



- [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	MCGAVOCK 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	[REDACTED]	Texting Status	[REDACTED]
Created Day	Monday		

Incident Information

Customer Comments	[C/S CEL IS ACTIVE- VEHICLE WILL NOT START]	Customer Name	[REDACTED]
Verified	Yes	Vehicle	1N6BA1F42K [REDACTED]
Question for TECH LINE	Have you seen this before?	VIN	1N6BA1F42K [REDACTED]
Service Manual General Section	Engine	Archived VIN Make	[REDACTED]
Service Manual Specific Section	Engine Mechanical	Archived VIN Year	[REDACTED]
Symptom Code Category	Sounds	Archived VIN Model	[REDACTED]
Symptom	TICK/CLICK/RATTLE	Incident/RO Date	8/25/2023
When does this concern occur?	ALL TIMES	Calculated Days Down	3
Is single occurrence or a pattern?		Additional Days Down	[REDACTED]
Repairs Made	none	Total Days Down	3
Observed Modifications & Accessories	DPF has been delete from truck	Repair Attempts	0
		Current Mileage	76,964
		Vehicle Mileage Prior Value	[REDACTED]
		Vehicle Purchased	[REDACTED]

Miles
Primary DTC
Current DTC
Past DTC
Other DTCs

TECH LINE Information

Subject	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	8/28/2023 10:56 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	MCGAVOCK NISSAN	Mobile	[REDACTED]
Contact Type	NNA Dealer Master	Email	[REDACTED]
Title	Service Technician	Email Opt Out	[REDACTED]
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, 3/6/2024 12:47 AM

Activity History

Email: Case [redacted] 019 Titan XD; Crank no start A61 [redacted]

Name

Task

Due Date 8/28/2023

Assigned To Michael Lemmons

Last Modified Date/Time 8/28/2023 10:56 AM

Comments

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

Subject: Case [redacted] 019 Titan XD; Crank no start A61 [ref [redacted]]

Body:

Bryan,

I apologize but Tech Line is not allowed to make recommendations concerning warranty matters. Please discuss with the warranty administrator at your dealer.

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: 8/28/2023 VIN: 1N6BA1F [redacted] leage: 76,964 Dealer code: 3771 Dealer name: MCGAVOCK NISSAN

Customer's Concerns:

[C/S CEL IS ACTIVE- VEHICLE WILL NOT START]

Technician Findings:

has internal clunk noise from low end of engine crank found truck has been modified for emissions have been delete from truck and want to start a case to document for any repairs suspect it will need a long block:

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.

[REDACTED]

Email: Cas [REDACTED] 2019 Titan XD; [REDACTED]

Name
Task
Due Date
Assigned To
Last Modified Date/Time

8/28/2023
Michael Lemmons
8/28/2023 8:49 AM
Additional To: [REDACTED]
CC:
BCC: michael.lemmons@nissan-usa.com
Attachment:

Subject: Cas [REDACTED] 2019 Titan XD; [REDACTED]

Body:
Bryan,
Thank you for the description of the incident.
Based on the noise and no start it is possible we have a crankshaft issue.
Check if the front crank pulley is wobbling when cranking.
Push against the pulley side to side and check if it moves.
Remove the oil pan and check for metal debris.
If it is confirmed the engine has a major mechanical issue then we recommend replacing the long engine.

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.

Comments

Case # [REDACTED]
Date Created: 8/28/2023
VIN: 1N6BA1F42K [REDACTED] Mileage: 76,964
Dealer code: 3771
Dealer name: MCGAVOCK NISSAN

Customer's Concerns:
[C/S CEL IS ACTIVE- VEHICLE WILL NOT START]
Technician Findings:
has internal clunk noise from low end of engine crank found truck has been modified for emissions have been delete from truck and want to start a case to document for any repairs suspect it will need a long block:

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.

[REDACTED]

Emails

Case [REDACTED] 2019 Titan XD; Crank no start A61 [REDACTED]

Message Date 8/28/2023 10:56 AM

Has Attachment

Email Address

[REDACTED]

Status **Sent**

Subject **Case [REDACTED] 2019 Titan XD; Crank no start A61 [REDACTED]**

Text Body **bryan,**

TECH LINE's latest case update is below.

Replied to tech:

I apologize but Tech Line is not allowed to make recommendations concerning warranty matters. Please discuss with the warranty administrator at your dealer.

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: 8/28/2023
VIN: 1N6BA1F42K [REDACTED]**

Mileage: 76,964

Dealer code: 3771

Dealer name: MCGAVOCK NISSAN

Customer's Concerns:

[C/S CEL IS ACTIVE- VEHICLE WILL NOT START]

Technician Findings:

has internal clunk noise from low end of engine crank found truck has been modified for emissions have been delete from truck and want to start a case to document for any repairs suspect it will need a long block:

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.

