



Case: [REDACTED]

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

General

Caller Name	[REDACTED]	Dealer	WAXAHACHIE NISSAN
NNAnet user ID	XD857353	Contact Name	
Tech Preferred Phone	912148031574	Customer Name	
Tech Preferred Email	michael.hasty@yahoo.com	Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	Wesley Roberts
Repair/Work Order	362627	Mobile Phone	
Job/Line Number	A	Texting Status	
Created Day	Friday		

Incident Information

Customer Comments	CUSTOMER STATES THERE'S A LOUD RATTLING NOISE CONSTANTLY	Customer Name	[REDACTED]
Verified	Yes	Vehicle	1N6BA1F48J [REDACTED]
Question for TECH LINE	Need a second opinion / Is my diagnosis correct?	VIN	1N6BA1F48J [REDACTED]
Service Manual General Section	Engine	Archived VIN Make	
Service Manual Specific Section	Engine Mechanical	Archived VIN Year	2018
Symptom Code Category	Sounds	Archived VIN Model	Titan XD
Symptom	CLUNK/KNOCK/POP/THUMP	Incident/RO Date	11/19/2021
When does this concern occur?	ALL TIMES	Calculated Days Down	3
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	NONE	Total Days Down	3
Observed Modifications & Accessories	LIFT KIT	Repair Attempts	0
		Current Mileage	92,133
		Vehicle Mileage Prior Value	

Vehicle Purchased
Miles

Primary DTC

Current DTC

Past DTC

Other DTCs

TECH LINE Information

Subject	Engine knocking A61	Resolution Action	REPLACE
Status	Closed	Resolution Object	LONG BLOCK
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	11/22/2021 7:08 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] 018 Titan XD; Engine knocking A61 [ref:_00DA09j8L._5002I2Mrs2N:ref]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	11/22/2021
Assigned To	Wesley Roberts
Last Modified Date/Time	11/22/2021 7:08 AM
Comments	Additional To: [REDACTED] CC: BCC: wesley.roberts@nissan-usa.com Attachment: Subject: Case [REDACTED] 018 Titan XD; Engine knocking A61 [ref:_00DA09j8L._5002I2Mrs2N:ref] Body: MICHAEL HASTY, TECH LINE's latest case update is below. TSS Recommendation: • Thank you for the update. • With metal debris present let's replace the long block and turbos. • Have a wonderful rest of your day.

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

Thank you, _____ Wesley.RobertsTECH 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 #: _____
Date Created: 11/19/2021
Customer name: _____
VIN: 1N6BA1F48 _____ Mileage: 92,133
Dealer code: 5555
Dealer name: WAXAHACHIE NISSAN

Customer's Concerns:
CUSTOMER STATES THERE'S A LOUD RATTLING NOISE CONSTANTLY
Technician Findings:
FOUND KNOCKING NOISE FROM BOTTOM END OF ENGINE IS PRESENT WHEN ENGINE IS RUNNING. NOISE DOES COME AND GO SLIGHTLY, FOUND ENGINE WAS 2.5 QTS LOW ON OIL (HAS HAD REGULAR OIL CHANGES DONE). TOPPED OFF OIL AND FOUND NOISE IS STILL PRESENT. PERFORMED CYLINDER CUT OUT TEST TO ISOLATE NOISE TO A SPECIFIC CYLINDER AND FOUND NO CHANGE TO NOISE DURING TEST. SUSPECT MAIN BEARING FAILURE CAUSING NOISE. I BELIVE LONG BLOCK REPLACEMENT IS NEEDED. DO YOU AGREE?:

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._5002I2Mrs2N:ref

Review Dealer Comment

Name _____
Task
Due Date 11/22/2021
Assigned To Wesley Roberts
Last Modified Date/Time 11/22/2021 7:07 AM
Comments _____

Email: Case _____ 2018 Titan XD; [ref:_00DA09j8L._5002I2Mrs2N:ref]

Name _____
Task
Due Date 11/19/2021
Assigned To Wesley Roberts
Last Modified Date/Time 11/19/2021 4:23 PM
Comments Additional To _____
CC:
BCC: wesley.roberts@nissan-usa.com
Attachment:

Subject: Case _____ 2018 Titan XD; [ref:_00DA09j8L._5002I2Mrs2N:ref]
Body:
MICHAEL HASTY,

TECH LINE's latest case update is below.
TSS Recommendation:

- Thank you for the information.
- We do typically see long block replacement for similar symptoms.
- Let's drop the lower oil pan and inspect for debris or sludge.
- If found please attach photos to reply email for documentation.
- Keep me in the loop.

