



Case: [REDACTED]

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

**General**

Caller Name	[REDACTED]	Dealer	NISSAN/NORTH
NNAnet user ID	tva-04512	Contact Name	
Tech Preferred Phone	6148055469	Customer Name	
Tech Preferred Email	[REDACTED]	Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	Wesley Roberts
Repair/Work Order	545087	Mobile Phone	
Job/Line Number	A	Texting Status	
Created Day	Tuesday		

**Incident Information**

Customer Comments	C/S TOWNED IN HAS ENGINE PROBLEM. (IN HAND WRITING) STARTED SHAKING LOUD BANGING NOISE. LOST POWER. NO LIGHTS ON	Customer Name	[REDACTED]
Verified	Yes	Vehicle	1N6BA1F44H [REDACTED]
Question for TECH LINE	What is the most likely cause for this incident?	VIN	1N6BA1F44H [REDACTED]
Service Manual General Section	Engine	Archived VIN Make	
Service Manual Specific Section	Engine Mechanical	Archived VIN Year	2017
Symptom Code Category	Experience/Occurrence	Archived VIN Model	Titan XD
Symptom	IDLE ROUGH	Incident/RO Date	7/22/2020
When does this concern occur?	ALL TIMES	Calculated Days Down	22
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	NONE	Total Days Down	22
Observed Modifications & Accessories	NONE, NO 5TH WHEEL	Repair Attempts	0
		Current Mileage	28,581
		Vehicle Mileage Prior Value	

Vehicle Purchased  
Miles

Primary DTC

Current DTC

Past DTC

Other DTCs

### TECH LINE Information

Subject	Engine knocking A61	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	8/13/2020 8:54 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

Email: Case [REDACTED] 2017 Titan XD; Engine knocking A61 [ ref:\_00DA09j8L.\_5002I28jCoB:ref ]

Name	[REDACTED]
Task	<input checked="" type="checkbox"/>
Due Date	8/13/2020
Assigned To	Wesley Roberts
Last Modified Date/Time	8/13/2020 8:54 AM
Comments	<p>Additional [REDACTED]</p> <p>CC:</p> <p>BCC: wesley.roberts@nissan-usa.com</p> <p>Attachment:</p> <p>Subject: Case [REDACTED] 2017 Titan XD; Engine knocking A61 [ ref:_00DA09j8L._5002I28jCoB:ref ]</p> <p>Body:</p> <p>tim,</p> <p>TECH LINE's latest case update is below.</p> <p>TSS Recommendation:</p> <ul style="list-style-type: none"><li>• Thank you for the update.</li><li>• Glad to hear we are up and running.</li><li>• Have a great rest of your day.</li></ul>

Thank you, \_\_\_\_\_ Wesley.RobertsTECH 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: 7/28/2020

Customer name:

VIN: 1N6BA1F44 [REDACTED] Mileage: 28,581

Dealer code: 22003

Dealer name: NISSAN/NORTH

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ref:\_00DA09j8L.\_5002I28jCoB:ref

---

#### Review Dealer Comment

Name	
Task	<input checked="" type="checkbox"/>
Due Date	7/29/2020
Assigned To	Wesley Roberts
Last Modified Date/Time	7/28/2020 3:46 PM
Comments	

---

Email: Case 40792524; 2017 Titan XD; Engine knocking A61 [ ref:\_00DA09j8L.\_5002I28jCoB:ref ]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	7/28/2020
Assigned To	Wesley Roberts
Last Modified Date/Time	7/28/2020 3:47 PM
Comments	Additional To: [REDACTED]

CC:

BCC: wesley.roberts@nissan-usa.com

Attachment:

Subject: Case [REDACTED] 2017 Titan XD; Engine knocking A61 [ ref:\_00DA09j8L.\_5002I28jCoB:ref ]

Body:

tim,

TECH LINE's latest case update is below.

TSS Recommendation:

- Thank you for the photo.
- Let's replace the long block and turbos.
- Keep me posted.

