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Case: [REDACTED]

Content cannot be displayed: You do not have sufficient privileges to access the page: [REDACTED]

General

Caller Name	[REDACTED]	Dealer	ADA NISSAN
NNAnet user ID	[REDACTED]	Contact Name	[REDACTED]
Tech Preferred Phone	[REDACTED]	Customer Name	[REDACTED]
Tech Preferred Email	[REDACTED]	Case Record Type	TECH LINE Cases
Preferred Contact Method	[REDACTED]	Case Owner	Joe Sabba
Repair/Work Order	[REDACTED]	Mobile Phone	[REDACTED]
Job/Line Number	A	Texting Status	[REDACTED]
Created Day	Friday		

Incident Information

Customer Comments	c/s heard a loud noise, engine is locked up	Customer Name	[REDACTED]
Verified	Yes	Vehicle	1N6BA1F46 [REDACTED]
Question for TECH LINE	Other - Ask Question in Technician Findings	VIN	1N6BA1F46 [REDACTED]
Service Manual General Section	Engine	Archived VIN Make	[REDACTED]
Service Manual Specific Section	Engine Mechanical	Archived VIN Year	2019
Symptom Code Category	Experience/Occurrence	Archived VIN Model	Titan XD
Symptom	ENGINE QUIT	Incident/RO Date	5/27/2022
When does this concern occur?	ALL TIMES	Calculated Days Down	29
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	none	Total Days Down	29
Observed Modifications & Accessories	none	Repair Attempts	0
		Current Mileage	43,221
		Vehicle Mileage Prior Value	

Vehicle Purchased
Miles

Primary DTC

Current DTC

ECM p0272-00 ECM p0300-00 ECM
p0302-00 ECM p0303-00 ECM p0248-
00

Past DTC

Other DTCs

TECH LINE Information

Subject	Engine does not rotate. -A61-	Resolution Action	REPLACE
Status	Pending Dealer Reply	Resolution Object	LONG BLOCK
Confirmed Resolution	Yes	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	6/25/2022 8:27 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	ADA NISSAN	Mobile	[REDACTED]
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, 7/30/2018 4:34 AM	Contact Owner	NNAETL
Last Modified By	NNAETL, 3/4/2024 11:48 PM		

Activity History

Email: Cas [REDACTED] 2019 Titan XD; Engine does not rotate. -A61 [REDACTED]

Name	[REDACTED]
Task	<input checked="" type="checkbox"/>
Due Date	6/25/2022
Assigned To	Joe Sabba
Last Modified Date/Time	6/25/2022 8:27 AM
Comments	<p>Additional To [REDACTED] CC: BCC: joe.sabba@nissan-usa.com Attachment:</p> <p>Subject: Cas [REDACTED] 2019 Titan XD; Engine does not rotate. -A61- [REDACTED]</p> <p>Body: RYAN ORR, TECH LINE's latest case update is below. Thank you for the update.</p> <p>You are correct, in some instances the Adaptor Plate will need to be removed in an unorthodox manner.</p> <p>In the past this has been accomplished by Cutting or Impacting with Blunt Force.</p> <p>If any additional assistance is desired, please reach out.</p> <p>Thank you, _____ Joe S,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. 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: 6/3/2022 Customer name: ADA NISSAN VIN: 1N6BA1F46H [REDACTED] leage: 43,221 Dealer code: 3588 Dealer name: ADA NISSAN</p> <p>Customer's Concerns: c/s heard a loud noise, engine is locked up</p> <p>Technician Findings: found drive belt loose, looking closer, found crankshaft pulley had came apart. removed belt, vehicle made loud "clunk" sound when starter tried to engage. pushed vehicle into shop, found engine is locked up, unable to rotate with a bar on what is remaining of crankshaft pulley. verified proper oil and coolant level. checked dtc's, found many, will attach photos. customer stated they heard a loud noise, and engine is locked up. my recommendation at this point would be a long block due to locked up engine. is there anything else I should check before continuing with this?:</p>

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re [REDACTED]

Email: Case [REDACTED] 019 Titan XD; Engine does not rotate. -A61- [REDACTED]

Name
Task
Due Date 6/6/2022
Assigned To John Seaborn
Last Modified Date/Time 6/6/2022 3:08 PM
Comments

Additional To: [REDACTED]
CC:
BCC: john.seaborniii@nissan-usa.com
Attachment:

Subject: Case [REDACTED] 019 Titan XD; Engine does not rotate. -A61- [REDACTED]

re [REDACTED]

B [REDACTED]

Ryan,
TECH LINE's latest case update is below.
Recommendation

Ryan,

- 1) Thanks for the photos & case update!
- 2) Our next step is long block replacement.
- 3) Please confirm the engine no longer misfires after repairs.

