



Case: [REDACTED]

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

General

Caller Name	[REDACTED]	Dealer	JOHNSON NISSAN
NNAnet user ID	dscarp59	Contact Name	
Tech Preferred Phone	919289651839	Customer Name	
Tech Preferred Email	paxtonscarborough@gmail.com	Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	Matthew Mead
Repair/Work Order	85982	Mobile Phone	
Job/Line Number	1	Texting Status	
Created Day	Thursday		

Incident Information

Customer Comments	Customer states as he was driving there was a loud noise and the truck started to sputter, loss of power, and then stopped running and now it will not start.	Customer Name	[REDACTED]
Verified	Yes	Vehicle	1N6BA1F4X [REDACTED]
Question for TECH LINE	Who should I ask about this?	VIN	1N6BA1F4X [REDACTED]
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	1/20/2022
When does this concern occur?	ALL TIMES	Calculated Days Down	28
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	None	Total Days Down	28
Observed Modifications & Accessories	Exhaust, Lift	Repair Attempts	1
		Current Mileage	66,581
		Vehicle Mileage Prior Value	

Vehicle Purchased
Miles

Primary DTC

Current DTC ECM p0601

Past DTC

Other DTCs

TECH LINE Information

Subject	Knocking noise from engine.	Resolution Action	
Status	Closed	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	2/17/2022 2:32 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

Review Dealer Comment

Name	
Task	<input checked="" type="checkbox"/>
Due Date	2/18/2022
Assigned To	Matthew Mead
Last Modified Date/Time	2/18/2022 7:14 AM
Comments	

Email: Case # [REDACTED] 2017 TITAN XD; Knocking noise from engine. [ref:_00DA09j8L._5002I2PW3Pp:ref]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	2/17/2022
Assigned To	Matthew Mead
Last Modified Date/Time	2/17/2022 2:29 PM
Comments	Additional To [REDACTED] CC: BCC: Attachment:

Subject: Case [REDACTED] 2017 TITAN XD; Knocking noise from engine. [ref:_00DA09j8L._5002I2PW3Pp:ref]

Body:

Paxton Scarborough,
TECH LINE's latest case update is below.

Recommendation:

- Please review questions about warranty coverage with the Warranty Administrator or Service Manager.

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

Thank you, _____ Matt MTECH 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: 2/17/2022

Customer name [REDACTED]

VIN: 1N6BA1F4 [REDACTED] eage: 66,581

Dealer code: 2286

Dealer name: JOHNSON NISSAN

Customer's Concerns:

Customer states as he was driving there was a loud noise and the truck started to sputter, loss of power, and then stopped running and now it will not start.

Technician Findings:

Vehicle will not start, cranking is labored, engine sounds partially seized, and makes loud knocking noise while cranking. Suspecting broken/damaged crankshaft or other internals.

The engine is low on oil and has a oil leak from the front cover. The exhaust has been modified and vehicle has a lift. Recommend engine replacement.:

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._5002I2PW3Pp:ref

Email: Case 45790356; 2017 TITAN XD; Knocking noise from engine. [ref:_00DA09j8L._5002I2PW3Pp:ref]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	2/17/2022
Assigned To	Matthew Mead
Last Modified Date/Time	2/17/2022 1:04 PM
Comments	Additional To: paxtonscarborough@gmail.com CC: BCC: Attachment:

Subject: Case [REDACTED] 2017 TITAN XD; Knocking noise from engine. [ref:_00DA09j8L._5002I2PW3Pp:ref]

Body:

Paxton Scarborough,
TECH LINE's latest case update is below.

Recommendation:

- Thank you for documenting the knocking noise heard while cranking.
- Please remove the oil pan and inspect for excessive debris.
- If excessive debris is present in the oil pan please replace the long engine assembly.

- Question for TECH LINE: Who should I ask about this? TECH LINE can assist with diagnosis and repair questions. For assistance with warranty questions or authorization please contact the Warranty Administrator or Service Manager.

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

Thank you, _____ Matt MTECH 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: 2/17/2022
Customer name:
VIN: 1N6BA1F4XH [REDACTED] Mileage: 66,581
Dealer code: 2286
Dealer name: JOHNSON NISSAN

Customer's Concerns:

Customer states as he was driving there was a loud noise and the truck started to sputter, loss of power, and then stopped running and now it will not start.

Technician Findings:

Vehicle will not start, cranking is labored, engine sounds partially seized, and makes loud knocking noise while cranking. Suspecting broken/damaged crankshaft or other internals.

The engine is low on oil and has a oil leak from the front cover. The exhaust has been modified and vehicle has a lift. Recommend engine replacement.:

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._5002I2PW3Pp:ref

Attachments

A61_1N6BA1F4X [REDACTED] AIIDTCReading_20220217-110815.asd

Size 4.3MB

Ownership **Managed Services**

View [View file](#)

Last Modified 2/17/2022 12:55 PM

Emails

Case [REDACTED] 2017 TITAN XD; Knocking noise from engine. [ref:_00DA09j8L._5002I2PW3Pp:ref]

Message Date 2/17/2022 2:29 PM

Has Attachment

Email Address [REDACTED]

Status **Sent**

Subject **Case 45790356; 2017 TITAN XD; Knocking noise from engine. [ref:_00DA09j8L_5002I2PW3Pp:ref]**

Text Body **Paxton Scarborough,**

TECH LINE's latest case update is below.

