



Case: [REDACTED]

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

General

Caller Name	[REDACTED]	Dealer	MCGAVOCK NISSAN
NNAnet user ID	deichb38	Contact Name	BRYAN EICHENBERG
Tech Preferred Phone	918068313101	Customer Name	
Tech Preferred Email	bryannissan@mail.com	Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	Michael Lemmons
Repair/Work Order	16307215	Mobile Phone	
Job/Line Number	1	Texting Status	
Created Day	Monday		

Incident Information

Customer Comments	[C/S CEL IS ACTIVE- VEHICLE WILL NOT START]	Customer Name	[REDACTED]
Verified	Yes	Vehicle	1N6BA1F42K [REDACTED]
Question for TECH LINE	Have you seen this before?	VIN	1N6BA1F42K [REDACTED]
Service Manual General Section	Engine	Archived VIN Make	
Service Manual Specific Section	Engine Mechanical	Archived VIN Year	
Symptom Code Category	Sounds	Archived VIN Model	
Symptom	TICK/CLICK/RATTLE	Incident/RO Date	8/25/2023
When does this concern occur?	ALL TIMES	Calculated Days Down	3
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	none	Total Days Down	3
Observed Modifications & Accessories	DPF has been delete from truck	Repair Attempts	0
		Current Mileage	76,964
		Vehicle Mileage Prior Value	
		Vehicle Purchased	

Miles
Primary DTC
Current DTC
Past DTC
Other DTCs

TECH LINE Information

Subject	Crank no start 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	8/28/2023 10:56 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	[REDACTED]
Account Name	MCGAVOCK 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	Lead Source
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Home Phone

Birthdate

Work Phone

Department

Description

System Information

Created By NNAETL, 7/30/2018 4:34 AM

Contact Owner NNAETL

Last Modified By NNAETL, 3/6/2024 12:47 AM

Activity History

Email: Case [REDACTED] 2019 Titan XD; Crank no start A61 [ref:_00DA09j8L._5002I2kpzjE:ref]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	8/28/2023
Assigned To	Michael Lemmons
Last Modified Date/Time	8/28/2023 10:56 AM
Comments	<p>Additional To: bryannissan@mail.com</p> <p>CC:</p> <p>BCC: michael.lemmons@nissan-usa.com</p> <p>Attachment:</p> <p>Subject: Cas [REDACTED] 2019 Titan XD; Crank no start A61 [ref:_00DA09j8L._5002I2kpzjE:ref]</p> <p>Body:</p> <p>Bryan,</p> <p>I apologize but Tech Line is not allowed to make recommendations concerning warranty matters. Please discuss with the warranty administrator at your dealer.</p> <p>The TECH LINE Survey can be accessed by: CLICKING HERE</p> <p>Thank you, _____ Michael L.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.</p> <p>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.</p> <p>Case # [REDACTED]</p> <p>Date Created: 8/28/2023</p> <p>VIN: 1N6BA1F42 [REDACTED] ileage: 76,964</p> <p>Dealer code: 3771</p> <p>Dealer name: MCGAVOCK NISSAN</p> <p>Customer's Concerns:</p> <p>[C/S CEL IS ACTIVE- VEHICLE WILL NOT START]</p> <p>Technician Findings:</p> <p>has internal clunk noise from low end of engine crank found truck has been modified for emiissions have been delete from truck and want to start a case to document for any repairs suspect it will need a long block:</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._5002I2kpzjE:ref

Email: Case [REDACTED] 19 Titan XD; [ref:_00DA09j8L._5002I2kpzjE:ref]

Name
Task
Due Date 8/28/2023
Assigned To Michael Lemmons
Last Modified Date/Time 8/28/2023 8:49 AM

Additional To: bryannissan@mail.com
CC:
BCC: michael.lemmons@nissan-usa.com
Attachment:

Subject: Case [REDACTED] 2019 Titan XD; [ref:_00DA09j8L._5002I2kpzjE:ref]

Body:

Bryan,

Thank you for the description of the incident.

Based on the noise and no start it is possible we have a crankshaft issue.

Check if the front crank pulley is wobbling when cranking.

Push against the pulley side to side and check if it moves.

Remove the oil pan and check for metal debris.

If it is confirmed the engine has a major mechanical issue then we recommend replacing the long engine.

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.

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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: 8/28/2023

VIN: 1N6BA [REDACTED] Mileage: 76,964

Dealer code: 3771

Dealer name: MCGAVOCK NISSAN

Customer's Concerns:

[C/S CEL IS ACTIVE- VEHICLE WILL NOT START]

Technician Findings:

has internal clunk noise from low end of engine crank found truck has been modified for emissions have been delete from truck and want to start a case to document for any repairs suspect it will need a long block:

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._5002I2kpzjE:ref

Emails

Case [REDACTED] 19 Titan XD; Crank no start A61 [ref:_00DA09j8L._5002I2kpzjE:ref]

Message Date 8/28/2023 10:56 AM

Has Attachment

Email Address **bryannissan@mail.com**

Status **Sent**

Subject **Case [REDACTED] 019 Titan XD; Crank no start A61 [ref:_00DA09j8L_5002l2kpzjE:ref]**

Text Body **bryan,**

TECH LINE's latest case update is below.

Replied to tech:

I apologize but Tech Line is not allowed to make recommendations concerning warranty matters. Please discuss with the warranty administrator at your dealer.

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

Thank you,

Michael L.

