



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

General

Caller Name	[REDACTED]	Dealer	GARBER NISSAN
NNAnet user ID	TVA-08592	Contact Name	
Tech Preferred Phone	[REDACTED]	Customer Name	
Tech Preferred Email	[REDACTED]	Case Record Type	[REDACTED]
Preferred Contact Method	Email	Case Owner	[REDACTED]
Repair/Work Order	210936	Mobile Phone	
Job/Line Number	c	Texting Status	
Created Day	Monday		

Incident Information

Customer Comments	TRUCK WAS TOWED IN. STATES WHILE ON THE HIGHWAY THE ENGINE STARTED MAKING A LOT OF NOISE. THE GAUGE NO LONGER SHOWS ANY OIL PRESSURE.	Customer Name	[REDACTED]
Verified	Yes	Vehicle	1N6BA1F4XG [REDACTED]
Question for TECH LINE	What test should I do next?	VIN	1N6BA1F4XG [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	TICK/CLICK/RATTLE	Incident/RO Date	10/31/2019
When does this concern occur?	ALL TIMES	Calculated Days Down	4
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	NONE	Total Days Down	4
Observed Modifications & Accessories	NONE	Repair Attempts	1
		Current Mileage	68,713
		Vehicle Mileage Prior Value	
		Vehicle Purchased Miles	
		Primary DTC	
		Current DTC	
		Past DTC	ECM P244D-00
		Other DTCs	

TECH LINE Information

Subject	Engine has knock A61 EM	Resolution Action	REPLACE
---------	-------------------------	-------------------	---------

Status Pending Dealer Reply Resolution Object LONG BLOCK
Confirmed Resolution Pending Field Inspection Indicator
Component Code EM|Engine Mechanical NNA Field Inspection Date
Category
Component Code Issue EMA|ENGINE ASSEMBLY FSSS
TECH LINE Template ECC Initial Response FSSS Date
TREAD Component 06
Date/Time Closed 11/4/2019 1:30 PM
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

Email: Case [REDACTED] 2016 TITAN XD; Engine has knock A61 EM [ref:_00DA09j8L_5002|1xAAhG:ref]

Name
Task
Due Date 11/7/2019
Assigned To Michael Aceves
Last Modified Date/Time 11/7/2019 8:03 AM
Comments Additional To: [REDACTED]
CC:
BCC:
Attachment:
Subject: Case [REDACTED] 2016 TITAN XD; Engine has knock A61 EM [ref:_00DA09j8L_5002|1xAAhG:ref]
Body:
MILES AVERILL,
TECH LINE's latest case update is below.
Email reply from tech:
"No we didn't take oil pressure readings. We were just going off of the gauge."
"So, is the recommendation to replace the engine?"
Recommendation:
Since we have zero oil pressure, its unlikely the engine can be repaired and the engine would need to be replaced.
Thank you, _____ Michael ATECH 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: 11/4/2019
Customer name:
VIN: 1N6BA1F4X[REDACTED] Mileage: 68,713
Dealer code: 2442
Dealer name: GARBER NISSAN
Customer's Concerns:
TRUCK WAS TOWED IN. STATES WHILE ON THE HIGHWAY THE ENGINE STARTED MAKING A LOT OF NOISE. THE GAUGE NO LONGER SHOWS ANY OIL PRESSURE.

Technician Findings:

FOUND THAT THE VEHICLE IS MAKING A LOUD ENGINE RATTLE NOISE THAT IS HEARD BEST THROUGH THE OIL PAN. THE OIL PRESSURE GAUGE IS READING NO OIL PRESSURE. CHECKED THE OIL LEVEL AND FOUND THAT IT IS NORMAL:

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._5002I1xAAhG:ref

Email: Case [REDACTED] 2016 TITAN XD; Engine has knock A61 EM [ref:_00DA09j8L._5002I1xAAhG:ref]

Name
Task
Due Date 11/6/2019
Assigned To Michael Aceves
Last Modified Date/Time 11/6/2019 9:57 AM

Additional To [REDACTED]
CC:
BCC:
Attachment:

Subject: Cas [REDACTED] 2016 TITAN XD; Engine has knock A61 EM [ref:_00DA09j8L._5002I1xAAhG:ref]

Body:
MILES AVERILL,
TECH LINE's latest case update is below.
Email reply from tech:

"With the borescope I'm not seeing any discoloring on any of the bearings."