Tech to reply to all on email response, if additional technical assistance is required.

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

Thank you, _____ John S.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: 6/3/2022
Customer name: ADA NISSAN
VIN: 1N6BA1F46K [REDACTED] Mileage: 43,221
Dealer code: 3588
Dealer name: ADA NISSAN

Customer's Concerns:

c/s heard a loud noise, engine is locked up

Technician Findings:

found drive belt loose, looking closer, found crankshaft pulley had come apart. removed belt, vehicle made loud "clunk" sound when starter tried to engage, pushed vehicle into shop, found engine is locked up, unable to rotate with a bar on what is remaining of crankshaft pulley. verified proper oil and coolant level. checked dtc's, found many, will attach photos. customer stated they heard a loud noise, and engine is locked up. my recommendation at this point would be a long block due to

locked up engine. is there anything else I should check before continuing with this?:

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ref [REDACTED]

Email: Cas [REDACTED] 019 Titan XD; Engine does not rotate. -A61- [REDACTED]

Name

Task

Due Date 6/3/2022

Assigned To John Seaborn

Last Modified Date/Time 6/3/2022 11:22 AM

Comments

Additional To [REDACTED]

CC:

BCC: john.seaborniii@nissan-usa.com

Attachment:

Subject: Cas [REDACTED] 019 Titan XD; Engine does not rotate. -A61- [REDACTED]

ref [REDACTED]

Body:

Ryan,
TECH LINE's latest case update is below.
Recommendation

Ryan,

1) Thanks for the photos!

2) With that said & to answer the question, let's remove the engine oil pan and inspect for abnormal debris or crankshaft separation.

3) If abnormal engine oil pan debris or crankshaft separation is present, please follow up with photos.

Tech to reply to all on email response, if additional technical assistance is required.

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Thank you, _____ John S.TECH LINE

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Closed TECH LINE cases can be reopened.

Case #: [REDACTED]

Date Created: 6/3/2022

Customer name: ADA NISSAN

VIN: 1N6BA1F[REDACTED] leage: 43,221

Dealer code: 3588

Dealer name: ADA NISSAN

Customer's Concerns:

c/s heard a loud noise, engine is locked up

Technician Findings:

found drive belt loose, looking closer, found crankshaft pulley had came apart. removed belt, vehicle

made loud "clunk" sound when starter tried to engage. pushed vehicle into shop, found engine is locked up, unable to rotate with a bar on what is remaining of crankshaft pulley. verified proper oil and coolant level. checked dtc's, found many, will attach photos. customer stated they heard a loud noise, and engine is locked up. my recommendation at this point would be a long block due to locked up engine. is there anything else I should check before continuing with this?:

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Attachments

Size 323KB	Size 1.12MB
Ownership John Seaborn	Ownership John Seaborn
View	View
Last Modified 6/6/2022 3:04 PM	Last Modified 6/6/2022 3:04 PM
Size 1.04MB	Size 721KB
Ownership John Seaborn	Ownership John Seaborn
View	View
Last Modified 6/6/2022 3:04 PM	Last Modified 6/6/2022 3:04 PM
Size 357KB	Size 293KB
Ownership John Seaborn	Ownership John Seaborn
View	View
Last Modified 6/6/2022 3:04 PM	Last Modified 6/6/2022 3:04 PM
Size 327KB	Size 797KB
Ownership Managed Services	Ownership Managed Services
View	View
Last Modified 6/3/2022 11:11 AM	Last Modified 6/3/2022 11:11 AM
Size 386KB	Size 656KB
Ownership Managed Services	Ownership Managed Services
View	View
Last Modified 6/3/2022 11:11 AM	Last Modified 6/3/2022 11:11 AM
Size 1.08MB	
Ownership Managed Services	
View	
Last Modified 6/3/2022 11:11 AM	

Emails

Case [REDACTED] 2019 Titan XD; Engine does not rotate. -A61 [REDACTED]

Message Date 6/25/2022 8:27 AM

Has Attachment

Email Address [REDACTED]

Status Sent

Subject Case [REDACTED] 2019 Titan XD; Engine does not rotate. - [REDACTED]

Text Body RYAN ORR,

TECH LINE's latest case update is below.

