



Case [REDACTED]

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

### General

|                          |  |                  |                              |
|--------------------------|--|------------------|------------------------------|
| Caller Name              | <span style="background-color: black; color: black;">[REDACTED]</span> | Dealer           | COGGIN NISSAN AT THE AVENUES |
| NNAnet user ID           | TVA-34837  | Contact Name     |                              |
| Tech Preferred Phone     | 9046713063   | Customer Name    |                              |
| Tech Preferred Email     | leclercw@yahoo.com   | Case Record Type | TECH LINE Cases              |
| Preferred Contact Method | Email  | Case Owner       | Matthew Mead                 |
| Repair/Work Order        | 367108   | Mobile Phone     |                              |
| Job/Line Number          | A  | Texting Status   |                              |
| Created Day              | Wednesday  |                  |                              |

### Incident Information

|                                      |  |                             |  |
|--------------------------------------|--|-----------------------------|--|
| Customer Comments                    | C/S VEHICLE DIED ON HIM WHILE DRIVING DOWN THE HIGHWAY SAYS IT WAS DRIVING ROUGH RIGHT BEFORE HAND | Customer Name               | <span style="background-color: black; color: black;">[REDACTED]</span>           |
| Verified                             | No   | Vehicle                     | 1N6BA1F41 <span style="background-color: black; color: black;">[REDACTED]</span> |
| Question for TECH LINE               | What test should I do next?  | VIN                         | 1N6BA1F41 <span style="background-color: black; color: black;">[REDACTED]</span> |
| 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            | 3/17/2020  |
| When does this concern occur?        | ALL TIMES  | Calculated Days Down        | 1  |
| Is single occurrence or a pattern?   |  | Additional Days Down        |  |
| Repairs Made                         | NONE   | Total Days Down             | 1  |
| Observed Modifications & Accessories | NONE   | Repair Attempts             | 0  |
|                                      |  | Current Mileage             | 55,872   |
|                                      |  | Vehicle Mileage Prior Value |  |

Vehicle Purchased  
Miles

Primary DTC

Current DTC ECM P0700 TCM U0100

Past DTC ECM P0046 ABS C1118 ABS U1000  
METER/M&A U1000 BCM U1000

Other DTCs

### TECH LINE Information

|                         |                        |                            |                          |
|-------------------------|------------------------|----------------------------|--------------------------|
| Subject                 | Engine will not crank. | Resolution Action          |                          |
| Status                  | Closed                 | Resolution Object          |                          |
| 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        | 3/18/2020 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 for DTSM (Vehicle Concerns) |                          |                       | Notes to Agent:   |

### Activity History

Email: Cas [REDACTED] 2016 TITAN XD; Engine will not crank. [ ref:\_00DA09j8L.\_5002I24TqAl:ref ]

|                         |  |
|-------------------------|--|
| Name                    |  |
| Task                    | <input checked="" type="checkbox"/>  |
| Due Date                | 3/18/2020  |
| Assigned To             | Matthew Mead   |
| Last Modified Date/Time | 3/18/2020 1:30 PM  |
| Comments                | <p>Additional T [REDACTED]</p> <p>CC:</p> <p>BCC:</p> <p>Attachment:</p> <p>Subject: Case 39881696; 2016 TITAN XD; Engine will not crank. [ ref:_00DA09j8L._5002I24TqAl:ref ]</p> <p>Body:</p> <p>William Leclerc,<br/>TECH LINE's latest case update is below.<br/>Recommendation:</p> <ul style="list-style-type: none"> <li>- Thank you for sending in the photos.</li> <li>- Please replace the long engine assembly.</li> </ul> |

- Review questions about warranty coverage with the Service Manager or Warranty Administrator.

Thank you, \_\_\_\_\_ Matt MTECH 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: 3/18/2020

Customer name: [REDACTED]

VIN: 1N6BA1F [REDACTED] Mileage: 55,872

Dealer code: 3515

Dealer name: COGGIN NISSAN AT THE AVENUES

Customer's Concerns:

C/S VEHICLE DIED ON HIM WHILE DRIVING DOWN THE HIGHWAY SAYS IT WAS DRIVING ROUGH RIGHT BEFORE HAND

Technician Findings:

ALOT OF CODES. TRIED TO START VEHICLE TO VERIFY CODES VEHICLE WILL NOT START. THE STARTER GETS THE SIGNAL BUT WILL NOT TURN THE ENGINE OVER. USING THE BARRING TOOL 54401 ON THE CRANKSHAFT I WAS UN ABLE TO TURN THE ENGINE OVER BY HAND. ENGINE FEELS SEIZED:

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.\_5002I24TqAl:ref

Email: Case [REDACTED]; 2016 TITAN XD; Engine will not crank. [ ref:\_00DA09j8L.\_5002I24TqAl:ref ]