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

Thank you, _____ Wesley.RobertsTECH 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: 11/19/2021
Customer name: [REDACTED]
VIN: 1N6BA1F48[REDACTED] Mileage: 92,133
Dealer code: 5555
Dealer name: WAXAHACHIE NISSAN

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_5002I2Mrs2N:ref

Attachments

IMG_8799[1].JPG

Size **4.16MB**
Ownership **Managed Services**
View [View file](#)
Last Modified **11/20/2021 11:32 AM**

IMG_8798[1].JPG

Size **3.84MB**
Ownership **Managed Services**
View [View file](#)
Last Modified **11/20/2021 11:32 AM**

IMG_8797[1].JPG

Size **4.27MB**
Ownership **Managed Services**
View [View file](#)
Last Modified **11/20/2021 11:32 AM**

IMG_8796[1].JPG

Size **3.77MB**
Ownership **Managed Services**
View [View file](#)
Last Modified **11/20/2021 11:32 AM**

IMG_8795[1].JPG

Size **3.28MB**
Ownership **Managed Services**
View [View file](#)
Last Modified **11/20/2021 11:31 AM**

IMG_8794[1].MOV

Size **18.01MB**
Ownership **Managed Services**
View [View file](#)
Last Modified **11/19/2021 4:17 PM**

Emails

Case [REDACTED] 2018 Titan XD; Engine knocking A61 [ref:_00DA09j8L._5002I2Mrs2N:ref]

Message Date 11/22/2021 7:08 AM

Has Attachment

Email Address [REDACTED]

Status Sent

Subject Case [REDACTED] 2018 Titan XD; Engine knocking A61 [ref:_00DA09j8L._5002I2Mrs2N:ref]

Text Body MICHAEL HASTY,

TECH LINE's latest case update is below.

TSS Recommendation:

- Thank you for the update.
- With metal debris present let's replace the long block and turbos.
- Have a wonderful rest of your day.

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

Thank you,

Wesley.Roberts

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: 11/19/2021

Customer name:

VIN: 1N6BA1F4 [REDACTED]

Mileage: 92,133

Dealer code: 5555

Dealer name: WAXAHACHIE NISSAN

Customer's Concerns:

CUSTOMER STATES THERE'S A LOUD RATTLING NOISE CONSTANTLY

Technician Findings:

FOUND KNOCKING NOISE FROM BOTTOM END OF ENGINE IS PRESENT WHEN ENGINE IS RUNNING. NOISE DOES COME AND GO SLIGHTLY, FOUND ENGINE WAS 2.5 QTS LOW ON OIL (HAS HAD REGULAR OIL CHANGES DONE). TOPPED OFF OIL AND FOUND NOISE IS STILL PRESENT. PERFORMED CYLINDER CUT OUT TEST TO ISOLATE NOISE TO A SPECIFIC CYLINDER AND FOUND NO CHANGE TO NOISE DURING TEST. SUSPECT MAIN BEARING FAILURE CAUSING NOISE. I BELIEVE LONG BLOCK REPLACEMENT IS NEEDED. DO YOU AGREE?:

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.

Re: Case [REDACTED] 2018 Titan XD; [ref:_00DA09j8L._5002I2Mrs2N:ref]

Message Date 11/20/2021 9:47 AM
Has Attachment
Email Address [REDACTED]
Status Read
Subject Re: Cas [REDACTED] 2018 Titan XD; [ref:_00DA09j8L._5002I2Mrs2N:ref]
Text Body I remove the oil pan and found a couple small pieces of metal in the pan and three longer pieces hanging from the oil strainer. I found no sludge in the engine at all.

**Michael Hasty
Hebrews 12:1-2
Deo Volenti**

> On Nov 19, 2021, at 4:23 PM, TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:
>
>
>
> MICHAEL HASTY,
>
> TECH LINE's latest case update is below.
>
> TSS Recommendation:
> • Thank you for the information.
> • We do typically see long block replacement for similar symptoms.
> • Let's drop the lower oil pan and inspect for debris or sludge.
> • If found please attach photos to reply email for documentation.
> • Keep me in the loop.
>
>
> The TECH LINE Survey can be accessed by: [CLICKING HERE](#)
>
>
>

>
> Thank you,
>
> Wesley.Roberts
> 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: 11/19/2021
> Customer name:
> VIN: 1N6BA1F[REDACTED]
> Mileage: 92,133
> Dealer code: 5555
> Dealer name: WAXAHACHIE NISSAN
>
>
>
> 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._5002I2Mrs2N:ref

Case [REDACTED] 018 Titan XD; [ref:_00DA09j8L._5002I2Mrs2N:ref]

Message Date 11/19/2021 4:23 PM
Has Attachment
Email Address [REDACTED]
Status Sent
Subject Case [REDACTED] 018 Titan XD; [ref:_00DA09j8L._5002I2Mrs2N:ref]
Text Body MICHAEL HASTY,

TECH LINE's latest case update is below.

