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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	MAUS NISSAN OF CRYSTAL RIVER
NNAAnet user ID	xd536875	Contact Name	
Tech Preferred Phone	917049600885	Customer Name	
Tech Preferred Email	orios0117@gmail.com	Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	John Seaborn
Repair/Work Order	2119791	Mobile Phone	
Job/Line Number	1	Texting Status	
Created Day	Tuesday		

Incident Information

Customer Comments	TOW IN....CUSTOMER STATES POSSIBLE INJECTORS...VEHICLE HAS REDUCED TO NO POWER WHILE UNDERWAY CUSTOMER PULLED ON THE SIDE THE ROAD HAD VEHICLE TOWED IN. ALSO THE DEF ERROR SYSTEM LIGHT CAME ON THE SIDE OF THE ROAD HAD VEHICLE TOWED IN.	Customer Name	[REDACTED]
Verified	Yes	Vehicle	1N6BA1F41 [REDACTED]
Question for TECH LINE	Other - Ask Question in Technician Findings	VIN	1N6BA1F41 [REDACTED]
Service Manual General Section	Engine	Archived VIN Make	
Service Manual Specific Section	Engine Mechanical	Archived VIN Year	2019
Symptom Code Category	Experience/Occurrence	Archived VIN Model	TITAN XD
Symptom	IMPROPER OPERATION	Incident/RO Date	1/10/2022
When does this concern occur?	ALL TIMES	Calculated Days Down	15
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	none	Total Days Down	15
Observed Modifications &	none	Repair Attempts	0

Accessories

Current Mileage 39,196
 Vehicle Mileage Prior Value
 Vehicle Purchased Miles
 Primary DTC
 Current DTC ECM P2048
 Past DTC ECM P1626 ECM P0300 ECM P0301
 ECM P0302 ECM P0303
 Other DTCs

TECH LINE Information

Subject	Engine does not rotate. -A61-	Resolution Action	REPLACE
Status	Closed	Resolution Object	LONG BLOCK
Confirmed Resolution	Yes	Field Inspection Indicator	<input checked="" type="checkbox"/>
Component Code Category	EM Engine Mechanical	NNA Field Inspection Date	1/12/2022
Component Code Issue	EMC CRANKSHAFT & OIL PAN	FSSS	<input type="checkbox"/>
TECH LINE Template	ECC Initial Response	FSSS Date	
TREAD Component	06		
Date/Time Closed	1/25/2022 7:44 AM		
Description			
Recommendation Detail			

DTS Information

DTSM Inspection Date	1/12/2022 2:30 PM	DTSM Request Type	
DTSM Inspection Date Confirmed?	<input checked="" type="checkbox"/>	Inspection Time/Notes	Appointment Time: Notes to Agent:
Notes for DTSM (Vehicle Concerns)			

Activity History

Email: Case [REDACTED] 2019 TITAN XD; Engine does not rotate. -A61- [ref: _00DA09j8L_5002I2O EZpz:ref]

Name	[REDACTED]
Task	<input checked="" type="checkbox"/>
Due Date	1/25/2022
Assigned To	John Seaborn
Last Modified Date/Time	1/25/2022 7:45 AM
Comments	Additional To: orios0117@gmail.com CC: BCC: john.seaborniii@nissan-usa.com Attachment: Subject: Case [REDACTED] 2019 TITAN XD; Engine does not rotate. -A61- [ref: _00DA09j8L_5002I2O EZpz:ref] Body: Oliver, TECH LINE's latest case update is below.

Recommendation

Oliver, very well done, thank you for the vehicle resolution feedback & keep up the great work!!

Tech to reply to all on email response, if additional technical assistance is required.

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

Thank you, _____, John 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: 1/11/2022
Customer name: [REDACTED]
VIN: 1N6BA1F41K [REDACTED] leage: 39,196
Dealer code: 5572
Dealer name: MAUS NISSAN OF CRYSTAL RIVER

Customer's Concerns:

TOW IN.....CUSTOMER STATES POSSIBLE INJECTORS...VEHICLE HAS REDUCED TO NO POWER WHILE UNDERWAY CUSTOMER PULLED ON THE SIDE THE ROAD HAD VEHICLE TOWED IN. ALSO THE DEF ERROR SYSTEM LIGHT CAME ON THE SIDE OF THE ROAD HAD VEHICLE TOWED IN.

