



Case: [REDACTED]

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

General

Caller Name	[REDACTED]	Dealer	[REDACTED]
NNAnet user ID	TVA-12704	Contact Name	
Tech Preferred Phone	3182721173	Customer Name	
Tech Preferred Email	jefferygoode14@gmail.com	Case Record Type	TECH LINE Cases
Preferred Contact Method		Case Owner	Michael Behning
Repair/Work Order	335753	Mobile Phone	
Job/Line Number	A	Texting Status	
Created Day	Monday		

Incident Information

Customer Comments	CK. CUSTOMER COMPLAINT VEHICLE QUIT RUNNING SOME NOISE ENGINE CODES P0272 AND P0304	Customer Name	[REDACTED]
Verified	Yes	Vehicle	1N6BA1F40H [REDACTED]
Question for TECH LINE	Need a second opinion / Is my diagnosis correct?	VIN	1N6BA1F40H [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	4/10/2020
When does this concern occur?	ALL TIMES	Calculated Days Down	6
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	REPLACED CRANK PULLY	Total Days Down	6
Observed Modifications & Accessories	NONE	Repair Attempts	1
		Current Mileage	63,184
		Vehicle Mileage Prior Value	

Vehicle Purchased
Miles

Primary DTC

Current DTC ECM P0524 ECM P0272 ECM P0304

Past DTC

Other DTCs

TECH LINE Information

Subject	Engine has knock P0524, P0272, P0304 A61 EM	Resolution Action	REPLACE
Status	Closed	Resolution Object	LONG BLOCK
Confirmed Resolution	Yes	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	4/16/2020 11:34 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

Email: Cas [REDACTED]; 2017 Titan XD; Engine has knock P0524, P0272, P0304 A61 EM [ref:_00DA09j8L_5002I25rXE7:ref]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	4/13/2020
Assigned To	Michael Behning
Last Modified Date/Time	4/13/2020 9:16 AM
Comments	Additional T CC: [REDACTED] BCC: michael.behning@nissan-usa.com Attachment: Subject: Cas [REDACTED]; 2017 Titan XD; Engine has knock P0524, P0272, P0304 A61 EM [ref:_00DA09j8L_5002I25rXE7:ref] Body: Jeffery Goode, TECH LINE's latest case update is below. TSS Recommendation- Jeffery, let's drop the lower oil pan and check 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

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: 4/13/2020

Customer name:

VIN: 1N6BA1F40H_____ Mileage: 63,184

Dealer code: 3776

Dealer name: LANDERS NISSAN

Customer's Concerns:

CK. CUSTOMER COMPLAINT VEHICLE QUIT RUNNING SOME NOISE ENGINE CODES P0272 AND P0304

Technician Findings:

CUSTOMER CAME IN SAID VEHICLE DIED WHILE DRIVING. THE CRANK PULLY HAD COME APART AND CAME OFF THE ENGINE. I REPLACED THE CRANK PULLY TO START VEHICLE. WHEN STARTED VEHICLE HAS A CLY 4 MISSFIRE AND HAS NO OIL PRESSURE. THE VEHICLE IS FULL OF OIL. THE ENGINE IS ALSO KNOCKING. I HAVE CHECKED THE OIL PRESSURE WITH A MECHANICAL GAUGE AND IT READS 0 WHILE RUNNING. I BELEVE A BEARING OR THE CRANK MAY HAVE BROKE WHICH MAY HAVE SENT METAL INTO THE OIL PUMP. I BELIVE THE VEHICLE NEEDS AND ENGINE.:

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._5002I25rXE7:ref

Emails

Re: _____ 2017 Titan XD; Engine has knock P0524, P0272, P0304 A61 EM [ref:_00DA09j8L._5002I25rXE7:ref]

Message Date 4/16/2020 11:02 AM
Has Attachment
Email Address _____
Status Read
Subject Re: Cas _____ 2017 Titan XD; Engine has knock P0524, P0272, P0304 A61 EM [ref:_00DA09j8L._5002I25rXE7:ref]
Text Body Replaced engine to resolve

> On Apr 13, 2020, at 9:16 AM, TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:
>
>
>
> Jeffery Goode,
>
> TECH LINE's latest case update is below.
>
> TSS Recommendation-
> Jeffery, let's drop the lower oil pan and check 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

