



Case: [REDACTED]

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

General

Caller Name	[REDACTED]	Dealer	COLE NISSAN
NNAnet user ID	dadamg26	Contact Name	
Tech Preferred Phone	912089012360	Customer Name	
Tech Preferred Email	emandgare@gmail.com	Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	Harold Meyer
Repair/Work Order	12004	Mobile Phone	
Job/Line Number	B	Texting Status	
Created Day	Tuesday		

Incident Information

Customer Comments	customer states wont start, had to be towed in.	Customer Name	[REDACTED]
Verified	Yes	Vehicle	1N6BA1F42C [REDACTED]
Question for TECH LINE	Need a second opinion / Is my diagnosis correct?	VIN	1N6BA1F42C [REDACTED]
Service Manual General Section	Engine	Archived VIN Make	
Service Manual Specific Section	Engine Mechanical	Archived VIN Year	2016
Symptom Code Category	Experience/Occurrence	Archived VIN Model	TITAN XD
Symptom	ENGINE QUIT	Incident/RO Date	1/31/2022
When does this concern occur?	ALL TIMES	Calculated Days Down	35
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	NONE	Total Days Down	35
Observed Modifications & Accessories	N/A	Repair Attempts	0
		Current Mileage	65,698
		Vehicle Mileage Prior Value	

Vehicle Purchased
Miles

Primary DTC

Current DTC

Past DTC

Other DTCs

TECH LINE Information

Subject	Engine has a knocking sound A61 EM	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	3/7/2022 8:12 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: Cas [REDACTED] 2016 TITAN XD; [ref:_00DA09j8L._5002I2PWb2b:ref]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	2/22/2022
Assigned To	Harold Meyer
Last Modified Date/Time	2/22/2022 5:44 PM
Comments	<p>Additional To [REDACTED]</p> <p>CC:</p> <p>BCC:</p> <p>Attachment:</p> <p>Subject: Case 45823167; 2016 TITAN XD; [ref:_00DA09j8L._5002I2PWb2b:ref]</p> <p>Body:</p> <p>Garette Adams, TECH LINE's latest case update is below. Recommendation.</p> <p>Thank you for the case information Garette.</p> <p>With the metallic debris, long engine and turbo replacement would be recommended.</p> <p>Please follow up when the concerns are resolved, or if additional assistance is needed.</p>

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

Thank you, _____ Harold 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: 2/22/2022
Customer name:
VIN: 1N6BA1F42[REDACTED]eage: 65,698
Dealer code: 5857
Dealer name: COLE NISSAN

Customer's Concerns:
customer states wont start, had to be towed in.

Technician Findings:
verified customers concern of vehicle wont start, had to be towed in, had to use a jump box to get enough battery power to crank engine over and found engine to be knocking very badly, pushed vehicle inside and was able to get a quick video of the engine running as it wont stay running and it barely started, will attach video of engine knocking badly and VIN plate, removed oil pan and found lots of bearing material in the pan, will also upload these pictures to the case, customers warranty is expired and has contacted consumer affairs about goodwill coverage for this repair. I have done several of these engines that had the bearings fails just like this and I have found the metal has gotten into the turbo assembly, I recommended this be replaced along with the egr cooler and all SUP. would like your advise. estimate was made for long block and turbos and egr cooler and all SUP. anything else im missing? consumer affairs has requested TECH LINES input on this.:

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._5002I2PWb2b:ref

An email was sent to the Caller Name

Name	
Task	<input checked="" type="checkbox"/>
Due Date	
Assigned To	Harold Meyer
Last Modified Date/Time	3/4/2022 5:54 PM
Comments	

Attachments

IMG_0455[1].JPG		IMG_0456[1].JPG	
Size	5.2MB	Size	3.7MB
Ownership	Managed Services	Ownership	Managed Services
View	View file	View	View file
Last Modified	2/22/2022 5:31 PM	Last Modified	2/22/2022 5:30 PM

IMG_0389[1].MOV

Size	30.4MB
Ownership	Managed Services

View [View file](#)

Last Modified 2/22/2022 5:29 PM

Emails

Case [REDACTED] 2016 TITAN XD; [ref:_00DA09j8L_5002I2PWb2b:ref]

Message Date 3/7/2022 8:05 AM

Has Attachment

Email Address techlinesfdc@nissan-usa.com

Status Read

Subject Case [REDACTED] 2016 TITAN XD; [ref:_00DA09j8L_5002I2PWb2b:ref]

Text Body From: Garette Adams <emandgare@gmail.com>
Sent: Friday, March 4, 2022 5:56 PM
To: TECH LINE Sales Force Case Creation (EXTERNAL) <TechLineSFDC@nissan-usa.com>
Subject: Re: Case [REDACTED] 2016 TITAN XD; Engine has a knocking sound A61 EM

We are waiting on goodwill to see if the repair will be covered or not Sent from my iPhone On Mar 4, 2022, at 4:54 PM, TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote: Garette Adams, ZjQcmQRYFpfptBannerStart
This Message Is From an External Sender

This message came from outside your organization.

ZjQcmQRYFpfptBannerEnd

We are waiting on goodwill to see if the repair will be covered or not Sent from my iPhone

On Mar 4, 2022, at 4:54 PM, TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:

[Image removed by sender.]

