



Case [REDACTED]

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

General

Caller Name	[REDACTED]	Dealer	CAMPBELL NISSAN OF EVERETT
NNAnet user ID	tva-38021	Contact Name	
Tech Preferred Phone	4253435375	Customer Name	
Tech Preferred Email	[REDACTED]	Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	Dave Sattler
Repair/Work Order	130765	Mobile Phone	
Job/Line Number	A	Texting Status	
Created Day	Wednesday		

Incident Information

Customer Comments	The engine blew up while driving, vehicle towed in.	Customer Name	[REDACTED]
Verified	Yes	Vehicle	1N6BA1F48[REDACTED]
Question for TECH LINE	What test should I do next?	VIN	1N6BA1F48[REDACTED]
Service Manual General Section	Engine	Archived VIN Make	
Service Manual Specific Section	Engine Mechanical	Archived VIN Year	2017
Symptom Code Category	General	Archived VIN Model	TITAN XD
Symptom	NO OPERATION	Incident/RO Date	7/28/2020
When does this concern occur?	ALL TIMES	Calculated Days Down	10
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	none	Total Days Down	10
Observed Modifications & Accessories	none	Repair Attempts	0
		Current Mileage	46,810
		Vehicle Mileage Prior Value	
		Vehicle Purchased	

Miles
Primary DTC
Current DTC
Past DTC
Other DTCs

TECH LINE Information

Subject	Engine will not crank over to start	Resolution Action
Status	Closed	Resolution Object
Confirmed Resolution	Pending	Field Inspection Indicator
Component Code Category	EM Engine Mechanical	NNA Field Inspection Date
Component Code Issue	EMC CRANKSHAFT & OIL PAN	FSSS
TECH LINE Template	ECC Initial Response	FSSS Date
TREAD Component	06	
Date/Time Closed	8/7/2020 11:08 AM	
Description		
Recommendation Detail		

DTS Information

DTSM Inspection Date	DTSM Request Type
DTSM Inspection Date Confirmed?	Inspection Time/Notes Appointment Time: Notes to Agent:
Notes for DTSM (Vehicle Concerns)	

Activity History

Email: Case [REDACTED] 2017 TITAN XD; Engine will not crank over to start [ref:_00DA09j8L._5002I29QTVQ:ref]

Name	[REDACTED]
Task	<input checked="" type="checkbox"/>
Due Date	8/7/2020
Assigned To	Dave Sattler
Last Modified Date/Time	8/7/2020 11:08 AM
Comments	<p>Additional To [REDACTED]</p> <p>CC:</p> <p>BCC: dave.sattler@nissan-usa.com</p> <p>Attachment:</p> <p>Subject: Case 40849605; 2017 TITAN XD; Engine will not crank over to start [ref:_00DA09j8L._5002I29QTVQ:ref]</p> <p>Body:</p> <p>blake bartelli, TECH LINE's latest case update is below. Recommendation:</p> <p>Thank you for the case update Blake.</p> <p>With the cranks shaft trauma we are to.</p> <p>Replace long engine.</p>

We do not have a list of parts for engine replacement.

Review ESM for engine replacement and replace all one time used part.

If further assistance is needed contact TECH LINE anytime.

Thank you, _____ Dave STECH 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: 8/5/2020

Customer name [REDACTED]

VIN: 1N6BA1F4 [REDACTED] Mileage: 46,810

Dealer code: 5595

Dealer name: CAMPBELL NISSAN OF EVERETT

Customer's Concerns:

The engine blew up while driving, vehicle towed in.

Technician Findings:

no codes, vehicle will not start, rotational clunking noise, sounds like either a rod bearing or a rod.:

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._5002I29QTVQ:ref

Email: Case [REDACTED] 2017 TITAN XD; Engine will not crank over to start [ref:_00DA09j8L._5002I29QTVQ:ref]

Name	[REDACTED]
Task	<input checked="" type="checkbox"/>
Due Date	8/5/2020
Assigned To	Dave Sattler
Last Modified Date/Time	8/5/2020 11:27 [REDACTED]
Comments	Additional To [REDACTED] CC: BCC: dave.sattler@nissan-usa.com Attachment: Subject: Case [REDACTED] 2017 TITAN XD; Engine will not crank over to start [ref:_00DA09j8L._5002I29QTVQ:ref] Body: blake bartelli, TECH LINE's latest case update is below. Recommendation: Thank you for the case information Blake. We have a vehilce towed in for a no start condition. Sounds like at rod or bearing incident when cranking. Looking at vehicle service history last oil change was at 23,973. How is the oil level and condition? We have had crank shaft incident on this engine. Remove drive belt and confirm if engine will turn over to start.

Remove lower oil pan and inspect for source of engine not tuning over.

Replace long engine for a lower end incident.

If further assistance is needed contact TECH LINE anytime.

