technician Findings: ENGINE APPEARS TO BE LOCKED UP. CLEANED BATT POSTS, THAT WERE VERY BAD, HAS NEW BATTERIES. NO CODES ARE STORED. WONDERING BEST APPROACH FOR POWERTRAIN, REMOVE OIL PAN? ATTEMPTED TO TURN OVER BY HAND IT WILL NOT.  
□Repairs Made: NONE  
□Verified: Yes  
□Question for TECH LINE: Can you help me find information?**

**10/28/2022 7:42 AM**

User **Steven Cooke**  
Public   
Comment **TECH LINE Recommendations:  
Good morning, Matthew—  
Thank you very much for the case update.  
Please keep us posted on your progress and results; we look forward to resolving this case with you.  
Have a good weekend, Matthew.**

**10/27/2022 10:12 AM**

User **Steven Cooke**  
Public   
Comment **TECH LINE Recommendations:  
Matthew—  
Thank you for contacting TECH LINE this morning; it was good to speak with you regarding this case.  
As we discussed, TECH LINE recommends to remove the intake manifold and all glow plugs to vent the cylinders. With glow plugs removed, please attempt to turn the engine by hand.  
If the engine turns by hand with cylinders vented, please inspect for a hydro-lock condition from any cylinder.  
If the engine still does not turn by hand with the cylinders vented, please replace the long engine for this concern.  
Please update the case with your progress and findings. If you have any additional questions or require any further assistance, please feel free to reply to this email and TECH LINE will be glad to support you.  
Have a good day, Matthew.**

**10/27/2022 10:12 AM**

User **Steven Cooke**  
Public   
Comment **Technician's SUMMARY:  
In the process of pulling oil pan; engine turns over appx 4 inches then 4 inches the opposite way before seizing. Your thoughts?**

**10/21/2022 5:58 PM**

User **William Spencer**  
Public   
Comment **TSS Recommendation:  
My name is William and I will be assisting you with this case.  
Depending on the source,  
Most of the time the engine can be rotated in reverse direction.  
We can try moving the flywheel as well.  
But if the engine will not turn at all.  
Removing the pan and inspecting would be the next step to determine why it will not rotate.  
Different reasons why an engine will not rotate:  
Trauma to Crankshaft, Camshaft, timing chains, bearings, etc.  
Inspect for aftermarket items like programmers or removed after treatment.**

We have seen some programmers cause trauma to the camshafts or crankshaft.

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

## Case History

**2/27/2023 11:03 AM**

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User **Joshua Bredeson**  
Action **Changed Status from Caller In Queue to Pending Dealer Reply.**

**2/27/2023 10:55 AM**

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User **ATOS Integration User**  
Action **Changed Reopen Date from 2/22/2023 7:15 AM to 2/27/2023 10:55 AM. Changed Status from Pending Dealer Reply to Caller In Queue.**

**2/22/2023 8:05 AM**

---

User **Joshua Bredeson**  
Action **Changed Status from Pending TECH LINE to Pending Dealer Reply.**

**2/22/2023 7:15 AM**

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User **Managed Services**  
Action **Changed Reopen Date from 2/21/2023 5:36 PM to 2/22/2023 7:15 AM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

**2/22/2023 7:10 AM**

---

User **Joshua Bredeson**  
Action **Changed Status from Pending TECH LINE to Pending Dealer Reply.**

**2/21/2023 5:36 PM**

---

User **Managed Services**  
Action **Changed Reopen Date from 2/21/2023 7:18 AM to 2/21/2023 5:36 PM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

**2/21/2023 7:25 AM**

---

User **Joshua Bredeson**  
Action **Changed Status from Pending TECH LINE to Pending Dealer Reply.**

**2/21/2023 7:18 AM**

---

User **Managed Services**  
Action **Changed Reopen Date from 2/21/2023 6:57 AM to 2/21/2023 7:18 AM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

**2/21/2023 7:17 AM**

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User **Joshua Bredeson**  
Action **Changed Status from Pending TECH LINE to Pending Dealer Reply.**

**2/21/2023 6:57 AM**

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User **Managed Services**  
Action **Changed Reopen Date from 2/20/2023 6:07 PM to 2/21/2023 6:57 AM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

