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Case [REDACTED]

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General

Caller Name	[REDACTED]	Dealer	RAY BRANDT 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	Michael Lemmons
Repair/Work Order	[REDACTED]	Mobile Phone	[REDACTED]
Job/Line Number	A	Texting Status	[REDACTED]
Created Day	Thursday		

Incident Information

Customer Comments	CUSTOMER STATES VEHICLE WIIL NOT START	Customer Name	[REDACTED]
Verified	Yes	Vehicle	1N6BA1F48 [REDACTED]
Question for TECH LINE	What test should I do next?	VIN	1N6BA1F48 [REDACTED]
Service Manual General Section	Engine	Archived VIN Make	[REDACTED]
Service Manual Specific Section	Engine Mechanical	Archived VIN Year	2018
Symptom Code Category	Experience/Occurrence	Archived VIN Model	Titan XD
Symptom	ENGINE QUIT	Incident/RO Date	3/14/2023
When does this concern occur?	ALL TIMES	Calculated Days Down	2
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	NONE	Total Days Down	2
Observed Modifications & Accessories	COLD AIR INTAKE AND T EXHAUST SYSTEM NO DPF	Repair Attempts	0
		Current Mileage	89,592
		Vehicle Mileage Prior Value	
		Vehicle Purchased	

Miles
Primary DTC
Current DTC
Past DTC
Other DTCs

TECH LINE Information

Subject	Engine is seized 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	3/16/2023 3:58 PM		
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	RAY BRANDT 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, 7/31/2018 4:33 AM

Contact Owner NNAETL

Last Modified By NNAETL, 3/6/2024 12:49 AM

Activity History

Email: Case [REDACTED] 2018 Titan XD; [REDACTED]

Name

Task

Due Date 3/16/2023

Assigned To Michael Lemmons

Last Modified Date/Time 3/16/2023 3:57 PM

Comments

Additional To [REDACTED]
CC:
BCC: michael.lemmons@nissan-usa.com
Attachment:

Subject: Case [REDACTED]; 2018 Titan XD; [REDACTED]

Body:

TRISTAN,

Thank you for the details.

To confirm the issue is the engine we can remove the accessory belt and try again to turn it over. We can also remove the torque converter bolts and verify the torque converter can turn back and forth to rule out anything in the transmission.

Remove the glow plugs then check if engine rotates due to hydro-lock.

Finally we can remove the oil pan to check for debris.

If we confirm the engine has seized then our only option is to replace the long engine because this is the only way this engine is available.

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.

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: 3/16/2023

Customer name: RAY BRANDT NISSAN

VIN: 1N6BA1F [REDACTED] Mileage: 89,592

Dealer code: 2198

Dealer name: RAY BRANDT NISSAN

Customer's Concerns:

CUSTOMER STATES VEHICLE WILL NOT START

Technician Findings:

CUSTOMER HAD OIL CHANGED AT 5 MIN OIL CHANGE ON 3/13/2023 CUSTOMER DROVE 40 MILES ENGINE STARTED TO KNOCK AND SHUT OFF. CUSTOMER HAD VEHICLE TOWED BACK TO 5 MIN OIL CHANGE ON 3/14/2023 WAS ADVISED THAT THEY DID NOTHING WRONG. ENGINE IS LOCKED UP CRANK SHAFT WILL NOT TURN, VEHICLE HAS A AFTER MARKET COLD AIR INTAKE AND AFTER MARKET EXHAUST SYSTEM DPF DELETED FROM VEHICLE.:

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.

re [REDACTED]

Emails

Case [REDACTED]

Message Date 3/16/2023 3:57 PM

Has Attachment

Email Address [REDACTED]

Status **Sent**

Subject **Case** [REDACTED]

Text Body **TRISTAN KOCIS,**

TECH LINE's latest case update is below.

Recommendation:

Thank you for the details.

To confirm the issue is the engine we can remove the accessory belt and try again to turn it over.

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Thank you,

Michael L.

TECH LINE

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Case # [REDACTED]
Date Created: 3/16/2023
Customer name: RAY BRANDT NISSAN
VIN: 1N6BA1F4 [REDACTED]

Mileage: 89,592

Dealer code: 2198

Dealer name: RAY BRANDT NISSAN

Customer's Concerns:
CUSTOMER STATES VEHICLE WILL NOT START

Technician Findings:
CUSTOMER HAD OIL CHANGED AT 5 MIN OIL CHANGE ON 3/13/2023 CUSTOMER DROVE 40 MILES ENGINE STARTED TO KNOCK AND SHUT OFF. CUSTOMER HAD VEHICLE TOWED BACK TO 5 MIN OIL CHANGE ON 3/14/2023 WAS ADVISED THAT THEY DID NOTHING WRONG. ENGINE IS LOCKED UP CRANK SHAFT WILL NOT TURN. VEHICLE HAS A AFTER MARKET COLD AIR INTAKE AND AFTER MARKET EXHAUST SYSTEM DPF DELETED FROM VEHICLE.:

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Michael Lemmons
Nissan North America, Inc.
Technical Support Specialist, TECH LINE
Michael.Lemmons@nissan-usa.com
phone: +1 615-223-4856
fax: +1 615-967-3314

Case Comments

3/16/2023 3:56 PM

User	Michael Lemmons
Public	<input checked="" type="checkbox"/>
Comment	Recommendation: Thank you for the details. To confirm the issue is the engine we can remove the accessory belt and try again to turn it over. We can also remove the torque converter bolts and verify the torque converter can turn back and forth to rule out anything in the transmission. Remove the glow plugs then check if engine rotates due to hydro-lock. Finally we can remove the oil pan to check for debris.

3/16/2023 3:39 PM

User	Survey Site Guest User
Public	<input checked="" type="checkbox"/>
Comment	Customer Comments: CUSTOMER STATES VEHICLE WILL NOT START <input type="checkbox"/> Technician Findings: CUSTOMER HAD OIL CHANGED AT 5 MIN OIL CHANGE ON 3/13/2023 CUSTOMER DROVE 40 MILES ENGINE STARTED TO KNOCK AND SHUT OFF. CUSTOMER HAD VEHICLE TOWED BACK TO 5 MIN OIL CHANGE ON 3/14/2023 WAS ADVISED THAT THEY DID NOTHING WRONG. ENGINE IS LOCKED UP CRANK SHAFT WILL NOT TURN. VEHICLE HAS A AFTER MARKET COLD AIR INTAKE AND AFTER

If we confirm the engine has seized then our only option is to replace the long engine because this is the only way this engine is available.

MARKET EXHAUST SYSTEM DPF DELETED FROM VEHICLE.

Repairs Made: NONE

Verified: Yes

Question for TECH LINE: What test should I do next?

Case History

3/16/2023 3:58 PM

User Michael Lemmons

Action Changed Subject to Engine is seized A61. Changed Status from Pending TECH LINE to Pending Dealer Reply.

3/16/2023 3:51 PM

User Michael Lemmons

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

3/16/2023 3:39 PM

User Survey Site Guest User

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

3/16/2023 3:39 PM

User Survey Site Guest User

Action Changed Status from Open to Pending TECH LINE. Changed Account Name to RAY BRANDT NISSAN. Created.