



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
NNAnet user ID	xd514312	Contact Name	
Tech Preferred Phone	915205592475	Customer Name	
Tech Preferred Email	john.b.spencer@live.com	Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	Sean Martin
Repair/Work Order	2121742	Mobile Phone	
Job/Line Number	1	Texting Status	
Created Day	Thursday		

Incident Information

Customer Comments	engine locked up, leaking oil	Customer Name	[REDACTED]
Verified	Yes	Vehicle	1N6BA1 [REDACTED]
Question for TECH LINE	What test should I do next?	VIN	1N6BA1 [REDACTED]
Service Manual General Section	Engine	Archived VIN Make	
Service Manual Specific Section	Engine Mechanical	Archived VIN Year	2017
Symptom Code Category	Experience/Occurrence	Archived VIN Model	Titan XD
Symptom	CRANK, BUT NO START	Incident/RO Date	2/23/2022
When does this concern occur?	ALL TIMES	Calculated Days Down	7
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	none	Total Days Down	7
Observed Modifications & Accessories	none	Repair Attempts	0
		Current Mileage	125,655
		Vehicle Mileage Prior Value	
		Vehicle Purchased Miles	

Primary DTC

Current DTC

Past DTC

Other DTCs

TECH LINE Information

Subject	Knocking noise and no start A61	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	EMC CRANKSHAFT & OIL PAN	FSSS	<input type="checkbox"/>
TECH LINE Template	ECC Initial Response	FSSS Date	
TREAD Component	06		
Date/Time Closed	3/2/2022 8:36 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] 2017 Titan XD; Knocking noise and no start A61 [ref:_00DA09j8L._5002I2PWncz:ref]

Name	[REDACTED]
Task	<input checked="" type="checkbox"/>
Due Date	2/24/2022
Assigned To	Sean Martin
Last Modified Date/Time	2/24/2022 2:55 PM
Comments	<p>Additional To: john.b.spencer@live.com CC: BCC: sean.martin@nissan-usa.com Attachment:</p> <p>Subject: Case [REDACTED] 2017 Titan XD; Knocking noise and no start A61 [ref:_00DA09j8L._5002I2PWncz:ref] Body: john spencer, TECH LINE's latest case update is below. RECOMMENDATION</p> <p>• If we remove the oil pan and identify abnormal amounts of metal in the oil, then yes, please replace the turbo assemblies if not already included with the long engine assembly.</p> <p>The TECH LINE Survey can be accessed by: CLICKING HERE</p> <p>Thank you, _____ Sean MTECH LINE</p>

Updating a TECH LINE Case:Technician: Reply to this email; do not change the email subject line.
Email file attachments are limited to 6MB.
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Closed TECH LINE cases can be reopened.

Case # [REDACTED]
Date Created: 2/24/2022
Customer name: [REDACTED]
VIN: 1N6BA1F41 [REDACTED] Mileage: 125,655
Dealer code: 5572
Dealer name: MAUS NISSAN OF CRYSTAL RIVER

Customer's Concerns:

engine locked up, leaking oil

Technician Findings:

engine will crank but does not start. During cranking the engine makes a loud metallic knock sounds and crankshaft pulley has a noticeable wobble when spinning. Crank pulley bolts are tight, it appears the crankshaft is broken near the front of the engine.:

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ref:_00DA09j8L._5002I2PWncz:ref

Email: Cas [REDACTED] 2017 Titan XD; Knocking noise and no start A61 [ref:_00DA09j8L._5002I2PWncz:ref]

Name [REDACTED]
Task
Due Date 2/24/2022
Assigned To Sean Martin
Last Modified Date/Time 2/24/2022 1:49 PM
Comments Additional To: john.b.spencer@live.com
CC:
BCC: sean.martin@nissan-usa.com
Attachment:

Subject: Cas [REDACTED] 2017 Titan XD; Knocking noise and no start A61 [ref:_00DA09j8L._5002I2PWncz:ref]

Body:
john spencer,
TECH LINE's latest case update is below.
RECOMMENDATION

- Thank you for providing the video showing the crank wobble and knock concern.
- Please replace the long engine assembly.