>
>
> 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: 4/13/2020
> Customer name:
> VIN: 1N6BA1F40 [REDACTED]
> Mileage: 63,184
> Dealer code: 3776
> Dealer name: LANDERS NISSAN
>
> Customer's Concerns:
> CK. CUSTOMER COMPLAINT VEHICLE QUIT RUNNING SOME NOISE ENGINE CODES P0272 AND P0304
>
> Technician Findings:
> CUSTOMER CAME IN SAID VEHICLE DIED WHILE DRIVING. THE CRANK PULLY HAD COME APART AND CAME OFF THE ENGINE. I REPLACED THE CRANK PULLY TO START VEHICLE. WHEN STARTED VEHICLE HAS A CLY 4 MISSFIRE AND HAS NO OIL PRESSURE. THE VEHICLE IS FULL OF OIL. THE ENGINE IS ALSO KNOCKING. I HAVE CHECKED THE OIL PRESSURE WITH A MECHANICAL GAUGE AND IT READS 0 WHILE RUNNING. I BELIEVE A BEARING OR THE CRANK MAY HAVE BROKE WHICH MAY HAVE SENT METAL INTO THE OIL PUMP. I BELIEVE THE VEHICLE NEEDS AND ENGINE.:
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> ref:_00DA09j8L._5002I25rXE7:ref

Case # [REDACTED] 2017 Titan XD; Engine has knock P0524, P0272, P0304 A61 EM [ref:_00DA09j8L._5002I25rXE7:ref]

Message Date 4/13/2020 9:16 AM

Has Attachment

Email Address [REDACTED]

Status Sent

Subject Case # [REDACTED] 2017 Titan XD; Engine has knock P0524, P0272, P0304 A61 EM [ref:_00DA09j8L._5002I25rXE7:ref]

Text Body Jeffery Goode,

TECH LINE's latest case update is below.

TSS Recommendation-

Jeffery, let's drop the lower oil pan and check 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

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: 4/13/2020
Customer name: [REDACTED]
VIN: 1N6BA1F40[REDACTED]

Mileage: 63,184

Dealer code: 3776

Dealer name: LANDERS NISSAN

Customer's Concerns:

CK. CUSTOMER COMPLAINT VEHICLE QUIT RUNNING SOME NOISE ENGINE CODES P0272 AND P0304

Technician Findings:

CUSTOMER CAME IN SAID VEHICLE DIED WHILE DRIVING. THE CRANK PULLY HAD COME APART AND CAME OFF THE ENGINE. I REPLACED THE CRANK PULLY TO START VEHICLE. WHEN STARTED VEHICLE HAS A CLY 4 MISSFIRE AND HAS NO OIL PRESSURE. THE VEHICLE IS FULL OF OIL. THE ENGINE IS ALSO KNOCKING. I HAVE CHECKED THE OIL PRESSURE WITH A MECHANICAL GAUGE AND IT READS 0 WHILE RUNNING. I BELIVE A BEARING OR THE CRANK MAY HAVE BROKE WHICH MAY HAVE SENT METAL INTO THE OIL PUMP. I BELIVE THE VEHICLE NEEDS AND ENGINE.:

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Case Comments

4/16/2020 11:33 AM

User **Michael Behning**
Public
Comment **Description-
From tech e-mail-
Replaced engine to resolve**

4/13/2020 9:16 AM

User **Michael Behning**
Public
Comment **TSS Recommendation-
Jeffery, let's drop the lower oil pan and check 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.**

4/13/2020 9:07 AM

User **Survey Site Guest User**
Public
Comment **Customer Comments: CK. CUSTOMER
COMPLAINT VEHICLE QUIT RUNNING SOME
NOISE ENGINE CODES P0272 AND P0304
 Technician Findings: CUSTOMER CAME IN SAID
VEHICLE DIED WHILE DRIVING. THE CRANK
PULLY HAD COME APART AND CAME OFF THE
ENGINE. I REPLACED THE CRANK PULLY TO
START VEHICLE. WHEN STARTED VEHICLE HAS A
CLY 4 MISSFIRE AND HAS NO OIL PRESSURE.
THE VEHICLE IS FULL OF OIL. THE ENGINE IS
ALSO KNOCKING. I HAVE CHECKED THE OIL
PRESSURE WITH A MECHANICAL GAUGE AND IT
READS 0 WHILE RUNNING. I BELEVE A BEARING
OR THE CRANK MAY HAVE BROKE WHICH MAY
HAVE SENT METAL INTO THE OIL PUMP. I BELIVE
THE VEHICLE NEEDS AND ENGINE.
 Repairs Made: REPLACED CRANK PULLY**

Case History

4/16/2020 11:34 AM

User **Michael Behning**
Action **Changed Status from Pending TECH LINE to Closed. Closed.**

4/16/2020 11:02 AM

User **Managed Services**
Action **Changed First Call Resolution from Yes to No. Changed Reopen Date to 4/16/2020 11:02 AM. Changed Status from
Pending Dealer Reply to Pending TECH LINE.**

4/13/2020 9:14 AM

User **Michael Behning**
Action **Changed Status from Pending TECH LINE to Pending Dealer Reply. Closed.**

4/13/2020 9:14 AM

User **Michael Behning**
Action **Changed Subject to Engine has knock P0524, P0272, P0304 A61 EM.**

4/13/2020 9:10 AM

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

4/13/2020 9:07 AM

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.**

