



Case: [REDACTED]

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

General

Caller Name	[REDACTED]	Dealer	NISSAN OF COOL SPRINGS
NNA net user ID	TVA-04061	Contact Name	
Tech Preferred Phone	615-869-8743	Customer Name	
Tech Preferred Email	[REDACTED]	Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	Alex Knepper
Repair/Work Order	287269	Mobile Phone	
Job/Line Number	1	Texting Status	
Created Day	Friday		

Incident Information

Customer Comments	HEARD WEIRD NOISE FROM ENGINE AREA,ENGINE STALLED, WOULD NOT RESTART	Customer Name	[REDACTED]
Verified	Yes	Vehicle	1N6BA1F4 [REDACTED]
Question for TECH LINE	Other - Ask Question in Technician Findings	VIN	1N6BA1F4 [REDACTED]
Service Manual General Section	Engine	Archived VIN Make	
Service Manual Specific Section	Engine Mechanical	Archived VIN Year	2016
Symptom Code Category	Experience/Occurrence	Archived VIN Model	TITAN XD
Symptom	NO CRANK NO START	Incident/RO Date	2/12/2020
When does this concern occur?	ALL TIMES	Calculated Days Down	9
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	NONE	Total Days Down	9
Observed Modifications & Accessories	NONE	Repair Attempts	0
		Current Mileage	34,140
		Vehicle Mileage Prior Value	

Vehicle Purchased
Miles

Primary DTC

Current DTC ECM P2048-00

Past DTC ECM P1615-00 ECM P1626-00 ECM
P203F-00 ECM P2509-00 ABS C1118

Other DTCs

TECH LINE Information

Subject	no crank, no start, engine seized	Resolution Action	INSPECT
Status	Pending Dealer Reply	Resolution Object	ENGINE ASSEMBLY
Confirmed Resolution	Pending	Field Inspection Indicator	<input type="checkbox"/>
Component Code Category	EM Engine Mechanical	NNA Field Inspection Date	
Component Code Issue	EMA ENGINE ASSEMBLY	FSSS	<input type="checkbox"/>
TECH LINE Template	ECC Initial Response	FSSS Date	
TREAD Component	06		
Date/Time Closed	2/21/2020 1:28 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 to Agent:
Notes for DTSM (Vehicle Concerns)			

Activity History

Review Dealer Comment

Name	
Task	<input checked="" type="checkbox"/>
Due Date	2/24/2020
Assigned To	Survey Site Guest User
Last Modified Date/Time	2/21/2020 1:31 PM
Comments	

Email: Cas [REDACTED]; 2016 TITAN XD; no crank, no start, engine seized [ref:_00DA09j8L._5002I23TyF6:ref]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	2/21/2020
Assigned To	Alex Knepper
Last Modified Date/Time	2/21/2020 1:31 PM
Comments	Additional To [REDACTED] CC: BCC: alex.knepper@nissan-usa.com Attachment:

Subject: Case [REDACTED] 2016 TITAN XD; no crank, no start, engine seized [ref:_00DA09j8L._5002I23TyF6:ref]

Body:

Ted Powell,
TECH LINE's latest case update is below.
Recommendation:

-Thank you for the information

-We've seen cases of separated crankshafts on this year/engine. To confirm this, lets drop the lower oil pan and check if we have excessive metal debris in the pan

-If we confirm metal debris, we would recommend replacing the longblock, turbochargers and oil feed lines to the turbochargers

Thank you, _____ Alex KTECH 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: 2/21/2020

Customer name:

VIN: 1N6BA1F40G [REDACTED] Mileage: 34,140

Dealer code: 5309

Dealer name: NISSAN OF COOL SPRINGS

Customer's Concerns:

HEARD WEIRD NOISE FROM ENGINE AREA, ENGINE STALLED, WOULD NOT RESTART

Technician Findings:

TOWED IN NO START NO CRANK

STARTER BECOMES VERY HOT SMELLS OVER HEATED WHEN ATTEMPTING TO START.

REMOVED STARTER AND ACCESSORY BELT

ATTEMPTED TO TURN CRANKSHAFT BY HAND

WILL NOT TURN COLCKWISE OR COUNTER CLOCKWISE.

OIL APPEARS NORMAL, 1 QT LOW, DIRTY.

COOLANT LEVEL NORMAL

NO INTERMIX OF OIL/COOLANT.

