



- [Close Window](#)
- [Print This Page](#)
- [Expand All](#) | [Collapse All](#)

Case: [REDACTED]

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

General

| | | | |
|--------------------------|------------|------------------|------------------|
| Caller Name | [REDACTED] | Dealer | NISSAN OF MACOMB |
| 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 | Steven Cooke |
| Repair/Work Order | [REDACTED] | Mobile Phone | |
| Job/Line Number | C | Texting Status | |
| Created Day | Wednesday | | |

Incident Information

| | | | |
|--------------------------------------|-----------------------------|-----------------------------|----------------------|
| Customer Comments | MOTOR CRANKS BUT NO START | Customer Name | [REDACTED] |
| Verified | Yes | Vehicle | 1N6BA1F4X [REDACTED] |
| Question for TECH LINE | Can you explain this to me? | VIN | 1N6BA1F4X [REDACTED] |
| Service Manual General Section | Engine | Archived VIN Make | |
| Service Manual Specific Section | Engine Control System | Archived VIN Year | 2018 |
| Symptom Code Category | Experience/Occurrence | Archived VIN Model | TITAN XD |
| Symptom | MISFIRE | Incident/RO Date | 5/16/2023 |
| When does this concern occur? | ALL TIMES | Calculated Days Down | 8 |
| Is single occurrence or a pattern? | | Additional Days Down | |
| Repairs Made | NONE | Total Days Down | 8 |
| Observed Modifications & Accessories | 5TH WHEEL SET UP | Repair Attempts | 0 |
| | | Current Mileage | 34,902 |
| | | Vehicle Mileage Prior Value | |
| | | Vehicle Purchased Miles | |

Primary DTC

Current DTC ECM P0700 ECM P0335 TCM P0735

Past DTC ECM P060C ECM P0A0F ECM P2509
TCU/TELEMATICS B130D ABS U1000

Other DTCs

TECH LINE Information

| | | | |
|--------------------------------|--|-----------------------------------|--------------------------|
| Subject | ECM sets P0335, P060C & P2509; crank, no start - A61D | 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 | 5/24/2023 11:08 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 | NISSAN OF MACOMB | 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, 11/1/2019 4:35 AM Contact Owner NNAETL
Last Modified By NNAETL, 3/4/2024 11:49 PM

Activity History

Email: Case

2018 TITAN XD; [REDACTED]

Name

Task

Due Date 5/24/2023

Assigned To Steven Cooke

Last Modified Date/Time 5/24/2023 11:07 AM

Comments

Additional To [REDACTED]

CC:

BCC: steven.cooke@nissan-usa.com

Attachment:

Subject: [REDACTED] 018 TITAN XD [REDACTED]

Body:

Dave—Thank you for contacting TECH LINE this morning; it was good to speak with you regarding this case.

TECH LINE Recommendations:

As we discovered on the call, ENGINE SPEED value did not change in Data Monitor and the crank pulley was found to be wobbling during cranking. Based on this, TECH LINE recommends to remove the lower engine oil pan for inspection and documentation of any debris found in the pan.

Based on P0335, we may also want to remove the Crankshaft Position (CKP) sensor and inspect for any physical trauma to the sensor.

TECH LINE recommends to continue with the recommended Diagnosis Procedure for P2509 to confirm ECM connections, power supply and ground circuits. Any engine concerns will NOT cause these DTCs to set.

Please update the case with your progress and findings.

If you have any additional questions or require any further assistance, please feel free to reply to this email and TECH LINE will be glad to support you.

Have a good day, Dave.

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

Thank you, _____ Steve CTECH 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 #: _____
Date Created: 5/24/2023
Customer name: NISSAN OF MACOMB
VIN: 1N6BA1F4X _____ Mileage: 34,902
Dealer code: 5757
Dealer name: NISSAN OF MACOMB

Customer's Concerns:
MOTOR CRANKS BUT NO START
Technician Findings:
NO START WITH CODES:

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 | <input checked="" type="checkbox"/> |
| Due Date | 5/24/2023 |
| Assigned To | Steven Cooke |
| Last Modified Date/Time | 5/24/2023 10:37 AM |
| Comments | |

An email was sent to the Caller Name

| | |
|-------------------------|-------------------------------------|
| Name | |
| Task | <input checked="" type="checkbox"/> |
| Due Date | |
| Assigned To | Steven Cooke |
| Last Modified Date/Time | 6/4/2023 1:24 AM |
| Comments | |

Emails

| | |
|----------------|--------------------------------|
| Case | _____ 2018 TITAN XD _____ |
| Message Date | 5/24/2023 11:07 AM |
| Has Attachment | <input type="checkbox"/> |
| Email Address | _____ |
| Status | Sent |
| Subject | Case _____ 2018 TITAN XD _____ |
| Text Body | DAVE BEDENKO, |

TECH LINE's latest case update is below.

