



Case: [REDACTED]

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

General

Caller Name	[REDACTED]	Dealer	FRED HAAS NISSAN
NNAnet user ID	TVA-12262	Contact Name	
Tech Preferred Phone	8328032161	Customer Name	
Tech Preferred Email	[REDACTED]	Case Record Type	TECH LINE Cases
Preferred Contact Method	Phone	Case Owner	Dave Sattler
Repair/Work Order	197313	Mobile Phone	
Job/Line Number	A	Texting Status	
Created Day	Tuesday		

Incident Information

Customer Comments	WHILE DRIVING HE LOST TURBO PRESSURE HAS ERROE MESSAG ELOW OILPRESSURE TURN OFF ENGINE	Customer Name	[REDACTED]
Verified	Yes	Vehicle	1N6BA1F43 [REDACTED]
Question for TECH LINE	Have you seen this before?	VIN	1N6BA1F43 [REDACTED]
Service Manual General Section	Engine	Archived VIN Make	
Service Manual Specific Section	Engine Mechanical	Archived VIN Year	2017
Symptom Code Category	Sounds	Archived VIN Model	TITAN XD
Symptom	CLUNK/KNOCK/POP/THUMP	Incident/RO Date	11/19/2019
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	LIFT WHEELS AND TIRES	Repair Attempts	1
		Current Mileage	77,747
		Vehicle Mileage Prior Value	

Vehicle Purchased
Miles



Primary DTC

Current DTC

Past DTC

Other DTCs

TECH LINE Information




Subject	Loud engine knocking from engine and a long list of DTC.	Resolution Action
Status	Closed	Resolution Object
Confirmed Resolution	Pending	Field Inspection Indicator 
Component Code Category	EM Engine Mechanical	NNA Field Inspection Date
Component Code Issue	EMC CRANKSHAFT & OIL PAN	FSSS 
TECH LINE Template	ECC Initial Response	FSSS Date
TREAD Component	06	
Date/Time Closed	11/19/2019 3:06 PM	
Description		
Recommendation Detail		

DTS Information

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

Activity History

Email: Case  2017 TITAN XD; Loud engine knocking from engine and a long list of DTC. [ref:_00DA09j8L_5002I1xzMR7:ref]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	11/26/2019
Assigned To	Michael Behning
Last Modified Date/Time	11/26/2019 1:02 PM
Comments	Additional To:  CC:  BCC: michael.behning@nissan-usa.com Attachment: Subject:  2017 TITAN XD; Loud engine knocking from engine and a long list of DTC. [ref:_00DA09j8L_5002I1xzMR7:ref] Body: PATRICK SHORT, TECH LINE's latest case update is below. TSS Recommendation- Patrick, thank you for the photos.

Let's replace the turbo assembly also.

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: 11/19/2019

Customer name:

VIN: 1N6BA1F43H [REDACTED] Mileage: 77,747

Dealer code: 5345

Dealer name: FRED HAAS NISSAN

Customer's Concerns:

WHILE DRIVING HE LOST TURBO PRESSURE HAS ERROE MESSAG ELOW OILPRESSURE TURN OFF ENGINE

Technician Findings:

ENGINE KNOCKING. LONG BLOCK NEEDED:

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ref:_00DA09j8L._5002I1xzMR7:ref

Email: Case [REDACTED] 2017 TITAN XD; Loud engine knocking from engine and a long list of DTC. [ref:_00DA09j8L._5002I1xzMR7:ref]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	11/22/2019
Assigned To	Dave Sattler
Last Modified Date/Time	11/22/2019 12:27 PM
Comments	<p>Additional To [REDACTED]</p> <p>CC:</p> <p>BCC: dave.sattler@nissan-usa.com</p> <p>Attachment:</p> <p>Subject: Case [REDACTED] 017 TITAN XD; Loud engine knocking from engine and a long list of DTC. [ref:_00DA09j8L._5002I1xzMR7:ref]</p> <p>Body:</p> <p>PATRICK SHORT,</p> <p>TECH LINE's latest case update is below.</p> <p>Recommendation:</p> <p>Thank you for the case update Patrick.</p> <p>We lost boost due to low oil pressure warning. Oil filter should protect turbo bearing and seals.</p> <p>Replace long engine assy.</p> <p>If further assistance is needed contact TECH LINE anytime</p> <p>Thank you, _____ Dave STECH LINE</p> <p>The TECH LINE Survey can be accessed by: CLICKING HERE</p>

