



Case: [REDACTED]

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

General

Caller Name	[REDACTED]	Dealer	D'ADDARIO NISSAN
NNAAnet user ID	TVA-00298	Contact Name	
Tech Preferred Phone	[REDACTED]	Customer Name	
Tech Preferred Email	[REDACTED]	Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	[REDACTED]
Repair/Work Order	499327	Mobile Phone	
Job/Line Number	1	Texting Status	
Created Day	Friday		

Incident Information

Customer Comments	ENGINE MAKE VERY LOUD NOISE	Customer Name	[REDACTED]
Verified	Yes	Vehicle	1N6BA1F45 [REDACTED]
Question for TECH LINE	What is the most likely cause for this incident?	VIN	1N6BA1F45 [REDACTED]
Service Manual General Section	Engine	Archived VIN Make	
Service Manual Specific Section	Engine Mechanical	Archived VIN Year	2016
Symptom Code Category	Sounds	Archived VIN Model	TITAN XD
Symptom	NOISE EXCESSIVE	Incident/RO Date	4/10/2019
When does this concern occur?	ALL TIMES	Calculated Days Down	2
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	NONE YET	Total Days Down	2
Observed Modifications & Accessories	NO	Repair Attempts	1
		Current Mileage	69,245
		Vehicle Mileage Prior Value	
		Vehicle Purchased Miles	

Primary DTC

Current DTC

Past DTC

ECM P008A-00 ECM P203F-00 ECM P2267-00

Other DTCs

TECH LINE Information

Subject	Engine has knock A61 EM	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	4/12/2019 8:52 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 has knock A61 EM [ref:_00DA09j8L._500211n57jR:ref]

Name	[REDACTED]
Task	<input checked="" type="checkbox"/>
Due Date	4/12/2019
Assigned To	[REDACTED]
Last Modified Date/Time	4/12/2019 12:04 PM
Comments	<p>Additional To: [REDACTED]</p> <p>CC:</p> <p>BCC: michael.behning@nissan-usa.com</p> <p>Attachment:</p> <p>Subject: Case [REDACTED] 2016 TITAN XD; Engine has knock A61 EM [ref:_00DA09j8L._500211n57jR:ref]</p> <p>Body: dan manley, TECH LINE's latest case update is below. Recommendation-</p> <p>Part number listed for long block is: [REDACTED]</p> <p>Let's order [REDACTED]</p> <p>Thank you, _____ Mike B.TECH LINE</p>

The TECH LINE Survey can be accessed by: [CLICKING HERE](#)
Updating a TECH LINE Case:Technician: Reply to this email; do not change the email subject line.
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From ASIST, Select TECH LINE Support Request, Enter your dealer code and select Update a Case.
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Closed TECH LINE cases can be reopened.

Case #: [REDACTED]
Date Created: 4/12/2019
Customer name:
VIN: 1N6BA1F45G [REDACTED] Mileage: 69,245
Dealer code: 2178
Dealer name: D'ADDARIO NISSAN

Customer's Concerns:
ENGINE MAKE VERY LOUD NOISE

Technician Findings:
KNOCK IN ENGINE- REAR MAIN SEAL LEAKING OIL ON TO FLOOR AS IT RUNS. ENGINE HAS OIL IN IT APPROXIMATELY 8 TO 9 QUARTS, LAST OIL CHANGE ON OUR RECORDS WAS 12K I CAN ONLY ASSUME OIL WAS ADDEED.:

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ref:_00DA09j8L_5002I1n57jR:ref

