



Case: [REDACTED]

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

General

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

Incident Information

Customer Comments	WHILE UNDERWAY VEHICLE SHUT DOWN AND STARTED MAKING A KNOCKING NOISE, PULLED OVER. <input type="checkbox"/> MAKES KNOCKING NOISE NOW WHEN STARTING.	Customer Name	[REDACTED]
Verified	Yes	Vehicle	1N6BA1R9 [REDACTED]
Question for TECH LINE	Need a second opinion / Is my diagnosis correct?	VIN	1N6BA1R9 [REDACTED]
Service Manual General Section	Engine	Archived VIN Make	
Service Manual Specific Section	Engine Mechanical	Archived VIN Year	2017
Symptom Code Category	Experience/Occurrence	Archived VIN Model	TITAN XD
Symptom	CRANK, BUT NO START	Incident/RO Date	4/25/2022
When does this concern occur?	ALL TIMES	Calculated Days Down	7
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	none	Total Days Down	7
Observed Modifications & Accessories	none	Repair Attempts	0
		Current Mileage	90,695

Vehicle Mileage Prior Value

Vehicle Purchased Miles

Primary DTC

Current DTC ECM P0335

Past DTC

Other DTCs

TECH LINE Information

Subject	Knocking noise from engine area.	Resolution Action	REPLACE
Status	Closed	Resolution Object	ENGINE ASSEMBLY
Confirmed Resolution	Yes	Field Inspection Indicator	<input type="checkbox"/>
Component Code Category	EM Engine Mechanical	NNA Field Inspection Date	
Component Code Issue	EMA ENGINE ASSEMBLY	FSSS	<input type="checkbox"/>
TECH LINE Template	ECC Initial Response	FSSS Date	
TREAD Component	06		
Date/Time Closed	5/2/2022 7:27 AM		
Description			
Recommendation Detail			

DTS Information

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

Activity History

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

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

- Please replace the long engine assembly and both turbochargers.

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

Thank you, _____ Matt MTECH LINE

Updating a TECH LINE Case: Technician: Reply to this email; do not change the email subject line. Email file attachments are limited to 6MB.

From ASIST, Select TECH LINE Support Request, Enter your dealer code and select Update a Case. If no response, we will assume additional assistance is not required and the case will be closed.

Closed TECH LINE cases can be reopened.

Case # [REDACTED]

Date Created: 4/25/2022

Customer name:

VIN: 1N6BA1R94 [REDACTED] Mileage: 90,695

Dealer code: 5572

Dealer name: MAUS NISSAN OF CRYSTAL RIVER

Customer's Concerns:

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

Technician Findings:

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

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._5002I2SAMyg:ref

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

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

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

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

Thank you, _____ Matt MTECH LINE

Updating a TECH LINE Case: Technician: Reply to this email; do not change the email subject line. Email file attachments are limited to 6MB.

From ASIST, Select TECH LINE Support Request, Enter your dealer code and select Update a Case. If no response, we will assume additional assistance is not required and the case will be closed.

Closed TECH LINE cases can be reopened.

Case #: [REDACTED]

Date Created: 4/25/2022

Customer name:

VIN: 1N6BA1R94[REDACTED] Mileage: 90,695

Dealer code: 5572

Dealer name: MAUS NISSAN OF CRYSTAL RIVER

Customer's Concerns:

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

Technician Findings:

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

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._5002I2SAMyg:ref

Attachments

image0.jpeg

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

image1.jpeg

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

20220425_141950.mp4

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

Emails

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

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

Has Attachment

Email Address **john.b.spencer@live.com**

Status **Read**

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

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

John Spencer

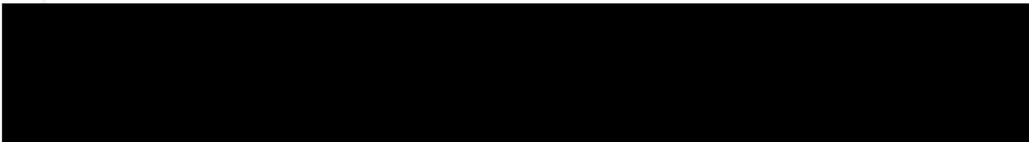
On Apr 25, 2022, at 3:40 PM, TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:



TECH LINE's latest case update is below.

