



Case: [REDACTED]

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

General

Caller Name	CLINT	Dealer	CLEAR LAKE NISSAN
NNAnet user ID	DGLINC31	Contact Name	Clint Glines
Tech Preferred Phone	912817327578	Customer Name	
Tech Preferred Email	clintglines@gmail.com	Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	Michael Lemmons
Repair/Work Order	101000	Mobile Phone	
Job/Line Number	A	Texting Status	
Created Day	Monday		

Incident Information

Customer Comments	C/S VEHICLE NO START	Customer Name	[REDACTED]
Verified	Yes	Vehicle	1N6BA1F [REDACTED]
Question for TECH LINE	Other - Ask Question in Technician Findings	VIN	1N6BA1F [REDACTED]
Service Manual General Section	Engine	Archived VIN Make	
Service Manual Specific Section	Engine Mechanical	Archived VIN Year	2016
Symptom Code Category	Experience/Occurrence	Archived VIN Model	TITAN XD
Symptom	NO CRANK NO START	Incident/RO Date	12/13/2022
When does this concern occur?	ALL TIMES	Calculated Days Down	31
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	NONE	Total Days Down	31
Observed Modifications & Accessories	NONE	Repair Attempts	0
		Current Mileage	96,172
		Vehicle Mileage Prior Value	
		Vehicle Purchased Miles	

Primary DTC

Current DTC ECM P0087 ECM P0335 AIR PRESSURE MONITOR C1706

Past DTC ECM P008A ECM P1615 ECM P1626 IPDM E/R U1000 ALL MODE AWD/4WD P181B

Other DTCs

TECH LINE Information

Subject	Engine seized A61	Resolution Action	
Status	Pending Dealer Reply	Resolution Object	
Confirmed Resolution	Pending	Field Inspection Indicator	<input type="checkbox"/>
Component Code Category	EM Engine Mechanical	NNA Field Inspection Date	
Component Code Issue	EMC CRANKSHAFT & OIL PAN	FSSS	<input type="checkbox"/>
TECH LINE Template	ECC Initial Response	FSSS Date	
TREAD Component	06		
Date/Time Closed	1/13/2023 4:56 PM		
Description			
Recommendation Detail			

DTS Information

DTSM Inspection Date		DTSM Request Type	
DTSM Inspection Date Confirmed?	<input type="checkbox"/>	Inspection Time/Notes	Appointment Time:
Notes for DTSM (Vehicle Concerns)			Notes to Agent:

Contact Information

Name	[REDACTED]	Phone	281-732-7578
Account Name	CLEAR LAKE NISSAN	Mobile	
Contact Type	NNA Dealer Master	Email	cglines@clearlakenissan.com
Title	Service Technician	Email Opt Out	<input type="checkbox"/>
Customer ID.	5733DGLINC31	Reports To	
		Contact Record Type	Contact
		Inactive Contact	<input type="checkbox"/>

Address Information

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

Additional Information

Fax
Home Phone
Work Phone
Description

Lead Source
Birthdate
Department

System Information

Created By NNAETL, 8/29/2018 4:30 AM Contact Owner NNAETL
Last Modified By NNAETL, 3/4/2024 11:48 PM

Activity History

Review Dealer Comment

Name
Task
Due Date 1/17/2023
Assigned To Michael Lemmons
Last Modified Date/Time 1/13/2023 4:54 PM
Comments

Email: Case [REDACTED] 2016 TITAN XD; Engine seized A61 [ref: _00DA09j8L._5002I2d0ebE:ref]

Name
Task
Due Date 1/13/2023
Assigned To Michael Lemmons
Last Modified Date/Time 1/13/2023 4:54 PM
Comments

Additional To: clintglines@gmail.com
CC:
BCC: michael.lemmons@nissan-usa.com
Attachment:

Subject: Case [REDACTED] 2016 TITAN XD; Engine seized A61 [ref: _00DA09j8L._5002I2d0ebE:ref]
Body:
CLINT,
Thank you for the update.

Good job finding the issue.

I agree we should replace the sprocket also.

