



Case [REDACTED]

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

General

Caller Name	[REDACTED]	Dealer	SOUTH AUSTIN NISSAN
NNA net user ID	xd186060	Contact Name	
Tech Preferred Phone	915129833237	Customer Name	
Tech Preferred Email	apina@southaustinnissan.com	Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	John Irion
Repair/Work Order	165385	Mobile Phone	
Job/Line Number	2	Texting Status	
Created Day	Thursday		

Incident Information

Customer Comments	engine will not crank over,says it sounds like it is locked up	Customer Name	[REDACTED]
Verified	No	Vehicle	1N6BA1F4 [REDACTED]
Question for TECH LINE	Need a second opinion / Is my diagnosis correct?	VIN	1N6BA1F4 [REDACTED]
Service Manual General Section	Engine	Archived VIN Make	
Service Manual Specific Section	Engine Control System	Archived VIN Year	2016
Symptom Code Category	Experience/Occurrence	Archived VIN Model	TITAN XD
Symptom	MISFIRE	Incident/RO Date	11/29/2021
When does this concern occur?	ALL TIMES	Calculated Days Down	4
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	none	Total Days Down	4
Observed Modifications & Accessories	none	Repair Attempts	0
		Current Mileage	81,207
		Vehicle Mileage Prior Value	

Vehicle Purchased
Miles

Primary DTC

Current DTC ECM p0272,p0524

Past DTC ABS 1109,c1118 ALL MODE AWD/4WD
p1820

Other DTCs

TECH LINE Information

Subject	Engine knock p0524 p0272 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	12/3/2021 7:30 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: C [REDACTED] 2016 TITAN XD; Engine knock p0524 p0272 A61 [ref: _00DA09j8L._5002I2Mt08M:ref]

Task	<input checked="" type="checkbox"/>
Due Date	12/3/2021
Assigned To	John Irion
Last Modified Date/Time	12/3/2021 7:29 AM
Comments	Additional To: apina@southaustinnissan.com CC: BCC: john.irion@nissan-usa.com Attachment: Subject: Case [REDACTED]; 2016 TITAN XD; Engine knock p0524 p0272 A61 [ref: _00DA09j8L._5002I2Mt08M:ref] Body: Adrian Pina, TECH LINE's latest case update is below. Recommendation Replace the long block The TECH LINE Survey can be accessed by: CLICKING HERE

Thank you, _____ John ITECH 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: 12/2/2021
Customer name [REDACTED]
VIN: 1N6BA1F [REDACTED] Mileage: 81,207
Dealer code: 5701
Dealer name: SOUTH AUSTIN NISSAN

Customer's Concerns:

engine will not crank over, says it sounds like it is locked up

Technician Findings:

I FOUND VEHICLE HAS NO POWER. FOUND BATTERIES TO BE @ 2 AND 3 VOLTS. I INSTALLED 2 JUMP BOXES AND WAS ABLE TO GET ENGINE TO CRANK SLOW AND VEHICLE POWER UP. BOTH BATTERIES FAILED LOAD TEST. AFTER BATTERY REPLACEMENT VEHICLE NOW POWERS UP PROPERLY. I INSTALLED CONSULT 3 PLUS AND FOUND CURRENT P0524 ENGINE OIL PRESSURE DTC, P0272 CYL 4 CONTRIBUTION/BALANCE. VEHICLE CRANKS BUT IS NOISY. oil appears fresh. I have not removed oil pan for sludge inspection. compression on cyl's 2 and 4 (drivers side bank) show above 280 psi. My gauge does not go high enough to calculate if it is within specification. Considering the oil pressure DTC (live data I took 283 rpm cranking and psi from 0-9) and noise-do you believe we have crankshaft separation?:

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ref: _00DA09j8L_5002I2Mt08M:ref

Email: Case [REDACTED] 016 TITAN XD; Engine knock p0524 p0272 A61 [ref: _00DA09j8L_5002I2Mt08M:ref]

Name [REDACTED]
Task
Due Date 12/2/2021
Assigned To John Irion
Last Modified Date/Time 12/2/2021 12:57 PM
Comments Additional To: apina@southaustinnissan.com
CC:
BCC: john.irion@nissan-usa.com
Attachment:

Subject: Case [REDACTED] 016 TITAN XD; Engine knock p0524 p0272 A61 [ref: _00DA09j8L_5002I2Mt08M:ref]

Body:
Adrian Pina,
TECH LINE's latest case update is below.
Recommendation

Look at the front and back of each cranch journal with a bright light for a separation that appear only as a line or cracked appearance.

