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General

Caller Name	[REDACTED]	Dealer	KEATING 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	William Spencer
Repair/Work Order	[REDACTED]	Mobile Phone	[REDACTED]
Job/Line Number	[REDACTED]	Texting Status	[REDACTED]
Created Day	Tuesday		

Incident Information

Customer Comments	TOWED TO SHOP VEHICLE STARTED SHUTTERING...STALLED ANDN WILL NOT RESTART (REDUCED POWER SHOWED UP...	Customer Name	[REDACTED]
Verified	Yes	Vehicle	1N6BA1F43C [REDACTED]
Question for TECH LINE	What test should I do next?	VIN	1N6BA1F43C [REDACTED]
Service Manual General Section	Engine	Archived VIN Make	[REDACTED]
Service Manual Specific Section	Engine Mechanical	Archived VIN Year	2016
Symptom Code Category	Experience/Occurrence	Archived VIN Model	TITAN XD
Symptom	CRANK, BUT NO START	Incident/RO Date	12/29/2023
When does this concern occur?	ALL TIMES	Calculated Days Down	4
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	NONE	Total Days Down	4
Observed Modifications & Accessories	TUNED + DELETED	Repair Attempts	0
		Current Mileage	87,676
		Vehicle Mileage Prior Value	

Vehicle Purchased
Miles

Primary DTC

Current DTC ECM P00B7-00

Past DTC

Other DTCs

TECH LINE Information

Subject	Engine cranks slowly -A61-Diesel-	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	1/2/2024 4:47 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	KEATING NISSAN	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
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Additional Information

Fax
Home Phone
Work Phone
Description

Lead Source
Birthdate
Department

System Information

Created By NNAETL, 4/13/2021 4:33 AM Contact Owner NNAETL
Last Modified By NNAETL, 3/4/2024 11:49 PM

Activity History

Email: Case [REDACTED] 2016 TITAN XD; Engine cranks slowly -A61-Diesel- [REDACTED]

Name
Task
Due Date 1/2/2024
Assigned To William Spencer
Last Modified Date/Time 1/2/2024 4:48 PM
Comments Additional To [REDACTED]
CC:
BCC: william.spencer@nissan-usa.com
Attachment:
Subject: Case [REDACTED] 2016 TITAN XD; Engine cranks slowly -A61-Diesel- [REDACTED]
Body:
[REDACTED]
My name is William, and I will be assisting you with this case.

Thank you for all the detailed information.
With batteries charged fully, testing good, and engine cranking slowly.
We are likely to have engine trauma.
The low voltage codes are likely due to the starter drawing so much amperage when attempting to turn the engine.
Engine trauma is likely due to the tuner installed.
Let's rotate the engine both directions by hand.
Inspect for the flywheel to move in the same direction.
If we can rotate the front of the crank and the flywheel does not move with it.
The crankshaft is likely separated.
If the flywheel does move with the front of the crank.
We have also seen cam shaft separation with aftermarket tuners installed.
Remove the cam sensors and inspect the camshafts for movement when cranking.

Keep us informed of repairs or if you need further assistance.
Thank you, _____ William.TECH LINE
The TECH LINE Survey can be accessed by: [CLICKING HERE](#)

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: 1/2/2024
VIN: 1N6BA1F [REDACTED] Mileage: 87,676
Dealer code: 5623
Dealer name: KEATING NISSAN

Customer's Concerns:
TOWED TO SHOP VEHICLE STARTED SHUTTERING...STALLED ANDN WILL NOT RESTART
(REDUCED POWER SHOWED UP...

Technician Findings:
UNABLE TO START VEHICLE. ONLY CURRENT DTC STORED IS P00B7-00 ADDITIONAL VOLTAGE CODES ARE STORED IN PAST. ALLOWED BATTERIES TO CHARGE OVER MULTIPLE HOURS. VEHICLE WILL CRANK VERY SLOWLY (MAX RPM 60-80RPM).FUEL SAMPLE FROM LIFT PUMP APPEARS TO BE OK, FUSE FOR FUEL PUMP IS INTACT, WHILE CRANKING RECORDED FUEL PRESSURE DATA, 386 BAR AT FUEL RAIL PESSURE SENSOR. CUSTOMER STATES VEHICLE WAS DRIVING AND JUST SPUTTERED AND DIED. VEHICLE DOES HAVE AFTERMARKET TUNE AS WELL AS AFTERMARKET "DELETED" EXHAUST IS PRESENT IN THE VED OF VEHICLE. VEHICLE CURRENTLY HAS OEM EXHAUST INSTALLED, HOWEVER, ALL CONNECTORS AND DEF LINES ARE UNPLUGGED/DISCONNECTED. REALLY UNSURE OF WHAT DIRECTION TO HEAD WITH MY DIAGNOSIS HERE AS IT SEEMS TO BE A CASE OF LOW VOLTAGE CAUSING LONG CRANK BUT BATTERIES HAVE BEEN ON CHARGE FOR SEVERAL HOURS AND ARE AT APPROX 14 VOLTS WHEN ATTEMPTING TO START THE TRUCK.:

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.