Recommendation:

My name is Michael (different person from before) and I'll be assisting you.

Did you connect an oil pressure gauge to the engine before removing the oil pan to confirm there is no oil pressure.

If there is zero oil pressure, its going to need and engine replacement.

With no oil pressure and an engine rod or main bearing knock its unlikely the engine can be repaired.

Comments Thank you, _____ Michael ATECH LINE

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Case # [REDACTED]

Date Created: 11/4/2019

Customer name:

VIN: 1N6BA1F4X [REDACTED] Mileage: 68,713

Dealer code: 2442

Dealer name: GARBER NISSAN

Customer's Concerns:

TRUCK WAS TOWED IN. STATES WHILE ON THE HIGHWAY THE ENGINE STARTED MAKING A LOT OF NOISE. THE GAUGE NO LONGER SHOWS ANY OIL PRESSURE.

Technician Findings:

FOUND THAT THE VEHICLE IS MAKING A LOUD ENGINE RATTLE NOISE THAT IS HEARD BEST THROUGH THE OIL PAN. THE OIL PRESSURE GAUGE IS READING NO OIL PRESSURE. CHECKED THE OIL LEVEL AND FOUND THAT IT IS NORMAL:

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ref:_00DA09j8L._5002I1xAAhG:ref

Email: Case [REDACTED] 2016 TITAN XD; Engine has knock A61 EM [ref:_00DA09j8L._5002I1xAAhG:ref]

Name

Task
Due Date 11/5/2019
Assigned To Michael Behning
Last Modified Date/Time 11/5/2019 9:17 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._5002I1xAAhG:ref]

Body:
MILES AVERILL,
TECH LINE's latest case update is below.
TSS Recommendation-

Comments

Miles, I know it may be hard but let's see if we have any rod or main that are dis-color from lack of oil.

Let's use the borescope.

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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Case # [REDACTED]
Date Created: 11/4/2019
Customer name: [REDACTED]
VIN: 1N6BA1F4X [REDACTED] Mileage: 68,713
Dealer code: 2442
Dealer name: GARBER NISSAN

Customer's Concerns:
TRUCK WAS TOWED IN, STATES WHILE ON THE HIGHWAY THE ENGINE STARTED MAKING A LOT OF NOISE, THE GAUGE NO LONGER SHOWS ANY OIL PRESSURE.
Technician Findings:
FOUND THAT THE VEHICLE IS MAKING A LOUD ENGINE RATTLE NOISE THAT IS HEARD BEST THROUGH THE OIL PAN. THE OIL PRESSURE GAUGE IS READING NO OIL PRESSURE. CHECKED THE OIL LEVEL AND FOUND THAT IT IS NORMAL:

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ref:_00DA09j8L._5002I1xAAhG:ref

Email: Case [REDACTED] 2016 TITAN XD; Engine has knock A61 EM [ref:_00DA09j8L._5002I1xAAhG:ref]

Name
Task
Due Date 11/4/2019
Assigned To Michael Behning
Last Modified Date/Time 11/4/2019 3:08 PM

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

Subject: Case [REDACTED] 2016 TITAN XD; Engine has knock A61 EM [ref:_00DA09j8L._5002I1xAAhG:ref]

Body:
MILES AVERILL,
TECH LINE's latest case update is below.
TSS Recommendation-

Miles, let's look for cracks in the crankshaft.

Let's put a wrench on the front of the crankshaft and move it back and forth and see if part of the crankshaft does not move with the front half.

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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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: 11/4/2019

Customer name: _____

VIN: 1N6BA1F4X _____ Mileage: 68,713

Dealer code: 2442

Dealer name: GARBER NISSAN

Customer's Concerns:

TRUCK WAS TOWED IN. STATES WHILE ON THE HIGHWAY THE ENGINE STARTED MAKING A LOT OF NOISE. THE GAUGE NO LONGER SHOWS ANY OIL PRESSURE.

