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Case: [REDACTED]

Content cannot be displayed: You do not have sufficient privileges to access the page: /apex/TLAlertPage

General

Caller Name	[REDACTED]	Dealer	GILES NISSAN
NNAAnet user ID	TVA-02219	Contact Name	
Tech Preferred Phone	[REDACTED]	Customer Name	
Tech Preferred Email	[REDACTED]	Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	[REDACTED]
Repair/Work Order	541685	Mobile Phone	
Job/Line Number	A	Texting Status	
Created Day	Thursday		

Incident Information

Customer Comments	C/S THAT THE ENGINE SOUNDS DIFFERENT, HAD BURNT PLASTIC SMELL, AND SMOKE. DIED OUT AND WILL NOT START	Customer Name	[REDACTED]
Verified	Yes	Vehicle	1N6BA1F44H [REDACTED]
Question for TECH LINE	Have you seen this before?	VIN	1N6BA1F44H [REDACTED]
Service Manual General Section	Electrical & Power Control	Archived VIN Make	
Service Manual Specific Section	Starting System	Archived VIN Year	2017
Symptom Code Category	Visual	Archived VIN Model	TITAN XD
Symptom	CORRODED APPEARANCE	Incident/RO Date	4/5/2019
When does this concern occur?	ALL TIMES	Calculated Days Down	6
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	NONE	Total Days Down	6
Observed Modifications & Accessories	NONE	Repair Attempts	0
		Current Mileage	40,249
		Vehicle Mileage Prior Value	

Vehicle Purchased
Miles

Primary DTC

Current DTC ABS C1118

Past DTC ABS C1118 AIR BAG B142A ICC/ADAS
C1A01 ALL MODE AWD/4WD P1820

Other DTCs

TECH LINE Information

Subject	No Crank No Start	Resolution Action	
Status	Closed	Resolution Object	
Confirmed Resolution	Yes	Field Inspection Indicator	<input type="checkbox"/>
Component Code Category	EL Electrical	NNA Field Inspection Date	
Component Code Issue	EL2 STARTER	FSSS	<input type="checkbox"/>
TECH LINE Template	ECC Initial Response	FSSS Date	
TREAD Component	11		
Date/Time Closed	4/11/2019 10:34 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:

Activity History

Email: Case 35352296; 2017 TITAN XD; No Crank No Start [ref:_00DA09j8L._5002I1n4kTS:ref]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	4/23/2019
Assigned To	[REDACTED]
Last Modified Date/Time	4/23/2019 7:45 AM
Comments	Additional To: jahayes142@cox.net CC: BCC: paul.legnon@nissan-usa.com Attachment: Subject: [REDACTED] 2017 TITAN XD; No Crank No Start [ref:_00DA09j8L._5002I1n4kTS:ref] Body: JASON, Thank you for that information. -Lets replace the Long Engine- Engineering is no longer collecting information for this concern, proceed with the necessary disassembly for repairs. Thank you, _____ Paul L.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: 4/11/2019
Customer name:
VIN: 1N6BA1F44H [REDACTED] Mileage: 40,249
Dealer code: 2911
Dealer name: GILES NISSAN

Customer's Concerns:
C/S THAT THE ENGINE SOUNDS DIFFERENT, HAD BURNT PLASTIC SMELL, AND SMOKE. DIED OUT AND WILL NOT START
Technician Findings:
FOUND THAT SIGNAL WIRE TO STARTER AND WIRE FROM SOLENOID TO MOTOR ARE MELTED. CUSTOMER WAS HEARING WHAT SOUNDED LIKE EXHAUST LEAK BUT TRUCK DIED OUT WHILE DRIVING AND WOULD NOT RESTART AND WAS TOWED IN.:

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.

ref:_00DA09j8L._5002I1n4kTS:ref

Email: Case [REDACTED] **2017 TITAN XD; No Crank No Start [ref:_00DA09j8L._5002I1n4kTS:ref]**

Name [REDACTED]
Task
Due Date 4/11/2019
Assigned To [REDACTED]
Last Modified Date/Time 4/11/2019 10:33 AM
Comments **Additional To:** [REDACTED]
CC:
BCC: paul.legnon@nissan-usa.com
Attachment:

Subject: Case [REDACTED] 2017 TITAN XD; No Crank No Start [ref:_00DA09j8L._5002I1n4kTS:ref]
Body:
[REDACTED]

We recommend repairing the harness if it can be repaired.