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Case # [REDACTED]
Date Created: 11/19/2019
Customer name: [REDACTED]
VIN: 1N6BA1F43 [REDACTED] Mileage: 77,747
Dealer code: 5345
Dealer name: FRED HAAS NISSAN

Customer's Concerns:
WHILE DRIVING HE LOST TURBO PRESSURE HAS ERROE MESSAG ELOW OILPRESSURE TURN
OFF ENGINE
Technician Findings:
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Email: Case [REDACTED] 2017 TITAN XD; Loud engine knocking from engine and a long list of DTC. [
ref:_00DA09j8L._5002I1xzMR7:ref]

Name	[REDACTED]
Task	<input checked="" type="checkbox"/>
Due Date	11/20/2019
Assigned To	Dave Sattler
Last Modified Date/Time	11/20/2019 9:57 AM
Comments	Additional To [REDACTED] CC: BCC: dave.sattler@nissan-usa.com Attachment: Subject: Case [REDACTED] 2017 TITAN XD; Loud engine knocking from engine and a long list of DTC. [ref:_00DA09j8L._5002I1xzMR7:ref] Body: PATRICK SHORT, TECH LINE's latest case update is below. Recommendation: Thank you for the case update Patrick. Replace long engine due to knocking in #8 cylinder and debris in oil pan. If further assistance is needed contact TECH LINE anytime Thank you, _____ Dave STECH 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: 11/19/2019 Customer name: [REDACTED] VIN: 1N6BA1F43 [REDACTED] Mileage: 77,747 Dealer code: 5345 Dealer name: FRED HAAS NISSAN Customer's Concerns: WHILE DRIVING HE LOST TURBO PRESSURE HAS ERROE MESSAG ELOW OILPRESSURE TURN

OFF ENGINE

Technician Findings:

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ref:_00DA09j8L._5002l1xzMR7:ref

Email: Case [REDACTED] 2017 TITAN XD; [ref:_00DA09j8L._5002l1xzMR7:ref]

Name
Task
Due Date
Assigned To
Last Modified Date/Time
Comments

11/19/2019

Dave Sattler

11/19/2019 3:04 PM

Additional To: [REDACTED]

CC:

BCC: dave.sattler@nissan-usa.com

Attachment:

Subject: Case [REDACTED] 2017 TITAN XD; [ref:_00DA09j8L._5002l1xzMR7:ref]

Body:

**PATRICK SHORT,
TECH LINE's latest case update is below.
Recommendation:**

Thank you for the case information Patrick.

We have an engine with a loud knocking from engine.

We have a long list of DTC stored.

How is the oil level and condition?

Have we perform a power balance to confirm the incident cylinder looks like #8 looking at DTC's listed.

Remove lower oil pan and inspect for debris.

If further assistance is needed contact TECH LINE anytime.

Thank you, _____ Dave STECH LINE

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Case #: [REDACTED]

Date Created: 11/19/2019

Customer name:

VIN: 1N6BA1F43[REDACTED] Mileage: 77,747

Dealer code: 5345

Dealer name: FRED HAAS NISSAN

Customer's Concerns:

WHILE DRIVING HE LOST TURBO PRESSURE HAS ERROE MESSAG ELOW OILPRESSURE TURN OFF ENGINE

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ref:_00DA09j8L._5002l1xzMR7:ref