Recommendation:

- Please review questions about warranty coverage with the Warranty Administrator or Service Manager.

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

Thank you,

Matt M

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: 2/17/2022

Customer name: [REDACTED]

VIN: 1N6BA1F4 [REDACTED]

Mileage: 66,581

Dealer code: 2286

Dealer name: JOHNSON NISSAN

Customer's Concerns:

Customer states as he was driving there was a loud noise and the truck started to sputter, loss of power, and then stopped running and now it will not start.

Technician Findings:

**Vehicle will not start, cranking is labored, engine sounds partially seized, and makes loud knocking noise while cranking. Suspecting broken/damaged crankshaft or other internals.
The engine is low on oil and has a oil leak from the front cover. The exhaust has been modified and vehicle has a lift. Recommend engine replacement.:**

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.

Case [REDACTED] 2017 TITAN XD; Knocking noise from engine. [ref:_00DA09j8L._5002I2PW3Pp:ref]

Message Date **2/17/2022 1:04 PM**

Has Attachment

Email Address [REDACTED]

Status **Sent**

Subject **Case [REDACTED] 2017 TITAN XD; Knocking noise from engine. [ref:_00DA09j8L._5002I2PW3Pp:ref]**

Text Body **Paxton Scarborough,**

TECH LINE's latest case update is below.

Recommendation:

- Thank you for documenting the knocking noise heard while cranking.**
- Please remove the oil pan and inspect for excessive debris.**
- If excessive debris is present in the oil pan please replace the long engine assembly.**

- Question for TECH LINE: Who should I ask about this? TECH LINE can assist with diagnosis and repair questions. For assistance with warranty questions or authorization please contact the Warranty Administrator or Service Manager.

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

Thank you,

Matt M

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: 2/17/2022
Customer name:
VIN: 1N6BA1 [REDACTED]

Mileage: 66,581

Dealer code: 2286

Dealer name: JOHNSON NISSAN

Customer's Concerns:

Customer states as he was driving there was a loud noise and the truck started to sputter, loss of power, and then stopped running and now it will not start.

Technician Findings:

**Vehicle will not start, cranking is labored, engine sounds partially seized, and makes loud knocking noise while cranking. Suspecting broken/damaged crankshaft or other internals.
The engine is low on oil and has a oil leak from the front cover. The exhaust has been modified and vehicle has a lift. Recommend engine replacement.:**

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.

Case Comments

2/17/2022 2:29 PM

User Matthew Mead
Public
Comment **Recommendation:
- Please review questions about warranty coverage with the Warranty Administrator or Service Manager.**

2/17/2022 2:14 PM

User Survey Site Guest User
Public
Comment **Because this truck has a exhaust on it and aftermarket tuning does this affect warranty?**

2/17/2022 12:55 PM

User Survey Site Guest User

2/17/2022 1:03 PM

Public

Comment **Attached is all dtc results.**

User **Matthew Mead**

Public

Recommendation:

- Thank you for documenting the knocking noise heard while cranking.
- Please remove the oil pan and inspect for excessive debris.
- If excessive debris is present in the oil pan please replace the long engine assembly.

Comment

- Question for TECH LINE: Who should I ask about this? TECH LINE can assist with diagnosis and repair questions. For assistance with warranty questions or authorization please contact the Warranty Administrator or Service Manager.

2/17/2022 12:55 PM

User **Survey Site Guest User**

Public

Customer Comments: Customer states as he was driving there was a loud noise and the truck started to sputter, loss of power, and then stopped running and now it will not start.

Comment

Technician Findings: Vehicle will not start, cranking is labored, engine sounds partially seized, and makes loud knocking noise while cranking. Suspecting broken/damaged crankshaft or other internals.

The engine is low on oil and has a oil leak from the front cover. The exhaust has been modified and vehicle has a lift. Recommend engine replacement.

- Repairs Made:** None
- Verified:** Yes
- Current DTC:** ECM p0601
- Question for TECH LINE:** Who should I ask about this?

Case History

2/17/2022 2:32 PM

User **Matthew Mead**

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

2/17/2022 2:14 PM

User **Survey Site Guest User**

Action **Changed First Call Resolution from Yes to No. Changed Reopen Date to 2/17/2022 2:14 PM. Changed Status from Closed to Pending TECH LINE.**

2/17/2022 1:00 PM

User **Matthew Mead**

Action **Changed Subject to Knocking noise from engine.. Changed Status from Pending TECH LINE to Closed. Closed.**

2/17/2022 12:58 PM

User **Matthew Mead**

Action **Changed Case Owner from TECH LINE Initial to Matthew Mead.**

2/17/2022 12:55 PM

User **Survey Site Guest User**

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

2/17/2022 12:55 PM

User **Survey Site Guest User**

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

Copyright © 2000-2024 salesforce.com, inc. All rights reserved.