An email was sent to the Caller Name

Name [REDACTED]
Task
Due Date [REDACTED]
Assigned To William Spencer
Last Modified Date/Time 1/13/2024 1:24 AM
Comments [REDACTED]

Attachments

[REDACTED]	[REDACTED]
Size 19.19MB	Size 2.11MB
Ownership Managed Services	Ownership Managed Services
View [REDACTED]	View View file
Last Modified 1/2/2024 4:26 PM	Last Modified 1/2/2024 4:26 PM

Emails

Case [REDACTED] 2016 TITAN XD; Engine cranks slowly -A6 [REDACTED]
Message Date 1/2/2024 4:48 PM
Has Attachment
Email Address [REDACTED]
Status Sent

Subject Case [REDACTED] 2016 TITAN XD; Engine cranks slowly -A61-Diesel [REDACTED]
Text Body [REDACTED]

TECH LINE's latest case update is below.

TSS Recommendation:

My name is William, and I will be assisting you with this case.

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Thank you,

William.

TECH LINE

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Case #: [REDACTED]

Date Created: 1/2/2024

VIN: 1N6BA1F43G [REDACTED]

Mileage: 87,676

Dealer code: 5623

Dealer name: KEATING NISSAN

Customer's Concerns:

TOWED TO SHOP VEHICLE STARTED SHUTTERING...STALLED ANDN WILL NOT RESTART (REDUCED POWER SHOWED UP...

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Case Comments

1/2/2024 4:45 PM

1/2/2024 4:27 PM

User William Spencer

User Survey Site Guest User

Public

Public

Comment TSS Recommendation:

Comment VIDEO OF CRANKING CONDITION SUPPLIED.

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The crankshaft is likely separated.

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Remove the cam sensors and inspect the camshafts for movement when cranking.

Keep us informed of repairs or if you need further assistance.

1/2/2024 4:26 PM

User **Survey Site Guest User**

Public

Comment

Customer Comments: TOWED TO SHOP VEHICLE STARTED SHUTTERING...STALLED ANDN WILL NOT RESTART (REDUCED POWER SHOWED UP...

Technician Findings: UNABLE TO START VEHICLE. ONLY CURRENT DTC STORED IS P00B7-00 ADDITIONAL VOLTAGE CODES ARE STORED IN PAST. ALLOWED BATTERIES TO CHARGE OVER MULTIPLE HOURS. VEHICLE WILL CRANK VERY SLOWLY (MAX RPM 60-80RPM).FUEL SAMPLE FROM LIFT PUMP APPEARS TO BE OK. FUSE FOR FUEL PUMP IS INTACT. WHILE CRANKING RECORDED FUEL PRESSURE DATA, 386 BAR AT FUEL RAIL PESSURE SENSOR. CUSTOMER STATES VEHICLE WAS DRIVING AND JUST SPUTTERED AND DIED. VEHICLE DOES HAVE AFTERMARKET TUNE AS WELL AS AFTERMARKET "DELETED" EXHAUST IS PRESENT IN THE VED OF VEHICLE. VEHICLE CURRENTLY HAS OEM EXHAUST INSTALLED, HOWEVER, ALL CONNECTORS AND DEF LINES ARE UNPLUGGED/DISCONNECTED. REALLY UNSURE OF WHAT DIRECTION TO HEAD WITH MY DIAGNOSIS HERE AS IT SEEMS TO BE A CASE OF LOW VOLTAGE CAUSING LONG CRANK BUT BATTERIES HAVE BEEN ON CHARGE FOR SEVERAL HOURS AND ARE AT APPROX 14 VOLTS WHEN ATTEMPTING TO START THE TRUCK.

Repairs Made: NONE

Verified: Yes

Current DTC: ECM P00B7-00

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

Case History

1/2/2024 4:47 PM

User **William Spencer**

Action **Changed Subject to Engine cranks slowly -A61-Diesel-. Changed Status from Pending TECH LINE to Pending Dealer Reply.**

1/2/2024 4:36 PM

User **William Spencer**

Action **Changed Case Owner from TECH LINE Initial 1 to William Spencer.**

1/2/2024 4:27 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.**

1/2/2024 4:26 PM

User **Survey Site Guest User**

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

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