



Case:

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

General

Caller Name	KYLE COONS	Dealer	AUFFENBERG NISSAN
NNAnet user ID	TVA-15009	Contact Name	
Tech Preferred Phone		Customer Name	
Tech Preferred Email	kylecoons57@gmail.com	Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	Dave Sattler
Repair/Work Order	934230	Mobile Phone	
Job/Line Number	A	Texting Status	
Created Day	Wednesday		

Incident Information

Customer Comments	CHECK FOR VEHICLE DIED WHILE DRIVING DOWN THE HIGHWAY, CUST STATES THE VEHICLE STARTED KNOCKING THEN DIED AND WOULD NOT RESTART	Customer Name	
Verified	Yes	Vehicle	1N6BA1F4S
Question for TECH LINE	Other - Ask Question in Technician Findings	VIN	1N6BA1F4S
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	ENGINE QUIT	Incident/RO Date	3/5/2021
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	71,277

Vehicle Mileage Prior Value

Vehicle Purchased Miles

Primary DTC

Current DTC ECM P1C54 ECM P203F ECM P229F ECM P2509

Past DTC

Other DTCs

TECH LINE Information

Subject	Engine was knocking and now will not turn over to start	Resolution Action	REPLACE
Status	Pending Dealer Reply	Resolution Object	LONG BLOCK
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	3/15/2021 9:53 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 ██████████ 2016 TITAN XD; Engine was knocking and now will not turn over to start [ref:_00DA09j8L_5002I2G0W8a:ref]

Name	██████████
Task	<input checked="" type="checkbox"/>
Due Date	3/15/2021
Assigned To	Dave Sattler
Last Modified Date/Time	3/15/2021 9:54 AM
Comments	Additional ██████████ CC: ██████████ BCC: dave.sattler@nissan-usa.com Attachment: Subject: Case 43306394; 2016 TITAN XD; Engine was knocking and now will not turn over to start [ref:_00DA09j8L_5002I2G0W8a:ref] Body: KYLE COONS, TECH LINE's latest case update is below.

Recommendation:

Thank you for the case update Kyle.

After removing seized engine found trauma to converter shout and converter bushing/seal of trans. front pump.

Due to trauma to pump and converter from engine removal.

Replace trans. assy.

If further assistance is needed contact TECH LINE anytime

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

Thank you, _____ Dave STECH 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: 3/10/2021
Customer name: [REDACTED]
VIN: 1N6BA1F49[REDACTED] Mileage: 71,277
Dealer code: 3601
Dealer name: AUFFENBERG NISSAN

Customer's Concerns:

CHECK FOR VEHICLE DIED WHILE DRIVING DOWN THE HIGHWAY, CUST STATES THE VEHICLE STARTED KNOCKING THEN DIED AND WOULD NOT RESTART

Technician Findings:

ENGINE WOULD NOT CRANK. REMOVED BELT AND ATTEMPTED TO BAR ENGINE MANUALLY. CRANKSHAFT WOULD NOT MOVE. ENGINE OIL IS FULL. ENGINE IS SEIZED AND SHOULD BE REPLACED. CAN YOU CONFIRM?:

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_5002I2G0W8a:ref

Email: Cas [REDACTED] 16 TITAN XD; Engine was knocking and now will not turn over to start [ref:_00DA09j8L_5002I2G0W8a:ref]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	3/10/2021
Assigned To	Dave Sattler
Last Modified Date/Time	3/10/2021 12:34 PM
Comments	Additional To: [REDACTED] CC: [REDACTED] BCC: dave.sattler@nissan-usa.com Attachment:
Subject:	Case [REDACTED] 16 TITAN XD; Engine was knocking and now will not turn over to start [ref:_00DA09j8L_5002I2G0W8a:ref]

Body:
KYLE COONS,
TECH LINE's latest case update is below.
Recommendation:

Thank you for the case update and picture Kyle

There is a lot of debris present in oil pan.

