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Case: [REDACTED]

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General

Caller Name	[REDACTED]	Dealer	SOUTHERN TEAM NISSAN OF NEW RIVER VALLEY
NNAnet user ID	[REDACTED]	Contact Name	[REDACTED]
Tech Preferred Phone	[REDACTED]	Customer Name	[REDACTED]
Tech Preferred Email	[REDACTED]	Case Record Type	TECH LINE Cases
Preferred Contact Method	[REDACTED]	Case Owner	Devin Boelman
Repair/Work Order	[REDACTED]	Mobile Phone	[REDACTED]
Job/Line Number	A	Texting Status	[REDACTED]
Created Day	Thursday		

Incident Information

Customer Comments	ABOUT 4 HRS INTO TRIP AND THE CHECK ENGINE LIGHT CAME ON WITH REDUCED POWER LIGHT AND ENGINE STARTED MAKING NOISE AT THE SAME TIME	Customer Name	[REDACTED]
Verified	Yes	Vehicle	1N6BA1F49H [REDACTED]
Question for TECH LINE	What is the most likely cause for this incident?	VIN	1N6BA1F49H [REDACTED]
Service Manual General Section	Engine	Archived VIN Make	[REDACTED]
Service Manual Specific Section	Engine Mechanical	Archived VIN Year	2017
Symptom Code Category	Sounds	Archived VIN Model	TITAN XD
Symptom	CLUNK/KNOCK/POP/THUMP	Incident/RO Date	5/17/2022
When does this concern occur?	ALL TIMES	Calculated Days Down	9
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	REPLACED TURBO CONTROL ACTUATOR	Total Days Down	9
Observed Modifications & Accessories	NA	Repair Attempts	0

Current Mileage 80,919
 Vehicle Mileage Prior Value
 Vehicle Purchased Miles
 Primary DTC
 Current DTC ECM P00AF-00
 Past DTC
 Other DTCs

TECH LINE Information

Subject	Knock middle of engine A61D	Resolution Action	
Status	Pending Dealer Reply	Resolution Object	
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	5/26/2022 11:41 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:

Contact Information

Name	[REDACTED]	Phone	[REDACTED]
Account Name	SOUTHERN TEAM NISSAN OF NEW RIVER VALLEY	Mobile	
Contact Type	NNA Dealer Master	Email	[REDACTED]
Title	Service Technician	Email Opt Out	<input type="checkbox"/>
Customer ID.	[REDACTED]	Reports To	
		Contact Record Type	Contact
		Inactive Contact	<input type="checkbox"/>

Address Information

Mailing Address

Other Address

Additional Information

Fax
Home Phone
Work Phone
Description

Lead Source
Birthdate
Department

System Information

Created By NNAETL, 9/24/2021 4:41 AM Contact Owner NNAETL
Last Modified By NNAETL, 3/6/2024 12:48 AM

Activity History

Review Dealer Comment

Name
Task
Due Date 5/27/2022
Assigned To Devin Boelman
Last Modified Date/Time 5/26/2022 11:55 AM
Comments

Email: Case [REDACTED] 2017 TITAN XD; Knock middle of engine A61D [REDACTED]

Name
Task
Due Date 5/26/2022
Assigned To Devin Boelman
Last Modified Date/Time 5/26/2022 11:41 AM
Comments

Additional To: jcollins@southernteam.com
CC:
BCC: devin.boelman@nissan-usa.com
Attachment:

Subject: Case [REDACTED] 17 TITAN XD; Knock middle of engine A61D [REDACTED]

re [REDACTED]
Body:

Josh,
TECH LINE's latest case update is below.
Thank you for the information.

Due to the debris found in the oil pan, let's replace the long engine.

Keep us informed of repairs or if you need further assistance.

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

Thank you, _____ Devin Boelman 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: 5/26/2022
Customer name: SOUTHERN TEAM NISSAN OF NEW RIVER VALLEY

VIN: 1N6BA1F4[REDACTED] Mileage: 80,919
Dealer code: 5910
Dealer name: SOUTHERN TEAM NISSAN OF NEW RIVER VALLEY

Customer's Concerns:

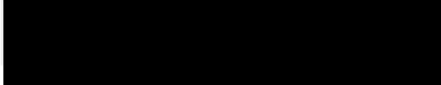
ABOUT 4 HRS INTO TRIP AND THE CHECK ENGINE LIGHT CAME ON WITH REDUCED POWER LIGHT AND ENGINE STARTED MAKING NOISE AT THE SAME TIME

Technician Findings:

ENGINE LIGHT WAS ON FOR P00AF-00 CUSTOMER SAID ENGINE LIGHT CAME ON AND ENGINE STARTED MAKING NOISE, REPLACED TURBO CONTROL ACTUATOR AND CALIBRATED AND CLEARED CODES AND TEST DROVE AND NO CODES RETURN BUT ENGINE STILL HAS KNOCK IN IT. REMOVED DRIVE BELT AND NOISE IS STILL THERE:

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.



