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Case [REDACTED]

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

General

Caller Name	[REDACTED]	Dealer	BOARDMAN NISSAN
NNAnet user ID	DBOSLB46	Contact Name	
Tech Preferred Phone	913309218276	Customer Name	
Tech Preferred Email	dboslb46@gmail.com	Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	Matthew Mead
Repair/Work Order	6023686	Mobile Phone	
Job/Line Number	1	Texting Status	
Created Day	Thursday		

Incident Information

Customer Comments	CUSTOMER STATES VEHICLE WONT START. CHECK AND ADVISE.	Customer Name	[REDACTED]
Verified	Yes	Vehicle	1N6BA1F43 [REDACTED]
Question for TECH LINE	Other - Ask Question in Technician Findings	VIN	1N6BA1F43 [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	CRANK, BUT NO START	Incident/RO Date	4/23/2022
When does this concern occur?	ALL TIMES	Calculated Days Down	52
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	NONE	Total Days Down	52
Observed Modifications & Accessories	NONE	Repair Attempts	0
		Current Mileage	53,277
		Vehicle Mileage Prior Value	

Vehicle Purchased
Miles

Primary DTC

Current DTC

Past DTC

Other DTCs

TECH LINE Information

Subject	Engine will not crank.	Resolution Action	
Status	Closed	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	6/14/2022 9:39 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: Case [REDACTED] 2016 Titan XD; Engine will not crank. [ref:_00DA09j8L._5002I2T7Qyl:ref]

Name	[REDACTED]
Task	<input checked="" type="checkbox"/>
Due Date	6/14/2022
Assigned To	Matthew Mead
Last Modified Date/Time	6/14/2022 9:43 AM
Comments	<p>Additional To [REDACTED]</p> <p>CC:</p> <p>BCC:</p> <p>Attachment:</p> <p>Subject: Case [REDACTED] 2016 Titan XD; Engine will not crank. [ref:_00DA09j8L._5002I2T7Qyl:ref]</p> <p>Body:</p> <p>BRENNAN BOSLEY, TECH LINE's latest case update is below.</p> <p>Recommendation:</p> <p>- Thank you for documenting the engine is being replaced.</p> <p>- If unable to rotate the engine to remove each torque converter bolt, then the engine will need to be separated from the transmission with the torque converter still attached to the flex plate.</p>

- It may be easiest to remove the engine and transmission as an assembly. After removed, carefully slide the transmission back to release the torque converter from the transmission. From there we should be able to access the bolts and remove the torque converter from the flex plate.

- Another option is to free the engine so that it can be rotated. Loosen rod and main bolts until the crankshaft can be turned.

- Please review questions about warranty coverage with the Warranty Administrator.

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: 4/28/2022
Customer name: [REDACTED]
VIN: 1N6BA1F43 [REDACTED] Mileage: 53,277
Dealer code: 5165
Dealer name: BOARDMAN NISSAN

Customer's Concerns:
CUSTOMER STATES VEHICLE WONT START. CHECK AND ADVISE.

Technician Findings:
ENGINE CRANKS, BUT NO START. WAS ABLE TO GET ENGINE TO START FOR ABOUT 10 SECONDS AND RUN VERY ROUGH AND MADE A LOT OF NOISE AND STALLED. ATTEMPTED TO TURN ENGINE OVER AGAIN AND WOULD NOT TURN OVER. PULLED OIL PAN DOWN AND FOUND TONS OF METAL DEBRIS IN PAN. LOOKS LIKE BEARING MATERIAL. LOOKS LIKE BEARINGS SPUN AND POSSIBLE BROKEN CRANKSHAFT. NEW LONG BLOCK NEEDED BUT WONDERING IF TURBOS SHOULD BE REPLACED DUE TO THE AMOUNT OF METAL IN OIL/PAN?:

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ref:_00DA09j8L._5002I2T7Qyl:ref

Email: Case [REDACTED] 2016 Titan XD; Engine will not crank. [ref:_00DA09j8L._5002I2T7Qyl:ref]

Name	[REDACTED]
Task	<input checked="" type="checkbox"/>
Due Date	4/28/2022
Assigned To	Matthew Mead
Last Modified Date/Time	4/28/2022 1:02 PM
Comments	Additional To: [REDACTED] CC: BCC: Attachment: Subject: Case [REDACTED] 2016 Titan XD; Engine will not crank. [ref:_00DA09j8L._5002I2T7Qyl:ref] Body:

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

- Thank you for sending in the photo.

- We agree with your diagnosis. Please replace the long engine assembly and both the low and high pressure turbochargers.

