



Case: [REDACTED]

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

General

Caller Name	[REDACTED]	Dealer	MCGAVOCK NIS SAN MARCOS
NNAnet user ID	tva-33484	Contact Name	
Tech Preferred Phone	8304815382	Customer Name	
Tech Preferred Email	justin.moore@mcgavocknissan.com	Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	Michael Behning
Repair/Work Order	6005303	Mobile Phone	
Job/Line Number	1	Texting Status	
Created Day	Wednesday		

Incident Information

Customer Comments	c/s there was a loud banging noise then the truck stalled. Would not restart	Customer Name	[REDACTED]
Verified	Yes	Vehicle	1N6BA1F3XJN [REDACTED]
Question for TECH LINE	What test should I do next?	VIN	1N6BA1F3XJN [REDACTED]
Service Manual General Section	Engine	Archived VIN Make	
Service Manual Specific Section	Engine Mechanical	Archived VIN Year	2018
Symptom Code Category	Experience/Occurrence	Archived VIN Model	TITAN XD
Symptom	CRANK, BUT NO START	Incident/RO Date	11/19/2019
When does this concern occur?	ALL TIMES	Calculated Days Down	1
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	0	Total Days Down	1
Observed Modifications & Accessories	K&N air filter	Repair Attempts	1
		Current Mileage	70,045
		Vehicle Mileage Prior Value	
		Vehicle Purchased	

Miles
Primary DTC
Current DTC ECM p0335
Past DTC
Other DTCs

TECH LINE Information

Subject	Engine lower end knock A61 EM	Resolution Action	REPLACE
Status	Pending Dealer Reply	Resolution Object	LONG BLOCK
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	11/20/2019 7:53 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 to Agent:
Notes for DTSM (Vehicle Concerns)			

Activity History

Review dealer comment

Name	
Task	<input checked="" type="checkbox"/>
Due Date	11/25/2019
Assigned To	Michael Behning
Last Modified Date/Time	11/22/2019 1:31 PM
Comments	

Email: Case [REDACTED]; 2018 TITAN XD; Engine lower end knock A61 EM [ref:_00DA09j8L_5002l1xzZRq:ref]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	11/22/2019
Assigned To	[REDACTED]
Last Modified Date/Time	11/22/2019 1:28 PM
Comments	Additional To: justin.moore@mcgavocknissan.com CC: BCC: michael.behning@nissan-usa.com Attachment: Subject: Case [REDACTED] 2018 TITAN XD; Engine lower end knock A61 EM [ref:_00DA09j8L_5002l1xzZRq:ref]

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

Justin, thank you for the update and photos.

Let's replace the long block assembly along with the turbo assembly.

Without further testing it would be pure speculation as to what occurred with the turbo.

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: 11/20/2019
Customer name: [REDACTED]
VIN: 1N6BA1F3X [REDACTED] Mileage: 70,045
Dealer code: 5800
Dealer name: MCGAVOCK NIS SAN MARCOS

Customer's Concerns:
c/s there was a loud banging noise then the truck stalled. Would not restart
Technician Findings:
Knocking from engine, heavily oiled K&N filter in air box, recently cleaned. No tear down performed yet.:

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._5002I1xzZRq:ref

Email: Case [REDACTED] 2018 TITAN XD; Engine lower end knock A61 EM [ref:_00DA09j8L._5002I1xzZRq:ref]

Name	[REDACTED]
Task	<input checked="" type="checkbox"/>
Due Date	11/20/2019
Assigned To	Michael Behning
Last Modified Date/Time	11/20/2019 8:05 AM
Comments	Additional To: justin.moore@mcgavocknissan.com CC: BCC: michael.behning@nissan-usa.com Attachment:

Subject: Case 37968871; 2018 TITAN XD; Engine lower end knock A61 EM [ref:_00DA09j8L._5002I1xzZRq:ref]

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

Justin, thank you for the photos.

