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Cas [REDACTED]

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

General

Caller Name	[REDACTED]	Dealer	MELLOY 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	Email	Case Owner	John Seaborn
Repair/Work Order	[REDACTED]	Mobile Phone	[REDACTED]
Job/Line Number	[REDACTED]	Texting Status	[REDACTED]
Created Day	Tuesday		

Incident Information

Customer Comments	DRIVING THEN LOUD KNOCKING NOISE AND LOSS OF POWER	Customer Name	[REDACTED]
Verified	Yes	Vehicle	1N6BA1F43. [REDACTED]
Question for TECH LINE	Other - Ask Question in Technician Findings	VIN	1N6BA1F43. [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	NOISE EXCESSIVE	Incident/RO Date	4/11/2023
When does this concern occur?	ALL TIMES	Calculated Days Down	2
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	NONE	Total Days Down	2
Observed Modifications & Accessories	CATS DELETED EXH STR8 PIPED AFTERMARKET ECM PROG	Repair Attempts	0
		Current Mileage	52,945
		Vehicle Mileage Prior Value	

Vehicle Purchased
Miles

Primary DTC

Current DTC

Past DTC

Other DTCs

TECH LINE Information

Subject	Engine has abnormal noise. -A61-	Resolution Action	REPLACE
Status	Closed	Resolution Object	LONG BLOCK
Confirmed Resolution	Yes	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	4/13/2023 7:42 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	MELLOY 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
Home Phone
Work Phone
Description

Lead Source
Birthdate
Department

System Information

Created By NNAETL, 7/30/2018 4:32 AM Contact Owner NNAETL
Last Modified By NNAETL, 3/4/2024 11:49 PM

Activity History

Email: Case [REDACTED] 2018 TITAN XD; Engine has abnormal noise. -A61 [REDACTED]

Name [REDACTED]
Task
Due Date 4/13/2023
Assigned To Matthew Mead
Last Modified Date/Time 4/13/2023 7:45 AM
Comments Additional To: melloynissangreenteam@gmail.com
CC:
BCC:
Attachment:

Subject: Case [REDACTED] 2018 TITAN XD; Engine has abnormal noise. -A61- [REDACTED]

Body:

TECH LINE's latest case update is below.

Recommendation:

- Please replace the long engine assembly and both the low and high 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.

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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: 4/11/2023

Customer name: MELLOY NISSAN

VIN: 1N6BA1F[REDACTED] Mileage: 52,945

Dealer code: 179A

Dealer name: MELLOY NISSAN

Customer's Concerns:

DRIVING THEN LOUD KNOCKING NOISE AND LOSS OF POWER

Technician Findings:

CUST STATES "DRIVING THEN LOUD KNOCKING AND LOSS OF POWER" STARTED ENGINE AND CONFIRMED VERY LOUD NOISE. TURNED OFF ENGINE TO VISUALLY INSPECT AND FOUND NOTHING VISUALLY OUT OF SORTS. CHECKED ENGINE OIL AND OIL IS WITHIN THE HIGH/LOW MARKS. STARTED ENGINE AGAIN AND NOISE IS SO LOUD AND VIOLENT AM NOT WILLING TO GET VERY CLOSE TO ENGINE. REMOVED DRIVE BELT. NO CHANGE. REMOVED BELL HOUSING PLUG AND WITH A SMALL MIRROR INSPECTED BELL HOUSING CAVITY AND FLYWHEEL AND FOUND NO DAMAGE OR EVIDENCE OF NOISE. FLYWHEEL IS NOT CRACKED/BROKEN. STARTED ENGINE AGAIN TO OBTAIN VIDEOS OF NOISE AND FOREMAN AND I AGREE THAT IT SOUNDS LIKE A BROKEN

CONNECTING ROD WHIPPING AROUND INSIDE CRANK CASE. BEFORE I START DOING ANY TEAR DOWN, IS THERE ANYTHING ELSE I SHOUD DO/LOOK AT WHILE IT IS STILL IN A RUNNING CONDITION.:

