



TR (Technical Report)

Ref. No : [REDACTED]

Status : Closed

Responsible :

Subject 2017 A61/Titan Engine suddenly had loud noise and stopped running - now will not crank

General

Local Ref No.	[REDACTED]	Incident Country	United States	Claim No.	-
Model	A61	Model Year	2017	Taskforce Report	Yes
No Action Reason	-	Info Source	ER-FQI Engineer Request	Classification	-
Explanation	<u>Request</u> PI - Part Investigation <u>Priority & request comments</u> (No Text)				
Issue Coverage	<input type="checkbox"/> 3MIS <input type="checkbox"/> 12MIS <input type="checkbox"/> Durability <input type="checkbox"/> QCS <input type="checkbox"/> IQS <input type="checkbox"/> Breakdown				

Vehicle Details

VIN	1N6BA1F40H-[REDACTED]	Plant Code	N-NNA (Canton)	Color Code	RAY
Model Variation	TXD PRO/4X	Sold Date	15/11/2016		
Prod Date	05/11/2016	Engine No.	[REDACTED]		
Engine Type	CD50	Transmission No.	-	Battery Pack No.	-
Transmission Type	A	DC Converter No.	-	On Board Charge No.	-
Inverter No.	-	E-PKB ECU No.	-		
PBW ECU No.	-	E-PKB ATR No.	-		
Electric Heater Unit No.	-				

Incident Details

Dealer No. - Name	5308-Nissan of Cookeville	County/State	TN	Contact	-
City/Town	Cookeville				
Date of Incident	10/03/2017	Incident Mileage	4862 Miles		

Customer Complaint My truck's engine had a sudden noise and vibration, it then stopped running and would not restart. My wife felt a vibration in the passenger's side floor just before it stopped running.

Details of Incident 1. How did the customer notice the incident
While driving the vehicle

Incident Conditions 2. What are the incident conditions
Engine started to emit noise and vibration, it then stopped running and could not be restarted
Starter just clicks, engine will not crank over

Field Investigation

3. Inspection done & result
 TSM informed of the incident by Service Director
 TSM discussed incident with SQI and supplier engineers and scramble arranged
 Team arrived and confirmed the engine was locked up and would not crank over - battery voltage 12.82 volts OK
 See/hear attached video
 Team confirmed crankshaft pulley separation and serpentine belt still attached, pulley in two pieces and was laying in protective skid pan
 Team noted coolant and oil level and color OK
 Team requested lower engine pan removed for inspection of crankshaft
 Team noted excessive ferrous and non-ferrous metal debris in lower engine oil pan
 Upon removal and Shop Foreman turning crankshaft attaching bolt with breaker bar - he could only turn the crank a few degrees in each direction - possible broken crankshaft
 See video attachment
 Team instructed dealer to replace and collect the incident OE engine assembly for analysis
 TSM delivered incident OE engine assembly to FQI 3/13/17
 Root causes of locked engine incident is under investigation

Repair Action & Results

1. Repairs done
 Verify, isolate, order-replace-collect incident OE engine assembly for FQI and supplier analysis
2. Results
 Incident resolved with replacement of OE locked engine assembly

Parts Details

Part No.	Part Name	Quantity Available
1 10102	long engine assembly	1 - delivered to FQI 03/13/17

Coding Block

PFP 10102-ENG ASSY-BARE **Additional PFP** - **Tread Code** 10-Powertrain
DTC -
f, s, s, s No
CS Code AA-hard start / no restart (except HA) **CT Code** 32-internal failure

Related Documents

Status	Responsible	Elapsed Days
Closed	-	-
Closed	-	-
Closed	-	-
Closed	-	-
Closed	-	-

Workflow & History

Date	Old Status	Old Responsible	Action	New Responsible	New Status	Comments
19/12/2017	Linked	Mark MULLINS_NA_NNA_PEI	(close by MREP)		Closed	-
27/04/2017	Public	Mark MULLINS_NA_NNA_PEI	(Link to Project from Proj	Mark MULLINS_NA_NNA_PEI	Linked	-
13/03/2017	Public	Brian JOHN_NA_NNA_PEI	Reassign	Mark MULLINS_NA_NNA_PEI	Public	-
13/03/2017	Public	Jerry PUETZ_NA_NNA_PEI	Reassign	Brian JOHN_NA_NNA_PEI	Public	-
13/03/2017	Awaiting Approval	Jerry PUETZ_NA_NNA_PEI	Publish	Mark MULLINS_NA_NNA_PEI	Public	-
13/03/2017	Draft	Steve WELLS_NA_NNA_PEI	Request Approval	Jerry PUETZ_NA_NNA_PEI	Awaiting Approval	-
10/03/2017	Initiated	Steve WELLS_NA_NNA_PEI	Save	Steve WELLS_NA_NNA_PEI	Draft	-

Project Member

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Pre-Select Destination -
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Comment