



Case: [REDACTED]

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

### General

Caller Name	[REDACTED]	Dealer	MAUS NISSAN OF CRYSTAL RIVER
NNAnet user ID	xd514312	Contact Name	
Tech Preferred Phone	915205592475	Customer Name	
Tech Preferred Email	john.b.spencer@live.com	Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	Matthew Mead
Repair/Work Order	2124561	Mobile Phone	
Job/Line Number	1	Texting Status	
Created Day	Monday		

### Incident Information

Customer Comments	WHILE UNDERWAY VEHICLE SHUT DOWN AND STARTED MAKING A KNOCKING NOISE, PULLED OVER. <input type="checkbox"/> MAKES KNOCKING NOISE NOW WHEN STARTING.	Customer Name	[REDACTED]
Verified	Yes	Vehicle	1N6BA1R94 [REDACTED]
Question for TECH LINE	Need a second opinion / Is my diagnosis correct?	VIN	1N6BA1R94 [REDACTED]
Service Manual General Section	Engine	Archived VIN Make	
Service Manual Specific Section	Engine Mechanical	Archived VIN Year	2017
Symptom Code Category	Experience/Occurrence	Archived VIN Model	TITAN XD
Symptom	CRANK, BUT NO START	Incident/RO Date	4/25/2022
When does this concern occur?	ALL TIMES	Calculated Days Down	7
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	none	Total Days Down	7
Observed Modifications & Accessories	none	Repair Attempts	0
		Current Mileage	90,695

Vehicle Mileage Prior Value

Vehicle Purchased Miles

Primary DTC

Current DTC ECM P0335

Past DTC

Other DTCs

### TECH LINE Information

Subject	Knocking noise from engine area.	Resolution Action	REPLACE
Status	Closed	Resolution Object	ENGINE ASSEMBLY
Confirmed Resolution	Yes	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	5/2/2022 7:27 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: Case [REDACTED] 2017 TITAN XD; Knocking noise from engine area. [ ref:\_00DA09j8L.\_5002I2SAMyg:ref ]

Name	[REDACTED]
Task	<input checked="" type="checkbox"/>
Due Date	4/25/2022
Assigned To	Matthew Mead
Last Modified Date/Time	4/25/2022 2:40 PM
Comments	Additional To [REDACTED] CC: BCC: Attachment:  Subject: Case 46294845; 2017 TITAN XD; Knocking noise from engine area. [ ref:_00DA09j8L._5002I2SAMyg:ref ] Body: john spencer, TECH LINE's latest case update is below. Recommendation:  - Thank you for sending in the photos of the debris found.

- Please replace the long engine assembly and both turbochargers.

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: 4/25/2022  
Customer name:  
VIN: 1N6BA1R94[REDACTED] Mileage: 90,695  
Dealer code: 5572  
Dealer name: MAUS NISSAN OF CRYSTAL RIVER

**Customer's Concerns:**  
WHILE UNDERWAY VEHICLE SHUT DOWN AND STARTED MAKING A KNOCKING NOISE, PULLED OVER. ?MAKES KNOCKING NOISE NOW WHEN STARTING.

**Technician Findings:**  
engine cranks but will not start. During crank a loud knocking sound is heard. Crank pulley is wobbling and when turning engine over by hand a binding/grinding is felt inside the engine. Oil level is good but there is silver metal flakes in the oil. I believe the crankshaft is broken and the longblock assembly should be replace. Also the turbos should be replaced due to metal in the oil has contaminated the turbo oil supply.:

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ref:\_00DA09j8L.\_5002I2SAMyg:ref

Email: Case 4 [REDACTED] 2017 TITAN XD; Knocking noise from engine area. [ ref:\_00DA09j8L.\_5002I2SAMyg:ref ]

Name	[REDACTED]
Task	<input checked="" type="checkbox"/>
Due Date	4/25/2022
Assigned To	Matthew Mead
Last Modified Date/Time	4/25/2022 1:45 PM
Comments	Additional To [REDACTED] CC: BCC: Attachment:  Subject: Case [REDACTED] 2017 TITAN XD; Knocking noise from engine area. [ ref:_00DA09j8L._5002I2SAMyg:ref ] Body: john spencer, TECH LINE's latest case update is below. Recommendation:  - Thank you for sending in the video.  - We agree with your diagnosis. Please remove the engine oil pan and inspect for excessive metal debris.

- If we confirm excessive metal debris is present please replace the long engine assembly and both the high and low pressure turbochargers.