RoutedVoice Thu May 26 2022 10:11:27

Name
Task
Due Date 5/26/2022
Assigned To Devin Boelman
Last Modified Date/Time 5/26/2022 10:11 AM
Comments

Attachments

[REDACTED]
Size 66KB
Ownership Managed Services
View [REDACTED]
Last Modified 5/26/2022 11:37 AM

Emails

Case [REDACTED] 017 TITAN XD; Knock middle of engine A61D [REDACTED]
Message Date 5/26/2022 11:41 AM
Has Attachment
Email Address jcollins@southernteam.com
Status Sent
Subject Case [REDACTED] 017 TITAN XD; Knock middle of engine A61D [REDACTED]
Text Body JOSH,

TECH LINE's latest case update is below.

TSS Recommendation:

Thank you for the information.
Due to the debris found in the oil pan, let's replace the long engine.

Keep us informed of repairs or if you need further assistance.

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

Thank you,

Devin Boelman

TECH LINE

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Case # [REDACTED]
Date Created: 5/26/2022
Customer name: SOUTHERN TEAM NISSAN OF NEW RIVER VALLEY
VIN: 1N6BA1F4 [REDACTED]

Mileage: 80,919

Dealer code: 5910

Dealer name: SOUTHERN TEAM NISSAN OF NEW RIVER VALLEY

Customer's Concerns:

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Case Comments

5/26/2022 11:41 AM

User Devin Boelman
Public

Comment TSS Recommendation:
Thank you for the information.
Due to the debris found in the oil pan, let's replace the long engine.
Keep us informed of repairs or if you need further assistance.

5/26/2022 10:11 AM

User Devin Boelman
Public

Comment Phone call received:
MIL and reduced power light.
P00AF TURBOCHARGER/SUPERCHARGER BOOST CONTROL "A" MODULE PERFORMANCE Replaced actuator, calibrated and code is gone.
Still has knock.
Removed drive belt. No difference.
Noise loudest at middle of engine listening at block and oil pan.
No current codes.
Cylinder cutout Cylinder 6 affects noise.
TSS Recommendation:
Thank you for your time on the phone today.
As discussed, let's remove the oil pan and check for debris.
Also let's check the crankshaft endplay for excessive play.
Keep us informed of repairs or if you need further assistance.
Have a great rest of your day, Josh.

5/26/2022 10:02 AM

User Survey Site Guest User
Public

Comment Customer Comments: ABOUT 4 HRS INTO TRIP AND THE CHECK ENGINE LIGHT CAME ON WITH REDUCED POWER LIGHT AND ENGINE STARTED MAKING NOISE AT THE SAME TIME
□ Technician Findings: ENGINE LIGHT WAS ON FOR P00AF-00 CUSTOMER SAID ENGINE LIGHT CAME ON AND ENGINE STARTED MAKING NOISE, REPLACED TURBO CONTROL ACTUATOR AND CALIBRATED AND CLEARED CODES AND TEST

5/26/2022 11:38 AM

User Survey Site Guest User
Public

Comment REMOVED OIL PAN AND FOUND A LOT OF DEBRIS

5/26/2022 10:03 AM

User Survey Site Guest User
Public

Comment THE NOISE IS ALWAYS THERE WITH ENGINE RUNNING BUT LOUDER IN DRIVE OR REVERSE AT IDLE

DROVE AND NO CODES RETURN BUT ENGINE STILL HAS KNOCK IN IT. REMOVED DRIVE BELT AND NOISE IS STILL THERE

Repairs Made: REPLACED TURBO CONTROL ACTUATOR

Verified: Yes

Current DTC: ECM P00AF-00

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

Case History

5/26/2022 11:41 AM

User **Devin Boelman**

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

5/26/2022 11:38 AM

User **Survey Site Guest User**

Action **Changed First Call Resolution from Yes to No. Changed Reopen Date to 5/26/2022 11:38 AM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

5/26/2022 10:12 AM

User **Devin Boelman**

Action **Changed Subject to Knock middle of engine A61D. Changed Status from Caller In Queue to Pending Dealer Reply. Closed.**

5/26/2022 10:06 AM

User **Devin Boelman**

Action **Changed Case Owner from TECH LINE Initial 1 to Devin Boelman.**

5/26/2022 10:05 AM

User **ATOS Integration User**

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

5/26/2022 10:03 AM

User **Survey Site Guest User**

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

5/26/2022 10:02 AM

User **Survey Site Guest User**

Action **Changed Status from Open to Pending TECH LINE. Changed Account Name to SOUTHERN TEAM NISSAN OF NEW RIVER VALLEY. Created.**