



Case: [REDACTED]

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

**General**

|                          |                         |                  |                 |
|--------------------------|-------------------------|------------------|-----------------|
| Caller Name              | [REDACTED]              | Dealer           | DOWNEY NISSAN   |
| NNAAnet user ID          | TVA-39012               | Contact Name     |                 |
| Tech Preferred Phone     | 626-213-4877            | Customer Name    |                 |
| Tech Preferred Email     | guscastro0474@gmail.com | Case Record Type | TECH LINE Cases |
| Preferred Contact Method | Email                   | Case Owner       | William Spencer |
| Repair/Work Order        | 268275                  | Mobile Phone     |                 |
| Job/Line Number          | 1                       | Texting Status   |                 |
| Created Day              | Saturday                |                  |                 |

**Incident Information**

|                                      |   |                      |                    |
|--------------------------------------|---|----------------------|--------------------|
| Customer Comments                    | VEHICLE WAS TOW IN.CUSTOMER WAS DRIVING THE VEHICLE AND VEHICLE SHUT OFF.CUSTOMER STATES WEIRD NOISES ARE COMING FROM THE ENGINE BAY.CHECK AND ADVISE | Customer Name        | [REDACTED]         |
| Verified                             | Yes   | Vehicle              | 1N6BA1F2[REDACTED] |
| Question for TECH LINE               | Have you seen this before?  | 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                              | CLUNK/KNOCK/POP/THUMP   | Incident/RO Date     | 4/2/2020           |
| When does this concern occur?        | ALL TIMES   | Calculated Days Down | 26                 |
| Is single occurrence or a pattern?   |   | Additional Days Down |                    |
| Repairs Made                         | NONE  | Total Days Down      | 26                 |
| Observed Modifications & Accessories | NONE  | Repair Attempts      | 0                  |
|                                      |   | Current Mileage      | 77,323             |

Vehicle Mileage Prior Value

Vehicle Purchased Miles

Primary DTC

Current DTC ECM P0266 ECM P0269 ECM P0272  
ECM P0275 ECM P0278

Past DTC ECM P00B7 ECM P2560

Other DTCs

### TECH LINE Information

|                         |                        |                            |                          |
|-------------------------|------------------------|----------------------------|--------------------------|
| Subject                 | Engine abnormal noise. | 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        | 4/28/2020 7:22 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 for DTSM (Vehicle Concerns) |                          |                       | Notes to Agent:   |

### Activity History

#### Review Dealer Comment

|                         |                                     |
|-------------------------|-------------------------------------|
| Name                    |                                     |
| Task                    | <input checked="" type="checkbox"/> |
| Due Date                | 4/29/2020                           |
| Assigned To             | Michael Aceves                      |
| Last Modified Date/Time | 4/28/2020 7:14 AM                   |
| Comments                |                                     |

Email: Case [REDACTED] 16 TITAN XD; Engine abnormal noise. [ ref:\_00DA09j8L.\_5002I25Dx4e:ref ]

|                         |  |
|-------------------------|--|
| Name                    |  |
| Task                    | <input checked="" type="checkbox"/>        |
| Due Date                | 4/28/2020                                  |
| Assigned To             | William Spencer                            |
| Last Modified Date/Time | 4/28/2020 10:41 AM                         |
| Comments                | Additional To [REDACTED]<br>CC: [REDACTED] |

BCC: william.spencer@nissan-usa.com  
Attachment:

Subject: C: [REDACTED] 16 TITAN XD; Engine abnormal noise. [ ref:\_00DA09j8L.\_5002I25Dx4e:ref ]  
Body:  
Gustavo,  
Thank you for your time today on the phone. Below is a summary of our call.  
Have a great day and stay safe!

Charged battery and engine now starts.

Oil leak still present in bell housing area.

Possibly from oil level indicator tube.

Tech to inspect and follow up.