Thank you for the update.

You are correct, in some instances the Adaptor Plate will need to be removed in an unorthodox manner. In the past this has been accomplished by Cutting or Impacting with Blunt Force. If any additional assistance is desired, please reach out.

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

Thank you,

Joe S.

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.

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Case #: [REDACTED]
Date Created: 6/3/2022
Customer name: ADA NISSAN
VIN: 1N6BA1F46 [REDACTED]

Mileage: 43,221

Dealer code: 3588

Dealer name: ADA NISSAN

Customer's Concerns:

c/s heard a loud noise, engine is locked up

Technician Findings:

found drive belt loose, looking closer, found crankshaft pulley had came apart. removed belt, vehicle made loud "clunk" sound when starter tried to engage. pushed vehicle into shop, found engine is locked up, unable to rotate with a bar on what is remaining of crankshaft pulley. verified proper oil and coolant level. checked dtc's, found many, will attach photos. customer stated they heard a loud noise, and engine is locked up. my recommendation at this point would be a long block due to locked up engine. is there anything else I should check before continuing with this?:

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RE: Case [REDACTED] 019 Titan XD; Engine does not rotate. -A61-[REDACTED]

Message Date 6/24/2022 1:58 PM

Has Attachment

Email Address [REDACTED]

Status Read

Subject RE: Case [REDACTED] 019 Titan XD; Engine does not rotate. -A61-[REDACTED]

Text Body

On approval from PCC, advisor was told to have me cut the collar to gain access to torque converter bolts. However, they didn't elaborate and I was not here at the time to ask. Looking at EPC all I am really seeing in that area is the adapter plate attaching the transmission to the engine. Do you happen to know if this is what they are indicating to cut to gain access to torque converter bolts? 12320-EZ40A is the part number I am seeing for that adapter.

Sent from Mail for Windows

From: TECH LINE Email to Case

Sent: Monday, June 6, 2022 3:08 PM

To: [REDACTED]

Subject: Case [REDACTED] 019 Titan XD; Engine does not rotate. -A61-[REDACTED]

Ryan,

TECH LINE's latest case update is below.

Recommendation

Ryan,

- 1) Thanks for the photos & case update!
 - 2) Our next step is long block replacement.
 - 3) Please confirm the engine no longer misfires after repairs.
- Tech to reply to all on email response, if additional technical assistance is required.

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Thank you,

John S.
TECH LINE

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Case #: [REDACTED]
Date Created: 6/3/2022
Customer name: ADA NISSAN
VIN: 1N6BA1F46 [REDACTED]
Mileage: 43,221
Dealer code: 3588
Dealer name: ADA NISSAN
Customer's Concerns:
c/s heard a loud noise, engine is locked up

Technician Findings:

found drive belt loose, looking closer, found crankshaft pulley had came apart. removed belt, vehicle made loud "clunk" sound when starter tried to engage. pushed vehicle into shop, found engine is locked up, unable to rotate with a bar on what is remaining of crankshaft pulley. verified proper oil and coolant level. checked dtc's, found many, will attach photos. customer stated they heard a loud noise, and engine is locked up. my recommendation at this point would be a long block due to locked up engine. is there anything else I should check before continuing with this?:

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[REDACTED]

Case [REDACTED] **2019 Titan XD; Engine does not rotate. -A61-** [REDACTED]

Message Date 6/6/2022 3:08 PM

Has Attachment

Email Address [REDACTED]

Status [REDACTED]

Subject **Case** [REDACTED] **2019 Titan XD; Engine does not rotate. -A61-** [REDACTED]

Text Body **RYAN ORR,**

TECH LINE's latest case update is below.

Recommendation

Ryan,

1) Thanks for the photos & case update!

2) Our next step is long block replacement.

3) Please confirm the engine no longer misfires after repairs.

