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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	NISSAN OF IRVINE
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	Dave Sattler
Repair/Work Order	[REDACTED]	Mobile Phone	
Job/Line Number	[REDACTED]	Texting Status	
Created Day	[REDACTED]		

Incident Information

Customer Comments	C/S ENGINE NOISE ON THE FREEWAY, STOPPED AND WOUNLDNT RESTART HASH DISPLAYED DEF SYSTEM FAILURE , WAS TOWED IN	Customer Name	[REDACTED]
Verified	Yes	Vehicle	1N6BA1F48J [REDACTED]
Question for TECH LINE	Have you seen this before?	VIN	1N6BA1F48J [REDACTED]
Service Manual General Section	Engine	Archived VIN Make	
Service Manual Specific Section	Engine Lubrication System	Archived VIN Year	2018
Symptom Code Category	Experience/Occurrence	Archived VIN Model	TITAN XD
Symptom	HARD TO START/EXCESS CRANK TIME	Incident/RO Date	11/11/2023
When does this concern occur?	ALL TIMES	Calculated Days Down	13
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	EXHAUST CAT REPLACED LAST VISIT	Total Days Down	13
Observed Modifications & Accessories	NONE	Repair Attempts	0
		Current Mileage	42,214
		Vehicle Mileage Prior Value	
		Vehicle Purchased Miles	
		Primary DTC	
		Current DTC	
		Past DTC	ECM P1612 ECM P2509 ABS C1187 BCM B26FF
		Other DTCs	

TECH LINE Information

Subject	Engine starts and stops with a squeaking sound heard from engine	Resolution Action	
Status	Closed	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	11/24/2023 7:06 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 IRVINE	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, 7/31/2018 4:33 AM	Contact Owner	NNAETL
Last Modified By	NNAETL, 3/4/2024 11:48 PM		

Activity History

Email: Case [REDACTED] 2018 TITAN XD: Engine starts and stops with a squeaking sound heard from engine [REDACTED]

Name	[REDACTED]
Task	<input checked="" type="checkbox"/>
Due Date	11/24/2023
Assigned To	Dave Sattler

Last Modified Date/Time 11/24/2023 7:07 AM

Additional T [REDACTED]
CC:
BCC: dave.sattler@nissan-usa.com
Attachment:

Subject: Case [REDACTED] 2018 TITAN XD; Engine startes and stops with a squeaking sound heard from engine [REDACTED]

re [REDACTED]
Body,
MARTIN,
TECH LINE's latest case update is below.
Recommendation:

Thank you for the case update, Martin.

We have removed the lower oil pan and heavy metal debris is present.

Replace long engine due to engine squeaking and heavy debris in oil pan.

If further assistance is needed contact TECH LINE anytime.

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

Thank you, _____ Dave STECH LINE

Comments

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: 11/22/2023
VIN: 1N6BA1F48[REDACTED] Mileage: 42,214
Dealer code: 5656
Dealer name: NISSAN OF IRVINE

Customer's Concerns:
C/S ENGINE NOISE ON THE FREEWAY, STOPPED AND WOULDNT RESTART HASH DISPLAYED DEF SYSTEM FAILURE , WAS TOWED IN
Technician Findings:
CRANKS SLOWLY AND ONLY RUNS ROUGH FOR 1-2 SECONDS, AND HAS A LOUD SQUEAK NOISE FROM INSIDE ENGINE SOUNDS DRY LIKE MAIN BEARING IS SPUN?, OIL LEVEL IS NORMAL. HAS NO OIL WETNESS IN EXHAUST PIPE. I THINK THE ENGINE IS DONE FOR?:

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[REDACTED]

Email: Case [REDACTED] 2018 TITAN XD; Engine startes and stops with a squeaking sound heard from engine [REDACTED]

Name [REDACTED]
Task
Due Date 11/22/2023
Assigned To Dave Sattler
Last Modified Date/Time 11/22/2023 2:19 PM

Comments Additional T [REDACTED]
CC:
BCC: dave.sattler@nissan-usa.com
Attachment:

Subject: Case [REDACTED] 2018 TITAN XD; Engine startes and stops with a squeaking sound heard from engine [REDACTED]

Body:
MARTIN,
TECH LINE's latest case update is below.
Recommendation:

Thank you for the case update, Martin.

Watching the video, the squeaking sound sounds deep.

Looking at the vehicle history we see only 1 oil change, is the filter a factory filter?

Let remove the lower oil pan and get a better look at the engine condition.

If further assistance is needed contact TECH LINE anytime.

