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Case: [REDACTED]

Content cannot be displayed: You do not have sufficient privileges to access the page. [REDACTED]

General

Caller Name	[REDACTED]	Dealer	TOWN NORTH NISSAN
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	John Seaborn
Repair/Work Order	[REDACTED]	Mobile Phone	[REDACTED]
Job/Line Number	a	Texting Status	[REDACTED]
Created Day	Friday		

Incident Information

Customer Comments	C/S: VEHICLE SOUNDED LIKE PARTS WERE FALLING OFF; SLOWED DOWN AND THEN VEHICLE DIED ON THE ROAD. HAS BEEN SITTING SINCE THEN- A MONTH.	Customer Name	[REDACTED]
Verified	Yes	Vehicle	1N6BA1F47 [REDACTED]
Question for TECH LINE	What test should I do next?	VIN	1N6BA1F47 [REDACTED]
Service Manual General Section	Engine	Archived VIN Make	[REDACTED]
Service Manual Specific Section	Engine Mechanical	Archived VIN Year	2018
Symptom Code Category	Sounds	Archived VIN Model	Titan XD
Symptom	CLUNK/KNOCK/POP/THUMP	Incident/RO Date	6/13/2022
When does this concern occur?	WHEN OPERATING	Calculated Days Down	7
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	none	Total Days Down	7
Observed Modifications & Accessories	increased capacity fuel tank	Repair Attempts	0
		Current Mileage	41,620
		Vehicle Mileage Prior Value	
		Vehicle Purchased Miles	
		Primary DTC	

Current DTC ECM p008a ECM p0278 ECM p0284 ECM p2202
 Past DTC ECM p203f ECM p2209
 Other DTCs

TECH LINE Information

Subject	Engine has extreme knocking noise - Diesel. -A61-	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	EMC CRANKSHAFT & OIL PAN	FSSS <input type="checkbox"/>
TECH LINE Template	ECC Initial Response	FSSS Date
TREAD Component	06	
Date/Time Closed	6/20/2022 1:46 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 to Agent:
Notes for DTSM (Vehicle Concerns)			

Contact Information

Name	[REDACTED]	Phone	[REDACTED]
Account Name	TOWN NORTH NISSAN	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		Lead Source	
Home Phone		Birthdate	
Work Phone		Department	
Description			

System Information

Created By NNAETL, 7/31/2018 4:33 AM

Contact Owner NNAETL

Last Modified By NNAETL, 3/6/2024 12:50 AM

Activity History

Email: Case [REDACTED] 2018 Titan XD; Engine has extreme knocking noise - Diesel. -A61- [REDACTED]
re [REDACTED]

Name [REDACTED]
Task
Due Date 6/20/2022
Assigned To Brandt Boster
Last Modified Date/Time 6/20/2022 1:46 PM
Additional To [REDACTED]
CC:
BCC: brandt.boster@nissan-usa.com
Attachment:
Subject: Case [REDACTED] 2018 Titan XD; Engine has extreme knocking noise - Diesel. -A61- [REDACTED]
Body:
Thank you for the reply Michael
Comments
Replacement of the Long engine assembly is recommended
Thank you, _____ Brandt BTECH 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. The TECH LINE Survey can be accessed by: [CLICKING HERE](#)
[REDACTED]

Email: Case [REDACTED] 2018 Titan XD; Engine has extreme knocking noise - Diesel. -A61- [REDACTED]
[REDACTED]

Name [REDACTED]
Task
Due Date 6/17/2022
Assigned To John Seaborn
Last Modified Date/Time 6/17/2022 12:24 PM
Comments
Additional To [REDACTED]
CC:
BCC: john.seaborniii@nissan-usa.com
Attachment:
Subject: Case [REDACTED] 2018 Titan XD; Engine has extreme knocking noise - Diesel. -A61- [REDACTED]
Body:
Michael,
TECH LINE's latest case update is below.
Recommendation
Michael,
1) Thanks for the incident videos!
2) With that said, resolution of the abnormal engine noise is our next step.
3) Let's inspect the engine oil pan for abnormal debris.
4) In addition, let's inspect the crankshaft for separation.
Tech to reply to all on email response, if additional technical assistance is required.
The TECH LINE Survey can be accessed by: [CLICKING HERE](#)

Thank you, _____ John S.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 # _____

Date Created: 6/17/2022

Customer name: TOWN NORTH NISSAN

VIN: 1N6BA1 _____ eage: 41,620

Dealer code: 2304

Dealer name: TOWN NORTH NISSAN

Customer's Concerns:

C/S: VEHICLE SOUNDED LIKE PARTS WERE FALLING OFF; SLOWED DOWN AND THEN VEHICLE DIED ON THE ROAD. HAS BEEN SITTING SINCE THEN-A MONTH.