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

Thank you, _____ Michael L.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: 12/19/2022
Customer name: CLEAR LAKE NISSAN
VIN: 1N6BA1F45[REDACTED] Mileage: 96,172
Dealer code: 5733
Dealer name: CLEAR LAKE NISSAN

Customer's Concerns:
C/S VEHICLE NO START
Technician Findings:
WHEN ATTEMPTING TO START VEHICLE THE STARTER MOTOR ENGAGES BUT ENGINE DOESNT

TURN OVER. ATTEMPTED TO TURN ENGINE BY HAND AT CRANK PULLEY AND IT TURNED LESS THAN 1/4 TURN IN ONE DIRECTION. NOW WILL ONLY MOVE ABOUT 1 INCH EITHER WAY. WHEN TURNING ON THE IGNITION THE HIGH PRESSURE FUEL PUMP IS LEAKING. I CHECKED FOR MOVEMENT IN THE CRANK AND THERE IS MOVEMENT. REMOVED OIL PAN AND FOUND NO METAL OR DAMAGE TO CRANK. DO YOU THINK THE TIMING CHAIN COULD HAVE JUMPED AND DAMAGED THE HIGH PRESSURE FUEL PUMP? WHAT SHOULD I CHECK NEXT?:

This TECH LINE recommendation is given based solely on the information provided by the dealer. TECH LINE bases repair recommendations on time to repair, quality of repair, and ease of repair, regardless of who is paying for the repair or whether or not the vehicle is covered under warranty. Ultimately, it is the responsibility of the dealer to determine whether the work will be performed under warranty, a service contract, goodwill, customer pay, or dealer internal.

This communication may contain information that is proprietary, privileged, confidential, or otherwise legally protected from disclosure, and is intended to be received and read only by certain individuals. If it has been misdirected, or if you suspect you have received this in error, you are not authorized to read, print, retain, copy, or disseminate this message or any part of it. Please notify the sender immediately and delete all copies of the message.

ref:_00DA09j8L._5002I2d0ebE:ref

Email: Case [REDACTED] 2016 TITAN XD; [ref:_00DA09j8L._5002I2d0ebE:ref]

Name
Task
Due Date 12/19/2022
Assigned To Michael Lemmons
Last Modified Date/Time 12/19/2022 9:31 AM
Comments Additional To: clintglines@gmail.com
CC:
BCC: michael.lemmons@nissan-usa.com
Attachment:

Subject: Case 47918274; 2016 TITAN XD; [ref:_00DA09j8L._5002I2d0ebE:ref]

Body:

CLINT,

Thank you for the details of your inspection.

The most common issue we have seen for this engine causing lock up is when the crankshaft separates.

I understand you removed the pan and did not find metal or anything obvious with the crankshaft, but please push side to side against the crank pulley and make sure it does not move.

If there is no evidence of crankshaft separation then before we remove the timing cover lets check if any cylinders are full of fuel or coolant.

Check if the glow plugs can be removed and then try to turn the engine.

If still unable to turn the engine then check if we have an issue with one of the chains in the timing cover.

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

Thank you, _____ Michael L.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: 12/19/2022

Customer name: CLEAR LAKE NISSAN

VIN: 1N6BA1F [REDACTED] Mileage: 96,172

Dealer code: 5733

Dealer name: CLEAR LAKE NISSAN

Customer's Concerns:

C/S VEHICLE NO START

Technician Findings:

WHEN ATTEMPTING TO START VEHICLE THE STARTER MOTOR ENGAGES BUT ENGINE DOESNT

TURN OVER. ATTEMPTED TO TURN ENGINE BY HAND AT CRANK PULLEY AND IT TURNED LESS THAN 1/4 TURN IN ONE DIRECTION. NOW WILL ONLY MOVE ABOUT 1 INCH EITHER WAY. WHEN TURNING ON THE IGNITION THE HIGH PRESSURE FUEL PUMP IS LEAKING. I CHECKED FOR MOVEMENT IN THE CRANK AND THERE IS MOVEMENT. REMOVED OIL PAN AND FOUND NO METAL OR DAMAGE TO CRANK. DO YOU THINK THE TIMING CHAIN COULD HAVE JUMPED AND DAMAGED THE HIGH PRESSURE FUEL PUMP? WHAT SHOULD I CHECK NEXT?:

This TECH LINE recommendation is given based solely on the information provided by the dealer. TECH LINE bases repair recommendations on time to repair, quality of repair, and ease of repair, regardless of who is paying for the repair or whether or not the vehicle is covered under warranty. Ultimately, it is the responsibility of the dealer to determine whether the work will be performed under warranty, a service contract, goodwill, customer pay, or dealer internal.

This communication may contain information that is proprietary, privileged, confidential, or otherwise legally protected from disclosure, and is intended to be received and read only by certain individuals. If it has been misdirected, or if you suspect you have received this in error, you are not authorized to read, print, retain, copy, or disseminate this message or any part of it. Please notify the sender immediately and delete all copies of the message.

ref:_00DA09j8L._5002I2d0ebE:ref

An email was sent to the Caller Name

Name
Task
Due Date
Assigned To **Michael Lemmons**
Last Modified Date/Time **12/30/2022 1:24 AM**
Comments

Emails

Case [REDACTED] **2016 TITAN XD; Engine seized A61 [ref:_00DA09j8L._5002I2d0ebE:ref]**

Message Date **1/13/2023 4:54 PM**
Has Attachment
Email Address [REDACTED]
Status **Sent**
Subject **Case 47918274; 2016 TITAN XD; Engine seized A61 [ref:_00DA09j8L._5002I2d0ebE:ref]**
Text Body **CLINT,**

TECH LINE's latest case update is below.