Email: Case [REDACTED] 2016 TITAN XD; Engine has knock A61 EM [ref:_00DA09j8L_5002I1n57jR:ref]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	4/12/2019
Assigned To	[REDACTED]
Last Modified Date/Time	4/12/2019 10:36 AM
Comments	<p>Additional To: [REDACTED] CC: BCC: michael.behning@nissan-usa.com Attachment:</p> <p>Subject: Case 35370440; 2016 TITAN XD; Engine has knock A61 EM [ref:_00DA09j8L_5002I1n57jR:ref] Body: dan manley, TECH LINE's latest case update is below. Recommendation-</p> <p>Part number listed for short block is 10103-EZ40A.</p> <p>Let's order 10103-EZ40A.</p> <p>Thank you, _____ Mike B.TECH LINE</p> <p>The TECH LINE Survey can be accessed by: CLICKING HERE 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 #: 35370440 Date Created: 4/12/2019 Customer name: VIN: 1N6BA1F45G [REDACTED] Mileage: 69,245 Dealer code: 2178 Dealer name: D'ADDARIO NISSAN</p> <p>Customer's Concerns:</p>

ENGINE MAKE VERY LOUD NOISE

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ref:_00DA09j8L._5002l1n57jR:ref

Email: Case [REDACTED]; 2016 TITAN XD; Engine has knock A61 EM [ref:_00DA09j8L._5002l1n57jR:ref]

Name
Task
Due Date
Assigned To
Last Modified Date/Time

4/12/2019

Michael Behning

4/12/2019 9:35 AM

Additional To: [REDACTED]
CC:
BCC: michael.behning@nissan-usa.com
Attachment:

Subject: Case [REDACTED] 2016 TITAN XD; Engine has knock A61 EM [ref:_00DA09j8L._5002l1n57jR:ref]

Body:

dan manley,
TECH LINE's latest case update is below.
Recommendation-

Thank you for the photos.

Let's replace the long block assembly.

Thank you, _____ Mike B.TECH LINE

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Case #: [REDACTED]

Date Created: 4/12/2019

Customer name:

VIN: 1N6BA1F45G [REDACTED] Mileage: 69,245

Dealer code: 2178

Dealer name: D'ADDARIO NISSAN

Customer's Concerns:

ENGINE MAKE VERY LOUD NOISE

Technician Findings:

KNOCK IN ENGINE- REAR MAIN SEAL LEAKING OIL ON TO FLOOR AS IT RUNS. ENGINE HAS OIL IN IT APPROXIMATELY 8 TO 9 QUARTS, LAST OIL CHANGE ON OUR RECORDS WAS 12K I CAN ONLY ASSUME OIL WAS ADDEED.:

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ref:_00DA09j8L._5002l1n57jR:ref

Comments

Email: Case [REDACTED] 2016 TITAN XD; Engine has knock A61 EM [ref:_00DA09j8L._5002I1n57jR:ref]

Name
Task
Due Date 4/12/2019
Assigned To Michael Behning
Last Modified Date/Time 4/12/2019 8:54 AM

Additional To [REDACTED]
CC:
BCC: michael.behning@nissan-usa.com
Attachment:

Subject: Case 35370440; 2016 TITAN XD; Engine has knock A61 EM [ref:_00DA09j8L._5002I1n57jR:ref]

Body:
dan manley,
TECH LINE's latest case update is below.
Recommendation-

Let's drop the engine oil pan and inspect for debris and crankshaft separation.

Thank you, _____ Mike B.TECH LINE

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Comments Closed TECH LINE cases can be reopened.

Case #: 35370440
Date Created: 4/12/2019
Customer name:
VIN: 1N6BA1F45G [REDACTED] Mileage: 69,245
Dealer code: 2178
Dealer name: D'ADDARIO NISSAN

Customer's Concerns:
ENGINE MAKE VERY LOUD NOISE
Technician Findings:
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ref:_00DA09j8L._5002I1n57jR:ref

Attachments

20190412_102906.jpg

Size 3.65MB
Ownership Michael Behning
View [View file](#)
Last Modified 4/12/2019 9:33 AM

Emails

Re: Case 35370440; 2016 TITAN XD; Engine has knock A61 EM [ref:_00DA09j8L._5002I1n57jR:ref]

Message Date 4/12/2019 3:09 PM
Has Attachment
Email Address [REDACTED]
Status Read
Subject Re: Case [REDACTED]; 2016 TITAN XD; Engine has knock A61 EM [ref:_00DA09j8L._5002I1n57jR:ref]

Text Body

I know no one cares but have to spend what I consider time consuming hours to handle this problem, making cases and getting approval from all Nissan departments to have it coded and I need to swap this big ass engine for 13 hours!! I'm no longer interested In this job!!!

