



Case:

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

General

Caller Name		Dealer	RAMSEY NISSAN
NNAnet user ID	TVA-01008	Contact Name	
Tech Preferred Phone	9084002719	Customer Name	
Tech Preferred Email	roselvane@msn.com	Case Record Type	TECH LINE Cases
Preferred Contact Method	Phone	Case Owner	Steven Cooke
Repair/Work Order	105833	Mobile Phone	
Job/Line Number	A	Texting Status	
Created Day	Saturday		

Incident Information

Customer Comments	C/S WENT TO ACCELERATE TO ENTER HIGHWAY THE ENGINE STARTED BUCKING AND MAKING CLUNKING NOISE VEHICLE TOWED IN	Customer Name	
Verified	Yes	Vehicle	1N6BA1F4
Question for TECH LINE	Other - Ask Question in Technician Findings	VIN	1N6BA1F4
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	3/8/2021
When does this concern occur?	AT START	Calculated Days Down	7
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	NONE	Total Days Down	7
Observed Modifications & Accessories	NONE	Repair Attempts	1
		Current Mileage	56,138

Vehicle Mileage Prior Value

Vehicle Purchased Miles

Primary DTC

Current DTC

Past DTC

ECM P0604-00 ECM P0A0F-00 ABS C1187 ALL MODE AWD/4WD P1867

Other DTCs

TECH LINE Information

Subject	Engine has a knock A61 EM	Resolution Action	REPLACE
Status	Closed	Resolution Object	ENGINE ASSEMBLY
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	3/15/2021 9:10 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: Cas [REDACTED] 2017 TITAN XD; Engine has a knock A61 EM [ref: _00DA09j8L_ _5002I2G18vx:ref]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	4/6/2021
Assigned To	Steven Cooke
Last Modified Date/Time	4/6/2021 9:00 AM
Comments	<p>Additional To: roselvane@msn.com CC: BCC: steven.cooke@nissan-usa.com Attachment:</p> <p>Subject: Case 43327096; 2017 TITAN XD; Engine has a knock A61 EM [ref: _00DA09j8L_ _5002I2G18vx:ref] Body: Tim—</p> <p>Thank you very much for your time on the call today.</p>

I'm glad we could get connected and get to a quick resolution on the CONSULT (C3+) issue.

TECH LINE will close the case on this end. If anything else should arise, please feel free to reopen the case and we can proceed from that point.

If you are satisfied with the service and assistance you've received, we would appreciate your feedback. If you would, please let us know by completing the TECH LINE Survey by: **CLICKING HERE.**

If you have any other vehicles in your bay or in your shop that TECH LINE can be of any assistance, please don't hesitate to reach out to us—we encourage our Technicians in the field to start cases early & often and we're always glad to support them!

Have a great day, Tim; stay well and stay safe.

Thank you, _____ Steve CTECH 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: 3/13/2021
Customer name:
VIN: 1N6BA1F44 [REDACTED] Mileage: 56,138
Dealer code: 3035
Dealer name: RAMSEY NISSAN

Customer's Concerns:
C/S WENT TO ACCELERATE TO ENTER HIGHWAY THE ENGINE STARTED BUCKING AND MAKING CLUNKING NOISE VEHICLE TOWED IN
Technician Findings:
CRANK NO START -CRANKS FIRES ENGINE KNOCK SUTS DOWN NO REAL CODES WHAT TO DO:

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._5002I2G18vx:ref

Email: Cas [REDACTED] 2017 TITAN XD; Engine has a knock A61 EM [ref:_00DA09j8L._5002I2G18vx:ref]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	3/15/2021
Assigned To	Michael Behning
Last Modified Date/Time	3/15/2021 9:10 AM
Comments	Additional To: roselvane@msn.com CC:

BCC: michael.behning@nissan-usa.com
Attachment:

Subject: Case 43327096; 2017 TITAN XD; Engine has a knock A61 EM [ref:_00DA09j8L._5002I2G18vx:ref]

Body:
TIM STACHELRODT,
TECH LINE's latest case update is below.
TSS Recommendation-

Tim, thank you for the update.

Let's replace the long block assembly.

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

Have a great and safe weekend.

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

Thank you, _____ Mike B.TECH LINE

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Closed cases can be reopened.