Technician Findings:

FOUND THAT THE VEHICLE IS MAKING A LOUD ENGINE RATTLE NOISE THAT IS HEARD BEST THROUGH THE OIL PAN. THE OIL PRESSURE GAUGE IS READING NO OIL PRESSURE. CHECKED THE OIL LEVEL AND FOUND THAT IT IS NORMAL:

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ref:_00DA09j8L._5002f1xAAhG:ref

Email: Case _____ 2016 TITAN XD; Engine has knock A61 EM [ref:_00DA09j8L._5002f1xAAhG:ref]

Name _____
Task
Due Date 11/4/2019
Assigned To Michael Behning
Last Modified Date/Time 11/4/2019 1:32 PM

Comments Additional To _____
CC:
BCC: michael.behning@nissan-usa.com
Attachment:

Subject: Cas _____ 016 TITAN XD; Engine has knock A61 EM [ref:_00DA09j8L._5002f1xAAhG:ref]

Body:

MILES AVERILL,
TECH LINE's latest case update is below.
TSS Recommendation-

P244D EXHAUST TEMPERATURE TOO HIGH FOR PARTICULATE FILTER REGENERATION BANK 1

Miles, let's drop the lower oil pan and inspect for crankshaft separation.

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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From ASIST, Select TECH LINE Support Request, Enter your dealer code and select Update a Case.

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Case # _____

Date Created: 11/4/2019

Customer name: _____

VIN: 1N6BA1F4X _____ Mileage: 68,713

Dealer code: 2442

Dealer name: GARBER NISSAN

Customer's Concerns:

TRUCK WAS TOWED IN. STATES WHILE ON THE HIGHWAY THE ENGINE STARTED MAKING A LOT OF NOISE. THE GAUGE NO LONGER SHOWS ANY OIL PRESSURE.

Technician Findings:

FOUND THAT THE VEHICLE IS MAKING A LOUD ENGINE RATTLE NOISE THAT IS HEARD BEST THROUGH THE OIL PAN. THE OIL PRESSURE GAUGE IS READING NO OIL PRESSURE. CHECKED THE OIL LEVEL AND FOUND THAT IT IS

NORMAL:

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ref:_00DA09j8L_5002I1xAAhG:ref

Emails

Ca [REDACTED] 2016 TITAN XD; Engine has knock A61 EM [ref:_00DA09j8L_5002I1xAAhG:ref]

Message Date 11/7/2019 8:03 AM

Has Attachment

Email Address [REDACTED]

Status **Sent**

Subject **Case 37734176; 2016 TITAN XD; Engine has knock A61 EM [ref:_00DA09j8L_5002I1xAAhG:ref]**

Text Body **MILES AVERILL,**

TECH LINE's latest case update is below.

Email reply from tech:

"No we didn't take oil pressure readings. We were just going off of the gauge."

"So, is the recommendation to replace the engine?"

Recommendation:

Since we have zero oil pressure, its unlikely the engine can be repaired and the engine would need to be replaced.

Thank you,

Michael A

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: 11/4/2019

Customer name:

VIN: 1N6BA1F4X [REDACTED]

Mileage: 68,713

Dealer code: 2442

Dealer name: GARBER NISSAN

Customer's Concerns:

TRUCK WAS TOWED IN. STATES WHILE ON THE HIGHWAY THE ENGINE STARTED MAKING A LOT OF NOISE. THE GAUGE NO

LONGER SHOWS ANY OIL PRESSURE.

Technician Findings:

FOUND THAT THE VEHICLE IS MAKING A LOUD ENGINE RATTLE NOISE THAT IS HEARD BEST THROUGH THE OIL PAN. THE OIL PRESSURE GAUGE IS READING NO OIL PRESSURE. CHECKED THE OIL LEVEL AND FOUND THAT IT IS NORMAL:

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Michael Aceves II
Technical Support Specialist
TECH LINE

Nissan North America, Inc.

Re: Case [REDACTED] 2016 TITAN XD; Engine has knock A61 EM [ref:_00DA09j8L_500211xAAhG:ref]

Message Date 11/7/2019 7:19 AM

Has Attachment [REDACTED]

Email Address [REDACTED]

Status Read

Subject Re: Cas [REDACTED] 2016 TITAN XD; Engine has knock A61 EM [ref:_00DA09j8L_500211xAAhG:ref]

Text Body So, is the recommendation to replace the engine?

On Wed, Nov 6, 2019 at 11:30 AM Miles Averill [REDACTED] wrote:

> No we didn't take oil pressure readings. We were just going off of the gauge.

>
> On Wed, Nov 6, 2019 at 10:57 AM TECH LINE Email to Case < techlinesfdc@nissan-usa.com > wrote:

> [REDACTED]
>> TECH LINE's latest case update is below.

>> Email reply from tech:
>> "With the borescope I'm not seeing any discoloring on any of the bearings."