Replace long engine due to seized engine

If further assistance is needed contact TECH LINE anytime

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

Thank you, _____ Dave STECH 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: 3/10/2021
Customer name [REDACTED]
VIN: 1N6BA1F4S [REDACTED] Mileage: 71,277
Dealer code: 3601
Dealer name: AUFFENBERG NISSAN

Customer's Concerns:
CHECK FOR VEHICLE DIED WHILE DRIVING DOWN THE HIGHWAY, CUST STATES THE VEHICLE STARTED KNOCKING THEN DIED AND WOULD NOT RESTART
Technician Findings:
ENGINE WOULD NOT CRANK. REMOVED BELT AND ATTEMPTED TO BAR ENGINE MANUALLY. CRANKSHAFT WOULD NOT MOVE. ENGINE OIL IS FULL. ENGINE IS SEIZED AND SHOULD BE REPLACED. CAN YOU CONFIRM?:

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._5002I2G0W8a:ref

Email: C [REDACTED] 2016 TITAN XD; Engine was knocking and now will not turn over to start [ref:_00DA09j8L._5002I2G0W8a:ref]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	3/10/2021
Assigned To	Dave Sattler
Last Modified Date/Time	3/10/2021 10:03 AM
Comments	Additional To: kylecoons57@gmail.com CC: BCC: dave.sattler@nissan-usa.com Attachment: Subject: Case 43306394; 2016 TITAN XD; Engine was knocking and now will not turn over to start [ref:_00DA09j8L._5002I2G0W8a:ref] Body: KYLE COONS,

TECH LINE's latest case update is below.
Recommendation:

Thank you for the case information Kyle.

We have an engine that will not turn over to start.

Engine is locked up and will not turn over to start.

We removed drive and attempted to turn engine over manually.

Engine will not turn over, engine is seized.

Inspected engine oil level and oil is full.

Remove lower oil pan and inspect for source of engine being locked up.

Replace long engine assy. due to seized engine.

If further assistance is needed contact TECH LINE anytime.

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

Thank you, _____ Dave STECH 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: 3/10/2021
Customer name:
VIN: 1N6BA1F49 [REDACTED] Mileage: 71,277
Dealer code: 3601
Dealer name: AUFFENBERG NISSAN

Customer's Concerns:
CHECK FOR VEHICLE DIED WHILE DRIVING DOWN THE HIGHWAY, CUST STATES THE VEHICLE STARTED KNOCKING THEN DIED AND WOULD NOT RESTART

Technician Findings:
ENGINE WOULD NOT CRANK. REMOVED BELT AND ATTEMPTED TO BAR ENGINE MANUALLY. CRANKSHAFT WOULD NOT MOVE. ENGINE OIL IS FULL. ENGINE IS SEIZED AND SHOULD BE REPLACED. CAN YOU CONFIRM?:

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_5002I2G0W8a:ref

Case [REDACTED] 16 TITAN XD; Engine was knocking and now will not turn over to start [ref:_00DA09j8L._5002I2G0W8a:ref]

Message Date 3/15/2021 9:54 AM

Has Attachment [REDACTED]

Email Address [REDACTED]

Status Sent

Subject Cas [REDACTED] 2016 TITAN XD; Engine was knocking and now will not turn over to start [ref:_00DA09j8L._5002I2G0W8a:ref]

Text Body KYLE COONS,

TECH LINE's latest case update is below.

Recommendation:

Thank you for the case update Kyle.

After removing seized engine found trauma to converter shout and converter bushing/seal of trans. front pump.

Due to trauma to pump and converter from engine removal.

Replace trans. assy.

