



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                     | 1N6BA1F4 [REDACTED] |
| Question for TECH LINE               | Other - Ask Question in Technician Findings           | VIN                         | 1N6BA1F4 [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] 016 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 4 [REDACTED] 016 Titan XD; Engine will not crank. [ ref:_00DA09j8L._5002I2T7Qyl:ref ]</p> <p>Body:</p> <p>BRENNAN BOSLEY,<br/>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: 1N6BA1F43G [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?:

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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ref:\_00DA09j8L.\_5002I2T7Qyl:ref

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

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|                         |  |
|-------------------------|--|
| Name                    |  |
| 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: dboslb46@gmail.com<br>CC:<br>BCC:<br>Attachment:<br><br>Subject: Case [REDACTED] 2016 Titan XD; Engine will not crank. [ ref:_00DA09j8L._5002I2T7Qyl:ref ]<br>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.

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

Thank you, \_\_\_\_\_ Matt MTECH LINE

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Case #: [REDACTED]  
Date Created: 4/28/2022  
Customer name: [REDACTED]  
VIN: 1N6BA1F43 [REDACTED] Mileage: 53,277  
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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

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|               |                           |
|---------------|---------------------------|
| Size          | 240KB                     |
| Ownership     | Managed Services          |
| View          | <a href="#">View file</a> |
| 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 dboslb46@gmail.com

Status Sent

Subject Case [REDACTED] 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:**

**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: 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:  
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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 dboslb46@gmail.com

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**  
> <[https://urldefense.com/v3/\\_\\_http://www.asistfaq.com/online\\_techline\\_survey.asp?SurveyId=TLRVY3\\_\\_!!Bbg-OcCDIOs!H0RE2CdVNfDLt7DGUBp7ReC-WVHNPTY5I3IADrJLJxDvcQg8wzppUUrXxZqTf4qWwee\\_jivtQ6ndCUo9Lwl5-w\\$](https://urldefense.com/v3/__http://www.asistfaq.com/online_techline_survey.asp?SurveyId=TLRVY3__!!Bbg-OcCDIOs!H0RE2CdVNfDLt7DGUBp7ReC-WVHNPTY5I3IADrJLJxDvcQg8wzppUUrXxZqTf4qWwee_jivtQ6ndCUo9Lwl5-w$)>

> 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:

> 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:

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> 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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> provided by the dealer. TECH LINE bases repair recommendations on time to  
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> for the repair or whether or not the vehicle is covered under warranty.  
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> all copies of the message.  
>  
>  
> ref: \_00DA09j8L.\_5002I2T7Qyl:ref  
>

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

---

Message Date 4/28/2022 1:02 PM

Has Attachment

Email Address dboslb46@gmail.com

Status Sent

Subject Case [REDACTED]; 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.

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.

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Date Created: 4/28/2022  
Customer name:  
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:  
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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

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User Matthew Mead

Action Changed Status from Pending Dealer Reply to Closed. Closed.

6/14/2022 9:39 AM

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User Matthew Mead

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

6/14/2022 9:06 AM

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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

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User Matthew Mead

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

4/28/2022 12:55 PM

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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**

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User **Survey Site Guest User**

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

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