Recommendation:

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



Thank you,

Matt M

TECH LINE

Updating a TECH LINE Case:

Technician: Reply to this email; do not change the email subject line. Email file attachments are limited to 6MB.

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

If no response, we will assume additional assistance is not required and the case will be closed. Closed TECH LINE cases can be reopened.

Case #: [REDACTED]

Date Created: 4/25/2022

Customer name:

VIN: 1N6BA1R [REDACTED]

Mileage: 90,695

Dealer code: 5572

Dealer name: MAUS NISSAN OF CRYSTAL RIVER

Customer's Concerns:

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

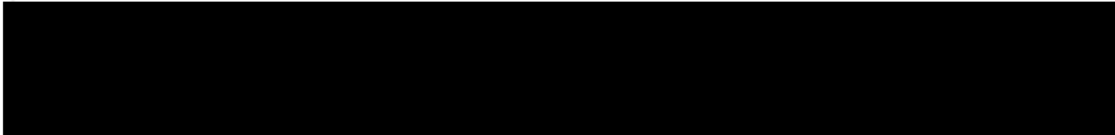
MAKES KNOCKING NOISE NOW WHEN STARTING.

Technician Findings:

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

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._5002I2SAMyg:ref

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

Message Date 4/25/2022 2:40 PM
Has Attachment
Email Address john.b.spencer@live.com
Status Sent
Subject Case [REDACTED] 2017 TITAN XD; Knocking noise from engine area. [ref:_00DA09j8L._5002I2SAMyg:ref]
Text Body john spencer,

TECH LINE's latest case update is below.

Recommendation:

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

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

Thank you,

Matt M

TECH LINE

Updating a TECH LINE Case:

Technician: Reply to this email; do not change the email subject line. Email file attachments are limited to 6MB.

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

If no response, we will assume additional assistance is not required and the case will be closed. Closed TECH LINE cases can be reopened.

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

Mileage: 90,695

Dealer code: 5572

Dealer name: MAUS NISSAN OF CRYSTAL RIVER

Customer's Concerns:

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

Technician Findings:

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

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.

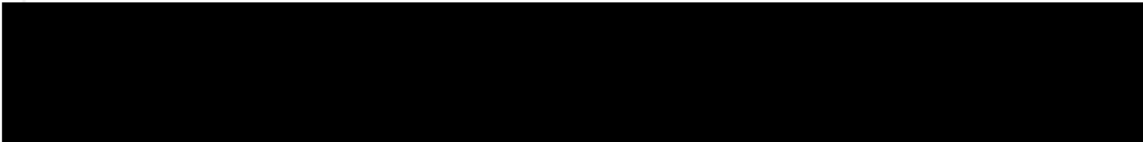
Re: Cas [REDACTED] 2017 TITAN XD; Knocking noise from engine area. [ref:_00DA09j8L_5002I2SAMyg:ref]

Message Date 4/25/2022 2:24 PM
Has Attachment
Email Address john.b.spencer@live.com
Status Read
Subject Re: Case 46294845; 2017 TITAN XD; Knocking noise from engine area. [ref:_00DA09j8L_5002I2SAMyg:ref]

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

John Spencer

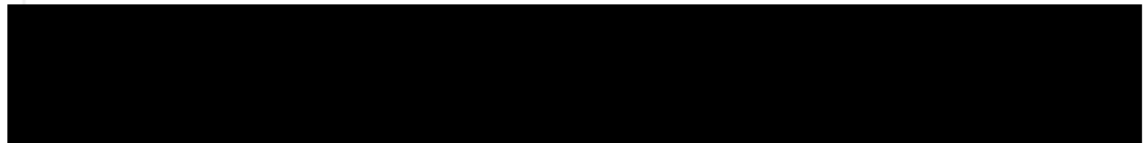
On Apr 25, 2022, at 2:45 PM, TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:



TECH LINE's latest case update is below.