It may be easier to see if the crank is sprayed off to remove any oil first.

Also turn the engine by hand and watch for any abnormal movement ie one part of the crank moves a

few degrees without the rest of the crank turning.

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Case #: _____
Date Created: 12/2/2021
Customer name: _____
VIN: 1N6BA1F4 _____ Mileage: 81,207
Dealer code: 5701
Dealer name: SOUTH AUSTIN NISSAN

Customer's Concerns:

engine will not crank over, says it sounds like it is locked up

Technician Findings:

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Email: Cas _____ 2016 TITAN XD; Engine knock p0524 p0272 A61 [ref:_00DA09j8L._5002I2Mt08M:ref]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	12/2/2021
Assigned To	John Irion
Last Modified Date/Time	12/2/2021 9:15 AM
Comments	Additional To: apina@southaustinnissan.com CC: BCC: john.irion@nissan-usa.com Attachment: Subject: Cas _____ 2016 TITAN XD; Engine knock p0524 p0272 A61 [ref:_00DA09j8L._5002I2Mt08M:ref] Body: Adrian Pina, TECH LINE's latest case update is below. Recommendation,

Yes, this can be caused by a crankshaft separation.

let's drop the lower oil pan and inspect the crankshaft

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Case # [REDACTED]
Date Created: 12/2/2021
Customer name: [REDACTED]
VIN: 1N6BA1F40 [REDACTED] Mileage: 81,207
Dealer code: 5701
Dealer name: SOUTH AUSTIN NISSAN

Customer's Concerns:

engine will not crank over, says it sounds like it is locked up

Technician Findings:

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ref:_00DA09j8L_5002I2Mt08M:ref

Attachments

Outlook-cid_image0.png	Outlook-oixxxble.png
Size 5KB	Size 434 bytes
Ownership John Irion	Ownership John Irion
View View file	View View file
Last Modified 12/3/2021 7:27 AM	Last Modified 12/3/2021 7:27 AM
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Size 5KB	Size 1.29MB
Ownership John Irion	Ownership John Irion
View View file	View View file
Last Modified 12/3/2021 7:27 AM	Last Modified 12/3/2021 7:27 AM
20211202_140807.jpg	20211202_134658.jpg
Size 1.78MB	Size 2.42MB
Ownership John Irion	Ownership John Irion
View View file	View View file
Last Modified 12/3/2021 7:27 AM	Last Modified 12/3/2021 7:27 AM

20211202_131948.jpg

Size **1.86MB**
 Ownership **John Irion**
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Outlook-eiquxyip.png

Size **434 bytes**
 Ownership **John Irion**
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Outlook-cid_image0.png

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Size **2.42MB**
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20211202_131948.jpg

Size **1.86MB**
 Ownership **John Irion**
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Emails

Case **[REDACTED] 2016 TITAN XD; Engine knock p0524 p0272 A61 [ref:_00DA09j8L._5002I2Mt08M:ref]**

Message Date **12/3/2021 7:29 AM**

Has Attachment

Email Address **apina@southaustinnissan.com**

Status **Sent**

Subject **Case [REDACTED] 2016 TITAN XD; Engine knock p0524 p0272 A61 [ref:_00DA09j8L._5002I2Mt08M:ref]**

Text Body **Adrian Pina,**

TECH LINE's latest case update is below.

**Recommendation
 Replace the long block**

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

Thank you,

John I

TECH LINE

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Case #: [REDACTED]
Date Created: 12/2/2021
Customer name: [REDACTED]
VIN: 1N6BA1F [REDACTED]

Mileage: 81,207

Dealer code: 5701

Dealer name: SOUTH AUSTIN NISSAN

Customer's Concerns:
engine will not crank over,says it sounds like it is locked up

Technician Findings:
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Fw: Case # [REDACTED] 016 TITAN XD; Engine knock p0524 p0272 A61 [ref:_00DA09j8L._5002l2Mt08M:ref]

Message Date 12/3/2021 7:03 AM
Has Attachment
Email Address apina@southaustinnissan.com

