



Case: [REDACTED]

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

General

Caller Name	[REDACTED]	Dealer	TRI-STATE NISSAN
NNAnet user ID	dsched26	Contact Name	DUSTIN SCHEUCH
Tech Preferred Phone	912402175452	Customer Name	
Tech Preferred Email	dustinscheuch@hotmail.com	Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	Dennis Kent
Repair/Work Order	321871	Mobile Phone	
Job/Line Number	A	Texting Status	
Created Day	Tuesday		

Incident Information

Customer Comments	customer states the vehicle shut down when driving. tow driver said vehicle will run on jum box.	Customer Name	[REDACTED]
Verified	Yes	Vehicle	1N6BA1F45H [REDACTED]
Question for TECH LINE	Have you seen this before?	VIN	1N6BA1F45H [REDACTED]
Service Manual General Section	Engine	Archived VIN Make	
Service Manual Specific Section	Engine Mechanical	Archived VIN Year	2017
Symptom Code Category	Experience/Occurrence	Archived VIN Model	TITAN XD
Symptom	ENGINE QUIT	Incident/RO Date	6/26/2023
When does this concern occur?	ALL TIMES	Calculated Days Down	10
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	none	Total Days Down	10
Observed Modifications & Accessories	None	Repair Attempts	0
		Current Mileage	67,370
		Vehicle Mileage Prior Value	

Vehicle Purchased
Miles

Primary DTC

Current DTC

Past DTC

Other DTCs

TECH LINE Information

Subject	Engine quits, flat battery, A61	Resolution Action	
Status	Pending Dealer Reply	Resolution Object	
Confirmed Resolution	Pending	Field Inspection Indicator	<input type="checkbox"/>
Component Code Category	EL Electrical	NNA Field Inspection Date	
Component Code Issue	EL3 BATTERY/BATTERY CABLES	FSSS	<input type="checkbox"/>
TECH LINE Template	ECC Initial Response	FSSS Date	
TREAD Component	11		
Date/Time Closed	7/6/2023 11:46 AM		
Description			
Recommendation Detail			

DTS Information

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

Contact Information

Name	[REDACTED]	Phone	240-217-5452
Account Name	TRI-STATE NISSAN	Mobile	
Contact Type	NNA Dealer Master	Email	[REDACTED]
Title	Service Technician	Email Opt Out	<input type="checkbox"/>
Customer ID.	[REDACTED]	Reports To	
		Contact Record Type	Contact
		Inactive Contact	<input type="checkbox"/>

Address Information

Mailing Address	Other Address
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Additional Information

Fax
Home Phone
Work Phone
Description

Lead Source
Birthdate
Department

System Information

Created By NNAETL, 7/30/2018 4:33 AM Contact Owner NNAETL
Last Modified By NNAETL, 3/6/2024 12:47 AM

Activity History

Email: Case [REDACTED] 017 TITAN XD; Engine quits, flat battery, A61 [ref: _00DA09j8L_5002I2iwd6K:ref]

Name
Task
Due Date 7/6/2023
Assigned To Dennis Kent
Last Modified Date/Time 7/6/2023 11:46 AM
Comments

Additional To: dustinscheuch@hotmail.com
CC:
BCC: dennis.kent@nissan-usa.com
Attachment:

Subject: Case [REDACTED] 017 TITAN XD; Engine quits, flat battery, A61 [ref: _00DA09j8L_5002I2iwd6K:ref]

Body:
Dustin Scheuch,
TECH LINE's latest case update is below.
Recommendation:

Thank you for the update and video attachments.

-Please remove the oil pan and inspect for debris.
-If debris is found, replace the long block, as well as both turbochargers.
-If no debris is found, replace the long block.

-Let's still test our batteries and address as needed.