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Thank you, _____ Sean MTECH LINE

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Case #: [REDACTED]

Date Created: 2/24/2022
Customer name: [REDACTED]
VIN: 1N6BA1F4 [REDACTED] Mileage: 125,655
Dealer code: 5572
Dealer name: MAUS NISSAN OF CRYSTAL RIVER

Customer's Concerns:
engine locked up, leaking oil
Technician Findings:
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ref:_00DA09j8L._5002I2PWncz:ref

Email: Case # [REDACTED] 2017 Titan XD; Knocking noise and no start A61 [ref:_00DA09j8L._5002I2PWncz:ref]

Name	[REDACTED]
Task	<input checked="" type="checkbox"/>
Due Date	2/24/2022
Assigned To	Sean Martin
Last Modified Date/Time	2/24/2022 1:09 PM
Comments	<p>Additional To: john.b.spencer@live.com CC: BCC: sean.martin@nissan-usa.com Attachment:</p> <p>Subject: Cas [REDACTED] 2017 Titan XD; Knocking noise and no start A61 [ref:_00DA09j8L._5002I2PWncz:ref] Body: john spencer, TECH LINE's latest case update is below. RECOMMENDATION</p> <ul style="list-style-type: none">• Thank you for the case information.• Please provide a short video showing the crankshaft/pulley wobble, as well as the knocking noise. <p>The TECH LINE Survey can be accessed by: CLICKING HERE</p> <p>Thank you, _____ Sean MTECH LINE</p> <p>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.</p> <p>Case # [REDACTED] Date Created: 2/24/2022 Customer name: [REDACTED] VIN: 1N6BA1F41H [REDACTED] Mileage: 125,655 Dealer code: 5572 Dealer name: MAUS NISSAN OF CRYSTAL RIVER</p> <p>Customer's Concerns:</p>

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ref:_00DA09j8L._5002I2PWncz:ref

Emails

Re: Case [REDACTED] 2017 Titan XD; Knocking noise and no start A61 [ref:_00DA09j8L._5002I2PWncz:ref]

Message Date 3/2/2022 5:24 AM

Has Attachment

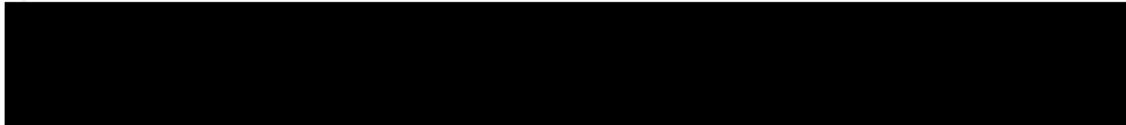
Email Address john.b.spencer@live.com

Status Read

Subject Re: Cas [REDACTED] 2017 Titan XD; Knocking noise and no start A61 [ref:_00DA09j8L._5002I2PWncz:ref]

Text Body Vehicle removed from service by customer. No repairs done at this time.

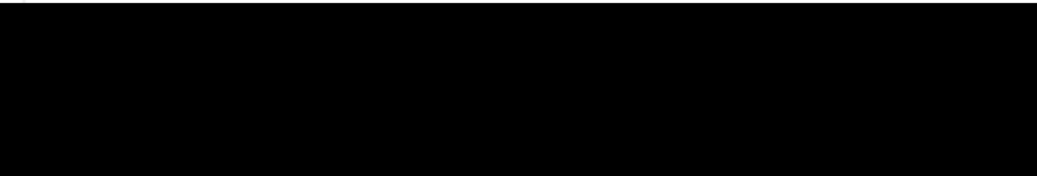
On Feb 24, 2022, at 3:55 PM, TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:



TECH LINE's latest case update is below.

RECOMMENDATION

- If we remove the oil pan and identify abnormal amounts of metal in the oil, then yes, please replace the turbo assemblies if not already included with the long engine assembly.



Thank you,

Sean M

TECH LINE

Updating a TECH LINE Case:

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Case # [REDACTED]
Date Created: 2/24/2022
Customer name:
VIN: 1N6BA [REDACTED]

Mileage: 125,655

Dealer code: 5572

Dealer name: MAUS NISSAN OF CRYSTAL RIVER

Customer's Concerns:
engine locked up, leaking oil

Technician Findings:
engine will crank but does not start. During cranking the engine makes a loud metallic knock sounds and crankshaft pulley has a noticeable wobble when spinning. Crank pulley bolts are tight, it appears the crankshaft is broken near the front of the engine.:

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ref:_00DA09j8L._5002I2PWncz:ref

Case [REDACTED] 2017 Titan XD; Knocking noise and no start A61 [ref:_00DA09j8L._5002I2PWncz:ref]

Message Date 2/24/2022 2:55 PM

Has Attachment

Email Address john.b.spencer@live.com

Status Sent

Subject Case [REDACTED] 2017 Titan XD; Knocking noise and no start A61 [ref:_00DA09j8L._5002I2PWncz:ref]

Text Body john spencer,

TECH LINE's latest case update is below.

