



- [Close Window](#)
- [Print This Page](#)
- [Expand All](#) | [Collapse All](#)

Case: [REDACTED]

Content cannot be displayed: You do not have sufficient privileges to access the page: [REDACTED]

General

| | | | |
|--------------------------|------------|------------------|----------------------|
| Caller Name | [REDACTED] | Dealer | SANDY SANSING NISSAN |
| NNAnet user ID | [REDACTED] | Contact Name | [REDACTED] |
| Tech Preferred Phone | [REDACTED] | Customer Name | [REDACTED] |
| Tech Preferred Email | [REDACTED] | Case Record Type | TECH LINE Cases |
| Preferred Contact Method | [REDACTED] | Case Owner | Devin Boelman |
| Repair/Work Order | [REDACTED] | Mobile Phone | [REDACTED] |
| Job/Line Number | 1 | Texting Status | [REDACTED] |
| Created Day | Wednesday | | |

Incident Information

| | | | |
|--------------------------------------|--|-----------------------------|-----------------------------|
| Customer Comments | C/S LOUD NOISE IN ENGINE WHILE DRIVING, NOW EILL NOT START | Customer Name | [REDACTED] |
| Verified | Yes | Vehicle | 1N6BA1F47.[REDACTED] |
| Question for TECH LINE | Need a second opinion / Is my diagnosis correct? | VIN | 1N6BA1F47.[REDACTED] |
| Service Manual General Section | Engine | Archived VIN Make | [REDACTED] |
| Service Manual Specific Section | Engine Mechanical | Archived VIN Year | 2018 |
| Symptom Code Category | Experience/Occurrence | Archived VIN Model | Titan XD |
| Symptom | CRANK, BUT NO START | Incident/RO Date | 7/18/2022 |
| When does this concern occur? | ALL TIMES | Calculated Days Down | 9 |
| Is single occurrence or a pattern? | | Additional Days Down | |
| Repairs Made | NONE | Total Days Down | 9 |
| Observed Modifications & Accessories | NONE | Repair Attempts | 1 |
| | | Current Mileage | 67,935 |
| | | Vehicle Mileage Prior Value | [REDACTED] |
| | | Vehicle Purchased Miles | [REDACTED] |
| | | Primary DTC | [REDACTED] |
| | | Current DTC | ECM P051D,P00B7,P2048,P0601 |
| | | Past DTC | ECM P2454 |
| | | Other DTCs | [REDACTED] |

TECH LINE Information

| | | | |
|-------------------------|--------------------------------|----------------------------|--------------------------|
| Subject | metallic debris in oil pan A61 | 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 | EMA ENGINE ASSEMBLY | FSSS | <input type="checkbox"/> |
| TECH LINE Template | ECC Initial Response | FSSS Date | |
| TREAD Component | 06 | | |
| Date/Time Closed | 7/27/2022 12:14 PM | | |
| 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: |

Contact Information

| | | | |
|--------------|----------------------|---------------------|--------------------------|
| Name | [REDACTED] | Phone | [REDACTED] |
| Account Name | SANDY SANSING NISSAN | Mobile | |
| Contact Type | NNA Dealer Master | Email | [REDACTED] |
| Title | Service Technician | Email Opt Out | <input type="checkbox"/> |
| Customer ID. | [REDACTED] | Reports To | |
| | | Contact Record Type | Contact |
| | | Inactive Contact | <input type="checkbox"/> |

Address Information

| | |
|-----------------|---------------|
| Mailing Address | Other Address |
|-----------------|---------------|

Additional Information

| | |
|-------------|-------------|
| Fax | Lead Source |
| Home Phone | Birthdate |
| Work Phone | Department |
| Description | |

System Information

| | | | |
|------------------|---------------------------|---------------|--------|
| Created By | NNAETL, 7/30/2018 4:31 AM | Contact Owner | NNAETL |
| Last Modified By | NNAETL, 3/4/2024 11:49 PM | | |

Activity History

Email: Cas [REDACTED] 018 Titan XD; metallic debris in oil pan A61 [REDACTED]

Name

Task
Due Date
Assigned To
Last Modified Date/Time

7/27/2022
Joshua Bredeson
7/27/2022 12:13 PM
Additional To: [REDACTED]
CC:
BCC: joshua.bredeson@nissan-usa.com
Attachment:

Subject: Case [REDACTED] 2018 Titan XD; metallic debris in oil pan A61 [REDACTED]

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

Thank you for the update, Rafael.