If not,, replace the related harness and starter motor

Thank you, [REDACTED]

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.
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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 #: 35352296
Date Created: 4/11/2019
Customer name:
VIN: 1N6BA1F44H [REDACTED] Mileage: 40,249
Dealer code: 2911
Dealer name [REDACTED]

Customer's Concerns:
C/S THAT THE ENGINE SOUNDS DIFFERENT, HAD BURNT PLASTIC SMELL, AND SMOKE. DIED OUT AND WILL NOT START
Technician Findings:
FOUND THAT SIGNAL WIRE TO STARTER AND WIRE FROM SOLENOID TO MOTOR ARE MELTED. CUSTOMER WAS HEARING WHAT SOUNDED LIKE EXHAUST LEAK BUT TRUCK DIED OUT WHILE

DRIVING AND WOULD NOT RESTART AND WAS TOWED IN.:

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ref:_00DA09j8L._5002I1n4kTS:ref

Attachments

IMG_20190411_100410.jpg

Size **3.5MB**

Ownership **Survey Site Guest User**

View [View file](#)

Last Modified **4/11/2019 10:25 AM**

Emails

Case [REDACTED]; 2017 TITAN XD; No Crank No Start [ref:_00DA09j8L._5002I1n4kTS:ref]

Message Date **4/23/2019 7:45 AM**

Has Attachment

Email Address [REDACTED]

Status **Sent**

Subject **Case [REDACTED] 2017 TITAN XD; No Crank No Start [ref:_00DA09j8L._5002I1n4kTS:ref]**

Text Body **JASON HAYES,**

TECH LINE's latest case update is below.

Tech response-

Good afternoon, I finally got a starter in because it was backordered, installed it and repaired the signal wires to the starter. Tried cranking, clicked but would not turn over. Tried turning engine by hand and will only turn about half an inch. I removed lower oil pan and found that the crankshaft is broken at cyl 7-8 journal. I know I'll need a new engine and may need to disassemble the engine further to be able to remove the torque converter bolts, but I know sometimes engineering may want the engine intact to investigate the problem. How should I proceed? I will attach pictures of the crankshaft and oil pan.

TSS-Thank you for that information.

-Lets replace the Long Engine- Engineering is no longer collecting information for this concern, proceed with the necessary disassembly for repairs.

Thank you,

[REDACTED]
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.

Service Manager: Make a comment on the case from the CA COMM tool found on nnanet.com.

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: 4/11/2019
Customer name:
VIN: 1N6BA1F44 [REDACTED]

Mileage: 40,249

Dealer code: 2911

Dealer name: GILES NISSAN

Customer's Concerns:
C/S THAT THE ENGINE SOUNDS DIFFERENT, HAD BURNT PLASTIC SMELL, AND SMOKE. DIED OUT AND WILL NOT START

Technician Findings:
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Re: Case 35352296; 2017 TITAN XD; No Crank No Start [ref:_00DA09j8L_5002I1n4kTS:ref]

Message Date 4/22/2019 5:31 PM
Has Attachment
Email Address [REDACTED]
Status Read
Subject Re: Case [REDACTED] 2017 TITAN XD; No Crank No Start [ref:_00DA09j8L_5002I1n4kTS:ref]
Text Body Good afternoon, I finally got a starter in because it was backordered, installed it and repaired the signal wires to the starter. Tried cranking, clicked but would not turn over. Tried turning engine by hand and will only turn about half an inch. I removed lower oil pan and found that the crankshaft is broken at cyl 7-8 journal. I know I'll need a new engine and may need to disassemble the engine further to be able to remove the torque converter bolts, but I know sometimes engineering may want the engine intact to investigate the problem. How should I proceed? I will attach pictures of the crankshaft and oil pan.

Case [REDACTED] 2017 TITAN XD; No Crank No Start [ref:_00DA09j8L_5002I1n4kTS:ref]

Message Date 4/11/2019 10:33 AM
Has Attachment
Email Address [REDACTED]
Status Sent

Subject [REDACTED] 2017 TITAN XD; No Crank No Start [ref:_00DA09j8L_500211n4kTS:ref]
Text Body [REDACTED]

TECH LINE's latest case update is below.

