



Case: [REDACTED]

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

General

Caller Name	[REDACTED]	Dealer	HART NISSAN
NNAnet user ID	DFERRC03	Contact Name	
Tech Preferred Phone	918046240093	Customer Name	
Tech Preferred Email	codyferri@hartnissan.com	Case Record Type	TECH LINE Cases
Preferred Contact Method	Phone	Case Owner	Michael Behning
Repair/Work Order	185850	Mobile Phone	
Job/Line Number	2	Texting Status	
Created Day	Wednesday		

Incident Information

Customer Comments	CS THERE IS A LOUD INTERNAL NOISE IN THE MOTOR. PLEASE CHECK	Customer Name	[REDACTED]
Verified	Yes	Vehicle	1N6BA1F4 [REDACTED]
Question for TECH LINE	What is the most likely cause for this incident?	VIN	1N6BA1F4 [REDACTED]
Service Manual General Section	Engine	Archived VIN Make	
Service Manual Specific Section	Engine Mechanical	Archived VIN Year	2016
Symptom Code Category	Sounds	Archived VIN Model	TITAN XD
Symptom	CLUNK/KNOCK/POP/THUMP	Incident/RO Date	3/23/2022
When does this concern occur?	ALL TIMES	Calculated Days Down	0
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	NONE	Total Days Down	0
Observed Modifications & Accessories	NONE	Repair Attempts	0
		Current Mileage	50,655
		Vehicle Mileage Prior Value	

Vehicle Purchased
Miles

Primary DTC

Current DTC

Past DTC

Other DTCs

TECH LINE Information

Subject	Engine has knock will not start 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	EMC CRANKSHAFT & OIL PAN	FSSS	<input type="checkbox"/>
TECH LINE Template	ECC Initial Response	FSSS Date	
TREAD Component	06		
Date/Time Closed	3/23/2022 2:56 PM		
Description			
Recommendation Detail			

DTS Information

DTSM Inspection Date		DTSM Request Type	
DTSM Inspection Date Confirmed?	<input type="checkbox"/>	Inspection Time/Notes	Appointment Time:
Notes for DTSM (Vehicle Concerns)			Notes to Agent:

Activity History

Email: Case [REDACTED] 2016 TITAN XD; Engine has knock will not start A61 EM [ref:_00DA09j8L._5002I2ROjgb:ref]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	3/23/2022
Assigned To	Michael Behning
Last Modified Date/Time	3/23/2022 2:56 PM
Comments	Additional To: codyferri@hartnissan.com CC: BCC: michael.behning@nissan-usa.com Attachment:

Body:
CODY FERRI,
TECH LINE's latest case update is below.
Description-

From tech E-mail-

Incoming call from tech.

2016 Titan with 5.0L engine.

Cranks hard with speed changing.

Tech suspect of separated crankshaft.

Advised tech to turn crankshaft with socket and breaker bar back forth to feel separation.

Can also look at crankshaft dampener for wobble when cranking.

If any further assistance is required reply all to the E-mail and we will be glad to follow up.

Have a great day.

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

Thank you, _____ Mike B.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: 3/23/2022

Customer name:

VIN: 1N6BA1F45[REDACTED] Mileage: 50,655

Dealer code: 5730

Dealer name: HART NISSAN

Customer's Concerns:

CS THERE IS A LOUD INTERNAL NOISE IN THE MOTOR. PLEASE CHECK

Technician Findings:

CAN HEAR LOUD SMACKING NOISE FROM INSIDE ENGINE WHILE CRANKING. sounds like typical broken crankshaft.. have not drained oil to check for metal flakes yet. customer states truck has already been looked at by another dealer and was advised there truck lift was down.. not sure if they already made a case or not??:

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_5002I2ROjgb:ref

An email was sent to the Caller Name

Name	
Task	<input checked="" type="checkbox"/>
Due Date	
Assigned To	Michael Behning
Last Modified Date/Time	4/2/2022 3:09 PM
Comments	