Technician Findings:

engine is knocking on a 10/10 sound level, sounds like engine internal failure, did not appear to have excessive crankshaft play when engine running when viewing harmonic balancer. will attach video of noise and video of crank shaft when running and attach picture of codes stored upon arrival:

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.

Attachments

pan debris close up .jpg

Size 1.31MB

Ownership Brandt Boster

View _____

Last Modified 6/20/2022 1:45 PM

bottom of engine.jpg

Size 1.14MB

Ownership Brandt Boster

View _____

Last Modified 6/20/2022 1:45 PM

pan debris cleaned.jpg

Size 1.01MB

Ownership Brandt Boster

View _____

Last Modified 6/20/2022 1:45 PM

tan engine.pdf

Size 103KB

Ownership Managed Services

View _____

Last Modified 6/17/2022 12:07 PM

Size 16.03MB

Ownership Managed Services

View _____

Last Modified 6/17/2022 12:07 PM

Size 9.84MB

Ownership Managed Services

View _____

Last Modified 6/17/2022 12:06 PM

Emails

Case _____ 2018 Titan XD; Engine has extreme knocking noise - Diesel. -A61- _____

Message Date 6/20/2022 1:46 PM

Has Attachment

Email Address _____

Status Sent

Subject Case _____ 2018 Titan XD; Engine has extreme knocking noise - Diesel. -A61- _____

Text Body _____

TECH LINE's latest case update is below.

Recommendation:
Thank you for the reply Michael

Replacement of the Long engine assembly is recommended

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

Thank you,

Brandt 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.

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Case # [REDACTED]
Date Created: 6/17/2022
Customer name: TOWN NORTH NISSAN
VIN: 1N6BA1F47 [REDACTED]

Mileage: 41,620

Dealer code: 2304

Dealer name: TOWN NORTH NISSAN

Customer's Concerns:
C/S: VEHICLE SOUNDED LIKE PARTS WERE FALLING OFF; SLOWED DOWN AND THEN VEHICLE DIED ON THE ROAD. HAS BEEN SITTING SINCE THEN-A MONTH.

Technician Findings:
engine is knocking on a 10/10 sound level, sounds like engine internal failure, did not appear to have excessive crankshaft play when engine running when viewing harmonic balancer. will attach video of noise and video of crank shaft when running and attach picture of codes stored upon arrival:

>
> *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: 6/17/2022
> Customer name: TOWN NORTH NISSAN
> VIN: 1N6BA1F [REDACTED]
>
> Mileage: 41,620
>
> Dealer code: 2304
>
> Dealer name: TOWN NORTH NISSAN
>
> Customer's Concerns:
> C/S: VEHICLE SOUNDED LIKE PARTS WERE FALLING OFF; SLOWED DOWN AND THEN
> VEHICLE DIED ON THE ROAD. HAS BEEN SITTING SINCE THEN-A MONTH.
>
>
> Technician Findings:
> engine is knocking on a 10/10 sound level, sounds like engine internal
> failure, did not appear to have excessive crankshaft play when engine
> running when viewing harmonic balancer. will attach video of noise and
> video of crank shaft when running and attach picture of codes stored upon
> arrival:
>
>
>
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> 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.
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> work will be performed under warranty, a service contract, goodwill,
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> privileged, confidential, or otherwise legally protected from disclosure,
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> 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.
>
>
> [REDACTED]
>

Case [REDACTED] 2018 Titan XD; Engine has extreme knocking noise - Diesel. -A61- [REDACTED]

Message Date 6/17/2022 12:24 PM
Has Attachment
Email Address [REDACTED]
Status Sent
Subject Case [REDACTED] 2018 Titan XD; Engine has extreme knocking noise - Diesel. -A61- [REDACTED]
Text Body michael markie,

TECH LINE's latest case update is below.