Technician Findings:

vehicle came in, no start, found that the crankshaft is seized, pulled oil and lower pan. oil has metal particles suspended and there is large metal debris in the pan (some a few mm and some several inches) images will be uploaded. recommending turbo replacement due to potential damage from the metal debris with the long block replacement. please advise.:

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ref:_00DA09j8L._5002I2O EZpz:ref

DTS Request [REDACTED] reg wood MAUS NISSAN OF CRYSTAL RIVER

Name [REDACTED]
Task
Due Date 1/14/2022
Assigned To Tom Osborn
Last Modified Date/Time 1/13/2022 2:31 PM
Comments Dlr F1 DTS request.

Email: Case [REDACTED] 2019 TITAN XD; Engine does not rotate. -A61- [ref:_00DA09j8L._5002I2O EZpz:ref]

Name [REDACTED]
Task
Due Date 1/11/2022
Assigned To John Seaborn
Last Modified Date/Time 1/11/2022 2:16 PM
Comments Additional To: [REDACTED]
CC: [REDACTED]

BCC: john.seaborniii@nissan-usa.com
Attachment:

Subject: Case [REDACTED] 2019 TITAN XD; Engine does not rotate. -A61- [ref:_00DA09j8L_5002I2O EZpz:ref]

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

Oliver,

- 1) Thanks for the engine oil pan debris photos attached.
- 2) To answer the question, agreed, our next step is replacement of the long block.
- 3) In addition, please replace the high & low pressure turbochargers, as they are no longer available as an assembly (NTB20-070), while concurrently performing NTB 19-017.
- 4) Please confirm the engine no longer misfires after repairs.

Tech to reply to all on email response, if additional technical assistance is required.

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

Thank you, _____ John S.TECH LINE

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Case #: [REDACTED]
Date Created: 1/11/2022
Customer name:
VIN: 1N6BA1F41K [REDACTED] Mileage: 39,196
Dealer code: 5572
Dealer name: MAUS NISSAN OF CRYSTAL RIVER

Customer's Concerns:

TOW IN.....CUSTOMER STATES POSSIBLE INJECTORS...VEHICLE HAS REDUCED TO NO POWER WHILE UNDERWAY CUSTOMER PULLED ON THE SIDE THE ROAD HAD VEHICLE TOWED IN. ALSO THE DEF ERROR SYSTEM LIGHT CAME ON THE SIDE OF THE ROAD HAD VEHICLE TOWED IN.

Technician Findings:

vehicle came in, no start, found that the crankshaft is seized. pulled oil and lower pan. oil has metal particles suspended and there is large metal debris in the pan (some a few mm and some several inches) images will be uploaded. recommending turbo replacement due to potential damage from the metal debris with the long block replacement. please advise.:

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ref:_00DA09j8L_5002I2O EZpz:ref

An email was sent to the Caller Name

Name

Task



Due Date
Assigned To **John Seaborn**
Last Modified Date/Time **1/23/2022 2:39 PM**
Comments

Attachments

IMG_8065.jpg Size 3.12MB Ownership Managed Services View View file Last Modified 1/11/2022 1:55 PM	IMG_8064.jpg Size 2.38MB Ownership Managed Services View View file Last Modified 1/11/2022 1:55 PM
IMG_8063.jpg Size 3.26MB Ownership Managed Services View View file Last Modified 1/11/2022 1:55 PM	IMG_8062.jpg Size 2.21MB Ownership Managed Services View View file Last Modified 1/11/2022 1:55 PM
IMG_8060.jpg Size 2.03MB Ownership Managed Services View View file Last Modified 1/11/2022 1:54 PM	IMG_8059.jpg Size 2.47MB Ownership Managed Services View View file Last Modified 1/11/2022 1:54 PM
IMG_8042.jpg Size 2.97MB Ownership Managed Services View View file Last Modified 1/11/2022 1:54 PM	IMG_8066.jpg Size 3.07MB Ownership Managed Services View View file Last Modified 1/11/2022 1:54 PM
IMG_8067.jpg Size 2.82MB Ownership Managed Services View View file Last Modified 1/11/2022 1:54 PM	

Emails

Ca [REDACTED] 2019 TITAN XD; Engine does not rotate. -A61- [ref:_00DA09j8L._5002I2O EZpz:ref]

Message Date **1/25/2022 7:45 AM**
Has Attachment
Email Address **orios0117@gmail.com**
Status **Sent**
Subject **Case 45504096; 2019 TITAN XD; Engine does not rotate. -A61- [ref:_00DA09j8L._5002I2O EZpz:ref]**
Text Body **oliver rios,**

TECH LINE's latest case update is below.

Recommendation
Oliver, very well done, thank you for the vehicle resolution feedback & keep up the great work!!
Tech to reply to all on email response, if additional technical assistance is required.