>> Recommendation:
>> My name is Michael (different person from before) and I'll be assisting you.
>> Did you connect an oil pressure gauge to the engine before removing the oil pan to confirm there is no oil pressure.
>> If there is zero oil pressure, its going to need and engine replacement.
>> With no oil pressure and an engine rod or main bearing knock its unlikely the engine can be repaired.

>> Thank you,

>> Michael A

>> 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=TLRSVY2&uid=__;!HHcGcofGQc8!VLAhc6ojS82X3w1AySg_H-ZzYBveg-HHNUw_e8OkvAd35hjFh6qjbOQLnrbrHWisEPOs\\$](https://urldefense.com/v3/_http://www.asistfaq.com/online_techline_survey.asp?SurveyId=TLRSVY2&uid=__;!HHcGcofGQc8!VLAhc6ojS82X3w1AySg_H-ZzYBveg-HHNUw_e8OkvAd35hjFh6qjbOQLnrbrHWisEPOs$)>

>>
>>
>> *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: 11/4/2019
>> Customer name:
>> VIN: 1N6BA1F4XG [REDACTED]
>>
>> Mileage: 68,713
>>
>> Dealer code: 2442
>>
>> Dealer name: GARBER NISSAN
>>
>> Customer's Concerns:
>> TRUCK WAS TOWED IN. STATES WHILE ON THE HIGHWAY THE ENGINE STARTED MAKING
>> A LOT OF NOISE. THE GAUGE NO LONGER SHOWS ANY OIL PRESSURE.
>>
>>
>> Technician Findings:
>> FOUND THAT THE VEHICLE IS MAKING A LOUD ENGINE RATTLE NOISE THAT IS HEARD
>> BEST THROUGH THE OIL PAN. THE OIL PRESSURE GAUGE IS READING NO OIL
>> PRESSURE. CHECKED THE OIL LEVEL AND FOUND THAT IT IS NORMAL:
>>
>>
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>> all copies of the message.
>>
>>
>> ref:_00DA09j8L._500211xAAhG:ref
>>
>

Re: Cas [REDACTED] 2016 TITAN XD; Engine has knock A61 EM [ref:_00DA09j8L._500211xAAhG:ref]

Message Date 11/6/2019 10:30 AM

Has Attachment 

Email Address [REDACTED]

Status Read

Subject Re: Case [REDACTED] 2016 TITAN XD; Engine has knock A61 EM [ref:_00DA09j8L._500211xAAhG:ref]

Text Body No we didn't take oil pressure readings. We were just going off of the gauge.

On Wed, Nov 6, 2019 at 10:57 AM TECH LINE Email to Case < techlinesfdc@nissan-usa.com > wrote:

> MILES AVERILL,
>
> TECH LINE's latest case update is below.
>
>
> Email reply from tech:
> "With the borescope I'm not seeing any discoloring on any of the
> bearings."
>

>
> Recommendation:
> My name is Michael (different person from before) and I'll be assisting
> you.
> Did you connect an oil pressure gauge to the engine before removing the
> oil pan to confirm there is no oil pressure.
> If there is zero oil pressure, its going to need and engine replacement.
> With no oil pressure and an engine rod or main bearing knock its unlikely
> the engine can be repaired,

>
>
>
> Thank you,

>
> _____
> Michael A
> 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: 11/4/2019
> Customer name:
> VIN: 1N6BA1F4X [REDACTED]

> Mileage: 68,713

> Dealer code: 2442

> Dealer name: GARBER NISSAN

> Customer's Concerns:

> TRUCK WAS TOWED IN. STATES WHILE ON THE HIGHWAY THE ENGINE STARTED MAKING
> A LOT OF NOISE. THE GAUGE NO LONGER SHOWS ANY OIL PRESSURE.

> Technician Findings:

> FOUND THAT THE VEHICLE IS MAKING A LOUD ENGINE RATTLE NOISE THAT IS HEARD
> BEST THROUGH THE OIL PAN. THE OIL PRESSURE GAUGE IS READING NO OIL
> PRESSURE. CHECKED THE OIL LEVEL AND FOUND THAT IT IS NORMAL:

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>
>
> ref:_00DA09j8L._5002I1xAAhG:ref

Case # [REDACTED] 016 TITAN XD; Engine has knock A61 EM [ref:_00DA09j8L_5002I1xAhG:ref]

Message Date 11/6/2019 9:57 AM

Has Attachment

Email Address [REDACTED]

Status **Sent**

Subject **Case 37734176; 2016 TITAN XD; Engine has knock A61 EM [ref:_00DA09j8L_5002I1xAhG:ref]**

Text Body **MILES AVERILL,**

TECH LINE's latest case update is below.