RECOMMENDATION

- If we remove the oil pan and identify abnormal amounts of metal in the oil, then yes, please replace the

turbo assemblies.

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

Thank you,

Sean M

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Date Created: 2/24/2022
Customer name:
VIN: 1N6BA1F4 [REDACTED]

Mileage: 125,655

Dealer code: 5572

Dealer name: MAUS NISSAN OF CRYSTAL RIVER

Customer's Concerns:
engine locked up, leaking oil

Technician Findings:
engine will crank but does not start. During cranking the engine makes a loud metallic knock sounds and crankshaft pulley has a noticeable wobble when spinning. Crank pulley bolts are tight, it appears the crankshaft is broken near the front of the engine.:

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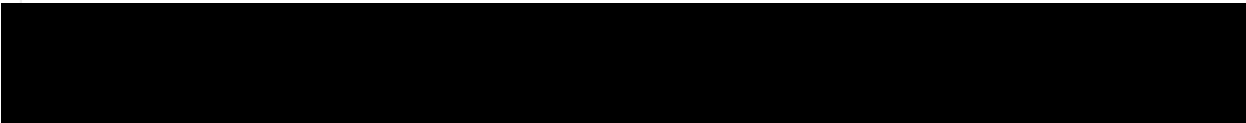
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RE: Case [REDACTED] 2017 Titan XD; Knocking noise and no start A61 [ref:_00DA09j8L._5002I2PWncz:ref]

Message Date 2/24/2022 1:54 PM
Has Attachment
Email Address john.b.spencer@live.com
Status Read
Subject RE: Case [REDACTED] 2017 Titan XD; Knocking noise and no start A61 [ref:_00DA09j8L._5002I2PWncz:ref]
Text Body I'm concerned about metal suspended in the engine oil contaminating/damaging turbos. Should I also replace the turbos?

John

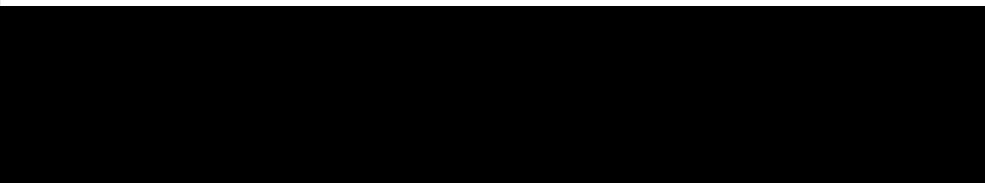
From: TECH LINE Email to Case<mailto:techlinesfdc@nissan-usa.com>
Sent: Thursday, February 24, 2022 2:49 PM
To: john.b.spencer@live.com<mailto:john.b.spencer@live.com>
Subject: Case 45834819; 2017 Titan XD; Knocking noise and no start A61 [ref:_00DA09j8L._5002I2PWncz:ref]



TECH LINE's latest case update is below.

RECOMMENDATION

- Thank you for providing the video showing the crank wobble and knock concern.
- Please replace the long engine assembly.



Thank you,

Sean M

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Case #: [REDACTED]
Date Created: 2/24/2022
Customer name:
VIN: 1N6BA1F41F-[REDACTED]

Mileage: 125,655

Dealer code: 5572

Dealer name: MAUS NISSAN OF CRYSTAL RIVER

Customer's Concerns:
engine locked up, leaking oil

Technician Findings:

engine will crank but does not start. During cranking the engine makes a loud metallic knock sounds and crankshaft pulley has a noticeable wobble when spinning. Crank pulley bolts are tight, it appears the crankshaft is broken near the front of the engine.:

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[[https://urldefense.com/v3/__https://nissanna.my.salesforce.com/servlet/servlet.ImageServer?oid=00DA00000009j8L&esid=0182I00001YzL8h&from=ext__;!!Bbg-OcCDIOs!XOIYX2TDRPIbsyF7VwT8rJgnT1T33h-0uszEhkOK6Gb7mUOZ0gKR1nD4LMwf2Lf8n5w4\\$](https://urldefense.com/v3/__https://nissanna.my.salesforce.com/servlet/servlet.ImageServer?oid=00DA00000009j8L&esid=0182I00001YzL8h&from=ext__;!!Bbg-OcCDIOs!XOIYX2TDRPIbsyF7VwT8rJgnT1T33h-0uszEhkOK6Gb7mUOZ0gKR1nD4LMwf2Lf8n5w4$)]

ref: _00DA09j8L._5002I2PWncz:ref

Case [REDACTED] 2017 Titan XD; Knocking noise and no start A61 [ref:_00DA09j8L._5002I2PWncz:ref]