Attachments

TITAN EGINE NOISE.mp4

Size	7.37MB
Ownership	Managed Services
View	View file

Last Modified 3/23/2022 2:41 PM

Emails

Case [REDACTED] 2016 TITAN XD; Engine has knock will not start A61 EM [ref:_00DA09j8L._5002I2ROjgb:ref]

Message Date 3/23/2022 2:56 PM

Has Attachment

Email Address codyferri@hartnissan.com

Status Sent

Subject Case [REDACTED] 2016 TITAN XD; Engine has knock will not start A61 EM [ref:_00DA09j8L._5002I2ROjgb:ref]

Text Body CODY FERRI,

TECH LINE's latest case update is below.

Description-

From tech E-mail-

Incoming call from tech.

2016 Titan with 5.0L engine.

Cranks hard with speed changing.

Tech suspect of separated crankshaft.

Advised tech to turn crankshaft with socket and breaker bar back forth to feel separation.

Can also look at crankshaft dampener for wobble when cranking.

If any further assistance is required reply all to the E-mail and we will be glad to follow up.

Have a great day.

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

Thank you,

Mike B.

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: 3/23/2022
Customer name:
VIN: 1N6BA1F45C [REDACTED]

Mileage: 50,655

Dealer code: 5730

Dealer name: HART NISSAN

Customer's Concerns:
CS THERE IS A LOUD INTERNAL NOISE IN THE MOTOR. PLEASE CHECK

Technician Findings:
CAN HEAR LOUD SMACKING NOISE FROM INSIDE ENGINE WHILE CRANKING. sounds like typical broken crankshaft.. have not drained oil to check for metal flakes yet. customer states truck has already been looked at by another dealer and was advised there truck lift was down.. not sure if they already made a case or not???

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

3/23/2022 2:56 PM

3/23/2022 2:42 PM

User	Michael Behning	User	Survey Site Guest User
Public	<input checked="" type="checkbox"/>	Public	<input checked="" type="checkbox"/>
Comment	<p>Description- From tech E-mail- Incoming call from tech. 2016 Titan with 5.0L engine. Cranks hard with speed changing. Tech suspect of separated crankshaft. Advised tech to turn crankshaft with socket and breaker bar back forth to feel separation. Can also look at crankshaft dampener for wobble when cranking. If any further assistance is required reply all to the E-mail and we will be glad to follow up. Have a great day.</p>	Comment	vid of broken crankshaft noise attached

3/23/2022 2:41 PM

User	Survey Site Guest User
Public	<input checked="" type="checkbox"/>
Comment	<p>Customer Comments: CS THERE IS A LOUD INTERNAL NOISE IN THE MOTOR. PLEASE CHECK <input type="checkbox"/> Technician Findings: CAN HEAR LOUD SMACKING NOISE FROM INSIDE ENGINE WHILE CRANKING. sounds like typical broken crankshaft.. have not drained oil to check for metal flakes yet. customer states truck has already been</p>

looked at by another dealer and was advised there truck lift was down.. not sure if they already made a case or not??

Repairs Made: NONE

Verified: Yes

Question for TECH LINE: What is the most likely cause for this incident?

Case History

3/23/2022 2:57 PM

User **Michael Behning**

Action **Closed.**

3/23/2022 2:56 PM

User **Michael Behning**

Action **Changed Status from Caller In Queue to Pending Dealer Reply. Closed.**

3/23/2022 2:55 PM

User **Michael Behning**

Action **Changed Subject to Engine has knock will not start A61 EM.**

3/23/2022 2:43 PM

User **Michael Behning**

Action **Changed Case Owner from TECH LINE Phone to Michael Behning.**

3/23/2022 2:43 PM

User **ATOS Integration User**

Action **Changed Status from Pending TECH LINE to Caller In Queue.**

3/23/2022 2:42 PM

User **Survey Site Guest User**

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

3/23/2022 2:41 PM

User **Survey Site Guest User**

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