



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
NNAnet 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	165621	Mobile Phone	
Job/Line Number	1	Texting Status	
Created Day	Monday		

Incident Information

Customer Comments	driving from California,when getting here the truck started to make abnormal nose and then the engine started to lose power.	Customer Name	[REDACTED]
Verified	Yes	Vehicle	1N6BA1F4 [REDACTED]
Question for TECH LINE	What test should I do next?	VIN	1N6BA1F4 [REDACTED]
Service Manual General Section	Engine	Archived VIN Make	
Service Manual Specific Section	Engine Mechanical	Archived VIN Year	2016
Symptom Code Category	Sounds	Archived VIN Model	Titan XD
Symptom	NOISE EXCESSIVE	Incident/RO Date	12/4/2021
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	wide wheel/tire combo	Repair Attempts	0
		Current Mileage	74,448
		Vehicle Mileage Prior Value	

Vehicle Purchased
Miles

Primary DTC

Current DTC ECM p0335

Past DTC ECM
p008a,p0a0f,p0299,p203f,p20b7,p2509

Other DTCs

TECH LINE Information

Subject	Engine knocking P0335 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	12/6/2021 3:30 PM		
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: Ca [REDACTED] 2016 Titan XD; Engine knocking P0335 A61 [ref:_00DA09j8L_5002I2OB9Bh:ref]

Name	[REDACTED]
Task	<input checked="" type="checkbox"/>
Due Date	12/6/2021
Assigned To	John Irion
Last Modified Date/Time	12/6/2021 3:30 PM
Comments	Additional To: apina@southaustinnissan.com CC: BCC: john.irion@nissan-usa.com Attachment: Subject: Case [REDACTED] 2016 Titan XD; Engine knocking P0335 A61 [ref:_00DA09j8L_5002I2OB9Bh:ref] Body: Adrian Pina, TECH LINE's latest case update is below. Recommendation Thank you for the update. 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: 12/6/2021
Customer name: [REDACTED]
VIN: 1N6BA1F [REDACTED] Mileage: 74,448
Dealer code: 5701
Dealer name: SOUTH AUSTIN NISSAN

Customer's Concerns:
driving from California, when getting here the truck started to make abnormal noise and then the engine started to lose power.
Technician Findings:
Engine cranks but is extremely loud/knocking. No oil leaks. Has p0335 current dtc. I believe crankshaft has separated. See video-would u agree that I need to drop lower oil pan and inspect for sludge/debris? Should I find debris/sludge (or not) long engine replacement would be necessary?:

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._5002I2OB9Bh:ref

Email: Ca [REDACTED] 16 Titan XD; Engine knocking P0335 A61 [ref:_00DA09j8L._5002I2OB9Bh:ref]

Name [REDACTED]
Task
Due Date 12/6/2021
Assigned To John Irion
Last Modified Date/Time 12/6/2021 12:44 PM
Comments Additional To: apina@southaustinnissan.com
CC:
BCC: john.irion@nissan-usa.com
Attachment:

Subject: Ca [REDACTED] 16 Titan XD; Engine knocking P0335 A61 [ref:_00DA09j8L._5002I2OB9Bh:ref]
Body:
Adrian Pina,
TECH LINE's latest case update is below.
Recommendation

Yes, please remove the oil pan to inspect for sludge / debris and a crankshaft separation.

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Thank you, _____ John ITECH LINE

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Case [REDACTED]
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VIN: 1N6BA1F [REDACTED] Mileage: 74,448
Dealer code: 5701
Dealer name: SOUTH AUSTIN NISSAN

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ref:_00DA09j8L._5002I2OB9Bh:ref