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

Thank you,

John 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: 1/11/2022
Customer name: [REDACTED]
VIN: 1N6BA1F41 [REDACTED]

Mileage: 39,196

Dealer code: 5572

Dealer name: MAUS NISSAN OF CRYSTAL RIVER

Customer's Concerns:

TOW IN.....CUSTOMER STATES POSSIBLE INJECTORS...VEHICLE HAS REDUCED TO NO POWER WHILE UNDERWAY CUSTOMER PULLED ON THE SIDE THE ROAD HAD VEHICLE TOWED IN. ALSO THE DEF ERROR SYSTEM LIGHT CAME ON THE SIDE OF THE ROAD HAD VEHICLE TOWED IN.

Technician Findings:

vehicle came in, no start, found that the crankshaft is seized. pulled oil and lower pan. oil has metal particles suspended and there is large metal debris in the pan (some a few mm and some several inches) images will be uploaded. recommending turbo replacement due to potential damage from the metal debris with the long block replacement. please advise.:

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contract goodwill, customer pay, or dealer internal.

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Case [REDACTED] 2019 TITAN XD; Engine does not rotate. -A61- [ref: _00DA09j8L_ 5002I2O EZpz:ref]

Message Date 1/25/2022 6:59 AM

Has Attachment

Email Address techlinesfdc@nissan-usa.com

Status Read

Subject Case [REDACTED] 2019 TITAN XD; Engine does not rotate. -A61- [ref: _00DA09j8L_ 5002I2O EZpz:ref]

Text Body From: Oliver Rios <orios0117@gmail.com>

Sent: Monday, January 24, 2022 4:25 PM

To: TECH LINE Sales Force Case Creation (EXTERNAL) <TechLineSFDC@nissan-usa.com>

Subject: Re: Case 45504096; 2019 TITAN XD; Engine does not rotate. -A61-

replaced long block assembly, performed test drives, no dtc's after test drive, no drive-ability concerns after test drives and verified proper operation. no further action required. On Sun, Jan 23, 2022 at 3:39 PM TECH LINE Email to Case ZjQcmQRYFpfptBannerStart
This Message Is From an External Sender

This message came from outside your organization.

ZjQcmQRYFpfptBannerEnd

replaced long block assembly, performed test drives, no dtc's after test drive, no drive-ability concerns after test drives and verified proper operation. no further action required.

[REDACTED]

oliver rios,

We noticed that case number 45504096 does not have a confirmed resolution.

Help us improve your database search by updating your case. Pick 1 of 4 ways to update your case.

[REDACTED]

or

• Reply All to the last email from the case.

[REDACTED]

• Call TECH LINE at 1-800-662-3497 and enter your case number when prompted

[REDACTED]

Thank you,

John Seaborn

Case # [REDACTED]
Date Created: 1/11/2022
Customer name:
VIN: 1N6BA1F4 [REDACTED]

Mileage: 39,196

Dealer code: 5572

Dealer name: MAUS NISSAN OF CRYSTAL RIVER

Customer's Concerns:

TOW IN....CUSTOMER STATES POSSIBLE INJECTORS...VEHICLE HAS REDUCED TO NO POWERWHILE UNDERWAY CUSTOMER PULLED ON THE SIDE THE ROAD HAD VEHICLE TOWED IN, ALSO THE DEF ERROR SYSTEM LIGHT CAME ON THE SIDE OF THE ROAD HAD VEHICLE TOWED IN.

Technician Findings:

vehicle came in, no start, found that the crankshaft is seized. pulled oil and lower pan. oil has metal particles suspended and there is large metal debris in the pan (some a few mm and some several inches) images will be uploaded. recommending turbo replacement due to potential damage from the metal debris with the long block replacement. please advise.:

Case [REDACTED] 2019 TITAN XD; Engine does not rotate. -A61- [ref: _00DA09j8L_ 5002I2O EZpz:ref]

Message Date 1/11/2022 2:16 PM
Has Attachment
Email Address orios0117@gmail.com
Status Sent [REDACTED]
Subject Case [REDACTED] 019 TITAN XD; Engine does not rotate. -A61- [ref: _00DA09j8L_ 5002I2O EZpz:ref]
Text Body oliver rios,

TECH LINE's latest case update is below.

Recommendation

Oliver,

- 1) Thanks for the engine oil pan debris photos attached.
 - 2) To answer the question, agreed, our next step is replacement of the long block.
 - 3) In addition, please replace the high & low pressure turbochargers, as they are no longer available as an assembly (NTB20-070), while concurrently performing NTB 19-017.
 - 4) Please confirm the engine no longer misfires after repairs.
- Tech to reply to all on email response, if additional technical assistance is required.