Status **Read**

Subject **Fw: Case [REDACTED] 016 TITAN XD; Engine knock p0524 p0272 A61 [ref:_00DA09j8L._5002I2Mt08M:ref]**

Text Body **Please review photos. I am recommending long engine replacement. Would you agree?**

[REDACTED]

Adrian Piña

South Austin Nissan

Master Technician

apina@southaustinnissan.com<mailto:gregory.kajoian@nissan-usa.com>

From: Adrian Pina <apina@southaustinnissan.com>

Sent: Thursday, December 2, 2021 2:18 PM

To: TECH LINE Email to Case <techlinesfdc@nissan-usa.com>

Cc: Jacinto Campuzano <jcampuzano@southaustinnissan.com>; Daniel Sanchez <dsanchez@southaustinnissan.com>

Subject: Fw: Case [REDACTED] 016 TITAN XD; Engine knock p0524 p0272 A61 [ref:_00DA09j8L._5002I2Mt08M:ref]

I have not detected any 'separation' YET. I did find metal in the pan and oil. Also I noticed cyl 6 appears to have been 'blueing'/getting hot and very brown/burnt oil residue on main cap. I'm curious if it started binding and set the cylinder 4 contribution DTC due to excessive drag. Why not cyl 6 vs cylinder 2 I do not know. I am recommending long engine replacement. Would you agree?

[REDACTED]

Adrian Piña

South Austin Nissan

Master Technician

From: Adrian Pina <apina@southaustinnissan.com>

Sent: Thursday, December 2, 2021 2:15 PM

To: TECH LINE Email to Case <techlinesfdc@nissan-usa.com>

Cc: Daniel Sanchez <dsanchez@southaustinnissan.com>; Jacinto Campuzano <jcampuzano@southaustinnissan.com>

Subject: Re: Case [REDACTED] 016 TITAN XD; Engine knock p0524 p0272 A61 [ref:_00DA09j8L._5002I2Mt08M:ref]

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From: TECH LINE Email to Case <techlinesfdc@nissan-usa.com>

Sent: Thursday, December 2, 2021 12:57:02 PM

To: Adrian Pina <apina@southaustinnissan.com>

Subject: Case [REDACTED] 016 TITAN XD; Engine knock p0524 p0272 A61 [ref:_00DA09j8L_5002I2Mt08M:ref]

TECH LINE's latest case update is below.

Recommendation

Look at the front and back of each cranch journal with a bright light for a separation that appear only as a line or cracked appearance.

It may be easier to see if the crank is sprayed off to remove any oil first.

Also turn the engine by hand and watch for any abnormal movement ie one part of the crank moves a few degrees without the rest of the crank turning.

Thank you,

John I

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Case [REDACTED]
Date Created: 12/2/2021
Customer name:
VIN: 1N6BA1F [REDACTED]

Mileage: 81,207

Dealer code: 5701

Dealer name: SOUTH AUSTIN NISSAN

Customer's Concerns:

engine will not crank over,says it sounds like it is locked up

Technician Findings:

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ref:_00DA09j8L._5002I2Mt08M:ref

Fw: Case [REDACTED] 16 TITAN XD; Engine knock p0524 p0272 A61 [ref:_00DA09j8L._5002I2Mt08M:ref]

Message Date 12/2/2021 2:19 PM
Has Attachment
Email Address apina@southaustinnissan.com
Status Read
Subject Fw: Case 45247233; 2016 TITAN XD; Engine knock p0524 p0272 A61 [ref:_00DA09j8L._5002I2Mt08M:ref]
Text Body I have not detected any 'separation' YET. I did find metal in the pan and oil. Also I noticed cyl 6 appears to have been 'blueing'/getting hot and very brown/burnt oil residue on main cap. I'm curious if it started binding and set the cylinder 4 contribution DTC due to excessive drag. Why not cyl 6 vs cylinder 2 I do not know.
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Adrian Piña

South Austin Nissan

Master Technician

apina@southaustinnissan.com<mailto:gregory.kajoian@nissan-usa.com>

From: Adrian Pina <apina@southaustinnissan.com>
Sent: Thursday, December 2, 2021 2:15 PM
To: TECH LINE Email to Case <techlinesfdc@nissan-usa.com>
Cc: Daniel Sanchez <dsanchez@southaustinnissan.com>; Jacinto Campuzano <jcampuzano@southaustinnissan.com>
Subject: Re: Ca [REDACTED] 2016 TITAN XD; Engine knock p0524 p0272 A61 [

ref:_00DA09j8L._5002I2Mt08M:ref]