Attachments

Outlook-rbb2xqua.png Size 434 bytes Ownership John Irion View View file Last Modified 12/6/2021 3:28 PM	Outlook-5essmwvq.png Size 434 bytes Ownership John Irion View View file Last Modified 12/6/2021 3:28 PM
Outlook-cid_image0.png Size 5KB Ownership John Irion View View file Last Modified 12/6/2021 3:28 PM	Outlook-cu2a02zp.png Size 434 bytes Ownership John Irion View View file Last Modified 12/6/2021 3:28 PM
Outlook-cid_image0.png Size 5KB Ownership John Irion View View file Last Modified 12/6/2021 3:28 PM	165621metalinPAN.jpg Size 2.53MB Ownership John Irion View View file Last Modified 12/6/2021 3:28 PM
Outlook-cid_image0.png Size 5KB Ownership John Irion View View file Last Modified 12/6/2021 3:28 PM	165621SEPARATION.jpg Size 1.48MB Ownership John Irion View View file Last Modified 12/6/2021 3:28 PM
165621rearview.jpg Size 1.86MB Ownership John Irion View View file	165621whole pan.jpg Size 2.7MB Ownership John Irion View View file

Last Modified 12/6/2021 3:28 PM

Last Modified 12/6/2021 3:28 PM

165621Enginenoise.mp4

Size 17.15MB

Ownership **Managed Services**

View [View file](#)

Last Modified 12/6/2021 12:33 PM

Email

Case [REDACTED] 16 Titan XD; Engine knocking P0335 A61 [ref:_00DA09j8L._5002I2OB9Bh:ref]

Message Date 12/6/2021 3:30 PM

Has Attachment

Email Address apina@southaustinnissan.com

Status **Sent**

Subject **Case** [REDACTED] 2016 Titan XD; Engine knocking P0335 A61 [ref:_00DA09j8L._5002I2OB9Bh:ref]

Text Body **Adrian Pina,**

TECH LINE's latest case update is below.

Recommendation

Thank you for the update.

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: 12/6/2021
Customer name:
VIN: 1N6BA1F [REDACTED]

Mileage: 74,448

Dealer code: 5701

Dealer name: SOUTH AUSTIN NISSAN

Customer's Concerns:

driving from California, when getting here the truck started to make abnormal noise and then the engine started to lose power.

Technician Findings:

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Fw: Case [REDACTED] 2016 Titan XD; Engine knocking P0335 A61 [ref:_00DA09j8L_5002I2OB9Bh:ref]

Message Date 12/6/2021 2:48 PM

Has Attachment

Email Address [REDACTED]

Status [REDACTED]

Subject [REDACTED]

Text Body [REDACTED]

[cid:022dd3b8-8063-4892-9936-7097a2a8c7b3][cid:image002.gif@01D65AC5.9405E600]

Adrian Piña

South Austin Nissan

Master Technician

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

From: Adrian Pina <apina@southaustinnissan.com>

Sent: Monday, December 6, 2021 2:45 PM

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

Subject: Fw: Case [REDACTED] 2016 Titan XD; Engine knocking P0335 A61 [ref:_00DA09j8L_5002I2OB9Bh:ref]

]

I removed lower oil pan and verified crankshaft separation between cyl's 7/8 and 5/6-See photos

[REDACTED]

Adrian Piña

South Austin Nissan

Master Technician

[REDACTED]

From: Adrian Pina <apina@southaustinnissan.com>

Sent: Monday, December 6, 2021 2:41 PM

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

Subject: Re: Case [REDACTED] 2016 Titan XD; Engine knocking P0335 A61 [ref:_00DA09j8L._5002I2OB9Bh:ref]

I removed lower oil pan and verified crankshaft separation between cyl's 7/8 and 5/6-See photos

[REDACTED]

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: Monday, December 6, 2021 12:44 PM

To: Adrian Pina <apina@southaustinnissan.com>

Subject: Case 45278453; 2016 Titan XD; Engine knocking P0335 A61 [ref:_00DA09j8L._5002I2OB9Bh:ref]

[REDACTED]

TECH LINE's latest case update is below.

Recommendation

Yes, please remove the oil pan to inspect for sludge / debris and a crankshaft separation.