Garette Adams,

We noticed that case number [REDACTED] does not have a confirmed resolution.

Help us improve your database search by updating your case. Pick 1 of 4 ways to update your case.

[REDACTED]

- Reply All to the last email from the case.

or

• Contact us through Chat. [Click Here](#)

[REDACTED]

• Call TECH LINE at 1-800-662-3497 and enter your case number when prompted

How was your TECH LINE experience? Let us know on the Survey. [Click Here](https://urldefense.com/v3/_http://www.asistfaq.com/online_techline_survey.asp?SurveyId=TLRSVY3_!!Bbg-OcCDIOs!T0OCQqAP3GgRrPnwB-rCU1StMsK9xZf-ZhYSwb5EMQuInXzl-FIJIZ2KwZ4Z1wG0Dk9n$>)<[https://urldefense.com/v3/_http://www.asistfaq.com/online_techline_survey.asp?SurveyId=TLRSVY3_!!Bbg-OcCDIOs!T0OCQqAP3GgRrPnwB-rCU1StMsK9xZf-ZhYSwb5EMQuInXzl-FIJIZ2KwZ4Z1wG0Dk9n\\$>](https://urldefense.com/v3/_http://www.asistfaq.com/online_techline_survey.asp?SurveyId=TLRSVY3_!!Bbg-OcCDIOs!T0OCQqAP3GgRrPnwB-rCU1StMsK9xZf-ZhYSwb5EMQuInXzl-FIJIZ2KwZ4Z1wG0Dk9n$>)>.

Thank you,

Harold Meyer

Case #: [REDACTED]

Date Created: 2/22/2022

Customer name: [REDACTED]

VIN: 1N6BA1F42C [REDACTED]

Mileage: 65,698

Dealer code: 5857

Dealer name: COLE NISSAN

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C [REDACTED] 2016 TITAN XD; [ref:_00DA09j8L._5002I2PWb2b:ref]

Message Date 2/22/2022 5:44 PM

Has Attachment

Email Address [REDACTED]

Status **Sent**

Subject **Cas [REDACTED] 2016 TITAN XD; [ref:_00DA09j8L._5002I2PWb2b:ref]**

Text Body **Garette Adams,**

TECH LINE's latest case update is below.

Recommendation.

Thank you for the case information Garette.

With the metallic debris, long engine and turbo replacement would be recommended.

Please follow up when the concerns are resolved, or if additional assistance is needed.

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

Thank you,

Harold 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.

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Mileage: 65,698

Dealer code: 5857

Dealer name: COLE NISSAN

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Case Comments

3/7/2022 8:11 AM

2/22/2022 5:43 PM

User **Harold Meyer**
Public

User **Harold Meyer**
Public

Comment **The technician updated the case by email**
>We are waiting on goodwill to see if the repair will be covered or not

Comment **Recommendation.**
Thank you for the case information Garette. With the metallic debris, long engine and turbo replacement would be recommended. Please follow up when the concerns are resolved, or if additional assistance is needed.

2/22/2022 5:31 PM

2/22/2022 5:21 PM

User **Survey Site Guest User**

User **Survey Site Guest User**

Public

Public

Comment **also verified that there are no aftermarket components/tuners on this truck that would have caused the engine to fail. engine level was perfect before I removed it and the pan.**

Comment **Customer Comments: customer states wont start, had to be towed in.**
 Technician Findings: verified customers concern of vehicle wont start, had to be towed in, had to use a jump box to get enough battery power to crank engine over and found engine to be knocking very badly. pushed vehicle inside and was able to get a quick video of the engine running as it wont stay running and it barely started, will attach video of engine knocking badly and VIN plate, removed oil pan and found lots of bearing material in the pan, will also upload these pictures to the case, customers warranty is expired and has contacted consumer affairs about goodwill coverage for this repair. I have done several of these engines that had the bearings fails just like this and I have found the metal has gotten into the turbo assembly, I recommended this be replaced along with the egr cooler and all SUP. would like your advise. estimate was made for long block and turbos and egr cooler and all SUP. anything else im missing? consumer affairs has requested TECH LINES input on this.
 Repairs Made: NONE
 Verified: Yes
 Question for TECH LINE: Need a second opinion / Is my diagnosis correct?

Case History

3/7/2022 8:12 AM

User **Harold Meyer**

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

3/7/2022 8:10 AM

User **Harold Meyer**

Action **Changed Case Owner from TECH LINE Tier 2 to Harold Meyer.**

3/7/2022 8:10 AM

User **Harold Meyer**

Action **Changed Case Owner from Harold Meyer to TECH LINE Tier 2.**

3/7/2022 8:05 AM

User **Managed Services**

Action **Changed First Call Resolution from Yes to No. Changed Reopen Date to 3/7/2022 8:05 AM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

2/22/2022 5:44 PM

User **Harold Meyer**

Action **Changed Subject to Engine has a knocking sound A61 EM. Changed Status from Pending TECH LINE to Pending Dealer Reply. Closed.**

2/22/2022 5:41 PM

User **Harold Meyer**

Action **Changed Case Owner from TECH LINE Initial to Harold Meyer.**

2/22/2022 5:31 PM

User **Survey Site Guest User**

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

2/22/2022 5:21 PM

User **Survey Site Guest User**

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