Thank you, _____ Dave STECH LINE

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Case #: _____

Date Created: 8/5/2020

Customer name: _____

VIN: 1N6BA1F4 _____ Mileage: 46,810

Dealer code: 5595

Dealer name: CAMPBELL NISSAN OF EVERETT

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Technician Findings:

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ref:_00DA09j8L._5002I29QTVQ:ref

Emails

Case # _____ 2017 TITAN XD; Engine will not crank over to start [ref:_00DA09j8L._5002I29QTVQ:ref]

Message Date 8/7/2020 11:08 AM

Has Attachment

Email Address _____

Status Sent

Subject Case # _____ 2017 TITAN XD; Engine will not crank over to start [ref:_00DA09j8L._5002I29QTVQ:ref]

Text Body blake bartelli,

TECH LINE's latest case update is below.

Recommendation:

Thank you for the case update Blake.

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Replace long engine.

We do not have a list of parts for engine replacement.

Review ESM for engine replacement and replace all one time used part.

If further assistance is needed contact TECH LINE anytime.

Thank you,

Dave S

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.

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Case # [REDACTED]

Date Created: 8/5/2020

Customer name [REDACTED]

VIN: 1N6BA1F [REDACTED]

Mileage: 46,810

Dealer code: 5595

Dealer name: CAMPBELL NISSAN OF EVERETT

Customer's Concerns:

The engine blew up while driving, vehicle towed in.

Technician Findings:

no codes, vehicle will not start. rotational clunking noise, sounds like either a rod bearing or a rod.:

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Re: Case [REDACTED] **2017 TITAN XD; Engine will not crank over to start [ref:_00DA09j8L._5002I29QTVQ:ref]**

Message Date 8/6/2020 7:28 PM

Has Attachment 

Email Address [REDACTED]

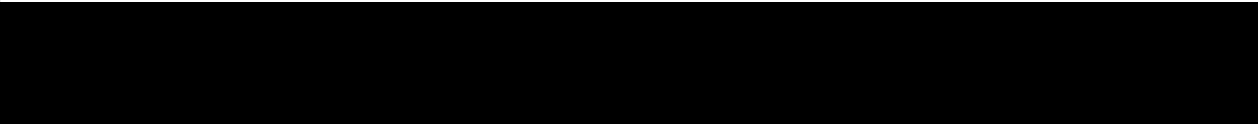
Status Read

Subject **Re: Case** [REDACTED] **2017 TITAN XD; Engine will not crank over to start [ref:_00DA09j8L._5002I29QTVQ:ref]**

Text Body **For the long block replacement do you have a list of parts that need to be replaced with the long block assembly? Much appreciated!**

On Thu, Aug 6, 2020, 4:04 PM [REDACTED] **wrote:**

> Oil level was at the full mark, condition is black and metal shavings.
> Removed pan and found that the crankshaft has cracked in half in the rear
> of the engine. All rods are still attached to the crankshaft. Trying to
> attach photo.
>
> On Wed, Aug 5, 2020, 9:22 AM TECH LINE Email to Case <
> techlinesfdc@nissan-usa.com> wrote:
>
>> blake bartelli,
>>
>> TECH LINE's latest case update is below.
>>
>>
>> Recommendation:
>> Thank you for the case information Blake.
>> We have a vehicle towed in for a no start condition.
>> Sounds like a rod or bearing incident when cranking.
>> Looking at vehicle service history last oil change was at 23,973.
>> How is the oil level and condition?
>> We have had crank shaft incident on this engine.
>> Remove drive belt and confirm if engine will turn over to start.
>> Remove lower oil pan and inspect for source of engine not tuning over.
>> Replace long engine for a lower end incident.
>> If further assistance is needed contact TECH LINE anytime.
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>> Thank you,
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>> _____
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>> Dave S
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>> TECH LINE
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>> *Updating a TECH LINE Case:*>>
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>> From ASIST, Select TECH LINE Support Request, Enter your dealer code and
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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: 8/5/2020
>> Customer name:
>> VIN: 1N6BA1F4 [REDACTED]
>>
>> Mileage: 46,810
>>
>> Dealer code: 5595
>>

>> Dealer name: CAMPBELL NISSAN OF EVERETT
>>
>> Customer's Concerns:
>> The engine blew up while driving, vehicle towed in.
>>
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>> Technician Findings:
>> no codes, vehicle will not start. rotational clunking noise, sounds like
>> either a rod bearing or a rod.:
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>> privileged, confidential, or otherwise legally protected from disclosure,
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>> message or any part of it. Please notify the sender immediately and delete
>> all copies of the message.
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>>
>> ref:_00DA09j8L._5002I29QTVQ:ref
>>
>

Re: Cas [REDACTED] 2017 TITAN XD; Engine will not crank over to start [ref:_00DA09j8L._5002I29QTVQ:ref]

Message Date 8/6/2020 6:04 PM

Has Attachment 

Email Address [REDACTED]

Status Read

Subject Re: Case [REDACTED] 2017 TITAN XD; Engine will not crank over to start [ref:_00DA09j8L._5002I29QTVQ:ref]

Text Body Oil level was at the full mark, condition is black and metal shavings.
Removed pan and found that the crankshaft has cracked in half in the rear
of the engine. All rods are still attached to the crankshaft. Trying to
attach photo.