Case # [REDACTED]
Date Created: 3/13/2021
Customer name: [REDACTED]
VIN: 1N6BA1F [REDACTED] leage: 56,138
Dealer code: 3035
Dealer name: RAMSEY NISSAN

Customer's Concerns:

C/S WENT TO ACCELERATE TO ENTER HIGHWAY THE ENGINE STARTED BUCKING AND MAKING CLUNKING NOISE VEHICLE TOWED IN

Technician Findings:

CRANK NO START -CRANKS FIRES ENGINE KNOCK SUTS DOWN NO REAL CODES WHAT TO DO:

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ref:_00DA09j8L._5002I2G18vx:ref

Email: Case [REDACTED] 2017 TITAN XD; Engine has a knock A61 EM [ref:_00DA09j8L._5002I2G18vx:ref]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	3/13/2021
Assigned To	Michael Behning
Last Modified Date/Time	3/13/2021 12:15 PM
Comments	Additional To: roselvane@msn.com CC: BCC: michael.behning@nissan-usa.com Attachment: Subject: Case [REDACTED] 2017 TITAN XD; Engine has a knock A61 EM [ref:_00DA09j8L._5002I2G18vx:ref] Body: TIM STACHELRODT, TECH LINE's latest case update is below. TSS Recommendation- P0604 CONTROL MODULE RAM

P0A0F ENGINE STOP

Tim, thank you for the case details.

Let's check the engine for excessive end play.

Let's drop the lower oil pan and inspect for debris and crankshaft separation.

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Case # [REDACTED]
Date Created: 3/13/2021
Customer name [REDACTED]
VIN: 1N6BA1F4 [REDACTED] Mileage: 56,138
Dealer code: 3035
Dealer name: RAMSEY NISSAN

Customer's Concerns:
C/S WENT TO ACCELERATE TO ENTER HIGHWAY THE ENGINE STARTED BUCKING AND MAKING CLUNKING NOISE VEHICLE TOWED IN
Technician Findings:
CRANK NO START -CRANKS FIRES ENGINE KNOCK SUTS DOWN NO REAL CODES WHAT TO DO:

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ref: _00DA09j8L._5002I2G18vx:ref

Email [REDACTED]
Case [REDACTED] 2017 TITAN XD; Engine has a knock A61 EM [ref:_00DA09j8L._5002I2G18vx:ref]

Message Date 4/6/2021 9:00 AM
Has Attachment
Email Address roselvane@msn.com
Status Sent
Subject Case 43327096; 2017 TITAN XD; Engine has a knock A61 EM [ref:_00DA09j8L._5002I2G18vx:ref]
Text Body TIM STACHELRODT,
TECH LINE's latest case update is below.
TECH LINE Recommendations:
Tim—
Thank you very much for your time on the call today.
I'm glad we could get connected and get to a quick resolution on the CONSULT (C3+) issue.
TECH LINE will close the case on this end. If anything else should arise, please feel free to reopen the case and we can proceed from that point.

If you are satisfied with the service and assistance you've received, we would appreciate your feedback. If

you would, please let us know by completing the TECH LINE Survey below.

If you have any other vehicles in your bay or in your shop that TECH LINE can be of any assistance, please don't hesitate to reach out to us—we encourage our Technicians in the field to start cases early & often and we're always glad to support them!

Have a great day, Tim; stay well and stay safe.

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Thank you,

Steve C

TECH LINE

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Case # [REDACTED]

Date Created: 3/13/2021

Customer name [REDACTED]

VIN: 1N6BA1F [REDACTED]

Mileage: 56,138

Dealer code: 3035

Dealer name: RAMSEY NISSAN

Customer's Concerns:

C/S WENT TO ACCELERATE TO ENTER HIGHWAY THE ENGINE STARTED BUCKING AND MAKING CLUNKING NOISE VEHICLE TOWED IN

Technician Findings:

CRANK NO START -CRANKS FIRES ENGINE KNOCK SUTS DOWN NO REAL CODES WHAT TO DO:

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C [REDACTED] 2017 TITAN XD; Engine has a knock A61 EM [ref:_00DA09j8L._5002I2G18vx:ref]

Message Date 5/15/2021 9:10 AM

Has Attachment

Email Address **roselvane@msn.com**

Status **Sent**

Subject **Ca [REDACTED] 2017 TITAN XD; Engine has a knock A61 EM [ref:_00DA09j8L._5002I2G18vx:ref]**

Text Body **TIM STACHELRODT,**

TECH LINE's latest case update is below.

