



Case: [REDACTED]

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

General

Caller Name	[REDACTED]	Dealer	GARDEN CITY NISSAN
NNA net user ID	TVA-60247	Contact Name	
Tech Preferred Phone	917 392 6544	Customer Name	
Tech Preferred Email	r4dj@aol.com	Case Record Type	TECH LINE Cases
Preferred Contact Method	Phone	Case Owner	Brandt Boster
Repair/Work Order	869875	Mobile Phone	
Job/Line Number	1	Texting Status	
Created Day	Tuesday		

Incident Information

Customer Comments	CUSTOMER STATES VEH DIE WHILE DRIVING CUT OFF AND DID NOT RESTART.	Customer Name	[REDACTED]
Verified	Yes	Vehicle	1N6BA1F47 [REDACTED]
Question for TECH LINE	Have you seen this before?	VIN	1N6BA1F47 [REDACTED]
Service Manual General Section	Engine	Archived VIN Make	
Service Manual Specific Section	Engine Mechanical	Archived VIN Year	2016
Symptom Code Category	Visual	Archived VIN Model	TITAN XD
Symptom	BROKEN/CRACKED/SHATTERED/TORN	Incident/RO Date	2/12/2020
When does this concern occur?	ALL TIMES	Calculated Days Down	34
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	NON	Total Days Down	34
Observed Modifications & Accessories	NON	Repair Attempts	0
		Current Mileage	69,548
		Vehicle Mileage Prior Value	

Vehicle Purchased
Miles

Primary DTC

Current DTC ECM P2048-00

Past DTC

Other DTCs

TECH LINE Information

Subject	Engine will not rotate EMC A61	Resolution Action	INSPECT
Status	Closed	Resolution Object	CRANKSHAFT & OIL PAN
Confirmed Resolution	Yes	Field Inspection Indicator	<input checked="" type="checkbox"/>
Component Code Category	EM Engine Mechanical	NNA Field Inspection Date	3/18/2020
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	3/17/2020 11:55 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 to Agent:
Notes for DTSM (Vehicle Concerns)			

Open Activities

DTS Follow Up GARRETT J MARSDEN 39876470: GARDEN CITY NISSAN

Name	
Task	<input checked="" type="checkbox"/>
Due Date	3/19/2020
Status	Not Started
Priority	High
Assigned To	Brandt Boster
Comments	Confirm DTS Appointment with both Customer and Dealer.

Activity History

DTS Request [REDACTED] GARRETT J MARSDEN GARDEN CITY NISSAN

Name	
Task	<input checked="" type="checkbox"/>
Due Date	3/19/2020
Assigned To	Jeremiah Mills
Last Modified Date/Time	3/18/2020 7:45 AM
Comments	F1 DTS request for days down (34 days) Customer concern: Engine quit and will not restart

Tech name: Rommel Persuad
Repairs performed: None documented

Email: Cas [REDACTED]; 2016 TITAN XD; [ref:_00DA09j8L._5002I24TcvQ:ref]

Name
Task
Due Date 3/17/2020
Assigned To Brandt Boster
Last Modified Date/Time 3/17/2020 11:54 AM

Additio [REDACTED]
CC:
BCC: brandt.boster@nissan-usa.com
Attachment:

Subject: Case 39876470; 2016 TITAN XD; [ref:_00DA09j8L._5002I24TcvQ:ref]

Body:

Thank you for the information on this one Rommel.

I understand the customer experienced an engine quit concern and now we are not able to rotate the engine

While this may be an internal engine concern, we would also want to rule out a possible transmission, starter, or hydro lock concern.

Comments Let's inspect for debris when the lower engine oil pan that may lead us in the diagnostic direction.

If none, removal of the fuel injectors is recommended

- Then attempt to rotate engine by hand

Follow up with findings if further assistance can be provided on this one

Have a great rest of your day Rommel!

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._5002I24TcvQ:ref

Emails

Cas [REDACTED]; 2016 TITAN XD; [ref:_00DA09j8L._5002I24TcvQ:ref]

Message Date 3/17/2020 11:54 AM

Has Attachment

Email Address r4dj@aol.com

Status Sent

Subject Case 39876470; 2016 TITAN XD; [ref:_00DA09j8L._5002I24TcvQ:ref]

Text Body ROMMEL PERSAUD,

TECH LINE's latest case update is below.

Recommendation:

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Have a great rest of your day Rommel!

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: 3/17/2020

Customer name:

VIN: 1N6BA1 [REDACTED]

Mileage: 69,548

Dealer code: 5563

Dealer name: GARDEN CITY NISSAN

Customer's Concerns:

CUSTOMER STATES VEH DIE WHILE DRIVING CUT OFF AND DID NOT RESTART.

Technician Findings:

CUSTOMER STATES VEHICLE DIE OUT WHILE DRIVING CUT OFF AND DID NOT RESTART . CHECH VEH FOR NO START ENGINE WILL NOT TURN MOTOR LACK UP .:

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Case Comments

3/18/2020 3:14 PM

User **Brandt Boster**
Public

DTS FIR Complete:

1.Complaint: Customer states that the engine stopped running and will not crank or start.
Cause: DTS called tech and confirmed customers complaint. Tech created TL case and was told to inspect oil pan because Engine can not be turned over but hand. Tech dropped pan and sent pictures to DTS. There is a lot of bearing material in pan large chunks. Extreme internal engine failure. DTS is approving the replacement of the long engine assembly.
Correction: DTS is approving the Long engine assembly and flush out any coolers. Tech is to follow ESM for replacement procedures and additional procedures
Status: Waiting PCC approval and work to be done

3/17/2020 11:54 AM

User **Brandt Boster**
Public

Recommendation:
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If none, removal of the fuel injectors is recommended
- Then attempt to rotate engine by hand

Follow up with findings if further assistance can be provided on this one
Have a great rest of your day Rommel!

3/17/2020 11:48 AM

User **Survey Site Guest User**
Public

Comment **ENGINE WILL NOT CRANK**

3/17/2020 11:47 AM

User **Survey Site Guest User**
Public

Comment **Customer Comments: CUSTOMER STATES VEH DIE WHILE DRIVING CUT OFF AND DID NOT RESTART.**
 Technician Findings: CUSTOMER STATES VEHICLE DIE OUT WHILE DRIVING CUT OFF AND DID NOT RESTART . CHECH VEH FOR NO START ENGINE WILL NOT TURN MOTOR LACK UP .
 Repairs Made: NON

DTSM Field Inspections

39876470 5563

Status **Completed**
Created Date **3/18/2020**
Owner First Name **[REDACTED]**
DTSM Team **NER**
Vehicle **1N6BA1F47GN504982**
DTSM Inspection Date **3/18/2020 11:00 AM**
Report Date **3/18/2020 1:25 PM**
VIN **1N6BA1F47GN504982**

Case History

3/18/2020 3:14 PM

User **Brandt Boster**

Action **Closed.**

3/17/2020 11:55 AM

User **Brandt Boster**

Action **Changed Subject to Engine will not rotate EMC A61. Changed Status from Pending TECH LINE to Closed. Closed.**

3/17/2020 11:52 AM

User **Brandt Boster**

Action **Changed Case Owner from TECH LINE Initial 1 to Brandt Boster.**

3/17/2020 11:47 AM

User **Survey Site Guest User**

Action **Changed Case Owner from Survey Site Guest User to TECH LINE Initial 1. Changed Status from Open to Pending TECH LINE. Created.**