



Case: [REDACTED]

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

General

Caller Name	[REDACTED]	Dealer	BOMMARITO NISSAN BALLWIN
NNAnet user ID	TVA-21279	Contact Name	
Tech Preferred Phone	636 221 1712	Customer Name	
Tech Preferred Email	[REDACTED]	Case Record Type	TECH LINE Cases
Preferred Contact Method	Phone	Case Owner	Matthew Mead
Repair/Work Order	214360	Mobile Phone	
Job/Line Number	1	Texting Status	
Created Day	Monday		

Incident Information

Customer Comments	CUATOMER STATES VEHICLE IS SMOKING AND DRIVING ROUGH AND THER IS A LARGE FUEL LEAK	Customer Name	[REDACTED]
Verified	Yes	Vehicle	1N6BA1F48 [REDACTED]
Question for TECH LINE	Have you seen this before?	VIN	1N6BA1F48 [REDACTED]
Service Manual General Section	Engine	Archived VIN Make	
Service Manual Specific Section	Fuel System	Archived VIN Year	2016
Symptom Code Category	Experience/Occurrence	Archived VIN Model	TITAN XD
Symptom	LACK OF POWER NO ACCEL	Incident/RO Date	9/19/2020
When does this concern occur?	ALL TIMES	Calculated Days Down	24
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	HAD ENGINE REPLACED ENGINE WAS SEIZED UP BEARING MATERIAL WAS IN OIL PAN	Total Days Down	24
Observed Modifications & Accessories	NONE	Repair Attempts	1
		Current Mileage	67,100

Vehicle Mileage Prior Value

Vehicle Purchased Miles

Primary DTC

Current DTC

Past DTC

Other DTCs

TECH LINE Information

Subject	Engine is running rough and there is a fuel leak.	Resolution Action	
Status	Closed	Resolution Object	
Confirmed Resolution	Yes	Field Inspection Indicator	<input type="checkbox"/>
Component Code Category	EF Engine Fuel Systems	NNA Field Inspection Date	
Component Code Issue	EFJ FUEL INJECTORS	FSSS	<input type="checkbox"/>
TECH LINE Template	ECC Initial Response	FSSS Date	
TREAD Component	07		
Date/Time Closed	10/13/2020 10:17 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 for DTSM (Vehicle Concerns)			Notes to Agent:

Activity History

Email: C [REDACTED] 2016 TITAN XD; Engine is running rough and there is a fuel leak. [ref:_00DA09j8L._5002I2APuWz:ref]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	9/21/2020
Assigned To	Matthew Mead
Last Modified Date/Time	9/21/2020 9:33 AM
Comments	Additional To: ammonzyk@gmail.com CC: BCC: Attachment: Subject: C [REDACTED] 2016 TITAN XD; Engine is running rough and there is a fuel leak. [ref:_00DA09j8L._5002I2APuWz:ref] Body: ALLEN MONZYK, TECH LINE's latest case update is below. Recommendation:

- Thank you for sending in the photo.

- We agree with your diagnosis. Please replace the two fuel injectors, hold down bolts, bracket, washers and drain back hose.
We want to hear what you think. Please take a few moments to complete the 2020 Carlisle technician survey by: [CLICKING HERE](#)
The TECH LINE Survey can be accessed by: [CLICKING HERE](#)

Thank you, _____ Matt MTECH LINE

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: 9/21/2020
Customer name: [REDACTED]
VIN: 1N6BA1F48[REDACTED] Mileage: 67,100
Dealer code: 5520
Dealer name: BOMMARITO NISSAN BALLWIN

Customer's Concerns:
CUATOMER STATES VEHICLE IS SMOKING AND DRIVING ROUGH AND THER IS A LARGE FUEL LEAK

Technician Findings:
#6 AND #8 INJECTORS ARE POPPED OUT OF HEAD

HOLDOWN CLAMP BOLT HEAD MISSING BOLT STILL HEAD

REMOVED BOLT AND THREADS ARE STILL OK IN HEAD CONCAVE WASHER IS MISSING WILL SEND PICS OF INJECTORS SOME TRAUMA TO INJECTOR TIPS

I FEEL THEY SHOULD BE REPLACED

THE DRAIN BACK FUEL HOSE IS ALSO CRACKED

THANK YOU FOR ANY HELP ON THIS ONE

I FEEL THE 2 INJECTORS, HOLDOWN BOLT ,BRACKET,CONCAVE WASHER ,DRAIN BACK HOSE ,SHOULD BE REPLACED AND TORQUED TO PROPER SPECS

THESE WERE ALL REUSED WITH NEW ENGINE

DO NOT SEE AS 1 TIME PARTS THANS AGAIN:

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._5002I2APuWz:ref

Attachments

IMG-3733.jpg

Size **2.23MB**
Ownership **Survey Site Guest User**
View [View file](#)
Last Modified **9/21/2020 9:20 AM**

Emails

Re: Cas [REDACTED] 2016 TITAN XD; Engine is running rough and there is a fuel leak. [ref:_00DA09j8L._5002I2APuWz:ref]

Message Date **10/13/2020 10:11 AM**

Has Attachment

Email Address

[REDACTED]