Thank you, \_\_\_\_\_ Wesley.RobertsTECH LINE

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Case #: 40792524

Date Created: 7/28/2020  
Customer name: [REDACTED]  
VIN: 1N6BA1F4[REDACTED] Mileage: 28,581  
Dealer code: 22003  
Dealer name: NISSAN/NORTH

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ref:\_00DA09j8L.\_5002I28jCoB:ref

Email: Case [REDACTED] 2017 Titan XD; Engine knocking A61 [ ref:\_00DA09j8L.\_5002I28jCoB:ref ]

---

Name  
Task   
Due Date  
Assigned To  
Last Modified Date/Time

7/28/2020  
Wesley Roberts  
7/28/2020 2:29 PM

Additional To [REDACTED]  
CC:  
BCC: wesley.roberts@nissan-usa.com  
Attachment:

Subject: Case [REDACTED] 2017 Titan XD; Engine knocking A61 [ ref:\_00DA09j8L.\_5002I28jCoB:ref ]

Body:  
Tim,  
TECH LINE's latest case update is below.  
TSS Recommendation:

- Thank you for the update.
- Let's go ahead and remove the lower oil pan and inspect.
- 
- As far as warranty coverage and procedures:
- TECH LINE does not provide repair authorization, advice, or warranty consideration
- TECH LINE only provides technical assistance.
- Please direct this inquiry to your Warranty Administrator and Service Manager.

Comments

Thank you, \_\_\_\_\_ Wesley.RobertsTECH LINE

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Case # [REDACTED]  
Date Created: 7/28/2020  
Customer name:  
VIN: 1N6BA1F44[REDACTED] Mileage: 28,581  
Dealer code: 22003  
Dealer name: NISSAN/NORTH

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ref:\_00DA09j8L.\_5002I28jCoB:ref

Name  
Task   
Due Date 7/28/2020  
Assigned To Wesley Roberts  
Last Modified Date/Time 7/28/2020 1:12 PM

Additional [REDACTED]  
CC:  
BCC: wesley.roberts@nissan-usa.com  
Attachment:

Subject: Cas [REDACTED] 2017 Titan XD; [ ref:\_00DA09j8L.\_5002I28jCoB:ref ]

Body:  
Tim,  
TECH LINE's latest case update is below.  
TSS Recommendation:

- Thank you for the update.
- It sounds like we have some bottom end issues.
- If we shut off all cylinders, one at a time, does the noise change?
- Let's drop the lower pan and inspect debris after balance testing.
- Attach photos if excessive debris found.

Comments Thank you, \_\_\_\_\_ Wesley.RobertsTECH LINE

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Case #: [REDACTED]  
Date Created: 7/28/2020  
Customer name:  
VIN: 1N6BA1F4 [REDACTED] Mileage: 28,581  
Dealer code: 22003  
Dealer name: NISSAN/NORTH

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ref:\_00DA09j8L.\_5002I28jCoB:ref

**Attachments**

<b>titan542d.png</b>	<b>VID_20200728_123207.mp4</b>
Size <b>79KB</b>	Size <b>32.74MB</b>
Ownership <b>Survey Site Guest User</b>	Ownership <b>Survey Site Guest User</b>
View <a href="#">View file</a>	View <a href="#">View file</a>
Last Modified <b>7/28/2020 2:30 PM</b>	Last Modified <b>7/28/2020 1:00 PM</b>
<b>titan542c.jpg</b>	<b>titan542b.jpg</b>
Size <b>2.48MB</b>	Size <b>2.63MB</b>
Ownership <b>Survey Site Guest User</b>	Ownership <b>Survey Site Guest User</b>
View <a href="#">View file</a>	View <a href="#">View file</a>
Last Modified <b>7/28/2020 12:54 PM</b>	Last Modified <b>7/28/2020 12:54 PM</b>
<b>titan542a.jpg</b>	<b>titan542.png</b>

Size **2.26MB**  
Ownership **Survey Site Guest User**  
View [View file](#)  
Last Modified **7/28/2020 12:53 PM**

Size **61KB**  
Ownership **Survey Site Guest User**  
View [View file](#)  
Last Modified **7/28/2020 12:53 PM**

## Emails

Cas [REDACTED] 2017 Titan XD; Engine knocking A61 [ ref:\_00DA09j8L.\_5002l28jCoB:ref ]

---

Message Date **8/13/2020 8:54 AM**

Has Attachment 

Email Address [REDACTED]

Status **Sent**

Subject **Case 40792524; 2017 Titan XD; Engine knocking A61 [ ref:\_00DA09j8L.\_5002l28jCoB:ref ]**

Text Body **tim,**

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

**TSS Recommendation:**

- Thank you for the update.
- Glad to hear we are up and running.
- Have a great rest of your day.