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Case #: \_\_\_\_\_

Date Created: 4/25/2022

Customer name:

VIN: 1N6BA1R94\_\_\_\_\_ Mileage: 90,695

Dealer code: 5572

Dealer name: MAUS NISSAN OF CRYSTAL RIVER

Customer's Concerns:

WHILE UNDERWAY VEHICLE SHUT DOWN AND STARTED MAKING A KNOCKING NOISE, PULLED OVER. ?MAKES KNOCKING NOISE NOW WHEN STARTING.

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ref:\_00DA09j8L.\_5002I2SAMyg:ref

## Attachments

**image0.jpeg**

Size **2.97MB**  
Ownership **Matthew Mead**  
View [View file](#)  
Last Modified **4/25/2022 2:37 PM**

**image1.jpeg**

Size **3MB**  
Ownership **Matthew Mead**  
View [View file](#)  
Last Modified **4/25/2022 2:37 PM**

**20220425\_141950.mp4**

Size **13.79MB**  
Ownership **Managed Services**  
View [View file](#)  
Last Modified **4/25/2022 1:24 PM**

## Emails

**Re: Case \_\_\_\_\_ 2017 TITAN XD; Knocking noise from engine area. [ ref:\_00DA09j8L.\_5002I2SAMyg:ref ]**

Message Date **4/30/2022 6:21 PM**

Has Attachment

Email Address \_\_\_\_\_

Status **Read**

Subject **Re: Case 46294845; 2017 TITAN XD; Knocking noise from engine area. [ ref:\_00DA09j8L.\_5002I2SAMyg:ref ]**

Text Body **Replaced long block and turbos. Had to replace long block again as the rear main seal was leaking badly. PCC directed us to replace long block instead of just the seal as a part-for-part warranty. After second long block installed vehicle runs and drives normally.**

**John Spencer**

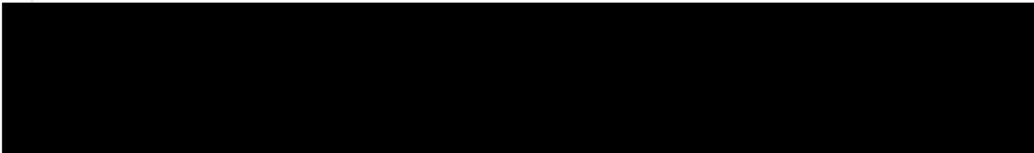
**On Apr 25, 2022, at 3:40 PM, TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:**



**TECH LINE's latest case update is below.**

**Recommendation:**

- Thank you for sending in the photos of the debris found.**
- Please replace the long engine assembly and both turbochargers.**



**Thank you,**

---

**Matt M**

**TECH LINE**

**Updating a TECH LINE Case:**

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**Case #:** [REDACTED]

**Date Created:** 4/25/2022

**Customer name:**

**VIN:** 1N6BA1R94 [REDACTED]

**Mileage:** 90,695

**Dealer code:** 5572

**Dealer name:** MAUS NISSAN OF CRYSTAL RIVER

**Customer's Concerns:**

**WHILE UNDERWAY VEHICLE SHUT DOWN AND STARTED MAKING A KNOCKING NOISE, PULLED OVER. ?**

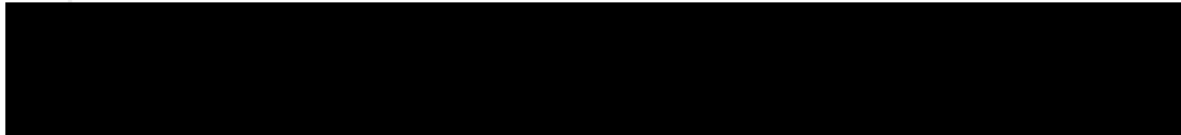
**MAKES KNOCKING NOISE NOW WHEN STARTING.**

**Technician Findings:**

**engine cranks but will not start. During crank a loud knocking sound is heard. Crank pulley is wobbling and when turning engine over by hand a binding/grinding is felt inside the engine. Oil level is good but there is silver metal flakes in the oil. I believe the crankshaft is broken and the longblock assembly should be replace. Also the turbos should be replaced due to metal in the oil has contaminated the turbo oil supply.:**

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ref:\_00DA09j8L.\_5002I2SAMyg:ref

**Case** [redacted] **2017 TITAN XD; Knocking noise from engine area. [ ref:\_00DA09j8L.\_5002I2SAMyg:ref ]**

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**Message Date** 4/25/2022 2:40 PM

**Has Attachment**

**Email Address** [redacted]

**Status** Sent

**Subject** Case 46294845; 2017 TITAN XD; Knocking noise from engine area. [ ref:\_00DA09j8L.\_5002I2SAMyg:ref ]

**Text Body** john spencer,

**TECH LINE's latest case update is below.**

**Recommendation:**

- Thank you for sending in the photos of the debris found.
- Please replace the long engine assembly and both turbochargers.

