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Case: [REDACTED]

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**General**

Caller Name	[REDACTED]	Dealer	GETTEL NISSAN OF SARASOTA
NNAnet user ID	TVA-11069	Contact Name	
Tech Preferred Phone	941-685-1321	Customer Name	
Tech Preferred Email	nissantech@gettel.com	Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	Michael Behning
Repair/Work Order	312609	Mobile Phone	
Job/Line Number	1	Texting Status	
Created Day	Wednesday		

**Incident Information**

Customer Comments	CUSTOMER STATES ENGINE WON'T START. CUSTOMER THINK ENGINE IS BLOWN	Customer Name	[REDACTED]
Verified	Yes	Vehicle	1N6BA1RP3 [REDACTED]
Question for TECH LINE	Other - Ask Question in Technician Findings	VIN	1N6BA1RP3 [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	2/5/2020
When does this concern occur?	AT START	Calculated Days Down	0
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	NONE	Total Days Down	0
Observed Modifications & Accessories	NONE	Repair Attempts	1
		Current Mileage	68,253
		Vehicle Mileage Prior Value	

Vehicle Purchased  
Miles

Primary DTC

Current DTC ECM P0335

Past DTC

Other DTCs

### TECH LINE Information

Subject	Engine has a 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	2/5/2020 2:16 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 to Agent:
Notes for DTSM (Vehicle Concerns)			

### Activity History

Email: Cas [REDACTED] 2017 TITAN XD; Engine has a knock A61 EM [ ref: [REDACTED] \_5002I225TpT:ref ]

Name	[REDACTED]
Task	<input checked="" type="checkbox"/>
Due Date	2/5/2020
Assigned To	[REDACTED]
Last Modified Date/Time	2/5/2020 3:02 PM
Comments	<b>Additional To: nissantech@gettel.com</b> <b>CC:</b> <b>BCC: michael.behning@nissan-usa.com</b> <b>Attachment:</b>  <b>Subject: Case 39163632; 2017 TITAN XD; Engine has a knock A61 EM [ ref: _00DA09j8L._5002I225TpT:ref ]</b> <b>Body:</b> <b>KENETH BAUMANN,</b> <b>TECH LINE's latest case update is below.</b> <b>TSS Recommendation-</b>  <b>Keneth, thank you for the update and video.</b>  <b>Let's replace the long block assembly.</b>

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 # \_\_\_\_\_

Date Created: 2/5/2020

Customer name:

VIN: 1N6BA1RP3 \_\_\_\_\_ Mileage: 68,253

Dealer code: 3536

Dealer name: GETTEL NISSAN OF SARASOTA

Customer's Concerns:

CUSTOMER STATES ENGINE WON'T START. CUSTOMER THINK ENGINE IS BLOWN

Technician Findings:

ENGINE WON'T RUN. A LOUD KNOCKING NOISE FROM ENGINE WHEN CRANKING:

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.\_5002I225TpT:ref

Email: Cas \_\_\_\_\_ 017 TITAN XD; Engine has a knock A61 EM [ ref: \_\_\_\_\_ \_5002I225TpT:ref ]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	2/5/2020
Assigned To	Michael Behning
Last Modified Date/Time	2/5/2020 2:18 PM
Comments	Additional To: nissantech@gettel.com CC: BCC: michael.behning@nissan-usa.com Attachment:  Subject: Cas _____ 017 TITAN XD; Engine has a knock A61 EM [ ref:_00DA09j8L._5002I225TpT:ref ] Body: KENETH BAUMANN, TECH LINE's latest case update is below. TSS Recommendation-  Keneth, let's check end play of crankshaft.  Let's drop 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  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. Closed TECH LINE cases can be reopened. Case # _____

Date Created: 2/5/2020  
Customer name: [REDACTED]  
VIN: 1N6BA1RP3 [REDACTED] Mileage: 68,253  
Dealer code: 3536  
Dealer name: GETTEL NISSAN OF SARASOTA