Thank you,

---

**Wesley.Roberts**

**TECH LINE**

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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.**

**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:** 7/28/2020  
**Customer name:** [REDACTED]  
**VIN:** 1N6BA1F44H [REDACTED]

**Mileage:** 28,581

Dealer code: 22003

Dealer name: NISSAN/NORTH

**Customer's Concerns:**

C/S TOWNED IN HAS ENGINE PROBLEM. (IN HAND WRITING) STARTED SHAKING LOUND BANGING NOISE. LOST POWER. NO LIGHTS ON

**Technician Findings:**

VERY LOUD ENGINE NOISE. DOES NOT DRIVE. BARELY STARTS. DRAINED OIL AND OIL WAS SILVER. DRAINED INTO COFFEE FILTER AND FOUND SILVER AND BRASS FLAKES. (ATTACHED PHOTOS) HAVE VIDEO OF NOISE W/ VIN BUT CAN'T ATTACH AT THIS TIME. (FILE SIZE.) DBS SHOWS MULTIPLE OIL CHANGES. NO EXTERNAL OIL LEAKS.:

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Re: Case [REDACTED] 2017 Titan XD; Engine knocking A61 [ ref:\_00DA09j8L.\_5002I28jCoB:ref ]

---

Message Date 8/13/2020 8:08 AM

Has Attachment 

Email Address [REDACTED]

Status **Read**

Subject **Re: Case 40792524; 2017 Titan XD; Engine knocking A61 [ ref:\_00DA09j8L.\_5002I28jCoB:ref ]**

Text Body **Replying to recommend closing case. Replacing long block and turbo resolved broken crank shaft.**

Thanks

On Tue, Jul 28, 2020, 4:47 PM TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:

> tim,  
>  
> TECH LINE's latest case update is below.  
>  
>  
> TSS Recommendation:  
> • Thank you for the photo.  
> • Let's replace the long block and turbos.  
> • Keep me posted.

> Thank you,

> \_\_\_\_\_  
> Wesley.Roberts

> TECH LINE


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 >  
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 >  
 >  
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 >  
 >  
 > Case #: [REDACTED]  
 > Date Created: 7/28/2020  
 > Customer name:  
 > VIN: 1N6BA1F4 [REDACTED]  
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 > Mileage: 28,581  
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 >  
 >  
 > ref: \_00DA09j8L.\_5002I28jCoB:ref  
 >

**Case 40792524; 2017 Titan XD; Engine knocking A61 [ ref:\_00DA09j8L.\_5002I28jCoB:ref ]**

---

Message Date 7/28/2020 3:47 PM  
 Has Attachment   
 Email Address [REDACTED]  
 Status Sent  
 Subject Ca [REDACTED] 2017 Titan XD; Engine knocking A61 [ ref:\_00DA09j8L.\_5002I28jCoB:ref ]  
 Text Body tim,

TECH LINE's latest case update is below.

- TSS Recommendation:**
- Thank you for the photo.
  - Let's replace the long block and turbos.
  - Keep me posted.

Thank you,

---

Wesley.Roberts

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**Case #** [REDACTED]  
**Date Created:** 7/28/2020  
**Customer name:**  
**VIN:** 1N6BA1F44 [REDACTED]

**Mileage:** 28,581

**Dealer code:** 22003

**Dealer name:** NISSAN/NORTH

**Customer's Concerns:**

**C/S TOWNED IN HAS ENGINE PROBLEM. (IN HAND WRITING) STARTED SHAKING LOUND BANGING NOISE. LOST POWER. NO LIGHTS ON**

**Technician Findings:**

**VERY LOUD ENGINE NOISE. DOES NOT DRIVE. BARELY STARTS. DRAINED OIL AND OIL WAS SILVER. DRAINED INTO COFFEE FILTER AND FOUND SILVER AND BRASS FLAKES. (ATTACHED PHOTOS) HAVE VIDEO OF NOISE W/ VIN BUT CAN'T ATTACH AT THIS TIME. (FILE SIZE.) DBS SHOWS MULTIPLE OIL CHANGES. NO EXTERNAL OIL LEAKS.:**