I have noted your hesitance to utilize the LENZ, is there something we can do to make it more efficient or beneficial to you?

Based on the photos we agree with your diagnosis and engine replacement is recommended.

If you need further assistance feel free to reach out to us anytime and we will be glad to answer any questions you may have.

Have a great day!

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

Thank you, _____ Joshua.BredesonTECH LINE

Comments

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: 7/27/2022
Customer name: SANDY SANSING NISSAN
VIN: 1N6BA1F4 [REDACTED] Mileage: 67,935
Dealer code: 2629
Dealer name: SANDY SANSING NISSAN

Customer's Concerns:
C/S LOUD NOISE IN ENGINE WHILE DRIVING, NOW EILL NOT START
Technician Findings:
NO START. CRANKSHAFT BINDING, POSSIBLE BROKEN. METAL IN PAN AND STRAINER. RECOMMEND LONG BLOCK:

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.

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.

[REDACTED]

Email: Case [REDACTED] 2018 Titan XD; [REDACTED]

Name
Task
Due Date
Assigned To
Last Modified Date/Time
Comments

7/27/2022
Joshua Bredeson
7/27/2022 8:11 AM
Additional To: [REDACTED]
CC:

BCC: joshua.bredeson@nissan-usa.com

Attachment:

Subject: Cas [REDACTED] 018 Titan XD; [REDACTED]

Body:

RAFAEL PEREZ,
TECH LINE's latest case update is below.
Recommendation

Good morning Rafael

Let's document the debris on the LENZ today whenever it is convenient for you to do so.

Let me know a good time to reach out and get a session going.

Have a great day!

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

Thank you, _____, Joshua.BredesonTECH 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: 7/27/2022

Customer name: SANDY SANSING NISSAN

VIN: 1N6BA1F47J [REDACTED] Mileage: 67,935

Dealer code: 2629

Dealer name: SANDY SANSING NISSAN

Customer's Concerns:

C/S LOUD NOISE IN ENGINE WHILE DRIVING, NOW EILL NOT START

Technician Findings:

NO START, CRANKSHAFT BINDING, POSSIBLE BROKEN. METAL IN PAN AND STRAINER. RECOMMEND LONG BLOCK:

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.

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.

[REDACTED]

Attachments

| | | | |
|---------------------------------|-----------------|---------------------------------|-----------------|
| [REDACTED].mp4 | Size 8.74MB | [REDACTED].mp4 | Size 118KB |
| Ownership Managed Services | View [REDACTED] | Ownership Managed Services | View [REDACTED] |
| Last Modified 7/27/2022 8:04 AM | | Last Modified 7/27/2022 8:04 AM | |
| [REDACTED] | Size 162KB | [REDACTED] | Size 100KB |
| Ownership Managed Services | View [REDACTED] | Ownership Managed Services | View [REDACTED] |
| Last Modified 7/27/2022 8:04 AM | | Last Modified 7/27/2022 8:03 AM | |
| [REDACTED] | Size 10KB | [REDACTED] | Size 12.53MB |
| Ownership Managed Services | View [REDACTED] | Ownership Managed Services | View [REDACTED] |
| Last Modified 7/27/2022 8:03 AM | | Last Modified 7/27/2022 7:50 AM | |

Size 12.53MB
Ownership Managed Services
View [REDACTED]
Last Modified 7/27/2022 7:49 AM

Size 12.53MB
Ownership Managed Services
View [REDACTED]
Last Modified 7/27/2022 7:49 AM

Emails

Case # [REDACTED] 2018 Titan XD; metallic debris in oil pan A61 [REDACTED]

Message Date 7/27/2022 12:13 PM

Has Attachment

Email Address [REDACTED]

Status Sent

Subject Case # [REDACTED] 2018 Titan XD; metallic debris in oil pan A61 [REDACTED]

Text Body RAFAEL PEREZ,

TECH LINE's latest case update is below.

Recommendation

Thank you for the update, Rafael.

I have noted your hesitation to utilize the LENZ, is there something we can do to make it more efficient or beneficial to you?

Based on the photos we agree with your diagnosis and engine replacement is recommended.

If you need further assistance feel free to reach out to us anytime and we will be glad to answer any questions you may have.

Have a great day!