TECH LINE Recommendations:

Dave—

Thank you for contacting TECH LINE this morning; it was good to speak with you regarding this case.

As we discovered on the call, ENGINE SPEED value did not change in Data Monitor and the crank pulley was found to be wobbling during cranking. Based on this, TECH LINE recommends to remove the lower engine oil pan for inspection and documentation of any debris found in the pan.

Based on P0335, we may also want to remove the Crankshaft Position (CKP) sensor and inspect for any physical trauma to the sensor.

TECH LINE recommends to continue with the recommended Diagnosis Procedure for P2509 to confirm ECM connections, power supply and ground circuits. Any engine concerns will NOT cause these DTCs to set.

Please update the case with your progress and findings.

If you have any additional questions or require any further assistance, please feel free to reply to this email and TECH LINE will be glad to support you.

Have a good day, Dave.

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

Thank you,

Steve C

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: 5/24/2023
Customer name: NISSAN OF MACOMB
VIN: 1N6BA1F4X [REDACTED]

Mileage: 34,902

Dealer code: 5757

Dealer name: NISSAN OF MACOMB

Customer's Concerns:
MOTOR CRANKS BUT NO START

Technician Findings:
NO START WITH CODES:

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.

Steve Cooke | Technical Support Specialist - Aftersales Dealer Support | Nissan Group of the Americas | Phone: 615.223.4955

Case Comments

5/24/2023 11:06 AM

5/24/2023 11:06 AM

| | | | |
|---------|---|---------|--|
| User | Steven Cooke | User | Steven Cooke |
| Public | <input checked="" type="checkbox"/> | Public | <input checked="" type="checkbox"/> |
| Comment | <p>TECH LINE Recommendations:</p> <p>Dave— Thank you for contacting TECH LINE this morning; it was good to speak with you regarding this case.</p> <p>As we discovered on the call, ENGINE SPEED value did not change in Data Monitor and the crank pulley was found to be wobbling during cranking. Based on this, TECH LINE recommends to remove the lower engine oil pan for inspection and documentation of any debris found in the pan.</p> <p>Based on P0335, we may also want to remove the Crankshaft Position (CKP) sensor and inspect for any physical trauma to the sensor.</p> <p>TECH LINE recommends to continue with the recommended Diagnosis Procedure for P2509 to confirm ECM connections, power supply and ground circuits. Any engine concerns will NOT cause these DTCs to set.</p> <p>Please update the case with your progress and findings. If you have any additional questions or require any further assistance, please feel free to reply to this</p> | Comment | <p>TECH LINE received incoming call from Technician [5/24/2023, 11:08 EST/10:08 CST]</p> <p>Technician has verified the customer concern of crank, no start. On the call, reviewed DTCs and determine P2509 Diagnosis Procedure should be pursued. Noting the CRNT P0335, viewed Data Monitor values during cranking and found NO change in ENGINE SPEED. Technician observed crank pulley during cranking and noted pulley wobbling. Technician to contact PCC for long engine replacement.</p> |

email and TECH LINE will be glad to support you.

Have a good day, Dave.

5/24/2023 10:05 AM

User **Survey Site Guest User**
Public
Comment **Customer Comments: MOTOR CRANKS BUT NO START**
 Technician Findings: NO START WITH CODES
 Repairs Made: NONE
 Verified: Yes
 Current DTC: ECM P0700 ECM P0335 TCM P0735
 Past DTC: ECM P060C ECM P0A0F ECM P2509
TCU/TELEMATICS B130D ABS U1000
 Question for TECH LINE: Can you explain this to me?

Case History

5/24/2023 11:08 AM

User **Steven Cooke**
Action **Changed Subject to ECM sets P0335, P060C & P2509; crank, no start - A61D. Changed Status from Caller In Queue to Pending Dealer Reply.**

5/24/2023 10:11 AM

User **Steven Cooke**
Action **Changed Case Owner from TECH LINE Phone to Steven Cooke.**

5/24/2023 10:08 AM

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

5/24/2023 10:06 AM

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

5/24/2023 10:05 AM

User **Survey Site Guest User**
Action **Changed Status from Open to Pending TECH LINE. Changed Account Name to NISSAN OF MACOMB. Created.**