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**Case** [REDACTED]

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

**General**



<b>Caller Name</b>	[REDACTED]	<b>Dealer</b>	GUNN NISSAN OF DENTON
<b>NNAnet user ID</b>	tva-23969	<b>Contact Name</b>	
<b>Tech Preferred Phone</b>	2094089469	<b>Customer Name</b>	
<b>Tech Preferred Email</b>	[REDACTED]	<b>Case Record Type</b>	TECH LINE Cases
<b>Preferred Contact Method</b>	Email	<b>Case Owner</b>	[REDACTED]
<b>Repair/Work Order</b>	6041402	<b>Mobile Phone</b>	
<b>Job/Line Number</b>	1	<b>Texting Status</b>	
<b>Created Day</b>	Wednesday		

**Incident Information**

<b>Customer Comments</b>	Customer states vehicle has a loud knocking noise	<b>Customer Name</b>	[REDACTED]
<b>Verified</b>	Yes	<b>Vehicle</b>	1N6BA1F42 [REDACTED]
<b>Question for TECH LINE</b>	Other - Ask Question in Technician Findings	<b>VIN</b>	1N6BA1F42 [REDACTED]
<b>Service Manual General Section</b>	Engine	<b>Archived VIN Make</b>	
<b>Service Manual Specific Section</b>	Engine Mechanical	<b>Archived VIN Year</b>	2018
<b>Symptom Code Category</b>	General	<b>Archived VIN Model</b>	Titan XD
<b>Symptom</b>	CHECK ENGINE LIGHT	<b>Incident/RO Date</b>	10/18/2019
<b>When does this concern occur?</b>	ALL TIMES	<b>Calculated Days Down</b>	5
<b>Is single occurrence or a pattern?</b>		<b>Additional Days Down</b>	
<b>Repairs Made</b>	none	<b>Total Days Down</b>	5
<b>Observed Modifications &amp; Accessories</b>	none	<b>Repair Attempts</b>	1
		<b>Current Mileage</b>	12,444
		<b>Vehicle Mileage Prior Value</b>	

Vehicle Purchased Miles  
 Primary DTC  
 Current DTC ECM p0335  
 Past DTC  
 Other DTCs

**TECH LINE Information**

Subject Crank, no start, knocking noise A61 EM Resolution Action  
 Status Pending Dealer Reply Resolution Object  
 Confirmed Resolution Pending Field Inspection Indicator   
 Component Code Category EM|Engine Mechanical NNA Field Inspection Date  
 Component Code Issue EMA|ENGINE ASSEMBLY FSSS   
 TECH LINE Template ECC Initial Response FSSS Date  
 TREAD Component 06  
 Date/Time Closed 10/23/2019 8:38 AM  
 Description  
 Recommendation Detail

**DTS Information**


DTSM Inspection Date DTSM Request Type  
 DTSM Inspection Date Confirmed?  Inspection Time/Notes Appointment Time:  
 Notes for DTSM (Vehicle Concerns) Notes to Agent:

**Activity History**

**Review dealer comment**

Name  
 Task   
 Due Date 10/29/2019  
 Assigned To Michael Behning  
 Last Modified Date/Time 10/28/2019 9:22 AM  
 Comments

Email: Case  2018 Titan XD; Crank, no start, knocking noise A61 EM [ ref:\_00DA09j8L.\_5002I1wFXhh:ref ]

Name  
 Task   
 Due Date 10/28/2019  
 Assigned To Michael Behning  
 Last Modified Date/Time 10/28/2019 9:24 AM  
 Comments Additional To:   
 CC:  
 BCC: michael.behning@nissan-usa.com  
 Attachment:

Subject: Case [REDACTED] 2018 Titan XD; Crank, no start, knocking noise A61 EM [ ref:\_00DA09j8L.\_5002I1wFXhh:ref ]

Body:

Joseph Lawrence,  
TECH LINE's latest case update is below.  
TSS Recommendation-

Joseph, thank you for the update and photos.

Due to the crankshaft separation let's replace the long block assembly.

If any further assistance is required reply all to the E-mail and we will be glad to follow up.

Have a great day.

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.