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

Thank you, _____ Dennis 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: 6/27/2023
Customer name: TRI-STATE NISSAN
VIN: 1N6BA1F45 [REDACTED] Mileage: 67,370
Dealer code: 13020
Dealer name: TRI-STATE NISSAN

Customer's Concerns:
customer states the vehicle shut down when driving. tow driver said vehicle will run on jum box.
Technician Findings:
batteries weak, jump started, 14.4 v alternator. noise while running. will stall:

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._5002I2iwd6K:ref

Email: Case [REDACTED] 017 TITAN XD; Engine quits, flat battery, A61 [ref:_00DA09j8L._5002I2iwd6K:ref]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	6/27/2023
Assigned To	Dennis Kent
Last Modified Date/Time	6/27/2023 7:25 AM
Comments	<p>Additional To: dustinscheuch@hotmail.com CC: BCC: dennis.kent@nissan-usa.com Attachment:</p> <p>Subject: Cas [REDACTED] 017 TITAN XD; Engine quits, flat battery, A61 [ref:_00DA09j8L._5002I2iwd6K:ref] Body: Dustin Scheuch, TECH LINE's latest case update is below. Recommendation:</p> <p>Good morning Dustin, and thank you for contacting TECH LINE. We see that you are looking at a engine quit concern, and have found the batteries to be weak.</p> <p>-There are no trending, known, or common concerns similar to this that TECH LINE is aware of for this model year.</p> <p>-Please replace the batteries if testing indicates to do so. -Recharging the batteries if testing indicates to do so, then retest.</p> <p>-Gather additional information from the customer about the concern, vehicle history, battery history, and vehicle usage/driving habits.</p> <p>-If this is a repeat occurrence, perform a parasitic draw test.</p> <p>Please feel free to reach back out if further assistance is needed.</p> <p>The TECH LINE Survey can be accessed by: CLICKING HERE</p> <p>Thank you, _____ DennisTECH 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: 6/27/2023 Customer name: TRI-STATE NISSAN VIN: 1N6BA1F45H [REDACTED] Mileage: 67,370 Dealer code: 13020 Dealer name: TRI-STATE NISSAN</p> <p>Customer's Concerns: customer states the vehicle shut down when driving. tow driver said vehicle will run on jum box. Technician Findings: batteries weak. jump started. 14.4 v alternator. noise while running. will stall:</p> <p>This TECH LINE recommendation is given based solely on the</p>

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._5002I2iwd6K:ref

Emails

Case [REDACTED] 2017 TITAN XD; Engine quits, flat battery, A61 [ref:_00DA09j8L._5002I2iwd6K:ref]

Message Date 7/6/2023 11:46 AM
Has Attachment
Email Address dustinscheuch@hotmail.com
Status Sent
Subject Case [REDACTED] 2017 TITAN XD; Engine quits, flat battery, A61 [ref:_00DA09j8L._5002I2iwd6K:ref]
Text Body Dustin Scheuch,

TECH LINE's latest case update is below.

Recommendation:

Thank you for the update and video attachments.

- Please remove the oil pan and inspect for debris.
- If debris is found, replace the long block, as well as both turbochargers.
- If no debris is found, replace the long block.

-Let's still test our batteries and address as needed.

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

Thank you,

Dennis

TECH LINE

Updating a TECH LINE Case:

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Case #: [REDACTED]
Date Created: 6/27/2023
Customer name: TRI-STATE NISSAN
VIN: 1N6BA1F4[REDACTED]

Mileage: 67,370

Dealer code: 13020

Dealer name: TRI-STATE NISSAN

Customer's Concerns:

customer states the vehicle shut down when driving. tow driver said vehicle will run on jum box.

