



Case: 45783746

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

General

Caller Name	John	Dealer	TOM HESSER NISSAN
NNANet user ID	dcardj28	Contact Name	
Tech Preferred Phone	915702090226	Customer Name	
Tech Preferred Email	[REDACTED]	Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	Carlos Nunez
Repair/Work Order	181370	Mobile Phone	
Job/Line Number	A	Texting Status	
Created Day	Wednesday		

Incident Information

Customer Comments	Loud noise from motor, towed in	Customer Name	[REDACTED]
Verified	Yes	Vehicle	1N6BA1F4X [REDACTED]
Question for TECH LINE	Have you seen this before?	VIN	1N6BA1F4X [REDACTED]
Service Manual General Section	Engine	Archived VIN Make	
Service Manual Specific Section	Engine Mechanical	Archived VIN Year	2018
Symptom Code Category	Experience/Occurrence	Archived VIN Model	Titan XD
Symptom	IMPROPER OPERATION	Incident/RO Date	2/16/2022
When does this concern occur?	ALL TIMES	Calculated Days Down	104
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	None	Total Days Down	104
Observed Modifications & Accessories	A/M air intake tube	Repair Attempts	1
		Current Mileage	63,775
		Vehicle Mileage Prior Value	
		Vehicle Purchased Miles	
		Primary DTC	
		Current DTC	
		Past DTC	
		Other DTCs	

TECH LINE Information

Subject	Knock noise from engine A61 EM	Resolution Action	REPLACE
Status	Pending Dealer Reply	Resolution Object	LONG BLOCK
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	5/31/2022 11:08 AM		
Description			
Recommendation Detail			

DTS Information

DTSM Inspection Date		DTSM Request Type	TECH LINE Request
DTSM Inspection Date Confirmed?	<input type="checkbox"/>	Inspection Time/Notes	Appointment Time:
			Notes to Agent:
Notes for DTSM (Vehicle Concerns)	<p>Kevin, We are completing this DTS request due to case age: Vehicle at dealer with P0700 TCM & P2757 TSS Pressure Cont Solenoid concern after engine replacement. Latest case update: No dtcs on Saturday when concern first occurred for dealer., This morning, test drove and at about 1-1.5 miles, let of the</p>		

gas, made noise, started back to shop, error in Meter,
Found DTCs P0700 TCM & P2757 TCC PRESSURE CONT
SOLENOID
P2757 sets When torque converter clutch solenoid valve has a
malfunction
ESM does not provide values for TCM terminal pins #67 & #68
(to TCC solenoid),
Followed all procedures outlined in ESM P2757 diagnosis
procedure with no concern found,
Torque converter replaced with flexplate due to trauma.
No concerns installing torque converter into transmission,

RECOMMENDATION:
Confirm that torque converter # 31100-EZ00A was installed.
Replace Transmission per ESM procedure,

DEALER: Tom Hesser Nissan
TECH: John
VEHICLE: 2018 Titan Diesel
VIN: 1N6BA1F4 [REDACTED]
MILES: 63,775

Regards,
[REDACTED]

Open Activities

DTS Follow Up [REDACTED] M HESSER NISSAN

Name [REDACTED]
Task
Due Date 3/30/2022
Status Not Started
Priority High
Assigned To Carlos Nunez
Comments Confirm DTS Appointment with both Customer and Dealer.

Activity History

Email: Case 45783746; 2018 Titan XD; Knock noise from engine A61 EM [ref:_00DA09j8L_5002i2PVwP3:ref]

Name [REDACTED]
Task
Due Date 5/31/2022
Assigned To Carlos Nunez
Last Modified Date/Time 5/31/2022 11:08 AM
Additional To: jcardona@tomhesser.com
CC:
BCC: carlos.nunez@nissan-usa.com
Attachment:
Subject: Case [REDACTED] 018 Titan XD; Knock noise from engine A61 EM [ref:_00DA09j8L_5002i2PVwP3:ref]
Body:
John,

Please reply to this email if additional assistance is needed.

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

Thank you, _____ Carlos N, 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 is received, 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: 2/16/2022
Customer name:
Comments VIN: 1N6BA1F4X [REDACTED] Mileage: 63,775
Dealer code: 3869
Dealer name: TOM HESSER NISSAN

Customer's Concerns:
Loud noise from motor, towed in
Technician Findings:
Customer was here on 02/01/2022 for oil service and complaint of engine noise, We could not duplicate noise, Vehicle was towed in today with engine knock, Verified knock. Sounds as if crank is broke in half, Would like to know if any other cases and how should we proceed with this? Thank you.:

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ref:_00DA09j8L_5002i2PVwP3:ref

Email: Case [REDACTED] 2018 Titan XD; Knock noise from engine A61 EM [ref:_00DA09j8L_5002i2PVwP3:ref]

Name [REDACTED]
Task
Due Date 5/31/2022
Assigned To Carlos Nunez
Last Modified Date/Time 5/31/2022 8:31 AM
Comments Additional To: jcardona@tomhesser.com
CC:
BCC: carlos.nunez@nissan-usa.com

Attachment:

Subject: Case 45783746; 2018 Titan XD; Knock noise from engine A61 EM [ref:_00DA09j8L_5002I2PVwP3:ref]

Body:
Good Morning John,

Thank you for the update.
We discussed concern with Kevin, your DTSM this morning.
Our understanding is that DTSM has followed up his morning via text.

Please let us know if additional assistance is needed.

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

Thank you, _____ Carlos N,TECH LINE

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Case #: [REDACTED]
Date Created: 2/16/2022
Customer name:
VIN: 1N6BA1F4 [REDACTED] Mileage: 63,775
Dealer code: 3869
Dealer name: TOM HESSER NISSAN

Customer's Concerns:
Loud noise from motor, towed in
Technician Findings:
Customer was here on 02/01/2022 for oil service and complaint of engine noise. We could not duplicate noise. Vehicle was towed in today with engine knock. Verified knock. Sounds as if crank is broke in half. Would like to know if any other cases and how should we proceed with this? Thank you.:

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ref:_00DA09j8L_5002I2PVwP3:ref

DTS Request [REDACTED] ylan Molinaro TOM HESSER NISSAN

Name
Task
Due Date 5/27/2022
Assigned To Kevin Ritchie
Last Modified Date/Time 7/31/2022 6:44 PM

Kevin,
We are completing this DTS request due to case age:
Vehicle at dealer with P0700 TCM & P2757 TSS Pressure Cont Solenoid concern after engine replacement.
Latest case update:
No dtcs on Saturday when concern first occurred for dealer.,
This morning, test drove and at about 1-1.5 miles, let of the gas, made noise, started back to shop, error in Meter.
Found DTCs P0700 TCM & P2757 TCC PRESSURE CONT SOLENOID
P2757 sets When torque converter clutch solenoid valve has a malfunction
ESM does not provide values for TCM terminal pins #67 & #68 (to TCC solenoid),
Followed all procedures outlined in ESM P2757 diagnosis procedure with no concern found.
Torque converter replaced with flexplate due to trauma,
No concerns installing torque converter into transmission.

Comments
RECOMMENDATION:
Confirm that torque converter # 31100-EZ00A was installed,
Replace Transmission per ESM procedure.

DEALER: Tom Hesser Nissan
TECH: John
VEHICLE: 2018 Titan Diesel
VIN: 1N6BA1F4 [REDACTED]
MILES: 63,775

Regards,
Carlos N.

Email: Case [REDACTED] 2018 Titan XD; Knock noise from engine A61 EM [ref:_00DA09j8L_5002I2PVwP3:ref]

Name
Task
Due Date 5/3/2022
Assigned To Carlos Nunez
Last Modified Date/Time 5/3/2022 7:54 AM

Comments
Additional To: jcardona@tomhesser.com
CC:
BCC: carlos.nunez@nissan-usa.com; kevin.ritchie@nissan-usa.com
Attachment:

Subject: Case [REDACTED] 2018 Titan XD; Knock noise from engine A61 EM [ref:_00DA09j8L_5002I2PVwP3:ref]
Body:
Good Morning John,

We discussed concern with your DTSM, Kevin.
Kevin will be following up with you this morning.