On Fri, Apr 12, 2019, 1:04 PM TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:

> dan manley,

>

> TECH LINE's latest case update is below.

>

>

> Recommendation-

> Part number listed for long block is 10102-EZ40A.

> Let's order 10102-EZ40A.

>

>

>

> Thank you,

>

> _____

>

> Mike B.

>

> TECH LINE

>

>

>

> The TECH LINE Survey can be accessed by: CLICKING HERE

> <http://www.asistfaq.com/online_techline_survey.asp?SurveyId=TLSRVY2&uid=>

>

>

> *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.

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> *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 #: 35370440

> Date Created: 4/12/2019

> Customer name:

> VIN: 1N6BA1F45[REDACTED]

>

> Mileage: 69,245

>

> Dealer code: 2178

>

> Dealer name: D'ADDARIO NISSAN

>

> Customer's Concerns:

> ENGINE MAKE VERY LOUD NOISE

>

>


> Technician Findings:

> KNOCK IN ENGINE- REAR MAIN SEAL LEAKING OIL ON TO FLOOR AS IT RUNS. ENGINE

> HAS OIL IN IT APPROXIMATELY 8 TO 9 QUARTS, LAST OIL CHANGE ON OUR RECORDS

> WAS 12K I CAN ONLY ASSUME OIL WAS ADDEED.:
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> ref:_00DA09j8L._5002I1n57jR:ref
>

Case 35370440; 2016 TITAN XD; Engine has knock A61 EM [ref:_00DA09j8L._5002I1n57jR:ref]

Message Date 4/12/2019 12:04 PM
Has Attachment 
Email Address [REDACTED]
Status **Sent**
Subject **Case [REDACTED] 2016 TITAN XD; Engine has knock A61 EM [ref:_00DA09j8L._5002I1n57jR:ref]**
Text Body **dan manley,**

TECH LINE's latest case update is below.

Description-

From tech E-mail-

The part number you are giving me is for a short block. We want a long block especially with all that metal moving through the engine plz recheck your number

Recommendation-

Part number listed for long block [REDACTED]

Let's order 10102-EZ40A.

Thank you,

Mike B.

TECH LINE

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Case [REDACTED]
Date Created: 4/12/2019
Customer name:
VIN: 1N6BA1F45G [REDACTED]

Mileage: 69,245

Dealer code: 2178

Dealer name: D'ADDARIO NISSAN

Customer's Concerns:
ENGINE MAKE VERY LOUD NOISE

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Re: Case [REDACTED] 2016 TITAN XD; Engine has knock A61 EM [ref:_00DA09j8L._5002l1n57jR:ref]

Message Date 4/12/2019 11:59 AM

Has Attachment 

Email Address [REDACTED]

Status Read

Subject Re: Case [REDACTED] 2016 TITAN XD; Engine has knock A61 EM [ref:_00DA09j8L._5002l1n57jR:ref]

Text Body The part number you are giving me is for a short block. We want a long block especially with all that metal moving threw the engine plz recheck your number

On Fri, Apr 12, 2019, 11:36 AM TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:

> [REDACTED]
>
> TECH LINE's latest case update is below.
>
>
> Recommendation-
> Part number listed for short block is 10103-EZ40A.
> Let's order 10103-EZ40A.
>
>
>
> Thank you,
>