Have a great Thanksgiving

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

Thank you, _____ Dave STECH LINE

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Case #: _____
Date Created: 11/22/2023
VIN: 1N6BA1F4 _____ Mileage: 42,214
Dealer code: 5656
Dealer name: NISSAN OF IRVINE

Customer's Concerns:

C/S ENGINE NOISE ON THE FREEWAY, STOPPED AND WOULDNT RESTART HASH DISPLAYED DEF SYSTEM FAILURE , WAS TOWED IN

Technician Findings:

CRANKS SLOWLY AND ONLY RUNS ROUGH FOR 1-2 SECONDS, AND HAS A LOUD SQUEAK NOISE FROM INSIDE ENGINE SOUNDS DRY LIKE MAIN BEARING IS SPUN?, OIL LEVEL IS NORMAL. HAS NO OIL WETNESS IN EXHAUST PIPE. I THINK THE ENGINE IS DONE FOR?:

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Email: Case _____ 2018 TITAN XD; Engine startes and stops with a squeaking sound heard from engine [_____]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	11/22/2023
Assigned To	Dave Sattler
Last Modified Date/Time	11/22/2023 12:04 PM
Comments	Additional T _____ CC: BCC: dave.sattler@nissan-usa.com Attachment: Subject: Case _____ 2018 TITAN XD; Engine startes and stops with a squeaking sound heard from engine [_____]

Body:
MARTIN,
TECH LINE's latest case update is below.
Recommendation:

Thank you for the case information, Martin.

We have a vehicle that stopped operating while driving and would not restart DEF incident noted in meter.

We inspected engine operation by starting engine, engine cranked slower than normal but would start and operate a 1-2 sec with a squeak sound heard from inside of engine before engine stops.

We inspected engine oil level as normal.

What is the state of charge for the battery's due to slow cranking.

With the squeaking sound heard let's remove the lower oil pan to inspect for any sludge/debris in pan from the sound heard and poss source of the squeaking sound heard.

If further assistance is needed contact TECH LINE anytime

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Case # _____

Date Created: 11/22/2023

VIN: 1N6BA1F_____eage: 42,214

Dealer code: 5656

Dealer name: NISSAN OF IRVINE

Customer's Concerns:

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Technician Findings:

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r _____

Emails

Case _____ 2018 TITAN XD: Engine startes and stops with a squeaking sound heard from engine [

Message Date 11/24/2023 7:07 AM

Has Attachment _____

Email Address _____

Status Sent

Subject Case _____ 2018 TITAN XD; Engine startes and stops with a squeaking sound heard from engine [

Text Body MARTIN,

TECH LINE's latest case update is below.

Recommendation:

Thank you for the case update, Martin.

We have removed the lower oil pan and heavy metal debris is present.

Replace long engine due to engine squeaking and heavy debris in oil pan.

If further assistance is needed contact TECH LINE anytime.

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

Thank you,

Dave S

TECH LINE

Updating a TECH LINE Case:

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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: 11/27/2023

VIN: 1N6BA1F48 [REDACTED]

Mileage: 42,214

Dealer code: 5656

Dealer name: NISSAN OF IRVINE

Customer's Concerns:

C/S ENGINE NOISE ON THE FREEWAY, STOPPED AND WOULDNT RESTART HASH DISPLAYED DEF SYSTEM FAILURE , WAS TOWED IN

Technician Findings:

CRANKS SLOWLY AND ONLY RUNS ROUGH FOR 1-2 SECONDS, AND HAS A LOUD SQUEAK NOISE FROM INSIDE ENGINE SOUNDS DRY LIKE MAIN BEARING IS SPUN?, OIL LEVEL IS NORMAL. HAS NO OIL WETNESS IN EXHAUST PIPE. I THINK THE ENGINE IS DONE FOR?:

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Re: Cas [REDACTED] 018 TITAN XD; Engine startes and stops with a squeaking sound heard from engine [REDACTED]

Message Date 11/22/2023 3:41 PM

Has Attachment

Email Address [REDACTED]

Status Read

Subject Re: Cas [REDACTED] 018 TITAN XD; Engine startes and stops with a squeaking sound heard from engine [REDACTED]

Text Body no sludge build-up . but engine has metal

On Wed, Nov 22, 2023, 12:19 PM TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:

> MARTIN,
>
> TECH LINE's latest case update is below.
>
>
> Recommendation:
> Thank you for the case update, Martin.
>
> Watching the video, the squeaking sound sounds deep.
>
> Looking at the vehicle history we seeg only 1 oil change, is the filter a
> factory filer?
>
> Let remove the lower oil pan and get a better look at the engine
> condition.
>
> If further assistance is needed contact TECH LINE anytime.
> Have a great Thanksgiving
>
>
> The TECH LINE Survey can be accessed by: [CLICKING HERE](#)

[REDACTED]