**2/21/2023 6:56 AM**

---

User **Joshua Bredeson**  
Action **Changed Status from Pending TECH LINE to Pending Dealer Reply.**

**2/20/2023 6:07 PM**

---

User **Managed Services**  
Action **Changed Reopen Date from 2/20/2023 10:51 AM to 2/20/2023 6:07 PM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

**2/20/2023 11:32 AM**

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User **Joshua Bredeson**  
Action **Changed Status from Caller In Queue to Pending Dealer Reply.**

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**2/20/2023 11:19 AM**

User **Joshua Bredeson**  
Action **Changed Case Owner from Joe Sabba to Joshua Bredeson.**

---

**2/20/2023 10:51 AM**

User **ATOS Integration User**  
Action **Changed Reopen Date from 2/17/2023 3:43 PM to 2/20/2023 10:51 AM. Changed Status from Closed to Caller In Queue.**

---

**2/20/2023 7:42 AM**

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

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**2/17/2023 3:43 PM**

User **Managed Services**  
Action **Changed Reopen Date from 2/17/2023 3:03 PM to 2/17/2023 3:43 PM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

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**2/17/2023 3:29 PM**

User **Joe Sabba**  
Action **Changed Status from Pending TECH LINE to Pending Dealer Reply.**

---

**2/17/2023 3:03 PM**

User **Managed Services**  
Action **Changed Reopen Date from 2/17/2023 1:12 PM to 2/17/2023 3:03 PM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

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**2/17/2023 2:59 PM**

User **Joe Sabba**  
Action **Changed Status from Pending TECH LINE to Pending Dealer Reply.**

---

**2/17/2023 1:12 PM**

User **Managed Services**  
Action **Changed Reopen Date from 2/2/2023 11:39 AM to 2/17/2023 1:12 PM. Changed Status from Closed to Pending TECH LINE.**

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**2/2/2023 12:10 PM**

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

---

**2/2/2023 11:39 AM**

User **Managed Services**  
Action **Changed Reopen Date from 2/2/2023 11:25 AM to 2/2/2023 11:39 AM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

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**2/2/2023 11:30 AM**

User **Joe Sabba**  
Action **Changed Status from Pending TECH LINE to Pending Dealer Reply.**

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**2/2/2023 11:25 AM**

User **Managed Services**  
Action **Changed Reopen Date from 12/8/2022 2:34 PM to 2/2/2023 11:25 AM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

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**12/8/2022 2:49 PM**

User **Devin Boelman**  
Action **Changed Status from Caller In Queue to Pending Dealer Reply.**

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**12/8/2022 2:34 PM**

User **ATOS Integration User**  
Action **Changed Reopen Date from 11/21/2022 2:04 PM to 12/8/2022 2:34 PM. Changed Status from Closed to Caller In Queue.**

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**11/21/2022 2:06 PM**

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

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**11/21/2022 2:04 PM**

User **Managed Services**  
Action **Changed Reopen Date from 11/21/2022 1:44 PM to 11/21/2022 2:04 PM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

---

**11/21/2022 1:53 PM**

User **Joe Sabba**  
Action **Changed Status from Caller In Queue to Pending Dealer Reply.**

---

**11/21/2022 1:44 PM**

User **ATOS Integration User**  
Action **Changed Reopen Date from 11/21/2022 11:50 AM to 11/21/2022 1:44 PM. Changed Status from Closed to Caller In Queue.**

---

**11/21/2022 11:51 AM**

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

---

**11/21/2022 11:50 AM**

User **Managed Services**  
Action **Changed Reopen Date from 11/21/2022 11:10 AM to 11/21/2022 11:50 AM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

---

**11/21/2022 11:49 AM**

User **Joe Sabba**  
Action **Changed Status from Pending TECH LINE to Pending Dealer Reply.**

---

**11/21/2022 11:10 AM**

User **Managed Services**  
Action **Changed Reopen Date from 11/21/2022 10:50 AM to 11/21/2022 11:10 AM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

---

**11/21/2022 11:04 AM**

User **Joe Sabba**  
Action **Changed Status from Pending TECH LINE to Pending Dealer Reply.**