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

Thank you,

---

**Matt M**

**TECH LINE**

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**Case #:** [REDACTED]  
**Date Created:** 4/25/2022  
**Customer name:**  
**VIN:** 1N6BA1R[REDACTED]

**Mileage:** 90,695

**Dealer code:** 5572

**Dealer name:** MAUS NISSAN OF CRYSTAL RIVER

**Customer's Concerns:**

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**Re: Case [REDACTED] 2017 TITAN XD; Knocking noise from engine area. [ ref:\_00DA09j8L\_5002I2SAMyg:ref ]**

Message Date 4/25/2022 2:24 PM

Has Attachment

Email Address [REDACTED]

Status Read

Subject Re: Case 46294845; 2017 TITAN XD; Knocking noise from engine area. [ ref:\_00DA09j8L\_5002I2SAMyg:ref ]

Text Body Attached are pictures of the oil pan debris  
[image0.jpeg][image1.jpeg]

John Spencer

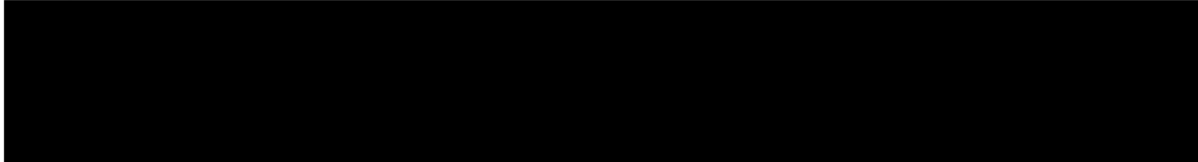
On Apr 25, 2022, at 2:45 PM, TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:

[https://urldefense.com/v3/\_\_https://nissanna.my.salesforce.com/servlet/servlet.ImageServer?id=015F0000002I7tw&oid=00DA00000009j8L\_\_!!Bbg-OcCDIOs!FSI\_GakGzhQixuPyZZ8iPMwDO9gcB8En7t3VIOpYrF0P-ind0HreJ2\_oaw8SVrEoaMHUoEYvCXj2J4cvK-louQ1VgZtMlg\$ ]  
john spencer,

TECH LINE's latest case update is below.

**Recommendation:**

- Thank you for sending in the video.
- We agree with your diagnosis. Please remove the engine oil pan and inspect for excessive metal debris.
- If we confirm excessive metal debris is present please replace the long engine assembly and both the high and low pressure turbochargers.



Thank you,

---

Matt M

TECH LINE

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Case # [REDACTED]  
Date Created: 4/25/2022  
Customer name: [REDACTED]  
VIN: 1N6BA1R[REDACTED]

Mileage: 90,695

Dealer code: 5572

Dealer name: MAUS NISSAN OF CRYSTAL RIVER

**Customer's Concerns:**

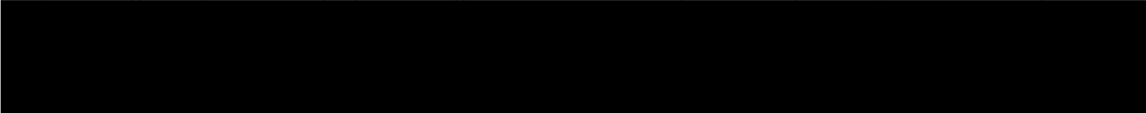
**WHILE UNDERWAY VEHICLE SHUT DOWN AND STARTED MAKING A KNOCKING NOISE, PULLED OVER. ?  
MAKES KNOCKING NOISE NOW WHEN STARTING.**

**Technician Findings:**

**engine cranks but will not start. During crank a loud knocking sound is heard. Crank pulley is wobbling and when turning engine over by hand a binding/grinding is felt inside the engine. Oil level is good but there is silver metal flakes in the oil. I believe the crankshaft is broken and the longblock assembly should be replace. Also the turbos should be replaced due to metal in the oil has contaminated the turbo oil supply.:**

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ref:\_00DA09j8L.\_5002I2SAMyg:ref