>
>
>
>
> Thank you,
>
> _____
>
> Dave 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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> From ASIST, Select TECH LINE Support Request, Enter your dealer code and
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> *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: 11/22/2023
> VIN: 1N6BA1F48 [REDACTED]
>
> Mileage: 42,214
>
> Dealer code: 5656
>
> Dealer name: NISSAN OF IRVINE
>
> Customer's Concerns:
> C/S ENGINE NOISE ON THE FREEWAY, STOPPED AND WOULDNT RESTART HASH
> DISPLAYED DEF SYSTEM FAILURE , WAS TOWED IN
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> Technician Findings:
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> all copies of the message.
>
>
> [REDACTED]
>
> [REDACTED]

Case [REDACTED] 2018 TITAN XD; Engine starts and stops with a squeaking sound heard from engine [REDACTED]

Message Date 11/22/2023 2:19 PM

Has Attachment

Email Address [REDACTED]

Status Sent

Subject Case [REDACTED] 2018 TITAN XD; Engine starts and stops with a squeaking sound heard from engine [REDACTED]

Text Body MARTIN,

TECH LINE's latest case update is below.

Recommendation:

Thank you for the case update, Martin.

Watching the video, the squeaking sound sounds deep.

Looking at the vehicle history seeing only 1 oil change is the filter a factory filer?

Let remove the lower oil pan and get a better look at the engine condition.

If further assistance is needed contact TECH LINE anytime.
Have a great Thanksgiving

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

Thank you,

Dave S

TECH LINE

Updating a TECH LINE Case:

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Case #: [REDACTED]
Date Created: 11/22/2023
VIN: 1N6BA1F48 [REDACTED]

Mileage: 42,214

Dealer code: 5656

Dealer name: NISSAN OF IRVINE

Customer's Concerns:

C/S ENGINE NOISE ON THE FREEWAY, STOPPED AND WOULDNT RESTART HASH DISPLAYED DEF SYSTEM FAILURE , WAS TOWED IN

Technician Findings:

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Re: Case [REDACTED] 2018 TITAN XD: Engine starts and stops with a squeaking sound heard from engine [REDACTED]

Message Date 11/22/2023 1:13 PM

Has Attachment

Email Address [REDACTED]

Status Read

Subject Re: Case [REDACTED] 2018 TITAN XD; Engine starts and stops with a squeaking sound heard from engine [REDACTED]

Text Body

the batteries are weak; however I have charged them and had jumpers hooked-up . also i have drive belt disconnected. I will remove lower oil pan and inspect. this is a video of the sound and how long the engine will run

On Wed, Nov 22, 2023, 10:04 AM TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:

> MARTIN,
>
> TECH LINE's latest case update is below.
>
>
> Recommendation:
> Thank you for the case information, Martin.
>
> We have a vehicle that stopped operating while driving and would not
> restart DEF incident noted in meter.
>
> We inspected engine operation by starting engine, engine cranked slower
> than normal but would start and operate a 1-2 sec with a squeak sound heard
> from inside of engine before engine stops.
>
> We inspected engine oil level as normal.
>
> What is the state of charge for the battery's due to slow cranking.
>
> With the squeaking sound heard let's remove the lower oil pan to inspect
> for any sludge/debris in pan from the sound heard and poss source of the
> squeaking sound heard.
>
> If further assistance is needed contact TECH LINE anytime
>
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[REDACTED]

>
>
>
>
>
> Thank you,
>
> _____
>
> Dave S
>
> TECH LINE
>
>
>
> *Updating a TECH LINE Case:*
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>
> Case # [REDACTED]
> Date Created: 11/22/2023
> VIN: [REDACTED]
>
> Mileage: 42,214
>
> Dealer code: 5656
>
> Dealer name: NISSAN OF IRVINE
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> Customer's Concerns:
> C/S ENGINE NOISE ON THE FREEWAY, STOPPED AND WOULDNT RESTART HASH
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> all copies of the message.
>
>
> [REDACTED]

Case [REDACTED] 2018 TITAN XD; Engine starts and stops with a squeaking sound heard from engine [REDACTED]

Message Date 11/22/2023 12:04 PM
Has Attachment [REDACTED]
Email Address [REDACTED]
Status Sent
Subject Case [REDACTED] 2018 TITAN XD; Engine starts and stops with a squeaking sound heard from engine [REDACTED]
Text Body MARTIN,

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Recommendation:
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We inspected engine operation by starting engine, engine cranked slower than normal but would start and operate a 1-2 sec

with a squeak sound heard from inside of engine before engine stops.

We inspected engine oil level as normal.

What is the state of charge for the battery's due to slow cranking.

With the squeaking sound heard let's remove the lower oil pan to inspect for any sludge/debris in pan from the sound heard and poss source of the squeaking sound heard.