Customer's Concerns:  
CUSTOMER STATES ENGINE WON'T START. CUSTOMER THINK ENGINE IS BLOWN  
Technician Findings:  
ENGINE WON'T RUN. A LOUD KNOCKING NOISE FROM ENGINE WHEN CRANKING:

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ref:\_00DA09j8L.\_5002I225TpT:ref

### Attachments

titan 17-1.MOV		titan 17.mov	
Size	8.59MB	Size	922KB
Ownership	Michael Behning	Ownership	Survey Site Guest User
View	<a href="#">View file</a>	View	<a href="#">View file</a>
Last Modified	2/5/2020 2:59 PM	Last Modified	2/5/2020 2:06 PM

### Emails

Case 39163632; 2017 TITAN XD; Engine has a knock A61 EM [ ref:\_00DA09j8L.\_5002I225TpT:ref ]

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Message Date 2/5/2020 3:02 PM  
Has Attachment   
Email Address nissantech@gettel.com  
Status Sent  
Subject Case 39163632; 2017 TITAN XD; Engine has a knock A61 EM [ ref:\_00DA09j8L.\_5002I225TpT:ref ]  
Text Body

**KENETH BAUMANN,**

TECH LINE's latest case update is below.

**TSS Recommendation-**  
Keneth, thank you for the update and video.  
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: 2/5/2020**

**Customer name:**

**VIN: 1N6BA1R** [REDACTED]

**Mileage: 68,253**

**Dealer code: 3536**

**Dealer name: GETTEL NISSAN OF SARASOTA**

**Customer's Concerns:**

**CUSTOMER STATES ENGINE WON'T START. CUSTOMER THINK ENGINE IS BLOWN**

**Technician Findings:**

**ENGINE WON'T RUN. A LOUD KNOCKING NOISE FROM ENGINE WHEN CRANKING:**

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**RE: Case** [REDACTED] **017 TITAN XD; Engine has a knock A61 EM [ ref:\_00DA09j8L.\_5002I225TpT:ref ]**

Message Date **2/5/2020 2:56 PM**  
Has Attachment   
Email Address **nissantech@gettel.com**  
Status **Read**  
Subject **RE: Case 39163632; 2017 TITAN XD; Engine has a knock A61 EM [ ref:\_00DA09j8L.\_5002I225TpT:ref ]**  
Text Body **Here's the video**

**-----Original Message-----**

**From: "TECH LINE Email to Case" <techlinesfdc@nissan-usa.com>**

**Sent: Wednesday, February 5, 2020 3:18pm**

**To: "nissantech@gettel.com" <nissantech@gettel.com>**

**Subject: Case 39163632; 2017 TITAN XD; Engine has a knock A61 EM [ ref:\_00DA09j8L.\_5002I225TpT:ref ]**

**KENETH BAUMANN,**

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

**TSS Recommendation-**  
**Keneth, let's check end play of crankshaft.**  
**Let's drop 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**

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:** 2/5/2020

**Customer name:** [REDACTED]

**VIN:** 1N6BA1RP: [REDACTED]

**Mileage:** 68,253

**Dealer code:** 3536

**Dealer name:** GETTEL NISSAN OF SARASOTA

**Customer's Concerns:**

**CUSTOMER STATES ENGINE WON'T START. CUSTOMER THINK ENGINE IS BLOWN**

**Technician Findings:**

**ENGINE WON'T RUN. A LOUD KNOCKING NOISE FROM ENGINE WHEN CRANKING:**

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ref:\_00DA09j8L.\_5002I225TpT:ref

RE: Case [REDACTED] 2017 TITAN XD; Engine has a knock A61 EM [ ref:\_00DA09j8L.\_5002I225TpT:ref ]

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Message Date 2/5/2020 2:53 PM

Has Attachment

Email Address nissantech@gettel.com

Status Read

Subject RE: Case 3 [REDACTED] 17 TITAN XD; Engine has a knock A61 EM [ ref:\_00DA09j8L.\_5002I225TpT:ref ]

Text Body Hi Mike,

I removed oil pan and found crank broken in half. here is a video. what should I do next?