Attachments

20191119_141749[1].mp4

Size **21.68MB**
Ownership **Survey Site Guest User**
View [View file](#)
Last Modified **11/19/2019 2:37 PM**

20191119_143248[1].jpg

Size **2.67MB**
Ownership **Survey Site Guest User**
View [View file](#)
Last Modified **11/19/2019 2:35 PM**

Email

Case [REDACTED] 2017 TITAN XD; Loud engine knocking from engine and a long list of DTC. [ref:_00DA09j8L._5002l1xzMR7:ref]

Message Date **11/26/2019 1:02 PM**

Has Attachment 

Email Address [REDACTED]

Status **Sent**

Subject **Case [REDACTED] 2017 TITAN XD; Loud engine knocking from engine and a long list of DTC. [ref:_00DA09j8L._5002l1xzMR7:ref]**

Text Body **PATRICK SHORT,**

TECH LINE's latest case update is below.

TSS Recommendation-

Patrick, thank you for the photos.

Let's replace the turbo assembly also.

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: 11/19/2019
Customer name: [REDACTED]
VIN: 1N6BA1F43 [REDACTED]

Mileage: 77,747

Dealer code: 5345

Dealer name: FRED HAAS NISSAN

Customer's Concerns:
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Re: Case [REDACTED] 2017 TITAN XD; Loud engine knocking from engine and a long list of DTC. [ref:_00DA09j8L_500211xzMR7:ref]

Message Date 11/26/2019 12:13 PM

Has Attachment

Email Address [REDACTED]

Status Read

Subject Re: Case [REDACTED] 2017 TITAN XD; Loud engine knocking from engine and a long list of DTC. [ref:_00DA09j8L_500211xzMR7:ref]

----- Original message -----From: TECH LINE Email to Case <techlinesfdc@nissan-usa.com> Date: 11/22/19 12:27 PM (GMT-06:00) To: [REDACTED] Subject: Case [REDACTED] 2017 TITAN XD; Loud engine knocking from engine and a long list of DTC. [ref:_00DA09j8L_500211xzMR7:ref] PATRICK SHORT,TECH LINE's latest case update is below,Recommendation:

Thank you for the case update Patrick.

We lost boost due to low oil pressure warning. Oil filter should protect turbo bearing and seals.

Replace long engine assy.

If further assistance is needed contact TECH LINE anytimeThank you, _____ Dave STECH

LINEThe TECH LINE Survey can be accessed by: [CLICKING HERE](#)Updating a TECH LINE Case:Technician:

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1N6BA1F43H [REDACTED] eage: 77,747Dealer code: 5345Dealer name: FRED HAAS NISSANCustomer's

Concerns:WHILE DRIVING HE LOST TURBO PRESSURE HAS ERROE MESSAG ELOW OILPRESSURE TURN

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message. ref:_00DA09j8L_5002 [REDACTED]

Text Body

Re: Case [REDACTED] 2017 TITAN XD; Loud engine knocking from engine and a long list of DTC. [ref:_00DA09j8L_5002l1xzMR7:ref]

Message Date 11/26/2019 11:45 AM

Has Attachment 

Email Address [REDACTED]

Status Read

Subject Re: Case [REDACTED] 2017 TITAN XD; Loud engine knocking from engine and a long list of DTC. [ref:_00DA09j8L_5002l1xzMR7:ref]

I started to disassemble the titan and when I pulled the intercooler off I found it was full of oil supplied pictures. I am requesting to replace the turbocharger again do you agree ?

----- Original message -----From: TECH LINE Email to Case <techlinesfdc@nissan-usa.com> Date: 11/22/19 12:27 PM (GMT-06:00) To: [REDACTED] Subject: Case 37964648: 2017 TITAN XD; Loud engine knocking from engine and a long list of DTC. [ref:_00DA09 [REDACTED] ref] PATRICK SHORT,TECH LINE's latest case update is below.Recommendation:

Thank you for the case update Patrick.

We lost boost due to low oil pressure warning. Oil filter should protect turbo bearing and seals.