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

Thank you, _____ Carlos N,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 #: 45783746 Date Created: 2/16/2022 Customer name: VIN: 1N6BA1F4X Mileage: 63,775 Dealer code: 3869 Dealer name: TOM HESSER NISSAN

Customer's Concerns: Loud noise from motor, towed in Technician Findings: Customer was here on 02/01/2022 for oil service and complaint of engine noise, We could not duplicate noise, Vehicle was towed in today with engine knock, Verified knock, Sounds as if crank is broke in half, Would like to know if any other cases and how should we proceed with this? Thank you.:

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ref:_00DA09j8L_5002I2PVwP3:ref

Email: Case [redacted] 2018 Titan XD; Knock noise from engine A61 EM [ref:_00DA09j8L_5002I2PVwP3:ref]

Name
Task
Due Date 5/3/2022
Assigned To Carlos Nunez
Last Modified Date/Time 5/3/2022 7:35 AM

Additional To: jcardona@tomhesser.com
CC:
BCC: carlos.nunez@nissan-usa.com
Attachment:

Subject: Case [redacted] 2018 Titan XD; Knock noise from engine A61 EM [ref:_00DA09j8L_5002I2PVwP3:ref]
Body:
Good Morning John,

Yes, please follow up with findings.
The TECH LINE Survey can be accessed by: [CLICKING HERE](#)
Thank you, _____ Carlos N.TECH LINE

Comments

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: 2/16/2022 Customer name: VIN: 1N6BA1F4X Mileage: 63,775 Dealer code: 3869 Dealer name: TOM HESSER NISSAN
Customer's Concerns: Loud noise from motor, towed in Technician Findings: Customer was here on 02/01/2022 for oil service and complaint of engine noise, We could not duplicate noise, Vehicle was towed in today with engine knock, Verified knock, Sounds as if crank is broke in half, Would like to know if any other cases and how should we proceed with this? Thank you.:

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ref:_00DA09j8L_5002I2PVwP3:ref

Email: Case [redacted] 2018 Titan XD; Knock noise from engine A61 EM [ref:_00DA09j8L_5002I2PVwP3:ref]

Name
Task
Due Date 5/2/2022
Assigned To Carlos Nunez
Last Modified Date/Time 5/2/2022 3:08 PM

Additional To: jcardona@tomhesser.com
CC:
BCC: carlos.nunez@nissan-usa.com; kevin.ritchie@nissan-usa.com
Attachment:
Subject: Case [redacted] 2018 Titan XD; Knock noise from engine A61 EM [ref:_00DA09j8L_5002I2PVwP3:ref]
Body:
Good Afternoon John,
We followed up at cell phone 2X, but were not able to make connection (no dial tone). Thank you for providing diagnosis procedure results.
Please refer to ESM > EWD> A/T CONTROL SYSTEM - WITH Cummins 5.0L

Please check for concern in C1 Clutch solenoid valve circuit:

Concern at TCM terminal pin #43 & #44

Concern at E52 / F209 terminal pins #34F & 35F

Concern at F215 terminal pins #5 & #6.

Check continuity across circuits during harness wiggle test

If not able to find concern at this point, we need to record voltage across Connector 215 terminal pins #5 & 6 at time of DTC.

Replace transmission if concern is isolate to transmission.

Please reply to this email if we need additional assistance, or have any related question.

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

Thank you, _____ Carlos N, TECH LINE

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Case #: _____

Date Created: 2/16/2022

Customer name: _____

VIN: 1N6BA1F4X _____ Mileage: 63,775

Dealer code: 3869

Dealer name: TOM HESSER NISSAN

Customer's Concerns:

Loud noise from motor, towed in

Technician Findings:

Customer was here on 02/01/2022 for oil service and complaint of engine noise, We could not duplicate noise, Vehicle was towed in today with engine knock. Verified knock. Sounds as if crank is broke in half. Would like to know if any other cases and how should we proceed with this? Thank you.:

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ref: 00DA09j8L_5002I2PVwP3:ref

DTS Request _____ Dylan Molinaro TOM HESSER NISSAN

Name

Task

Due Date 3/30/2022

Assigned To Kevin Ritchie

Last Modified Date/Time 3/28/2022 3:26 PM

Kevin,

We are completing this DTS request due to case age:

Vehicle at dealer with P0700 TCM & P2757 TSS Pressure Cont Solenoid concern after engine replacement.

Latest case update:

No dtcs on Saturday when concern first occurred for dealer.

This morning, test drove and at about 1-1.5 miles, let of the gas, made noise, started back to shop, error in Meter.

Found DTCs P0700 TCM & P2757 TCC PRESSURE CONT SOLENOID

P2757 sets When torque converter clutch solenoid valve has a malfunction

ESM does not provide values for TCM terminal pins #67 & #68 (to TCC solenoid).

Followed all procedures outlined in ESM P2757 diagnosis procedure with no concern found.

Torque converter replaced with flexplate due to trauma,

No concerns installing torque converter into transmission,

Comments

RECOMMENDATION:

Confirm that torque converter # 31100-EZ00A was installed.

Replace Transmission per ESM procedure.

DEALER: Tom Hesser Nissan

TECH: John

VEHICLE: 2018 Titan Diesel

VIN: 1N6BA1F4 _____

MILES: 63,775

Regards,

Carlos N.

Email: Case _____ 2018 Titan XD; Knock noise from engine A61 EM [ref: 00DA09j8L_5002I2PVwP3:ref]

Name

Task

Due Date 3/28/2022

Assigned To Carlos Nunez

Last Modified Date/Time 3/28/2022 12:46 PM

Comments

Additional To: jcardona@tomhesser.com

CC:

BCC: carlos.nunez@nissan-usa.com

Attachment:

Subject: Cas _____ 2018 Titan XD; Knock noise from engine A61 EM [ref: 00DA09j8L_5002I2PVwP3:ref]

Body:

John,

Thank you again for your time on the phone today.

TECH LINE's latest case update is below.

Confirm that torque converter # 31100-EZ00A was installed.

Replace Transmission per ESM procedure.

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

Thank you, _____ Carlos N,TECH LINE

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Case #: _____

Date Created: 2/16/2022

Customer name: _____

VIN: 1N6BA1F4 _____ Mileage: 63,775

Dealer code: 3869

Dealer name: TOM HESSER NISSAN

Customer's Concerns:

Loud noise from motor, towed in

Technician Findings:

Customer was here on 02/01/2022 for oil service and complaint of engine noise, We could not duplicate noise, Vehicle was towed in today with engine knock, Verified knock. Sounds as if crank is broke in half. Would like to know if any other cases and how should we proceed with this? Thank you.:

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ref:_00DA09j8L_5002I2PVwP3:ref

Email: Case _____ 2018 Titan XD; Knock noise from engine A61 EM [ref:_00DA09j8L_5002I2PVwP3:ref]

Name
Task
Due Date 2/21/2022
Assigned To Kelby Hausman
Last Modified Date/Time 2/21/2022 10:05 AM

Additional To: jcardona@tomhesser.com
CC:
BCC: kelby.hausman@nissan-usa.com
Attachment:

Subject: Case _____ 2018 Titan XD; Knock noise from engine A61 EM [ref:_00DA09j8L_5002I2PVwP3:ref]

Body:
John,
Thank you for the update.

Please replace the turbocharger as well.

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

Thank you, _____ Kelby HausmanTECH 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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Case #: _____

Date Created: 2/16/2022

Customer name: _____

VIN: 1N6BA1F4 _____ Mileage: 63,775

Dealer code: 3869

Dealer name: TOM HESSER NISSAN

Customer's Concerns:

Loud noise from motor, towed in

Technician Findings:

Customer was here on 02/01/2022 for oil service and complaint of engine noise, We could not duplicate noise, Vehicle was towed in today with engine knock, Verified knock. Sounds as if crank is broke in half. Would like to know if any other cases and how should we proceed with this? Thank you.:

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Email: Case _____ 2018 Titan XD; Knock noise from engine A61 EM [ref:_00DA09j8L_5002I2PVwP3:ref]

Name
Task
Due Date 2/16/2022
Assigned To Kelby Hausman
Last Modified Date/Time 2/16/2022 3:20 PM

Comments Additional To: jcardona@tomhesser.com
CC:
BCC: kelby.hausman@nissan-usa.com
Attachment:

Subject: Case [REDACTED] 2018 Titan XD; Knock noise from engine A61 EM [ref:_00DA09j8L_5002I2PVwP3:ref]

Body:
John,
Thank you for the update,

Typically the oil filter will keep metal debris from getting to the turbos.

If there is no debris at the turbo oil lines, the turbos will likely be ok.

