



Case: [REDACTED]

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

General

Caller Name	[REDACTED]	Dealer	NAVARRE NISSAN
NNAnet user ID	XD323261	Contact Name	
Tech Preferred Phone	913377897172	Customer Name	
Tech Preferred Email	ashleysavoy1@aol.com	Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	Timothy Greaux
Repair/Work Order	39015	Mobile Phone	
Job/Line Number	1	Texting Status	
Created Day	Wednesday		

Incident Information

Customer Comments	WONT START. SOUNDS LOUD	Customer Name	[REDACTED]
Verified	Yes	Vehicle	1N6BA1F48J [REDACTED]
Question for TECH LINE	What test should I do next?	VIN	1N6BA1F48J [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	11/9/2021
When does this concern occur?	ALL TIMES	Calculated Days Down	13
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	NONE YET	Total Days Down	13
Observed Modifications & Accessories	LOOKS LIKE IT HAS BEEN DELETED	Repair Attempts	0
		Current Mileage	53,000
		Vehicle Mileage Prior Value	
		Vehicle Purchased Miles	

Primary DTC

Current DTC

Past DTC

Other DTCs

TECH LINE Information

Subject	crank no start with knocking noise A61	Resolution Action	
Status	Closed	Resolution Object	
Confirmed Resolution	No	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	11/22/2021 8:35 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	11/23/2021
Assigned To	Timothy Greaux
Last Modified Date/Time	11/22/2021 8:34 AM
Comments	

Email: Case 45116962; 2018 TITAN XD; crank no start with knocking noise A61 [ref:_00DA09j8L._5002I2Mqvra:ref]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	11/22/2021
Assigned To	Timothy Greaux
Last Modified Date/Time	11/22/2021 8:35 AM
Comments	<p>Additional To: ashleysavoy1@aol.com</p> <p>CC:</p> <p>BCC:</p> <p>Attachment:</p> <p>Subject: Case ██████████ 2018 TITAN XD; crank no start with knocking noise A61 [ref:_00DA09j8L._5002I2Mqvra:ref]</p> <p>Body:</p>

Ashley,
Thank you for the update. The case has been updated and closed. 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 GreauxTECH 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: 11/10/2021

Customer name:

VIN: 1N6BA1 [REDACTED] Mileage: 53,000

Dealer code: 5787

Dealer name: NAVARRE NISSAN

Customer's Concerns:

WONT START. SOUNDS LOUD

Technician Findings:

LOOKS LIKE IT HAD BEEN DELETED BUT EXHAUST HAS BEEN REINSTALLED. THE NUTS ARE STRIPPED THAT HOLD THE DPF ON. I BELIEVE IT HAS SPUN A MAIN BEARING. LOUD SQUEAKING AND KNOCKING COMING FROM THE LOWER ENGINE AREA. OIL IS FULL BUT CLOSE TO THE OIL CHANGE INTERVAL. NO CODES PRESENT...LIKE THEY HAVE BEEN CLEARED. IS THERE ANYTHING I CAN LOOK FOR TO CONFIRM A SOFTWARE MOD? MY SOFTWARE # IS DI80026. IM NOT SURE WHAT ITS SUPPOSED TO BE. THANKS.:

This TECH LINE recommendation is given based solely on the information provided by the dealer. TECH LINE bases repair recommendations on time to repair, quality of repair, and ease of repair, regardless of who is paying for the repair or whether or not the vehicle is covered under warranty. Ultimately, it is the responsibility of the dealer to determine whether the work will be performed under warranty, a service contract, goodwill, customer pay, or dealer internal.

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._5002I2Mqvra:ref

Email: Case 45116962; 2018 TITAN XD; crank no start with knocking noise A61 [ref:_00DA09j8L._5002I2Mqvra:ref]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	11/22/2021
Assigned To	Timothy Greaux
Last Modified Date/Time	11/22/2021 8:35 AM
Comments	Additional To: ashleysavoy1@aol.com CC: BCC: Attachment: Subject: Ca [REDACTED] 2018 TITAN XD; crank no start with knocking noise A61 [ref:_00DA09j8L._5002I2Mqvra:ref] Body: ASHLEY, Thank you for the update. The case has been updated and closed. 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 GreauxTECH LINE