Thank you, \_\_\_\_\_ William.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: 4/4/2020  
Customer name [REDACTED]  
VIN: 1N6BA1F [REDACTED] Mileage: 77,323  
Dealer code: 5154  
Dealer name: DOWNEY NISSAN

Customer's Concerns:  
VEHICLE WAS TOW IN.CUSTOMER WAS DRIVING THE VEHICLE AND VEHICLE SHUT OFF.CUSTOMER STATES WEIRD NOISES ARE COMING FROM THE ENGINE BAY.CHECK AND ADVISE

Technician Findings:  
Car crank but won't start, when it's cranking there is a very loud knocking noise from inside the engine and we isolated the noise to the rear of the engine area. Almost where it meets the transmission. Since the noise travel we heard the noise in the front and on top but the loudest is in the rear of the engine area. It is so loud that it feels like the pistons are gonna break the engine block. Engine oil level is within specs. but it is really dark and smells burn out. We took a sample of the oil but I could not see metal powder mixed with it. Also I decided to removed the oil pan because the loud this noise is I thought I would find something obvious in the oil pan or in the crankshaft assy. area but I did not. Rear engine main seal area has signs of leakage but not so severe because when I removed the plug at the bottom of the bell housing we had some oil but not too much. There were some codes from the beginning but T this point I am just getting P0335. I will send you a video and pictures of the codes. I am wandering if this engines are so loud when they won't start but if it where a gasoline engine there would be something wrong. Another thing that I noticed is that it looks like when cranking that the drive plate in the transmission wobbles a lot.:

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ref:\_00DA09j8L.\_5002I25Dx4e:ref

Email: Cas [REDACTED] 16 TITAN XD; Engine abnormal noise. [ ref:\_00DA09j8L.\_5002I25Dx4e:ref ]

|          |                                     |
|----------|-------------------------------------|
| Name     |                                     |
| Task     | <input checked="" type="checkbox"/> |
| Due Date | 4/9/2020                            |

Assigned To **Michael Aceves**  
Last Modified Date/Time **4/9/2020 7:54 AM**

**Additional To:** eakeka@outlook.com  
**CC:**  
**BCC:**  
**Attachment:**

**Subject:** Cas [REDACTED] 2016 TITAN XD; Engine abnormal noise. [ ref:\_00DA09j8L.\_5002I25Dx4e:ref ]

**Body:**  
EDGARS SANTOS,  
TECH LINE's latest case update is below.  
Email reply from tech:

"Thank you! If you know about this condition, what exactly is causing this? For my own knowledge! Thank you!"

**Recommendation:**

Sorry, I dont have any further information.

Thank you, \_\_\_\_\_ Michael ATECH LINE

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Case #: [REDACTED]

Comments Date Created: 4/4/2020

Customer name [REDACTED]  
VIN: 1N6BA1F28 [REDACTED] Mileage: 77,323  
Dealer code: 5154  
Dealer name: DOWNEY NISSAN

**Customer's Concerns:**

VEHICLE WAS TOW IN. CUSTOMER WAS DRIVING THE VEHICLE AND VEHICLE SHUT OFF. CUSTOMER STATES WEIRD NOISES ARE COMING FROM THE ENGINE BAY. CHECK AND ADVISE

**Technician Findings:**

Car crank but won't start, when it's cranking there is a very loud knocking noise from inside the engine and we isolated the noise to the rear of the engine area. Almost where it meets the transmission. Since the noise travel we heard the noise in the front and on top but the loudest is in the rear of the engine area. It is so loud that it feels like the pistons are gonna break the engine block. Engine oil level is within specs. but it is really dark and smells burn out. We took a sample of the oil but I could not see metal powder mixed with it. Also I decided to removed the oil pan because the loud this noise is I thought I would find something obvious in the oil pan or in the crankshaft assy. area but I did not. Rear engine main seal area has signs of leakage but not so severe because when I removed the plug at the bottom of the bell housing we had some oil but not too much. There were some codes from the beginning but T this point I am just getting P0335. I will send you a video and pictures of the codes. I am wandering if this engines are so loud when they won't start but if it where a gasoline engine there would be something wrong. Another thing that I noticed is that it looks like when cranking that the drive plate in the transmission wobbles a lot.:

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ref:\_00DA09j8L.\_5002I25Dx4e:ref

Email: Case 39997115; 2016 TITAN XD; Engine abnormal noise. [ ref:\_00DA09j8L.\_5002I25Dx4e:ref ]

Name

Task   
Due Date 4/6/2020  
Assigned To Michael Aceves  
Last Modified Date/Time 4/6/2020 7:27 AM

Comments Additional To [REDACTED]  
CC:  
BCC:  
Attachment:

Subject: [REDACTED]; 2016 TITAN XD; Engine abnormal noise. [ ref:\_00DA09j8L\_5002I25Dx4e:ref ]

Body:  
EDGARS SANTOS,  
TECH LINE's latest case update is below.  
Email reply from tech:

"I tried to do it but this one does not have the big bolt as normal in the crankshaft pulley! It has 3 bolts 13 or 14mm and I thought there is an special tool for that! I try with one but I was afraid to brake it! And I have not removed the bolts for the drive plate! Again, I did not crank it for to long because it sound that something is gonna break! But I can try it for a better analysis!"

"Leak found in the rear main seal area"

Recommendation:

Thank you for the videos and pictures.

Replace the engine long block assembly.

Thank you, \_\_\_\_\_ Michael ATECH 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.

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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.

[REDACTED]  
Date Created: 4/4/2020

Customer name: [REDACTED]

VIN: 1N6BA1F [REDACTED] Page: 77,323

Dealer code: 5154

Dealer name: DOWNEY NISSAN

Customer's Concerns:

VEHICLE WAS TOW IN. CUSTOMER WAS DRIVING THE VEHICLE AND VEHICLE SHUT OFF. CUSTOMER STATES WEIRD NOISES ARE COMING FROM THE ENGINE BAY. CHECK AND ADVISE

Technician Findings:

Car crank but won't start, when it's cranking there is a very loud knocking noise from inside the engine and we isolated the noise to the rear of the engine area. Almost where it meets the transmission. Since the noise travel we heard the noise in the front and on top but the loudest is in the rear of the engine area. It is so loud that it feels like the pistons are gonna break the engine block. Engine oil level is within specs. but it is really dark and smells burn out. We took a sample of the oil but I could not see metal powder mixed with it. Also I decided to removed the oil pan because the loud this noise is I thought I would find something obvious in the oil pan or in the crankshaft assy. area but I did not. Rear engine main seal area has signs of leakage but not so severe because when I removed the plug at the bottom of the bell housing we had some oil but not too much. There were some codes from the beginning but T this point I am just getting P0335. I will send you a video and pictures of the codes. I am wandering if this engines are so loud when they won't start but if it where a gasoline engine there would be something wrong. Another thing that I noticed is that it looks like when cranking that the drive plate in the transmission wobbles a lot.:

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ref:\_00DA09j8L.\_5002I25Dx4e:ref

Email: [REDACTED] 2016 TITAN XD; [ ref:\_00DA09j8L.\_5002I25Dx4e:ref ]

Name [REDACTED]  
Task   
Due Date 4/4/2020  
Assigned To [REDACTED]  
Last Modified Date/Time 4/4/2020 12:26 PM

Comments Additional To: [REDACTED]  
CC: [REDACTED]  
BCC: [REDACTED]  
Attachment:

Subject: Case [REDACTED] 2016 TITAN XD; [ ref:\_00DA09j8L.\_5002I25Dx4e:ref ]

Body:  
EDGARS SANTOS,  
TECH LINE's latest case update is below.  
Recommendation:

Can you rotate the engine over by hand with a ratchet on the crankshaft bolt and feel if it rotates normally or do you feel or hear something abnormal?

