



Case: [REDACTED]

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

General

Caller Name	[REDACTED]	Dealer	JIM M'LADY NISSAN
NNAnet user ID	TVA-01848	Contact Name	
Tech Preferred Phone	8157901995	Customer Name	
Tech Preferred Email	prox6@comcast.net	Case Record Type	TECH LINE Cases
Preferred Contact Method	Phone	Case Owner	Matthew Mead
Repair/Work Order	408549	Mobile Phone	
Job/Line Number	1	Texting Status	
Created Day	Monday		

Incident Information

Customer Comments	DRIVING ON HIGHWAY, WAS MAKING NOISE LIKE EXHAUST LEAK WHEN LET OFF GAS. THEN ENGINE SHUT DOWN WHILE AT 70MPH. WOULD NOT RESTART AND NOTICED OIL LEAKING	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	2016
Symptom Code Category	Visual	Archived VIN Model	TITAN XD
Symptom	BROKEN/CRACKED/SHATTERED/TORN	Incident/RO Date	4/27/2020
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	82,149

Vehicle Mileage Prior Value

Vehicle Purchased Miles

Primary DTC

Current DTC

Past DTC

ECM P0471 ABS C1118 ABS C1130
ALL MODE AWD/4WD P1820

Other DTCs

TECH LINE Information

Subject	Engine cranks but will not start.	Resolution Action	
Status	Pending Dealer Reply	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	4/27/2020 2:57 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 cranks but will not start. [ref: _00DA09j8L._5002I26OYf0:ref]

Name	[REDACTED]
Task	<input checked="" type="checkbox"/>
Due Date	4/27/2020
Assigned To	Matthew Mead
Last Modified Date/Time	4/27/2020 2:59 PM
Comments	Additional To: prox6@comcast.net CC: BCC: Attachment: Subject: C: [REDACTED] 2016 TITAN XD; Engine cranks but will not start. [ref: _00DA09j8L._5002I26OYf0:ref] Body: JOE RYGIEL, TECH LINE's latest case update is below. Recommendation:

- Thank you for documenting the codes stored.
- We have seen similar cases in which the crankshaft separated causing an oil leak from the front engine and other similar concerns.
- Please remove the oil pan and inspect for excessive debris or evidence of trauma to the crankshaft.
- If excessive debris is found please replace the long engine assembly.

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 # _____

Date Created: 4/27/2020

Customer name: _____

VIN: 1N6BA1F4X_____ Mileage: 82,149

Dealer code: 3079

Dealer name: JIM M'LADY NISSAN

Customer's Concerns:

DRIVING ON HIGHWAY, WAS MAKING NOISE LIKE EXHAUST LEAK WHEN LET OFF GAS. THEN ENGINE SHUT DOWN WHILE AT 70MPH. WOULD NOT RESTART AND NOTICED OIL LEAKING

Technician Findings:

SLOW CRANK/HARD CRANK WITH BATTERY CHARGER. WHILE CRANKING WITH OIL CAP REMOVED, SMOKE IS COMING OUT. OIL DIP STICK OVER HIGH LEVEL. VERY LARGE OIL LEAK- SEEMS FROM FRT CRANK SEAL. CODE-P0471 STORED. ENGINE WILL NOT START. NEXT STEP- COMPRESSION TEST?:

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._5002I26OYf0:ref

Email: Cas _____ 2016 TITAN XD; [ref:_00DA09j8L._5002I26OYf0:ref]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	4/27/2020
Assigned To	Matthew Mead
Last Modified Date/Time	4/27/2020 2:56 PM
Comments	Additional T _____ CC: BCC: Attachment:
Subject:	Ca _____ 2016 TITAN XD; [ref:_00DA09j8L._5002I26OYf0:ref]
Body:	JOE RYGIEL, Thank you for contacting TECH LINE. We are researching this concern. We will follow up with you within one hour. Thank you, _____ Matt MTECH LINE Case # _____ Date Created: 4/27/2020 Customer name: _____ VIN: 1N6BA1F4X_____ Mileage: 82,149 Dealer code: 3079 Dealer name: JIM M'LADY NISSAN Customer's Concerns: DRIVING ON HIGHWAY, WAS MAKING NOISE LIKE EXHAUST LEAK WHEN LET OFF GAS. THEN ENGINE SHUT DOWN WHILE AT 70MPH. WOULD NOT RESTART AND NOTICED OIL LEAKING Technician Findings: SLOW CRANK/HARD CRANK WITH BATTERY CHARGER. WHILE CRANKING WITH OIL CAP REMOVED, SMOKE IS COMING OUT. OIL DIP STICK OVER HIGH LEVEL. VERY LARGE OIL LEAK- SEEMS FROM FRT CRANK SEAL. CODE-P0471 STORED. ENGINE WILL NOT START. NEXT STEP-