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Closed TECH LINE cases can be reopened.
Case # [REDACTED]
Date Created: 11/10/2021
Customer name:
VIN: 1N6BA [REDACTED] Mileage: 53,000
Dealer code: 5787
Dealer name: NAVARRE NISSAN

Customer's Concerns:
WONT START. SOUNDS LOUD

Technician Findings:
LOOKS LIKE IT HAD BEEN DELETED BUT EXHAUST HAS BEEN REINSTALLED. THE NUTS ARE STRIPPED THAT HOLD THE DPF ON. I BELIEVE IT HAS SPUN A MAIN BEARING. LOUD SQUEAKING AND KNOCKING COMING FROM THE LOWER ENGINE AREA. OIL IS FULL BUT CLOSE TO THE OIL CHANGE INTERVAL. NO CODES PRESENT...LIKE THEY HAVE BEEN CLEARED. IS THERE ANYTHING I CAN LOOK FOR TO CONFIRM A SOFTWARE MOD? MY SOFTWARE # IS DI80026. IM NOT SURE WHAT ITS SUPPOSED TO BE. THANKS.:

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ref:_00DA09j8L._5002I2Mqvra:ref

Email: Case [REDACTED] 2018 TITAN XD; crank no start with knocking noise A61 [ref:_00DA09j8L._5002I2Mqvra:ref]

Name
Task
Due Date 11/10/2021
Assigned To Timothy Greaux
Last Modified Date/Time 11/10/2021 2:52 PM
Comments Additional To: ashleysavoy1@aol.com

CC:
BCC:
Attachment:

Subject: Case [REDACTED] 2018 TITAN XD; crank no start with knocking noise A61 [ref:_00DA09j8L._5002I2Mqvra:ref]

Body:

Ashley,

Thank you for contacting TECH LINE. Typically we used the ECM part number starting with 23710 the software number provided is most likely a Cummins software part number. Lets remove the oil pan an inspect for excessive debris. If excessive debris is found replace the long block assembly. If additional diagnostic assistance is needed let us know. Have a great day!

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Thank you, _____ Timothy GreauxTECH LINE

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Closed TECH LINE cases can be reopened.
Case #: 45116962

Date Created: 11/10/2021
Customer name:
VIN: 1N6BA [REDACTED] Mileage: 53,000
Dealer code: 5787
Dealer name: NAVARRE NISSAN

Customer's Concerns:
WONT START. SOUNDS LOUD

Technician Findings:
LOOKS LIKE IT HAD BEEN DELETED BUT EXHAUST HAS BEEN REINSTALLED. THE NUTS ARE STRIPPED THAT HOLD THE DPF ON. I BELIEVE IT HAS SPUN A MAIN BEARING. LOUD SQUEAKING AND KNOCKING COMING FROM THE LOWER ENGINE AREA. OIL IS FULL BUT CLOSE TO THE OIL CHANGE INTERVAL. NO CODES PRESENT...LIKE THEY HAVE BEEN CLEARED. IS THERE ANYTHING I CAN LOOK FOR TO CONFIRM A SOFTWARE MOD? MY SOFTWARE # IS DI80026. IM NOT SURE WHAT ITS SUPPOSED TO BE. THANKS.:

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ref:_00DA09j8L._5002I2Mqvra:ref

An email was sent to the Caller Name

Name	
Task	<input checked="" type="checkbox"/>
Due Date	
Assigned To	Timothy Greaux
Last Modified Date/Time	11/21/2021 1:24 AM
Comments	

Email

Case [REDACTED] TITAN XD; crank no start with knocking noise A61 [ref:_00DA09j8L._5002I2Mqvra:ref]

Message Date	11/22/2021 8:35 AM
Has Attachment	<input type="checkbox"/>
Email Address	ashleysavoy1@aol.com
Status	Sent
Subject	Case 45116962; 2018 TITAN XD; crank no start with knocking noise A61 [ref:_00DA09j8L._5002I2Mqvra:ref]
Text Body	Ashley SAVOY,

TECH LINE's latest case update is below.