---

**11/21/2022 10:50 AM**

User **Managed Services**  
Action **Changed Reopen Date from 11/21/2022 9:12 AM to 11/21/2022 10:50 AM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

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**11/21/2022 9:30 AM**

User **Joe Sabba**  
Action **Changed Status from Caller In Queue to Pending Dealer Reply.**

---

**11/21/2022 9:25 AM**

User **Joe Sabba**  
Action **Changed Case Owner from Steven Cooke to Joe Sabba.**

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**11/21/2022 9:12 AM**

User **ATOS Integration User**  
Action **Changed Reopen Date from 11/21/2022 7:28 AM to 11/21/2022 9:12 AM. Changed Status from Pending Dealer Reply to Caller In Queue.**

**11/21/2022 7:41 AM**

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User **Steven Cooke**  
Action **Changed Status from Pending TECH LINE to Pending Dealer Reply.**

**11/21/2022 7:28 AM**

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User **Managed Services**  
Action **Changed Reopen Date from 11/18/2022 6:46 PM to 11/21/2022 7:28 AM, Changed Status from Pending Dealer Reply to Pending TECH LINE.**

**11/21/2022 7:24 AM**

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User **Steven Cooke**  
Action **Changed Status from Pending TECH LINE to Pending Dealer Reply.**

**11/18/2022 6:46 PM**

---

User **Managed Services**  
Action **Changed Reopen Date from 10/28/2022 8:36 AM to 11/18/2022 6:46 PM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

**10/28/2022 8:39 AM**

---

User **Steven Cooke**  
Action **Changed Status from Pending TECH LINE to Pending Dealer Reply.**

**10/28/2022 8:36 AM**

---

User **Managed Services**  
Action **Changed Reopen Date from 10/28/2022 7:51 AM to 10/28/2022 8:36 AM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

**10/28/2022 7:55 AM**

---

User **Steven Cooke**  
Action **Changed Status from Pending TECH LINE to Pending Dealer Reply.**

**10/28/2022 7:51 AM**

---

User **Managed Services**  
Action **Changed Reopen Date from 10/27/2022 5:24 PM to 10/28/2022 7:51 AM, Changed Status from Pending Dealer Reply to Pending TECH LINE.**

**10/28/2022 7:37 AM**

---

User **Steven Cooke**  
Action **Changed Status from Pending TECH LINE to Pending Dealer Reply.**

**10/27/2022 5:24 PM**

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User **Managed Services**  
Action **Changed Reopen Date from 10/26/2022 4:33 PM to 10/27/2022 5:24 PM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

**10/27/2022 12:29 PM**

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User **Steven Cooke**  
Action **Changed Subject from Engine will not rotate -A61-Diesel- to Engine will not rotate - A61D, Changed Status from Caller In Queue to Pending Dealer Reply.**

**10/27/2022 9:52 AM**

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User **Steven Cooke**  
Action **Changed Case Owner from William Spencer to Steven Cooke.**

**10/27/2022 9:50 AM**

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User **ATOS Integration User**  
Action **Changed Status from Pending TECH LINE to Caller In Queue.**

**10/26/2022 4:33 PM**

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User **Managed Services**

Action **Changed Reopen Date from 10/21/2022 6:02 PM to 10/26/2022 4:33 PM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

---

**10/24/2022 7:01 AM**

User **William Spencer**

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

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**10/21/2022 6:02 PM**

User **Managed Services**

Action **Changed First Call Resolution from Yes to No. Changed Reopen Date to 10/21/2022 6:02 PM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

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**10/21/2022 5:59 PM**

User **William Spencer**

Action **Changed Subject to Engine will not rotate -A61-Diesel-. Changed Status from Pending TECH LINE to Pending Dealer Reply.**

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**10/21/2022 5:52 PM**

User **William Spencer**

Action **Changed Case Owner from TECH LINE Initial to William Spencer.**

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**10/21/2022 5:51 PM**

User **Survey Site Guest User**

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

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**10/21/2022 5:51 PM**

User **Survey Site Guest User**

Action **Changed Status from Open to Pending TECH LINE. Changed Account Name to DENNIS DILLON NISSAN. Created.**