Tech to reply to all on email response, if additional technical assistance is required.

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

Thank you,

John S.

TECH LINE

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Technician: Reply to this email; do not change the email subject line. Email file attachments are limited to 6MB.

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**Case # [REDACTED]
Date Created: 6/3/2022
Customer name: ADA NISSAN
VIN: 1N6BA1F4 [REDACTED]**

Mileage: 43,221

Dealer code: 3588

Dealer name: ADA NISSAN

Customer's Concerns:

c/s heard a loud noise, engine is locked up

Technician Findings:

found drive belt loose, looking closer, found crankshaft pulley had come apart. removed belt, vehicle made loud "clunk" sound when starter tried to engage. pushed vehicle into shop, found engine is locked up, unable to rotate with a bar on what is remaining of crankshaft pulley. verified proper oil and coolant level. checked dtc's, found many, will attach photos. customer stated they heard a loud noise, and engine is locked up. my recommendation at this point would be a long block due to locked up engine. is there anything else I should check before continuing with this?:

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Re: Case [REDACTED] 2019 Titan XD; Engine does not rotate. -A61-[REDACTED]

Message Date 6/6/2022 1:40 PM

Has Attachment

Email Address [REDACTED]

Status Read

Subject Re: Case [REDACTED] 19 Titan XD; Engine does not rotate. -A[REDACTED]

Text Body I did find large debris in oil pan, and crankshaft has seperated.

Sent from my iPhone

> On Jun 3, 2022, at 11:22 AM, TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:

>

>

>

> Ryan,

>

> TECH LINE's latest case update is below.

>

> Recommendation

> Ryan,

> 1) Thanks for the photos!

> 2) With that said & to answer the question, let's remove the engine oil pan and inspect for abnormal debris or crankshaft separation.

> 3) If abnormal engine oil pan debris or crankshaft separation is present, please follow up with photos.

> Tech to reply to all on email response, if additional technical assistance is required.

>

>

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

>

>

>

>

> Thank you,

>

> John S.

> 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: 6/3/2022
> Customer name: ADA NISSAN
> VIN: 1N6BA1F46 [REDACTED]
> Mileage: 43,221
> Dealer code: 3588
> Dealer name: ADA NISSAN
>
> Customer's Concerns:
> c/s heard a loud noise, engine is locked up
>
> Technician Findings:
> found drive belt loose, looking closer, found crankshaft pulley had come apart. removed belt, vehicle made loud "clunk" sound when starter tried to engage. pushed vehicle into shop, found engine is locked up, unable to rotate with a bar on what is remaining of crankshaft pulley. verified proper oil and coolant level. checked dtc's, found many, will attach photos. customer stated they heard a loud noise, and engine is locked up. my recommendation at this point would be a long block due to locked up engine. is there anything else I should check before continuing with this?:
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>
>
> re [REDACTED]

Case [REDACTED] 019 Titan XD; Engine does not rotate. -A61 [REDACTED]

Message Date 6/3/2022 11:22 AM

Has Attachment

Email Address [REDACTED]

Status Sent

Subject Case [REDACTED] 019 Titan XD; Engine does not rotate. -A61 [REDACTED]

Text Body RYAN ORR,

TECH LINE's latest case update is below.

Recommendation

Ryan,

1) Thanks for the photos!

2) With that said & to answer the question, let's remove the engine oil pan and inspect for abnormal debris or crankshaft separation.

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Thank you,

John S.

TECH LINE

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Case #: [REDACTED]
Date Created: 6/3/2022
Customer name: ADA NISSAN
VIN: 1N6BA1F [REDACTED]

Mileage: 43,221

Dealer code: 3588

Dealer name: ADA NISSAN

Customer's Concerns:
c/s heard a loud noise, engine is locked up

Technician Findings:
found drive belt loose, looking closer, found crankshaft pulley had came apart. removed belt, vehicle made loud "clunk" sound when starter tried to engage. pushed vehicle into shop, found engine is locked up, unable to rotate with a bar on what is remaining of crankshaft pulley. verified proper oil and coolant level. checked dtc's, found many, will attach photos. customer stated they heard a loud noise, and engine is locked up. my recommendation at this point would be a long block due to locked up engine. is there anything else I should check before continuing with this?:

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Case Comments

6/25/2022 8:26 AM

User **Joe Sabba**
Public

Comment
Thank you for the update.
You are correct, in some instances the Adaptor Plate will need to be removed in an unorthodox manner.
In the past this has been accomplished by Cutting or Impacting with Blunt Force.
If any additional assistance is desired, please reach out.