Email reply from tech:

"With the borescope I'm not seeing any discoloring on any of the bearings."

Recommendation:

My name is Michael (different person from before) and I'll be assisting you.

Did you connect an oil pressure gauge to the engine before removing the oil pan to confirm there is no oil pressure.

If there is zero oil pressure, its going to need and engine replacement.

With no oil pressure and an engine rod or main bearing knock its unlikely the engine can be repaired.

Thank you,

Michael A

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: 11/4/2019

Customer name: [REDACTED]

VIN: 1N6BA1F4X[REDACTED]

Mileage: 68,713

Dealer code: 2442

Dealer name: GARBER NISSAN

Customer's Concerns:

TRUCK WAS TOWED IN. STATES WHILE ON THE HIGHWAY THE ENGINE STARTED MAKING A LOT OF NOISE. THE GAUGE NO LONGER SHOWS ANY OIL PRESSURE.

Technician Findings:

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> Case [REDACTED]
> Date Created: 11/4/2019
> Customer name:
> VIN: 1N6BA1F4X [REDACTED]
>
> Mileage: 68,713
>
> Dealer code: 2442
>
> Dealer name: GARBER NISSAN
>
> Customer's Concerns:
> TRUCK WAS TOWED IN. STATES WHILE ON THE HIGHWAY THE ENGINE STARTED MAKING
> A LOT OF NOISE. THE GAUGE NO LONGER SHOWS ANY OIL PRESSURE.
>
>
> Technician Findings:
> FOUND THAT THE VEHICLE IS MAKING A LOUD ENGINE RATTLE NOISE THAT IS HEARD
> BEST THROUGH THE OIL PAN. THE OIL PRESSURE GAUGE IS READING NO OIL
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> ref:_00DA09j8L._5002I1xAAhG:ref
>

Cas [REDACTED] 2016 TITAN XD; Engine has knock A61 EM [ref:_00DA09j8L._5002I1xAAhG:ref]

Message Date 11/5/2019 9:17 AM

Has Attachment 

Email Address [REDACTED]

Status Sent

Subject Case [REDACTED] 2016 TITAN XD; Engine has knock A61 EM [ref:_00DA09j8L._5002I1xAAhG:ref]

Text Body MILES AVERILL,

TECH LINE's latest case update is below.

TSS Recommendation-

Miles, I know it may be hard but let's see if we have any rod or main that are dis-color from lack of oil.

Let's use the borescope.

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: 11/4/2019
Customer name:
VIN: 1N6BA1F4XG [REDACTED]

Mileage: 68,713

Dealer code: 2442

Dealer name: GARBER NISSAN

Customer's Concerns:

TRUCK WAS TOWED IN. STATES WHILE ON THE HIGHWAY THE ENGINE STARTED MAKING A LOT OF NOISE. THE GAUGE NO LONGER SHOWS ANY OIL PRESSURE.

Technician Findings:

FOUND THAT THE VEHICLE IS MAKING A LOUD ENGINE RATTLE NOISE THAT IS HEARD BEST THROUGH THE OIL PAN. THE OIL PRESSURE GAUGE IS READING NO OIL PRESSURE. CHECKED THE OIL LEVEL AND FOUND THAT IT IS NORMAL:

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.

Re: Case 37734176; 2016 TITAN XD; Engine has knock A61 EM [ref:_00DA09j8L_50021xAhG:ref]

Message Date 11/5/2019 8:14 AM

Has Attachment 

Email Address [REDACTED]

Status **Read**

Subject **Re: Case [REDACTED] 2016 TITAN XD; Engine has knock A61 EM [ref:_00DA09j8L_50021xAhG:ref]**

Text Body **After inspection I'm not seeing any cracks in the crankshaft, and it appears to move uniformly.**

On Mon, Nov 4, 2019 at 4:08 PM TECH LINE Email to Case < techlinesfdc@nissan-usa.com> wrote:

> MILES AVERILL,

>

> TECH LINE's latest case update is below.

>

>

> TSS Recommendation-

> Miles, let's look for cracks in the crankshaft.

