



Case [REDACTED]

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

General

Caller Name	[REDACTED]	Dealer	GUNN NISSAN
NNAnet user ID	tva-02271	Contact Name	
Tech Preferred Phone	210-843-5682	Customer Name	
Tech Preferred Email	[REDACTED]	Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	Carlos Nunez
Repair/Work Order	806310397	Mobile Phone	
Job/Line Number	1	Texting Status	
Created Day	Monday		

Incident Information

Customer Comments	engine making loud rumbling noise,sounds like an uneven washing machine	Customer Name	[REDACTED]
Verified	Yes	Vehicle	1N6BA1F2 [REDACTED]
Question for TECH LINE	No question / Only documenting incident	VIN	1N6BA1F2 [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	11/11/2019
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	power programmer/tuner	Repair Attempts	0
		Current Mileage	77,052
		Vehicle Mileage Prior Value	

Vehicle Purchased
Miles

Primary DTC

Current DTC

Past DTC

Other DTCs

TECH LINE Information

Subject	Engine makes loud rumbling noise with 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	11/11/2019 5:39 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:

Activity History

Review dealer comment

Name	
Task	<input checked="" type="checkbox"/>
Due Date	11/13/2019
Assigned To	[REDACTED]
Last Modified Date/Time	11/12/2019 9:08 AM
Comments	

Email: Case [REDACTED] 2016 TITAN XD; Engine makes loud rumbling noise with metallic debris in oil pan. A61 [ref: 00DA09j8L_5002I1xH8IC:ref]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	11/11/2019
Assigned To	Carlos Nunez
Last Modified Date/Time	11/11/2019 5:42 PM
Comments	Additional To: jbogart@gunnauto.com CC: BCC: carlos.nunez@nissan-usa.com

Attachment:

Subject: Case [REDACTED] 2016 TITAN XD; Engine makes loud rumbling noise with metallic debris in oil pan. A61 [ref:_00DA09j8L_5002I1xH8IC:ref]

Body:

Good Afternoon [REDACTED]
TECH LINE's recommendation is below.
DESCRIPTION:

Question for TECH LINE :No question / Only documenting incident

RECOMMENDATION:

Please follow up if assistance is needed with concern.

Upload images to case via case creation portal for case documentation.

Thank you, _____ Carlos N.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: 11/11/2019
Customer name:
VIN: 1N6BA1F23GN [REDACTED] Mileage: 77,052
Dealer code: 986
Dealer name: GUNN NISSAN

Customer's Concerns:
engine making loud rumbling noise,sounds like an uneven washing machine
Technician Findings:
removed bottom oil pan & found metal debris all different sizes that look like bearing pieces:

ref:_00DA09j8L_5002I1xH8IC:ref

Attachments

IMG_0960.jpg

Size **129KB**
Ownership **Survey Site Guest User**
View [View file](#)
Last Modified **11/12/2019 8:35 AM**

IMG_0961.jpg

Size **767KB**
Ownership **Survey Site Guest User**
View [View file](#)
Last Modified **11/12/2019 8:34 AM**

archive.zip

Size **25KB**
Ownership **Survey Site Guest User**
View [View file](#)
Last Modified **11/12/2019 8:19 AM**

MsgLog.txt

Size **530 bytes**
Ownership **Survey Site Guest User**
View [View file](#)
Last Modified **11/12/2019 8:17 AM**

index_t.xml

Size **1.36MB**
Ownership **Survey Site Guest User**
View [View file](#)
Last Modified **11/12/2019 8:17 AM**

Emails

Case [REDACTED] 2016 TITAN XD; Engine makes loud rumbling noise with metallic debris in oil pan. A61 [ref:_00DA09j8L_5002I1xH8IC:ref]

Message Date 11/11/2019 5:42 PM
Has Attachment
Email Address **jbogart@gunnauto.com**
Status **Sent**
Subject **Case [REDACTED] 2016 TITAN XD; Engine makes loud rumbling noise with metallic debris in oil pan. A61 [ref:_00DA09j8L_500211xH8IC:ref]**
Text Body **john bogart,**

TECH LINE's recommendation is below.

DESCRIPTION:
Question for TECH LINE :No question / Only documenting incident

RECOMMENDATION:
Please follow up if assistance is needed with concern.
Upload images to case via case creation portal for case documentation.

Thank you,

[REDACTED]

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: 11/11/2019
Customer name: [REDACTED]
VIN: 1N6BA1F23G [REDACTED]

Mileage: 77,052

Dealer code: 986

Dealer name: GUNN NISSAN

Customer's Concerns:

engine making loud rumbling noise,sounds like an uneven washing machine

Technician Findings:

removed bottom oil pan & found metal debris all different sizes that look like bearing pieces:

Case Comments

11/12/2019 9:07 AM

User **Carlos Nunez**
Public
Comment **DESCRIPTION:**
TSS reviewed images attached to case by dealer
Technician accurately described findings
Metallic debris found in oil pan

11/12/2019 8:36 AM

User **Survey Site Guest User**
Public
Comment **has bottom end noise removed pan & found a lot of metal**

11/11/2019 5:41 PM

User **Carlos Nunez**
Public
Comment **DESCRIPTION:**
Question for TECH LINE :No question / Only documenting incident
RECOMMENDATION:
Please follow up if assistance is needed with concern.
Upload images to case via case creation portal for case documentation.

11/11/2019 5:29 PM

User **Survey Site Guest User**
Public
Comment **Customer Comments: engine making loud rumbling noise,sounds like an uneven washing machine**
 Technician Findings: removed bottom oil pan & found metal debris all different sizes that look like bearing pieces
 Repairs Made: none

Chat Transcripts

01148873

Owner [REDACTED]
Start Time 11/12/2019 9:53 AM
End Time 11/12/2019 10:04 AM
Status **Completed**

Case History

11/12/2019 8:08 AM

User **Survey Site Guest User**
Action **Changed Tech Preferred Phone from [REDACTED]**

11/11/2019 5:39 PM

User **Carlos Nunez**
Action **Changed Subject to Engine makes loud rumbling noise with metallic debris in oil pan. A61. Changed Status from Open to Pending Dealer Reply. Closed.**

11/11/2019 5:36 PM

User **Carlos Nunez**
Action **Changed Case Owner from TECH LINE Initial to Carlos Nunez.**

11/11/2019 5:29 PM

User **Survey Site Guest User**
Action **Changed Case Owner from Survey Site Guest User to TECH LINE Initial. Changed VIN from 1n6ba1f23[REDACTED] to 1N6BA1F2[REDACTED] Created.**