Recommendation:

Thank you for the update. The case has been updated and closed. 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 # [REDACTED]
Date Created: 11/10/2021
Customer name: [REDACTED]
VIN: 1N6BA1F48 [REDACTED]

Mileage: 53,000

Dealer code: 5787

Dealer name: NAVARRE NISSAN

Customer's Concerns:
WONT START. SOUNDS LOUD

Technician Findings:
LOOKS LIKE IT HAD BEEN DELETED BUT EXHAUST HAS BEEN REINSTALLED. THE NUTS ARE STRIPPED THAT HOLD THE DPF ON. I BELIEVE IT HAS SPUN A MAIN BEARING. LOUD SQUEAKING AND KNOCKING COMING FROM THE LOWER ENGINE AREA. OIL IS FULL BUT CLOSE TO THE OIL CHANGE INTERVAL. NO CODES PRESENT...LIKE THEY HAVE BEEN CLEARED. IS THERE ANYTHING I CAN LOOK FOR TO CONFIRM A SOFTWARE MOD? MY SOFTWARE # IS DI80026. IM NOT SURE WHAT ITS SUPPOSED TO BE. THANKS.:

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Regards,

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

Case # [REDACTED] 018 TITAN XD; crank no start with knocking noise A61 [ref:_00DA09j8L._5002I2Mqvra:ref]

Message Date 11/22/2021 8:35 AM

Has Attachment

Email Address ashleysavoy1@aol.com

Status Sent

Subject Case # [REDACTED] 018 TITAN XD; crank no start with knocking noise A61 [ref:_00DA09j8L._5002I2Mqvra:ref]

Text Body ASHLEY SAVOY,

TECH LINE's latest case update is below.

Recommendation:

Thank you for the update. The case has been updated and closed. 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 # [REDACTED]
Date Created: 11/10/2021
Customer name:

VIN: 1N6BA1F4 [REDACTED]

Mileage: 53,000

Dealer code: 5787

Dealer name: NAVARRE NISSAN

Customer's Concerns:
WONT START. SOUNDS LOUD

Technician Findings:

LOOKS LIKE IT HAD BEEN DELETED BUT EXHAUST HAS BEEN REINSTALLED. THE NUTS ARE STRIPPED THAT HOLD THE DPF ON. I BELIEVE IT HAS SPUN A MAIN BEARING. LOUD SQUEAKING AND KNOCKING COMING FROM THE LOWER ENGINE AREA. OIL IS FULL BUT CLOSE TO THE OIL CHANGE INTERVAL. NO CODES PRESENT...LIKE THEY HAVE BEEN CLEARED. IS THERE ANYTHING I CAN LOOK FOR TO CONFIRM A SOFTWARE MOD? MY SOFTWARE # IS DI80026. IM NOT SURE WHAT ITS SUPPOSED TO BE. THANKS.:

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Regards,

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

Cas [REDACTED] 18 TITAN XD; crank no start with knocking noise A61 [ref:_00DA09j8L._5002I2Mqvra:ref]

Message Date 11/10/2021 2:52 PM

Has Attachment

Email Address ashleysavoy1@aol.com

Status Sent

Subject Cas [REDACTED] 2018 TITAN XD; crank no start with knocking noise A61 [ref:_00DA09j8L._5002I2Mqvra:ref]

Text Body Ashley SAVOY,

TECH LINE's latest case update is below.

Recommendation:

Thank you for contacting TECH LINE. Typically we used the ECM part number starting with 23710 the software number provided is most likely a Cummins software part number. Lets remove the oil pan an inspect for excessive debris. If excessive debris is found 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 [REDACTED]
Date Created: 11/10/2021
Customer name: [REDACTED]
VIN: 1N6BA1F [REDACTED]

Mileage: 53,000

Dealer code: 5787

Dealer name: NAVARRE NISSAN

Customer's Concerns:
WONT START. SOUNDS LOUD

Technician Findings:

LOOKS LIKE IT HAD BEEN DELETED BUT EXHAUST HAS BEEN REINSTALLED. THE NUTS ARE STRIPPED THAT HOLD THE DPF ON. I BELIEVE IT HAS SPUN A MAIN BEARING. LOUD SQUEAKING AND KNOCKING COMING FROM THE LOWER ENGINE AREA. OIL IS FULL BUT CLOSE TO THE OIL CHANGE INTERVAL. NO CODES PRESENT...LIKE THEY HAVE BEEN CLEARED. IS THERE ANYTHING I CAN LOOK FOR TO CONFIRM A SOFTWARE MOD? MY SOFTWARE # IS DI80026. IM NOT SURE WHAT ITS SUPPOSED TO BE. THANKS.:

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Regards,

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

Case Comments

11/22/2021 8:34 AM

User **Timothy Greaux**
Public
Comment **Recommendation:**
Thank you for the update. The case has been updated and closed. If additional diagnostic assistance is needed let us know. Have a great day!