If further assistance is needed contact TECH LINE anytime

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

Thank you,

Dave S

TECH 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: 3/10/2021
Customer name:
VIN: 1N6BA1F4[REDACTED]

Mileage: 71,277

Dealer code: 3601

Dealer name: AUFFENBERG NISSAN

Customer's Concerns:

CHECK FOR VEHICLE DIED WHILE DRIVING DOWN THE HIGHWAY, CUST STATES THE VEHICLE STARTED KNOCKING THEN DIED AND WOULD NOT RESTART

Technician Findings:

ENGINE WOULD NOT CRANK. REMOVED BELT AND ATTEMPTED TO BAR ENGINE MANUALLY. CRANKSHAFT WOULD NOT MOVE. ENGINE OIL IS FULL. ENGINE IS SEIZED AND SHOULD BE REPLACED. CAN YOU CONFIRM?:

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.

Re: Case [REDACTED] 2016 TITAN XD; Engine was knocking and now will not turn over to start [ref:_00DA09j8L_5002I2G0W8a:ref]

Message Date 3/15/2021 9:35 AM
Has Attachment [REDACTED]
Email Address [REDACTED]
Status Read
Subject Re: Case 43306394; 2016 TITAN XD; Engine was knocking and now will not turn over to start [ref:_00DA09j8L_5002I2G0W8a:ref]
Text Body
Removed engine from titan. Due to engine being locked up, pulled torque converter with engine. Noticed damage to torque converter snout and bushing from front pump stuck on torque converter. Determined when engine failed, torque transferred laterally causing damage to torque converter, front pump seal and front pump assembly. No serviceable parts listed for transmission. Is it correct that transmission must be replaced?

On Wed, Mar 10, 2021 at 12:34 PM TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:

> KYLE COONS,
>
> TECH LINE's latest case update is below.
>
>
> Recommendation:
> Thank you for the case update and picture Kyle
>
> There is a lot of debris present in oil pan.
>
> Replace long engine due to seized engine
>
> If further assistance is needed contact TECH LINE anytime
>

>
>
> ref:_00DA09j8L._5002I2G0W8a:ref
>

Case [REDACTED] 2016 TITAN XD; Engine was knocking and now will not turn over to start [
ref:_00DA09j8L._5002I2G0W8a:ref]

Message Date 3/10/2021 12:34 PM

Has Attachment [REDACTED]

Email Address [REDACTED]

Status Sent

Subject Case [REDACTED] 2016 TITAN XD; Engine was knocking and now will not turn over to start [
ref:_00DA09j8L._5002I2G0W8a:ref]

Text Body KYLE COONS,

TECH LINE's latest case update is below.

Recommendation:

Thank you for the case update and picture Kyle

There is a lot of debris present in oil pan.

Replace long engine due to seized engine

If further assistance is needed contact TECH LINE anytime

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

Thank you,

Dave S

TECH 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: 3/10/2021
Customer name: [REDACTED]
VIN: 1N6BA1F [REDACTED]

Mileage: 71,277

Dealer code: 3601

Dealer name: AUFFENBERG NISSAN

Customer's Concerns:

CHECK FOR VEHICLE DIED WHILE DRIVING DOWN THE HIGHWAY, CUST STATES THE VEHICLE STARTED KNOCKING THEN DIED AND WOULD NOT RESTART

Technician Findings:

ENGINE WOULD NOT CRANK. REMOVED BELT AND ATTEMPTED TO BAR ENGINE MANUALLY. CRANKSHAFT WOULD NOT MOVE. ENGINE OIL IS FULL. ENGINE IS SEIZED AND SHOULD BE REPLACED. CAN YOU CONFIRM?:

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.