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: 10/23/2019

Customer name:

VIN: 1N6BA1F42J [REDACTED] Mileage: 12,444

Dealer code: 5665

Dealer name: GUNN NISSAN OF DENTON

Customer's Concerns:

Customer states vehicle has a loud knocking noise

Technician Findings:

While cranking can hear and feel a loud knocking noise from engine, vehicle will not start, found one code current p0335 crank position sensor, engine oil level is correct and no leaks found, sounds as if something internal has come apart, do I need to remove oil pan and inspect further for internal damage?:

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ref:\_00DA09j8L.\_5002I1wFXhh:ref

Email: Case [REDACTED] 2018 Titan XD; Crank, no start, knocking noise A61 EM [ ref:\_00DA09j8L.\_5002I1wFXhh:ref ]

Name  
Task   
Due Date 10/24/2019  
Assigned To Michael Behning  
Last Modified Date/Time 10/24/2019 10:09 AM  
Comments Additional To: [REDACTED]  
CC:  
BCC: michael.behning@nissan-usa.com  
Attachment:

Subject: Case 37580831; 2018 Titan XD; Crank, no start, knocking noise A61 EM [ ref:\_00DA09j8L.\_5002I1wFXhh:ref ]

Body:

Joseph Lawrence,  
TECH LINE's latest case update is below.  
TSS Recommendation-

Joseph, thank you for the update.

Let's drop the lower oil pan and inspect for debris.

If any further assistance is required reply all to the E-mail and we will be glad to follow up.

Have a great day.

Thank you, \_\_\_\_\_ Mike B.TECH LINE

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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 # [REDACTED]

Date Created: 10/23/2019

Customer name: [REDACTED]

VIN: 1N6BA1F42 [REDACTED] Mileage: 12,444

Dealer code: 5665

Dealer name: GUNN NISSAN OF DENTON

**Customer's Concerns:**

Customer states vehicle has a loud knocking noise

**Technician Findings:**

While cranking can hear and feel a loud knocking noise from engine, vehicle will not start, found one code current p0335 crank position sensor, engine oil level is correct and no leaks found, sounds as if something internal has come apart, do I need to remove oil pan and inspect further for internal damage?:

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ref:\_00DA09j8L.\_5002I1wFXhh:ref

**Email: Case 37580831; 2018 Titan XD; Crank, no start, knocking noise A61 EM [ ref:\_00DA09j8L.\_5002I1wFXhh:ref ]**

Name	
Task	<input checked="" type="checkbox"/>
Due Date	10/23/2019
Assigned To	Michael Behning
Last Modified Date/Time	10/23/2019 8:40 AM
Comments	<p><b>Additional To:</b> [REDACTED] <b>CC:</b> <b>BCC:</b> michael.behning@nissan-usa.com <b>Attachment:</b></p> <p><b>Subject:</b> Cas [REDACTED] 2018 Titan XD; Crank, no start, knocking noise A61 EM [ ref:_00DA09j8L._5002I1wFXhh:ref ] <b>Body:</b> Joseph Lawrence, TECH LINE's latest case update is below. TSS Recommendation-</p> <p>Joseph, let's try to isolate the knocking noise with chassis ears before dropping the lower oil pan.</p> <p>If any further assistance is required reply all to the E-mail and we will be glad to follow up.</p> <p>Have a great day.</p> <p>Thank you, _____ Mike B.TECH LINE</p> <p>The TECH LINE Survey can be accessed by: <a href="#">CLICKING HERE</a> 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.</p>

Closed TECH LINE cases can be reopened.  
Case #: [REDACTED]  
Date Created: 10/23/2019  
Customer name: [REDACTED]  
VIN: 1N6BA1F42J [REDACTED] Mileage: 12,444  
Dealer code: 5665  
Dealer name: GUNN NISSAN OF DENTON

**Customer's Concerns:**

Customer states vehicle has a loud knocking noise

**Technician Findings:**

While cranking can hear and feel a loud knocking noise from engine, vehicle will not start, found one code current p0335 crank position sensor, engine oil level is correct and no leaks found, sounds as if something internal has come apart, do I need to remove oil pan and inspect further for internal damage?:

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ref:\_00DA09j8L.\_5002I1wFXhh:ref

**Attachments**

**diesel2.jpg**

Size **1.39MB**  
Ownership **Survey Site Guest User**  
View [View file](#)  
Last Modified **10/28/2019 7:56 AM**

**diesel1.jpg**


Size **1.69MB**  
Ownership **Survey Site Guest User**  
View [View file](#)  
Last Modified **10/28/2019 7:56 AM**

**diesel.jpg**

Size **2.34MB**  
Ownership **Survey Site Guest User**  
View [View file](#)  
Last Modified **10/28/2019 7:56 AM**

**Emails**

**Case 37580831; 2018 Titan XD; Crank, no start, knocking noise A61 EM [ ref:\_00DA09j8L.\_5002I1wFXhh:ref ]**

Message Date **10/28/2019 9:24 AM**  
Has Attachment   
Email Address [REDACTED]  
Status **Sent**  
Subject **Case 37580831; 2018 Titan XD; Crank, no start, knocking noise A61 EM [ ref:\_00DA09j8L.\_5002I1wFXhh:ref ]**  
Text Body **Joseph Lawrence,**