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

Thank you, _____ Kelby Hausman TECH LINE

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Case # [REDACTED]

Date Created: 2/16/2022

Customer name:

VIN: 1N6BA1F4X [REDACTED] Mileage: 63,775

Dealer code: 3869

Dealer name: TOM HESSER NISSAN

Customer's Concerns:

Loud noise from motor, towed in

Technician Findings:

Customer was here on 02/01/2022 for oil service and complaint of engine noise. We could not duplicate noise. Vehicle was towed in today with engine knock. Verified knock. Sounds as if crank is broke in half. Would like to know if any other cases and how should we proceed with this? Thank you.:

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ref:_00DA09j8L_5002I2PVwP3:ref

Email: Case [REDACTED] 2018 Titan XD; Knock noise from engine A61 EM [ref:_00DA09j8L_5002I2PVwP3:ref]

Name
Task
Due Date 2/16/2022
Assigned To Kelby Hausman
Last Modified Date/Time 2/16/2022 2:04 PM
Comments Additional To: jcardona@tomhesser.com
CC:
BCC: kelby.hausman@nissan-usa.com
Attachment:

Subject: Case [REDACTED] 2018 Titan XD; Knock noise from engine A61 EM [ref:_00DA09j8L_5002I2PVwP3:ref]

Body:
John,
Thank you for the case information,

We have seen some cases with separated crankshafts.

We can typically identify this by watching the crank pulley with the engine running.

If the crank shaft is separated, the crank pulley will likely look like it is bouncing/moving.

We can also remove the oil pan and inspect for debris or signs of a separated crankshaft.

If we confirm the crankshaft is separated, long block replacement is recommended.

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

Thank you, _____ Kelby Hausman TECH LINE

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Case # [REDACTED]

Date Created: 2/16/2022

Customer name:

VIN: 1N6BA1F4X [REDACTED] Mileage: 63,775

Dealer code: 3869

Dealer name: TOM HESSER NISSAN

Customer's Concerns:

Loud noise from motor, towed in

Technician Findings:

Customer was here on 02/01/2022 for oil service and complaint of engine noise. We could not duplicate noise. Vehicle was towed in today with engine knock. Verified knock. Sounds as if crank is broke in half. Would like to know if any other cases and how should we proceed with this? Thank you.:

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ref:_00DA09j8L_5002I2PVwP3:ref

Attachments

537918 TURBO.jpeg

Size **942KB**
Ownership **Kelby Hausman**
View [View file](#)
Last Modified **2/21/2022 10:04 AM**

537918 PLATE.jpeg

Size **1,03MB**
Ownership **Kelby Hausman**
View [View file](#)
Last Modified **2/21/2022 10:04 AM**

537918 tc.jpeg

Size **1,11MB**
Ownership **Kelby Hausman**
View [View file](#)
Last Modified **2/21/2022 10:04 AM**

537918 vid.mp4

Size **694KB**
Ownership **Managed Services**
View [View file](#)
Last Modified **2/16/2022 1:57 PM**

537918 pic.jpeg

Size **998KB**
Ownership **Managed Services**
View [View file](#)
Last Modified **2/16/2022 1:57 PM**

Emails

Case # [REDACTED] **2018 Titan XD; Knock noise from engine A61 EM [ref:_00DA09j8L_5002I2PVwP3:ref]**

Message Date **5/31/2022 11:08 AM**

Has Attachment

Email Address **jcardona@tomhesser.com**

Status **Sent**

Subject **Case 45783746; 2018 Titan XD; Knock noise from engine A61 EM [ref:_00DA09j8L_5002I2PVwP3:ref]**

Text Body **John,**

TECH LINE's latest case update is below.

DESCRIPTION:
Dealer replied to case.
He did, thank you!

RECOMMENDATION:
Please reply to this email if additional assistance is needed.

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

Thank you,

Carlos N.

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: 2/16/2022
Customer name:
VIN: 1N6BA1F4X [REDACTED]

Mileage: 63,775

Dealer code: 3869

Dealer name: TOM HESSER NISSAN

Customer's Concerns:

Loud noise from motor, towed in

Technician Findings:

Customer was here on 02/01/2022 for oil service and complaint of engine noise. We could not duplicate noise. Vehicle was towed in today with engine knock. Verified knock. Sounds as if crank is broke in half. Would like to know if any other cases and how should we proceed with this? Thank you.:

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RE: Case [REDACTED] 2018 Titan XD; Knock noise from engine A61 EM [ref:_00DA09j8L_5002I2PVwP3:ref]

Message Date 5/31/2022 8:48 AM

Has Attachment

Email Address jcardona@tomhesser.com

Status Read

Subject RE: Case [REDACTED] 2018 Titan XD; Knock noise from engine A61 EM [ref:_00DA09j8L_5002I2PVwP3:ref]

Text Body He did, thank you!

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

Sent: Tuesday, May 31, 2022 9:31 AM

To: John Cardona <jcardona@tomhesser.com>

Subject: Case 45783746; 2018 Titan XD; Knock noise from engine A61 EM [ref:_00DA09j8L_5002I2PVwP3:ref]

Thank you for the update.

We discussed concern with Kevin, your DTSM this morning.

Our understanding is that DTSM has followed up his morning via text.

Please let us know if additional assistance is needed.

Thank you,

Carlos N.

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: 2/16/2022

Customer name:

VIN: 1N6BA1 [REDACTED]

Mileage: 63,775

Dealer code: 3869

Dealer name: TOM HESSER NISSAN

Customer's Concerns:

Loud noise from motor, towed in

Technician Findings:

Customer was here on 02/01/2022 for oil service and complaint of engine noise. We could not duplicate noise. Vehicle was towed in today with engine knock. Verified knock. Sou

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, :



Case 45783746; 2018 Titan XD; Knock noise from engine A61 EM [ref:_00DA09j8L_5002I2PVwP3:ref]

Message Date 5/31/2022 8:31 AM
Has Attachment
Email Address jcardona@tomhesser.com
Status Sent
Subject Case [REDACTED] 2018 Titan XD; Knock noise from engine A61 EM [ref:_00DA09j8L_5002I2PVwP3:ref]
Text Body John,

TECH LINE's latest case update is below.

DESCRIPTION:

Dealer replied to case:
Kevin was up here going over Titan with our tech.
Kevin advised to replace engine harness and RH engine harness.
We replaced both and drove for approx.. 250 miles.....No code returned.
Customer picked up vehicle and returned next day with SES light on.
Customer stated was accelerating on on ramp and heard a bang.
No light until later when coasting down hill when warning lights illuminated and lost power.
Same code returned, P0752.
I reached out to DTS last week, but he has not gotten back to me as of yet.
Not sure if he is on vacation etc..

TSS followed up with DTSM

During onsite inspection, found DTC changing from P0752 SHIFT SOLENOID A.
To P0753 SHIFT SOLENOID A
Recommend harness replacement
P0752 When C1 clutch solenoid valve has a malfunction
-C1 clutch solenoid valve (High stuck)
-Harness or connectors (C1 clutch solenoid valve circuit is shorted to Voltage.)
-Corrosion of connector
P0753 When the detection value (A) of C1 clutch solenoid valve is outside the specified value
-Harness or connectors (C1 clutch solenoid valve circuit is open or shorted.)
-C1 clutch solenoid valve
-Corrosion of connector
DTSM replied to technician text this morning.
DTSM recommending to replace transmission assembly again.

RECOMMENDATION:

We discussed concern with DTSM this morning.
Our understanding is that DTSM has followed up with technician this morning via text.
Please let us know if additional assistance is needed.

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

Thank you,

Carlos N.

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: 2/16/2022
Customer name [REDACTED]
VIN: 1N6BA1F4 [REDACTED]

Mileage: 63,775

Dealer code: 3869

Dealer name: TOM HESSER NISSAN

Customer's Concerns:

Loud noise from motor, towed in

Technician Findings:

Customer was here on 02/01/2022 for oil service and complaint of engine noise. We could not duplicate noise. Vehicle was towed in today with engine knock. Verified knock. Sounds as if crank is broke in half. Would like to know if any other cases and how should we proceed with this? Thank you.:

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RE: Case [REDACTED] 2018 Titan XD; Knock noise from engine A61 EM [ref:_00DA09j8L_5002I2PVwP3:ref]

Message Date 5/31/2022 7:23 AM

Has Attachment

Email Address jcardona@tomhesser.com

Status Read

Subject RE: Case [REDACTED] 2018 Titan XD; Knock noise from engine A61 EM [ref:_00DA09j8L_5002I2PVwP3:ref]

Text Body Carlos, Kevin was up here going over Titan with our tech. Kevin advised to replace engine harness and RH engine harness. We replaced both and drove for approx.. 250 miles. A week, but he has not gotten back to me as of yet. Not sure if he is on vacation etc...

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

Sent: Tuesday, May 3, 2022 8:55 AM

To: John Cardona <jcardona@tomhesser.com>

Subject: Case [REDACTED] 2018 Titan XD; Knock noise from engine A61 EM [ref:_00DA09j8L_5002I2PVwP3:ref]

We discussed concern with your DTSM, Kevin.

Kevin will be following up with you this morning.

Thank you,

Carlos N.