Re: Case [REDACTED] 2016 TITAN XD; Engine was knocking and now will not turn over to start [ref:_00DA09j8L._5002I2G0W8a:ref]

Message Date 3/10/2021 11:48 AM

Has Attachment

Email Address [REDACTED]

Status Read

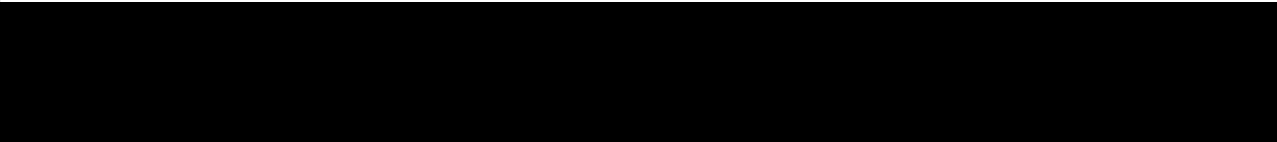
Subject Re: Ca [REDACTED] 2016 TITAN XD; Engine was knocking and now will not turn over to start [ref:_00DA09j8L._5002I2G0W8a:ref]

Text Body Removed lower oil pan and found excessive debris. Determined bearing failure was cause of concern. See attached photo

On Wed, Mar 10, 2021 at 10:04 AM TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:

> KYLE COONS,
>
> TECH LINE's latest case update is below.
>
>
> Recommendation:
> Thank you for the case information Kyle.
>
> We have an engine that will not turn over to start.
>
> Engine is locked up and will not turn over to start.
>
> We removed drive and attempted to turn engine over manually.
>
> Engine will not turn over, engine is seized.
>

- > Inspected engine oil level and oil is full.
- >
- > Remove lower oil pan and inspect for source of engine being locked up.
- >
- > Replace long engine assy. due to seized engine.
- >
- > If further assistance is needed contact TECH LINE anytime.
- >
- >
- >



- >
- >
- >
- >
- > Thank you,

> _____

- > Dave S
- >
- > TECH 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: 3/10/2021
- > Customer name: [REDACTED]
- > VIN: 1N6BA1F4 [REDACTED]

- >
- > Mileage: 71,277
- >
- > Dealer code: 3601
- >
- > Dealer name: AUFFENBERG NISSAN

- >
- > Customer's Concerns:
- > CHECK FOR VEHICLE DIED WHILE DRIVING DOWN THE HIGHWAY, CUST STATES THE
- > VEHICLE STARTED KNOCKING THEN DIED AND WOULD NOT RESTART

- >
- >
- > Technician Findings:
- > ENGINE WOULD NOT CRANK. REMOVED BELT AND ATTEMPTED TO BAR ENGINE MANUALLY.
- > CRANKSHAFT WOULD NOT MOVE. ENGINE OIL IS FULL. ENGINE IS SEIZED AND SHOULD
- > BE REPLACED. CAN YOU CONFIRM?:

- >
- >
- >

>
> 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._5002I2G0W8a:ref
>

Cas [REDACTED] 2016 TITAN XD; Engine was knocking and now will not turn over to start [
ref:_00DA09j8L._5002I2G0W8a:ref]

Message Date 3/10/2021 10:03 AM

Has Attachment

Email Address [REDACTED]

Status Sent

Subject Cas [REDACTED] 2016 TITAN XD; Engine was knocking and now will not turn over to start [
ref:_00DA09j8L._5002I2G0W8a:ref]

Text Body KYLE COONS,

TECH LINE's latest case update is below.

Recommendation:

Thank you for the case information Kyle.

We have an engine that will not turn over to start.

Engine is locked up and will not turn over to start.

We removed drive and attempted to turn engine over manually.

Engine will not turn over, engine is seized.

Inspected engine oil level and oil is full.

Remove lower oil pan and inspect for source of engine being locked up.

Replace long engine assy. due to seized engine.

If further assistance is needed contact TECH LINE anytime.