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Re: Case [REDACTED] 2017 Titan XD; Engine knocking A61 [ ref:\_00DA09j8L.\_5002l28jCoB:ref ]

Message Date 7/28/2020 3:26 PM

Has Attachment

Email Address [REDACTED]

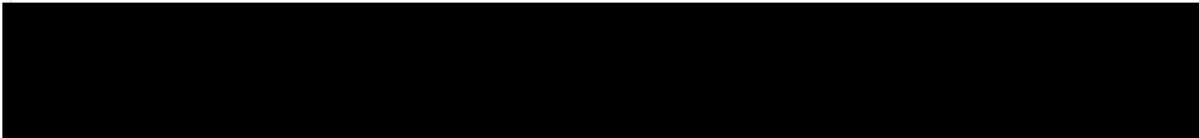
Status **Read**

Subject **Re: Case 40792524; 2017 Titan XD; Engine knocking A61 [ ref:\_00DA09j8L.\_5002l28jCoB:ref ]**

Text Body **Can I reply with a photo?**

On Tue, Jul 28, 2020, 3:29 PM TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:

> Tim,  
>  
> TECH LINE's latest case update is below.  
>  
>  
> TSS Recommendation:  
> • Thank you for the update.  
> • Let's go ahead and remove the lower oil pan and inspect.  
> •  
> • As far as warranty coverage and procedures:  
> • TECH LINE does not provide repair authorization, advice, or warranty  
> consideration  
> • TECH LINE only provides technical assistance.  
> • Please direct this inquiry to your Warranty Administrator and Service  
> Manager.  
>  
>  
> Thank you,  
>  
> \_\_\_\_\_  
>  
> Wesley.Roberts  
>  
> TECH LINE  
>  
>  
>





>  
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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: 7/28/2020  
> Customer name:  
> VIN: 1N6BA1 [REDACTED]

>  
> Mileage: 28,581  
>  
> Dealer code: 22003  
>  
> Dealer name: NISSAN/NORTH  
>  
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**Case 40792524; 2017 Titan XD; Engine knocking A61 [ ref:\_00DA09j8L.\_5002I28jCoB:ref ]**

---

Message Date 7/28/2020 2:29 PM  
Has Attachment   
Email Address   
Status Sent  
Subject Case 40792524; 2017 Titan XD; Engine knocking A61 [ ref:\_00DA09j8L.\_5002I28jCoB:ref ]  
Text Body Tim,

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

**TSS Recommendation:**

- Thank you for the update.
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- As far as warranty coverage and procedures:
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- Please direct this inquiry to your Warranty Administrator and Service Manager.

Thank you,

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**Wesley.Roberts**

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Case [REDACTED]  
Date Created: 7/28/2020  
Customer name:  
VIN: 1N6BA1F [REDACTED]

Mileage: 28,581

Dealer code: 22003

Dealer name: NISSAN/NORTH

**Customer's Concerns:**  
C/S TOWNED IN HAS ENGINE PROBLEM. (IN HAND WRITING) STARTED SHAKING LOUD BANGING NOISE. LOST POWER. NO LIGHTS ON

**Technician Findings:**  
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**Re: Case 40792524; 2017 Titan XD; [ ref:\_00DA09j8L.\_5002I28jCoB:ref ]**

---

Message Date 7/28/2020 1:20 PM

Has Attachment 

Email Address [REDACTED]

Status Read

Subject Re: Case 40792524; 2017 Titan XD; [ ref:\_00DA09j8L.\_5002I28jCoB:ref ]

Text Body

Hello,  
I can try to attempt the power balance test but this thing is really LOUD. and runs very poorly. Is there any chance further damage could occur? I was thinking about dropping the lower pan as well, my boss was wondering how to flag teardown time as it's not easily accessible.