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: 2/16/2022

Customer name:

VIN: 1N6BA1 [REDACTED]

Mileage: 63,775

Dealer code: 3869

Dealer name: TOM HESSER NISSAN

Customer's Concerns:

Loud noise from motor, towed in

Technician Findings:

Customer was here on 02/01/2022 for oil service and complaint of engine noise. We could not duplicate noise. Vehicle was towed in today with engine knock. Verified knock. Sou

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, :

ref:_00DA09j8L_5002I2PVwP3:ref

RE: Case [REDACTED] 2018 Titan XD; Knock noise from engine A61 EM [ref:_00DA09j8L_5002I2PVwP3:ref]

Message Date 5/3/2022 7:56 AM

Has Attachment

Email Address jcardona@tomhesser.com

Status Read

Subject RE: Case [REDACTED] 2018 Titan XD; Knock noise from engine A61 EM [ref:_00DA09j8L_5002I2PVwP3:ref]

Text Body Thanks Carlos!

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

Sent: Tuesday, May 3, 2022 8:55 AM

To: John Cardona <jcardona@tomhesser.com>

Subject: Case 45783746; 2018 Titan XD; Knock noise from engine A61 EM [ref:_00DA09j8L_5002I2PVwP3:ref]

We discussed concern with your DTSM, Kevin.

Kevin will be following up with you this morning.

Thank you,

Carlos N.

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: 2/16/2022

Customer name: [REDACTED]

VIN: 1N6BA1[REDACTED]

Mileage: 63,775

Dealer code: 3869

Dealer name: TOM HESSER NISSAN

Customer's Concerns:

Loud noise from motor, towed in

Technician Findings:

Customer was here on 02/01/2022 for oil service and complaint of engine noise. We could not duplicate noise. Vehicle was towed in today with engine knock. Verified knock. Sou

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ref:_00DA09j8L_5002I2PVwP3:ref

Case [REDACTED] 2018 Titan XD; Knock noise from engine A61 EM [ref:_00DA09j8L_5002I2PVwP3:ref]

Message Date 5/3/2022 7:54 AM

Has Attachment

Email Address jcardona@tomhesser.com

Status Sent

Subject Case [REDACTED] 018 Titan XD; Knock noise from engine A61 EM [ref:_00DA09j8L_5002I2PVwP3:ref]

Text Body John,

TECH LINE's latest case update is below.

DESCRIPTION:

Dealer reply:

got together with tech this morning and something we are not sure what to make of, F215 pins 43 & 44 with TCM disconnected we have 2.4v at 43 and 1.9vv at 44. When we disconnect F216 we still have 2.4v at 43 but 0v at 44. That seems odd. No continuity in 43 and 44 to other pins with both trans and TCM disconnected. With F215 connected and TCM disconnected we have 6.2 ohms between 43 and 44 through solenoid. If we disconnect both TCM and trans we have 0v in 43 and 44. If you would like to call, I will get you on phone with tech. Thanks!

RECOMMENDATION:

TSS discussed concern with DTSM K.R. this morning. DTSM K.R. to follow up with shop foreman this morning.

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

Thank you,

Carlos N.

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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Case # [REDACTED]

Date Created: 2/16/2022

Customer name:

VIN: 1N6BA1F [REDACTED]

Mileage: 63,775

Dealer code: 3869

Dealer name: TOM HESSER NISSAN

Customer's Concerns:

Loud noise from motor, towed in

Technician Findings:

Customer was here on 02/01/2022 for oil service and complaint of engine noise. We could not duplicate noise. Vehicle was towed in today with engine knock. Verified knock. Sounds as if crank is broke in half. Would like to know if any other cases and how should we proceed with this? Thank you.:

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RE: Case [REDACTED] 2018 Titan XD; Knock noise from engine A61 EM [ref:_00DA09j8L_5002I2PVwP3:ref]

Message Date 5/3/2022 7:36 AM

Has Attachment

Email Address jcardona@tomhesser.com

Status Read

Subject RE: Case [REDACTED] 2018 Titan XD; Knock noise from engine A61 EM [ref:_00DA09j8L_5002I2PVwP3:ref]

Text Body Carlos, got together with tech this morning and something we are not sure what to make of. F215 pins 43 & 44 with TCM disconnected we have 2.4v at 43 and 1.9v at 44. When you would like to call, I will get you on phone with tech. Thanks!

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

Sent: Monday, May 2, 2022 4:08 PM

To: John Cardona <jcardona@tomhesser.com>

Subject: Case [REDACTED] 2018 Titan XD; Knock noise from engine A61 EM [ref:_00DA09j8L_5002I2PVwP3:ref]

We followed up at cell phone 2X, but were not able to make connection (no dial tone).

Thank you for providing diagnosis procedure results.

Please refer to ESM > EWD> A/T CONTROL SYSTEM - WITH Cummins 5.0L

Please check for concern in C1 Clutch solenoid valve circuit:

Concern at TCM terminal pin #43 & #44

Concern at E52 / F209 terminal pins #34F & 35F

Concern at F215 terminal pins #5 & #6.

Check continuity across circuits during harness wiggle test

If not able to find concern at this point, we need to record voltage across Connector 215 terminal pins #5 & 6 at time of DTC.

Replace transmission if concern is isolate to transmission.

Please reply to this email if we need additional assistance, or have any related question.

Thank you,

Carlos N.

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 ASSIST, 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: 2/16/2022

Customer name: [REDACTED]

VIN: 1N6BA1F [REDACTED]

Mileage: 63,775

Dealer code: 3869

Dealer name: TOM HESSER NISSAN

Customer's Concerns:

Loud noise from motor, towed in

Technician Findings:

Customer was here on 02/01/2022 for oil service and complaint of engine noise. We could not duplicate noise. Vehicle was towed in today with engine knock. Verified knock. Sou

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ref:_00DA09j8L_5002I2PVwP3:ref

Case # [REDACTED] 2018 Titan XD; Knock noise from engine A61 EM [ref:_00DA09j8L_5002I2PVwP3:ref]

Message Date 5/3/2022 7:35 AM

Has Attachment

Email Address jcardona@tomhesser.com

Status Sent

Subject Case # [REDACTED] 2018 Titan XD; Knock noise from engine A61 EM [ref:_00DA09j8L_5002I2PVwP3:ref]

John,

TECH LINE's latest case update is below.

DESCRIPTION:

Dealer replied to case.

I did hear you once when you called but that was it.

My tech working on vehicle had to leave early today, but I will inform him of requested checks.

If you would like to try and call tomorrow morning if need be, otherwise will update you later on of findings. Thank you!

RECOMMENDATION:

Yes, please follow up with findings.

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

Thank you,

Carlos N.

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.

Text Body

From ASIST, Select TECH LINE Support Request, Enter your dealer code and select Update a Case.

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Case # [REDACTED]

Date Created: 2/16/2022

Customer name [REDACTED]

VIN: 1N6BA1 [REDACTED]

Mileage: 63,775

Dealer code: 3869

Dealer name: TOM HESSER NISSAN

Customer's Concerns:

Loud noise from motor, towed in

Technician Findings:

Customer was here on 02/01/2022 for oil service and complaint of engine noise. We could not duplicate noise, Vehicle was towed in today with engine knock, Verified knock, Sounds as if crank is broke in half. Would like to know if any other cases and how should we proceed with this? Thank you.:

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RE: Case # [REDACTED] 2018 Titan XD; Knock noise from engine A61 EM [ref:_00DA09j8L_5002I2PVwP3:ref]

Message Date 5/2/2022 3:14 PM

Has Attachment

Email Address jcardona@tomhesser.com

Status Read

Subject RE: Case 45783746; 2018 Titan XD; Knock noise from engine A61 EM [ref:_00DA09j8L_5002I2PVwP3:ref]

Carlos, I did hear you once when you called but that was it, My tech working on vehicle had to leave early today, but I will inform him of requested checks. If you would like to try

From: TECH LINE Email to Case <techlinesfdc@nissan-usa.com>
Sent: Monday, May 2, 2022 4:08 PM
To: John Cardona <jcardona@tomhesser.com>
Subject: Case [REDACTED] 2018 Titan XD; Knock noise from engine A61 EM [ref:_00DA09j8L_5002I2PVwP3:ref]

[REDACTED]

We followed up at cell phone 2X, but were not able to make connection (no dial tone).

Thank you for providing diagnosis procedure results,
Please refer to ESM > EWD> A/T CONTROL SYSTEM - WITH Cummins 5.0L
Please check for concern in C1 Clutch solenoid valve circuit:
Concern at TCM terminal pin #43 & #44
Concern at E52 / F209 terminal pins #34F & 35F
Concern at F215 terminal pins #5 & #6,
Check continuity across circuits during harness wiggle test
If not able to find concern at this point, we need to record voltage across Connector 215 terminal pins #5 & 6 at time of DTC.
Replace transmission if concern is isolate to transmission.