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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Case # _____

Date Created: 11/20/2019

Customer name:

VIN: 1N6BA1F3X _____ Mileage: 70,045

Dealer code: 5800

Dealer name: MCGAVOCK NIS SAN MARCOS

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ref:_00DA09j8L._5002I1xzZRq:ref

Email: Case _____ 2018 TITAN XD; Engine lower end knock A61 EM [ref:_00DA09j8L._5002I1xzZRq:ref]

Name _____
Task
Due Date 11/20/2019
Assigned To Michael Behning
Last Modified Date/Time 11/20/2019 7:56 AM
Comments Additional To: justin.moore@mcgavocknissan.com

CC:
BCC: michael.behning@nissan-usa.com
Attachment:

Subject: Case _____ 2018 TITAN XD; Engine lower end knock A61 EM [ref:_00DA09j8L._5002I1xzZRq:ref]

Body:

Justin Moore,
TECH LINE's latest case update is below.
TSS Recommendation-

Justin, let's perform diagnosis for P0335 CKPS SEN/CIR (POS/OBD)

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

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Case # _____

Date Created: 11/20/2019

Customer name:

VIN: 1N6BA1F3[REDACTED] Mileage: 70,045
Dealer code: 5800
Dealer name: MCGAVOCK NIS SAN MARCOS

Customer's Concerns:

c/s there was a loud banging noise then the truck stalled. Would not restart

Technician Findings:

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ref:_00DA09j8L._5002l1xzZRq:ref

Attachments

IMG_1604.jpg Size 399KB Ownership Survey Site Guest User View View file Last Modified 11/22/2019 1:14 PM	IMG_1603.jpg Size 1.02MB Ownership Survey Site Guest User View View file Last Modified 11/22/2019 1:14 PM
IMG_1602.jpg Size 889KB Ownership Survey Site Guest User View View file Last Modified 11/22/2019 1:14 PM	IMG_1592.jpg Size 332KB Ownership Survey Site Guest User View View file Last Modified 11/20/2019 7:53 AM
IMG_1591.jpg Size 323KB Ownership Survey Site Guest User View View file Last Modified 11/20/2019 7:53 AM	IMG_1590.jpg Size 289KB Ownership Survey Site Guest User View View file Last Modified 11/20/2019 7:53 AM
IMG_1589.jpg Size 280KB Ownership Survey Site Guest User View View file Last Modified 11/20/2019 7:53 AM	IMG_1577.jpg Size 433KB Ownership Survey Site Guest User View View file Last Modified 11/20/2019 7:52 AM
IMG_1576.jpg Size 501KB Ownership Survey Site Guest User View View file Last Modified 11/20/2019 7:52 AM	IMG_1583.MOV Size 19.49MB Ownership Survey Site Guest User View View file Last Modified 11/20/2019 7:49 AM

Emails

Case [REDACTED] 2018 TITAN XD; Engine lower end knock A61 EM [ref [REDACTED] _5002l1xzZRq:ref]
Message Date 11/22/2019 1:28 PM
Has Attachment <input type="checkbox"/>
Email Address justin.moore@mcgavocknissan.com
Status Sent
Subject Case [REDACTED] 2018 TITAN XD; Engine lower end knock A61 EM [ref:_00DA09j8L._5002l1xzZRq:ref]
Text Body Justin Moore,

TECH LINE's latest case update is below.

TSS Recommendation-

Justin, thank you for the update and photos.

Let's replace the long block assembly along with the turbo assembly.

Without further testing it would be pure speculation as to what occurred with the turbo.

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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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.

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Case #: [REDACTED]

Date Created: 11/20/2019

Customer name: [REDACTED]

VIN: 1N6BA1F3X [REDACTED]

Mileage: 70,045

Dealer code: 5800

Dealer name: MCGAVOCK NIS SAN MARCOS

Customer's Concerns:

c/s there was a loud banging noise then the truck stalled. Would not restart

Technician Findings:

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Cas [REDACTED] 2018 TITAN XD; Engine lower end knock A61 EM [ref:_00DA09j8L._5002I1xzZRq:ref]

Message Date 11/20/2019 8:05 AM

Has Attachment

Email Address justin.moore@mcgavocknissan.com

Status Sent

Subject Case [REDACTED]; 2018 TITAN XD; Engine lower end knock A61 EM [ref:_00DA09j8L._5002I1xzZRq:ref]

Text Body Justin Moore,

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RE: Case [REDACTED] 2018 TITAN XD; Engine lower end knock A61 EM [ref:_00DA09j8L._5002l1xzZRq:ref]

Message Date 11/20/2019 7:58 AM
Has Attachment
Email Address justin.moore@mcgavocknissan.com
Status Read
Subject RE: Case [REDACTED] 2018 TITAN XD; Engine lower end knock A61 EM [REDACTED]_5002l1xzZRq:ref]
Text Body I was still uploading pics, unsure if you received them before response. Please see notes and pics and advise.