Have you removed the bolts for the transmission drive plate?

Will await videos for review.

Thank you, \_\_\_\_\_ Michael ATECH LINE

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Case # [REDACTED]  
Date Created: 4/4/2020  
Customer name: [REDACTED]  
VIN: 1N6BA1F28 [REDACTED] Mileage: 77,323  
Dealer code: 5154  
Dealer name: DOWNEY NISSAN

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ref:\_00DA09j8L.\_5002I25Dx4e:ref

## Emails

Case [REDACTED] 2016 TITAN XD; Engine abnormal noise. [ ref:\_00DA09j8L.\_5002I25Dx4e:ref ]

---

Message Date 4/28/2020 10:41 AM

Has Attachment

Email Address [REDACTED]

Status **Sent**

Subject **Case 39997115; 2016 TITAN XD; Engine abnormal noise. [ ref:\_00DA09j8L.\_5002I25Dx4e:ref ]**

Text Body **GUSTAVO CASTRO,**

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

**Outbound call to tech:**

**Charged battery and engine now starts.  
Oil leak still present in bell housing area.  
Possibly from oil level indicator tube.**

**Tech to inspect and follow up.**

**Thank you,**

---

**William.**

**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: 4/4/2020**

**Customer name:** [REDACTED]

**VIN: 1N6BA1F28** [REDACTED]

Mileage: 77,323

Dealer code: 5154

Dealer name: DOWNEY NISSAN

**Customer's Concerns:**

VEHICLE WAS TOW IN.CUSTOMER WAS DRIVING THE VEHICLEAND VEHICLE SHUT OFF.CUSTOMER STATES WEIRD NOISES ARE COMING FROM THE ENGINE BAY.CHECK AND ADVISE

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Case [REDACTED] 2016 TITAN XD; Engine abnormal noise. [ ref:\_00DA09j8L.\_5002I25Dx4e:ref ]

---

Message Date 4/9/2020 7:54 AM

Has Attachment

Email Address eakeka@outlook.com

Status Sent

Subject Cas [REDACTED] 2016 TITAN XD; Engine abnormal noise. [ ref:\_00DA09j8L.\_5002I25Dx4e:ref ]

Text Body EDGARS SANTOS,

TECH LINE's latest case update is below.

**Email reply from tech:**

"Thank you! If you know about this condition, what exactly is causing this? For my own knowledge! Thank you!"

**Recommendation:**

Sorry, I dont have any further information.

Thank you,

---

**Michael A**

**TECH LINE**

The TECH LINE Survey can be accessed by: [CLICKING HERE](#)

**Updating a TECH LINE Case:**

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**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:** 4/4/2020

**Customer name:**

**VIN:** 1N6BA1F28 [REDACTED]

**Mileage:** 77,323

**Dealer code:** 5154

**Dealer name:** DOWNEY NISSAN

**Customer's Concerns:**

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**Michael Aceves II**  
Technical Support Specialist  
TECH LINE

Nissan North America, Inc.

Re: Case [REDACTED] 016 TITAN XD; Engine abnormal noise. [ ref:\_00DA09j8L.\_5002I25Dx4e:ref ]

---

Message Date 4/8/2020 6:15 PM

Has Attachment

Email Address eakeka@outlook.com

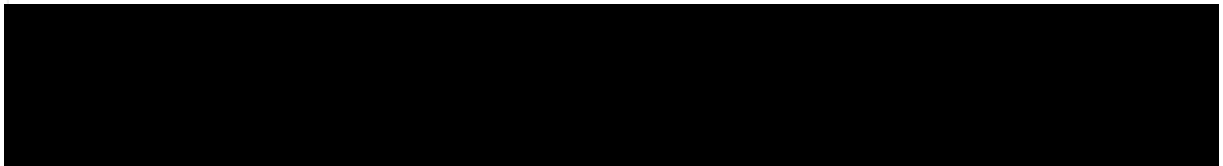
Status Read

Subject Re: Cas [REDACTED] 016 TITAN XD; Engine abnormal noise. [ ref:\_00DA09j8L.\_5002I25Dx4e:ref ]

Text Body Thank you! If you know about this condition, what exactly is causing this? For my own knowledge! Thank you!