Replace long engine assy.

If further assistance is needed contact TECH LINE anytimeThank you, _____ Dave STECH

Text Body

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Case [REDACTED] 2017 TITAN XD; Loud engine knocking from engine and a long list of DTC. [ref:_00DA09j8L_5002l1xzMR7:ref]

Message Date 11/22/2019 12:27 PM

Has Attachment 

Email Address [REDACTED]

Status Sent

Subject Cas [REDACTED] 2017 TITAN XD; Loud engine knocking from engine and a long list of DTC. [ref:_00DA09j8L_5002l1xzMR7:ref]

Text Body

PATRICK SHORT,

TECH LINE's latest case update is below.

Recommendation:

Thank you for the case update Patrick.

We lost boost due to low oil pressure warning. Oil filter should protect turbo bearing and seals.

Replace long engine assy.

If further assistance is needed contact TECH LINE anytime

Thank you,

Dave S

TECH LINE

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Case # [REDACTED]
Date Created: 11/19/2019
Customer name:
VIN: 1N6BA1F43 [REDACTED]

Mileage: 77,747

Dealer code: 5345

Dealer name: FRED HAAS NISSAN

Customer's Concerns:

WHILE DRIVING HE LOST TURBO PRESSURE HAS ERROE MESSAG ELOW OILPRESSURE TURN OFF ENGINE

Technician Findings:

ENGINE KNOCKING. LONG BLOCK NEEDED:

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Re: Cas [REDACTED] 2017 TITAN XD; [ref:_00DA09j8L_5002I1xzMR7:ref]

Message Date 11/22/2019 11:39 AM

Has Attachment 

Email Address [REDACTED]

Status **Read**

Subject **Re: Cas [REDACTED] 2017 TITAN XD; [ref:_00DA09j8L_5002I1xzMR7:ref]**

Text Body **The customer came in saying the truck lost turbo pressure.**

----- Original message -----From: TECH LINE Email to Case <techlinesfdc@nissan-usa.com> Date: 11/19/19 3:04 PM (GMT-06:00) To: [REDACTED] Subject: C [REDACTED] 2017 TITAN XD; [

ref:_00DA09j8L_500211xzMR7:ref] PATRICK SHORT,TECH LINE's latest case update is below.Recommendation:
Thank you for the case information Patrick.
We have an engine with a loud knocking from engine.
We have a long list of DTC stored.
How is the oil level and condition?
Have we perform a power balance to confirm the incident cylinder looks like #8 looking at DTCs listed.
Remove lower oil pan and inspect for debris.
If further assistance is needed contact TECH LINE anytime.Thank you,_____Dave STECH LINEThe TECH LINE Survey can be accessed by: CLICKING HEREUpdating 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 _____Created: 11/19/2019Customer name: VIN: 1N6BA1F43_____Mileage: 77,747Dealer code: 5345Dealer name: FRED HAAS NISSANCustomer's Concerns:WHILE DRIVING HE LOST TURBO PRESSURE HAS ERROE MESSAG ELOW OILPRESSURE TURN OFF ENGINETechnician Findings:ENGINE KNOCKING. LONG BLOCK NEEDED: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_500211xzMR7:ref

Re: Case _____2017 TITAN XD; Loud engine knocking from engine and a long list of DTC. [ref:_00DA09j8L_500211xzMR7:ref]

Message Date 11/22/2019 11:37 AM
Has Attachment
Email Address _____
Status Read
Subject Re: Case _____2017 TITAN XD; Loud engine knocking from engine and a long list of DTC. [ref:_00DA09j8L_500211xzMR7:ref]