> Let's put a wrench on the front of the crankshaft and move it back and

> forth and see if part of the crankshaft does not move with the front half.

> 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 front half.
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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Case # [REDACTED]
Date Created: 11/4/2019
Customer name: [REDACTED]
VIN: 1N6BA1F4X [REDACTED]

Mileage: 68,713

Dealer code: 2442

Dealer name: GARBER NISSAN

Customer's Concerns:
TRUCK WAS TOWED IN. STATES WHILE ON THE HIGHWAY THE ENGINE STARTED MAKING A LOT OF NOISE. THE GAUGE NO LONGER SHOWS ANY OIL PRESSURE.

Technician Findings:
FOUND THAT THE VEHICLE IS MAKING A LOUD ENGINE RATTLE NOISE THAT IS HEARD BEST THROUGH THE OIL PAN. THE OIL PRESSURE GAUGE IS READING NO OIL PRESSURE. CHECKED THE OIL LEVEL AND FOUND THAT IT IS NORMAL:

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Re: Cas [REDACTED] 2016 TITAN XD; Engine has knock A61 EM [ref:_00DA09j8L._50021xAAhG:ref]

Message Date 11/4/2019 2:12 PM

Has Attachment 

Email Address m.martinaverill@gmail.com

Status Read

Subject Re: Cas [REDACTED] 2016 TITAN XD; Engine has knock A61 [REDACTED]_50021xAAhG:ref]

Text Body I've got the oil pan off now. I'm not sure what I'm supposed to be looking for.

On Mon, Nov 4, 2019 at 2:32 PM TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:

- > MILES AVERILL,
- >
- > TECH LINE's latest case update is below.
- >
- >
- > TSS Recommendation-
- > P244D EXHAUST TEMPERATURE TOO HIGH FOR PARTICULATE FILTER REGENERATION
- > BANK 1
- > Miles, let's drop the lower oil pan and inspect for crankshaft separation.
- > 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=TLRSRVY2&uid=__;!HHcGcofGQc8!W7LIZymfFHeCB672CM56zwlQmXMw2tyeMq_1j21JFWO_Z3iiMV4z4INM2sdXxhMe2j06\\$](https://urldefense.com/v3/__http://www.asistfaq.com/online_techline_survey.asp?SurveyId=TLRSRVY2&uid=__;!HHcGcofGQc8!W7LIZymfFHeCB672CM56zwlQmXMw2tyeMq_1j21JFWO_Z3iiMV4z4INM2sdXxhMe2j06$)>
- >
- >
- > *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 #: 37734176
- > Date Created: 11/4/2019
- > Customer name:
- > VIN: 1N6BA1F4XGN506788
- >
- > Mileage: 68,713
- >
- > Dealer code: 2442
- >
- > Dealer name: GARBER NISSAN
- >
- > Customer's Concerns:
- > TRUCK WAS TOWED IN. STATES WHILE ON THE HIGHWAY THE ENGINE STARTED MAKING
- > A LOT OF NOISE. THE GAUGE NO LONGER SHOWS ANY OIL PRESSURE.
- >
- >
- > Technician Findings:
- > FOUND THAT THE VEHICLE IS MAKING A LOUD ENGINE RATTLE NOISE THAT IS HEARD
- > BEST THROUGH THE OIL PAN. THE OIL PRESSURE GAUGE IS READING NO OIL
- > PRESSURE. CHECKED THE OIL LEVEL AND FOUND THAT IT IS NORMAL:
- >
- >
- >
- >
- > This communication may contain information that is proprietary,
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> all copies of the message.
>
>
> ref:_00DA09j8L._5002I1xAAhG:ref
>

[REDACTED] 2016 TITAN XD; Engine has knock A61 EM [ref:_00DA09j8L._5002I1xAAhG:ref]

Message Date 11/4/2019 1:32 PM

Has Attachment [REDACTED]

Email Address m.martinaverill@gmail.com

Status Sent

Subject Case [REDACTED] 2016 TITAN XD; Engine has knock A61 EM [ref:_00DA09j8L._5002I1xAAhG:ref]

Text Body MILES AVERILL,

TECH LINE's latest case update is below.

TSS Recommendation-
P244D EXHAUST TEMPERATURE TOO HIGH FOR PARTICULATE FILTER REGENERATION BANK 1
Miles, let's drop the lower oil pan and inspect for crankshaft separation.
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.