>
>
> Mike B.
>
> TECH LINE
>
>
>
> The TECH LINE Survey can be accessed by: CLICKING HERE
> <http://www.asistfaq.com/online_techline_survey.asp?SurveyId=TLSRVY2&uid=>
>
>
> *Updating a TECH LINE Case:*
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> From ASIST, Select TECH LINE Support Request, Enter your dealer code and
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>
>
>
>
>
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>
>
> Case # [REDACTED]
> Date Created: 4/12/2019
> Customer name:
> VIN: 1N6BA1F45[REDACTED]
>
> Mileage: 69,245
>
> Dealer code: 2178
>
> Dealer name: D'ADDARIO NISSAN
>
> Customer's Concerns:
> ENGINE MAKE VERY LOUD NOISE
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> Technician Findings:
> KNOCK IN ENGINE- REAR MAIN SEAL LEAKING OIL ON TO FLOOR AS IT RUNS. ENGINE
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>
> ref: _00DA09j8L_5002I1n57jR:ref
>

Case 35370440; 2016 TITAN XD; Engine has knock A61 EM [ref: _00DA09j8L_5002I1n57jR:ref]

Message Date 4/12/2019 10:36 AM

Has Attachment 

Email Address



Status **Sent**

Subject **Case 35370440; 2016 TITAN XD; Engine has knock A61 EM [ref:_00DA09j8L._5002l1n57jR:ref]**

Text Body **dan manley,**

TECH LINE's latest case update is below.

Description-

From tech E-mail-

**Parts catalog refers to a bare block and the pic is of a complete engine
10102ez40a part number can you confirm this?**

Recommendation-

**Part number listed for short block is 10103-EZ40A.
Let's order 10103-EZ40A.**

Thank you,

Mike B.

TECH LINE

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Updating a TECH LINE Case:

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

Service Manager: Make a comment on the case from the CA COMM tool found on nnanet.com.

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Case #

Date Created: 4/12/2019

Customer name:

VIN: 1N6BA1F45

Mileage: 69,245

Dealer code: 2178

Dealer name: D'ADDARIO NISSAN

Customer's Concerns:

ENGINE MAKE VERY LOUD NOISE

Technician Findings:

KNOCK IN ENGINE- REAR MAIN SEAL LEAKING OIL ON TO FLOOR AS IT RUNS. ENGINE HAS OIL IN IT APPROXIMATELY 8 TO 9 QUARTS, LAST OIL CHANGE ON OUR RECORDS WAS 12K I CAN ONLY ASSUME OIL WAS ADDEED.:

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Re: Case [REDACTED] 2016 TITAN XD; Engine has knock A61 EM [ref:_00DA09j8L._5002I1n57jR:ref]

Message Date 4/12/2019 10:06 AM

Has Attachment 

Email Address [REDACTED]

Status **Read**

Subject **Re: Case 35370440; 2016 TITAN XD; Engine has knock A61 EM [ref:_00DA09j8L._5002I1n57jR:ref]**

Text Body **Parts catalog refers to a bare block and the pic is of a complete engine 10102ez40a part number can you confirm this?**

On Fri, Apr 12, 2019, 10:35 AM TECH LINE Email to Case < techlinesfdc@nissan-usa.com> wrote:

> dan manley,
>
> TECH LINE's latest case update is below.
>
>
> Recommendation-
> Thank you for the photos.
> Let's replace the long block assembly.
>
>
>
> Thank you,
>
> _____
>
> Mike B.
>
> TECH LINE
>
>
>
> The TECH LINE Survey can be accessed by: CLICKING HERE
> <http://www.asistfaq.com/online_techline_survey.asp?SurveyId=TLSRVY2&uid=>
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> Case # [REDACTED]
> Date Created: 4/12/2019
> Customer name:
> VIN: 1N6BA1F45G [REDACTED]
>
> Mileage: 69,245
>
> Dealer code: 2178
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> Dealer name: D'ADDARIO NISSAN
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> Customer's Concerns:
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> ref:_00DA09j8L._5002I1n57jR:ref
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Case [REDACTED] 2016 TITAN XD; Engine has knock A61 EM [ref:_00DA09j8L._5002I1n57jR:ref]

Message Date 4/12/2019 9:35 AM
Has Attachment
Email Address [REDACTED]
Status Sent
Subject Case [REDACTED] 2016 TITAN XD; Engine has knock A61 EM [ref:_00DA09j8L._5002I1n57jR:ref]
Text Body dan manley,

TECH LINE's latest case update is below.