Sent from my iPhone

On Apr 6, 2020, at 5:27 AM, TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:



TECH LINE's latest case update is below.

Email reply from tech:

"I tried to do it but this one does not have the big bolt as normal in the crankshaft pulley! It has 3 bolts 13 or 14mm and I thought there is an special tool for that! I try with one but I was afraid to brake it! And I have not removed the bolts for the drive plate! Again, I did not crank it for to long because it sound that something is gonna break! But I can try it for a better analysis!"

"Leak found in the rear main seal area"

Recommendation:

Thank you for the videos and pictures.  
Replace the engine long block assembly.

Thank you,

---

Michael A

TECH LINE

TECH LINE'S LATEST CASE UPDATE IS BELOW. CLICKING



Updating a TECH LINE Case:

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Case [REDACTED]

Date Created: 4/4/2020

Customer name: [REDACTED]

VIN: 1N6BA1F28G [REDACTED]

Mileage: 77,323

Dealer code: 5154

Dealer name: DOWNEY NISSAN

**Customer's Concerns:**

VEHICLE WAS TOW IN.CUSTOMER WAS DRIVING THE VEHICLEAND VEHICLE SHUT OFF.CUSTOMER STATES WEIRD NOISES ARE COMING FROM THE ENGINE BAY.CHECK AND ADVISE

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[REDACTED]

ref:\_00DA09j8L\_5002I25Dx4e:ref

Case [REDACTED] 2016 TITAN XD; Engine abnormal noise. [ ref:\_00DA09j8L\_5002I25Dx4e:ref ]

Message Date 4/6/2020 7:27 AM

Has Attachment

Email Address eakeka@outlook.com

Status Sent

Subject Ca [REDACTED] 016 TITAN XD; Engine abnormal noise. [ ref:\_00DA09j8L\_5002I25Dx4e:ref ]

Text Body EDGARS SANTOS,

TECH LINE's latest case update is below.

Email reply from tech:

"I tried to do it but this one does not have the big bolt as normal in the crankshaft pulley! It has 3 bolts 13 or 14mm and I thought there is a special tool for that! I try with one but I was afraid to brake it! And I have not removed the bolts for the drive plate! Again, I did not crank it for to long because it sound that something is gonna break! But I can try it for a better analysis!"

"Leak found in the rear main seal area"

**Recommendation:**

Thank you for the videos and pictures.  
Replace the engine long block assembly.

Thank you,

---

Michael A

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: 4/4/2020

Customer name: [REDACTED]

VIN: 1N6BA1F28 [REDACTED]

Mileage: 77,323

Dealer code: 5154

Dealer name: DOWNEY NISSAN

**Customer's Concerns:**

VEHICLE WAS TOW IN.CUSTOMER WAS DRIVING THE VEHICLEAND VEHICLE SHUT OFF.CUSTOMER STATES WEIRD NOISES ARE COMING FROM THE ENGINE BAY.CHECK AND ADVISE

**Technician Findings:**

Car crank but won't start, when it's cranking there is a very loud knocking noise from inside the engine and we isolated the noise to the rear of the engine area. Almost where it meets the transmission. Since the noise travel we heard the noise in the front and on top but the loudest is in the rear of the engine area. It is so loud

that it feels like the pistons are gonna break the engine block. Engine oil level is within specs. but it is really dark and smells burn out. We took a sample of the oil but I could not see metal powder mixed with it. Also I decided to removed the oil pan because the loud this noise is I thought I would find something obvious in the oil pan or in the crankshaft assy. area but I did not. Rear engine main seal area has signs of leakage but not so severe because when I removed the plug at the bottom of the bell housing we had some oil but not too much. There were some codes from the beginning but T this point I am just getting P0335. I will send you a video and pictures of the codes. I am wandering if this engines are so loud when they won't start but if it where a gasoline engine there would be something wrong. Another thing that I noticed is that it looks like when cranking that the drive plate in the transmission wobbles a lot.:

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.

