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Case: [REDACTED]

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General

Caller Name	[REDACTED]	Dealer	ED HICKS 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	Brandt Boster
Repair/Work Order	[REDACTED]	Mobile Phone	
Job/Line Number	A	Texting Status	
Created Day	Tuesday		

Incident Information

Customer Comments	CUSTOMER STATES TRUCK TURNS ON AND THERE IS A LOT OF ENGINE NOISE/KNOCKING NOISE. ANOTHER SHOP SAID IT MIGHT NEED AN ENGINE. INSPECT AND ADVISE.	Customer Name	[REDACTED]
Verified	Yes	Vehicle	1N6BA1F46 [REDACTED]
Question for TECH LINE	What test should I do next?	VIN	1N6BA1F46 [REDACTED]
Service Manual General Section	Engine	Archived VIN Make	
Service Manual Specific Section	Engine Mechanical	Archived VIN Year	2016
Symptom Code Category	Experience/Occurrence	Archived VIN Model	Titan XD
Symptom	IMPROPER OPERATION	Incident/RO Date	7/19/2022
When does this concern occur?	ALL TIMES	Calculated Days Down	20
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	no repairs made at this time.	Total Days Down	20
Observed Modifications & Accessories	leveling kit, A.M. wheels and bigger tires.	Repair Attempts	0
		Current Mileage	83,091

Vehicle Mileage Prior Value

Vehicle Purchased Miles

Primary DTC

Current DTC ECM P0263 ECM P0266 ECM P0269
ECM P0272 ECM P0275

Past DTC ECM P00AF

Other DTCs

TECH LINE Information

Subject	Engine has knock noise EMC A61	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	8/8/2022 7:40 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 to Agent:
Notes for DTSM (Vehicle Concerns)			

Contact Information

Name	[REDACTED]	Phone	[REDACTED]
Account Name	ED HICKS 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, 7/30/2018 4:33 AM	Contact Owner	NNAETL
Last Modified By	NNAETL, 3/4/2024 11:49 PM		

Activity History

Email: Cas [REDACTED] **2016 Titan XD; Engine has knock noise EMC A61** [REDACTED]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	8/8/2022
Assigned To	Brandt Boster
Last Modified Date/Time	8/8/2022 7:39 AM
Comments	Additional To: jslaughter@hicksautogroup.com CC: BCC: brandt.boster@nissan-usa.com Attachment: Subject: Case [REDACTED] 2016 Titan XD; Engine has knock noise EMC A61 [r [REDACTED] Body: Thank you for the information and photo Joes Long Engine assembly replacement 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: Cas [REDACTED] **2016 Titan XD;** [REDACTED]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	7/26/2022
Assigned To	Brandt Boster
Last Modified Date/Time	7/26/2022 10:52 AM
Comments	Additional To: jslaughter@hicksautogroup.com CC: BCC: brandt.boster@nissan-usa.com Attachment: Subject: Case [REDACTED] 2016 Titan XD; [REDACTED] Body: Thank you for the case information on this one Joe With the information provided, we would recommend inspection of the lower engine oil pan for debris

Long Engine replacement would be recommended if excessive debris is present

Follow up with findings if further assistance can be provided

Have a great rest of your Tuesday Joe!

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](#)



An email was sent to the Caller Name

Name
Task
Due Date
Assigned To **Brandt Boster**
Last Modified Date/Time **8/6/2022 1:24 AM**
Comments

Attachments

Size 4.4MB	Size 51KB
Ownership Managed Services	Ownership Managed Services
View	View
Last Modified 7/26/2022 10:47 AM	Last Modified 7/26/2022 10:45 AM

Emails

Case 16 Titan XD; Engine has knock noise EMC A61

Message Date **8/8/2022 7:39 AM**
Has Attachment
Email Address **jslaughter@hicksautogroup.com**
Status **Sent**
Subject **Case 2016 Titan XD; Engine has knock noise EMC A61**
Text Body **JOE SLAUGHTER,**

TECH LINE's latest case update is below.

Recommendation:
Thank you for the information and photo Joes

Long Engine assembly replacement 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.

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: 7/26/2022
Customer name: ED HICKS NISSAN
VIN: 1N6BA1F46 [REDACTED]

Mileage: 83,091

Dealer code: 977

Dealer name: ED HICKS NISSAN

Customer's Concerns:
CUSTOMER STATES TRUCK TURNS ON AND THERE IS A LOT OF ENGINE NOISE/KNOCKING NOISE. ANOTHER SHOP SAID IT MIGHT NEED AN ENGINE. INSPECT AND ADVISE.

