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Case: [REDACTED]

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**General**

Caller Name	[REDACTED]	Dealer	GULF COAST NISSAN
NNAnet user ID	TVA-22891	Contact Name	
Tech Preferred Phone	[REDACTED]	Customer Name	
Tech Preferred Email	[REDACTED]	Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	Matthew Mead
Repair/Work Order	209216	Mobile Phone	
Job/Line Number	1	Texting Status	
Created Day	Monday		

**Incident Information**

Customer Comments	HE WAS DRIVING ON HWY AND STARTED TO SPUTTER AND DIED AND NOW WONT START	Customer Name	[REDACTED]
Verified	Yes	Vehicle	1N6BA1F42 [REDACTED]
Question for TECH LINE	Can you confirm my DCU diagnosis?	VIN	1N6BA1F42 [REDACTED]
Service Manual General Section	Engine	Archived VIN Make	
Service Manual Specific Section	Engine Mechanical	Archived VIN Year	2018
Symptom Code Category	Sounds	Archived VIN Model	TITAN XD
Symptom	CLUNK/KNOCK/POP/THUMP	Incident/RO Date	8/26/2019
When does this concern occur?	ALL TIMES	Calculated Days Down	0
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	NONE	Total Days Down	0
Observed Modifications & Accessories	none	Repair Attempts	0
		Current Mileage	30,767
		Vehicle Mileage Prior Value	

Vehicle Purchased  
Miles

Primary DTC

Current DTC ECM P0335

Past DTC ECM P203F

Other DTCs

### TECH LINE Information

Subject	Clunking noise from engine.	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	8/26/2019 11:02 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] 2018 TITAN XD; Clunking noise from engine. [ ref:\_00DA09j8L.\_5002I1tAl2c:ref ]

Name	[REDACTED]
Task	<input checked="" type="checkbox"/>
Due Date	8/26/2019
Assigned To	Matthew Mead
Last Modified Date/Time	8/26/2019 11:04 AM
Comments	<p>Additional To: [REDACTED]</p> <p>CC:</p> <p>BCC:</p> <p>Attachment:</p> <p>Subject: Case [REDACTED] 2018 TITAN XD; Clunking noise from engine. [ ref:_00DA09j8L._5002I1tAl2c:ref ]</p> <p>Body:</p> <p>CURTIS,</p> <p>TECH LINE's latest case update is below.</p> <p>Recommendation:</p> <ul style="list-style-type: none"><li>- Please remove the oil pan and inspect for excessive debris.</li><li>- If excessive debris is found please replace the long engine assembly.</li></ul>

Thank you, \_\_\_\_\_ Matt MTECH 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.

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 #: \_\_\_\_\_

Date Created: 8/26/2019

Customer name: \_\_\_\_\_

VIN: 1N6BA1F42\_\_\_\_\_ Mileage: 30,767

Dealer code: 3264

Dealer name: GULF COAST NISSAN

Customer's Concerns:

HE WAS DRIVING ON HWY AND STARTED TO SPUTTER AND DIED AND NOW WONT START

Technician Findings:

VERY LOUD CLUNKING NOISE WHEN MOTOR FINNALLY STARTS

SOUNDS LIKE SPUN ROD BEARING AND OIL LEAKING AROUND CRANK SHAFT PULLY:

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.

ref:\_00DA09j8L.\_5002I1tAI2c:ref

## Emails

Case \_\_\_\_\_ 2018 TITAN XD; Clunking noise from engine. [ ref:\_00DA09j8L.\_5002I1tAI2c:ref ]

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Message Date 8/26/2019 11:04 AM

Has Attachment

Email Address \_\_\_\_\_

Status **Sent**

Subject **Case 36837837; 2018 TITAN XD; Clunking noise from engine. [ ref:\_00DA09j8L.\_5002I1tAI2c:ref ]**

Text Body **CURTIS,**

TECH LINE's latest case update is below.

**Recommendation:**

- Please remove the oil pan and inspect for excessive debris.
- If excessive debris is found please replace the long engine assembly.

Thank you,

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**Matt M**

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:** 8/26/2019  
**Customer name:**  
**VIN:** 1N6BA1F42 [REDACTED]

**Mileage:** 30,767

**Dealer code:** 3264

**Dealer name:** GULF COAST NISSAN

**Customer's Concerns:**  
**HE WAS DRIVING ON HWY AND STARTED TO SPUTTER AND DIED AND NOW WONT START**

**Technician Findings:**  
**VERY LOUD CLUNKING NOISE WHEN MOTOR FINNALY STARTS**  
**SOUNDS LIKE SPUN ROD BEARING AND OIL LEAKING AROUND CRANK SHAFT PULLY:**

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**Case Comments**

**8/26/2019 11:03 AM**

**User** Matthew Mead  
**Public**   
**Comment** **Recommendation:**  
**- Please remove the oil pan and inspect for excessive debris.**  
**- If excessive debris is found please replace the long engine assembly.**

**8/26/2019 10:47 AM**

**User** Survey Site Guest User  
**Public**   
**Comment** **Customer Comments: HE WAS DRIVING ON HWY AND STARTED TO SPUTTER AND DIED AND NOW WONT START**  
 **Technician Findings: VERY LOUD CLUNKING NOISE WHEN MOTOR FINNALY STARTS SOUNDS LIKE SPUN ROD BEARING AND OIL LEAKING AROUND CRANK SHAFT PULLY**  
 **Repairs Made: NONE**

**Case History**

**8/26/2019 11:02 AM**

**User** Matthew Mead  
**Action** **Changed Subject to Clunking noise from engine.. Changed Status from Open to Closed. Closed.**

**8/26/2019 11:01 AM**

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User **Matthew Mead**

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

**8/26/2019 10:47 AM**

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User **Survey Site Guest User**

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

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