Description-
From tech E-mail-
Pan is down debris confirmed

Recommendation-
Thank you for the photos.
Let's replace the long block assembly.

Thank you,

Mike B.

TECH LINE

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Case #: [REDACTED]

Date Created: 4/12/2019

Customer name: [REDACTED]

VIN: 1N6BA1F45G [REDACTED]

Mileage: 69,245

Dealer code: 2178

Dealer name: D'ADDARIO NISSAN

Customer's Concerns:

ENGINE MAKE VERY LOUD NOISE

Technician Findings:

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Re: Case [REDACTED] 2016 TITAN XD; Engine has knock A61 EM [ref:_00DA09j8L._5002|1n57jR:ref]

Message Date **4/12/2019 9:30 AM**

Has Attachment

Email Address [REDACTED]

Status **Read**

Subject **Re: Case [REDACTED] 2016 TITAN XD; Engine has knock A61 EM [ref:_00DA09j8L._5002I1n57jR:ref]**

Text Body **Pan is down debris confirmed**

On Fri, Apr 12, 2019, 9:54 AM TECH LINE Email to Case < techlinesfdc@nissan-usa.com> wrote:

> dan manley,

>

> TECH LINE's latest case update is below.

>

>

> Recommendation-

> Let's drop the engine oil pan and inspect for debris and crankshaft separation.

>

>

>

> Thank you,

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> _____

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> Mike B.

>

> TECH LINE

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

> [REDACTED]

> ***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: 4/12/2019

> Customer name:

> VIN: 1N6BA1F45[REDACTED]

> Mileage: 69,245

> Dealer code: 2178

> Dealer name: D'ADDARIO NISSAN

> Customer's Concerns:

> ENGINE MAKE VERY LOUD NOISE

> Technician Findings:

> KNOCK IN ENGINE- REAR MAIN SEAL LEAKING OIL ON TO FLOOR AS IT RUNS. ENGINE HAS OIL IN IT APPROXIMATELY 8 TO 9 QUARTS, LAST OIL CHANGE ON OUR RECORDS

> WAS 12K I CAN ONLY ASSUME OIL WAS ADDEED.:
>
>
>
>
> 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
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> message or any part of it. Please notify the sender immediately and delete
> all copies of the message.
>
>
> ref:_00DA09j8L._5002I1n57jR:ref
>

Case [REDACTED] 2016 TITAN XD; Engine has knock A61 EM [ref:_00DA09j8L._5002I1n57jR:ref]

Message Date 4/12/2019 8:54 AM

Has Attachment 

Email Address [REDACTED]

Status Sent

Subject Case [REDACTED] 2016 TITAN XD; Engine has knock A61 EM [ref:_00DA09j8L._5002I1n57jR:ref]

Text Body dan manley,

TECH LINE's latest case update is below.

Description-

C/S – engine make very loud noise

Knock in engine- rear main seal leaking oil on to floor as it runs. Engine has oil in it approximately 8 to 9 quarts, last oil change on our records was 12k I can only assume oil was added.

Question for TECH LINE - What is the most likely cause for this incident?

P008A LOW FUEL PRES SYS

P203F REDUCTANT LEVEL TOO LOW

P2267 WATER IN FUEL SENSOR CIRCUIT HIGH

Recommendation-

Let's drop the engine oil pan and inspect for debris and crankshaft separation.