Please reply to this email if we need additional assistance, or have any related question.

[REDACTED]

Thank you,

Carlos N.

TECH LINE

Text Body

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: 2/16/2022
Customer name: [REDACTED]
VIN: 1N6BA1F4 [REDACTED]

Mileage: 63,775

Dealer code: 3869

Dealer name: TOM HESSER NISSAN

Customer's Concerns:
Loud noise from motor, towed in

Technician Findings:
Customer was here on 02/01/2022 for oil service and complaint of engine noise. We could not duplicate noise. Vehicle was towed in today with engine knock. Verified knock. Sou

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ref:_00DA09j8L_5002I2PVwP3:ref

Case [REDACTED] 18 Titan XD; Knock noise from engine A61 EM [ref:_00DA09j8L_5002I2PVwP3:ref]

Message Date 5/2/2022 3:08 PM

Has Attachment

Email Address jcardona@tomhesser.com

Status Sent

Subject Case [REDACTED] 018 Titan XD; Knock noise from engine A61 EM [ref: _00DA09j8L_5002|2PVwP3:ref]
Text Body John,

TECH LINE's latest case update is below.

DESCRIPTION:

Dealer replied to case,
Update on this case.

When we replaced the trans due to damage from engine failure we had a few trans codes after replacement during initial test drive.
Including P0752,

There was a lot of caked mud under vehicle all around trans and trans connectors.
We thought we may have had dirt in connector causing codes.

We cleaned connectors and checked pin fit at trans connectors and codes cleared.
Test drove and ok.

A few days later customer returned with hard shift and SES light on,
P0752 returned.

We found pin fit issue at con. E52-pin 35F. Tightened pin and code cleared.
That was 04/27/2022.

Customer returned over weekend with P0752 current again.

Flow chart for code is very vague and not sure what to make of it, but will give you our readings from diag procedure:

Step 1) OK

Step 2) OK

Step 3) Pin 43 2.4v Pin 44 0v

Step 4) Both at 0v

Now flow chart states other than battery voltage, 0 volts I guess is other than battery voltage.

According to flow chart it is stating to replace control valve, but I do not want to go any further without getting your opinion on this.

CASE NOTES:

No NTB for P0752 SHIFT SOLENOID A

Per ESM:

ECM terminal pin #43 is C1 Clutch solenoid valve power supply to A/T pin #5

ECM terminal pin #44 is C1 Clutch solenoid valve ground circuit to A/T pin #6

TSS followed up with technician 2X.....no connection to cell phone.

RECOMMENDATION:

Thank you for providing diagnosis procedure results.

Please refer to ESM > EWD> A/T CONTROL SYSTEM - WITH Cummins 5.0L

Please check for concern in C1 Clutch solenoid valve circuit:

Concern at TCM terminal pin #43 & #44

Concern at E52 / F209 terminal pins #34F & 35F

Concern at F215 terminal pins #5 & #6.

Check continuity across circuits during harness wiggle test

If not able to find concern at this point, we need to record voltage across Connector 215 terminal pins #5 & 6 at time of DTC.

Replace transmission if concern is isolate to transmission.

Please reply to this email if we need additional assistance, or have any related question.

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

Thank you,

Carlos N.

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: 2/16/2022

Customer name: [REDACTED]

VIN: 1N6BA1F4 [REDACTED]

Mileage: 63,775

Dealer code: 3869

Dealer name: TOM HESSER NISSAN

Customer's Concerns:

Loud noise from motor, towed in

Technician Findings:

Customer was here on 02/01/2022 for oil service and complaint of engine noise. We could not duplicate noise. Vehicle was towed in today with engine knock. Verified knock. Sounds as if crank is broke in half. Would like to know if any other cases and how should we proceed with this? Thank you.:

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RE: Cas [REDACTED] 2018 Titan XD; Knock noise from engine A61 EM [ref:_00DA09j8L_5002I2PVwP3:ref]

Message Date 5/2/2022 2:14 PM

Has Attachment

Email Address jcardona@tomhesser.com

Status Read

Subject RE: Cas [REDACTED] 2018 Titan XD; Knock noise from engine A61 EM [ref:_00DA09j8L_5002I2PVwP3:ref]

Text Body Update on this case. When we replaced the trans due to damage from engine failure we had a few trans codes after replacement during initial test drive. Including P0752. There v shist and SES light on. P0752 returned. We found pin fit issue at con. E52- pin 35F. Tightened pin and code cleared. That was 04/27/2022. Customer returned over weekend with F Step 2) OK Step 3) Pin 43 2.4v Pin 44 0v Step 4) Both at 0v Now flow chart states other than battery voltage. 0 volts I guess is other than battery voltage. According to flow chart it is stating to replace control valve, but I do not want to go

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

Sent: Monday, March 28, 2022 1:47 PM

To: John Cardona <jcardona@tomhesser.com>

Subject: Cas [REDACTED] 2018 Titan XD; Knock noise from engine A61 EM [ref:_00DA09j8L_5002I2PVwP3:ref]

Thank you again for your time on the phone today.

TECH LINE's latest case update is below.

Confirm that torque converter # 31100-EZ00A was installed.
Replace Transmission per ESM procedure.

Thank you,

Carlos N.

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: 2/16/2022

Customer name: [REDACTED]

VIN: 1N6BA1 [REDACTED]

Mileage: 63,775

Dealer code: 3869

Dealer name: TOM HESSER NISSAN

Customer's Concerns:

Loud noise from motor, towed in

Technician Findings:

Customer was here on 02/01/2022 for oil service and complaint of engine noise. We could not duplicate noise. Vehicle was towed in today with engine knock. Verified knock. Sou

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ref: _00DA09j8L_5002I2PVwP3:ref

Case [REDACTED] 2018 Titan XD; Knock noise from engine A61 EM [ref: _00DA09j8L_5002I2PVwP3:ref]

Message Date 3/28/2022 12:46 PM

Has Attachment

Email Address jcardona@tomhesser.com

Status Sent

Subject Case [REDACTED] 2018 Titan XD; Knock noise from engine A61 EM [ref: _00DA09j8L_5002I2PVwP3:ref]

Text Body John,

TECH LINE's latest case update is below.

DESCRIPTION:

Dealer replied to case.

we finally got all of our backordered parts and was able to get this Titan back together.

However, during test drive we heard a loud flutter noise coming from trans area.

Tech asked me to test drive with him this morning and during test drive we had a trans error come up on meter.

We are getting 2 trans related codes, P0700-00 and P2757.

We performed diag per ESM for P2757. All connector and wiring checks were normal per ESM.

Result was to replace transmission.

I was afraid because of the way the engine failed that we may have had trans damage, but did not want to just order and replace a trans with the cost of engine repair already so high.

Would like your opinion on this. Thank you!

CASE NOTES:

No dtcs on Saturday when concern first occurred for dealer.,

This morning, test drove and at about 1-1.5 miles, let of the gas, made noise, started back to shop, error in Meter.

Found DTCs P0700 TCM & P2757 TCC PRESSURE CONT SOLENOID

P2757 sets When torque converter clutch solenoid valve has a malfunction

ESM does not provide values for TCM terminal pins #67 & #68 (to TCC solenoid).

Followed all procedures outlined in ESM P2757 diagnosis procedure with no concern found.

Torque converter replaced with flexplate due to trauma.

No concerns installing torque converter into transmission.

RECOMMENDATION:

Confirm that torque converter # 31100-EZ00A was installed.

Replace Transmission per ESM procedure.

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

Thank you,

Carlos N.

TECH LINE

Updating a TECH LINE Case:

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Case #: [REDACTED]

Date Created: 2/16/2022

Customer name: [REDACTED]

VIN: 1N6BA1F4 [REDACTED]

Mileage: 63,775

Dealer code: 3869

Dealer name: TOM HESSER NISSAN

Customer's Concerns:
Loud noise from motor, towed in

Technician Findings:
Customer was here on 02/01/2022 for oil service and complaint of engine noise. We could not duplicate noise. Vehicle was towed in today with engine knock. Verified knock. Sounds as if crank is broke in half. Would like to know if any other cases and how should we proceed with this? Thank you.:

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RE: Case [REDACTED] 2018 Titan XD; Knock noise from engine A61 EM [ref:_00DA09j8L_5002l2PVwP3:ref]

Message Date 3/28/2022 8:58 AM

Has Attachment

Email Address jcardona@tomhesser.com

Status Read

Subject RE: Cas [REDACTED] 2018 Titan XD; Knock noise from engine A61 EM [ref:_00DA09j8L_5002l2PVwP3:ref]

Text Body Kelby, we finally got all of our backordered parts and was able to get this Titan back together. However, during test drive we heard a loud flutter noise coming from trans area. To replace transmission. I was afraid because of the way the engine failed that we may have had trans damage, but did not want to just order and replace a trans with the cost of en

From: TECH LINE Email to Case <techlinesfdc@nissan-usa.com>
Sent: Monday, February 21, 2022 11:06 AM
To: John Cardona <jcardona@tomhesser.com>
Subject: Case 45783746; 2018 Titan XD; Knock noise from engine A61 EM [ref:_00DA09j8L_5002l2PVwP3:ref]

Thank you for the update.