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[REDACTED]

Email: Case [REDACTED] 2018 TITAN XD; Engine has abnormal noise. -A61- [REDACTED]

Name
Task
Due Date 4/12/2023
Assigned To John Seaborn
Last Modified Date/Time 4/12/2023 11:33 AM
Comments Additional To: melloynissangreenteam@gmail.com
CC:
BCC: john.seaborniii@nissan-usa.com
Attachment:

Subject: Case [REDACTED] 2018 TITAN XD; Engine has abnormal noise. -A61- [
ref: [REDACTED]

Body:

Terrance,

TECH LINE's latest case update is below.

Recommendation

Terrance,

1) Thanks for the photos & case update!

2) As our next step is replacement of the long block & both turbochargers.

Tech to reply to all on email response, if additional technical assistance is required.

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Thank you, _____ John S.TECH LINE

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Case #: [REDACTED]

Date Created: 4/11/2023

Customer name: MELLOY NISSAN

VIN: 1N6BA1F4 [REDACTED] Mileage: 52,945

Dealer code: 179A

Dealer name: MELLOY NISSAN

Customer's Concerns:

DRIVING THEN LOUD KNOCKING NOISE AND LOSS OF POWER

Technician Findings:

CUST STATES "DRIVING THEN LOUD KNOCKING AND LOSS OF POWER" STARTED ENGINE AND CONFIRMED VERY LOUD NOISE. TURNED OFF ENGINE TO VISUALLY INSPECT AND FOUND NOTHING VISUALLY OUT OF SORTS. CHECKED ENGINE OIL AND OIL IS WITHIN THE HIGH/LOW MARKS. STARTED ENGINE AGAIN AND NOISE IS SO LOUD AND VIOLENT AM NOT WILLING TO GET VERY CLOSE TO ENGINE. REMOVED DRIVE BELT, NO CHANGE, REMOVED BELL HOUSING PLUG AND WITH A SMALL MIRROR INSPECTED BELL HOUSING CAVITY AND FLYWHEEL AND FOUND NO DAMAGE OR EVIDENCE OF NOISE, FLYWHEEL IS NOT CRACKED/BROKEN, STARTED ENGINE AGAIN TO OBTAIN VIDEOS OF NOISE AND FOREMAN AND I AGREE THAT IT SOUNDS LIKE A BROKEN

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[REDACTED]

Email: Case [REDACTED] 2018 TITAN XD; Engine has abnormal noise. -A61 [REDACTED]

Name
Task
Due Date 4/11/2023
Assigned To John Seaborn
Last Modified Date/Time 4/11/2023 5:49 PM
Comments Additional To: melloynissangreenteam@gmail.com
CC:
BCC: john.seaborniii@nissan-usa.com
Attachment:

Subject: Case [REDACTED] 2018 TITAN XD; Engine has abnormal noise. -A61- [REDACTED]
ref: [REDACTED]

Body:

Terrance,
TECH LINE's latest case update is below.
Recommendation

Terrance,

- 1) Thanks for the incident noise videos!
 - 2) As our next step, let's remove the engine oil pan & inspect for abnormal debris, engine trauma, separated crankshaft, etc. & if present, please follow up with photos.
- 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

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Case # [REDACTED]
Date Created: 4/11/2023
Customer name: MELLOY NISSAN
VIN: 1N6BA1F-[REDACTED] Mileage: 52,945
Dealer code: 179A
Dealer name: MELLOY NISSAN

Customer's Concerns:

DRIVING THEN LOUD KNOCKING NOISE AND LOSS OF POWER

Technician Findings:

CUST STATES "DRIVING THEN LOUD KNOCKING AND LOSS OF POWER" STARTED ENGINE AND CONFIRMED VERY LOUD NOISE. TURNED OFF ENGINE TO VISUALLY INSPECT AND FOUND NOTHING VISUALLY OUT OF SORTS. CHECKED ENGINE OIL AND OIL IS WITHIN THE HIGH/LOW MARKS. STARTED ENGINE AGAIN AND NOISE IS SO LOUD AND VIOLENT AM NOT WILLING TO GET VERY CLOSE TO ENGINE. REMOVED DRIVE BELT. NO CHANGE. REMOVED BELL HOUSING PLUG AND WITH A SMALL MIRROR INSPECTED BELL HOUSING CAVITY AND FLYWHEEL AND FOUND NO

