

Nissan Strictly Confidential Restricted

**TECH LINE INCIDENT REPORT - CONFIDENTIAL**

ID-Report TL						
ID-Report TL	Code-Record Type TL	Desc	Number-Revision TL	Date-Open TL	Date-Revision TL	Date-Close TL
Text-Incd Desc TL						
see comments						
Code-TSS1 TL		Code-TSS1 TL Name			Name-Caller TL	
NI						
Code-Series TL	MY Full TL	Code-Model Line TL	VIN-TL	Installed Options		
A61	2016	TXD	1N6BA1F26G			
Mileage-Initial TL	Mileage-Current TL	Code-NNA Model VC	Code-Body Type TL			
0	18802	56716				
Code-Engine Prefix VC	Number-Engine Serial VC	Code-Trans Type VC	Code-Vehicle Color VC			
CD50	81009396	AT6	NAH			
Name-Plant VC	Date-Manufacture VC	Date-In Service VC	Code-Distributor TL			
Canton (NMM)						
Dir Refl Last VC						
Code	Region	Name	City	State		
2869	32		HOUSTON	Texas		
Serv Dir TL						
Code	Region	Name	City	State		
2869	32		HOUSTON	TX		
Code-Component TL Desc		Code-Symp TL Desc	Code-Oper Mode TL Desc	Code-Oper Temp TL Desc		
CYLINDER HEAD OR VALVE TRAIN						
Code-Amb Humidity TL Desc	Code-Amb Temp TL Desc	Code-Prob Freq TL Desc	Category-Incd TL Desc	Date-Incd TL		
			NOT IDENTIFIED	1/1/0001		
Code-TREAD TL	Flag-FSSS TL	Flag-NNA Inspection TL	Date-NNA Inspection Flag	Number-Project TL		
06	N	Y	4/21/2017			
Code-Reason For Call TL Desc:				NOT IDENTIFIED		Flag-Attachment TL: Y
Flag-Parts Avail	Date-Parts Request TL	Name-Parts For TL	Date-Parts Recvd TL	Date-Parts Shipped TL		
Y	1/1/01		1/1/01	1/1/01		
Text-Solution TL: Pending dealer follow up						
Code-Status TL Desc: F- CLOSED (RESOLVED)						
Text-Dealer Followup Comment TL:						
CUSTOMER STATES THE NOISE FROM THE ENGINE SEEMS TO BE A LOT LOUDER THAN WHEN THE TRUCK WA						
Created by Survey Site Guest User at 2017-04-10 15:27:01						
Customer Comments: CUSTOMER STATES THE NOISE FROM THE ENGINE SEEMS TO BE A LOT LOUDER THAN						
Technician Findings: KNOCKING NOISE ON TOP OF ENGINE						
Repairs Made: NONE						

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Created by Zach Hayward at 2017-04-10 16:58:07

Recommended Action: INSPECT

Recommendation Detail: see comments

Customer Comments: CUSTOMER STATES THE NOISE FROM THE ENGINE SEEMS TO BE A LOT LOUDER THAN

Technician Findings: KNOCKING NOISE ON TOP OF ENGINE

Repairs Made: NONE

Created by Zach Hayward at 2017-04-10 16:58:37

\*\*\* [Added after the case is closed.] \*\*\*

C/s the noise from the engine seems to be a lot louder than when the truck was originally purchased

Knocking noise heard on the top of the engine

-TSS

-Use a stethoscope to isolate the location of the noise.

-Is the noise coming from a certain bank?

-Does the noise come from the front or rear of the engine?

-Does the concern change with RPM?

-Does the concern change during a power balance test?

-Any other information about where the concern is originating from?

Created by Cody Collins at 2017-04-11 16:51:32

\*\*\* [Added after the case is closed.] \*\*\*

Tech created duplicate case and added notes

KNOCK APPEARS TO BE LOUDER ON REAR OF ENGINE USING STETHESCOPE. CYLINDER #7 CAN BE DE-ACTIV

TSS-

Concern is under TECH LINE review, you should receive a response within 24 hours.

Created by Billy Haines at 2017-04-13 07:17:21

Description:

Recommendation:

Followed up with technician via phone

Technician is currently at training

Another master technician is working on vehicle

Found bearing material in the oil pan

When disabling cylinder number 7 noise is no longer present.

Technician to send photos of bearing material.

Advised to contact power train call center for long engine assembly

Created by Billy Haines at 2017-04-17 08:36:13

DTS Notes:

Cause: Confirmed knock noise, and discussed the incident with TSM SS who contacted Cummins engineering dept for metal debris. Tech found metal debris in lower oil pan and contacted PCC for approval. Long engine at dealer  
Tech also stated that multiple other parts (all high pressure fuel lines) also required to be replaced at this time, sorry of call.

Correction: Long engine to be replaced along with HP fuel lines

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Status: In process. DTS is closing file pending further need for assistance from technician.