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From: TECH LINE Email to Case <techlinesfdc@nissan-usa.com>

Sent: Thursday, December 2, 2021 12:57:02 PM

To: Adrian Pina <apina@southaustinnissan.com>

Subject: Case 45247233; 2016 TITAN XD; Engine knock p0524 p0272 A61 [ref:_00DA09j8L._5002I2Mt08M:ref]

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Recommendation

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John I

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Customer name:
VIN: 1N6BA [REDACTED]

Mileage: 81,207

Dealer code: 5701

Dealer name: SOUTH AUSTIN NISSAN

Customer's Concerns:
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ref:_00DA09j8L._5002I2Mt08M:ref

C: [REDACTED] TITAN XD; Engine knock p0524 p0272 A61 [ref:_00DA09j8L._5002I2Mt08M:ref]

Message Date 12/2/2021 12:57 PM
Has Attachment
Email Address apina@southaustinnissan.com
Status Sent
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Text Body Adrian Pina,

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Thank you,

John I

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: 12/2/2021

Customer name [REDACTED]

VIN: 1N6BA1 [REDACTED]

Mileage: 81,207

Dealer code: 5701

Dealer name: SOUTH AUSTIN NISSAN

Customer's Concerns:

engine will not crank over,says it sounds like it is locked up

Technician Findings:

I FOUND VEHICLE HAS NO POWER. FOUND BATTERIES TO BE @ 2 AND 3 VOLTS. I INSTALLED 2 JUMP BOXES AND WAS ABLE TO GET ENGINE TO CRANK SLOW AND VEHICLE POWER UP. BOTH BATTERIES FAILED LOAD TEST. AFTER BATTERY REPLACEMENT VEHICLE NOW POWERS UP PROPERLY. I INSTALLED CONSULT 3 PLUS AND FOUND CURRENT P0524 ENGINE OIL PRESSURE DTC,P0272 CYL 4 CONTRIBUTION/BALANCE. VEHICLE CRANKS BUT IS NOISY. oil appears fresh. I have not removed oil pan for sludge inspection. compression on cyl's 2 and 4 (drivers side bank) show above 280 psi. My gauge does not go high enough to calculate if it is within specification. Considering the oil pressure DTC (live data I took 283 rpm cranking and psi from 0-9) and noise-do you believe we have crankshaft separation?:

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.

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Re: Case [REDACTED] 2016 TITAN XD; Engine knock p0524 p0272 A61 [ref:_00DA09j8L._5002I2Mt08M:ref]

Message Date 12/2/2021 10:22 AM

Has Attachment

Email Address apina@southaustinnissan.com

Status Read

Subject Re: Case [REDACTED] 2016 TITAN XD; Engine knock p0524 p0272 A61 [ref:_00DA09j8L._5002I2Mt08M:ref]

Text Body QUICK update-I purchased a higher capacity gauge- CYL 2 reads 300 psi,CYL 4 reads 310 psi while cranking for 15 seconds per ESM.
When I remove the lower oil pan ,should there be no sludge, WHAT EXACTLY am I looking for on the crank? I have had 3 TITAN DIESELS with separated cranks shafts but could NOT tell where it was broken when oil pan was removed and inspected. (2 of them STILL WOULD START AND RUN,one of them has lateral runout at front crank pulley).

Thank you,

[cid:722fd880-0a9e-47c5-88f2-05ed455e12bd][cid:image002.gif@01D65AC5.9405E600]

Adrian Piña

South Austin Nissan

Master Technician

apina@southaustinnissan.com<mailto:gregory.kajoian@nissan-usa.com>

From: TECH LINE Email to Case <techlinesfdc@nissan-usa.com>

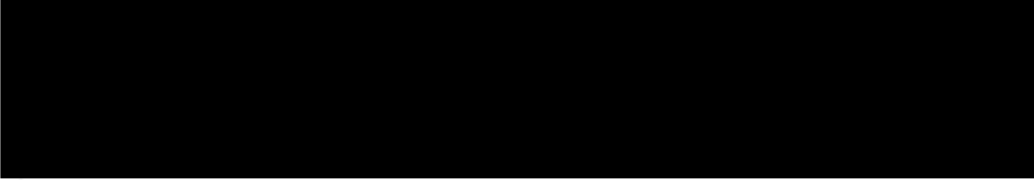
Sent: Thursday, December 2, 2021 9:15 AM

To: Adrian Pina <apina@southaustinnissan.com>

Subject: Case [REDACTED] 2016 TITAN XD; Engine knock p0524 p0272 A61 [ref:_00DA09j8L._5002I2Mt08M:ref]

TECH LINE's latest case update is below.