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|                         |  |
|-------------------------|--|
| Name                    |  |
| Task                    | <input checked="" type="checkbox"/>  |
| Due Date                | 3/18/2020  |
| Assigned To             | Matthew Mead   |
| Last Modified Date/Time | 3/18/2020 11:22 AM   |
| Comments                | <b>Additional To:</b> [REDACTED]<br><b>CC:</b><br><b>BCC:</b><br><b>Attachment:</b>  |
|                         | <b>Subject:</b> Case [REDACTED] 2016 TITAN XD; Engine will not crank. [ ref:_00DA09j8L._5002I24TqAl:ref ]  |
|                         | <b>Body:</b><br>William Leclerc,<br>TECH LINE's latest case update is below.<br><b>Recommendation:</b><br><br>- Thank you for documenting the engine will not turn by hand.<br><br>- We likely have an internal engine concern and the engine will likely need to be replaced.<br><br>- Please remove the drive belt and find out if the engine will then turn.<br><br>- Please also remove the oil pan and inspect for excessive debris.<br><br>- If excessive debris is found please replace the long engine assembly. |
|                         | Thank you, _____ Matt MTECH 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 # [REDACTED]  
Date Created: 3/18/2020  
Customer name:  
VIN: 1N6BA1F41G [REDACTED] Mileage: 55,872  
Dealer code: 3515  
Dealer name: COGGIN NISSAN AT THE AVENUES

Customer's Concerns:  
C/S VEHICLE DIED ON HIM WHILE DRIVING DOWN THE HIGHWAY SAYS IT WAS DRIVING ROUGH  
RIGHT BEFORE HAND

Technician Findings:  
ALOT OF CODES. TRIED TO START VEHICLE TO VERIFY CODES VEHICLE WILL NOT START. THE  
STARTER GETS THE SIGNAL BUT WILL NOT TURN THE ENGINE OVER. USING THE BARRING TOOL  
54401 ON THE CRANKSHAFT I WAS UN ABLE TO TURN THE ENGINE OVER BY HAND. ENGINE  
FEELS SEIZED:

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sender immediately and delete all copies of the message.

ref:\_00DA09j8L.\_5002I24TqAl:ref

#### Attachments

Compression [REDACTED].tif

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Size 3KB

Ownership Survey Site Guest User

View [View file](#)

Last Modified 3/18/2020 11:11 AM

#### Emails

Case [REDACTED] 016 TITAN XD; Engine will not crank. [ ref:\_00DA09j8L.\_5002I24TqAl:ref ]

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Message Date 3/18/2020 1:30 PM

Has Attachment

Email Address [REDACTED]

Status Sent

Subject Case [REDACTED] 016 TITAN XD; Engine will not crank. [ ref:\_00DA09j8L.\_5002I24TqAl:ref ]

Text Body william leclerc,

TECH LINE's latest case update is below.

#### Recommendation:

- Thank you for sending in the photos.
- Please replace the long engine assembly.
- Review questions about warranty coverage with the Service Manager or Warranty Administrator.

Thank you,

---

Matt M

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: 3/18/2020  
Customer name [REDACTED]  
VIN: 1N6BA1F4[REDACTED]

Mileage: 55,872

Dealer code: 3515

Dealer name: COGGIN NISSAN AT THE AVENUES

**Customer's Concerns:**

C/S VEHICLE DIED ON HIM WHILE DRIVING DOWN THE HIGHWAY SAYS IT WAS DRIVING ROUGH RIGHT BEFORE HAND

**Technician Findings:**

ALOT OF CODES. TRIED TO START VEHICLE TO VERIFY CODES VEHICLE WILL NOT START. THE STARTER GETS THE SIGNAL BUT WILL NOT TURN THE ENGINE OVER. USING THE BARRING TOOL 54401 ON THE CRANKSHAFT I WAS UN ABLE TO TURN THE ENGINE OVER BY HAND. ENGINE FEELS SEIZED:

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Re: [REDACTED] 6 TITAN XD; Engine will not crank. [ ref:\_00DA09j8L.\_5002I24TqAI:ref ]

Message Date 3/18/2020 12:47 PM

Has Attachment

Email Address [REDACTED]

Status Read

Subject Re: [REDACTED] 2016 TITAN XD; Engine will not crank. [ ref:\_00DA09j8L.\_5002I24TqAI:ref ]

Text Body This is a picture of inside the lower oil pan and also the pick up screen has a piece of metal sticking out of it. Suggest long block? If so who do I call for approval if under warranty?  
Thank you  
Sent from my iPhone

> On Mar 18, 2020, at 12:22 PM, TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:  
>  
>  
>  
> William Leclerc,  
>  
> TECH LINE's latest case update is below.  
>  
> Recommendation:  
> - Thank you for documenting the engine will not turn by hand.  
> - We likely have an internal engine concern and the engine will likely need to be replaced.  
> - Please remove the drive belt and find out if the engine will then turn.  
> - Please also remove the oil pan and inspect for excessive debris.  
> - If excessive debris is found please replace the long engine assembly.  
>  
>  
> Thank you,  
>  
> \_\_\_\_\_  
> Matt M  
> 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: 3/18/2020  
> Customer name [REDACTED]  
> VIN: 1N6BA1F [REDACTED]  
> Mileage: 55,872  
> Dealer code: 3515  
> Dealer name: COGGIN NISSAN AT THE AVENUES  
>  
> Customer's Concerns:  
> C/S VEHICLE DIED ON HIM WHILE DRIVING DOWN THE HIGHWAY SAYS IT WAS DRIVING ROUGH RIGHT BEFORE HAND  
>  
> Technician Findings:  
> ALOT OF CODES. TRIED TO START VEHICLE TO VERIFY CODES VEHICLE WILL NOT START. THE STARTER GETS THE SIGNAL BUT WILL NOT TURN THE ENGINE OVER. USING THE BARRING TOOL 54401 ON THE CRANKSHAFT I WAS UN ABLE TO TURN THE ENGINE OVER BY HAND. ENGINE FEELS SEIZED:  
>  
>  
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>  
>  
>  
> ref: \_00DA09j8L.\_5002I24TqAl:ref