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[REDACTED]

Attachments

[REDACTED]

[REDACTED]

Size 25.25MB
Ownership Managed Services
View [REDACTED]
Last Modified 4/11/2023 5:24 PM

Size 5.77MB
Ownership Managed Services
View [REDACTED]
Last Modified 4/11/2023 5:24 PM

Emails

Case [REDACTED] 2018 TITAN XD; Engine has abnormal noise [REDACTED]

Message Date 4/13/2023 7:45 AM

Has Attachment

Email Address melloynissangreenteam@gmail.com

Status Sent

Subject Case [REDACTED] 2018 TITAN XD; Engine has abnormal noise. -A6 [REDACTED]

Text Body TERRANCE PRICE,

TECH LINE's latest case update is below.

Recommendation:

- Please replace the long engine assembly and both the low and high pressure turbochargers.

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

Thank you,

Matt M

TECH LINE

Updating a TECH LINE Case:

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Case #: [REDACTED]
Date Created: 4/11/2023
Customer name: MELLOY NISSAN
VIN: 1N6BA1F [REDACTED]

Mileage: 52,945

Dealer code: 179A

Dealer name: MELLOY NISSAN

Customer's Concerns:
DRIVING THEN LOUD KNOCKING NOISE AND LOSS OF POWER

Technician Findings:
CUST STATES "DRIVING THEN LOUD KNOCKING AND LOSS OF POWER" STARTED ENGINE AND CONFIRMED VERY LOUD NOISE. TURNED OFF ENGINE TO VISUALLY INSPECT AND FOUND NOTHING VISUALLY OUT OF SORTS. CHECKED ENGINE OIL AND OIL IS WITHIN THE HIGH/LOW MARKS. STARTED ENGINE AGAIN AND NOISE IS SO LOUD AND VIOLENT AM NOT WILLING TO GET VERY CLOSE TO ENGINE. REMOVED DRIVE BELT. NO CHANGE. REMOVED BELL HOUSING PLUG AND WITH A SMALL MIRROR INSPECTED BELL HOUSING CAVITY AND FLYWHEEL AND FOUND NO DAMAGE OR EVIDENCE OF NOISE. FLYWHEEL IS NOT CRACKED/BROKEN. STARTED ENGINE AGAIN TO OBTAIN VIDEOS OF NOISE AND FOREMAN AND I AGREE THAT IT SOUNDS LIKE A BROKEN CONNECTING ROD WHIPPING AROUND INSIDE CRANK CASE. BEFORE I START DOING ANY TEAR DOWN, IS THERE ANYTHING ELSE I SHOUD DO/LOOK AT WHILE IT IS STILL IN A RUNNING CONDITION.:

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RE: Cas [REDACTED] 2018 TITAN XD; Engine has abnormal noise. -A61 [REDACTED]

Message Date 4/12/2023 3:20 PM

Has Attachment

Email Address melloynissangreenteam@gmail.com

Status Read

Subject RE: Cas [REDACTED] 2018 TITAN XD; Engine has abnormal noise. -A61 [REDACTED]

And both turbos? Not trying to question you, just wondering. That way when power train asks. Sent from my Verizon, Samsung Galaxy smartphone

----- Original message -----From: TECH LINE Email to Case <techlinesfdc@nissan-usa.com> Date: 4/12/23 10:33 AM (GMT-07:00) To: melloynissangreenteam@gmail.com Subject: Case [REDACTED] 2018 TITAN XD; Engine has abnormal noise. -A61 [REDACTED]