Recommendation,
Yes, this can be caused by a crankshaft separation.
let's drop the lower oil pan and inspect the crankshaft



Thank you,

John I

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Case # 

Date Created: 12/2/2021

Customer name:

VIN: 1N6 

Mileage: 81,207

Dealer code: 5701

Dealer name: SOUTH AUSTIN NISSAN

Customer's Concerns:

engine will not crank over,says it sounds like it is locked up

Technician Findings:

I FOUND VEHICLE HAS NO POWER. FOUND BATTERIES TO BE @ 2 AND 3 VOLTS. I INSTALLED 2 JUMP BOXES AND WAS ABLE TO GET ENGINE TO CRANK SLOW AND VEHICLE POWER UP. BOTH BATTERIES FAILED LOAD TEST. AFTER BATTERY REPLACEMENT VEHICLE NOW POWERS UP PROPERLY. I INSTALLED CONSULT 3 PLUS AND FOUND CURRENT P0524 ENGINE OIL PRESSURE DTC,P0272 CYL 4 CONTRIBUTION/BALANCE. VEHICLE CRANKS BUT IS NOISY. oil appears fresh. I have not removed oil pan for sludge inspection. compression on cyl's 2 and 4 (drivers side bank) show above 280 psi. My gauge does not go high enough to calculate if it is within specification. Considering the oil pressure DTC (live data I took 283 rpm cranking and psi from 0-9) and noise-do you believe we have crankshaft separation?:

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ref:_00DA09j8L._5002I2Mt08M:ref

Cas [REDACTED] 2016 TITAN XD; Engine knock p0524 p0272 A61 [ref:_00DA09j8L._5002I2Mt08M:ref]

Message Date 12/2/2021 9:15 AM

Has Attachment

Email Address apina@southaustinnissan.com

Status Sent

Subject Case [REDACTED] 2016 TITAN XD; Engine knock p0524 p0272 A61 [ref:_00DA09j8L._5002I2Mt08M:ref]

Text Body Adrian Pina,

TECH LINE's latest case update is below.

Recommendation,
Yes, this can be caused by a crankshaft separation.
let's drop the lower oil pan and inspect the crankshaft

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

Thank you,

John I

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Case : [REDACTED]
Date Created: 12/2/2021
Customer name: [REDACTED]
VIN: 1N6BA [REDACTED]

Mileage: 81,207

Dealer code: 5701

Dealer name: SOUTH AUSTIN NISSAN

Customer's Concerns:
engine will not crank over,says it sounds like it is locked up

Technician Findings:
I FOUND VEHICLE HAS NO POWER. FOUND BATTERIES TO BE @ 2 AND 3 VOLTS. I INSTALLED 2 JUMP BOXES AND WAS ABLE TO GET ENGINE TO CRANK SLOW AND VEHICLE POWER UP. BOTH BATTERIES FAILED LOAD TEST. AFTER BATTERY REPLACEMENT VEHICLE NOW POWERS UP PROPERLY. I INSTALLED CONSULT 3 PLUS AND FOUND CURRENT P0524 ENGINE OIL PRESSURE DTC,P0272 CYL 4 CONTRIBUTION/BALANCE. VEHICLE CRANKS BUT IS NOISY. oil appears fresh. I have not removed oil pan for sludge inspection. compression on cyl's 2 and 4 (drivers side bank) show above 280 psi. My gauge does not go high enough to calculate if it is within specification. Considering the oil pressure DTC (live data I took 283 rpm cranking and psi from 0-9) and noise-do you believe we have crankshaft separation?:

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Case Comments

12/3/2021 7:29 AM	12/3/2021 7:28 AM
User John Irion	User John Irion
Public <input checked="" type="checkbox"/>	Public <input checked="" type="checkbox"/>
Comment Recommendation Replace the long block	Description I have not detected any 'separation' YET. I did find metal in the pan and oil. Also I noticed cyl 6 appears to have been 'blueing'/getting hot and very brown/burnt oil residue on main cap. I'm curious if it started binding and set the cylinder 4 contribution DTC due to excessive drag. Why not cyl 6 vs cylinder 2 I do not know.
12/2/2021 12:56 PM	12/2/2021 12:54 PM
User John Irion	User John Irion
Public <input checked="" type="checkbox"/>	Public <input checked="" type="checkbox"/>
Comment Recommendation Look at the front and back of each cranch journal with a bright light for a separation that appear only as a line or cracked appearance. It may be easier to see if the crank is sprayed off to remove any oil first. Also turn the engine by hand and watch for any abnormal movement ie one part of the crank	Description QUICK update-I purchased a higher capacity

moves a few degrees without the rest of the crank turning.

gauge- CYL 2 reads 300 psi,CYL 4 reads 310 psi while cranking for 15 seconds per ESM. When I remove the lower oil pan ,should there be no sludge, WHAT EXACTLY am I looking for on the crank? I have had 3 TITAN DIESELS with separated cranks shafts but could NOT tell where it was broken when oil pan was removed and inspected. (2 of them STILL WOULD START AND RUN,one of them has lateral runout at front crank pulley).

12/2/2021 9:14 AM

User John Irion
Public
Comment Recommendation,
Yes, this can be caused by a crankshaft separation.
let's drop the lower oil pan and inspect the crankshaft

12/2/2021 9:08 AM

User Survey Site Guest User
Public
Comment Customer Comments: engine will not crank over,says it sounds like it is locked up
 Technician Findings: I FOUND VEHICLE HAS NO POWER. FOUND BATTERIES TO BE @ 2 AND 3 VOLTS. I INSTALLED 2 JUMP BOXES AND WAS ABLE TO GET ENGINE TO CRANK SLOW AND VEHICLE POWER UP. BOTH BATTERIES FAILED LOAD TEST. AFTER BATTERY REPLACEMENT VEHICLE NOW POWERS UP PROPERLY. I INSTALLED CONSULT 3 PLUS AND FOUND CURRENT P0524 ENGINE OIL PRESSURE DTC,P0272 CYL 4 CONTRIBUTION/BALANCE. VEHICLE CRANKS BUT IS NOISY. oil appears fresh. I have not removed oil pan for sludge inspection. compression on cyl's 2 and 4 (drivers side bank) show above 280 psi. My gauge does not go high enough to calculate if it is within specification. Considering the oil pressure DTC (live data I took 283 rpm cranking and psi from 0-9) and noise-do you believe we have crankshaft separation?
 Repairs Made: none
 Verified: No
 Current DTC: ECM p0272,p0524
 Past DTC: ABS 1109,c1118 ALL MODE AWD/4WD p1820
 Question for TECH LINE: Need a second opinion / Is my diagnosis correct?

Case History

12/3/2021 7:30 AM

User John Irion
Action Changed Status from Pending TECH LINE to Pending Dealer Reply. Closed.

12/2/2021 2:19 PM

User Managed Services
Action Changed Reopen Date from 12/2/2021 10:22 AM to 12/2/2021 2:19 PM. Changed Status from Pending Dealer Reply to Pending TECH LINE.

12/2/2021 12:57 PM

User John Irion
Action Changed Status from Pending TECH LINE to Pending Dealer Reply. Closed.

12/2/2021 10:22 AM

User Managed Services
Action Changed First Call Resolution from Yes to No. Changed Reopen Date to 12/2/2021 10:22 AM. Changed Status from Pending Dealer Reply to Pending TECH LINE.

12/2/2021 9:14 AM

User **John Irion**

Action **Changed Subject to Engine knock p0524 p0272 A61. Changed Status from Pending TECH LINE to Pending Dealer Reply. Closed.**

12/2/2021 9:12 AM

User **John Irion**

Action **Changed Case Owner from TECH LINE Initial 1 to John Irion.**

12/2/2021 9:08 AM

User **Survey Site Guest User**

Action **Changed Preferred Contact Method to Email. Changed Case Owner from TECH LINE Stage to TECH LINE Initial 1.**

12/2/2021 9:08 AM

User **Survey Site Guest User**

Action **Changed Status from Open to Pending TECH LINE. Created.**