Cas [REDACTED] 2016 TITAN XD; Engine will not crank. [ ref: \_00DA09j8L.\_5002I24TqAl:ref ]

Message Date 3/18/2020 11:22 AM

Has Attachment 

Email Address [REDACTED]

Status Sent

Subject C [REDACTED] 6 TITAN XD; Engine will not crank. [ ref:\_00DA09j8L.\_5002I24TqAl:ref ]

Text Body william leclerc,

TECH LINE's latest case update is below.

**Recommendation:**

- Thank you for documenting the engine will not turn by hand.
- We likely have an internal engine concern and the engine will likely need to be replaced.
- Please remove the drive belt and find out if the engine will then turn.
- Please also remove the oil pan and inspect for excessive debris.
- If excessive debris is found please replace the long engine assembly.

Thank you,

---

Matt M

TECH LINE

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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: 3/18/2020

Customer name:

VIN: 1N6BA [REDACTED]

Mileage: 55,872

Dealer code: 3515

Dealer name: COGGIN NISSAN AT THE AVENUES

**Customer's Concerns:**

C/S VEHICLE DIED ON HIM WHILE DRIVING DOWN THE HIGHWAY SAYS IT WAS DRIVING ROUGH RIGHT BEFORE HAND

**Technician Findings:**

**ALOT OF CODES. TRIED TO START VEHICLE TO VERIFY CODES VEHICLE WILL NOT START. THE STARTER GETS THE SIGNAL BUT WILL NOT TURN THE ENGINE OVER. USING THE BARRING TOOL 54401 ON THE CRANKSHAFT I WAS UN ABLE TO TURN THE ENGINE OVER BY HAND. ENGINE FEELS SEIZED:**

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**Case Comments**

**3/18/2020 1:30 PM**

User **Matthew Mead**  
Public   
Comment **Recommendation:**  
- Thank you for sending in the photos.  
- Please replace the long engine assembly.  
- Review questions about warranty coverage with the Service Manager or Warranty Administrator.

**3/18/2020 1:28 PM**

User **Matthew Mead**  
Public   
Comment **Description:**  
This is a picture of inside the lower oil pan and also the pick up screen has a piece of metal sticking out of it. Suggest long block? If so who do I call for approval if under warranty?  
Thank you

**3/18/2020 11:21 AM**

User **Matthew Mead**  
Public   
Comment **Recommendation:**  
- Thank you for documenting the engine will not turn by hand.  
- We likely have an internal engine concern and the engine will likely need to be replaced.  
- Please remove the drive belt and find out if the engine will then turn.  
- Please also remove the oil pan and inspect for excessive debris.  
- If excessive debris is found please replace the long engine assembly.

**3/18/2020 11:11 AM**

User **Survey Site Guest User**  
Public   
Comment **Customer Comments: C/S VEHICLE DIED ON HIM WHILE DRIVING DOWN THE HIGHWAY SAYS IT WAS DRIVING ROUGH RIGHT BEFORE HAND**  
 **Technician Findings: ALOT OF CODES. TRIED TO START VEHICLE TO VERIFY CODES VEHICLE WILL NOT START. THE STARTER GETS THE SIGNAL BUT WILL NOT TURN THE ENGINE OVER, USING THE BARRING TOOL 54401 ON THE CRANKSHAFT I WAS UN ABLE TO TURN THE ENGINE OVER BY HAND. ENGINE FEELS SEIZED**  
 **Repairs Made: NONE**

**Case History**

**3/18/2020 1:28 PM**

User **Matthew Mead**  
Action **Changed Status from Pending TECH LINE to Closed. Closed.**

**3/18/2020 12:47 PM**

User **Managed Services**  
Action **Changed First Call Resolution from Yes to No. Changed Reopen Date to 3/18/2020 12:47 PM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

**3/18/2020 11:18 AM**

User **Matthew Mead**  
Action **Changed Subject to Engine will not crank.. Changed Status from Pending TECH LINE to Pending Dealer Reply. Closed.**

**3/18/2020 11:17 AM**

User **Matthew Mead**  
Action **Changed Case Owner from TECH LINE Initial to Matthew Mead.**

3/18/2020 11:11 AM

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|        |   |
|--------|---|
| User   | <b>Survey Site Guest User</b>   |
| Action | <b>Changed Case Owner from Survey Site Guest User to TECH LINE Initial. Changed Status from Open to Pending TECH LINE. Created.</b> |

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