Please replace the turbocharger as well.

Thank you,

Kelby Hausman

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: 2/16/2022
Customer name: [REDACTED]
VIN: 1N6BA1 [REDACTED]

Mileage: 63,775

Dealer code: 3869

Dealer name: TOM HESSER NISSAN

Customer's Concerns:
Loud noise from motor, towed in

Technician Findings:
Customer was here on 02/01/2022 for oil service and complaint of engine noise. We could not duplicate noise. Vehicle was towed in today with engine knock. Verified knock. Sou

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ref:_00DA09j8L_5002I2PVwP3:ref

RE: Case [REDACTED] 018 Titan XD; Knock noise from engine A61 EM [ref:_00DA09j8L_5002I2PVwP3:ref]

Message Date 2/21/2022 10:07 AM

Has Attachment

Email Address jcardona@tomhesser.com

Status Read

Subject RE: Case [REDACTED] 018 Titan XD; Knock noise from engine A61 EM [ref:_00DA09j8L_5002I2PVwP3:ref]

Text Body Thank you Kelby!

From: TECH LINE Email to Case <techlinesfdc@nissan-usa.com>
Sent: Monday, February 21, 2022 11:06 AM
To: John Cardona <jcardona@tomhesser.com>
Subject: Case 45783746; 2018 Titan XD; Knock noise from engine A61 EM [ref:_00DA09j8L_5002I2PVwP3:ref]

Thank you for the update.

Please replace the turbocharger as well.

Thank you,

Kelby Hausman

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 ASSIST, 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: 2/16/2022

Customer name: [REDACTED]

VIN: 1N6BA1F4[REDACTED]

Mileage: 63,775

Dealer code: 3869

Dealer name: TOM HESSER NISSAN

Customer's Concerns:

Loud noise from motor, towed in

Technician Findings:

Customer was here on 02/01/2022 for oil service and complaint of engine noise. We could not duplicate noise. Vehicle was towed in today with engine knock. Verified knock. Sou

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ref:_00DA09j8L_5002I2PVwP3:ref

Case [REDACTED] 2018 Titan XD; Knock noise from engine A61 EM [ref:_00DA09j8L_5002I2PVwP3:ref]

Message Date 2/21/2022 10:05 AM

Has Attachment

Email Address jcardona@tomhesser.com

Status Sent

Subject Case [REDACTED] 2018 Titan XD; Knock noise from engine A61 EM [ref:_00DA09j8L_5002I2PVwP3:ref]

John,

TECH LINE's latest case update is below.

Recommendation:
Thank you for the update.

Please replace the turbocharger as well.

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

Thank you,

Kelby Hausman

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.

Text Body

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: 2/16/2022
Customer name:
VIN: 1N6BA1F [REDACTED]

Mileage: 63,775

Dealer code: 3869

Dealer name: TOM HESSER NISSAN

Customer's Concerns:
Loud noise from motor, towed in

Technician Findings:
Customer was here on 02/01/2022 for oil service and complaint of engine noise. We could not duplicate noise. Vehicle was towed in today with engine knock. Verified knock. Sounds as if crank is broke in half. Would like to know if any other cases and how should we proceed with this? Thank you.:

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Kelby Hausman
Technical Support Specialist
Aftersales Dealer Support – TECH LINE

Nissan North America, Inc.
[REDACTED]
Fax: +1 615-984-5234

RE: Case 45783746; 2018 Titan XD; Knock noise from engine A61 EM [ref:_00DA09j8L_5002I2PVwP3:ref]

Message Date 2/21/2022 9:00 AM

Has Attachment

Email Address jcardona@tomhesser.com

Status Read

Subject RE: Cas [REDACTED] 2018 Titan XD; Knock noise from engine A61 EM [ref:_00DA09j8L_5002I2PVwP3:ref]

Kelby, I just want to update you on this Titan and get your opinion on this turbo pic I am sending. PCC wanted a video of crank bouncing, so when we tried to start it again, the e

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

Sent: Wednesday, February 16, 2022 4:21 PM

To: John Cardona <jcardona@tomhesser.com>

Subject: Case [REDACTED] 2018 Titan XD; Knock noise from engine A61 EM [ref:_00DA09j8L_5002I2PVwP3:ref]

Thank you for the update.

Typically the oil filter will keep metal debris from getting to the turbos. If there is no debris at the turbo oil lines, the turbos will likely be ok.

Thank you,

Kelby Hausman

TECH LINE

Text Body 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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Case #: [REDACTED]

Date Created: 2/16/2022

Customer name: [REDACTED]

VIN: 1N6BA1 [REDACTED]

Mileage: 63,775

Dealer code: 3869

Dealer name: TOM HESSER NISSAN

Customer's Concerns:

Loud noise from motor, towed in

Technician Findings:

Customer was here on 02/01/2022 for oil service and complaint of engine noise. We could not duplicate noise. Vehicle was towed in today with engine knock. Verified knock. Sou

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ref:_00DA09j8L_5002I2PVwP3:ref

RE: Cas [REDACTED] 2018 Titan XD; Knock noise from engine A61 EM [ref:_00DA09j8L_5002I2PVwP3:ref]

Message Date 2/16/2022 3:22 PM

Has Attachment

Email Address jcardona@tomhesser.com

Status Read

Subject RE: Cas [REDACTED] 2018 Titan XD; Knock noise from engine A61 EM [ref:_00DA09j8L_5002I2PVwP3:ref]

Text Body Thank you!

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

Sent: Wednesday, February 16, 2022 4:21 PM
To: John Cardona <jcardona@tomhesser.com>
Subject: Case [REDACTED] 2018 Titan XD; Knock noise from engine A61 EM [ref: 00DA09j8L_5002I2PVwP3:ref]

Thank you for the update.

Typically the oil filter will keep metal debris from getting to the turbos.
If there is no debris at the turbo oil lines, the turbos will likely be ok.

Thank you,

Kelby Hausman

TECH LINE

Updating a TECH LINE Case:

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Case # [REDACTED]
Date Created: 2/16/2022
Customer name:
VIN: 1N6BA1F [REDACTED]

Mileage: 63,775

Dealer code: 3869

Dealer name: TOM HESSER NISSAN

Customer's Concerns:
Loud noise from motor, towed in

Technician Findings:

Customer was here on 02/01/2022 for oil service and complaint of engine noise, We could not duplicate noise, Vehicle was towed in today with engine knock, Verified knock, Sou

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internal.

ref:_00DA09j8L_5002I2PVwP3:ref

Case [REDACTED] 2018 Titan XD; Knock noise from engine A61 EM [ref:_00DA09j8L_5002I2PVwP3:ref]

Message Date 2/16/2022 3:20 PM

Has Attachment

Email Address jcardona@tomhesser.com

Status Sent

Subject Case [REDACTED] 2018 Titan XD; Knock noise from engine A61 EM [ref:_00DA09j8L_5002I2PVwP3:ref]

Text Body John,

TECH LINE's latest case update is below.

Recommendation:

Thank you for the update.

Typically the oil filter will keep metal debris from getting to the turbos.
If there is no debris at the turbo oil lines, the turbos will likely be ok.

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Thank you,

Kelby Hausman

TECH LINE

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Case #: [REDACTED]

Date Created: 2/16/2022

Customer name:

VIN: 1N6BA1F [REDACTED]

Mileage: 63,775

Dealer code: 3869

Dealer name: TOM HESSER NISSAN

Customer's Concerns:

Loud noise from motor, towed in

Technician Findings:

Customer was here on 02/01/2022 for oil service and complaint of engine noise. We could not duplicate noise. Vehicle was towed in today with engine knock. Verified knock. Sounds as if crank is broke in half. Would like to know if any other cases and how should we proceed with this? Thank you.:

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Kelby Hausman

Technical Support Specialist

Aftersales Dealer Support – TECH LINE

Nissan North America, Inc.