TECH LINE

Updating a TECH LINE Case:

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Case #: [REDACTED]

Date Created: 8/28/2023

VIN: 1N6BA1F4 [REDACTED]

Mileage: 76,964

Dealer code: 3771

Dealer name: MCGAVOCK NISSAN

Customer's Concerns:

[C/S CEL IS ACTIVE- VEHICLE WILL NOT START]

Technician Findings:

has internal clunk noise from low end of engine crank found truck has been modified for emissions have been delete from truck and want to start a case to document for any repairs suspect it will need a long block:

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

Re: Case [REDACTED] 2019 Titan XD; [ref:_00DA09j8L._5002I2kpzjE:ref]

Message Date 8/28/2023 10:08 AM
Has Attachment
Email Address bryannissan@mail.com
Status Read
Subject Re: Case [REDACTED] 2019 Titan XD; [ref:_00DA09j8L._5002I2kpzjE:ref]
Text Body woud this type issue be a warranty issue just trying to verify due to the exhaust modifications Sent: Monday, August 28, 2023 at 8:49 AM From: "TECH LINE Email to Case" <techlinesfdc@nissan-usa.com> To: "bryannissan@mail.com" woud this type issue be a warranty issue just trying to verify due to the exhaust modifications

Sent: Monday, August 28, 2023 at 8:49 AM
From: "TECH LINE Email to Case" <techlinesfdc@nissan-usa.com>
To: "bryannissan@mail.com" <bryannissan@mail.com>
Subject: Case [REDACTED] 2019 Titan XD; [ref:_00DA09j8L._5002I2kpzjE:ref]

Bryan,

Thank you for the description of the incident.
Based on the noise and no start it is possible we have a crankshaft issue.
Check if the front crank pulley is wobbling when cranking.
Push against the pulley side to side and check if it moves.
Remove the oil pan and check for metal debris.
If it is confirmed the engine has a major mechanical issue then we recommend replacing the long engine.

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

Thank you,

Michael L.

TECH LINE

Updating a TECH LINE Case:

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Case #: [REDACTED]

Date Created: 8/28/2023

VIN: 1N6BA1F42 [REDACTED]

Mileage: 76,964

Dealer code: 3771

Dealer name: MCGAVOCK NISSAN

Customer's Concerns:

[C/S CEL IS ACTIVE- VEHICLE WILL NOT START]

Technician Findings:

has internal clunk noise from low end of engine crank found truck has been modified for emissions have been delete from truck and want to start a case to document for any repairs suspect it will need a long block:

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ref:_00DA09j8L._5002I2kpzjE:ref

Case [REDACTED] 2019 Titan XD; [ref:_00DA09j8L._5002I2kpzjE:ref]

Message Date 8/28/2023 8:49 AM

Has Attachment

Email Address bryannissan@mail.com

Status Sent

Subject Case [REDACTED] 2019 Titan XD; [ref:_00DA09j8L._5002I2kpzjE:ref]

Text Body bryan,

TECH LINE's latest case update is below.

Recommendation:

Thank you for the description of the incident.

Based on the noise and no start it is possible we have a crankshaft issue.

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Thank you,

Michael L.

TECH LINE

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Case # [REDACTED]
Date Created: 8/28/2023
VIN: 1N6BA1F4 [REDACTED]

Mileage: 76,964

Dealer code: 3771

Dealer name: MCGAVOCK NISSAN

Customer's Concerns:
[C/S CEL IS ACTIVE- VEHICLE WILL NOT START]

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

tax: +1 615-967-3314

Case Comments

8/28/2023 10:56 AM

User **Michael Lemmons**
Public
Comment **Replied to tech:
I apologize but Tech Line is not allowed to make recommendations concerning warranty matters. Please discuss with the warranty administrator at your dealer.**

8/28/2023 10:54 AM

User **Michael Lemmons**
Public
Comment **Received email from tech:
would this type issue be a warranty issue just trying to verify due to the exhaust modifications**

8/28/2023 8:49 AM

User **Michael Lemmons**

8/28/2023 8:30 AM

User **Survey Site Guest User**
Public

Public

Recommendation:

Thank you for the description of the incident. Based on the noise and no start it is possible we have a crankshaft issue.

Check if the front crank pulley is wobbling when cranking.

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Customer Comments: [C/S CEL IS ACTIVE-VEHICLE WILL NOT START]

Technician Findings: has internal clunk noise from low end of engine crank found truck has been modified for emissions have been delete from truck and want to start a case to document for any repairs suspect it will need a long block

Repairs Made: none

Verified: Yes

Question for TECH LINE: Have you seen this before?

Comment

Comment

Case History

8/28/2023 10:57 AM

User Michael Lemmons

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

8/28/2023 10:08 AM

User Managed Services

Action Changed First Call Resolution from Yes to No. Changed Reopen Date to 8/28/2023 10:08 AM. Changed Status from Pending Dealer Reply to Pending TECH LINE.

8/28/2023 8:50 AM

User Michael Lemmons

Action Changed Subject to Crank no start A61. Changed Status from Pending TECH LINE to Pending Dealer Reply.

8/28/2023 8:38 AM

User Michael Lemmons

Action Changed Case Owner from TECH LINE Initial 1 to Michael Lemmons.

8/28/2023 8:31 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.

8/28/2023 8:30 AM

User Survey Site Guest User

Action Changed Status from Open to Pending TECH LINE. Changed Account Name to MCGAVOCK NISSAN. Changed Vehicle to 1N6BA1F42[REDACTED] Created.