**Replied to tech:
Thank you for the update.
Good job finding the issue.
I agree we should replace the sprocket also.**

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

Thank you,

Michael L.

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: 12/19/2022
Customer name: CLEAR LAKE NISSAN
VIN: 1N6BA1F45 [REDACTED]

Mileage: 96,172

Dealer code: 5733

Dealer name: CLEAR LAKE NISSAN

Customer's Concerns:
C/S VEHICLE NO START

Technician Findings:

WHEN ATTEMPTING TO START VEHICLE THE STARTER MOTOR ENGAGES BUT ENGINE DOESNT TURN OVER. ATTEMPTED TO TURN ENGINE BY HAND AT CRANK PULLEY AND IT TURNED LESS THAN 1/4 TURN IN ONE DIRECTION. NOW WILL ONLY MOVE ABOUT 1 INCH EITHER WAY. WHEN TURNING ON THE IGNITION THE HIGH PRESSURE FUEL PUMP IS LEAKING. I CHECKED FOR MOVEMENT IN THE CRANK AND THERE IS MOVEMENT. REMOVED OIL PAN AND FOUND NO METAL OR DAMAGE TO CRANK. DO YOU THINK THE TIMING CHAIN COULD HAVE JUMPED AND DAMAGED THE HIGH PRESSURE FUEL PUMP? WHAT SHOULD I CHECK NEXT?:

This TECH LINE recommendation is given based solely on the information provided by the dealer. TECH LINE bases repair recommendations on time to repair, quality of repair, and ease of repair, regardless of who is paying for the repair or whether or not the vehicle is covered under warranty. Ultimately, it is the responsibility of the dealer to determine whether the work will be performed under warranty, a service contract goodwill, customer pay, or dealer internal.

This communication may contain information that is proprietary, privileged, confidential, or otherwise legally protected from disclosure, and is intended to be received and read only by certain individuals. If it has been misdirected, or if you suspect you have received this in error, you are not authorized to read, print, retain, copy, or disseminate this message or any part of it. Please notify the sender immediately and delete all copies of the message.

**Michael Lemmons
Nissan North America, Inc.
Technical Support Specialist, TECH LINE
Michael.Lemmons@nissan-usa.com**

phone: [REDACTED]
fax: +1 615-967-3314

Case [REDACTED] 2016 TITAN XD; [ref:_00DA09j8L._5002I2d0ebE:ref]

Message Date 12/19/2022 9:31 AM

Has Attachment

Email Address [REDACTED]

Status Sent

Subject Cas [REDACTED], 2016 TITAN XD; [ref:_00DA09j8L._5002I2d0ebE:ref]

Text Body CLINT,

TECH LINE's latest case update is below.

Recommendation:

Thank you for the details of your inspection.

The most common issue we have seen for this engine causing lock up is when the crankshaft separates. I understand you removed the pan and did not find metal or anything obvious with the crankshaft, but please push side to side against the crank pulley and make sure it does not move.

If there is no evidence of crankshaft separation then before we remove the timing cover lets check if any cylinders are full of fuel or coolant.

Check if the glow plugs can be removed and then try to turn the engine.

If still unable to turn the engine then check if we have an issue with one of the chains in the timing cover.

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

Thank you,

Michael L.

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: 12/19/2022
Customer name: CLEAR LAKE NISSAN
VIN: 1N6BA1F45 [REDACTED]

Mileage: 96,172

Dealer code: 5733

Dealer name: CLEAR LAKE NISSAN

Customer's Concerns:
C/S VEHICLE NO START

Technician Findings:

WHEN ATTEMPTING TO START VEHICLE THE STARTER MOTOR ENGAGES BUT ENGINE DOESNT TURN OVER. ATTEMPTED TO TURN ENGINE BY HAND AT CRANK PULLEY AND IT TURNED LESS THAN 1/4 TURN IN ONE DIRECTION. NOW WILL ONLY MOVE ABOUT 1 INCH EITHER WAY. WHEN TURNING ON THE IGNITION THE HIGH PRESSURE FUEL PUMP IS LEAKING. I CHECKED FOR MOVEMENT IN THE CRANK AND THERE IS MOVEMENT. REMOVED OIL PAN AND FOUND NO METAL OR DAMAGE TO CRANK. DO YOU THINK THE TIMING CHAIN COULD HAVE JUMPED AND DAMAGED THE HIGH PRESSURE FUEL PUMP? WHAT SHOULD I CHECK NEXT?:

This TECH LINE recommendation is given based solely on the information provided by the dealer. TECH LINE bases repair recommendations on time to repair, quality of repair, and ease of repair, regardless of who is paying for the repair or whether or not the vehicle is covered under warranty. Ultimately, it is the responsibility of the dealer to determine whether the work will be performed under warranty, a service contract goodwill, customer pay, or dealer internal.