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

Thank you,

Joshua.Bredeson

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: 7/27/2022
Customer name: SANDY SANSING NISSAN

>
> *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: 7/27/2022
> Customer name: SANDY SANSING NISSAN
> VIN: 1N6BA1F4 [REDACTED]
>
> Mileage: 67,935
>
> Dealer code: 2629
>
> Dealer name: SANDY SANSING NISSAN
>
> Customer's Concerns:
> C/S LOUD NOISE IN ENGINE WHILE DRIVING, NOW EILL NOT START
>
>
> Technician Findings:
> NO START, CRANKSHAFT BINDING, POSSIBLE BROKEN. METAL IN PAN AND STRAINER.
> RECOMMEND LONG BLOCK:
>
>
>
> 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.
>
>
> 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.
>
>
> [REDACTED]
>
> [REDACTED]
>
> [REDACTED]

Cas [REDACTED] 2018 Titan XD [REDACTED]

Message Date 7/27/2022 8:11 AM

Has Attachment

Email Address [REDACTED]

Status Sent

Subject Cas [REDACTED]

Text Body RAFAEL PEREZ,

TECH LINE's latest case update is below.

Recommendation

Good morning Rafael

Let's document the debris on the LENZ today whenever it is convenient for you to do so.

Let me know a good time to reach out and get a session going.

Have a great day!

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

Thank you,

Joshua.Bredeson

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: 7/27/2022

Customer name: SANDY SANSING NISSAN

VIN: 1N6BA1F47J [REDACTED]

Mileage: 67,935

Dealer code: 2629

Dealer name: SANDY SANSING NISSAN

Customer's Concerns:

C/S LOUD NOISE IN ENGINE WHILE DRIVING, NOW EILL NOT START

Technician Findings:

NO START. CRANKSHAFT BINDING, POSSIBLE BROKEN. METAL IN PAN AND STRAINER. RECOMMEND LONG BLOCK:

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.

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.

Case Comments

7/27/2022 12:13 PM

User **Joshua Bredeson**
Public
Comment **Recommendation**
Thank you for the update, Rafael.
I have noted your hesitance to utilize the LENZ, is there something we can do to make it more efficient or beneficial to you?
Based on the photos we agree with your diagnosis and engine replacement is recommended.
If you need further assistance feel free to reach out to us anytime and we will be glad to answer any questions you may have.
Have a great day!

7/27/2022 12:09 PM

User **Joshua Bredeson**
Public
Comment **Email reply**
I might be open at 2pm. If Lenz is only for pilot testing I prefer not.

7/27/2022 8:04 AM

User **Survey Site Guest User**
Public
Comment **PHOTOS**

7/27/2022 8:11 AM

User **Joshua Bredeson**
Public
Comment **Recommendation**
Good morning Rafael
Let's document the debris on the LENZ today whenever it is convenient for you to do so.
Let me know a good time to reach out and get a session going.
Have a great day!

7/27/2022 7:47 AM

User **Survey Site Guest User**
Public
Comment **Customer Comments: C/S LOUD NOISE IN ENGINE WHILE DRIVING, NOW EILL NOT START**
 Technician Findings: NO START. CRANKSHAFT BINDING, POSSIBLE BROKEN. METAL IN PAN AND STRAINER. RECOMMEND LONG BLOCK
 Repairs Made: NONE
 Verified: Yes
 Current DTC: ECM P051D,P00B7,P2048,P0601
 Past DTC: ECM P2454
 Question for TECH LINE: Need a second opinion / Is my diagnosis correct?

Case History

7/28/2022 9:10 AM

User **Devin Boelman**
Action **Changed Case Owner from Joshua Bredeson to Devin Boelman.**

7/27/2022 12:14 PM

User **Joshua Bredeson**
Action **Changed Status from Pending TECH LINE to Pending Dealer Reply. Closed.**

7/27/2022 11:42 AM

User **Managed Services**
Action **Changed First Call Resolution from Yes to No. Changed Reopen Date to 7/27/2022 11:42 AM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

7/27/2022 8:12 AM

User **Joshua Bredeson**
Action **Changed Subject to metallic debris in oil pan A61. Changed Status from Pending TECH LINE to Pending Dealer Reply. Closed.**

7/27/2022 8:05 AM

User **Joshua Bredeson**

Action **Changed Case Owner from TECH LINE Initial 1 to Joshua Bredeson.**

7/27/2022 8:04 AM

User **Survey Site Guest User**

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

7/27/2022 7:47 AM

User **Survey Site Guest User**

Action **Changed Status from Open to Pending TECH LINE. Changed Account Name to SANDY SANSING NISSAN. Created.**