Technician Findings:

batteries weak. jump started. 14.4 v alternator. noise while running. will stall:

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Re: Case [REDACTED] 2017 TITAN XD; Engine quits, flat battery, A61 [ref:_00DA09j8L._5002I2iwd6K:ref]

Message Date 7/6/2023 10:15 AM

Has Attachment

Email Address dustinscheuch@hotmail.com

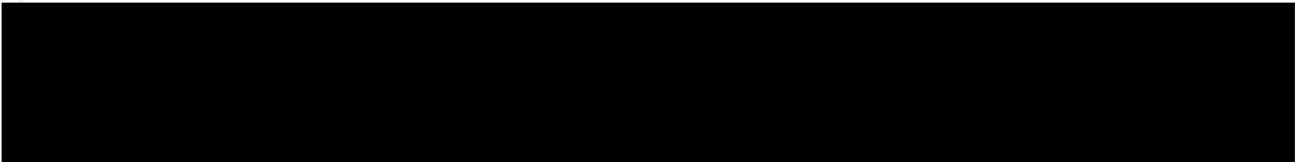
Status Read

Subject Re: Case [REDACTED] 2017 TITAN XD; Engine quits, flat battery, A61 [ref:_00DA09j8L._5002I2iwd6K:ref]

Text Body Jump started engine. Alternator charging 14.4v vehicle has very loud noise in bottom end. Has major internal engine trauma. Crankshaft problem as indicated from crank pulley movement in video. Will need engine replacement to resolve.

Sent from my iPhone

On Jun 27, 2023, at 8:25 AM, TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:



TECH LINE's latest case update is below.

Recommendation:

Good morning Dustin, and thank you for contacting TECH LINE.

We see that you are looking at a engine quit concern, and have found the batteries to be weak.

-There are no trending, known, or common concerns similar to this that TECH LINE is aware of for this model year.

-Please replace the batteries if testing indicates to do so.

-Recharging the batteries if testing indicates to do so, then retest.

-Gather additional information from the customer about the concern, vehicle history, battery history, and vehicle usage/driving habits.

-If this is a repeat occurrence, perform a parasitic draw test.

Please feel free to reach back out if further assistance is needed.

Thank you,

Dennis

TECH LINE

Updating a TECH LINE Case:

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Case # [REDACTED]

Date Created: 6/27/2023

Customer name: TRI-STATE NISSAN

VIN: 1N6BA1 [REDACTED]

Mileage: 67,370

Dealer code: 13020

Dealer name: TRI-STATE NISSAN

Customer's Concerns:

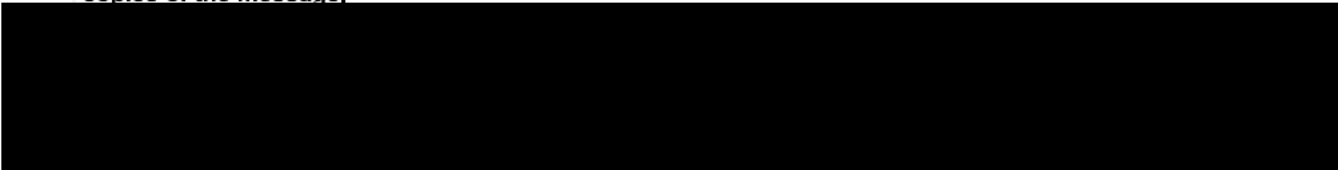
customer states the vehicle shut down when driving. tow driver said vehicle will run on jum box.

Technician Findings:

batteries weak. jump started. 14.4 v alternator. noise while running. will stall:

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ref:_00DA09j8L._5002I2iwd6K:ref

Case [REDACTED] 2017 TITAN XD; Engine quits, flat battery, A61 [ref:_00DA09j8L._5002I2iwd6K:ref]

Message Date 6/27/2023 7:25 AM
Has Attachment
Email Address dustinscheuch@hotmail.com
Status Sent
Subject Case 49125747; 2017 TITAN XD; Engine quits, flat battery, A61 [ref:_00DA09j8L._5002I2iwd6K:ref]
Text Body Dustin Scheuch,

TECH LINE's latest case update is below.

Recommendation:

Good morning Dustin, and thank you for contacting TECH LINE.
We see that you are looking at a engine quit concern, and have found the batteries to be weak.