Fax: +1 615-984-5234

RE: Case [REDACTED] 2018 Titan XD; Knock noise from engine A61 EM [ref:_00DA09j8L_5002I2PVwP3:ref]

Message Date 2/16/2022 2:23 PM

Has Attachment

Email Address jcardona@tomhesser.com

Status Read

Subject RE: Case [REDACTED] 2018 Titan XD; Knock noise from engine A61 EM [ref:_00DA09j8L_5002I2PVwP3:ref]

Text Body Kelby, thanks for the quick reply. Pulley is bouncing. We have not dropped oil or pan. My question is once we get into it, and if we see metal filings, should turbos be replaced? (

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

Sent: Wednesday, February 16, 2022 3:05 PM

To: John Cardona <jcardona@tomhesser.com>

Subject: Case [REDACTED] 2018 Titan XD; Knock noise from engine A61 EM [ref:_00DA09j8L_5002I2PVwP3:ref]

Thank you for the case information.

We have seen some cases with separated crankshafts. We can typically identify this by watching the crank pulley with the engine running. If the crank shaft is separated, the crank pulley will likely look like it is bouncing/moving. We can also remove the oil pan and inspect for debris or signs of a separated crankshaft.

If we confirm the crankshaft is separated, long block replacement is recommended.

Thank you,

Kelby Hausman

TECH LINE

Updating a TECH LINE Case:

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Case #: [REDACTED]
Date Created: 2/16/2022
Customer name: [REDACTED]
VIN: 1N6BA1F4 [REDACTED]

Mileage: 63,775

Dealer code: 3869

Dealer name: TOM HESSER NISSAN

Customer's Concerns:
Loud noise from motor, towed in

Technician Findings:

Customer was here on 02/01/2022 for oil service and complaint of engine noise. We could not duplicate noise. Vehicle was towed in today with engine knock. Verified knock. Sou

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ref:_00DA09j8L_5002I2PVwP3:ref

Case: [REDACTED] 2018 Titan XD; Knock noise from engine A61 EM [ref:_00DA09j8L_5002I2PVwP3:ref]

Message Date 2/16/2022 2:04 PM

Has Attachment

Email Address jcardona@tomhesser.com

Status Sent

Subject Case 45783746; 2018 Titan XD; Knock noise from engine A61 EM [ref:_00DA09j8L_5002I2PVwP3:ref]

Text Body John,

TECH LINE's latest case update is below.

Recommendation:

Thank you for the case information.

We have seen some cases with separated crankshafts.
We can typically identify this by watching the crank pulley with the engine running.
If the crank shaft is separated, the crank pulley will likely look like it is bouncing/moving.
We can also remove the oil pan and inspect for debris or signs of a separated crankshaft.

If we confirm the crankshaft is separated, long block replacement is recommended.

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

Thank you,

Kelby Hausman

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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Case # [REDACTED]
Date Created: 2/16/2022
Customer name:
VIN: 1N6B [REDACTED]

Mileage: 63,775

Dealer code: 3869

Dealer name: TOM HESSER NISSAN

Customer's Concerns:
Loud noise from motor, towed in

Technician Findings:
Customer was here on 02/01/2022 for oil service and complaint of engine noise. We could not duplicate noise. Vehicle was towed in today with engine knock. Verified knock. Sounds as if crank is broke in half. Would like to know if any other cases and how should we proceed with this? Thank you.:

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Kelby Hausman
Technical Support Specialist
Aftersales Dealer Support – TECH LINE

Nissan North America, Inc.
[REDACTED]
Fax: +1 615-984-5234

Case Comments

5/31/2022 11:08 AM	5/31/2022 8:32 AM
<p>User Carlos Nunez Public <input checked="" type="checkbox"/></p> <p>Comment DESCRIPTION: Dealer replied to case, He did, thank you!</p> <p>RECOMMENDATION: Please reply to this email if additional assistance is needed.</p>	<p>User Carlos Nunez Public <input checked="" type="checkbox"/></p> <p>Comment DTSM inspection results: 1.Complaint: CUSTOMER STATES WAS GOING DOWN A HILL, HEARD A LOUD BANG AND TRANSMISSION LIGHTS CAME ON, THEN WENT INTO LIMP MODE. Cause: DTSM performed onsite inspection of vehicle, DTSM was sent a TL request to assist with repair of vehicle, DTSM found DTC P0752 stored performed diagnostic flow chart procedure cleared DTC's started truck and found DTC P0753 was now being stored current, DTSM performed diagnostic flow chart for this DTC and found some corrosion in connector E52 also found some irregularities in connector F215, DTSM decided to replace Engine Room Harness and Engine Harness No. 2 due to the DTC changing during diagnosis, corrosion, poor pin fit and irregularities in connectors, DTSM also decided to replace harness's due today's down, customer satisfaction and customer confidence, Correction: Replace Engine Room Harness and Engine Harness No. 2 Status: Complete.</p>
<p>5/31/2022 8:29 AM</p> <p>User Carlos Nunez Public <input checked="" type="checkbox"/></p> <p>Comment DESCRIPTION: Dealer replied to case: Kevin was up here going over Titan with our tech, Kevin advised to replace engine harness and RH engine harness, We replaced both and drove for approx. 250 miles..... No code returned, Customer picked up vehicle and returned next day with SES light on, Customer stated was accelerating on on ramp and heard a bang, No light until later when coasting down hill when warning lights illuminated and lost power. Same code returned, P0752. I reached out to DTS last week, but he has not gotten back to me as of yet. Not sure if he is on vacation etc..</p> <p>TSS followed up with DTSM During onsite inspection, found DTC changing from P0752 SHIFT SOLENOID A.</p>	<p>5/3/2022 7:53 AM</p> <p>User Carlos Nunez Public <input checked="" type="checkbox"/></p> <p>Comment DESCRIPTION: Dealer reply: got together with tech this morning and something we are not sure what to make of, F215 pins 43 & 44 with TCM disconnected we have 2.4v at 43 and 1.9v at 44.</p>

To P0753 SHIFT SOLENOID A
Recommend harness replacement
P0752 When C1 clutch solenoid valve has a malfunction
•C1 clutch solenoid valve (High stuck)
•Harness or connectors (C1 clutch solenoid valve circuit is shorted to Voltage.)
•Corrosion of connector
P0753 When the detection value (A) of C1 clutch solenoid valve is outside the specified value
•Harness or connectors (C1 clutch solenoid valve circuit is open or shorted.)
•C1 clutch solenoid valve
•Corrosion of connector
DTSM replied to technician text this morning.
DTSM recommending to replace transmission assembly again.

RECOMMENDATION:
We discussed concern with DTSM this morning.
Our understanding is that DTSM has followed up with technician this morning via text.
Please let us know if additional assistance is needed.

When we disconnect F216 we still have 2.4v at 43 but 0v at 44.
That seems odd.
No continuity in 43 and 44 to other pins with both trans and TCM disconnected,
With F215 connected and TCM disconnected we have 6.2 ohms between 43 and 44 through solenoid.
If we disconnect both TCM and trans we have 0v in 43 and 44.
If you would like to call, I will get you on phone with tech. Thanks!

RECOMMENDATION:
TSS discussed concern with DTSM K.R. this morning.
DTSM K.R. to follow up with shop foreman this morning.

5/2/2022 3:06 PM

User Carlos Nunez
Public ✓

DESCRIPTION:
Dealer replied to case.
Update on this case.
When we replaced the trans due to damage from engine failure we had a few trans codes after replacement during initial test drive.
Including P0752.
There was a lot of caked mud under vehicle all around trans and trans connectors.
We thought we may have had dirt in connector causing codes.
We cleaned connectors and checked pin fit at trans connectors and codes cleared.
Test drove and ok.
A few days later customer returned with hard shift and SES light on.
P0752 returned.
We found pin fit issue at con. E52- pin 35F. Tightened pin and code cleared.
That was 04/27/2022.
Customer returned over weekend with P0752 current again.
Flow chart for code is very vague and not sure what to make of it, but will give you our readings from diag procedure:
Step 1) OK
Step 2) OK
Step 3) Pin 43 2.4v Pin 44 0v
Step 4) Both at 0v
Now flow chart states other than battery voltage, 0 volts I guess is other than battery voltage.

Comment According to flow chart it is stating to replace control valve, but I do not want to go any further without getting your opinion on this.

CASE NOTES:
No NTB for P0752 SHIFT SOLENOID A
Per ESM:
ECM terminal pin #43 is C1 Clutch solenoid valve power supply to A/T pin #5
ECM terminal pin #44 is C1 Clutch solenoid valve ground circuit to A/T pin #6

TSS followed up with technician 2X.....no connection to cell phone.