I have a question should I replace the turbo charger assy at the same time as the engine due to metal oil running through out the turbo ?
----- Original message -----From: TECH LINE Email to Case <techlinesfdc@nissan-usa.com> Date: 11/20/19 9:57 AM (GMT-06:00) To: _____ Subject: Case _____2017 TITAN XD; Loud engine knocking from engine and a long list of DTC. [ref:_00DA09j8L_500211xzMR7:ref] PATRICK SHORT,TECH LINE's latest case update is below.Recommendation:
Thank you for the case update Patrick.
Replace long engine due to knocking in #8 cylinder and debris in oil pan. If further assistance is needed contact TECH LINE anytimeThank you,_____Dave STECH LINEThe TECH LINE Survey can be accessed by: CLICKING HEREUpdating 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: 11/19/2019Customer name: VIN: 1N6BA1F43_____Mileage: 77,747Dealer code: 5345Dealer name: FRED HAAS NISSANCustomer's Concerns:WHILE DRIVING HE LOST TURBO PRESSURE HAS ERROE MESSAG ELOW OILPRESSURE TURN OFF ENGINETechnician Findings:ENGINE KNOCKING. LONG BLOCK NEEDED: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_500211xzMR7:ref

Case 37964648; 2017 TITAN XD; Loud engine knocking from engine and a long list of DTC. [ref:_00DA09j8L_500211xzMR7:ref]

Message Date 11/20/2019 9:57 AM
Has Attachment
Email Address _____
Status Sent
Subject Case _____2017 TITAN XD; Loud engine knocking from engine and a long list of DTC. [ref:_00DA09j8L_500211xzMR7:ref]
Text Body PATRICK SHORT,

TECH LINE's latest case update is below.

Recommendation:

Thank you for the case update Patrick.

Replaced long engine due to knocking in #8 cylinder and debris in oil pan. If further assistance is needed contact TECH LINE anytime

Thank you,

Dave S

TECH LINE

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Case #: [REDACTED]
Date Created: 11/19/2019
Customer name:
VIN: 1N6BA1F43 [REDACTED]

Mileage: 77,747

Dealer code: 5345

Dealer name: FRED HAAS NISSAN

Customer's Concerns:

WHILE DRIVING HE LOST TURBO PRESSURE HAS ERROE MESSAG ELOW OILPRESSURE TURN OFF ENGINE

Technician Findings:

ENGINE KNOCKING, LONG BLOCK NEEDED:

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Re: Case [REDACTED]; 2017 TITAN XD; [ref:_00DA09j8L_5002I1xzMR7:ref]

Message Date 11/20/2019 9:37 AM

Has Attachment

Email Address [REDACTED]

Status **Read**

Subject **Re: Case 37964648; 2017 TITAN XD; [ref:_00DA09j8L_5002I1xzMR7:ref]**

The oil level was correct. The oil was dark and grey with metallic through out it. The oil pan has metallic through out it also. The vehicle is smoking non-stop (heavily) power balance when performed cylinder 8 did reduce in noise but had a lot of blow by.

----- Original message -----From: TECH LINE Email to Case <techlinesfdc@nissan-usa.com> Date: 11/19/19 3:04 PM (GMT-06:00) To: [REDACTED] Subject: Case 37964648; 2017 TITAN XD; [ref:_00DA09j8L_5002I1xzMR7:ref] PATRICK SHORT,TECH LINE's latest case update is below,Recommendation:

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Text Body If further assistance is needed contact TECH LINE anytime.Thank you, _____ Dave STECH

LINEThe TECH LINE Survey can be accessed by: CLICKING HEREUpdating 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: 11/19/2019Customer name: VIN:

1N6BA1F43[REDACTED] Mileage: 77,747Dealer code: 5345Dealer name: FRED HAAS NISSANCustomer's Concerns:WHILE DRIVING HE LOST TURBO PRESSURE HAS ERROE MESSAG ELOW OILPRESSURE TURN OFF ENGINETechnician Findings:ENGINE KNOCKING, LONG BLOCK NEEDED: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_5002I1xzMR7:ref

Case [REDACTED] 2017 TITAN XD; [ref:_00DA09j8L_5002I1xzMR7:ref]

Message Date 11/19/2019 3:04 PM

Has Attachment

Email Address [REDACTED]

Status **Sent**

Subject **Case [REDACTED] 2017 TITAN XD; [ref:_00DA09j8L_5002I1xzMR7:ref]**

Text Body **PATRICK SHORT,**

TECH LINE's latest case update is below.

