



Case: [REDACTED]

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

General

Caller Name	[REDACTED]	Dealer	NISSAN CARSON CITY
NNA net user ID	TVA-65465	Contact Name	
Tech Preferred Phone	(775) 400-8313	Customer Name	
Tech Preferred Email	mocha711@yahoo.com	Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	Timothy Greaux
Repair/Work Order	6008707	Mobile Phone	
Job/Line Number	1	Texting Status	
Created Day	Thursday		

Incident Information

Customer Comments	C/S: VEHICLE IS MKING NOISE, HAS NO POWER, JUST HAD SERVICED. NO CHECK ENGINE LIGHT.	Customer Name	[REDACTED]
Verified	Yes	Vehicle	1N6BA [REDACTED]
Question for TECH LINE	What is the most likely cause for this incident?	VIN	1N6BA [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	CLUNK/KNOCK/POP/THUMP	Incident/RO Date	4/13/2021
When does this concern occur?	ALL TIMES	Calculated Days Down	2
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	NONE	Total Days Down	2
Observed Modifications & Accessories	BUSHGUARD ON FRONT BUMPER	Repair Attempts	0
		Current Mileage	74,722
		Vehicle Mileage Prior Value	

Vehicle Purchased Miles
 Primary DTC
 Current DTC
 Past DTC ECM P203F
 Other DTCs

TECH LINE Information

Subject	Engine knocking A61	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	4/15/2021 10:28 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	4/16/2021
Assigned To	Timothy Greaux
Last Modified Date/Time	4/15/2021 10:31 AM
Comments	

Email: Case 43642705; 2018 Titan XD; Engine knocking A61 [ref:_00DA09j8L_5002I2H6GLK:ref]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	4/15/2021
Assigned To	Timothy Greaux
Last Modified Date/Time	4/15/2021 10:29 AM
Comments	Additional To: mocha711@yahoo.com CC: BCC: Attachment:

Subject: Case 43642705; 2018 Titan XD; Engine knocking A61 [ref:_00DA09j8L._5002I2H6GLK:ref]
Body:

Kenny,

Thank you for contacting TECH LINE. Due to the symptoms and metal debris in the oil pan long block replacement is the best course of action. Replace the long block assembly. If additional diagnostic assistance is needed let us know. Have a great day!

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

Thank you, _____ Timothy Greaux 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 _____

Date Created: 4/15/2021

Customer name: _____

VIN: 1N6BA1F33 _____ Mileage: 74,722

Dealer code: 5809

Dealer name: NISSAN CARSON CITY

Customer's Concerns:

C/S: VEHICLE IS MKING NOISE, HAS NO POWER, JUST HAD SERVICED. NO CHECK ENGINE LIGHT.

Technician Findings:

VEHICLE CAME IN WITH THE CONCERN OF UNUSAL NOISE COMING FROM THE ENGINE. ENGINE HAS KNOCKING NOISE. PERFORMED CYNLINDER CUT OUT TEST TO DISABLE EACH AND EVERY CYNLINDER TO ISOLATE WHICH CYNLINDER IS KNOCKING. NUMBER ONE CYNLINDER IS THE ONLY ONE COULD REDUCE THE KNOCK BY SOME ONLY. REMOVED THE SUB OIL PAN TO INSPECT FOR METALS. AND FOUND WHAT SUSPECTS TO BE A ROD BEARING LAYING INSIDE THE OIL PAN ALONG WITH OTHER SMALLER PIECES OF METALS. (CUST. STATE VEHICLE JUST HAD A SERVICE DONE AT A DIFFERENT DEALER)

AM I REPLACING THE COMPLETE LONG BLOCK ASS'Y FOR THIS REPAIR?:

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._5002I2H6GLK:ref

Attachments

IMG_2600.JPG

Size **4,3MB**
Ownership **Managed Services**
View [View file](#)
Last Modified **4/15/2021 10:23 AM**

IMG_2599.JPG

Size **3,95MB**
Ownership **Managed Services**
View [View file](#)
Last Modified **4/15/2021 10:23 AM**

Emails

Ca _____ 018 Titan XD; Engine knocking A61 [ref:_00DA09j8L._5002I2H6GLK:ref]

Message Date **4/15/2021 10:29 AM**

Has Attachment

Email Address _____

Status **Sent**

Subject **Case 43642705; 2018 Titan XD; Engine knocking A61 [ref:_00DA09j8L._5002I2H6GLK:ref]**

Text Body **Kenny Hung,**

TECH LINE's latest case update is below.