Thank you  
Tim

On Tue, Jul 28, 2020, 2:12 PM TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:

> Tim,

- >
- > TECH LINE's latest case update is below.
- >
- >
- > TSS Recommendation:
- > • Thank you for the update.
- > • It sounds like we have some bottom end issues.
- > • If we shut off all cylinders, one at a time, does the noise change?
- > • Let's drop the lower pan and inspect debris after balance testing.
- > • Attach photos if excessive debris found.

>

>

>

>

> Thank you,

>

> \_\_\_\_\_

>

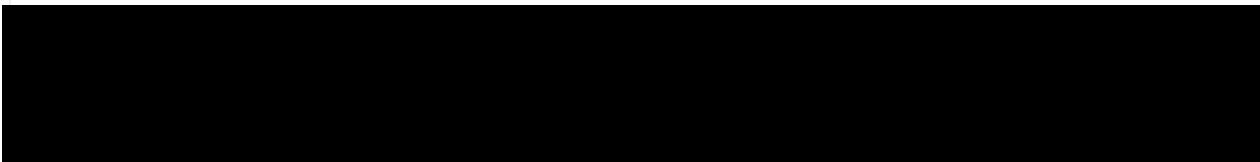
> Wesley.Roberts

>

> 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.

>

>

>

>

>

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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: 7/28/2020

> Customer name: [REDACTED]

> VIN: 1N6BA1 [REDACTED]

>

> Mileage: 28,581

>

> Dealer code: 22003

>

> Dealer name: NISSAN/NORTH

>

>

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>

> ref:\_00DA09j8L.\_5002I28jCoB:ref  
>

Case [REDACTED] 2017 Titan XD; [ ref:\_00DA09j8L.\_5002I28jCoB:ref ]

---

Message Date 7/28/2020 1:12 PM

Has Attachment

Email Address [REDACTED]

Status Sent

Subject Case [REDACTED]; 2017 Titan XD; [ ref:\_00DA09j8L.\_5002I28jCoB:ref ]

Text Body Tim,

TECH LINE's latest case update is below.

**TSS Recommendation:**

- Thank you for the update.
- It sounds like we have some bottom end issues.
- If we shut off all cylinders, one at a time, does the noise change?
- Let's drop the lower pan and inspect debris after balance testing.
- Attach photos if excessive debris found.

Thank you,

---

Wesley.Roberts

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: 7/28/2020  
Customer name: [REDACTED]  
VIN: 1N6BA1F4[REDACTED]

Mileage: 28,581

Dealer code: 22003

Dealer name: NISSAN/NORTH

**Customer's Concerns:**

C/S TOWNED IN HAS ENGINE PROBLEM. (IN HAND WRITING) STARTED SHAKING LOUD BANGING NOISE. LOST POWER. NO LIGHTS ON

**Technician Findings:**

VERY LOUD ENGINE NOISE. DOES NOT DRIVE. BARELY STARTS. DRAINED OIL AND OIL WAS SILVER. DRAINED INTO COFFEE FILTER AND FOUND SILVER AND BRASS FLAKES. (ATTACHED PHOTOS) HAVE VIDEO OF NOISE W/ VIN BUT CAN'T ATTACH AT THIS TIME. (FILE SIZE.) DBS SHOWS MULTIPLE OIL CHANGES. NO EXTERNAL OIL LEAKS.:

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.

**Case Comments**

8/13/2020 8:54 AM

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User **Wesley Roberts**  
Public   
Comment **TSS Recommendation:**  
• Thank you for the update.  
• Glad to hear we are up and running.  
• Have a great rest of your day.

8/13/2020 8:53 AM

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User **Wesley Roberts**  
Public   
Comment **Tech Update:**  
• Replying to recommend closing case.  
• Replacing long block and turbo resolved broken crank shaft.

7/28/2020 3:47 PM

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User **Wesley Roberts**  
Public   
Comment **TSS Recommendation:**  
• Thank you for the photo.  
• Let's replace the long block and turbos.  
• Keep me posted.

7/28/2020 3:47 PM

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User **Wesley Roberts**  
Public   
Comment **Tech Update:**  
• Can I reply with a photo?

7/28/2020 2:33 PM

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User **Survey Site Guest User**  
Public   
Comment codes appeared while running. preformed cylinder cut-off. cylinders 1,3,4,5,7 made catastrophic noise when shut off.