**Michael Aceves II**  
Technical Support Specialist  
TECH LINE

Nissan North America, Inc.

Re: Case [REDACTED] 2016 TITAN XD; [ ref:\_00DA09j8L.\_5002I25Dx4e:ref ]

---

Message Date 4/4/2020 12:47 PM  
Has Attachment   
Email Address eakeka@outlook.com  
Status Read  
Subject Re: Case 39997115; 2016 TITAN XD; [ ref:\_00DA09j8L.\_5002I25Dx4e:ref ]  
Text Body

Re: Case [REDACTED] 016 TITAN XD; [ ref:\_00DA09j8L.\_5002I25Dx4e:ref ]

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Message Date 4/4/2020 12:47 PM  
Has Attachment   
Email Address eakeka@outlook.com  
Status Read  
Subject Re: Case [REDACTED] 2016 TITAN XD; [ ref:\_00DA09j8L.\_5002I25Dx4e:ref ]  
Text Body [REDACTED]

On Apr 4, 2020, at 10:26 AM, TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:

[REDACTED]

TECH LINE's latest case update is below.

**Recommendation:**

Can you rotate the engine over by hand with a ratchet on the crankshaft bolt and feel if it rotates normally or do you feel or hear something abnormal?

Have you removed the bolts for the transmission drive plate?

Will await videos for review.

Thank you,

---

Michael A

TECH LINE

**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: 4/4/2020

Customer name:

VIN: 1N6BA1F28G [REDACTED]

Mileage: 77,323

Dealer code: 5154

Dealer name: DOWNEY NISSAN

**Customer's Concerns:**

VEHICLE WAS TOW IN.CUSTOMER WAS DRIVING THE VEHICLEAND VEHICLE SHUT OFF.CUSTOMER STATES WEIRD NOISES ARE COMING FROM THE ENGINE BAY.CHECK AND ADVISE

**Technician Findings:**

Car crank but won't start, when it's cranking there is a very loud knocking noise from inside the engine and we isolated the noise to the rear of the engine area. Almost where it meets the transmission. Since the noise travel we heard the noise in the front and on top but the loudest is in the rear of the engine area. It is so loud that it feels like the pistons are gonna break the engine block. Engine oil level is within specs. but it is really dark and smells burn out. We took a sample of the oil but I could not see metal powder mixed with it. Also I decided to removed the oil pan because the loud this noise is I thought I would find something obvious in the oil pan or in the crankshaft assy. area but I did not. Rear engine main seal area has signs of leakage but not so severe because when I removed the plug at the bottom of the bell housing we had some oil but not too much. There were some codes from the beginning but T this point I am just getting P0335. I will send you a video and pictures of the codes. I am wandering if this engines are so loud when they won't start but if it where a gasoline engine there would be something wrong. Another thing that I noticed is that it looks like when cranking that the drive plate in the transmission wobbles a lot.:

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ref:\_00DA09j8L.\_5002I25Dx4e:ref

**Re: Case [REDACTED] 2016 TITAN XD; [ ref:\_00DA09j8L.\_5002I25Dx4e:ref ]**

---

Message Date 4/4/2020 12:47 PM

Has Attachment

Email Address [REDACTED]

Status **Read**

Subject **Re: Case [REDACTED] 2016 TITAN XD; [ ref:\_00DA09j8L.\_5002I25Dx4e:ref ]**

Text Body  
I tried to do it but this one does not have the big bolt as normal in the crankshaft pulley! It has 3 bolts 13 or 14mm and I thought there is an special tool for that! I try with one but I was afraid to brake it! And I have not removed the bolts for the drive plate! Again, I did not crank it for to long because it sound that something is gonna break! But I can try it for a better analysis!