Thank you,

Mike B.

TECH LINE

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

Updating a TECH LINE Case:

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

Service Manager: Make a comment on the case from the CA COMM tool found on nnanet.com.

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: 4/12/2019
Customer name:
VIN: 1N6BA1F45G [REDACTED]

Mileage: 69,245

Dealer code: 2178

Dealer name: D'ADDARIO NISSAN

Customer's Concerns:
ENGINE MAKE VERY LOUD NOISE

Technician Findings:
KNOCK IN ENGINE- REAR MAIN SEAL LEAKING OIL ON TO FLOOR AS IT RUNS. ENGINE HAS OIL IN IT APPROXIMATELY 8 TO 9 QUARTS, LAST OIL CHANGE ON OUR RECORDS WAS 12K I CAN ONLY ASSUME OIL WAS ADDEED.:

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Case Comments

4/12/2019 3:31 PM

User [REDACTED]
Public
Description-
From tech E-mail-
I know no one cares but have to spend what I consider time consuming hours to handle this problem, making cases and getting approval from all Nissan departments to have it coded and I need to swap this big ass engine for 13 hours!! I'm no longer interested in this job!!!

4/12/2019 12:04 PM

User [REDACTED]
Public
Description-
From tech E-mail-
The part number you are giving me is for a short block. We want a long block especially with all that metal moving through the engine plz recheck your number
Recommendation-
Part number listed for long block is 10102-EZ40A. Let's order 10102-EZ40A.

4/12/2019 10:36 AM

User [REDACTED]
Public
Comment Description-
From tech E-mail-
Parts catalog refers to a bare block and the pic is of a complete engine
10102ez40a part number can you confirm this?
Recommendation-

4/12/2019 9:35 AM

User [REDACTED]
Public
Comment Description-
From tech E-mail-
Pan is down debris confirmed
Recommendation-

Part number listed for short block is 10103-EZ40A.
Let's order 10103-EZ40A.

Thank you for the photos.
Let's replace the long block assembly.

4/12/2019 8:53 AM

4/12/2019 8:43 AM

User	[REDACTED]	User	Survey Site Guest User
Public	<input checked="" type="checkbox"/>	Public	<input checked="" type="checkbox"/>
Description-		Customer Comments:	ENGINE MAKE VERY LOUD NOISE
C/S – engine make very loud noise		<input type="checkbox"/> Technician Findings:	KNOCK IN ENGINE- REAR MAIN SEAL LEAKING OIL ON TO FLOOR AS IT RUNS. ENGINE HAS OIL IN IT APPROXIMATELY 8 TO 9 QUARTS, LAST OIL CHANGE ON OUR RECORDS WAS 12K I CAN ONLY ASSUME OIL WAS ADDEED.
Knock in engine- rear main seal leaking oil on to floor as it runs. Engine has oil in it approximately 8 to 9 quarts, last oil change on our records was 12k I can only assume oil was added.	Comment	<input type="checkbox"/> Repairs Made:	NONE YET
Question for TECH LINE - What is the most likely cause for this incident?			
P008A LOW FUEL PRES SYS			
P203F REDUCTANT LEVEL TOO LOW			
P2267 WATER IN FUEL SENSOR CIRCUIT HIGH			
Recommendation-			
Let's drop the engine oil pan and inspect for debris and crankshaft separation.			

Case History

4/12/2019 8:52 AM

User [REDACTED]
Action Changed Status from Open to Pending Dealer Reply. Closed.

4/12/2019 8:52 AM

User [REDACTED]
Action Changed Subject to Engine has knock A61 EM.

4/12/2019 8:49 AM

User [REDACTED]
Action Changed Case Owner from TECH LINE Initial to Michael Behning.

4/12/2019 8:43 AM

User Survey Site Guest User
Action Changed Case Owner from Survey Site Guest User to TECH LINE Initial. Created.