



Case: [REDACTED]

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**General**

Caller Name	[REDACTED]	Dealer	NISSAN OF MACOMB
NNAAnet user ID	xd262721	Contact Name	Dave Bedenko
Tech Preferred Phone	915866100475	Customer Name	
Tech Preferred Email	davez280@yahoo.com	Case Record Type	TECH LINE Cases
Preferred Contact Method	Phone	Case Owner	Steven Cooke
Repair/Work Order	118580	Mobile Phone	
Job/Line Number	C	Texting Status	
Created Day	Wednesday		

**Incident Information**

Customer Comments	MOTOR CRANKS BUT NO START	Customer Name	[REDACTED]
Verified	Yes	Vehicle	1N6BA1F4X [REDACTED]
Question for TECH LINE	Can you explain this to me?	VIN	1N6BA1F4X [REDACTED]
Service Manual General Section	Engine	Archived VIN Make	
Service Manual Specific Section	Engine Control System	Archived VIN Year	2018
Symptom Code Category	Experience/Occurrence	Archived VIN Model	TITAN XD
Symptom	MISFIRE	Incident/RO Date	5/16/2023
When does this concern occur?	ALL TIMES	Calculated Days Down	8
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	NONE	Total Days Down	8
Observed Modifications & Accessories	5TH WHEEL SET UP	Repair Attempts	0
		Current Mileage	34,902
		Vehicle Mileage Prior Value	
		Vehicle Purchased Miles	

**Primary DTC**

Current DTC ECM P0700 ECM P0335 TCM P0735

Past DTC ECM P060C ECM P0A0F ECM P2509  
TCU/TELEMATICS B130D ABS U1000**Other DTCs****TECH LINE Information**

<b>Subject</b>	ECM sets P0335, P060C & P2509; crank, no start - A61D	<b>Resolution Action</b>	
<b>Status</b>	Pending Dealer Reply	<b>Resolution Object</b>	
<b>Confirmed Resolution</b>	Pending	<b>Field Inspection Indicator</b>	<input type="checkbox"/>
<b>Component Code Category</b>	EM Engine Mechanical	<b>NNA Field Inspection Date</b>	
<b>Component Code Issue</b>	EMC CRANKSHAFT & OIL PAN	<b>FSSS</b>	<input type="checkbox"/>
<b>TECH LINE Template</b>	ECC Initial Response	<b>FSSS Date</b>	
<b>TREAD Component</b>	06		
<b>Date/Time Closed</b>	5/24/2023 11:08 AM		
<b>Description</b>			
<b>Recommendation Detail</b>			

**DTS Information**

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

**Contact Information**

<b>Name</b>	Dave Bedenko	<b>Phone</b>	<input type="checkbox"/>
<b>Account Name</b>	NISSAN OF MACOMB	<b>Mobile</b>	
<b>Contact Type</b>	NNA Dealer Master	<b>Email</b>	<input type="checkbox"/>
<b>Title</b>	Service Technician	<b>Email Opt Out</b>	<input type="checkbox"/>
<b>Customer ID.</b>	5757XD262721	<b>Reports To</b>	
		<b>Contact Record Type</b>	Contact
		<b>Inactive Contact</b>	<input type="checkbox"/>

**Address Information**

<b>Mailing Address</b>	<b>Other Address</b>
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**Additional Information**

<b>Fax</b>	<b>Lead Source</b>
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Home Phone

Birthdate

Work Phone

Department

Description

### System Information

Created By    NNAETL, 11/1/2019 4:35 AM                      Contact Owner    NNAETL  
 Last Modified By    NNAETL, 3/4/2024 11:49 PM

### Activity History

Email: Cas [REDACTED] 2018 TITAN XD; [ ref:\_00DA09j8L.\_5002I2icPwa:ref ]

Name  
 Task   
 Due Date 5/24/2023  
 Assigned To Steven Cooke  
 Last Modified Date/Time 5/24/2023 11:07 AM  
 Comments **Additional To** [REDACTED]  
**CC:**  
**BCC:** steven.cooke@nissan-usa.com  
**Attachment:**  
  
**Subject:** Case [REDACTED] 018 TITAN XD; [ ref:\_00DA09j8L.\_5002I2icPwa:ref ]  
**Body:**  
 Dave—Thank you for contacting TECH LINE this morning; it was good to speak with you regarding this case.  
  
 TECH LINE Recommendations:  
  
 As we discovered on the call, ENGINE SPEED value did not change in Data Monitor and the crank pulley was found to be wobbling during cranking. Based on this, TECH LINE recommends to remove the lower engine oil pan for inspection and documentation of any debris found in the pan.  
  
 Based on P0335, we may also want to remove the Crankshaft Position (CKP) sensor and inspect for any physical trauma to the sensor.  
  
 TECH LINE recommends to continue with the recommended Diagnosis Procedure for P2509 to confirm ECM connections, power supply and ground circuits. Any engine concerns will NOT cause these DTCs to set.  
  
 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, Dave.  
  