This communication may contain information that is proprietary, privileged, confidential, or otherwise legally protected from disclosure, and is intended to be received and read only by certain individuals. If it has been misdirected, or if you suspect you have received this in error, you are not authorized to read, print, retain, copy, or disseminate this message or any part of it. Please notify the sender immediately and delete all copies of the message.

Michael Lemmons
Nissan North America, Inc.
Technical Support Specialist, TECH LINE
Michael.Lemmons@nissan-usa.com
phone: [REDACTED]
fax: +1 615-967-3314

Case Comments

1/13/2023 4:54 PM

User: Michael Lemmons
Public:
Comment: Replied to tech:
Thank you for the update.
Good job finding the issue.
I agree we should replace the sprocket also.

12/19/2022 9:30 AM

User: Michael Lemmons
Public:
Comment: Recommendation:
Thank you for the details of your inspection.
The most common issue we have seen for this engine causing lock up is when the crankshaft separates.
I understand you removed the pan and did not find metal or anything obvious with the crankshaft, but

1/13/2023 3:24 PM

User: Survey Site Guest User
Public:
Comment: I REMOVED THE HIGH PRESSURE PUMP AND FOUND THAT IT LOCKED UP. A LOT OF METAL IN THE FUEL SYSTEM AFTER THE PUMP. THE ENGINE SPINS FREELY NOW. I KNOW I NEED TO REPLACE THE HIGH PRESSURE PUMP AND THE FUEL SYSTEM AFTER THE PUMP BUT SHOULD I REPLACE THE SPROCKET TOO? IT LOOKS LIKE IT SPUN FOR A LITTLE BIT AFTER IT LOCKED UP AND SHEERED THE DOWEL PIN OFF.

12/19/2022 9:06 AM

User: Survey Site Guest User
Public:
Comment: Customer Comments: C/S VEHICLE NO START
 Technician Findings: WHEN ATTEMPTING TO

please push side to side against the crank pulley and make sure it does not move.
If there is no evidence of crankshaft separation then before we remove the timing cover lets check if any cylinders are full of fuel or coolant.
Check if the glow plugs can be removed and then try to turn the engine.
If still unable to turn the engine then check if we have an issue with one of the chains in the timing cover.

START VEHICLE THE STARTER MOTOR ENGAGES BUT ENGINE DOESNT TURN OVER. ATTEMPTED TO TURN ENGINE BY HAND AT CRANK PULLEY AND IT TURNED LESS THAN 1/4 TURN IN ONE DIRECTION. NOW WILL ONLY MOVE ABOUT 1 INCH EITHER WAY. WHEN TURNING ON THE IGNITION THE HIGH PRESSURE FUEL PUMP IS LEAKING. I CHECKED FOR MOVEMENT IN THE CRANK AND THERE IS MOVEMENT. REMOVED OIL PAN AND FOUND NO METAL OR DAMAGE TO CRANK. DO YOU THINK THE TIMING CHAIN COULD HAVE JUMPED AND DAMAGED THE HIGH PRESSURE FUEL PUMP? WHAT SHOULD I CHECK NEXT?

Repairs Made: NONE

Verified: Yes

Current DTC: ECM P0087 ECM P0335 AIR PRESSURE MONITOR C1706

Past DTC: ECM P008A ECM P1615 ECM P1626 IPDM E/R U1000 ALL MODE AWD/4WD P181B

Question for TECH LINE: Other - Ask Question in Technician Findings

Case History

1/13/2023 4:56 PM

User Michael Lemmons

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

1/13/2023 3:24 PM

User Survey Site Guest User

Action Changed First Call Resolution from Yes to No. Changed Reopen Date to 1/13/2023 3:24 PM. Changed Status from Pending Dealer Reply to Pending TECH LINE.

12/19/2022 9:32 AM

User Michael Lemmons

Action Changed Subject to Engine seized A61. Changed Status from Pending TECH LINE to Pending Dealer Reply.

12/19/2022 9:11 AM

User Michael Lemmons

Action Changed Case Owner from TECH LINE Initial to Michael Lemmons.

12/19/2022 9:06 AM

User Survey Site Guest User

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

12/19/2022 9:06 AM

User Survey Site Guest User

Action Changed Status from Open to Pending TECH LINE. Changed Account Name to CLEAR LAKE NISSAN. Created.