



Case: [REDACTED]

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

General

Caller Name	[REDACTED]	Dealer	VAN HORN NISSAN SHEBOYGAN
NNAnet user ID	Xd510625	Contact Name	Phillip Kolar
Tech Preferred Phone	912624836519	Customer Name	
Tech Preferred Email	philkolar@gmail.com	Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	Dennis Kent
Repair/Work Order	6014332	Mobile Phone	
Job/Line Number	1	Texting Status	
Created Day	Tuesday		

Incident Information

Customer Comments	C/S that the check engine light came on with reduced power.	Customer Name	[REDACTED]
Verified	Yes	Vehicle	1N6BA1F4 [REDACTED]
Question for TECH LINE	Have you seen this before?	VIN	1N6BA1F4 [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	5/16/2022
When does this concern occur?	ALL TIMES	Calculated Days Down	633
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	None.	Total Days Down	633
Observed Modifications & Accessories	None.	Repair Attempts	0
		Current Mileage	83,505
		Vehicle Mileage Prior Value	
		Vehicle Purchased	

Miles
Primary DTC
Current DTC
Past DTC
Other DTCs

TECH LINE Information

Subject	No 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	2/8/2024 8:06 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	VAN HORN NISSAN SHEBOYGAN	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
-----------------	---------------

Additional Information

Fax	Lead Source
-----	-------------

Home Phone

Birthdate

Work Phone

Department

Description

System Information

Created By NNAETL, 2/3/2022 4:35 AM

Contact Owner NNAETL

Last Modified By NNAETL, 3/4/2024 11:48 PM

Activity History

Email: Case [REDACTED] 16 TITAN XD; No crank no start, A61 [ref:!00DA009j8L!5002I02Tk2K8:ref]

Name	[REDACTED]
Task	<input checked="" type="checkbox"/>
Due Date	2/8/2024
Assigned To	Dennis Kent
Last Modified Date/Time	2/8/2024 8:05 AM
Comments	<p>Additional To: [REDACTED]</p> <p>CC:</p> <p>BCC: dennis.kent@nissan-usa.com</p> <p>Attachment:</p> <p>Subject: Case [REDACTED] 2016 TITAN XD; No crank no start, A61 [ref:!00DA009j8L!5002I02Tk2K8:ref]</p> <p>Body: Phil Kolar, TECH LINE's latest case update is below. Recommendation:</p> <p>Thank you for reaching out on this case, Phil, and for providing the photos.</p> <p>Often times when we see trauma such as this to the DPF, we may also have trauma to other sensors as well.</p> <p>-Because of this, we agree that DPF and sensor module replacement is recommended.</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.</p> <p>Case #: [REDACTED] Date Created: 5/24/2022 VIN: 1N6BA1F4 [REDACTED] Mileage: 83,505 Dealer code: 5735 Dealer name: VAN HORN NISSAN SHEBOYGAN</p> <p>Customer's Concerns: C/S that the check engine light came on with reduced power.</p> <p>Technician Findings: The Cummins engine is seized up and we are suspecting a broken crankshaft. My question is what am I going to have to do to free things up to undo the 6 torque convertor bolts in order to separate the engine from the transmission?:</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</p>

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:100DA009j8L.15002I02Tk2K8:ref

Review Dealer Comment

Name
Task
Due Date 2/8/2024
Assigned To Dennis Kent
Last Modified Date/Time 2/8/2024 8:01 AM
Comments

Email: Case [REDACTED] 2016 TITAN XD; No crank no start, A61 [ref: _00DA09j8L._5002I2Tk2K8:ref]

Name
Task
Due Date 5/24/2022
Assigned To Dennis Kent
Last Modified Date/Time 5/24/2022 8:08 AM
Comments Additional To: rhartman6034@gmail.com
CC:
BCC: dennis.kent@nissan-usa.com
Attachment:

Subject: Case [REDACTED] 016 TITAN XD; No crank no start, A61 [ref: _00DA09j8L._5002I2Tk2K8:ref]

Body:
Ron Hartman,
TECH LINE's latest case update is below.
Recommendation:

Thank you for the case information Ron.