Status **Read**

Subject **Re: Ca [REDACTED] 016 TITAN XD; Engine is running rough and there is a fuel leak. [ref:_00DA09j8L._5002I2APuWz:ref]**

Text Body **This vehicle is fixed. Replaced valve cover and injector holdown Torque bolts to spec**

On Mon, Sep 21, 2020 at 9:33 AM TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:

- > ALLEN MONZYK,
- >
- > TECH LINE's latest case update is below.
- >
- >
- > Recommendation:
- > - Thank you for sending in the photo.
- > - We agree with your diagnosis. Please replace the two fuel injectors,
- > hold down bolts, bracket, washers and drain back hose.
- >
- >
- > We want to hear what you think. Please take a few moments to complete the

[REDACTED]

- >
- > The TECH LINE Survey can be accessed by: [CLICKING HERE](#)

[REDACTED]

- >
- >
- > Thank you,
- >
- > _____
- >
- > Matt M
- >
- > TECH LINE
- >
- >
- >
- > *Updating a TECH LINE Case:*
- >
- > Technician: Reply to this email; do not change the email subject line.
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- >
- >
- > 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: 9/21/2020
- > Customer name:
- > VIN: 1N6BA1F [REDACTED]
- >
- > Mileage: 67,100
- >

> Dealer code: 5520
>
> Dealer name: BOMMARITO NISSAN BALLWIN
>
> Customer's Concerns:
> CUATOMER STATES VEHICLE IS SMOKING AND DRIVING ROUGH AND THER IS A LARGE
> FUEL LEAK
>
>
> Technician Findings:
> #6 AND #8 INJECTORS ARE POPPED OUT OF HEAD
> HOLDOWN CLAMP BOLT HEAD MISSING BOLT STILL HEAD
> REMOVED BOLT AND THREADS ARE STILL OK IN HEAD CONCAVE WASHER IS MISSING
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>
>
> ref:_00DA09j8L_5002I2APuWz:ref
>

Ca [REDACTED] 2016 TITAN XD; Engine is running rough and there is a fuel leak. [
ref:_00DA09j8L_5002I2APuWz:ref]

Message Date 9/21/2020 9:33 AM

Has Attachment

Email Address [REDACTED]

Status Sent

Subject Cas [REDACTED] 2016 TITAN XD; Engine is running rough and there is a fuel leak. [
ref:_00DA09j8L_5002I2APuWz:ref]

Text Body ALLEN MONZYK,

TECH LINE's latest case update is below.

Recommendation:

- Thank you for sending in the photo.
- We agree with your diagnosis. Please replace the two fuel injectors, hold down bolts, bracket, washers and drain back hose.

We want to hear what you think. Please take a few moments to complete the 2020 Carlisle technician survey by: [CLICKING HERE](#)

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Thank you,

Matt M

TECH LINE

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Case # [REDACTED]
Date Created: 9/21/2020
Customer name [REDACTED]
VIN: 1N6BA1F4 [REDACTED]

Mileage: 67,100

Dealer code: 5520

Dealer name: BOMMARITO NISSAN BALLWIN

Customer's Concerns:

CUSTOMER STATES VEHICLE IS SMOKING AND DRIVING ROUGH AND THER IS A LARGE FUEL LEAK

Technician Findings:

#6 AND #8 INJECTORS ARE POPPED OUT OF HEAD
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Case Comments

10/13/2020 10:16 AM

User **Matthew Mead**
Public
Comment **Description:
This vehicle is fixed. Replaced valve cover and injector holdown Torque bolts to spec**

9/21/2020 9:32 AM

User **Matthew Mead**
Public
Comment **Recommendation:
- Thank you for sending in the photo.
- We agree with your diagnosis. Please replace the two fuel injectors, hold down bolts, bracket, washers and drain back hose.**

9/21/2020 9:20 AM

User **Survey Site Guest User**
Public
Comment **THANK YOU FOR HELP ON THIS**

9/21/2020 9:17 AM

User **Survey Site Guest User**
Public
Comment **Customer Comments: CUATOMER STATES VEHICLE IS SMOKING AND DRIVING ROUGH AND THER IS A LARGE FUEL LEAK
□ Technician Findings: #6 AND #8 INJECTORS ARE POPPED OUT OF HEAD
HOLDOWN CLAMP BOLT HEAD MISSING BOLT STILL HEAD
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THESE WERE ALL REUSED WITH NEW ENGINE
DO NOT SEE AS 1 TIME PARTS THANS AGAIN
□ Repairs Made: HAD ENGINE REPLACED ENGINE WAS SEIZED UP BEARING MATERIAL WAS IN OIL PAN**

Case History

10/13/2020 10:18 AM

User **Matthew Mead**
Action **Closed.**

10/13/2020 10:17 AM

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

10/13/2020 10:11 AM

User **Managed Services**
Action **Changed First Call Resolution from Yes to No. Changed Reopen Date to 10/13/2020 10:11 AM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

9/21/2020 9:27 AM

User **Matthew Mead**
Action **Changed Subject to Engine is running rough and there is a fuel leak.. Changed Status from Pending TECH LINE to Pending Dealer Reply. Closed.**

9/21/2020 9:27 AM

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

9/21/2020 9:17 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. Created.**