Recommendation:

Thank you for contacting TECH LINE. Due to the symptoms and metal debris in the oil pan long block

replacement is the best course of action. Replace the long block assembly. If additional diagnostic assistance is needed let us know. Have a great day!

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

Thank you,

Timothy Greaux

TECH LINE

Updating a TECH LINE 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: 4/15/2021
Customer name [REDACTED]
VIN: 1N6BA1F3 [REDACTED]

Mileage: 74,722

Dealer code: 5809

Dealer name: NISSAN CARSON CITY

Customer's Concerns:

C/S: VEHICLE IS MKING NOISE, HAS NO POWER, JUST HAD SERVICED. NO CHECK ENGINE LIGHT.

Technician Findings:

VEHICLE CAME IN WITH THE CONCERN OF UNUSAL NOISE COMING FROM THE ENGINE. ENGINE HAS KNOCKING NOISE. PERFORMED CYNLINDER CUT OUT TEST TO DISABLE EACH AND EVERY CYNLINDER TO ISOLATE WHICH CYNLINDER IS KNOCKING. NUMBER ONE CYNLINDER IS THE ONLY ONE COULD REDUCE THE KNOCK BY SOME ONLY, REMOVED THE SUB OIL PAN TO INSPECT FOR METALS, AND FOUND WHAT SUSPECTS TO BE A ROD BEARING LAYING INSIDE THE OIL PAN ALONG WITH OTHER SMALLER PIECES OF METALS. (CUST. STATE VEHICLE JUST HAD A SERVICE DONE AT A DIFFERENT DEALER)

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Regards,

Timothy G.
Technical Support Specialist
Aftersales Dealer Support – TECH LINE

Case Comments

4/15/2021 10:27 AM

4/15/2021 10:24 AM

User Timothy Greaux
Public
Comment **Recommendation:**
Thank you for contacting TECH LINE. Due to the symptoms and metal debris in the oil pan long block replacement is the best course of action. Replace the long block assembly. If additional diagnostic assistance is needed let us know. Have a great day!

User Survey Site Guest User
Public
Comment **NEEDS TO KNOW WHAT'S THE REPAIR GOING TO BE BEFORE CONTACTING PCC FOR APPROVAL.**

4/15/2021 10:23 AM

User Survey Site Guest User
Public
Comment **Customer Comments: C/S: VEHICLE IS MKING NOISE, HAS NO POWER, JUST HAD SERVICED. NO CHECK ENGINE LIGHT.**
 Technician Findings: VEHICLE CAME IN WITH THE CONCERN OF UNUSAL NOISE COMING FROM THE ENGINE. ENGINE HAS KNOCKING NOISE. PERFORMED CYNLINDER CUT OUT TEST TO DISABLE EACH AND EVERY CYNLINDER TO ISOLATE WHICH CYNLINDER IS KNOCKING. NUMBER ONE CYNLINDER IS THE ONLY ONE COULD REDUCE THE KNOCK BY SOME ONLY. REMOVED THE SUB OIL PAN TO INSPECT FOR METALS. AND FOUND WHAT SUSPECTS TO BE A ROD BEARING LAYING INSIDE THE OIL PAN ALONG WITH OTHER SMALLER PIECES OF METALS. (CUST. STATE VEHICLE JUST HAD A SERVICE DONE AT A DIFFERENT DEALER) AM I REPLACING THE COMPLETE LONG BLOCK ASS'Y FOR THIS REPAIR?
 Repairs Made: NONE
 Verified: Yes
 Past DTC: ECM P203F
 Question for TECH LINE: What is the most likely cause for this incident?

Case History

4/15/2021 10:28 AM

User Timothy Greaux
Action Changed Subject to Engine knocking A61. Changed Status from Pending TECH LINE to Pending Dealer Reply. Closed.

4/15/2021 10:24 AM

User **Timothy Greaux**

Action **Changed Caller Name from KENNY HUNG to Kenny Hung. Changed Tech Preferred Phone from 7754008313 to (775) 400-8313.**

4/15/2021 10:24 AM

User **Timothy Greaux**

Action **Changed Case Owner from TECH LINE Initial 1 to Timothy Greaux.**

4/15/2021 10:23 AM

User **Survey Site Guest User**

Action **Changed Case Owner from Managed Services to TECH LINE Initial 1. Changed Status from Open to Pending TECH LINE. Created.**