TSS Recommendation-

Tim, thank you for the update.

Let's replace the long block assembly.

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

Have a great and safe weekend.

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

Thank you,

Mike B.

TECH LINE

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Case # [REDACTED]
Date Created: 3/13/2021
Customer name: [REDACTED]
VIN: 1N6BA1F44F [REDACTED]

Mileage: 56,138

Dealer code: 3035

Dealer name: RAMSEY NISSAN

Customer's Concerns:

C/S WENT TO ACCELERATE TO ENTER HIGHWAY THE ENGINE STARTED BUCKING AND MAKING CLUNKING NOISE VEHICLE TOWED IN

Technician Findings:

CRANK NO START -CRANKS FIRES ENGINE KNOCK SUTS DOWN NO REAL CODES WHAT TO DO:

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Re: Cas [REDACTED] 2017 TITAN XD; Engine has a knock A61 EM [ref:_00DA09j8L._5002I2G18vx:ref]

Message Date 3/13/2021 2:09 PM

Has Attachment

Email Address roselvane@msn.com

Status **Read**

Subject **Re: Cas [REDACTED] 2017 TITAN XD; Engine has a knock A61 EM [ref:_00DA09j8L._5002I2G18vx:ref]**

Text Body **Confirmed crank shaft broken on journal 2 behind cylinders 1,2 in can rotate crank 10 degrees moving rods 1,2 with no moment from rear rods guess I need a motor**

Sent from Tims iPhone

> On Mar 13, 2021, at 1:15 PM, TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:

>

>

>

> TIM STACHELRODT,

>

> TECH LINE's latest case update is below.

>

> TSS Recommendation-

> P0604 CONTROL MODULE RAM

> P0A0F ENGINE STOP

> Tim, thank you for the case details.

> Let's check the engine for excessive end play.

> Let's drop the lower oil pan and inspect for debris and 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 and safe weekend.

>
>
> 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: 3/13/2021
> Customer name [REDACTED]
> VIN: 1N6BA1F44 [REDACTED]
> Mileage: 56,138
> Dealer code: 3035
> Dealer name: RAMSEY NISSAN
>
> Customer's Concerns:
> C/S WENT TO ACCELERATE TO ENTER HIGHWAY THE ENGINE STARTED BUCKING AND MAKING CLUNKING NOISE VEHICLE TOWED IN
>
> Technician Findings:
> CRANK NO START -CRANKS FIRES ENGINE KNOCK SUTS DOWN NO REAL CODES WHAT TO DO:
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>
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>
>
> ref:_00DA09j8L._5002I2G18vx:ref

Case [REDACTED] 7 TITAN XD; Engine has a knock A61 EM [ref:_00DA09j8L._5002I2G18vx:ref]

Message Date 3/13/2021 12:15 PM
Has Attachment
Email Address roselvane@msn.com
Status Sent
Subject Case 43327096; 2017 TITAN XD; Engine has a knock A61 EM [ref:_00DA09j8L._5002I2G18vx:ref]
Text Body TIM STACHELRODT,

TECH LINE's latest case update is below.

TSS Recommendation-
P0604 CONTROL MODULE RAM
P0A0F ENGINE STOP
Tim, thank you for the case details.
Let's check the engine for excessive end play.

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Thank you,

Mike B.

TECH LINE

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Technician: Reply to this email; do not change the email subject line. Email file attachments are limited to 6MB.

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Case : [REDACTED]
Date Created: 3/13/2021
Customer name [REDACTED]
VIN: 1N6BA1F4 [REDACTED]

Mileage: 56,138

Dealer code: 3035

Dealer name: RAMSEY NISSAN

Customer's Concerns:

C/S WENT TO ACCELERATE TO ENTER HIGHWAY THE ENGINE STARTED BUCKING AND MAKING CLUNKING NOISE VEHICLE TOWED IN

Technician Findings:

CRANK NO START -CRANKS FIRES ENGINE KNOCK SUTS DOWN NO REAL CODES WHAT TO DO:

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Case Comments

4/6/2021 8:59 AM

4/6/2021 8:59 AM

User **Steven Cooke**
Public

TECH LINE Recommendations:

Tim—
Thank you very much for your time on the call today.

I'm glad we could get connected and get to a quick resolution on the CONSULT (C3+) issue.

TECH LINE will close the case on this end. If anything else should arise, please feel free to reopen the case and we can proceed from that point.