Recommendation:

Thank you for the case information Patrick.

We have an engine with a loud knocking from engine.

We have a long list of DTC stored.

How is the oil level and condition?

Have we perform a power balance to confirm the incident cylinder looks like #8 looking at DTC's listed.

Remove lower oil pan and inspect for debris.

If further assistance is needed contact TECH LINE anytime.

Thank you,

Dave S

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: 11/19/2019
Customer name:
VIN: 1N6BA1F43H-[REDACTED]

Mileage: 77,747

Dealer code: 5345

Dealer name: FRED HAAS NISSAN

Customer's Concerns:

WHILE DRIVING HE LOST TURBO PRESSURE HAS ERROE MESSAG ELOW OILPRESSURE TURN OFF ENGINE

Technician Findings:

ENGINE KNOCKING. LONG BLOCK NEEDED:

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Case Comments

11/26/2019 1:01 PM

11/26/2019 1:01 PM

User [REDACTED]
Public
Comment **TSS Recommendation-**
Patrick, thank you for the photos.
Let's replace the turbo assembly also.
If any further assistance is required reply all to the E-mail and we will be glad to follow up.
Have a great day.

11/22/2019 12:26 PM

User [REDACTED]
Public
Comment **Recommendation:**
Thank you for the case update Patrick.
We lost boost due to low oil pressure warning. Oil filter should protect turbo bearing and seals.
Replace long engine assy.
If further assistance is needed contact TECH LINE anytime

11/20/2019 9:55 AM

User **Dave Sattler**
Public
Comment **Recommendation:**
Thank you for the case update Patrick.
Replaced long engine due to knocking in #8 cylinder and debris in oil pan. If further assistance is needed contact TECH LINE anytime

11/19/2019 2:37 PM

User **Survey Site Guest User**
Public
Comment **ENGINE KNOCKING UPON ARRIVAL. MASSIVE LIST OF DTCS.**

User **Michael Behning**
Public
Comment **Description-**
From tech E-mail-
I started to disassemble the titan and when I pulled the intercooler off I found it was full of oil supplied pictures. I am requesting to replace the turbocharger again do you agree?

11/22/2019 12:22 PM

User [REDACTED]
Public
Comment **Description:**
Tech sent mail update.
#1
I have a question should I replace the turbo charger assy at the same time as the engine due to metal oil running through out the turbo ?
#2
The customer came in saying the truck lost turbo pressure.

11/19/2019 3:04 PM

User **Dave Sattler**
Public
Comment **Recommendation:**
Thank you for the case information Patrick.
We have an engine with a loud knocking from engine.
We have a long list of DTC stored.
How is the oil level and condition?
Have we perform a power balance to confirm the incident cylinder looks like #8 looking at DTC's listed.
Remove lower oil pan and inspect for debris.
If further assistance is needed contact TECH LINE anytime.

11/19/2019 2:35 PM

User **Survey Site Guest User**
Public
Comment **Customer Comments: WHILE DRIVING HE LOST TURBO PRESSURE HAS ERROE MESSAG ELOW OILPRESSURE TURN OFF ENGINE**
 Technician Findings: ENGINE KNOCKING. LONG BLOCK NEEDED
 Repairs Made: NONE

Case History

11/19/2019 3:06 PM

User **Dave Sattler**
Action **Changed Subject to Loud engine knocking from engine and a long list of DTC.. Changed Status from Open to Closed. Closed.**

11/19/2019 2:54 PM

User **Dave Sattler**
Action **Changed Case Owner from TECH LINE Initial to Dave Sattler.**

11/19/2019 2:35 PM

User **Survey Site Guest User**

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

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