Terrance, TECH LINE's latest case update is below. Recommendation (Terrance, 1) Thanks for the photos & case update! 2) As our next step is replacement of the long block & both turbochargers. 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 #: [REDACTED] Date Created: 4/11/2023 Customer name: MELLOY NISSAN VIN: 1N6BA1F [REDACTED]

Mileage: 52,945 Dealer code: 179A Dealer name: MELLOY NISSAN Customer's Concerns: DRIVING THEN LOUD KNOCKING NOISE AND LOSS OF POWER Technician Findings: CUST STATES "DRIVING THEN LOUD KNOCKING AND LOSS OF POWER" STARTED ENGINE AND CONFIRMED VERY LOUD NOISE. TURNED OFF ENGINE TO VISUALLY INSPECT AND FOUND NOTHING VISUALLY OUT OF SORTS. CHECKED ENGINE OIL AND OIL IS WITHIN THE HIGH/LOW MARKS. STARTED ENGINE AGAIN AND NOISE IS SO LOUD AND VIOLENT AM NOT WILLING TO GET VERY CLOSE TO ENGINE. REMOVED DRIVE BELT, NO CHANGE. REMOVED BELL HOUSING PLUG AND WITH A SMALL MIRROR INSPECTED BELL HOUSING CAVITY AND FLYWHEEL AND FOUND NO DAMAGE OR EVIDENCE OF NOISE. FLYWHEEL IS NOT CRACKED/BROKEN. STARTED ENGINE AGAIN TO OBTAIN VIDEOS OF NOISE AND FOREMAN AND I AGREE THAT IT SOUNDS LIKE A BROKEN

CONNECTING ROD WHIPPING AROUND INSIDE CRANK CASE. BEFORE I START DOING ANY TEAR DOWN, IS THERE ANYTHING ELSE I SHOULD DO/LOOK AT WHILE IT IS STILL IN A RUNNING CONDITION.: This TECH LINE recommendation is given based solely on the

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Text Body

Case [REDACTED] 2018 TITAN XD; Engine has abnormal noise. -A61- [REDACTED]

Message Date 4/12/2023 11:33 AM

Has Attachment

Email Address melloynissangreenteam@gmail.com

Status Sent

Subject Case [REDACTED] 2018 TITAN XD; Engine has abnormal noise. -A61- [REDACTED]

Text Body TERRANCE PRICE,

TECH LINE's latest case update is below.

Recommendation

Terrance,

1) Thanks for the photos & case update!

2) As our next step is replacement of the long block & both turbochargers.

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:

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Case #: [REDACTED]
Date Created: 4/11/2023
Customer name: MELLOY NISSAN
VIN: 1N6BA1F43 [REDACTED]

Mileage: 52,945

Dealer code: 179A

Dealer name: MELLOY NISSAN

Customer's Concerns:
DRIVING THEN LOUD KNOCKING NOISE AND LOSS OF POWER

Technician Findings:
CUST STATES "DRIVING THEN LOUD KNOCKING AND LOSS OF POWER" STARTED ENGINE AND CONFIRMED VERY LOUD NOISE. TURNED OFF ENGINE TO VISUALLY INSPECT AND FOUND NOTHING VISUALLY OUT OF SORTS. CHECKED ENGINE OIL AND OIL IS WITHIN THE HIGH/LOW MARKS. STARTED ENGINE AGAIN AND NOISE IS SO LOUD AND VIOLENT AM NOT WILLING TO GET VERY CLOSE TO ENGINE. REMOVED DRIVE BELT. NO CHANGE. REMOVED BELL HOUSING PLUG AND WITH A SMALL MIRROR INSPECTED BELL HOUSING CAVITY AND FLYWHEEL AND FOUND NO DAMAGE OR EVIDENCE OF NOISE. FLYWHEEL IS NOT CRACKED/BROKEN. STARTED ENGINE AGAIN TO OBTAIN VIDEOS OF NOISE AND FOREMAN AND I AGREE THAT IT SOUNDS LIKE A BROKEN CONNECTING ROD WHIPPING AROUND INSIDE CRANK CASE. BEFORE I START DOING ANY TEAR DOWN, IS THERE ANYTHING ELSE I SHOUD DO/LOOK AT WHILE IT IS STILL IN A RUNNING CONDITION.:

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RE: Case [REDACTED] 2018 TITAN XD; Engine has abnormal noise. -A61- [REDACTED]

Message Date 4/12/2023 11:25 AM

Has Attachment

Email Address melloynissangreenteam@gmail.com

Status Read

Subject RE: Case [REDACTED] 2018 TITAN XD; Engine has abnormal noise. -A61- [REDACTED]

Pics of broken crankSent from my Verizon, Samsung Galaxy smartphone

----- Original message -----From: TECH LINE Email to Case <techlinesfdc@nissan-usa.com> Date: 4/11/23 4:49 PM (GMT-07:00) To: melloynissangreenteam@gmail.com Subject: Case [REDACTED] 2018 TITAN XD; Engine has abnormal noise. -A61- [REDACTED] Terrance,TECH LINE's latest case

update is below,Recommendation Terrance, 1) Thanks for the incident noise videos!2) As our next step, let's remove the engine oil pan & inspect for abnormal debris, engine trauma, separated crankshaft, etc. & if present, please follow up with photos.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 LINEUpdating 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: 4/11/2023Customer name: MELLOY NISSANVIN: 1N6BA1F4 [REDACTED] Mileage: 52,945Dealer code: 179ADealer name: MELLOY NISSANCustomer's

Concerns:DRIVING THEN LOUD KNOCKING NOISE AND LOSS OF POWERTechnician Findings:CUST STATES "DRIVING THEN LOUD KNOCKING AND LOSS OF POWER" STARTED ENGINE AND CONFIRMED VERY LOUD NOISE. TURNED OFF ENGINE TO VISUALLY INSPECT AND FOUND NOTHING VISUALLY OUT OF SORTS. CHECKED ENGINE OIL AND OIL IS WITHIN THE HIGH/LOW MARKS. STARTED ENGINE AGAIN AND NOISE IS SO LOUD AND VIOLENT AM NOT WILLING TO GET VERY CLOSE TO ENGINE. REMOVED DRIVE BELT. NO CHANGE. REMOVED BELL HOUSING PLUG AND WITH A SMALL MIRROR INSPECTED BELL HOUSING CAVITY AND FLYWHEEL AND FOUND NO DAMAGE OR EVIDENCE OF NOISE. FLYWHEEL IS NOT CRACKED/BROKEN. STARTED ENGINE AGAIN TO OBTAIN VIDEOS OF NOISE AND FOREMAN AND I AGREE THAT IT SOUNDS LIKE A BROKEN

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Text Body

RE: Case [REDACTED] 2018 TITAN XD; Engine has abnormal noise. -A61- [REDACTED]

Message Date 4/12/2023 11:24 AM

Has Attachment

Email Address melloynissangreenteam@gmail.com

Status Read

Subject RE: Cas [REDACTED] 2018 TITAN XD; Engine has abnormal noise. -A61- [REDACTED]

Text Body Well, we were wrong. It's not a broken connecting rod. It broke the crank shaft. It's broken right in front of cyl 7 connecting rod. Sent from my Verizon, Samsung Galaxy smartphone

----- Original message -----From: TECH LINE Email to Case <techlinesfdc@nissan-usa.com> Date: 4/11/23 4:49 PM (GMT-07:00) To: melloynissangreenteam@gmail.com Subject: Case [REDACTED] 2018 TITAN XD; Engine has abnormal noise. -A61- [REDACTED] Terrance,TECH LINE's latest case

update is below,Recommendation Terrance, 1) Thanks for the incident noise videos!2) As our next step, let's