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Case # [REDACTED]

Date Created: 11/4/2019

Customer name:

VIN: 1N6BA1F4X[REDACTED]

Mileage: 68,713

Dealer code: 2442

Dealer name: GARBER NISSAN

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Case Comments

11/7/2019 8:03 AM		11/6/2019 9:56 AM	
User	Michael Aceves	User	Michael Aceves
Public	<input checked="" type="checkbox"/>	Public	<input checked="" type="checkbox"/>
Comment	<p>Email reply from tech: "No we didn't take oil pressure readings. We were just going off of the gauge."</p> <p>"So, is the recommendation to replace the engine?"</p> <p>Recommendation: Since we have zero oil pressure, its unlikely the engine can be repaired and the engine would need to be replaced.</p>	Comment	<p>Email reply from tech: "With the borescope I'm not seeing any discoloring on any of the bearings."</p> <p>Recommendation: My name is Michael (different person from before) and I'll be assisting you. Did you connect an oil pressure gauge to the engine before removing the oil pan to confirm there is no oil pressure. If there is zero oil pressure, its going to need and engine replacement. With no oil pressure and an engine rod or main bearing knock its unlikely the engine can be repaired.</p>
11/5/2019 9:17 AM		11/5/2019 9:15 AM	
User	Michael Behning	User	Michael Behning
Public	<input checked="" type="checkbox"/>	Public	<input checked="" type="checkbox"/>
Comment	<p>TSS Recommendation- Miles, I know it may be hard but let's see if we have any rod or main that are dis-color from lack of oil. Let's use the borescope. If any further assistance is required reply all to the E-mail and we will be glad to follow up. Have a great day.</p>	Comment	<p>Description- From tech E-mail- After inspection I'm not seeing any cracks in the crankshaft, and it appears to move uniformly.</p>
11/4/2019 3:08 PM		11/4/2019 3:07 PM	
User	Michael Behning	User	Michael Behning
Public	<input checked="" type="checkbox"/>	Public	<input checked="" type="checkbox"/>
Comment	<p>TSS Recommendation- Miles, let's look for cracks in the crankshaft. Let's put a wrench on the front of the crankshaft and move it back and forth and see if part of the crankshaft does not move with the front half. If any further assistance is required reply all to the E-mail and we will be glad to follow up. Have a great day.</p>	Comment	<p>Description- From tech E-mail- I've got the oil pan off now. I'm not sure what I'm supposed to be looking for.</p>
11/4/2019 1:32 PM		11/4/2019 1:15 PM	
User	Michael Behning	User	Survey Site Guest User
Public	<input checked="" type="checkbox"/>	Public	<input checked="" type="checkbox"/>
Comment	<p>TSS Recommendation- P244D EXHAUST TEMPERATURE TOO HIGH FOR PARTICULATE FILTER REGENERATION BANK 1 Miles, let's drop the lower oil pan and inspect for crankshaft separation. If any further assistance is required reply all to the E-mail and we will be glad to follow up. Have a great day.</p>	Comment	<p>Customer Comments: TRUCK WAS TOWED IN. STATES WHILE ON THE HIGHWAY THE ENGINE STARTED MAKING A LOT OF NOISE. THE GAUGE NO LONGER SHOWS ANY OIL PRESSURE. <input type="checkbox"/> Technician Findings: FOUND THAT THE VEHICLE IS MAKING A LOUD ENGINE RATTLE NOISE THAT IS HEARD BEST THROUGH THE OIL PAN. THE OIL PRESSURE GAUGE IS READING NO OIL PRESSURE. CHECKED THE OIL LEVEL AND FOUND THAT IT IS NORMAL <input type="checkbox"/> Repairs Made: NONE</p>

Case History

11/6/2019 9:39 AM

User **Michael Aceves**
 Action **Changed Case Owner from TECH LINE Tier 2 to Michael Aceves.**

11/5/2019 11:56 AM

User **Michael Behning**

Action **Changed Case Owner from Michael Behning to TECH LINE Tier 2.**

11/4/2019 1:30 PM

User **Michael Behning**

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

11/4/2019 1:30 PM

User **Michael Behning**

Action **Changed Subject to Engine has knock A61 EM.**

11/4/2019 1:29 PM

User **Michael Behning**

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

11/4/2019 1:15 PM

User **Survey Site Guest User**

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