**Case [REDACTED] 2016 TITAN XD; [ ref:\_00DA09j8L.\_5002I25Dx4e:ref ]**

---

Message Date 4/4/2020 12:26 PM

Has Attachment

Email Address [REDACTED]

Status **Sent**

Subject **Case [REDACTED] 2016 TITAN XD; [ ref:\_00DA09j8L.\_5002I25Dx4e:ref ]**

Text Body  
EDGARS SANTOS,

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

**Recommendation:**

**Can you rotate the engine over by hand with a ratchet on the crankshaft bolt and feel if it rotates normally or do you feel or hear something abnormal?**

**Have you removed the bolts for the transmission drive plate?**

**Will await videos for review.**

Thank you,

---

Michael A

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: 4/4/2020

Customer name: [REDACTED]

VIN: 1N6BA1F28 [REDACTED]

Mileage: 77,323

Dealer code: 5154

Dealer name: DOWNEY NISSAN

**Customer's Concerns:**

VEHICLE WAS TOW IN.CUSTOMER WAS DRIVING THE VEHICLEAND VEHICLE SHUT OFF.CUSTOMER STATES WEIRD NOISES ARE COMING FROM THE ENGINE BAY.CHECK AND ADVISE

**Technician Findings:**

Car crank but won't start, when it's cranking there is a very loud knocking noise from inside the engine and we isolated the noise to the rear of the engine area. Almost where it meets the transmission. Since the noise travel we heard the noise in the front and on top but the loudest is in the rear of the engine area. It is so loud that it feels like the pistons are gonna break the engine block. Engine oil level is within specs, but it is really dark and smells burn out. We took a sample of the oil but I could not see metal powder mixed with it. Also I decided to removed the oil pan because the loud this noise is I thought I would find something obvious in the oil pan or in the crankshaft assy. area but I did not. Rear engine main seal area has signs of leakage but not so severe because when I removed the plug at the bottom of the bell housing we had some oil but not too much. There were some codes from the beginning but T this point I am just getting P0335. I will send you a video and pictures of the codes. I am wandering if this engines are so loud when they won't start but if it where a gasoline engine there would be something wrong. Another thing that I noticed is that it looks like when cranking that the drive plate in the transmission wobbles a lot.:

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Michael Aceves II  
Technical Support Specialist  
TECH LINE

Nissan North America, Inc.

**Case Comments**

4/28/2020 10:40 AM

User William Spencer  
Public   
Outbound call to tech:  
Charged battery and engine now starts.  
Oil leak still present in bell housing area.  
Possibly from oil level indicator tube.  
Tech to inspect and follow up.

4/28/2020 7:24 AM

User William Spencer  
Public   
Comment TSS Note:  
Set task to call tech when dealer is open.

4/9/2020 7:53 AM

User Michael Aceves

4/27/2020 7:43 PM

User Survey Site Guest User  
Public   
Comment I INSTALL NEW ENGINE AND VEHICLE DONT STAR CRACK OK BUT NO STAR

Public   
Email reply from tech:  
"Thank you! If you know about this condition, what exactly is causing this? For my own knowledge! Thank you!"  
Comment

4/6/2020 7:27 AM

User Michael Aceves  
Public   
Email reply from tech:  
"I tried to do it but this one does not have the big bolt as normal in the crankshaft pulley! It has 3 bolts 13 or 14mm and I thought there is an special tool for that! I try with one but I was afraid to brake it! And I have not removed the bolts for the drive plate! Again, I did not crank it for to long because it sound that something is gonna break! But I can try it for a better analysis!"  
Comment  
"Leak found in the rear main seal area"  
Recommendation:  
Thank you for the videos and pictures.  
Replace the engine long block assembly.