On Wed, Aug 5, 2020, 9:22 AM TECH LINE Email to Case <
techlinesfdc@nissan-usa.com> wrote:

> blake bartelli,
>
> TECH LINE's latest case update is below.
>
>
> Recommendation:
> Thank you for the case information Blake.
> We have a vehilce towed in for a no start condition.
> Sounds like at rod or bearing incident when cranking.
> Looking at vehicle service history last oil change was at 23,973.
> How is the oil level and condition?
> We have had crank shaft incident on this engine.
> Remove drive belt and confirm if engine will turn over to start.
> Remove lower oil pan and inspect for source of engine not tuning over.
> Replace long engine for a lower end incident.
> If further assistance is needed contact TECH LINE anytime.
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>
> Thank you,
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> _____
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> Dave S
>
> TECH LINE
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> *Updating a TECH LINE Case:*

>

> Technician: Reply to this email; do not change the email subject line.

> Email file attachments are limited to 6MB.

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> From ASIST, Select TECH LINE Support Request, Enter your dealer code and

> select Update a Case.

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Case [REDACTED] 2017 TITAN XD; Engine will not crank over to start [ref:_00DA09j8L._5002I29QTVQ:ref]

Message Date 8/5/2020 11:22 AM

Has Attachment

Email Address [REDACTED]

Status Sent

Subject Case 40849605; 2017 TITAN XD; Engine will not crank over to start [ref:_00DA09j8L._5002I29QTVQ:ref]

Text Body **blake bartelli,**

TECH LINE's latest case update is below.

Recommendation:

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Sounds like a rod or bearing incident when cranking.

Looking at vehicle service history last oil change was at 23,973.

How is the oil level and condition?

We have had crank shaft incident on this engine.

Remove drive belt and confirm if engine will turn over to start.

Remove lower oil pan and inspect for source of engine not tuning over.

Replace long engine for a lower end incident.

If further assistance is needed contact TECH LINE anytime.

Thank you,

Dave S

TECH LINE

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Date Created: 8/5/2020

Customer name:

VIN: 1N6BA1F [REDACTED]

Mileage: 46,810

Dealer code: 5595

Dealer name: CAMPBELL NISSAN OF EVERETT

Customer's Concerns:

The engine blew up while driving, vehicle towed in.

Technician Findings:

no codes, vehicle will not start. rotational clunking noise, sounds like either a rod bearing or a rod.:

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Case Comments

8/7/2020 11:07 AM

User **Dave Sattler**
Public
Comment
Recommendation:
Thank you for the case update Blake.
With the cranks shaft trauma we are to.
Replace long engine.
We do not have a list of parts for engine replacement.
Review ESM for engine replacement and replace all one time used part.
If further assistance is needed contact TECH LINE anytime.

8/7/2020 11:04 AM

User **Dave Sattler**
Public
Comment
Description:
Tech sent a case email update #1
Oil level was at the full mark, condition is black and metal shavings.
Removed pan and found that the crankshaft has cracked in half in the rear of the engine.
All rods are still attached to the crankshaft.
Trying to attach photo.
2 Pictures attached #2
For the long block replacement do you have a list of parts that need to be replaced with the long block assembly? Much appreciated!

8/5/2020 11:21 AM

User **Dave Sattler**
Public
Comment
Recommendation:
Thank you for the case information Blake.
We have a vehilce towed in for a no start condition.
Sounds like at rod or bearing incident when cranking.
Looking at vehicle service history last oil change was at 23,973.
How is the oil level and condition?
We have had crank shaft incident on this engine.
Remove drive belt and confirm if engine will turn over to start.
Remove lower oil pan and inspect for source of engine not tuning over.
Replace long engine for a lower end incident.
If further assistance is needed contact TECH LINE anytime.

8/5/2020 10:56 AM

User **Survey Site Guest User**
Public
Comment
Customer Comments: The engine blew up while driving, vehicle towed in.
 Technician Findings: no codes, vehicle will not start. rotational clunking noise, sounds like either a rod bearing or a rod.
 Repairs Made: none

Case History

8/7/2020 11:08 AM

User **Dave Sattler**
Action **Closed.**

8/7/2020 11:08 AM

User **Dave Sattler**
Action **Changed Status from Pending TECH LINE to Closed. Closed.**

8/6/2020 6:04 PM

User **Managed Services**

Action **Changed First Call Resolution from Yes to No. Changed Reopen Date to 8/6/2020 6:04 PM. Changed Status from Closed to Pending TECH LINE.**

8/5/2020 11:21 AM

User **Dave Sattler**

Action **Changed Subject to Engine will not crank over to start. Changed Status from Pending TECH LINE to Closed. Closed.**

8/5/2020 11:02 AM

User **Dave Sattler**

Action **Changed Case Owner from TECH LINE Initial to Dave Sattler.**

8/5/2020 10:56 AM

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. Changed VIN from 1n6ba1f4 [REDACTED] to 1N6BA1F48 [REDACTED] Created.**