Message Date 2/24/2022 1:49 PM
Has Attachment
Email Address john.b.spencer@live.com
Status Sent
Subject Case 45834819; 2017 Titan XD; Knocking noise and no start A61 [ref:_00DA09j8L._5002I2PWncz:ref]
Text Body john spencer,

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RECOMMENDATION

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Thank you,

Sean M

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Case #: [REDACTED]
Date Created: 2/24/2022
Customer name:
VIN: 1N6BA1F4 [REDACTED]

Mileage: 125,655

Dealer code: 5572

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RE: Case [REDACTED] 2017 Titan XD; Knocking noise and no start A61 [ref:_00DA09j8L._5002I2PWncz:ref]

Message Date 2/24/2022 1:36 PM

Has Attachment

Email Address john.b.spencer@live.com

Status Read

Subject RE: Case [REDACTED] 2017 Titan XD; Knocking noise and no start A61 [ref:_00DA09j8L._5002I2PWncz:ref]

Text Body I had to send the video several times for it to go through, did you receive it?

John

From: TECH LINE Email to Case<mailto:techlinesfdc@nissan-usa.com>

Sent: Thursday, February 24, 2022 2:09 PM

To: john.b.spencer@live.com<mailto:john.b.spencer@live.com>

Subject: Case 45834819; 2017 Titan XD; Knocking noise and no start A61 [ref:_00DA09j8L._5002I2PWncz:ref]

]

[REDACTED]

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[REDACTED]

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[REDACTED]
ref:_00DA09j8L._5002I2PWncz:ref

RE: Case [REDACTED] 2017 Titan XD; Knocking noise and no start A61 [ref:_00DA09j8L._5002I2PWncz:ref]

Message Date 2/24/2022 1:26 PM

Has Attachment

Email Address john.b.spencer@live.com

Status **Read**

Subject **RE: Cas [REDACTED] 2017 Titan XD; Knocking noise and no start A61 [ref:_00DA09j8L._5002I2PWncz:ref]**

Text Body **From: TECH LINE Email to Case<mailto:techlinesfdc@nissan-usa.com>**

Sent: Thursday, February 24, 2022 2:09 PM

To: john.b.spencer@live.com<mailto:john.b.spencer@live.com>

Subject: Case 45834819; 2017 Titan XD; Knocking noise and no start A61 [ref:_00DA09j8L._5002I2PWncz:ref]

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<[https://urldefense.com/v3/__http://www.asistfaq.com/online_techline_survey.asp?SurveyId=TLSRVY3__;!!Bbg-](https://urldefense.com/v3/__http://www.asistfaq.com/online_techline_survey.asp?SurveyId=TLSRVY3__;!!Bbg-OcCDIOs!RfuiQmziPRhJnEEdIDycWCpL0oBAXxTX5ov4EQirUkOb5DPOQyQDjJuXet2vpoSagXHQ$)

OcCDIOs!RfuiQmziPRhJnEEdIDycWCpL0oBAXxTX5ov4EQirUkOb5DPOQyQDjJuXet2vpoSagXHQ\$ >

Thank you,

Sean M

TECH LINE

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Technician: Reply to this email; do not change the email subject line. Email file attachments are limited to 6MB.

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Case #: [REDACTED]

Date Created: 2/24/2022

Customer name: [REDACTED]

VIN: 1N6BA1F [REDACTED]

Mileage: 125,655

Dealer code: 5572

Dealer name: MAUS NISSAN OF CRYSTAL RIVER

Customer's Concerns:
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Technician Findings:
engine will crank but does not start. During cranking the engine makes a loud metallic knock sounds and crankshaft pulley has a noticeable wobble when spinning. Crank pulley bolts are tight, it appears the crankshaft is broken near the front of the engine.:

This TECH LINE recommendation is given based solely on the information provided by the dealer. TECH LINE bases repair recommendations on time to repair, quality of repair, and ease of repair, regardless of who is paying for the repair or whether or not the vehicle is covered under warranty. Ultimately, it is the responsibility of the dealer to determine whether the work will be performed under warranty, a service contract, goodwill, customer pay, or dealer internal.

