



Case: [REDACTED]

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

General

Caller Name	ILLYA	Dealer	BAYTOWN NISSAN
NNAnet user ID	TVA-16110	Contact Name	
Tech Preferred Phone	[REDACTED]	Customer Name	
Tech Preferred Email	[REDACTED]	Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	Michael Behning
Repair/Work Order	171333	Mobile Phone	
Job/Line Number	2	Texting Status	
Created Day	Tuesday		

Incident Information

Customer Comments	VEHICLE IS MAKING LOUD CLATTERING NOISE AND NOW WILL NOT START.	Customer Name	[REDACTED]
Verified	Yes	Vehicle	1N6BA1F45[REDACTED]
Question for TECH LINE	What test should I do next?	VIN	1N6BA1F45[REDACTED]
Service Manual General Section	Engine	Archived VIN Make	
Service Manual Specific Section	Engine Mechanical	Archived VIN Year	2018
Symptom Code Category	Sounds	Archived VIN Model	TITAN XD
Symptom	NOISE EXCESSIVE	Incident/RO Date	12/10/2020
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	1
		Current Mileage	32,168
		Vehicle Mileage Prior Value	

Vehicle Purchased
Miles

Primary DTC

Current DTC ECM P0335-00

Past DTC ECM P0A0F-00 ECM P203F-00 ABS
C1118 ALL MODE AWD/4WD P1816

Other DTCs

TECH LINE Information

Subject	Engine had rattle noise A61 EM	Resolution Action	REPLACE
Status	Pending Dealer Reply	Resolution Object	LONG BLOCK
Confirmed Resolution	Pending	Field Inspection Indicator	
Component Code Category	EM Engine Mechanical	NNA Field Inspection Date	
Component Code Issue	EMA ENGINE ASSEMBLY	FSSS	
TECH LINE Template	ECC Initial Response	FSSS Date	
TREAD Component	06		
Date/Time Closed	1/5/2021 5:53 PM		
Description			
Recommendation Detail			

DTS Information

DTSM Inspection Date		DTSM Request Type	
DTSM Inspection Date Confirmed?		Inspection Time/Notes	Appointment Time: Notes to Agent:
Notes for DTSM (Vehicle Concerns)			

Activity History

Email: Case 4: 2018 TITAN XD; Engine had rattle noise A61 EM [ref:_00DA09j8L._5002I2DaxJY:ref]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	1/5/2021
Assigned To	Michael Behning
Last Modified Date/Time	1/5/2021 5:55 PM
Comments	Additional To: CC: BCC: michael.behning@nissan-usa.com Attachment: Subject: Case 2018 TITAN XD; Engine had rattle noise A61 EM [ref:_00DA09j8L._5002I2DaxJY:ref] Body: ILLYA, TECH LINE's latest case update is below. TSS Recommendation- P0335 CKPS SEN/CIR (POS/OBD) P0A0F ENGINE STOP

P203F REDUCTANT LEVEL TOO LOW

Illya, let's check for excessive crankshaft end play at the damper.

Let's remove the lower oil pan and check for debris and separated crankshaft.

If any further assistance is required reply all to the E-mail and we will be glad to follow up.

Have a great day.

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

Thank you, _____ Mike B.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: 1/5/2021

Customer name:

VIN: 1N6BA1F45[REDACTED] Mileage: 32,168

Dealer code: 5399

Dealer name: BAYTOWN NISSAN

Customer's Concerns:

VEHICLE IS MAKING LOUD CLATTERING NOISE AND NOW WILL NOT START.

Technician Findings:

FOUND DTCS P0A0F-00 ENGINE FAILED TO START AND P0335-00 CRANK POS SEN. BATTERIES WERE WEAK SO VEHICLE HAD TO BE JUMPED. ENGINE WOULD CRANK NO START. REPLACED CRANK POSITION SENSOR. VEHICLE STARTED BUT RAN VERY ROUGH AND DIED. THEN VEHICLE WOULD NOT START AGAIN. WHILE ENGINE WAS CRANKING AND RUNNING, ENGINE MADE VERY LOUD CLATTERING / KNOCKING NOISE. NOISE SOUNDED LIKE IT ORIGINATED AND SOUNDED LIKE ROD KNOCK. I FOUND A VERY SIMILAR CASE IN THE DATABASE BUT TECH FINDINGS WERE IN FRENCH.:

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._5002I2DaxJY:ref

Emails

Case [REDACTED] 2018 TITAN XD; Engine had rattle noise A61 EM [ref:_00DA09j8L._5002I2DaxJY:ref]

Message Date 1/5/2021 5:55 PM

Has Attachment [REDACTED]

Email Address [REDACTED]

Status Sent

Subject Case 42790558; 2018 TITAN XD; Engine had rattle noise A61 EM [ref:_00DA09j8L._5002I2DaxJY:ref]

Text Body ILLYA,

TECH LINE's latest case update is below.

TSS Recommendation-

P0335 CKPS SEN/CIR (POS/OBD)

P0A0F ENGINE STOP

P203F REDUCTANT LEVEL TOO LOW

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Let's remove the lower oil pan and check for debris and separated crankshaft.

If any further assistance is required reply all to the E-mail and we will be glad to follow up.

Have a great day.

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

Thank you,

Mike B.

TECH LINE

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Case #: [REDACTED]
Date Created: 1/5/2021
Customer name:
VIN: 1N6BA [REDACTED]

Mileage: 32,168

Dealer code: 5399

Dealer name: BAYTOWN NISSAN

Customer's Concerns:
VEHICLE IS MAKING LOUD CLATTERING NOISE AND NOW WILL NOT START.

Technician Findings:
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Case Comments

1/5/2021 5:55 PM

User **Michael Behning**
Public
Comment **TSS Recommendation-
P0335 CKPS SEN/CIR (POS/OBD)
P0A0F ENGINE STOP
P203F REDUCTANT LEVEL TOO LOW
Illya, let's check for excessive crankshaft end play
at the damper.
Let's remove the lower oil pan and check for debris
and separated crankshaft.
If any further assistance is required reply all to the
E-mail and we will be glad to follow up.
Have a great day.**

1/5/2021 4:45 PM

User **Survey Site Guest User**
Public
Comment **2018 TITAN XD/ CRANK NO START WITH LOUD
CLATTERING NOISE AND P0335.**

1/5/2021 4:44 PM

User **Survey Site Guest User**
Public
Comment **Customer Comments: VEHICLE IS MAKING LOUD
CLATTERING NOISE AND NOW WILL NOT START.
 Technician Findings: FOUND DTCS P0A0F-00
ENGINE FAILED TO START AND P0335-00 CRANK
POS SEN. BATTERIES WERE WEAK SO VEHICLE
HAD TO BE JUMPED. ENGINE WOULD CRANK NO
START. REPLACED CRANK POSITION SENSOR.
VEHICLE STARTED BUT RAN VERY ROUGH AND
DIED. THEN VEHICLE WOULD NOT START AGAIN.
WHILE ENGINE WAS CRANKING AND RUNNING,
ENGINE MADE VERY LOUD CLATTERING /
KNOCKING NOISE. NOISE SOUNDED LIKE IT
ORIGINATED AND SOUNDED LIKE ROD KNOCK. I
FOUND A VERY SIMILAR CASE IN THE DATABASE
BUT TECH FINDINGS WERE IN FRENCH.
 Repairs Made: NONE**

Case History

1/5/2021 5:53 PM

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

1/5/2021 5:53 PM

User **Michael Behning**
Action **Changed Subject to Engine had rattle noise A61 EM.**

1/5/2021 5:51 PM

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

1/5/2021 4:44 PM

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