Sent from Mail for Windows 10

From: TECH LINE Email to Case
Sent: Wednesday, November 20, 2019 7:56 AM
To: justin.moore@mcgavocknissan.com
Subject: Case 37968871; 2018 TITAN XD; Engine lower end knock A61 EM [ref:_00DA09j8L._5002l1xzZRq:ref]

Justin Moore,

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Case # [REDACTED]
Date Created: 11/20/2019
Customer name: [REDACTED]
VIN: 1N6BA1F3X [REDACTED]

Mileage: 70,045

Dealer code: 5800

Dealer name: MCGAVOCK NIS SAN MARCOS

Customer's Concerns:
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ref:_00DA09j8L_5002I1xzZRq:ref

Case [REDACTED] **2018 TITAN XD; Engine lower end knock A61 EM [** [REDACTED] **._5002I1xzZRq:ref]**

Message Date 11/20/2019 7:56 AM

Has Attachment

Email Address justin.moore@mcgavocknissan.com

Status Sent

Subject Case [REDACTED] 2018 TITAN XD; Engine lower end knock A61 EM [re [REDACTED] _5002I1xzZRq:ref]

Text Body Justin Moore,

TECH LINE's latest case update is below.

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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: 11/20/2019
Customer name: [REDACTED]
VIN: 1N6BA1F3XJ [REDACTED]

Mileage: 70,045

Dealer code: 5800

Dealer name: MCGAVOCK NIS SAN MARCOS

Customer's Concerns:

c/s there was a loud banging noise then the truck stalled. Would not restart

Technician Findings:


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Case Comments

11/22/2019 1:28 PM

User 
Public

Comment **TSS Recommendation-**
Justin, thank you for the update and photos. Let's replace the long block assembly along with the turbo assembly.
Without further testing it would be pure speculation as to what occurred with the turbo. If any further assistance is required reply all to the E-mail and we will be glad to follow up. Have a great day.

11/20/2019 8:05 AM

User **Michael Behning**
Public

Comment **TSS Recommendation-**
Justin, thank you for the photos. 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.

11/20/2019 7:57 AM

User **Survey Site Guest User**
Public

Comment **Severe knocking noise. No history of vehicle at Nissan dealer. Oil very black, air filter looks to have been cleaned recently, possibly after stall concern. Should any teardown be performed, or inspection of turbo for coming apart due to K&N filter ? Vehicle leased to Oilfield drilling company, obviously driven in HEAVY dust conditions, noted by inside of vehicle. Both air filter and oil change reminders flashing on dash. Air filter at 30k, oil at 0. Oil filter appears to have been changed very recently.**

11/20/2019 7:49 AM

User **Survey Site Guest User**
Public

Comment **Customer Comments: c/s there was a loud banging noise then the truck stalled. Would not restart**
 Technician Findings: Knocking from engine, heavily oiled K&N filter in air box, recently cleaned. No tear down performed yet.
 Repairs Made: 0

Case History

11/22/2019 1:29 PM

User **Michael Behning**
Action **Closed.**

11/22/2019 1:13 PM

User **Survey Site Guest User**

11/22/2019 1:15 PM

User **Survey Site Guest User**
Public

Comment **Found chunks of metal in the pan, along with what appears to be bearing material coating pan. Inspected turbo inlet, noted scoring around impeller. Could there being a K&N in a high dust environment have caused the turbo to come apart, causing this traumatic damage ?**

11/20/2019 8:03 AM

User **Michael Behning**
Public

Comment **Description-**
From tech E-mail-
I was still uploading pics, unsure if you received them before response. Please see notes and pics and advise.

11/20/2019 7:55 AM

User **Michael Behning**
Public

Comment **TSS Recommendation-**
Justin, let's perform diagnosis for P0335 CKPS SEN/CIR (POS/OBD)
If any further assistance is required reply all to the E-mail and we will be glad to follow up. Have a great day.

Action **Changed Tech Preferred Phone from** [REDACTED]

11/20/2019 7:53 AM

User **Michael Behning**

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

11/20/2019 7:53 AM

User **Michael Behning**

Action **Changed Subject to Engine lower end knock A61 EM.**

11/20/2019 7:52 AM

User **Michael Behning**

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

11/20/2019 7:49 AM

User **Survey Site Guest User**

Action **Changed Case Owner from Survey Site Guest User to TECH LINE Initial. Changed VIN from 1n6ba1** [REDACTED] **to 1N6BA1F** [REDACTED] **Created.**