**Cas [REDACTED] 2017 TITAN XD; Knocking noise from engine area. [ ref:\_00DA09j8L.\_5002I2SAMyg:ref ]**

Message Date **4/25/2022 1:45 PM**  
Has Attachment   
Email Address **john.b.spencer@live.com**  
Status **Sent**  
Subject **Ca [REDACTED] 2017 TITAN XD; Knocking noise from engine area. [ ref:\_00DA09j8L.\_5002I2SAMyg:ref ]**  
Text Body **john spencer,**

**TECH LINE's latest case update is below.**

**Recommendation:**

- Thank you for sending in the video.**
- We agree with your diagnosis. Please remove the engine oil pan and inspect for excessive metal debris.**
- If we confirm excessive metal debris is present please replace the long engine assembly and both the high and low pressure turbochargers.**

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

**Thank you,**

---

**Matt M**

**TECH LINE**

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**Case** [REDACTED]  
**Date Created:** 4/25/2022  
**Customer name:** [REDACTED]  
**VIN:** 1N6BA1R9 [REDACTED]

**Mileage:** 90,695

**Dealer code:** 5572

**Dealer name:** MAUS NISSAN OF CRYSTAL RIVER

**Customer's Concerns:**

**WHILE UNDERWAY VEHICLE SHUT DOWN AND STARTED MAKING A KNOCKING NOISE, PULLED OVER.  
 MAKES KNOCKING NOISE NOW WHEN STARTING.**

**Technician Findings:**

**engine cranks but will not start. During crank a loud knocking sound is heard. Crank pulley is wobbling and when turning engine over by hand a binding/grinding is felt inside the engine. Oil level is good but there is silver metal flakes in the oil. I believe the crankshaft is broken and the longblock assembly should be replace. Also the turbos should be replaced due to metal in the oil has contaminated the turbo oil supply.:**

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**Case Comments**

5/2/2022 7:27 AM

4/25/2022 2:40 PM

User **Matthew Mead**  
Public

User **Matthew Mead**  
Public

Comment Description: - Replaced long block and turbos. Had to replace long block again as the rear main seal was leaking badly. PCC directed us to replace long block instead of just the seal as a part-for-part warranty. After second long block installed vehicle runs and drives normally.

Comment Recommendation: - Thank you for sending in the photos of the debris found. - Please replace the long engine assembly and both turbochargers.

4/25/2022 1:45 PM

4/25/2022 2:39 PM

User Matthew Mead

Public

Comment Description: - Attached are pictures of the oil pan debris

User Matthew Mead

Public

Comment Recommendation: - Thank you for sending in the video. - We agree with your diagnosis. Please remove the engine oil pan and inspect for excessive metal debris. - If we confirm excessive metal debris is present please replace the long engine assembly and both the high and low pressure turbochargers.

4/25/2022 1:25 PM

User Survey Site Guest User

Public

Comment video of cranking engine and wobbling pulley

4/25/2022 1:24 PM

User Survey Site Guest User

Public

Comment Customer Comments: WHILE UNDERWAY VEHICLE SHUT DOWN AND STARTED MAKING A KNOCKING NOISE, PULLED OVER.  MAKES KNOCKING NOISE NOW WHEN STARTING.  Technician Findings: engine cranks but will not start. During crank a loud knocking sound is heard. Crank pulley is wobbling and when turning engine over by hand a binding/grinding is felt inside the engine. Oil level is good but there is silver metal flakes in the oil. I believe the crankshaft is broken and the longblock assembly should be replace. Also the turbos should be replaced due to metal in the oil has contaminated the turbo oil supply.  Repairs Made: none  Verified: Yes  Current DTC: ECM P0335  Question for TECH LINE: Need a second opinion / Is my diagnosis correct?

## Case History

5/2/2022 7:27 AM

User Matthew Mead

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

4/30/2022 6:21 PM

User Managed Services

Action Changed Reopen Date from 4/25/2022 2:24 PM to 4/30/2022 6:21 PM. Changed Status from Closed to Pending TECH LINE.

4/25/2022 2:39 PM

User Matthew Mead

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

4/25/2022 2:24 PM

User Managed Services

Action Changed First Call Resolution from Yes to No. Changed Reopen Date to 4/25/2022 2:24 PM. Changed Status from Pending Dealer Reply to Pending TECH LINE.

**4/25/2022 1:41 PM**

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User **Matthew Mead**  
Action **Changed Subject to Knocking noise from engine area.. Changed Status from Pending TECH LINE to Pending Dealer Reply. Closed.**

**4/25/2022 1:40 PM**

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User **Matthew Mead**  
Action **Changed Case Owner from TECH LINE Initial 1 to Matthew Mead.**

**4/25/2022 1:25 PM**

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

**4/25/2022 1:24 PM**

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

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