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Thank you, _____ Matt MTECH LINE

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Case # _____

Date Created: 4/28/2022

Customer name: _____

VIN: 1N6BA1F43_____ Mileage: 53,277

Dealer code: 5165

Dealer name: BOARDMAN NISSAN

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ref:_00DA09j8L._5002I2T7Qyl:ref

An email was sent to the Caller Name

Name	
Task	<input checked="" type="checkbox"/>
Due Date	
Assigned To	Matthew Mead
Last Modified Date/Time	5/8/2022 1:09 PM
Comments	

Attachments

6155200-ece44be5.jpg

Size 240KB

Ownership Managed Services

View [View file](#)

Last Modified 4/28/2022 12:55 PM

Emails

Case [REDACTED] 2016 Titan XD; Engine will not crank. [ref:_00DA09j8L._5002I2T7Qyl:ref]

Message Date **6/14/2022 9:43 AM**

Has Attachment

Email Address [REDACTED]

Status **Sent**

Subject **Case 46313341; 2016 Titan XD; Engine will not crank. [ref:_00DA09j8L._5002I2T7Qyl:ref]**

Text Body **BRENNAN BOSLEY,**

TECH LINE's latest case update is below.

Recommendation:

- Thank you for documenting the engine is being replaced.
- If unable to rotate the engine to remove each torque converter bolt, then the engine will need to be separated from the transmission with the torque converter still attached to the flex plate.
- It may be easiest to remove the engine and transmission as an assembly. After removed, carefully slide the transmission back to release the torque converter from the transmission. From there we should be able to access the bolts and remove the torque converter from the flex plate.

- Another option is to free the engine so that it can be rotated. Loosen rod and main bolts until the crankshaft can be turned.

- Please review questions about warranty coverage with the Warranty Administrator.

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

Thank you,

Matt M

TECH LINE

Updating a TECH LINE Case:

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Case #: [REDACTED]
Date Created: 4/28/2022
Customer name:
VIN: 1N6BA1F4 [REDACTED]

Mileage: 53,277

Dealer code: 5165

Dealer name: BOARDMAN NISSAN

Customer's Concerns:
CUSTOMER STATES VEHICLE WONT START. CHECK AND ADVISE.

Technician Findings:
ENGINE CRANKS, BUT NO START. WAS ABLE TO GET ENGINE TO START FOR ABOUT 10 SECONDS AND RUN VERY ROUGH AND MADE ALOT OF NOISE AND STALLED. ATTEMPTED TO TURN ENGINE OVER AGAIN AND WOULD NOT TURN OVER. PULLED OIL PAN DOWN AND FOUND TONS OF METAL DEBRIS IN PAN. LOOKS LIKE BEARING MATERIAL. LOOKS LIKE BEARINGS SPUN AND POSSIBLE BROKEN CRANKSHAFT. NEW LONG BLOCK NEEDED BUT WONDERING IF TURBOS SHOULD BE REPLACED DUE TO THE AMOUNT OF METAL IN OIL/PAN?:

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Re: Case [REDACTED] 2016 Titan XD; Engine will not crank. [ref:_00DA09j8L._5002I2T7Qyl:ref]

Message Date 6/14/2022 9:06 AM

Has Attachment

Email Address [REDACTED]

Status Read

Subject Re: Case 46313341; 2016 Titan XD; Engine will not crank. [ref:_00DA09j8L._5002I2T7Qyl:ref]

Text Body **FINALLY DOING LONG BLOCK REPLACEMENT IN THIS VEHICLE AFTER RECEIVING BACK ORDERED PARTS. ENGINE IS CURRENTLY SEIZED SO UNABLE TO ACCESS TORQUE CONVERTER BOLTS. SHOULD FLEXPLATE BE CUT AND REPLACED TO GET CONVERTER OFF ENGINE? WILL WARRANTY COVER FLEXPLATE?**

On Thu, Apr 28, 2022 at 2:02 PM TECH LINE Email to Case < techlinesfdc@nissan-usa.com> wrote:

> BRENNAN BOSLEY,
>
> TECH LINE's latest case update is below.
>
>
> Recommendation:
> - Thank you for sending in the photo.
> - We agree with your diagnosis. Please replace the long engine assembly
> and both the low and high pressure turbochargers.
>
>
>

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



>

>

>

>

>

> Thank you,

>

> _____

>

> Matt M

>

> 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: 4/28/2022

> Customer name: [REDACTED]

> VIN: 1N6BA1 [REDACTED]

>

> Mileage: 53,277

>

> Dealer code: 5165

>

> Dealer name: BOARDMAN NISSAN

>

> Customer's Concerns:

> CUSTOMER STATES VEHICLE WONT START. CHECK AND ADVISE.