COMPRESSION TEST?: 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._5002I26OYf0:ref

Emails

Case [REDACTED] **2016 TITAN XD; Engine cranks but will not start. [ref: _00DA09j8L._5002I26OYf0:ref]**

Message Date **4/27/2020 2:59 PM**

Has Attachment

Email Address [REDACTED]

Status **Sent**

Subject **Case 40092336; 2016 TITAN XD; Engine cranks but will not start. [ref: _00DA09j8L._5002I26OYf0:ref]**

Text Body **JOE RYGIEL,**

TECH LINE's latest case update is below.

Recommendation:

- Thank you for documenting the codes stored.
- We have seen similar cases in which the crankshaft separated causing an oil leak from the front engine and other similar concerns.
- Please remove the oil pan and inspect for excessive debris or evidence of trauma to the crankshaft.
- 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.

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: 4/27/2020
Customer name: [REDACTED]
VIN: 1N6BA1F4X [REDACTED]

Mileage: 82,149

Dealer code: 3079

Dealer name: JIM M'LADY NISSAN

Customer's Concerns:

DRIVING ON HIGHWAY, WAS MAKING NOISE LIKE EXHAUST LEAK WHEN LET OFF GAS. THEN ENGINE SHUT DOWN WHILE AT 70MPH. WOULD NOT RESTART AND NOTICED OIL LEAKING

Technician Findings:

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Case 40092336; 2016 TITAN XD; [ref:_00DA09j8L._5002I26OYf0:ref]

Message Date **4/27/2020 2:56 PM**

Has Attachment 

Email Address [REDACTED]

Status **Sent**

Subject **Case 40092336; 2016 TITAN XD; [ref:_00DA09j8L._5002I26OYf0:ref]**

Text Body **JOE RYGIEL,**

Thank you for contacting TECH LINE.

We are researching this concern.

We will follow up with you within one hour.

Thank you,

Matt M

TECH LINE

Case # [REDACTED]

Date Created: 4/27/2020

Customer name:

VIN: 1N6BA1F4 [REDACTED]

Mileage: 82,149

Dealer code: 3079

Dealer name: JIM M'LADY NISSAN

Customer's Concerns:

DRIVING ON HIGHWAY, WAS MAKING NOISE LIKE EXHAUST LEAK WHEN LET OFF GAS. THEN ENGINE SHUT DOWN WHILE AT 70MPH. WOULD NOT RESTART AND NOTICED OIL LEAKING

Technician Findings:

SLOW CRANK/HARD CRANK WITH BATTERY CHARGER. WHILE CRANKING WITH OIL CAP REMOVED, SMOKE IS COMING OUT. OIL DIP STICK OVER HIGH LEVEL. VERY LARGE OIL LEAK-SEEMS FROM FRT CRANK SEAL. CODE-P0471 STORED. ENGINE WILL NOT START. NEXT STEP-COMPRESSION TEST?:

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Case Comments

4/27/2020 2:59 PM

User **Matthew Mead**
Public
Comment
Recommendation:
- Thank you for documenting the codes stored.
- We have seen similar cases in which the crankshaft separated causing an oil leak from the front engine and other similar concerns.
- Please remove the oil pan and inspect for excessive debris or evidence of trauma to the crankshaft.
- If excessive debris is found please replace the long engine assembly.

4/27/2020 2:14 PM

User **Survey Site Guest User**
Public
Comment
Customer Comments: DRIVING ON HIGHWAY, WAS MAKING NOISE LIKE EXHAUST LEAK WHEN LET OFF GAS. THEN ENGINE SHUT DOWN WHILE AT 70MPH. WOULD NOT RESTART AND NOTICED OIL LEAKING
 Technician Findings: SLOW CRANK/HARD CRANK WITH BATTERY CHARGER. WHILE CRANKING WITH OIL CAP REMOVED, SMOKE IS COMING OUT. OIL DIP STICK OVER HIGH LEVEL. VERY LARGE OIL LEAK-SEEMS FROM FRT CRANK SEAL. CODE-P0471 STORED. ENGINE WILL NOT START. NEXT STEP-COMPRESSION TEST?
 Repairs Made: NONE

Case History

4/27/2020 2:57 PM

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

4/27/2020 2:55 PM

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

4/27/2020 2:14 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.**