7/28/2020 2:28 PM

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User **Wesley Roberts**  
Public   
Comment **TSS Recommendation:**  
• Thank you for the update.  
• Let's go ahead and remove the lower oil pan and inspect.  
•  
• As far as warranty coverage and procedures:  
• TECH LINE does not provide repair authorization, advice, or warranty consideration  
• TECH LINE only provides technical assistance.  
• Please direct this inquiry to your Warranty Administrator and Service Manager.

7/28/2020 2:28 PM

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User **Wesley Roberts**  
Public   
Comment **Tech Update:**  
• I can try to attempt the power balance test but this thing is really LOUD and runs very poorly.  
• Is there any chance further damage could occur?  
• I was thinking about dropping the lower pan as well, my boss was wondering how to flag teardown time as it's not easily accessible.

7/28/2020 1:11 PM

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User **Wesley Roberts**  
Public   
Comment **TSS Recommendation:**  
• Thank you for the update.  
• It sounds like we have some bottom end issues.  
• If we shut off all cylinders, one at a time, does the

7/28/2020 1:01 PM

User **Survey Site Guest User**  
Public   
Comment **Video, sorry about upside down.**

noise change?  
• Let's drop the lower pan and inspect debris after balance testing.  
• Attach photos if excessive debris found.

**7/28/2020 12:53 PM**

User **Survey Site Guest User**  
Public   
Comment **Customer Comments: C/S TOWNED IN HAS ENGINE PROBLEM. (IN HAND WRITING) STARTED SHAKING LOUD BANGING NOISE. LOST POWER. NO LIGHTS ON**  
 **Technician Findings: VERY LOUD ENGINE NOISE. DOES NOT DRIVE. BARELY STARTS. DRAINED OIL AND OIL WAS SILVER. DRAINED INTO COFFEE FILTER AND FOUND SILVER AND BRASS FLAKES. (ATTACHED PHOTOS) HAVE VIDEO OF NOISE W/ VIN BUT CAN'T ATTACH AT THIS TIME. (FILE SIZE,) DBS SHOWS MULTIPLE OIL CHANGES. NO EXTERNAL OIL LEAKS.**  
 **Repairs Made: NONE**

**7/28/2020 12:55 PM**

User **Survey Site Guest User**  
Public   
Comment **WILL TRY TO ATTACH VIDEO OF NOISE FROM PHONE. ENGINE SOUNDS LIKE ROCK TUMBLER.**

## Case History

**8/13/2020 8:54 AM**

User **Wesley Roberts**  
Action **Changed Status from Pending TECH LINE to Closed. Closed.**

**8/13/2020 8:08 AM**

User **Managed Services**  
Action **Changed Reopen Date from 7/28/2020 2:33 PM to 8/13/2020 8:08 AM. Changed Status from Closed to Pending TECH LINE.**

**7/28/2020 3:48 PM**

User **Wesley Roberts**  
Action **Changed Status from Pending TECH LINE to Closed. Closed.**

**7/28/2020 2:33 PM**

User **Survey Site Guest User**  
Action **Changed Reopen Date from 7/28/2020 1:20 PM to 7/28/2020 2:33 PM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

**7/28/2020 2:30 PM**

User **Survey Site Guest User**  
Action **Changed Caller Name from Tim to tim.**

**7/28/2020 2:29 PM**

User **Wesley Roberts**  
Action **Changed Status from Pending TECH LINE to Pending Dealer Reply. Closed.**

**7/28/2020 1:20 PM**

User **Managed Services**  
Action **Changed First Call Resolution from Yes to No. Changed Reopen Date to 7/28/2020 1:20 PM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

**7/28/2020 1:12 PM**

User **Wesley Roberts**  
Action **Changed Subject to Engine knocking A61. Changed Status from Pending TECH LINE to Pending Dealer Reply. Closed.**

**7/28/2020 1:08 PM**

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User **Wesley Roberts**  
Action **Changed Case Owner from TECH LINE Initial 1 to Wesley Roberts.**

**7/28/2020 12:53 PM**

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User **Survey Site Guest User**  
Action **Changed Case Owner from Survey Site Guest User to TECH LINE Initial 1. Changed Status from Open to Pending TECH LINE. Created.**

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