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

Re: Case [REDACTED] 2019 Titan XD; [REDACTED]

Message Date 8/28/2023 10:08 AM

Has Attachment

Email Address [REDACTED]

Status Read

Subject Re: Case [REDACTED] 019 Titan XD; [REDACTED]

Text Body woud this type issue be a warranty issue just trying to verify due to the exhaust modifications Sent: Monday, August 28, 2023 at 8:49 AM From: "TECH LINE Email to Case" <techlinesfdc@nissan-usa.com> To: [REDACTED]

woud this type issue be a warranty issue just trying to verify due to the exhaust modifications

Sent: Monday, August 28, 2023 at 8:49 AM
From: "TECH LINE Email to Case" <techlinesfdc@nissan-usa.com>
To: [REDACTED]
Subject: Case [REDACTED] 2019 Titan XD [REDACTED]

Bryan,

Thank you for the description of the incident.
Based on the noise and no start it is possible we have a crankshaft issue.
Check if the front crank pulley is wobbling when cranking.
Push against the pulley side to side and check if it moves.
Remove the oil pan and check for metal debris.
If it is confirmed the engine has a major mechanical issue then we recommend replacing the long engine.

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: 8/28/2023
VIN: 1N6BA1F42 [REDACTED]

Mileage: 76,964

Dealer code: 3771

Dealer name: MCGAVOCK NISSAN

Customer's Concerns:
[C/S CEL IS ACTIVE- VEHICLE WILL NOT START]

Technician Findings:
has internal clunk noise from low end of engine crank found truck has been modified for emissions have been delete from truck and want to start a case to document for any repairs suspect it will need a long block:

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.

[REDACTED]

Case [REDACTED] 2019 Titan XD; [REDACTED]

Message Date 8/28/2023 8:49 AM

Has Attachment

Email Address [REDACTED]

Status Sent

Subject Case [REDACTED] 2019 Titan XD; [REDACTED]

Text Body bryan,

TECH LINE's latest case update is below.

Recommendation:

Thank you for the description of the incident.

Based on the noise and no start it is possible we have a crankshaft issue.

Check if the front crank pulley is wobbling when cranking.

Push against the pulley side to side and check if it moves.

Remove the oil pan and check for metal debris.

If it is confirmed the engine has a major mechanical issue then we recommend replacing the long engine.

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: 8/28/2023
VIN: 1N6BA1F42 [REDACTED]

Mileage: 76,964

Dealer code: 3771

Dealer name: MCGAVOCK NISSAN

Customer's Concerns:
[C/S CEL IS ACTIVE- VEHICLE WILL NOT START]

Technician Findings:
has internal clunk noise from low end of engine crank found truck has been modified for emissions have been delete from truck and want to start a case to document for any repairs suspect it will need a long block:

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.

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

Case Comments

8/28/2023 10:56 AM

User **Michael Lemmons**
Public
Comment **Replied to tech:
I apologize but Tech Line is not allowed to make recommendations concerning warranty matters. Please discuss with the warranty administrator at your dealer.**

8/28/2023 8:49 AM

User **Michael Lemmons**

8/28/2023 10:54 AM

User **Michael Lemmons**
Public
Comment **Received email from tech:
would this type issue be a warranty issue just trying to verify due to the exhaust modifications**

8/28/2023 8:30 AM

User **Survey Site Guest User**
Public

Public

Recommendation:

Thank you for the description of the incident. Based on the noise and no start it is possible we have a crankshaft issue.

Check if the front crank pulley is wobbling when cranking.

Push against the pulley side to side and check if it moves.

Remove the oil pan and check for metal debris.

If it is confirmed the engine has a major mechanical issue then we recommend replacing the long engine.

Customer Comments: [C/S CEL IS ACTIVE-VEHICLE WILL NOT START]

Technician Findings: has internal clunk noise from low end of engine crank found truck has been modified for emissions have been delete from truck and want to start a case to document for any repairs suspect it will need a long block

Repairs Made: none

Verified: Yes

Question for TECH LINE: Have you seen this before?

Comment

Comment

Case History

8/28/2023 10:57 AM

User **Michael Lemmons**

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

8/28/2023 10:08 AM

User **Managed Services**

Action **Changed First Call Resolution from Yes to No. Changed Reopen Date to 8/28/2023 10:08 AM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

8/28/2023 8:50 AM

User **Michael Lemmons**

Action **Changed Subject to Crank no start A61. Changed Status from Pending TECH LINE to Pending Dealer Reply.**

8/28/2023 8:38 AM

User **Michael Lemmons**

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

8/28/2023 8:31 AM

User **Survey Site Guest User**

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

8/28/2023 8:30 AM

User **Survey Site Guest User**

Action **Changed Status from Open to Pending TECH LINE. Changed Account Name to MCGAVOCK NISSAN. Changed Vehicle to 1N6BA1F42[REDACTED] Created.**