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Case: [REDACTED]

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General

| | | | |
|--------------------------|------------|------------------|--------------------------|
| Caller Name | [REDACTED] | Dealer | CLASSIC NISSAN OF TEXOMA |
| NNAnet user ID | tva-22521 | Contact Name | |
| Tech Preferred Phone | [REDACTED] | Customer Name | |
| Tech Preferred Email | [REDACTED] | Case Record Type | TECH LINE Cases |
| Preferred Contact Method | Email | Case Owner | Brandt Boster |
| Repair/Work Order | 171800N | Mobile Phone | |
| Job/Line Number | A | Texting Status | |
| Created Day | Tuesday | | |

Incident Information

| | | | |
|--------------------------------------|---|-----------------------------|----------------------|
| Customer Comments | c.s.when driving there was loud bang from engine and then engine stalled. | Customer Name | [REDACTED] |
| Verified | Yes | Vehicle | 1N6BA1F4X [REDACTED] |
| Question for TECH LINE | Other - Ask Question in Technician Findings | VIN | 1N6BA1F4X [REDACTED] |
| Service Manual General Section | Engine | Archived VIN Make | |
| Service Manual Specific Section | Engine Mechanical | Archived VIN Year | 2018 |
| Symptom Code Category | Experience/Occurrence | Archived VIN Model | Titan XD |
| Symptom | CRANK, BUT NO START | Incident/RO Date | 10/22/2019 |
| When does this concern occur? | ALL TIMES | Calculated Days Down | 0 |
| Is single occurrence or a pattern? | | Additional Days Down | |
| Repairs Made | NONE | Total Days Down | 0 |
| Observed Modifications & Accessories | NONE | Repair Attempts | 0 |
| | | Current Mileage | 36,222 |
| | | Vehicle Mileage Prior Value | |

We would recommend the following steps/inspections:

Document engine oil level/condition

Inspect for any sludge through oil fill cap

Remove engine oil pan and documenting debris/findings

Inspect for any modification or accessories that may be present or recently removed

If debris/crankshaft separation confirmed

- Replacement of the Long Engine would be recommended

Be sure to follow up with any findings, or if further assistance can be provided

Have a great rest of your day Cole!

Thank you, _____ Brandt BTECH 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.

ref: _00DA09j8L._5002I1wFOaK:ref

Attachments

20191022_160340.mp4

Size **11.03MB**

Ownership **Survey Site Guest User**

View [View file](#)

Last Modified **10/22/2019 4:49 PM**

Emails

Case [REDACTED] 2018 Titan XD; [ref: _00DA09j8L._5002I1wFOaK:ref]

Message Date **10/22/2019 5:09 PM**

Has Attachment

Email Address [REDACTED]

Status **Sent**

Subject **Case 37577912; 2018 Titan XD; [ref: _00DA09j8L._5002I1wFOaK:ref]**

Text Body **COLE CRAWFORD,**

TECH LINE's latest case update is below.

Recommendation:

Thank you for the information and great work on this one Cole.

This is a concern we have seen previously due to crankshaft separation.

We would recommend the following steps/inspections:

Document engine oil level/condition

Inspect for any sludge through oil fill cap

Remove engine oil pan and documenting debris/findings

Inspect for any modification or accessories that may be present or recently removed

If debris/crankshaft separation confirmed

- Replacement of the Long Engine would be recommended

Be sure to follow up with any findings, or if further assistance can be provided

Have a great rest of your day Cole!

Thank you,

Brandt B

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: 10/22/2019
Customer name:
VIN: 1N6BA1F [REDACTED]

Mileage: 36,222

Dealer code: 5529

Dealer name: CLASSIC NISSAN OF TEXOMA

Customer's Concerns:

c.s.when driving there was loud bang from engine and then engine stalled.

Technician Findings:

c.s. there was a loud noise from engine area and engine stalled, verified concern, found crank/ no start, oil level ok, found front crankshaft pulley moving when cranking engine, also found can be moved with wrench. suspected crankshaft issue.:

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copy, or disseminate this message or any part of it. Please notify the sender immediately and delete all copies of the message.

Case Comments

10/22/2019 5:09 PM

10/22/2019 4:49 PM

User **Brandt Boster**
Public

Comment **Recommendation:**
Thank you for the information and great work on this one Cole.

This is a concern we have seen previously due to crankshaft separation.

We would recommend the following steps/inspections:
Document engine oil level/condition
Inspect for any sludge through oil fill cap
Remove engine oil pan and documenting debris/findings
Inspect for any modification or accessories that may be present or recently removed

If debris/crankshaft separation confirmed
- Replacement of the Long Engine would be recommended

Be sure to follow up with any findings, or if further assistance can be provided
Have a great rest of your day Cole!

User **Survey Site Guest User**
Public

Comment **CRANKSHAFT PULLEY MOVEMENT**

10/22/2019 4:45 PM

User **Survey Site Guest User**
Public

Comment **Customer Comments:** c.s.when driving there was loud bang from engine and then engine stalled.
 Technician Findings: c.s. there was a loud noise from engine area and engine stalled, verified concern, found crank/ no start, oil level ok, found front crankshaft pulley moving when cranking engine, also found can be moved with wrench. suspected crankshaft issue.
 Repairs Made: NONE

Case History

10/22/2019 5:10 PM

User **Brandt Boster**
Action **Changed Subject to Engine cranks, no start EMC A61. Changed Status from Open to Closed. Closed.**

10/22/2019 5:06 PM

User **Brandt Boster**
Action **Changed Case Owner from TECH LINE Initial to Brandt Boster.**

10/22/2019 4:45 PM

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