



Case [REDACTED]

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General

Caller Name	[REDACTED]	Dealer	PEARSON NISSAN OF OCALA
NNAnet user ID	TVA-00556	Contact Name	
Tech Preferred Phone	[REDACTED]	Customer Name	
Tech Preferred Email	chano58@netzero.com	Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	Matthew Mead
Repair/Work Order	496291	Mobile Phone	
Job/Line Number	1	Texting Status	
Created Day	Thursday		

Incident Information

Customer Comments	CUSTOMER STATES SHUT DONW WHILE DRIVING. SHAKING BEFORE IT SHUT OFF. SOUND LIKE BELTS WAS SHREDDING.	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	2016
Symptom Code Category	Sounds	Archived VIN Model	TITAN XD
Symptom	CLUNK/KNOCK/POP/THUMP	Incident/RO Date	4/2/2020
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	NONE	Repair Attempts	0
		Current Mileage	63,463
		Vehicle Mileage Prior Value	

Vehicle Purchased
Miles

Primary DTC

Current DTC

Past DTC

ECM P0A0F-00 ECM P203F-00 ECM
P2509-00

Other DTCs

TECH LINE Information

Subject	Knocking noise from engine.	Resolution Action	REPLACE
Status	Pending Dealer Reply	Resolution Object	ENGINE ASSEMBLY
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	4/2/2020 2:49 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

Email: Cas [REDACTED] 2016 TITAN XD; Knocking noise from engine. [ref:_00DA09j8L._5002I25DYPj:ref]

Name	[REDACTED]
Task	<input checked="" type="checkbox"/>
Due Date	4/2/2020
Assigned To	Matthew Mead
Last Modified Date/Time	4/2/2020 2:52 PM
Comments	[REDACTED]

CC:
BCC:
Attachment:

Subject: Cas [REDACTED] 2016 TITAN XD; Knocking noise from engine. [ref:_00DA09j8L._5002I25DYPj:ref]
Body:
PEDRO MOLINOS,
TECH LINE's latest case update is below.
Recommendation:

- Thank you for documenting the movement of the crankshaft.
- We agree we likely have an internal separation of the crankshaft.

- Please replace the long engine assembly.

Thank you, _____ Matt MTECH 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: 4/2/2020

Customer name:

VIN: 1N6BA1F43C [REDACTED] Mileage: 63,463

Dealer code: 1821

Dealer name: PEARSON NISSAN OF OCALA

Customer's Concerns:

CUSTOMER STATES SHUT DONW WHILE DRIVING. SHAKING BEFORE IT SHUT OFF. SOUND LIKE BELTS WAS SHREDDING.

Technician Findings:

LOUD ENGINE NOISE FROM LOWER END, HARMONIC BALANCER GOBBLE AND MOVE IN AND OUT, BOLTS ARE TIGHT. SEEMS LIKE A BROKEN CRANK SHAFT.:

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._5002I25DYPj:ref

Emails

Case [REDACTED] 2016 TITAN XD; Knocking noise from engine. [ref:_00DA09j8L._5002I25DYPj:ref]

Message Date 4/2/2020 2:52 PM
Has Attachment
Email Address chano58@netzero.com
Status Sent
Subject C [REDACTED] 2016 TITAN XD; Knocking noise from engine. [ref:_00DA09j8L._5002I25DYPj:ref]
Text Body PEDRO MOLINOS,

TECH LINE's latest case update is below.

Recommendation:

- Thank you for documenting the movement of the crankshaft.
- We agree we likely have an internal separation of the crankshaft.
- Please replace the long engine assembly.

Thank you,

Matt M

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: 4/2/2020
Customer name:
VIN: 1N6BA1F43 [REDACTED]

Mileage: 63,463

Dealer code: 1821

Dealer name: PEARSON NISSAN OF OCALA

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Case Comments

4/2/2020 2:51 PM

User	Matthew Mead
Public	<input checked="" type="checkbox"/>
Comment	Recommendation: - Thank you for documenting the movement of the crankshaft. - We agree we likely have an internal separation of the crankshaft. - Please replace the long engine assembly.

4/2/2020 2:45 PM

User	Survey Site Guest User
Public	<input checked="" type="checkbox"/>
Comment	Customer Comments: CUSTOMER STATES SHUT DONW WHILE DRIVING. SHAKING BEFORE IT SHUT OFF. SOUND LIKE BELTS WAS SHREDDING. <input type="checkbox"/> Technician Findings: LOUD ENGINE NOISE FROM LOWER END, HARMONIC BALANCER GOBBLE AND MOVE IN AND OUT, BOLTS ARE TIGHT. SEEMS LIKE A BROKEN CRANK SHAFT. <input type="checkbox"/> Repairs Made: NONE

Case History

4/2/2020 2:49 PM

User **Matthew Mead**

Action **Changed Subject to Knocking noise from engine.. Changed Status from Pending TECH LINE to Pending Dealer Reply. Closed.**

4/2/2020 2:48 PM

User **Matthew Mead**

Action **Changed Case Owner from TECH LINE Initial to Matthew Mead.**

4/2/2020 2:45 PM

User **Survey Site Guest User**

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