



Case: [REDACTED]

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

**General**

Caller Name	[REDACTED]	Dealer	GULF COAST NISSAN
NNAnet user ID	TVA-02307	Contact Name	
Tech Preferred Phone	917134093474	Customer Name	
Tech Preferred Email	caluchak@gmail.com	Case Record Type	TECH LINE Cases
Preferred Contact Method	Phone	Case Owner	Joe Sabba
Repair/Work Order	224641	Mobile Phone	
Job/Line Number	1	Texting Status	
Created Day	Tuesday		

**Incident Information**

Customer Comments	MOTOR LOCKED UP	Customer Name	[REDACTED]
Verified	Yes	Vehicle	1N6BA1F26G [REDACTED]
Question for TECH LINE	Need a second opinion / Is my diagnosis correct?	VIN	1N6BA1F26G [REDACTED]
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	6/16/2021
When does this concern occur?	ALL TIMES	Calculated Days Down	55
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	NONE	Total Days Down	55
Observed Modifications & Accessories	NONE	Repair Attempts	0
		Current Mileage	56,031
		Vehicle Mileage Prior Value	
		Vehicle Purchased Miles	

Primary DTC

Current DTC

Past DTC

Other DTCs

**TECH LINE Information**

Subject	A61 Engine Does Not Turn	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	EMD PISTONS & CONNECTING RODS	FSSS	<input type="checkbox"/>
TECH LINE Template	ECC Initial Response	FSSS Date	
TREAD Component	06		
Date/Time Closed	8/10/2021 8:33 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: Ca [REDACTED] 2016 TITAN XD; A61 Engine Does Not Turn [ ref:\_00DA09j8L.\_5002I2KbWtp:ref ]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	8/10/2021
Assigned To	Joe Sabba
Last Modified Date/Time	8/10/2021 8:42 AM
Comments	<p><b>Additional To: caluchak@gmail.com</b></p> <p><b>CC:</b></p> <p><b>BCC: joe.sabba@nissan-usa.com</b></p> <p><b>Attachment:</b></p> <p><b>Subject: Case 44481295; 2016 TITAN XD; A61 Engine Does Not Turn [ ref:_00DA09j8L._5002I2KbWtp:ref ]</b></p> <p><b>Body:</b></p> <p>Thank you for speaking with us today Curtis,</p> <p><b>As discussed:</b></p> <p><b>Engine being replaced due seized.</b></p> <p><b>Removed engine with torque converter.</b></p> <p><b>Cannot turn to remove converter bolts.</b></p>

Please ensure timing chain components are not jammed and preventing rotation.

Additionally, we may be able to cut/remove the oil pan baffle plate to access main bearing caps and loosen.

If any additional assistance is desired, please do not hesitate to reach out.Thank you,\_\_\_\_\_Joe 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: 8/10/2021  
Customer name:  
VIN: 1N6BA1F2 [REDACTED] Mileage: 56,031  
Dealer code: 3264  
Dealer name: GULF COAST NISSAN

**Customer's Concerns:**

**MOTOR LOCKED UP**

**Technician Findings:**

**MOTOR IS LOCKED UP WHILE TRYING TO REMOVE TOURQUE CONVERTER I CANNOT GET MOTOR TO MOVE I TRIEDREMOVING CONNECTING RODS BUT CANNOT GET CRANK TO TURN I BELIEVE I NEED TO REPLACE TOURQUE CONVERTER FLYWHEEL AND BELL HOUSING STARTER AND WIRING HARNESS THAT GOES TO STARTER DUE TO MELTED:**

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.\_5002I2KbWtp:ref

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**RoutedVoice Tue Aug 10 2021 08:38:37**

Name	
Task	<input checked="" type="checkbox"/>
Due Date	8/10/2021
Assigned To	Joe Sabba
Last Modified Date/Time	8/10/2021 8:38 AM
Comments	

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**An email was sent to the Caller Name**

Name	
Task	<input checked="" type="checkbox"/>
Due Date	
Assigned To	Joe Sabba
Last Modified Date/Time	8/21/2021 1:24 AM
Comments	

**Email**

Case [REDACTED] 2016 TITAN XD; A61 Engine Does Not Turn [ ref:\_00DA09j8L.\_5002I2KbWtp:ref ]