Comment If you are satisfied with the service and assistance you've received, we would appreciate your feedback. If you would, please let us know by completing the TECH LINE Survey below.

If you have any other vehicles in your bay or in your shop that TECH LINE can be of any assistance, please don't hesitate to reach out to us—we encourage our Technicians in the field to start cases early & often and we're always glad to support them!

Have a great day, Tim; stay well and stay safe.

User **Steven Cooke**
Public

Placed **OUTGOING** phone call to Technician [4/6/2021, 0936 EDT/0836 CDT]

Spoke with Technician regarding the current status of the vehicle:

- After engine replacement, Technician was updating ECM for recall PC731
- During reprogram, after loading data to Vehicle Interface (VI), CONSULT (C3+) locked up
- Restarted computer but VI remains in reprogram mode
- Technician has not disconnected VI; PWR & ANT light GREEN; CAR blinking; →□← RED
- With key ON, several warning indicators ON in display
- TECH LINE instructed Technician to right-click Error Reporting Tool icon in tool tray
- Selected RESET Device to remove VI from reprogram mode
- Technician opened CONSULT (C3+) and proceeded to reprogramming ECM
- Technician verifies the ECM reprogram starts without concern
- Technician to update the case with his final result.

Comment

4/6/2021 8:26 AM

3/15/2021 9:09 AM

User **Steven Cooke**
Public

Technician created a **DUPLICATE** case:

Customer Comments: ECM RECALL
.....

Technician Findings: LINE B ECM RECALL PERFORMED AFTER MOTOR REPLACEMENT CONSULT CRASHED DURING LOAD TO VI (AS FAR AS I CAN SEE) AFTER REBOOT OF CONSULT VI STUCK IN REPROGRAM MODE (DONT KNOW HOW TO CLEAR THAT ON WINDOWS 10) WHEN I CLICK ON REPROGRAM I GET AN ERROR MESSAGE RUNTIME ERROR C:\CONSULT-III_PLUS\SYSTEM\APPLICATION\BIN\CONSULT4.EXE ABNORMAL PROGRAM TERMINATION LEFT VI ATTACHED TO CAR HAVE NOT TRIED ANYTHING YET WHAT TO DO
.....

Repairs Made: **REPLACED MOTOR**

Comment

User **Michael Behning**
Public

TSS Recommendation-
Tim, thank you for the update.
Let's replace the long block assembly.
If any further assistance is required reply all to the E-mail and we will be glad to follow up.
Have a great and safe weekend.

Comment

3/15/2021 9:06 AM

3/13/2021 12:15 PM

User **Michael Behning**
Public

User **Michael Behning**
Public

TSS Recommendation-
P0604 CONTROL MODULE RAM
P0A0F ENGINE STOP
Tim, thank you for the case details.
Let's check the engine for excessive end play.
Let's drop the lower oil pan and inspect for debris and 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 and safe weekend.

Comment

Comment Description-
From tech E-mail-
Confirmed crank shaft broken on journal 2 behind
cylinders 1, 2 in can rotate crank 10 degrees moving
rods 1, 2 with no moment from rear rods guess I
need a motor

3/13/2021 11:55 AM

User Survey Site Guest User
Public
Comment Customer Comments: C/S WENT TO ACCELERATE
TO ENTER HIGHWAY THE ENGINE STARTED
BUCKING AND MAKING CLUNKING NOISE VEHICLE
TOWED IN
 Technician Findings: CRANK NO START -CRANKS
FIRES ENGINE KNOCK SUTS DOWN NO REAL
CODES WHAT TO DO
 Repairs Made: NONE

Case History

4/6/2021 8:59 AM

User Steven Cooke
Action Changed Status from Pending Dealer Reply to Closed. Closed.

4/6/2021 8:25 AM

User Steven Cooke
Action Changed Case Owner from Michael Behning to Steven Cooke.

3/15/2021 9:10 AM

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

3/13/2021 2:09 PM

User Managed Services
Action Changed First Call Resolution from Yes to No. Changed Reopen Date to 3/13/2021 2:09 PM. Changed Status from Pending Dealer Reply to Pending TECH LINE.

3/13/2021 12:10 PM

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

3/13/2021 12:10 PM

User Michael Behning
Action Changed Subject to Engine has a knock A61 EM.

3/13/2021 12:09 PM

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

3/13/2021 11:55 AM

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.