11/10/2021 3:39 PM

User **Alex Knepper**
Public
Comment **Recommendation (chat summary):**

The only ID's we'd have available is the ECM ROM ID for blank programming.

Which as per the EPC, shows as 23701-EZ47C.

However, some aftermarket tuners will leave the ECM P# the same, but will change the ROM chip. Unfortunately, we don't have a sheet or stock ID's available for all values, we only have the ROM ID for programming.

11/10/2021 2:47 PM

User **Timothy Greaux**
Public
Comment **Recommendation:**
Thank you for contacting TECH LINE. Typically we used the ECM part number starting with 23710 the software number provided is most likely a Cummins software part number. Lets remove the oil pan an inspect for excessive debris. If excessive debris is found replace the long block assembly. If additional diagnostic assistance is needed let us know. Have a great day!

11/22/2021 7:45 AM

User **Survey Site Guest User**
Public
Comment **CUSTOMER DECLINED ANY FURTHER REPAIRS. TRADED OUT OF IT.**

11/10/2021 3:39 PM

User **Alex Knepper**
Public
Comment **Description (chat summary):**

Is there any way you can help me find oe engine calibration id's? This vehicle has been deleted and then all parts reinstalled. I wanted to verify the ecu calibrations have been altered

11/10/2021 2:31 PM

User **Survey Site Guest User**
Public
Comment **Customer Comments: WONT START. SOUNDS LOUD**
 Technician Findings: LOOKS LIKE IT HAD BEEN DELETED BUT EXHAUST HAS BEEN REINSTALLED, THE NUTS ARE STRIPPED THAT HOLD THE DPF ON. I BELIEVE IT HAS SPUN A MAIN BEARING, LOUD SQUEAKING AND KNOCKING COMING FROM THE LOWER ENGINE AREA, OIL IS FULL BUT CLOSE TO THE OIL CHANGE INTERVAL. NO CODES PRESENT...LIKE THEY HAVE BEEN CLEARED. IS THERE ANYTHING I CAN LOOK FOR TO CONFIRM A SOFTWARE MOD? MY SOFTWARE # IS DI80026. IM NOT SURE WHAT ITS SUPPOSED TO BE. THANKS.
 Repairs Made: NONE YET
 Verified: Yes
 Question for TECH LINE: What test should I do next?

Chat Transcripts

01424679

Owner **AKnep**
Start Time **11/10/2021 3:30 PM**
End Time **11/10/2021 3:40 PM**
Status **Completed**

Case History

11/22/2021 8:35 AM

User **Timothy Greaux**
Action **Changed Status from Pending TECH LINE to Closed. Closed.**

11/22/2021 8:35 AM

User **Timothy Greaux**
Action **Changed Caller Name from ASHLEY SAVOY to Ashley SAVOY.**

11/22/2021 7:45 AM

User **Survey Site Guest User**
Action **Changed First Call Resolution from Yes to No. Changed Reopen Date to 11/22/2021 7:45 AM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

11/22/2021 7:44 AM

User **Survey Site Guest User**
Action **Changed Caller Name from Ashley SAVOY to ASHLEY SAVOY.**

11/10/2021 2:49 PM

User **Timothy Greaux**
Action **Changed Caller Name from ASHLEY SAVOY to Ashley SAVOY.**

11/10/2021 2:48 PM

User **Timothy Greaux**
Action **Changed Subject to crank no start with knocking noise A61. Changed Status from Pending TECH LINE to Pending Dealer Reply. Closed.**

11/10/2021 2:44 PM

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

11/10/2021 2:31 PM

User **Survey Site Guest User**
Action **Changed Preferred Contact Method to Email. Changed Case Owner from TECH LINE Stage to TECH LINE Initial.**

11/10/2021 2:31 PM

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