>

>

> Technician Findings:

> ENGINE CRANKS, BUT NO START. WAS ABLE TO GET ENGINE TO START FOR ABOUT 10

> SECONDS AND RUN VERY ROUGH AND MADE ALOT OF NOISE AND STALLED. ATTEMPTED

> TO TURN ENGINE OVER AGAIN AND WOULD NOT TURN OVER. PULLED OIL PAN DOWN AND

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>
>
> ref:_00DA09j8L._5002I2T7Qyl:ref
>

Cas [REDACTED] 2016 Titan XD; Engine will not crank. [ref:_00DA09j8L._5002I2T7Qyl:ref]

Message Date 4/28/2022 1:02 PM

Has Attachment

Email Address [REDACTED]

Status Sent

Subject Case 46313341; 2016 Titan XD; Engine will not crank. [ref:_00DA09j8L._5002I2T7Qyl:ref]

Text Body BRENNAN BOSLEY,

TECH LINE's latest case update is below.

Recommendation:

- Thank you for sending in the photo.
- We agree with your diagnosis. Please replace the long engine assembly and both the low and high pressure turbochargers.

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Thank you,

Matt M

TECH LINE

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Case # [REDACTED]
Date Created: 4/28/2022
Customer name: [REDACTED]
VIN: 1N6BA1F4 [REDACTED]

Mileage: 53,277

Dealer code: 5165

Dealer name: BOARDMAN NISSAN

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Case Comments

6/14/2022 9:43 AM

User **Matthew Mead**
Public
Comment **Recommendation:**
- Thank you for documenting the engine is being replaced.
- If unable to rotate the engine to remove each torque converter bolt, then the engine will need to be separated from the transmission with the torque converter still attached to the flex plate.
- It may be easiest to remove the engine and transmission as an assembly. After removed, carefully slide the transmission back to release the torque converter from the transmission. From there we should be able to access the bolts and remove the torque converter from the flex plate.

- Another option is to free the engine so that it can be rotated. Loosen rod and main bolts until the crankshaft can be turned.

6/14/2022 9:38 AM

User **Matthew Mead**
Public
Comment **Description:**
FINALLY DOING LONG BLOCK REPLACEMENT IN THIS VEHICLE AFTER RECEIVING BACK ORDERED PARTS. ENGINE IS CURRENTLY SEIZED SO UNABLE TO ACCESS TORQUE CONVERTER BOLTS. SHOULD FLEXPLATE BE CUT AND REPLACED TO GET CONVERTER OFF ENGINE? WILL WARRANTY COVER FLEXPLATE?

4/28/2022 12:55 PM

User **Survey Site Guest User**
Public
Comment **NEW LONG BLOCK NEEDED BUT WONDERING IF TURBOS SHOULD BE REPLACED DUE TO THE AMOUNT OF METAL IN OIL/PAN?**

- Please review questions about warranty coverage with the Warranty Administrator.

4/28/2022 1:01 PM

User **Matthew Mead**
Public
Comment **Recommendation:**
- Thank you for sending in the photo.
- We agree with your diagnosis. Please replace the long engine assembly and both the low and high pressure turbochargers.

4/28/2022 12:53 PM

User **Survey Site Guest User**
Public
Comment **Customer Comments: CUSTOMER STATES VEHICLE WONT START. CHECK AND ADVISE.**
 Technician Findings: ENGINE CRANKS, BUT NO START. WAS ABLE TO GET ENGINE TO START FOR ABOUT 10 SENCONDS AND RUN VERY ROUGH AND MADE ALOT OF NOISE AND STALLED. ATTEMPTED TO TURN ENGINE OVER AGIAN AND WOULD NOT TURN OVER. PULLED OIL PAN DOWN AND FOUND TONS OF METAL DEBRIS IN PAN. LOOKS LIKE BEARING MATERIAL. LOOKS LIKE BEARINGS SPUN AND POSSIBLE BROKEN CRANKSHAFT. NEW LONG BLOCK NEEDED BUT WONDERING IF TURBOS SHOULD BE REPLACED DUE TO THE AMOUNT OF METAL IN OIL/PAN?
 Repairs Made: NONE
 Verified: Yes
 Question for TECH LINE: Other - Ask Question in Technician Findings

Case History

6/14/2022 9:44 AM

User **Matthew Mead**
Action **Changed Status from Pending Dealer Reply to Closed. Closed.**

6/14/2022 9:39 AM

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

6/14/2022 9:06 AM

User **Managed Services**
Action **Changed First Call Resolution from Yes to No. Changed Reopen Date to 6/14/2022 9:06 AM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

4/28/2022 1:00 PM

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

4/28/2022 12:58 PM

User **Matthew Mead**
Action **Changed Case Owner from TECH LINE Initial 1 to Matthew Mead.**

4/28/2022 12:55 PM

User **Survey Site Guest User**

Action **Changed Preferred Contact Method to Email. Changed Case Owner from TECH LINE Stage to TECH LINE Initial 1.**

4/28/2022 12:53 PM

User **Survey Site Guest User**

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

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