6/25/2022 8:22 AM

User **Joe Sabba**
Public

Comment
TECH REPLIED:
On approval from PCC, advisor was told to have me cut the collar to gain access to torque converter bolts.
However, they didn't elaborate and I was not here at the time to ask.
Looking at EPC all I am really seeing in that area is the adapter plate attaching the transmission to the engine.
Do you happen to know if this is what they are indicating to cut to gain access to torque converter bolts?
12320-EZ40A is the part number I am seeing for that adapter.

6/6/2022 3:07 PM

User **John Seaborn**
Public

Comment
Recommendation
Ryan,
1) Thanks for the photos & case update!
2) Our next step is long block replacement.
3) Please confirm the engine no longer misfires after repairs.
Tech to reply to all on email response, if additional technical assistance is required.

6/6/2022 3:05 PM

User **John Seaborn**
Public

Comment
Case email response received with engine debris photos attached.
"I did find large debris in oil pan, and crankshaft has separated."

6/3/2022 11:22 AM

User **John Seaborn**
Public

Comment
Recommendation
Ryan,
1) Thanks for the photos!
2) With that said & to answer the question, let's remove the engine oil pan and inspect for abnormal debris or crankshaft separation.
3) If abnormal engine oil pan debris or crankshaft separation is present, please follow up with photos.
Tech to reply to all on email response, if additional technical assistance is required.

6/3/2022 11:11 AM

User **Survey Site Guest User**
Public

Comment **thanks**

6/3/2022 11:11 AM

User **Survey Site Guest User**
Public

Comment
Customer Comments: c/s heard a loud noise, engine is locked up
 Technician Findings: found drive belt loose, looking closer, found crankshaft pulley had come apart. removed belt, vehicle made loud "clunk" sound when starter tried to engage. pushed vehicle into shop, found engine is locked up, unable to rotate with a bar on what is remaining of crankshaft pulley. verified proper oil and coolant level. checked dtc's, found many, will attach photos. customer stated they heard a loud noise, and engine is locked up. my recommendation at this point would be a long block due to locked up

engine. is there anything else I should check before continuing with this?

- Repairs Made: none
- Verified: Yes
- Current DTC: ECM p0272-00 ECM p0300-00 ECM p0302-00 ECM p0303-00 ECM p0248-00
- Question for TECH LINE: Other - Ask Question in Technician Findings

Case History

6/25/2022 8:27 AM

User **Joe Sabba**

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

6/25/2022 8:16 AM

User **Joe Sabba**

Action **Changed Case Owner from TECH LINE Tier 2 to Joe Sabba.**

6/24/2022 5:19 PM

User **John Seaborn**

Action **Changed Case Owner from John Seaborn to TECH LINE Tier 2.**

6/24/2022 1:58 PM

User **Managed Services**

Action **Changed Reopen Date from 6/6/2022 1:40 PM to 6/24/2022 1:58 PM. Changed Status from Closed to Pending TECH LINE.**

6/6/2022 3:05 PM

User **John Seaborn**

Action **Changed Status from Pending TECH LINE to Closed. Closed.**

6/6/2022 1:40 PM

User **Managed Services**

Action **Changed First Call Resolution from Yes to No. Changed Reopen Date to 6/6/2022 1:40 PM. Changed Status from Closed to Pending TECH LINE.**

6/3/2022 11:22 AM

User **John Seaborn**

Action **Changed Subject to Engine does not rotate. -A61-. Changed Status from Pending TECH LINE to Closed. Closed.**

6/3/2022 11:13 AM

User **John Seaborn**

Action **Changed Case Owner from TECH LINE Initial to John Seaborn.**

6/3/2022 11:11 AM

User **Survey Site Guest User**

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

6/3/2022 11:11 AM

User **Survey Site Guest User**

Action **Changed Status from Open to Pending TECH LINE. Changed Account Name to ADA NISSAN. Created.**