**TECH LINE's latest case update is below.**

**TSS Recommendation-**

**Joseph, thank you for the update and photos.  
Due to the crankshaft separation let's replace the long block assembly.  
If any further assistance is required reply all to the E-mail and we will be glad to follow up.  
Have a great day.**

**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: 10/23/2019  
Customer name:  
VIN: 1N6BA1F42 [REDACTED]

Mileage: 12,444

Dealer code: 5665

Dealer name: GUNN NISSAN OF DENTON

**Customer's Concerns:**  
Customer states vehicle has a loud knocking noise

**Technician Findings:**  
While cranking can hear and feel a loud knocking noise from engine, vehicle will not start, found one code current p0335 crank position sensor, engine oil level is correct and no leaks found, sounds as if something internal has come apart, do I need to remove oil pan and inspect further for internal damage?:

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Case [REDACTED]; 2018 Titan XD; Crank, no start, knocking noise A61 EM [ ref: \_00DA09j8L.\_5002l1wFXhh:ref ]

Message Date 10/24/2019 10:09 AM  
Has Attachment [REDACTED]  
Email Address [REDACTED]  
Status Sent

Subject Case [REDACTED] 2018 Titan XD; Crank, no start, knocking noise A61 EM [ ref:\_00DA09j8L.\_5002l1wFXhh:ref ]  
Text Body Joseph Lawrence,

**TECH LINE's latest case update is below.**

**TSS Recommendation-**

**Joseph, thank you for the update.**

**Let's drop the lower oil pan and inspect for debris.**

**If any further assistance is required reply all to the E-mail and we will be glad to follow up.**

**Have a great day.**

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.**

**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: 10/23/2019  
Customer name:  
VIN: 1N6BA1F42 [REDACTED]**

**Mileage: 12,444**

**Dealer code: 5665**

**Dealer name: GUNN NISSAN OF DENTON**

**Customer's Concerns:**

**Customer states vehicle has a loud knocking noise**

**Technician Findings:**

**While cranking can hear and feel a loud knocking noise from engine, vehicle will not start, found one code current p0335 crank position sensor, engine oil level is correct and no leaks found, sounds as if something**

internal has come apart, do I need to remove oil pan and inspect further for internal damage?:

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**Re: Case [REDACTED] 2018 Titan XD; Crank, no start, knocking noise A61 EM [ ref:\_00DA09j8L.\_5002I1wFXhh:ref ]**

---

Message Date 10/24/2019 9:38 AM

Has Attachment [REDACTED]

Email Address [REDACTED]

Status **Read**

Subject **Re: Cas [REDACTED] 2018 Titan XD; Crank, no start, knocking noise A61 EM [ ref:\_00DA09j8L.\_5002I1wFXhh:ref ]**

Text Body The noise is defined to the left side of engine as if a rod is hitting the block or the piston is hitting something, Can hear the noise once as the engine turns over and contacts.


On Wed, Oct 23, 2019 at 8:40 AM TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:

> Joseph Lawrence,  
>  
> TECH LINE's latest case update is below.  
>  
>  
> TSS Recommendation-  
> Joseph, let's try to isolate the knocking noise with chassis ears before  
> dropping the lower oil pan.  
> If any further assistance is required reply all to the E-mail and we will  
> be glad to follow up.  
> Have a great day.  
>  
>  
>  
> Thank you,  
>  
> \_\_\_\_\_  
>  
> Mike B.  
>  
> TECH LINE  
>  
>  
>  
> The TECH LINE Survey can be accessed by: **CLICKING HERE**  
> <[https://urldefense.com/v3/\\_\\_http://www.asistfaq.com/online\\_techline\\_survey.asp?SurveyId=TLSRVY2&uid=\\_\\_;!HHcGcofGQc8!W8zDbe14SfwjzRh7mtAcxIBJ7KWu5AsSQ9Jxxg32mTb7Gg-4VtlcVAdNC3UNmLpMr1NQ\\$](https://urldefense.com/v3/__http://www.asistfaq.com/online_techline_survey.asp?SurveyId=TLSRVY2&uid=__;!HHcGcofGQc8!W8zDbe14SfwjzRh7mtAcxIBJ7KWu5AsSQ9Jxxg32mTb7Gg-4VtlcVAdNC3UNmLpMr1NQ$)>  
>  
>  
> \*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: 10/23/2019  
> Customer name:  
> VIN: 1N6BA1F42J [REDACTED]  
>  
> Mileage: 12,444  
>  
> Dealer code: 5665  
>  
> Dealer name: GUNN NISSAN OF DENTON  
>  
> Customer's Concerns:  
> Customer states vehicle has a loud knocking noise  
>  
>  
> Technician Findings:  
> While cranking can hear and feel a loud knocking noise from engine,  
> vehicle will not start, found one code current p0335 crank position sensor,  
> engine oil level is correct and no leaks found, sounds as if something  
> internal has come apart, do I need to remove oil pan and inspect further  
> for internal damage?:  
>  
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>  
>  
> ref:\_00DA09j8L.\_5002I1wFXhh:ref  
>