[REDACTED]

Thank you,

John I

TECH LINE

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Case [REDACTED]
Date Created: 12/6/2021
Customer name:
VIN: 1N6BA [REDACTED]

Mileage: 74,448

Dealer code: 5701

Dealer name: SOUTH AUSTIN NISSAN

Customer's Concerns:

driving from California, when getting here the truck started to make abnormal noise and then the engine started to lose power.

Technician Findings:

Engine cranks but is extremely loud/knocking. No oil leaks. Has p0335 current dtc. I believe crankshaft has separated. See video-would u agree that I need to drop lower oil pan and inspect for sludge/debris? Should I find debris/sludge (or not) long engine replacement would be necessary?:

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[REDACTED]

ref:_00DA09j8L._5002I2OB9Bh:ref

C [REDACTED] 16 Titan XD; Engine knocking P0335 A61 [ref:_00DA09j8L._5002I2OB9Bh:ref]

Message Date 12/6/2021 12:44 PM

Has Attachment

Email Address apina@southaustinnissan.com

Status Sent

Subject Case [REDACTED] 2016 Titan XD; Engine knocking P0335 A61 [ref:_00DA09j8L._5002I2OB9Bh:ref]

Text Body Adrian Pina,

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Recommendation

Yes, please remove the oil pan to inspect for sludge / debris and a crankshaft separation.

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Thank you,

John I

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Case # [REDACTED]

Date Created: 12/6/2021

Customer name: [REDACTED]

VIN: 1N6BA1F43G [REDACTED]

Mileage: 74,448

Dealer code: 5701

Dealer name: SOUTH AUSTIN NISSAN

Customer's Concerns:

driving from California,when getting here the truck started to make abnormal nose and then the engine started to lose power.

Technician Findings:

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Case Comments

12/6/2021 3:29 PM

12/6/2021 3:29 PM

User	John Irion	User	John Irion
Public	<input checked="" type="checkbox"/>	Public	<input checked="" type="checkbox"/>
Comment	Recommendation Thank you for the update. Replace the long block	Comment	Description I removed lower oil pan and verified crankshaft separation between cyl's 7/8 and 5/6-

12/6/2021 12:44 PM

12/6/2021 12:33 PM

User	John Irion	User	Survey Site Guest User
Public	<input checked="" type="checkbox"/>	Public	<input checked="" type="checkbox"/>
Comment	Recommendation Yes, please remove the oil pan to inspect for sludge / debris and a crankshaft separation.	Comment	Has current crank DTC,see video of excessive engine noise.

12/6/2021 12:32 PM

User	Survey Site Guest User
Public	<input checked="" type="checkbox"/>
Comment	Customer Comments: driving from California,when getting here the truck started to make abnormal nose and then the engine started to lose power. <input type="checkbox"/> Technician Findings: Engine cranks but is extremely loud/knocking. No oil leaks. Has p0335 current dtc.I believe crankshaft has separated. See video-would u agree that I need to drop lower oil pan and inspect for sludge/debris? Should I find debris/sludge (or not) long engine replacement would be necessary? <input type="checkbox"/> Repairs Made: none <input type="checkbox"/> Verified: Yes <input type="checkbox"/> Current DTC: ECM p0335 <input type="checkbox"/> Past DTC: ECM p008a,p0a0f,p0299,p203f,p20b7,p2509

Question for TECH LINE: What test should I do next?

Case History

12/6/2021 3:30 PM

User **John Irion**

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

12/6/2021 2:48 PM

User **Managed Services**

Action **Changed First Call Resolution from Yes to No. Changed Reopen Date to 12/6/2021 2:48 PM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

12/6/2021 12:39 PM

User **John Irion**

Action **Changed Subject to Engine knocking P0335 A61. Changed Status from Pending TECH LINE to Pending Dealer Reply. Closed.**

12/6/2021 12:35 PM

User **John Irion**

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

12/6/2021 12:33 PM

User **Survey Site Guest User**

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

12/6/2021 12:32 PM

User **Survey Site Guest User**

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