Recommendation:  
Sorry, I dont have any further information.

4/4/2020 12:26 PM

User Michael Aceves  
Public   
Recommendation:  
Can you rotate the engine over by hand with a ratchet on the crankshaft bolt and feel if it rotates normally or do you feel or hear something abnormal?  
Have you removed the bolts for the transmission drive plate?  
Will await videos for review.  
Comment

4/4/2020 12:10 PM

User Survey Site Guest User  
Public   
Customer Comments: VEHICLE WAS TOW IN.CUSTOMER WAS DRIVING THE VEHICLEAND VEHICLE SHUT OFF.CUSTOMER STATES WEIRD NOISES ARE COMING FROM THE ENGINE BAY,CHECK AND ADVISE  
□ Technician Findings: Car crank but won't start, when it's cranking there is a very loud knocking noise from inside the engine and we isolated the noise to the rear of the engine area. Almost where it meets the transmission. Since the noise travel we heard the noise in the front and on top but the loudest is in the rear of the engine area. It is so loud that it feels like the pistons are gonna break the engine block. Engine oil level is within specs. but it is really dark and smells burn out. We took a sample of the oil but I could not see metal powder mixed with it. Also I decided to removed the oil pan because the loud this noise is I thought I would find something obvious in the oil pan or in the crankshaft assy. area but I did not. Rear engine main seal area has signs of leakage but not so severe because when I removed the plug at the bottom of the bell housing we had some oil but not too much. There were some codes from the beginning but T this point I am just getting P0335. I will send you a video and pictures of the codes. I am wandering if this engines are so loud when they won't start but if it where a gasoline engine there would be something wrong. Another thing that I noticed is that it looks like when cranking that the drive plate in the transmission wobbles a lot.  
□ Repairs Made: NONE  
Comment

4/4/2020 12:12 PM

User Survey Site Guest User  
Public   
Comment I will send you a video of the noise.

Case History

4/28/2020 7:22 AM

User William Spencer  
Action Changed Status from Pending TECH LINE to Pending Dealer Reply. Closed.

4/28/2020 7:17 AM

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User William Spencer

Action Changed Case Owner from TECH LINE Tier 2 to William Spencer.

4/28/2020 7:14 AM

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User Michael Aceves

Action Changed Case Owner from Michael Aceves to TECH LINE Tier 2.

4/27/2020 7:43 PM

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User Survey Site Guest User

Action Changed Reopen Date from 4/8/2020 6:15 PM to 4/27/2020 7:43 PM. Changed Status from Closed to Pending TECH LINE.

4/27/2020 7:42 PM

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User Survey Site Guest User

Action Changed Caller Name from [REDACTED] Changed Tech Preferred Email from eakeka@outlook.com to [REDACTED] Changed Tech Preferred Phone from [REDACTED] 4877.

4/9/2020 7:54 AM

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User Michael Aceves

Action Changed Status from Pending TECH LINE to Closed. Closed.

4/8/2020 6:15 PM

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User Managed Services

Action Changed Reopen Date from 4/4/2020 12:47 PM to 4/8/2020 6:15 PM. Changed Status from Closed to Pending TECH LINE.

4/6/2020 7:27 AM

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User Michael Aceves

Action Changed Status from Pending TECH LINE to Closed. Closed.

4/4/2020 12:47 PM

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User Managed Services

Action Changed First Call Resolution from Yes to No. Changed Reopen Date to 4/4/2020 12:47 PM. Changed Status from Closed to Pending TECH LINE.

4/4/2020 12:27 PM

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User Michael Aceves

Action Changed Subject to Engine abnormal noise.. Changed Status from Pending TECH LINE to Closed. Closed.

4/4/2020 12:13 PM

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User Michael Aceves

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

4/4/2020 12:10 PM

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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.