TSS-

**We recommend repairing the harness if it can be repaired.
If not,, replace the related harness and starter motor**

Thank you,

[REDACTED]
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.

Service Manager: Make a comment on the case from the CA COMM tool found on nnanet.com.

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: 4/11/2019
Customer name:
VIN: 1N6BA1F44 [REDACTED]**

Mileage: 40,249

Dealer code: 2911

Dealer name: GILES NISSAN

Customer's Concerns:

C/S THAT THE ENGINE SOUNDS DIFFERENT, HAD BURNT PLASTIC SMELL, AND SMOKE. DIED OUT AND WILL NOT START

Technician Findings:

FOUND THAT SIGNAL WIRE TO STARTER AND WIRE FROM SOLENOID TO MOTOR ARE MELTED. CUSTOMER WAS HEARING WHAT SOUNDED LIKE EXHAUST LEAK BUT TRUCK DIED OUT WHILE DRIVING AND WOULD NOT RESTART AND WAS TOWED IN.:

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Case Comments

5/14/2020 12:44 PM

User [REDACTED]
Public
Comment REPLACED LONG BLOCK ENGINE ASSY.
REFILLED W OIL AND COOLANT. FOUND LEAK
FROM TRANS AFTER ENGINE REPLACEMENT.
TEST DROVE AFTER TRANS REPLACEMENT. OK.

4/11/2019 10:32 AM

User [REDACTED]
Public
Comment TSS-
We recommend repairing the harness if it can be repaired.
If not,, replace the related harness and starter motor

4/11/2019 10:25 AM

User Survey Site Guest User
Public
Comment Customer Comments: C/S THAT THE ENGINE
SOUNDS DIFFERENT, HAD BURNT PLASTIC
SMELL, AND SMOKE. DIED OUT AND WILL NOT
START
 Technician Findings: FOUND THAT SIGNAL WIRE
TO STARTER AND WIRE FROM SOLENOID TO
MOTOR ARE MELTED. CUSTOMER WAS HEARING
WHAT SOUNDED LIKE EXHAUST LEAK BUT
TRUCK DIED OUT WHILE DRIVING AND WOULD
NOT RESTART AND WAS TOWED IN.
 Repairs Made: NONE

4/23/2019 7:45 AM

User [REDACTED]
Public
Comment Tech response-
Good afternoon, I finally got a starter in because it
was backordered, installed it and repaired the
signal wires to the starter. Tried cranking, clicked
but would not turn over. Tried turning engine by
hand and will only turn about half an inch. I
removed lower oil pan and found that the
crankshaft is broken at cyl 7-8 journal. I know I'll
need a new engine and may need to disassemble
the engine further to be able to remove the torque
converter bolts, but I know sometimes engineering
may want the engine intact to investigate the
problem. How should I proceed? I will attach
pictures of the crankshaft and oil pan.

TSS-Thank you for that Information.
-Lets replace the Long Engine- Engineering is no
longer collecting information for this concern,
proceed with the necessary disassembly for
repairs.

4/11/2019 10:28 AM

User Survey Site Guest User
Public
Comment I DONT KNOW IF HARNESS REPLACEMENT IS
RECOMMENDED SINCE I HAD TO CUT THE
SIGNAL WIRE TO STARTER. I AM ASSUMING THAT
THE STARTER REMAINED ENGAGED CAUSING
THE WIRES TO OVERHEAT AND MAY HAVE BEEN
THE NOISE THAT THE CUSTOMER WAS HEARING.

Case History

5/14/2020 12:44 PM

User [REDACTED]
Action Changed Status from Pending Dealer Reply to Closed. Closed.

4/11/2019 10:34 AM

User [REDACTED]
Action Changed Status from Open to Pending Dealer Reply. Closed.

4/11/2019 10:29 AM

User [REDACTED]
Action Changed Subject to No Crank No Start.

4/11/2019 10:28 AM

User



Action **Changed Case Owner from TECH LINE Initial to Paul Legnon.**

4/11/2019 10:25 AM

User **Survey Site Guest User**

Action **Changed Case Owner from Survey Site Guest User to TECH LINE Initial. Created.**

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