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

Thank you,

Dave S

TECH 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: 3/10/2021
Customer name:
VIN: 1N6BA1F4 [REDACTED]

Mileage: 71,277

Dealer code: 3601

Dealer name: AUFFENBERG NISSAN

Customer's Concerns:
CHECK FOR VEHICLE DIED WHILE DRIVING DOWN THE HIGHWAY, CUST STATES THE VEHICLE STARTED KNOCKING THEN DIED AND WOULD NOT RESTART

Technician Findings:
ENGINE WOULD NOT CRANK. REMOVED BELT AND ATTEMPTED TO BAR ENGINE MANUALLY. CRANKSHAFT WOULD NOT MOVE. ENGINE OIL IS FULL. ENGINE IS SEIZED AND SHOULD BE REPLACED. CAN YOU CONFIRM?:

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.

Case Comments

3/15/2021 9:51 AM

3/15/2021 9:47 AM

User **Dave Sattler**
Public
Comment **Recommendation:**
Thank you for the case update Kyle.

After removing seized engine found trauma to converter shout and converter bushing/seal of trans. front pump.

Due to trauma to pump and converter from engine removal.

User **Dave Sattler**
Public
Comment **Description:**
Tech sent a case email update.
Removed engine from titan. Due to engine being locked up, pulled torque converter with engine. Noticed damage to torque converter snout and bushing from front pump stuck on torque converter. Determined when engine failed, torque transferred laterally causing damage to torque converter, front pump

Replace trans. assy.

If further assistance is needed contact TECH LINE anytime

seal and front pump assembly. No serviceable parts listed for transmission.
Is it correct that transmission must be replaced?

3/10/2021 12:33 PM

User Dave Sattler
Public
Comment Recommendation:
Thank you for the case update and picture Kyle
There is a lot of debris present in oil pan.
Replace long engine due to seized engine
If further assistance is needed contact TECH LINE anytime

3/10/2021 12:30 PM

User Dave Sattler
Public
Comment Description:
Tech sent a case email update.
Removed lower oil pan and found excessive debris. Determined bearing failure was cause of concern. See attached photo

3/10/2021 10:02 AM

User Dave Sattler
Public
Comment Recommendation:
Thank you for the case information Kyle.
We have an engine that will not turn over to start.
Engine is locked up and will not turn over to start.
We removed drive and attempted to turn engine over manually.
Engine will not turn over, engine is seized.
Inspected engine oil level and oil is full.
Remove lower oil pan and inspect for source of engine being locked up.
Replace long engine assy. due to seized engine.
If further assistance is needed contact TECH LINE anytime.

3/10/2021 9:40 AM

User Survey Site Guest User
Public
Comment Customer Comments: CHECK FOR VEHICLE DIED WHILE DRIVING DOWN THE HIGHWAY, CUST STATES THE VEHICLE STARTED KNOCKING THEN DIED AND WOULD NOT RESTART
 Technician Findings: ENGINE WOULD NOT CRANK, REMOVED BELT AND ATTEMPTED TO BAR ENGINE MANUALLY. CRANKSHAFT WOULD NOT MOVE. ENGINE OIL IS FULL. ENGINE IS SEIZED AND SHOULD BE REPLACED. CAN YOU CONFIRM?
 Repairs Made: NONE

Case History

3/15/2021 9:54 AM

User Dave Sattler
Action Closed.

3/15/2021 9:53 AM

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

3/15/2021 9:35 AM

User Managed Services
Action Changed Reopen Date from 3/10/2021 11:48 AM to 3/15/2021 9:35 AM, Changed Status from Pending Dealer Reply to Pending TECH LINE.

3/10/2021 12:33 PM

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

3/10/2021 11:48 AM

User **Managed Services**
Action **Changed First Call Resolution from Yes to No. Changed Reopen Date to 3/10/2021 11:48 AM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

3/10/2021 10:03 AM

User **Dave Sattler**
Action **Changed Subject to Engine was knocking and now will not turn over to start. Changed Status from Pending TECH LINE to Pending Dealer Reply. Closed.**

3/10/2021 9:53 AM

User **Dave Sattler**
Action **Changed Case Owner from TECH LINE Initial 1 to Dave Sattler.**

3/10/2021 9:40 AM

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