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[https://urldefense.com/v3/__https://nissanna.my.salesforce.com/servlet/servlet.ImageServer?oid=00DA0000009j8L&esid=0182I00001YzKvO&from=ext__!!Bbg-OcCDIOs!RfuiQmziPRhJnEEeIDycWCpL0oBAXxTX5ov4EQirUkOb5DPOQyQDjJuXet2vpnnvT8ob\$]

ref:_00DA09j8L._5002I2PWncz:ref

Case [REDACTED] 2017 Titan XD; Knocking noise and no start A61 [ref:_00DA09j8L._5002I2PWncz:ref]

Message Date 2/24/2022 1:09 PM
Has Attachment
Email Address john.b.spencer@live.com
Status Sent
Subject Case [REDACTED] 2017 Titan XD; Knocking noise and no start A61 [ref:_00DA09j8L._5002I2PWncz:ref]
Text Body john spencer,

TECH LINE's latest case update is below.

RECOMMENDATION

- Thank you for the case information.
- Please provide a short video showing the crankshaft/pulley wobble, as well as the knocking noise.

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

Thank you,

Sean 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: 2/24/2022
Customer name: [REDACTED]
VIN: 1N6BA1F4 [REDACTED]

Mileage: 125,655

Dealer code: 5572

Dealer name: MAUS NISSAN OF CRYSTAL RIVER

Customer's Concerns:
engine locked up, leaking oil

Technician Findings:
engine will crank but does not start. During cranking the engine makes a loud metallic knock sounds and crankshaft pulley has a noticeable wobble when spinning. Crank pulley bolts are tight, it appears the crankshaft is broken near the front of the engine.:

This TECH LINE recommendation is given based solely on the information provided by the dealer. TECH LINE bases repair recommendations on time to repair, quality of repair, and ease of repair, regardless of who is paying for the repair or whether or not the vehicle is covered under warranty. Ultimately, it is the responsibility of the dealer to determine whether the work will be performed under warranty, a service contract goodwill, customer pay, or dealer internal.

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Case Comments

3/2/2022 8:35 AM

2/24/2022 2:55 PM

User Sean Martin
Public

User Sean Martin
Public

Comment **RESPONSE PASTED BELOW**
Vehicle removed from service by customer. No repairs done at this time.

Comment **RECOMMENDATION**
• If we remove the oil pan and identify abnormal amounts of metal in the oil, then yes, please replace the turbo assemblies.

2/24/2022 2:54 PM

User **Sean Martin**
Public
Comment **RESPONSE PASTED BELOW**
I'm concerned about metal suspended in the engine oil contaminating/damaging turbos. Should I also replace the turbos?

2/24/2022 1:49 PM

User **Sean Martin**
Public
Comment **RECOMMENDATION**
• Thank you for providing the video showing the crank wobble and knock concern.
• Please replace the long engine assembly.

2/24/2022 1:09 PM

User **Sean Martin**
Public
Comment **RECOMMENDATION**
• Thank you for the case information.
• Please provide a short video showing the crankshaft/pulley wobble, as well as the knocking noise.

2/24/2022 1:05 PM

User **Survey Site Guest User**
Public
Comment **Customer Comments:** engine locked up, leaking oil
 Technician Findings: engine will crank but does not start. During cranking the engine makes a loud metallic knock sounds and crankshaft pulley has a noticeable wobble when spinning. Crank pulley bolts are tight, it appears the crankshaft is broken near the front of the engine.
 Repairs Made: none
 Verified: Yes
 Question for TECH LINE: What test should I do next?

Case History

3/2/2022 8:36 AM

User **Sean Martin**
Action **Changed Status from Pending TECH LINE to Closed. Closed.**

3/2/2022 5:24 AM

User **Managed Services**
Action **Changed Reopen Date from 2/24/2022 1:26 PM to 3/2/2022 5:24 AM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

2/24/2022 1:55 PM

User **Sean Martin**
Action **Changed Status from Pending TECH LINE to Pending Dealer Reply. Closed.**

2/24/2022 1:26 PM

User **Managed Services**
Action **Changed First Call Resolution from Yes to No. Changed Reopen Date to 2/24/2022 1:26 PM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

2/24/2022 1:09 PM

User **Sean Martin**
Action **Changed Subject to Knocking noise and no start A61. Changed Status from Pending TECH LINE to Pending Dealer Reply. Closed.**

2/24/2022 1:08 PM

User **Sean Martin**
Action **Changed Case Owner from TECH LINE Initial 1 to Sean Martin.**

2/24/2022 1:06 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.**

2/24/2022 1:05 PM

User **Survey Site Guest User**

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

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