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Message Date 8/10/2021 8:42 AM

Has Attachment

Email Address [REDACTED]

Status **Sent**

Subject **Case 44481295; 2016 TITAN XD; A61 Engine Does Not Turn [ ref:\_00DA09j8L.\_5002I2KbWtp:ref ]**

Text Body **CURTIS,**

**TECH LINE's latest case update is below.**

**-INCOMING CALL RECEIVED-**

**Thank you for speaking with us today Curtis,**

**As discussed:**

**Engine being replaced due seized.**

**Removed engine with torque converter.**

**Cannot turn to remove converter bolts.**

**Please ensure timing chain components are not jammed and preventing rotation.**

**Additionally, we may be able to cut/remove the oil pan baffle plate to access main bearing caps and loosen.**

**If any additional assistance is desired, please do not hesitate to reach out.**

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

**Thank you,**

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**Joe 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: 8/10/2021**

**Customer name:**

**VIN: 1N6BA1F** [REDACTED]

**Mileage: 56,031**

**Dealer code: 3264**

Dealer name: GULF COAST NISSAN

Customer's Concerns:  
MOTOR LOCKED UP

Technician Findings:  
MOTOR IS LOCKED UP WHILE TRYING TO REMOVE TOURQUE CONVERTER I CANNOT GET MOTOR TO MOVE I TRIEDREMOVING CONNECTING RODS BUT CANNOT GET CRANK TO TURN I BELIEVE I NEED TO REPLACE TOURQUE CONVERTER FLYWHEEL AND BELL HOUSING STARTER AND WIRING HARNESS THAT GOES TO STARTER DUE TO MELTED:

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### Case Comments

8/10/2021 8:42 AM

8/10/2021 8:31 AM

User	Joe Sabba	User	Survey Site Guest User
Public	<input checked="" type="checkbox"/>	Public	<input checked="" type="checkbox"/>
	<b>-INCOMING CALL RECEIVED-</b>		<b>Customer Comments: MOTOR LOCKED UP</b>
	Thank you for speaking with us today Curtis,		<input type="checkbox"/> <b>Technician Findings: MOTOR IS LOCKED UP WHILE TRYING TO REMOVE TOURQUE CONVERTER I CANNOT GET MOTOR TO MOVE I TRIEDREMOVING CONNECTING RODS BUT CANNOT GET CRANK TO TURN I BELIEVE I NEED TO REPLACE TOURQUE CONVERTER FLYWHEEL AND BELL HOUSING STARTER AND WIRING HARNESS THAT GOES TO STARTER DUE TO MELTED</b>
	<b>As discussed:</b>		<input type="checkbox"/> <b>Repairs Made: NONE</b>
	Engine being replaced due seized.		<input type="checkbox"/> <b>Verified: Yes</b>
	Removed engine with torque converter.		<input type="checkbox"/> <b>Question for TECH LINE: Need a second opinion / Is my diagnosis correct?</b>
	Cannot turn to remove converter bolts.		
Comment	Please ensure timing chain components are not jammed and preventing rotation.	Comment	
	Additionally, we may be able to cut/remove the oil pan baffle plate to access main bearing caps and loosen.		
	If any additional assistance is desired, please do not hesitate to reach out.		

### Case History

8/10/2021 8:43 AM

User Joe Sabba  
Action Closed.

8/10/2021 8:33 AM

User Joe Sabba  
Action Changed Subject to A61 Engine Does Not Turn. Changed Status from Caller In Queue to Pending Dealer Reply. Closed.

8/10/2021 8:32 AM

User Joe Sabba  
Action Changed Case Owner from TECH LINE Phone to Joe Sabba.

8/10/2021 8:32 AM

User **ATOS Integration User**

Action **Changed Status from Pending TECH LINE to Caller In Queue.**

**8/10/2021 8:31 AM**

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User **Survey Site Guest User**

Action **Changed Preferred Contact Method to Phone. Changed Case Owner from TECH LINE Stage to TECH LINE Phone.**

**8/10/2021 8:31 AM**

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User **Survey Site Guest User**

Action **Changed Status from Open to Pending TECH LINE. Created.**

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