Recommendation:

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



Thank you,

Matt M

TECH LINE

Updating a TECH LINE Case:

Technician: Reply to this email; do not change the email subject line. Email file attachments are limited to 6MB.

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

If no response, we will assume additional assistance is not required and the case will be closed. Closed TECH LINE cases can be reopened.

Case # [REDACTED]
Date Created: 4/25/2022
Customer name:
VIN: 1N6BA1 [REDACTED]

Mileage: 90,695

Dealer code: 5572

Dealer name: MAUS NISSAN OF CRYSTAL RIVER

Customer's Concerns:

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

Technician Findings:

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

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.

[[https://urldefense.com/v3/__https://nissanna.my.salesforce.com/servlet/servlet.ImageServer?oid=00DA0000009j8L&esid=0182100001ZU5MX&from=ext__;!Bbg-OcCDIOs!FSI_GakGzhQixuPyZZ8iPMwDO9gcB8En7t3VIOpYrF0P-ind0HreJ2_oaw8SVrEoaMHUoEYvCXj2J4cvK-louQ07c1-0-w\\$](https://urldefense.com/v3/__https://nissanna.my.salesforce.com/servlet/servlet.ImageServer?oid=00DA0000009j8L&esid=0182100001ZU5MX&from=ext__;!Bbg-OcCDIOs!FSI_GakGzhQixuPyZZ8iPMwDO9gcB8En7t3VIOpYrF0P-ind0HreJ2_oaw8SVrEoaMHUoEYvCXj2J4cvK-louQ07c1-0-w$)]

ref:_00DA09j8L._5002I2SAMyg:ref

Case [REDACTED] 017 TITAN XD; Knocking noise from engine area. [ref:_00DA09j8L._5002I2SAMyg:ref]

Message Date 4/25/2022 1:45 PM

Has Attachment

Email Address john.b.spencer@live.com

Status Sent

Subject Cas [REDACTED] 017 TITAN XD; Knocking noise from engine area. [ref:_00DA09j8L._5002I2SAMyg:ref]

Text Body john spencer,

TECH LINE's latest case update is below.

Recommendation:

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

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

Thank you,

Matt M

TECH LINE

Updating a TECH LINE Case:

Technician: Reply to this email; do not change the email subject line. Email file attachments are limited to 6MB.

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

If no response, we will assume additional assistance is not required and the case will be closed. Closed TECH LINE cases can be reopened.

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

Mileage: 90,695

Dealer code: 5572

Dealer name: MAUS NISSAN OF CRYSTAL RIVER

Customer's Concerns:

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

Technician Findings:

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

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

5/2/2022 7:27 AM

4/25/2022 2:40 PM

User **Matthew Mead**
Public

User **Matthew Mead**
Public

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

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

4/25/2022 1:45 PM

4/25/2022 2:39 PM

User Matthew Mead

Public

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

User Matthew Mead

Public

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

4/25/2022 1:25 PM

User Survey Site Guest User

Public

Comment video of cranking engine and wobbling pulley

4/25/2022 1:24 PM

User Survey Site Guest User

Public

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

Case History

5/2/2022 7:27 AM

User Matthew Mead

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

4/30/2022 6:21 PM

User Managed Services

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

4/25/2022 2:39 PM

User Matthew Mead

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

4/25/2022 2:24 PM

User Managed Services

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

4/25/2022 1:41 PM

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

4/25/2022 1:40 PM

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

4/25/2022 1:25 PM

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

4/25/2022 1:24 PM

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