Technician Findings:
Customer was told at another independent shop that the engine needs to be replaced. Was told there is a CA case on this due to being out of warranty by time. Found extremely loud knocking noise from within the engine. Minimal change in noise with cylinder cut out on all cylinders. Used stethoscope and found noise is extremely loud on the bottom of the oil pan. Oil level is at the add line on the dipstick and extremely dark. Noise follows rpms.:

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.

Message Date 7/26/2022 10:52 AM
Has Attachment
Email Address jslaughter@hicksautogroup.com
Status Sent
Subject Case [REDACTED] 016 Titan XD; [REDACTED]
Text Body JOE SLAUGHTER,

TECH LINE's latest case update is below.

**Recommendation:
Thank you for the case information on this one Joe**

With the information provided, we would recommend inspection of the lower engine oil pan for debris

Long Engine replacement would be recommended if excessive debris is present

**Follow up with findings if further assistance can be provided
Have a great rest of your Tuesday Joe!**

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.

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: 7/26/2022
Customer name: ED HICKS NISSAN
VIN: 1N6BA1F4 [REDACTED]
Mileage: 83,091**

Dealer code: 977

Dealer name: ED HICKS NISSAN

Customer's Concerns:

CUSTOMER STATES TRUCK TURNS ON AND THERE IS A LOT OF ENGINE NOISE/KNOCKING NOISE. ANOTHER SHOP SAID IT MIGHT NEED AN ENGINE. INSPECT AND ADVISE.

Technician Findings:

Customer was told at another independent shop that the engine needs to be replaced. Was told there is a CA case on this due to being out of warranty by time. Found extremely loud knocking noise from within the engine. Minimal change in noise with cylinder cut out on all cylinders. Used stethoscope and found noise is extremely loud on the bottom of the oil pan. Oil level is at the add line on the dipstick and extremely dark. Noise follows rpms.:

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Case Comments

8/8/2022 7:39 AM

User **Brandt Boster**
Public
Comment **Recommendation:
Thank you for the information and photo Joes
Long Engine assembly replacement is recommended**

8/8/2022 7:34 AM

User **Brandt Boster**
Public
Comment **Tech replied by email:
Customer just approved the removal of the oil pan to inspect for debris.
Upon removal found small amount of metal in pan. Some steel and some copper.
Also found what appears to be the crankshaft cracked at cylinder 7 to 8.**

7/26/2022 10:52 AM

User **Brandt Boster**
Public
Comment **Recommendation:
Thank you for the case information on this one Joe
With the information provided, we would recommend inspection of the lower engine oil pan for debris
Long Engine replacement would be recommended if excessive debris is present
Follow up with findings if further assistance can be provided
Have a great rest of your Tuesday Joe!**

7/26/2022 10:47 AM

User **Survey Site Guest User**
Public
Comment **attached are all the codes stored and a video of the noise.**

7/26/2022 10:45 AM

User **Survey Site Guest User**
Public

Customer Comments: CUSTOMER STATES TRUCK TURNS ON AND THERE IS A LOT OF ENGINE NOISE/KNOCKING NOISE. ANOTHER SHOP SAID IT MIGHT NEED AN ENGINE. INSPECT AND ADVISE.

Comment
 Technician Findings: Customer was told at another independent shop that the engine needs to be replaced. Was told there is a CA case on this due to being out of warranty by time. Found extremely loud knocking noise from within the engine. Minimal change in noise with cylinder cut out on all cylinders. Used stethoscope and found noise is extremely loud on the bottom of the oil pan. Oil level is ad the add line on the dipstick and extremely dark. Noise follows rpms.
 Repairs Made: no repairs made at this time.
 Verified: Yes
 Current DTC: ECM P0263 ECM P0266 ECM P0269 ECM P0272 ECM P0275
 Past DTC: ECM P00AF
 Question for TECH LINE: What test should I do next?

Case History

8/8/2022 7:40 AM

User **Brandt Boster**

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

8/6/2022 9:51 AM

User **Managed Services**

Action **Changed First Call Resolution from Yes to No. Changed Reopen Date to 8/6/2022 9:51 AM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

7/26/2022 11:23 AM

User **Brandt Boster**

Action **Changed Subject to Engine has knock noise EMC A61. Changed Status from Pending TECH LINE to Pending Dealer Reply. Closed.**

7/26/2022 10:51 AM

User **Brandt Boster**

Action **Changed Case Owner from TECH LINE Initial to Brandt Boster.**

7/26/2022 10:47 AM

User **Survey Site Guest User**

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

7/26/2022 10:45 AM

User **Survey Site Guest User**

Action **Changed Status from Open to Pending TECH LINE. Changed Account Name to ED HICKS NISSAN. Created.**