Recommendation

Michael,

- 1) Thanks for the incident videos!
 - 2) With that said, resolution of the abnormal engine noise is our next step.
 - 3) Let's inspect the engine oil pan for abnormal debris.
 - 4) In addition, let's inspect the crankshaft for separation.
- Tech to reply to all on email response, if additional technical assistance is required.

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

Thank you,

John S.

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.

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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: 6/17/2022
Customer name: TOWN NORTH NISSAN
VIN: 1N6BA1F4 [REDACTED]

Mileage: 41,620

Dealer code: 2304

Dealer name: TOWN NORTH NISSAN

Customer's Concerns:

C/S: VEHICLE SOUNDED LIKE PARTS WERE FALLING OFF; SLOWED DOWN AND THEN VEHICLE DIED ON THE ROAD. HAS BEEN SITTING SINCE THEN-A MONTH.

Technician Findings:

engine is knocking on a 10/10 sound level, sounds like engine internal failure, did not appear to have excessive crankshaft play when engine running when viewing harmonic balancer. will attach video of noise and video of crank shaft when running and attach picture of codes stored upon arrival:

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Case Comments

6/20/2022 1:45 PM		6/20/2022 1:45 PM	
User	Brandt Boster	User	Brandt Boster
Public	<input checked="" type="checkbox"/>	Public	<input checked="" type="checkbox"/>
Comment	Recommendation: Thank you for the reply Michael Replacement of the Long engine assembly is recommended	Comment	Tech replied by email: removed pan and found what appears to be bearing material photos attached
6/17/2022 12:24 PM		6/17/2022 12:08 PM	
User	John Seaborn	User	Survey Site Guest User
Public	<input checked="" type="checkbox"/>	Public	<input checked="" type="checkbox"/>
Comment	Recommendation Michael, 1) Thanks for the incident videos! 2) With that said, resolution of the abnormal engine noise is our next step. 3) Let's inspect the engine oil pan for abnormal debris. 4) In addition, let's inspect the crankshaft for separation. Tech to reply to all on email response, if additional technical assistance is required.	Comment	also did check fuel supply pressure in data monitor and is showing 59 psi fuel supply pressure. engine does run but makes horrible knocking sound
6/17/2022 12:05 PM			
User	Survey Site Guest User		
Public	<input checked="" type="checkbox"/>		
Comment	Customer Comments: C/S: VEHICLE SOUNDED LIKE PARTS WERE FALLING OFF; SLOWED DOWN AND THEN VEHICLE DIED ON THE ROAD. HAS BEEN SITTING SINCE THEN-A MONTH. <input type="checkbox"/> Technician Findings: engine is knocking on a 10/10 sound level, sounds like engine internal failure, did not appear to have excessive crankshaft play when engine running when viewing harmonic balancer. will attach video of noise and video of crank shaft when running and attach picture of codes stored upon arrival <input type="checkbox"/> Repairs Made: none <input type="checkbox"/> Verified: Yes <input type="checkbox"/> Current DTC: ECM p008a ECM p0278 ECM p0284 ECM p2202 <input type="checkbox"/> Past DTC: ECM p203f ECM p2209 <input type="checkbox"/> Question for TECH LINE: What test should I do next?		
Case History			
6/20/2022 1:46 PM			
User	Brandt Boster		
Action	Changed Status from Pending TECH LINE to Pending Dealer Reply. Closed.		
6/20/2022 11:53 AM			
User	Managed Services		
Action	Changed First Call Resolution from Yes to No. Changed Reopen Date to 6/20/2022 11:53 AM. Changed Status from Pending Dealer Reply to Pending TECH LINE.		
6/17/2022 12:24 PM			
User	John Seaborn		
Action	Changed Subject to Engine has extreme knocking noise - Diesel. -A61-. Changed Status from Pending TECH LINE to Pending Dealer Reply. Closed.		
6/17/2022 12:09 PM			
User	John Seaborn		

Action **Changed Case Owner from TECH LINE Initial 1 to John Seaborn.**

6/17/2022 12:08 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.**

6/17/2022 12:05 PM

User **Survey Site Guest User**

Action **Changed Status from Open to Pending TECH LINE. Changed Account Name to TOWN NORTH NISSAN. Created.**

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