**Case 37580831; 2018 Titan XD; Crank, no start, knocking noise A61 EM [ ref:\_00DA09j8L.\_5002I1wFXhh:ref ]**

---

Message Date 10/23/2019 8:40 AM  
Has Attachment   
Email Address [REDACTED]  
Status Sent  
Subject Case [REDACTED] 2018 Titan XD; Crank, no start, knocking noise A61 EM [ ref:\_00DA09j8L.\_5002I1wFXhh:ref ]  
Text Body Joseph Lawrence,

TECH LINE's latest case update is below.

**TSS Recommendation-**

Joseph, let's try to isolate the knocking noise with chassis ears before dropping the lower oil pan. If any further assistance is required reply all to the E-mail and we will be glad to follow up. Have a great day.

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: 10/23/2019

Customer name:

VIN: 1N6BA1F42 [REDACTED]

Mileage: 12,444

Dealer code: 5665

Dealer name: GUNN NISSAN OF DENTON

Customer's Concerns:

Customer states vehicle has a loud knocking noise

Technician Findings:

While cranking can hear and feel a loud knocking noise from engine, vehicle will not start, found one code current p0335 crank position sensor, engine oil level is correct and no leaks found, sounds as if something internal has come apart, do I need to remove oil pan and inspect further for internal damage?:

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**Case Comments**

10/28/2019 9:24 AM

User Michael Behning

10/28/2019 7:59 AM

User Survey Site Guest User

Public

Comment **TSS Recommendation- Joseph, thank you for the update and photos. Due to the crankshaft separation let's replace the long block assembly. If any further assistance is required reply all to the E-mail and we will be glad to follow up. Have a great day.**

10/24/2019 10:09 AM

User **Michael Behning**

Public

Comment **TSS Recommendation- Joseph, thank you for the update. Let's drop the lower oil pan and inspect for debris. If any further assistance is required reply all to the E-mail and we will be glad to follow up. Have a great day.**

10/23/2019 8:40 AM

User **Michael Behning**

Public

Comment **TSS Recommendation- Joseph, let's try to isolate the knocking noise with chassis ears before dropping the lower oil pan. If any further assistance is required reply all to the E-mail and we will be glad to follow up. Have a great day.**

Public

Comment **Removed lower oil pan and inspected, found crank shaft is broken between cylinder 7 rod and main bearing cap between cylinder 6 and 7. Attached is pictures of crank that is broken and metal in oil pan**

10/24/2019 10:08 AM

User **Michael Behning**

Public

Comment **Description- From tech E-mail- The noise is defined to the left side of engine as if a rod is hitting the block or the piston is hitting something, Can hear the noise once as the engine turns over and contacts.**

10/23/2019 8:30 AM

User **Survey Site Guest User**

Public

Comment **Customer Comments: Customer states vehicle has a loud knocking noise  
 Technician Findings: While cranking can hear and feel a loud knocking noise from engine, vehicle will not start, found one code current p0335 crank position sensor, engine oil level is correct and no leaks found, sounds as if something internal has come apart, do I need to remove oil pan and inspect further for internal damage?  
 Repairs Made: none**

## Case History

10/28/2019 7:55 AM

User **Survey Site Guest User**

Action **Changed Caller Name from Joseph Lawrence to joseph lawrence.**

10/23/2019 8:38 AM

User **Michael Behning**

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

10/23/2019 8:38 AM

User **Michael Behning**

Action **Changed Subject to Crank, no start, knocking noise A61 EM.**

10/23/2019 8:33 AM

User **Michael Behning**

Action **Changed Case Owner from TECH LINE Initial to Michael Behning.**

10/23/2019 8:30 AM

User **Survey Site Guest User**

Action **Changed Case Owner from Survey Site Guest User to TECH LINE Initial. Changed VIN from 1n6ba1f42 [REDACTED] to 1N6BA1F42 [REDACTED] Created.**