-There are no trending, known, or common concerns similar to this that TECH LINE is aware of for this model year.

-Please replace the batteries if testing indicates to do so.
-Recharging the batteries if testing indicates to do so, then retest.

-Gather additional information from the customer about the concern, vehicle history, battery history, and vehicle usage/driving habits.

-If this is a repeat occurrence, perform a parasitic draw test.

Please feel free to reach back out if further assistance is needed.

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Thank you,

Dennis

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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: 6/27/2023
Customer name: TRI-STATE NISSAN
VIN: 1N6BA1F [REDACTED]

Mileage: 67,370

Dealer code: 13020

Dealer name: TRI-STATE NISSAN

Customer's Concerns:

customer states the vehicle shut down when driving. tow driver said vehicle will run on jum box.

Technician Findings:

batteries weak. jump started. 14.4 v alternator. noise while running. will stall:

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Case Comments

7/6/2023 11:46 AM

User Dennis Kent

7/6/2023 11:42 AM

User Dennis Kent

Public

Recommendation:

Thank you for the update and video attachments.

Comment

-Please remove the oil pan and inspect for debris.
-If debris is found, replace the long block, as well as both turbochargers.
-If no debris is found, replace the long block.

-Let's still test our batteries and address as needed.

6/27/2023 7:24 AM

User **Dennis Kent**

Public

Recommendation:

Good morning Dustin, and thank you for contacting TECH LINE.
We see that you are looking at a engine quit concern, and have found the batteries to be weak.

Comment

-There are no trending, known, or common concerns similar to this that TECH LINE is aware of for this model year.

-Please replace the batteries if testing indicates to do so.
-Recharging the batteries if testing indicates to do so, then retest.

-Gather additional information from the customer about the concern, vehicle history, battery history, and vehicle usage/driving habits.

-If this is a repeat occurrence, perform a parasitic draw test.

Please feel free to reach back out if further assistance is needed.

6/27/2023 6:46 AM

User **Survey Site Guest User**

Public

Comment

Customer Comments: customer states the vehicle shut down when driving. tow driver said vehicle will run on jum box.

Technician Findings: batteries weak. jump started. 14.4 v alternator. noise while running. will stall

Repairs Made: none

Verified: Yes

Question for TECH LINE: Have you seen this before?

Public

Description:

Comment

Jump started engine. Alternator charging 14.4v vehicle has very loud noise in bottom end. Has major internal engine trauma. Crankshaft problem as indicated from crank pulley movement in video. Will need engine replacement to resolve.

6/27/2023 6:47 AM

User **Survey Site Guest User**

Public

Comment **is this common?**

Case History

7/6/2023 11:46 AM

User **Dennis Kent**

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

7/6/2023 10:15 AM

User **Managed Services**

Action **Changed First Call Resolution from Yes to No. Changed Reopen Date to 7/6/2023 10:15 AM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

6/27/2023 7:25 AM

User **Dennis Kent**

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

6/27/2023 7:19 AM

User **Dennis Kent**

Action **Changed Subject to Engine quits, flat battery, A61.**

6/27/2023 7:18 AM

User **Dennis Kent**

Action **Changed Caller Name from dustin scheuch to Dustin Scheuch.**

6/27/2023 7:17 AM

User **Dennis Kent**

Action **Changed Case Owner from TECH LINE Initial 1 to Dennis Kent.**

6/27/2023 6:47 AM

User **Survey Site Guest User**

Action **Changed Preferred Contact Method to Email. Changed Case Owner from TECH LINE Stage to TECH LINE Initial 1.**

6/27/2023 6:46 AM

User **Survey Site Guest User**

Action **Changed Status from Open to Pending TECH LINE. Changed Account Name to TRI-STATE NISSAN. Changed VIN from 1n6ba1f4[REDACTED] to 1N6BA1F45[REDACTED] Created.**