We see that you have an engine that will not turn over, and are wondering how to access the torque converter bolts.

In similar cases we have seen techs loosen engine main cap bolts, and also removing the transmission with the torque converter still attached.

There is also an engine barring tool (J-54424) that may help with turning over the engine and you can find it in the ESM here-

ENGINE - ENGINE MECHANICAL - CUMMINS 5.0L - REMOVAL AND INSTALLATION – CAMSHAFT – Removal and Installation, REMOVAL section, step 2

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: 5/24/2022
Customer name: VAN HORN NISSAN SHEBOYGAN
VIN: 1N6BA1F4 [REDACTED] Mileage: 83,505
Dealer code: 5735
Dealer name: VAN HORN NISSAN SHEBOYGAN

Customer's Concerns:

C/S that the check engine light came on with reduced power.

Technician Findings:

The Cummins engine is seized up and we are suspecting a broken crankshaft. My question is what am I going to have to do to free things up to undo the 6 torque converter bolts in order to separate the engine from the transmission?:

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_5002I2Tk2K8:ref

An email was sent to the Caller Name

Name
Task
Due Date
Assigned To **Dennis Kent**
Last Modified Date/Time **6/4/2022 1:24 AM**
Comments

Attachments

image1 (4).jpeg	image0 (4).jpeg
Size 549KB	Size 503KB
Ownership Managed Services	Ownership Managed Services
View View file	View View file
Last Modified 2/7/2024 4:45 PM	Last Modified 2/7/2024 4:45 PM

Emails

Case [REDACTED] **2016 TITAN XD; No crank no start, A61 [ref:!00DA009j8L.!5002I02Tk2K8:ref]**

Message Date **2/8/2024 8:05 AM**
Has Attachment
Email Address [REDACTED]
Status **Sent**
Subject **Cas [REDACTED] 016 TITAN XD; No crank no start, A61 [ref:!00DA009j8L.!5002I02Tk2K8:ref]**
Text Body **Phil Kolar,**

TECH LINE's latest case update is below.

Recommendation:

Thank you for reaching out on this case, Phil, and for providing the photos.

Often times when we see trauma such as this to the DPF, we may also have trauma to other sensors as well.

-Because of this, we agree that DPF and sensor module replacement is recommended.

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: 5/24/2022

VIN: 1N6BA1 [REDACTED]

Mileage: 83,505

Dealer code: 5735

Dealer name: VAN HORN NISSAN SHEBOYGAN

Customer's Concerns:

C/S that the check engine light came on with reduced power.

Technician Findings:

The Cummins engine is seized up and we are suspecting a broken crankshaft. My question is what am I going to have to do to free things up to undo the 6 torque convertor bolts in order to separate the engine from the transmission?:

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.

Case [REDACTED] 2016 TITAN XD; No crank no start, A61 [ref:_00DA09j8L._5002I2Tk2K8:ref]

Message Date 5/24/2022 8:08 AM

Has Attachment

Email Address [REDACTED]

Status Sent

Subject Case [REDACTED] 2016 TITAN XD; No crank no start, A61 [ref:_00DA09j8L._5002I2Tk2K8:ref]

Text Body Ron Hartman,

TECH LINE's latest case update is below.

Recommendation:

Thank you for the case information Ron.

We see that you have an engine that will not turn over, and are wondering how to access the torque converter bolts.

In similar cases we have seen techs loosen engine main cap bolts, and also removing the transmission with the torque converter still attached.

There is also an engine barring tool (J-54424) that may help with turning over the engine and you can find it in the ESM here-
ENGINE - ENGINE MECHANICAL - CUMMINS 5.0L - REMOVAL AND INSTALLATION – CAMSHAFT – Removal and Installation, REMOVAL section, step 2

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: 5/24/2022
Customer name: VAN HORN NISSAN SHEBOYGAN
VIN: 1N6BA1F4 [REDACTED]

Mileage: 83,505

Dealer code: 5735

Dealer name: VAN HORN NISSAN SHEBOYGAN

Customer's Concerns:
C/S that the check engine light came on with reduced power.