remove the engine oil pan & inspect for abnormal debris, engine trauma, separated crankshaft, etc. & if present, please follow up with photos. 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: 4/11/2023 Customer name: MELLOY NISSAN VIN: 1N6BA1F43J _____ Mileage: 52,945 Dealer code: 179A Dealer name: MELLOY NISSAN Customer's Concerns: DRIVING THEN LOUD KNOCKING NOISE AND LOSS OF POWER Technician Findings: CUST STATES "DRIVING THEN LOUD KNOCKING AND LOSS OF POWER" STARTED ENGINE AND CONFIRMED VERY LOUD NOISE. TURNED OFF ENGINE TO VISUALLY INSPECT AND FOUND NOTHING VISUALLY OUT OF SORTS. CHECKED ENGINE OIL AND OIL IS WITHIN THE HIGH/LOW MARKS. STARTED ENGINE AGAIN AND NOISE IS SO LOUD AND VIOLENT AM NOT WILLING TO GET VERY CLOSE TO ENGINE. REMOVED DRIVE BELT. NO CHANGE. REMOVED BELL HOUSING PLUG AND WITH A SMALL MIRROR INSPECTED BELL HOUSING CAVITY AND FLYWHEEL AND FOUND NO DAMAGE OR EVIDENCE OF NOISE. FLYWHEEL IS NOT CRACKED/BROKEN. STARTED ENGINE AGAIN TO OBTAIN VIDEOS OF NOISE AND FOREMAN AND I AGREE THAT IT SOUNDS LIKE A BROKEN CONNECTING ROD WHIPPING AROUND INSIDE CRANK CASE. BEFORE I START DOING ANY TEAR DOWN, IS THERE ANYTHING ELSE I SHOULD DO/LOOK AT WHILE IT IS STILL IN A RUNNING CONDITION.: 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: _____

Case _____ 2018 TITAN XD; Engine has abnormal noise. -A6 _____

Message Date 4/11/2023 5:49 PM

Has Attachment

Email Address melloynissangreenteam@gmail.com

Status Sent

Subject Case _____ 2018 TITAN XD; Engine has abnormal noise. -A6 _____

Text Body TERRANCE PRICE,

TECH LINE's latest case update is below.

Recommendation

Terrance,

1) Thanks for the incident noise videos!

2) As our next step, let's remove the engine oil pan & inspect for abnormal debris, engine trauma, separated crankshaft, etc. & if present, please follow up with photos.

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 #: [REDACTED]
Date Created: 4/11/2023
Customer name: MELLOY NISSAN
VIN: 1N6BA1F43 [REDACTED]

Mileage: 52,945

Dealer code: 179A

Dealer name: MELLOY NISSAN

Customer's Concerns:
DRIVING THEN LOUD KNOCKING NOISE AND LOSS OF POWER

Technician Findings:
CUST STATES "DRIVING THEN LOUD KNOCKING AND LOSS OF POWER" STARTED ENGINE AND CONFIRMED VERY LOUD NOISE. TURNED OFF ENGINE TO VISUALLY INSPECT AND FOUND NOTHING VISUALLY OUT OF SORTS. CHECKED ENGINE OIL AND OIL IS WITHIN THE HIGH/LOW MARKS. STARTED ENGINE AGAIN AND NOISE IS SO LOUD AND VIOLENT AM NOT WILLING TO GET VERY CLOSE TO ENGINE. REMOVED DRIVE BELT. NO CHANGE. REMOVED BELL HOUSING PLUG AND WITH A SMALL MIRROR INSPECTED BELL HOUSING CAVITY AND FLYWHEEL AND FOUND NO DAMAGE OR EVIDENCE OF NOISE. FLYWHEEL IS NOT CRACKED/BROKEN. STARTED ENGINE AGAIN TO OBTAIN VIDEOS OF NOISE AND FOREMAN AND I AGREE THAT IT SOUNDS LIKE A BROKEN CONNECTING ROD WHIPPING AROUND INSIDE CRANK CASE. BEFORE I START DOING ANY TEAR DOWN, IS THERE ANYTHING ELSE I SHOUD DO/LOOK AT WHILE IT IS STILL IN A RUNNING CONDITION.:

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Case Comments

4/13/2023 7:44 AM

4/13/2023 7:39 AM

User **Matthew Mead**
Public
Comment **Recommendation:**
- Please replace the long engine assembly and both the low and high pressure turbochargers.