 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: 5/24/2023  
Customer name: NISSAN OF MACOMB  
VIN: 1N6BA1F4X[REDACTED] Mileage: 34,902  
Dealer code: 5757  
Dealer name: NISSAN OF MACOMB

Customer's Concerns:  
MOTOR CRANKS BUT NO START  
Technician Findings:  
NO START WITH CODES:

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.\_5002I2icPwa:ref

### Call

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Name  
Task   
Due Date 5/24/2023  
Assigned To Steven Cooke  
Last Modified Date/Time 5/24/2023 10:37 AM  
Comments

### An email was sent to the Caller Name

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Name  
Task   
Due Date  
Assigned To Steven Cooke  
Last Modified Date/Time 6/4/2023 1:24 AM  
Comments

### Email

Case [REDACTED] 2018 TITAN XD; [ ref:\_00DA09j8L.\_5002I2icPwa:ref ]

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Message Date 5/24/2023 11:07 AM  
Has Attachment   
Email Address [REDACTED]  
Status Sent  
Subject Case [REDACTED] 2018 TITAN XD; [ ref:\_00DA09j8L.\_5002I2icPwa:ref ]  
Text Body DAVE BEDENKO,

TECH LINE's latest case update is below.

**TECH LINE Recommendations:**

**Dave—**

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

As we discovered on the call, ENGINE SPEED value did not change in Data Monitor and the crank pulley was found to be wobbling during cranking. Based on this, TECH LINE recommends to remove the lower engine oil pan for inspection and documentation of any debris found in the pan.

Based on P0335, we may also want to remove the Crankshaft Position (CKP) sensor and inspect for any physical trauma to the sensor.

TECH LINE recommends to continue with the recommended Diagnosis Procedure for P2509 to confirm ECM connections, power supply and ground circuits. Any engine concerns will NOT cause these DTCs to set.

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, Dave.

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

Thank you,

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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: 5/24/2023  
Customer name: NISSAN OF MACOMB  
VIN: 1N6BA1F4 [REDACTED]

Mileage: 34,902

Dealer code: 5757

Dealer name: NISSAN OF MACOMB

Customer's Concerns:  
MOTOR CRANKS BUT NO START

Technician Findings:  
NO START WITH CODES:

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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Steve Cooke | Technical Support Specialist - Aftersales Dealer Support | Nissan Group of the Americas | Phone: 615.223.4955

Case Comments

5/24/2023 11:06 AM

5/24/2023 11:06 AM

User	Steven Cooke	User	Steven Cooke
Public	<input checked="" type="checkbox"/>	Public	<input checked="" type="checkbox"/>
Comment	<p><b>TECH LINE Recommendations:</b></p> <p>Dave— Thank you for contacting TECH LINE this morning; it was good to speak with you regarding this case.</p> <p>As we discovered on the call, ENGINE SPEED value did not change in Data Monitor and the crank pulley was found to be wobbling during cranking. Based on this, TECH LINE recommends to remove the lower engine oil pan for inspection and documentation of any debris found in the pan.</p> <p>Based on P0335, we may also want to remove the Crankshaft Position (CKP) sensor and inspect for any physical trauma to the sensor.</p> <p>TECH LINE recommends to continue with the recommended Diagnosis Procedure for P2509 to confirm ECM connections, power supply and ground circuits. Any engine concerns will NOT cause these DTCs to set.</p> <p>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</p>	Comment	<p>TECH LINE received incoming call from Technician [5/24/2023, 11:08 EST/10:08 CST]</p> <p>Technician has verified the customer concern of crank, no start. On the call, reviewed DTCs and determine P2509 Diagnosis Procedure should be pursued. Noting the CRNT P0335, viewed Data Monitor values during cranking and found NO change in ENGINE SPEED. Technician observed crank pulley during cranking and noted pulley wobbling. Technician to contact PCC for long engine replacement.</p>

email and TECH LINE will be glad to support you.

Have a good day, Dave.

5/24/2023 10:05 AM

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User **Survey Site Guest User**  
Public   
Comment **Customer Comments: MOTOR CRANKS BUT NO START**  
 **Technician Findings: NO START WITH CODES**  
 **Repairs Made: NONE**  
 **Verified: Yes**  
 **Current DTC: ECM P0700 ECM P0335 TCM P0735**  
 **Past DTC: ECM P060C ECM P0A0F ECM P2509**  
**TCU/TELEMATICS B130D ABS U1000**  
 **Question for TECH LINE: Can you explain this to me?**

### Case History

5/24/2023 11:08 AM

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User **Steven Cooke**  
Action **Changed Subject to ECM sets P0335, P060C & P2509; crank, no start - A61D. Changed Status from Caller In Queue to Pending Dealer Reply.**

5/24/2023 10:11 AM

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User **Steven Cooke**  
Action **Changed Case Owner from TECH LINE Phone to Steven Cooke.**

5/24/2023 10:08 AM

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User **ATOS Integration User**  
Action **Changed Status from Pending TECH LINE to Caller In Queue.**

5/24/2023 10:06 AM

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User **Survey Site Guest User**  
Action **Changed Preferred Contact Method to Phone. Changed Case Owner from TECH LINE Stage to TECH LINE Phone.**

5/24/2023 10:05 AM

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User **Survey Site Guest User**  
Action **Changed Status from Open to Pending TECH LINE. Changed Account Name to NISSAN OF MACOMB. Created.**