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

Thank you,

John S.

TECH LINE

Updating a TECH LINE Case:

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Case #: [REDACTED]

Date Created: 1/11/2022

Customer name: [REDACTED]

VIN: 1N6BA1F41 [REDACTED]

Mileage: 39,196

Dealer code: 5572

Dealer name: MAUS NISSAN OF CRYSTAL RIVER

Customer's Concerns:

TOW IN....CUSTOMER STATES POSSIBLE INJECTORS...VEHICLE HAS REDUCED TO NO POWERWHILE UNDERWAY CUSTOMER PULLED ON THE SIDE THE ROAD HAD VEHICLE TOWED IN. ALSO THE DEF ERROR SYSTEM LIGHT CAME ON THE SIDE OF THE ROAD HAD VEHICLE TOWED IN.

Technician Findings:

vehicle came in, no start, found that the crankshaft is seized. pulled oil and lower pan. oil has metal particles suspended and there is large metal debris in the pan (some a few mm and some several inches) images will be uploaded. recommending turbo replacement due to potential damage from the metal debris with the long block replacement. please advise.:

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Case Comments

1/25/2022 7:45 AM

User **John Seaborn**
Public

1/25/2022 7:42 AM

User **John Seaborn**
Public

Comment Recommendation
Oliver, very well done, thank you for the vehicle resolution feedback & keep up the great work!! Tech to reply to all on email response, if additional technical assistance is required.

Comment Case email response received. "replaced long block assembly, performed test drives, no dtc's after test drive, no drive-ability concerns after test drives and verified proper operation. no further action required."

1/11/2022 2:15 PM

1/11/2022 1:58 PM

User John Seaborn
Public
Comment Recommendation
Oliver,
1) Thanks for the engine oil pan debris photos attached.
2) To answer the question, agreed, our next step is replacement of the long block.
3) In addition, please replace the high & low pressure turbochargers, as they are no longer available as an assembly (NTB20-070), while concurrently performing NTB 19-017.
4) Please confirm the engine no longer misfires after repairs.
Tech to reply to all on email response, if additional technical assistance is required.

User Survey Site Guest User
Public
Comment added pictures of pan

1/11/2022 1:54 PM

User Survey Site Guest User
Public
Comment Customer Comments: TOW IN.....CUSTOMER STATES POSSIBLE INJECTORS...VEHICLE HAS REDUCED TO NO POWERWHILE UNDERWAY CUSTOMER PULLED ON THE SIDE THE ROAD HAD VEHICLE TOWED IN. ALSO THE DEF ERROR SYSTEM LIGHT CAME ON THE SIDE OF THE ROAD HAD VEHICLE TOWED IN.
 Technician Findings: vehicle came in, no start, found that the crankshaft is seized. pulled oil and lower pan. oil has metal particles suspended and there is large metal debris in the pan (some a few mm and some several inches) images will be uploaded. recommending turbo replacement due to potential damage from the metal debris with the long block replacement. please advise.
 Repairs Made: none
 Verified: Yes
 Current DTC: ECM P2048
 Past DTC: ECM P1626 ECM P0300 ECM P0301 ECM P0302 ECM P0303
 Question for TECH LINE: Other - Ask Question in Technician Findings

DTSM Field Inspections

45504096 5572

Status Completed
Created Date 1/12/2022
Owner First Name Tom
DTSM Team SER
Vehicle 1N6BA1F41 [REDACTED]
DTSM Inspection Date 1/12/2022 10:02 AM
Report Date 1/12/2022 10:32 AM
VIN 1N6BA1F41KN521267

Case History

1/25/2022 7:44 AM

User **John Seaborn**

Action **Changed Status from Pending TECH LINE to Closed. Closed.**

1/25/2022 6:59 AM

User **Managed Services**

Action **Changed First Call Resolution from Yes to No. Changed Reopen Date to 1/25/2022 6:59 AM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

1/11/2022 2:15 PM

User **John Seaborn**

Action **Changed Subject to Engine does not rotate. -A61-. Changed Status from Pending TECH LINE to Pending Dealer Reply. Closed.**

1/11/2022 2:00 PM

User **John Seaborn**

Action **Changed Case Owner from TECH LINE Initial to John Seaborn.**

1/11/2022 1:58 PM

User **Survey Site Guest User**

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

1/11/2022 1:54 PM

User **Survey Site Guest User**

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