If further assistance is needed contact TECH LINE anytime

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Thank you,

Dave S

TECH LINE

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Case #: [REDACTED]
Date Created: 11/22/2023
VIN: 1N6BA1F48 [REDACTED]

Mileage: 42,214

Dealer code: 5656

Dealer name: NISSAN OF IRVINE

Customer's Concerns:

C/S ENGINE NOISE ON THE FREEWAY, STOPPED AND WOULDNT RESTART HASH DISPLAYED DEF SYSTEM FAILURE , WAS TOWED IN

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Case Comments

11/24/2023 7:06 AM		11/24/2023 7:02 AM	
User	Dave Sattler	User	Dave Sattler
Public	<input checked="" type="checkbox"/>	Public	<input checked="" type="checkbox"/>
Comment	<p>Recommendation: Thank you for the case update, Martin.</p> <p>We have removed the lower oil pan and heavy metal debris is present.</p> <p>Replace long engine due to engine squeaking and heavy debris in oil pan.</p> <p>If further assistance is needed contact TECH LINE anytime.</p>	Comment	<p>Description: Tech sent a case email update. no sludge build-up . but engine has metal</p>
11/22/2023 2:18 PM		11/22/2023 2:09 PM	
User	Dave Sattler	User	Dave Sattler
Public	<input checked="" type="checkbox"/>	Public	<input checked="" type="checkbox"/>
Comment	<p>Recommendation: Thank you for the case update, Martin.</p> <p>Watching the video, the squeaking sound sounds deep.</p> <p>Looking at the vehicle history seeing only 1 oil change is the filter a factory filer?</p> <p>Let remove the lower oil pan and get a better look at the engine condition.</p> <p>If further assistance is needed contact TECH LINE anytime. Have a great Thanksgiving</p>	Comment	<p>Description: Tech sent a case email update. The batteries are weak; however I have charged them and had jumpers hooked-up. Also I have drive belt disconnected. I will remove lower oil pan and inspect. This is a video of the sound and how long the engine will run</p>
11/22/2023 12:03 PM		11/22/2023 11:38 AM	
User	Dave Sattler	User	Survey Site Guest User
Public	<input checked="" type="checkbox"/>	Public	<input checked="" type="checkbox"/>
Comment	<p>Recommendation: Thank you for the case information, Martin.</p> <p>We have a vehicle that stopped operating while driving and would not restart DEF incident noted in meter.</p> <p>We inspected engine operation by starting engine, engine cranked slower than normal but would start and operate a 1-2 sec with a squeak sound heard from inside of engine before engine stops.</p> <p>We inspected engine oil level as normal.</p> <p>What is the state of charge for the battery's due to slow cranking.</p> <p>With the squeaking sound heard let's remove the lower oil pan to inspect for any sludge/debris in pan from the sound heard and poss source of the squeaking sound heard.</p> <p>If further assistance is needed contact TECH LINE anytime</p>	Comment	<p>Customer Comments: C/S ENGINE NOISE ON THE FREEWAY, STOPPED AND WOULDNT RESTART HASH DISPLAYED DEF SYSTEM FAILURE , WAS TOWED IN</p> <p><input type="checkbox"/> Technician Findings: CRANKS SLOWLY AND ONLY RUNS ROUGH FOR 1-2 SECONDS, AND HAS A LOUD SQUEAK NOISE FROM INSIDE ENGINE SOUNDS DRY LIKE MAIN BEARING IS SPUN?, OIL LEVEL IS NORMAL. HAS NO OIL WETNESS IN EXHAUST PIPE. I THINK THE ENGINE IS DONE FOR?</p> <p><input type="checkbox"/> Repairs Made: EXHAUST CAT REPLACED LAST VISIT</p> <p><input type="checkbox"/> Verified: Yes</p> <p><input type="checkbox"/> Past DTC: ECM P1612 ECM P2509 ABS C1187 BCM B26FF</p> <p><input type="checkbox"/> Question for TECH LINE: Have you seen this before?</p>

Case History

11/24/2023 7:06 AM

User Dave Sattler

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

11/22/2023 3:41 PM

User **Managed Services**

Action **Changed Reopen Date from 11/22/2023 1:13 PM to 11/22/2023 3:41 PM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

11/22/2023 2:18 PM

User **Dave Sattler**

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

11/22/2023 1:13 PM

User **Managed Services**

Action **Changed First Call Resolution from Yes to No. Changed Reopen Date to 11/22/2023 1:13 PM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

11/22/2023 12:04 PM

User **Dave Sattler**

Action **Changed Subject to Engine startes and stops with a squeaking sound heard from engine. Changed Status from Pending TECH LINE to Pending Dealer Reply.**

11/22/2023 11:51 AM

User **Dave Sattler**

Action **Changed Case Owner from TECH LINE Initial 1 to Dave Sattler.**

11/22/2023 11:50 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.**

11/22/2023 11:38 AM

User **Survey Site Guest User**

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