NO EXTERNAL LEAKS OF ANY FLUIDS

NO BULGING, CRACKS OR HOLES IN ENGINE BLOCK OR OIL PAN

SEEKING REPAIR RECOMMENDATION/ASSISTANCE:

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ref:_00DA09j8L._5002I23TyF6:ref

Emails

Case [REDACTED] 2016 TITAN XD; no crank, no start, engine seized [ref:_00DA09j8L._5002I23TyF6:ref]

Message Date **2/21/2020 1:31 PM**

Has Attachment

Email Address [REDACTED]

Status **Sent**

Subject **Case 39625470; 2016 TITAN XD; no crank, no start, engine seized [ref:_00DA09j8L._5002I23TyF6:ref]**

Text Body **Ted Powell,**

TECH LINE's latest case update is below.

Recommendation:

-Thank you for the information

-We've seen cases of separated crankshafts on this year/engine. To confirm this, lets drop the lower oil pan and check if we have excessive metal debris in the pan

-If we confirm metal debris, we would recommend replacing the longblock, turbochargers and oil feed lines to the turbochargers

Thank you,

Alex K

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: 2/21/2020

Customer name:

VIN: 1N6BA1F40 [REDACTED]

Mileage: 34,140

Dealer code: 5309

Dealer name: NISSAN OF COOL SPRINGS

Customer's Concerns:

HEARD WEIRD NOISE FROM ENGINE AREA,ENGINE STALLED, WOULD NOT RESTART

Technician Findings:

**TOWED IN NO START NO CRANK
STARTER BECOMES VERY HOT SMELLS OVER HEATED WHEN ATTEMPTING TO START.
REMOVED STARTER AND ACCESSORY BELT
ATTEMPTED TO TURN CRANKSHAFT BY HAND
WILL NOT TURN COLCKWISE OR COUNTER CLOCKWISE.
OIL APPEARS NORMAL, 1 QT LOW, DIRTY.
COOLANT LEVEL NORMAL
NO INTERMIX OF OIL/COOLANT.
NO EXTERNAL LEAKS OF ANY FLUIDS
NO BULGING, CRACKS OR HOLES IN ENGINE BLOCK OR OIL PAN
SEEKING REPAIR RECOMMENDATION/ASSISTANCE:**

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Case Comments

2/21/2020 1:31 PM

2/21/2020 1:23 PM

User Public	User Alex Knepper <input checked="" type="checkbox"/>	User Public	User Survey Site Guest User <input checked="" type="checkbox"/>
Comment	<p>Recommendation: -Thank you for the information</p> <p>-We've seen cases of separated crankshafts on this year/engine. To confirm this, lets drop the lower oil pan and check if we have excessive metal debris in the pan</p> <p>-If we confirm metal debris, we would recommend replacing the longblock, turbochargers and oil feed lines to the turbochargers</p>	Comment	<p>Customer Comments: HEARD WEIRD NOISE FROM ENGINE AREA,ENGINE STALLED, WOULD NOT RESTART</p> <p><input type="checkbox"/> Technician Findings: TOWED IN NO START NO CRANK</p> <p>STARTER BECOMES VERY HOT SMELLS OVER HEATED WHEN ATTEMPTING TO START. REMOVED STARTER AND ACCESSORY BELT ATTEMPTED TO TURN CRANKSHAFT BY HAND WILL NOT TURN COLCKWISE OR COUNTER CLOCKWISE. OIL APPEARS NORMAL, 1 QT LOW, DIRTY. COOLANT LEVEL NORMAL NO INTERMIX OF OIL/COOLANT. NO EXTERNAL LEAKS OF ANY FLUIDS NO BULGING, CRACKS OR HOLES IN ENGINE BLOCK OR OIL PAN SEEKING REPAIR RECOMMENDATION/ASSISTANCE</p> <p><input type="checkbox"/> Repairs Made: NONE</p>

Case History

2/21/2020 1:28 PM

User	User Alex Knepper
Action	Changed Subject to no crank, no start, engine seized. Changed Status from Pending TECH LINE to Pending Dealer Reply. Closed.

2/21/2020 1:28 PM

User	User Alex Knepper
Action	Changed Case Owner from TECH LINE Initial to Alex Knepper.

2/21/2020 1:23 PM

User	Survey Site Guest User
Action	Changed Case Owner from Survey Site Guest User to TECH LINE Initial. Changed Status from Open to Pending TECH LINE. Created.

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