TSS Recommendation:

- Thank you for the information.
- We do typically see long block replacement for similar symptoms.
- Let's drop the lower oil pan and inspect for debris or sludge.
- If found please attach photos to reply email for documentation.
- Keep me in the loop.

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

Thank you,

Wesley.Roberts

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: 11/19/2021
Customer name:
VIN: 1N6BA1F48 [REDACTED]

Mileage: 92,133

Dealer code: 5555

Dealer name: WAXAHACHIE NISSAN

Customer's Concerns:
CUSTOMER STATES THERE'S A LOUD RATTLING NOISE CONSTANTLY

Technician Findings:
FOUND KNOCKING NOISE FROM BOTTOM END OF ENGINE IS PRESENT WHEN ENGINE IS RUNNING. NOISE DOES COME AND GO SLIGHTLY, FOUND ENGINE WAS 2.5 QTS LOW ON OIL (HAS HAD REGULAR OIL CHANGES DONE). TOPPED OFF OIL AND FOUND NOISE IS STILL PRESENT. PERFORMED CYLINDER CUT OUT TEST TO ISOLATE NOISE TO A SPECIFIC CYLINDER AND FOUND NO CHANGE TO NOISE DURING TEST. SUSPECT MAIN BEARING FAILURE CAUSING NOISE. I BELIVE LONG BLOCK REPLACEMENT IS NEEDED. DO YOU AGREE?:

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

11/22/2021 7:07 AM

11/22/2021 7:07 AM

User **Wesley Roberts**
Public
Comment **TSS Recommendation:**
• Thank you for the update.
• With metal debris present let's replace the long block and turbos.
• Have a wonderful rest of your day.

User **Wesley Roberts**
Public
Comment **Tech Update:**
• I remove the oil pan and found a couple small pieces of metal in the pan and three longer pieces hanging from the oil strainer.
• I found no sludge in the engine at all.

11/20/2021 11:33 AM

11/19/2021 4:23 PM

User **Survey Site Guest User**
Public
Comment **I HAVE REMOVED THE OIL PAN AND FOUND NO SLUDGE. I FOUND FEW SMALL PIECES OF METAL IN THE PAN AND 3 LONGER PIECES HANGING FROM THE OIL STRAINER.**

User **Wesley Roberts**
Public
Comment **TSS Recommendation:**
• Thank you for the information.
• We do typically see long block replacement for similar symptoms.
• Let's drop the lower oil pan and inspect for debris or sludge.
• If found please attach photos to reply email for documentation.
• Keep me in the loop.

11/19/2021 4:17 PM

User **Survey Site Guest User**
Public
Comment **VIDEO OF NOISE.**

11/19/2021 4:17 PM

User **Survey Site Guest User**
Public
Comment **Customer Comments: CUSTOMER STATES THERE'S A LOUD RATTLING NOISE CONSTANTLY**
 Technician Findings: FOUND KNOCKING NOISE FROM BOTTOM END OF ENGINE IS PRESENT WHEN ENGINE IS RUNNING, NOISE DOES COME AND GO SLIGHTLY, FOUND ENGINE WAS 2.5 QTS LOW ON OIL (HAS HAD REGULAR OIL CHANGES DONE). TOPPED OFF OIL AND FOUND NOISE IS STILL PRESENT, PERFORMED CYLINDER CUT OUT TEST TO ISOLATE NOISE TO A SPECIFIC CYLINDER AND FOUND NO CHANGE TO NOISE DURING TEST. SUSPECT MAIN BEARING FAILURE CAUSING NOISE. I BELIVE LONG BLOCK REPLACEMENT IS NEEDED. DO YOU AGREE?
 Repairs Made: NONE
 Verified: Yes
 Question for TECH LINE: Need a second opinion / Is my diagnosis correct?

Case History

11/22/2021 7:08 AM

User **Wesley Roberts**
Action **Changed Status from Pending TECH LINE to Closed. Closed.**

11/20/2021 9:47 AM

User **Managed Services**
Action **Changed First Call Resolution from Yes to No. Changed Reopen Date to 11/20/2021 9:47 AM. Changed Status from Closed to Pending TECH LINE.**

11/19/2021 4:25 PM

User **Wesley Roberts**

Action **Closed.**

11/19/2021 4:25 PM

User **Wesley Roberts**

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

11/19/2021 4:20 PM

User **Wesley Roberts**

Action **Changed Case Owner from TECH LINE Initial to Wesley Roberts.**

11/19/2021 4:17 PM

User **Survey Site Guest User**

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

11/19/2021 4:17 PM

User **Survey Site Guest User**

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