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Case



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General

Caller Name	[Redacted]	Dealer	FIESTA 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	Erich Shuman
Repair/Work Order	[Redacted]	Mobile Phone	
Job/Line Number	[Redacted]	Texting Status	
Created Day	Thursday		

Incident Information

Customer Comments	no start engine just shut down	Customer Name	[Redacted]
Verified	Yes	Vehicle	1N6BA1F43G [Redacted]
Question for TECH LINE	Have you seen this before?	VIN	1N6BA1F43G [Redacted]
Service Manual General Section	Engine	Archived VIN Make	
Service Manual Specific Section	Engine Mechanical	Archived VIN Year	2016
Symptom Code Category	General	Archived VIN Model	TITAN XD
Symptom	CHECK ENGINE LIGHT	Incident/RO Date	5/11/2023
When does this concern occur?	ALL TIMES	Calculated Days Down	0
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	none	Total Days Down	0
Observed Modifications & Accessories	aftermarket intake	Repair Attempts	0
		Current Mileage	72,311
		Vehicle Mileage Prior Value	
		Vehicle Purchased Miles	

Primary DTC

Current DTC ECM p0335,p0a0f

Past DTC

Other DTCs

TECH LINE Information

Subject	Engine runs rough and quits P0335 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	EMA ENGINE ASSEMBLY	FSSS	<input type="checkbox"/>
TECH LINE Template	ECC Initial Response	FSSS Date	
TREAD Component	06		
Date/Time Closed	5/11/2023 3:54 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	FIESTA 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
Home Phone	Birthdate

Work Phone

Department

Description

System Information

Created By NNAETL, 8/16/2018 4:31 AM
Last Modified By NNAETL, 3/6/2024 12:48 AM

Contact Owner NNAETL

Activity History

Email: Cas [REDACTED] TITAN XD; Engine runs rough and quits [REDACTED]

Name

Task

Due Date 5/11/2023

Assigned To Erich Shuman

Last Modified Date/Time 5/11/2023 3:54 PM

Comments Additional To: leonard_jacquez@fiestaautogroup.com

CC:

BCC: erich.shuman@nissan-usa.com

Attachment:

Subject: [REDACTED] 2016 TITAN XD; Engine runs rough and quits P0335 A61 [REDACTED]

Body:

Leonard,
TECH LINE's latest case update is below.

Recommendation:

Thank you for your time on the phone today, Leonard.
Per our discussion, let's watch the crankshaft pulley for wobbling with the engine cranking or running; this would indicate trauma to the crankshaft.
Let's also inspect the crankshaft position sensor and connector for trauma.
If wobbling is observed then let's remove the oil pan to confirm metal debris is present and if so, replace the long engine.
Let us know if additional assistance is needed and we will be happy to help.

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

Thank you, _____ Erich Shuman 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: 5/11/2023
Customer name: FIESTA NISSAN
VIN: 1N6BA1F43C [REDACTED] Mileage: 72,311
Dealer code: 5546
Dealer name: FIESTA NISSAN

Customer's Concerns:
no start engine just shut down

Technician Findings:
engine started sounded really bough then stalled. codes p0335, p0a0f:

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.



Call



Name
Task
Due Date 5/11/2023
Assigned To Erich Shuman
Last Modified Date/Time 5/11/2023 3:50 PM
Comments

An email was sent to the Caller Name

Name
Task
Due Date
Assigned To Erich Shuman
Last Modified Date/Time 5/22/2023 1:24 AM
Comments

Emails

Case  2016 TITAN XD; Engine runs rough and quits P0335 A61 [ref: ]

Message Date 5/11/2023 3:54 PM
Has Attachment
Email Address leonard_jacquez@fiestaautogroup.com
Status Sent
Subject Case  2016 TITAN XD; Engine runs rough and quits P0335 A61 
Text Body Leonard,

TECH LINE's latest case update is below.

Recommendation:

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Thank you,

Erich Shuman

TECH LINE

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Case #: [REDACTED]
Date Created: 5/11/2023
Customer name: FIESTA NISSAN
VIN: 1N6BA1F43 [REDACTED]

Mileage: 72,311

Dealer code: 5546

Dealer name: FIESTA NISSAN

Customer's Concerns:
no start engine just shut down

Technician Findings:
engine started sounded really bough then stalled. codes p0335, p0a0f:

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Case Comments

5/11/2023 3:54 PM

User Erich Shuman
Public

5/11/2023 3:54 PM

User Erich Shuman
Public

Recommendation:

Thank you for your time on the phone today, Leonard.
Per our discussion, let's watch the crankshaft pulley for wobbling with the engine cranking or running; this would indicate trauma to the crankshaft.

Comment

Let's also inspect the crankshaft position sensor and connector for trauma.
If wobbling is observed then let's remove the oil pan to confirm metal debris is present and if so, replace the long engine.
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Inbound call from dealer:

Comment

- When starting, engine runs very rough for a few seconds then quits.
- P0335 is set current.

5/11/2023 3:41 PM

User **Survey Site Guest User**

Public

Customer Comments: no start engine just shut down

Comment

- Technician Findings: engine started sounded really bough then stalled. codes p0335, p0a0f**
- Repairs Made: none**
- Verified: Yes**
- Current DTC: ECM p0335,p0a0f**
- Question for TECH LINE: Have you seen this before?**

Case History

5/11/2023 3:54 PM

User **Erich Shuman**

Action **Changed Status from Caller In Queue to Pending Dealer Reply.**

5/11/2023 3:51 PM

User **Erich Shuman**

Action **Changed Subject to Engine runs rough and quits P0335 A61.**

5/11/2023 3:42 PM

User **Erich Shuman**

Action **Changed Case Owner from TECH LINE Phone to Erich Shuman.**

5/11/2023 3:41 PM

User **ATOS Integration User**

Action **Changed Status from Pending TECH LINE to Caller In Queue.**

5/11/2023 3:41 PM

User **Survey Site Guest User**

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

5/11/2023 3:41 PM

User **Survey Site Guest User**

Action **Changed Status from Open to Pending TECH LINE. Changed Account Name to FIESTA NISSAN. Changed VIN from 1n6ba1[REDACTED] 1N6BA1F43G[REDACTED] Created.**