User **Matthew Mead**
Public
Comment **Description:**
And both turbos? Not trying to question you, just wondering. That way when power train asks.

4/12/2023 11:33 AM

4/12/2023 11:30 AM

User **John Seaborn**
Public
Comment **Recommendation**
Terrance,
1) Thanks for the photos & case update!
2) As our next step is replacement of the long block & both turbochargers.
Tech to reply to all on email response, if additional technical assistance is required.

User **John Seaborn**
Public
Comment **Case email response received.**
"Well, we were wrong. It's not a broken connecting rod. It broke the crank shaft. It's broken right in front of cyl 7 connecting rod."

"Pics of broken crank."

4/11/2023 5:48 PM

4/11/2023 5:27 PM

User **John Seaborn**
Public
Comment **Recommendation**
Terrance,
1) Thanks for the incident noise videos!
2) As our next step, let's remove the engine oil pan & inspect for abnormal debris, engine trauma, separated crankshaft, etc. & if present, please follow up with photos.
Tech to reply to all on email response, if additional technical assistance is required.

User **Survey Site Guest User**
Public
Comment **THE VIDEOS DO NOT DO THE DECIBLE LEVEL OF THIS NOISE ANY JUSTICE. AS CLOSE AS I AM IN THE VIDEOS IS AS CLOSE AS I AM WILLING TO GET. FURTHER ISOLATION WITH A STETHOSCOPE IS NOT HAPENING.**

4/11/2023 5:23 PM

User **Survey Site Guest User**
Public
Comment **Customer Comments: DRIVING THEN LOUD KNOCKING NOISE AND LOSS OF POWER**
 Technician Findings: CUST STATES "DRIVING THEN LOUD KNOCKING AND LOSS OF POWER" STARTED ENGINE AND CONFIRMED VERY LOUD NOISE. TURNED OFF ENGINE TO VISUALLY INSPECT AND FOUND NOTHING VISUALLY OUT OF SORTS. CHECKED ENGINE OIL AND OIL IS WITHIN THE HIGH/LOW MARKS. STARTED ENGINE AGAIN AND NOISE IS SO LOUD AND VIOLENT AM NOT WILLING TO GET VERY CLOSE TO ENGINE. REMOVED DRIVE BELT. NO CHANGE. REMOVED BELL HOUSING PLUG AND WITH A SMALL MIRROR INSPECTED BELL HOUSING CAVITY AND FLYWHEEL AND FOUND NO DAMAGE OR EVIDENCE OF NOISE. FLYWHEEL IS NOT CRACKED/BROKEN. STARTED ENGINE AGAIN TO OBTAIN VIDEOS OF NOISE AND FOREMAN AND I AGREE THAT IT SOUNDS LIKE A BROKEN CONNECTING ROD WHIPPING AROUND INSIDE CRANK CASE. BEFORE I START DOING ANY TEAR DOWN, IS THERE ANYTHING ELSE I SHOUD DO/LOOK AT WHILE IT IS STILL IN A RUNNING CONDITION.
 Repairs Made: NONE
 Verified: Yes

Question for TECH LINE: Other - Ask Question in Technician Findings

Case History

4/13/2023 7:42 AM

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

4/12/2023 3:20 PM

User **Managed Services**
Action **Changed Reopen Date from 4/12/2023 11:24 AM to 4/12/2023 3:20 PM. Changed Status from Closed to Pending TECH LINE.**

4/12/2023 11:31 AM

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

4/12/2023 11:24 AM

User **Managed Services**
Action **Changed First Call Resolution from Yes to No. Changed Reopen Date to 4/12/2023 11:24 AM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

4/11/2023 5:49 PM

User **John Seaborn**
Action **Changed Subject to Engine has abnormal noise. -A61-. Changed Status from Pending TECH LINE to Pending Dealer Reply.**

4/11/2023 5:34 PM

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

4/11/2023 5:27 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.**

4/11/2023 5:23 PM

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