Thank you,  
Kenny

-----Original Message-----

From: "TECH LINE Email to Case" <techlinesfdc@nissan-usa.com>

Sent: Wednesday, February 5, 2020 3:18pm

To: "nissantech@gettel.com" <nissantech@gettel.com>

Subject: Case 39163632; 2017 TITAN XD; Engine has a knock A61 EM [ ref:\_00DA09j8L.\_5002I225TpT:ref ]

KENETH BAUMANN,

TECH LINE's latest case update is below.

TSS Recommendation-

Keneth, let's check end play of crankshaft.

Let's drop 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:

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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 # [REDACTED]

Date Created: 2/5/2020

Customer name:

VIN: 1N6BA1RP3 [REDACTED]

Mileage: 68,253

Dealer code: 3536

Dealer name: GETTEL NISSAN OF SARASOTA

**Customer's Concerns:**

**CUSTOMER STATES ENGINE WON'T START. CUSTOMER THINK ENGINE IS BLOWN**

**Technician Findings:**

**ENGINE WON'T RUN. A LOUD KNOCKING NOISE FROM ENGINE WHEN CRANKING:**

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ref:\_00DA09j8L.\_5002I225TpT:ref

Case [REDACTED] 17 TITAN XD; Engine has a knock A61 EM [ ref:\_00DA09j8L.\_5002I225TpT:ref ]

---

Message Date 2/5/2020 2:18 PM

Has Attachment

Email Address nissantech@gettel.com

Status Sent

Subject Ca [REDACTED] 17 TITAN XD; Engine has a knock A61 EM [ ref:\_00DA09j8L.\_5002I225TpT:ref ]

Text Body KENETH BAUMANN,

TECH LINE's latest case update is below.

**TSS Recommendation-**

**Keneth, let's check end play of crankshaft.**

**Let's drop 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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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: 2/5/2020

Customer name: [REDACTED]

VIN: 1N6BA1RP [REDACTED]

Mileage: 68,253

Dealer code: 3536

Dealer name: GETTEL NISSAN OF SARASOTA

Customer's Concerns:

CUSTOMER STATES ENGINE WON'T START. CUSTOMER THINK ENGINE IS BLOWN

Technician Findings:

ENGINE WON'T RUN. A LOUD KNOCKING NOISE FROM ENGINE WHEN CRANKING:

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### Case Comments

2/5/2020 3:02 PM

User **Michael Behning**  
Public   
Comment **TSS Recommendation-  
Keneth, thank you for the update and video.  
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.**

2/5/2020 2:18 PM

User **Michael Behning**  
Public   
Comment **TSS Recommendation-  
Keneth, let's check end play of crankshaft.  
Let's drop 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.**

2/5/2020 2:06 PM

User **Survey Site Guest User**  
Public

2/5/2020 2:58 PM

User **Michael Behning**  
Public   
Comment **Description-  
From tech E-mail-  
I removed oil pan and found crank broken in half.  
Here is a video. What should I do next?**

2/5/2020 2:07 PM

User **Survey Site Guest User**  
Public   
Comment **VIDEO**

Customer Comments: CUSTOMER STATES  
ENGINE WON'T START. CUSTOMER THINK  
ENGINE IS BLOWN

Comment  Technician Findings: ENGINE WON'T RUN. A  
LOUD KNOCKING NOISE FROM ENGINE WHEN  
CRANKING  
 Repairs Made: NONE

## Case History

2/5/2020 2:16 PM

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User Michael Behning

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

2/5/2020 2:15 PM

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User Michael Behning

Action Changed Subject to Engine has a knock A61 EM.

2/5/2020 2:13 PM

---

User Michael Behning

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

2/5/2020 2:06 PM

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User Survey Site Guest User

Action Changed Case Owner from Survey Site Guest User to TECH LINE Initial. Changed VIN from 1n6ba1rp[REDACTED] to  
1N6BA1RP3[REDACTED] Created.