RECOMMENDATION:
Thank you for providing diagnosis procedure results.
Please refer to ESM > EWD> A/T CONTROL SYSTEM - WITH Cummins 5.0L
Please check for concern in C1 Clutch solenoid valve circuit:
Concern at TCM terminal pin #43 & #44
Concern at E52 / F209 terminal pins #34F & 35F
Concern at F215 terminal pins #5 & #6.
Check continuity across circuits during harness wiggle test
If not able to find concern at this point, we need to record voltage across Connector 215 terminal pins #5 & 6 at time of DTC.
Replace transmission if concern is isolate to transmission.
Please reply to this email if we need additional assistance, or have any related question.

2/21/2022 10:05 AM

User Kelby Hausman
Public ✓

Recommendation:
Thank you for the update.

Please replace the turbocharger as well.

2/16/2022 3:20 PM

User Kelby Hausman
Public ✓

Recommendation:
Thank you for the update.

Typically the oil filter will keep metal debris from getting to the turbos.
If there is no debris at the turbo oil lines, the turbos will likely be ok.

2/16/2022 2:04 PM

User Kelby Hausman
Public ✓

Recommendation:
Thank you for the case information.

Comment We have seen some cases with separated crankshafts.
We can typically identify this by watching the crank pulley with the engine running.
If the crank shaft is separated, the crank pulley will likely look like it is bouncing/moving.
We can also remove the oil pan and inspect for debris or signs of a separated crankshaft.

If we confirm the crankshaft is separated, long block replacement is recommended.

2/16/2022 1:57 PM

User Survey Site Guest User

5/3/2022 7:34 AM

User Carlos Nunez
Public ✓

DESCRIPTION:
Dealer replied to case.
I did hear you once when you called but that was it.
My tech working on vehicle had to leave early today, but I will inform him of requested checks.
If you would like to try and call tomorrow morning if need be, otherwise will update you later on of findings. Thank you!

RECOMMENDATION:
Yes, please follow up with findings.

3/28/2022 12:46 PM

User Carlos Nunez
Public ✓

DESCRIPTION:
Dealer replied to case,
we finally got all of our backordered parts and was able to get this Titan back together.
However, during test drive we heard a loud flutter noise coming from trans area.
Tech asked me to test drive with him this morning and during test drive we had trans error come up on meter.
We are getting 2 trans related codes. P0700-00 and P2757.
We performed diag per ESM for P2757. All connector and wiring checks were normal per ESM.
Result was to replace transmission.
I was afraid because of the way the engine failed that we may have had trans damage, but did not want to just order and replace a trans with the cost of engine repair already so high.
Would like your opinion on this. Thank you!

Comment **CASE NOTES:**
No dtcs on Saturday when concern first occurred for dealer.,
This morning, test drove and at about 1-1.5 miles, let of the gas, made noise, started back to shop, error in Meter.
Found DTCs P0700 TCM & P2757 TCC PRESSURE CONT SOLENOID
P2757 sets When torque converter clutch solenoid valve has a malfunction
ESM does not provide values for TCM terminal pins #67 & #68 (to TCC solenoid).
Followed all procedures outlined in ESM P2757 diagnosis procedure with no concern found.
Torque converter replaced with flexplate due to trauma.
No concerns installing torque converter into transmission.

RECOMMENDATION:
Confirm that torque converter # 31100-EZ00A was installed.
Replace Transmission per ESM procedure.

2/21/2022 10:05 AM

User Kelby Hausman
Public ✓

Tech email reply:
"I just want to update you on this Titan and get your opinion on this turbo pic I am sending. PCC wanted a video of crank bouncing, so when we tried to start it again, the engine started to seize and broke flywheel. They approved engine and broken flywheel, but it also damaged torque converter. Lastly the small turbo seems to be leaking oil, which I would like your opinion on. Thank you!"

2/16/2022 3:20 PM

User Kelby Hausman
Public ✓

Tech email reply:
" thanks for the quick reply, Pulley is bouncing. We have not dropped oil or pan. My question is once we get into it, and if we see metal filings, should turbos be replaced? Or inspect as carefully as we can? Thank you!"

2/16/2022 1:58 PM

User Survey Site Guest User
Public ✓

Comment Sent in video of noise and pic of code list.

Public

Comment
 Technician Findings: Loud noise from motor, towed in
 Technician Findings: Customer was here on 02/01/2022 for oil service and complaint of engine noise, We could not duplicate noise, Vehicle was towed in today with engine knock, Verified knock, Sounds as if crank is broke in half, Would like to know if any other cases and how should we proceed with this? Thank you.
 Repairs Made: None
 Verified: Yes
 Question for TECH LINE: Have you seen this before?

DTSM Field Inspections

A61 DTC P0752, P0753 Sets After Transmission Replacement

Status **Completed**
Created Date **5/10/2022**
Owner First Name **Kevin**
DTSM Team **MWR**
Vehicle **1N6BA1F4** [REDACTED]
DTSM Inspection Date **5/10/2022 6:04 PM**
Report Date **5/10/2022 6:07 PM**
VIN **1N6BA1F4** [REDACTED]

Case History

5/31/2022 11:08 AM

User **Carlos Nunez**
Action **Changed Status from Pending TECH LINE to Pending Dealer Reply, Closed.**

5/31/2022 8:48 AM

User **Managed Services**
Action **Changed Reopen Date from 5/31/2022 7:23 AM to 5/31/2022 8:48 AM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

5/31/2022 8:32 AM

User **Carlos Nunez**
Action **Changed Status from Pending TECH LINE to Pending Dealer Reply, Closed.**

5/31/2022 7:23 AM

User **Managed Services**
Action **Changed Reopen Date from 5/3/2022 7:36 AM to 5/31/2022 7:23 AM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

5/3/2022 8:03 AM

User **Carlos Nunez**
Action **Changed Status from Pending TECH LINE to Pending Dealer Reply, Closed.**

5/3/2022 7:36 AM

User **Managed Services**
Action **Changed Reopen Date from 5/2/2022 2:14 PM to 5/3/2022 7:36 AM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

5/3/2022 7:35 AM

User **Carlos Nunez**
Action **Changed Status from Pending TECH LINE to Pending Dealer Reply, Closed.**

5/2/2022 2:14 PM

User **Managed Services**
Action **Changed Reopen Date from 3/28/2022 8:58 AM to 5/2/2022 2:14 PM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

3/28/2022 12:58 PM

User **Carlos Nunez**
Action **Changed Status from Pending TECH LINE to Pending Dealer Reply, Closed.**

3/28/2022 12:09 PM

User **Carlos Nunez**
Action **Changed Case Owner from TECH LINE Tier 2 to Carlos Nunez.**

3/28/2022 9:55 AM

User **Kelby Hausman**
Action **Changed Case Owner from Kelby Hausman to TECH LINE Tier 2.**

3/28/2022 8:58 AM

User **Managed Services**
Action **Changed Reopen Date from 2/21/2022 10:07 AM to 3/28/2022 8:58 AM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

2/21/2022 11:56 AM

User **Kelby Hausman**
Action **Changed Status from Pending TECH LINE to Pending Dealer Reply, Closed.**

2/21/2022 10:07 AM

User **Managed Services**
Action **Changed Reopen Date from 2/21/2022 9:00 AM to 2/21/2022 10:07 AM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

2/21/2022 10:05 AM

User **Kelby Hausman**
Action **Changed Status from Pending TECH LINE to Pending Dealer Reply, Closed.**

2/21/2022 9:00 AM

User Managed Services

Action Changed Reopen Date from 2/16/2022 3:22 PM to 2/21/2022 9:00 AM. Changed Status from Pending Dealer Reply to Pending TECH LINE.

2/17/2022 7:13 AM

User Kelby Hausman

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

2/16/2022 3:22 PM

User Managed Services

Action Changed Reopen Date from 2/16/2022 2:23 PM to 2/16/2022 3:22 PM. Changed Status from Pending Dealer Reply to Pending TECH LINE.

2/16/2022 3:20 PM

User Kelby Hausman

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

2/16/2022 2:23 PM

User Managed Services

Action Changed First Call Resolution from Yes to No. Changed Reopen Date to 2/16/2022 2:23 PM. Changed Status from Pending Dealer Reply to Pending TECH LINE.

2/16/2022 2:02 PM

User Kelby Hausman

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

2/16/2022 2:01 PM

User Kelby Hausman

Action Changed Subject to Knock noise from engine A61 EM.

2/16/2022 1:59 PM

User Kelby Hausman

Action Changed Case Owner from TECH LINE Initial to Kelby Hausman.

2/16/2022 1:58 PM

User Survey Site Guest User

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

2/16/2022 1:57 PM

User Survey Site Guest User

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