Technician Findings:
The Cummins engine is seized up and we are suspecting a broken crankshaft. My question is what am I going to have to do to free things up to undo the 6 torque convertor bolts in order to separate the engine from the transmission?:

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.

Case Comments

2/8/2024 8:05 AM

User	Dennis Kent
Public	<input checked="" type="checkbox"/>
Comment	Recommendation: Thank you for reaching out on this case, Phil, and for providing the photos. Often times when we see trauma such as this to the DPF, we may also have trauma to other sensors as well.

2/7/2024 4:45 PM

User	Survey Site Guest User
Public	<input checked="" type="checkbox"/>
Comment	CURRENT RO HAS REDUCED POWER MESSAGE AND CHECK ENGINE LIGHT ON , 3 CURRENT CODESP244D-00,P242D-00AND P200C-00 . I FOUND THROUGH FREEZE FRAME DATA THE CODE P242D -00 TRIGGERED FIRST AND THE OTHER CODES FOLLOWED.. ESM INSTRUCTIONS FOR P242D EXHAUST GAS TEMPERATURE SENSOR CIRCUIT HIGH 1/3, IS RECOMMENDING

-Because of this, we agree that DPF and sensor module replacement is recommended.

REPLACEMENT OF THE DPF SENSOR MODULE. I REMOVED THE DPF AND INSPECTED . I FOUND THAT ON THE OUTLET SIDE OF THE DPF APPEARS TO HAVE BEEN BEEN COMPROMISED AND SHOWS SIGNS OF TRAUMA. SEE ATTACHED PICS. SO BASED UPON FINDINGS WOULD YOUR RECOMENDATIONS BE A NEW DPF AND DPF SENSOR MODULE?

5/24/2022 8:08 AM

User **Dennis Kent**
Public
Recommendation:
Thank you for the case information Ron.
We see that you have an engine that will not turn over, and are wondering how to access the torque converter bolts.
In similar cases we have seen techs loosen engine main cap bolts, and also removing the transmission with the torque converter still attached.
There is also an engine barring tool (J-54424) that may help with turning over the engine and you can find it in the ESM here-
ENGINE - ENGINE MECHANICAL - CUMMINS 5.0L - REMOVAL AND INSTALLATION – CAMSHAFT – Removal and Installation, REMOVAL section, step 2

5/24/2022 7:48 AM

User **Survey Site Guest User**
Public
Customer Comments: C/S that the check engine light came on with reduced power.
 Technician Findings: The Cummins engine is seized up and we are suspecting a broken crankshaft. My question is what am I going to have to do to free things up to undo the 6 torque converter bolts in order to separate the engine from the transmission?
 Repairs Made: None.
 Verified: Yes
 Question for TECH LINE: Have you seen this before?

Case History

2/8/2024 8:06 AM

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

2/7/2024 4:45 PM

User **Survey Site Guest User**
Action **Changed First Call Resolution from Yes to No. Changed Reopen Date to 2/7/2024 4:45 PM. Changed Status from Pending Dealer Reply to Pending TECH LINE. Changed Contact Name from Ronald Hartman to Phillip Kolar.**

2/7/2024 4:17 PM

User **Survey Site Guest User**
Action **Changed Caller Name from Ron Hartman to Phil Kolar. Changed Tech Preferred Email from [REDACTED] Changed Tech Preferred Phone from [REDACTED]**

5/24/2022 8:09 AM

User **Dennis Kent**
Action **Changed Status from Pending TECH LINE to Pending Dealer Reply. Closed.**

5/24/2022 7:55 AM

User **Dennis Kent**
Action **Changed Subject to No crank no start, A61.**

5/24/2022 7:54 AM

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

5/24/2022 7:49 AM

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

5/24/2022 7:48 AM

User	Survey Site Guest User
Action	Changed Status from Open to Pending TECH LINE. Changed Account Name to VAN HORN NISSAN SHEBOYGAN. Created.

Copyright © 2000-2024 salesforce.com, inc. All rights reserved.