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General

Caller Name	[REDACTED]	Dealer	MAGUIRE'S NISSAN/LEBANON
NNAnet user ID	TVA-06706	Contact Name	
Tech Preferred Phone	[REDACTED]	Customer Name	
Tech Preferred Email	[REDACTED]	Case Record Type	TECH LINE Cases
Preferred Contact Method	Phone	Case Owner	Ryan Mansolo
Repair/Work Order	200944	Mobile Phone	
Job/Line Number	A	Texting Status	
Created Day	Tuesday		

Incident Information

Customer Comments	VEHICLE TOWED TO DEALERSHIP FROM NEW YORK, KNOCK IN ENGINE, LOSS OF POWER	Customer Name	WHITAKER CLEANING SYSTEMS LLC
Verified	Yes	Vehicle	1N6BA1F42G [REDACTED]
Question for TECH LINE	Other - Ask Question in Technician Findings	VIN	1N6BA1F42G [REDACTED]
Service Manual General Section	Engine	Archived VIN Make	
Service Manual Specific Section	Engine Mechanical	Archived VIN Year	2016
Symptom Code Category	Sounds	Archived VIN Model	Titan XD
Symptom	CLUNK/KNOCK/POP/THUMP	Incident/RO Date	3/18/2019
When does this concern occur?	ALL TIMES	Calculated Days Down	1
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	NONE	Total Days Down	1
Observed Modifications & Accessories	AFTER TREATMENT SYSTEM REMOVED	Repair Attempts	0
		Current Mileage	44,606
		Vehicle Mileage Prior Value	

Vehicle Purchased
Miles

Primary DTC

Current DTC

Past DTC

Other DTCs

TECH LINE Information

Subject	Knocking noise from engine A61 EM EMA	Resolution Action	
Status	Closed	Resolution Object	
Confirmed Resolution	Yes	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	3/19/2019 11:02 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:

Activity History

Review dealer comment

Name	
Task	<input checked="" type="checkbox"/>
Due Date	7/18/2019
Assigned To	Ryan Mansolo
Last Modified Date/Time	7/17/2019 11:01 AM
Comments	

Email: Case 34984060; 2016 TITAN XD; Knocking noise from engine A61 EM EMA [ref: 00DA09j8L_5002I1m293z:ref]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	7/17/2019
Assigned To	[REDACTED]
Last Modified Date/Time	7/17/2019 11:02 AM
Comments	[REDACTED]

CC:
BCC: ryan.mansolo@nissan-usa.com

Attachment:

Subject: Case 34984060; 2016 TITAN XD; Knocking noise from engine A61 EM EMA [ref:_00DA09j8L_5002I1m293z:ref]

Body:
Thylan,

Thank you for the update, we'll close this case and get it added to the data base!

Keep up the good work and have a great rest of your day!

Thank you, _____
TECH LINE

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

ref:_00DA09j8L_5002I1m293z:ref

Email: Case 34984060; 2016 Titan XD; [ref:_00DA09j8L_5002I1m293z:ref]

Name _____
Task
Due Date 3/19/2019
Assigned To _____
Last Modified Date/Time 3/19/2019 11:02 AM

Additional To: _____
CC: _____
BCC: _____
Attachment:

Subject: _____
Body: _____

Comments

Thank you for the detailed information! if the knocking noise has been isolated to the lower end, then lets proceed with oil pan removal and inspect any excessive debris.

If debris is found, then long block/engine assembly replacement is recommended.

As for the removal of the after treatment system, you'll need to check with your warranty administrator or warranty call center for warranty coverage questions. TECH LINE can only off a technical recommendation.

Let us know if any additional assistance is needed with this concern, have a great rest of your day!

Thank you, _____ Ryan
TECH LINE

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

ref:_00DA09j8L_5002I1m293z:ref

Attachments

IMG_2977.JPG

Size 3.27MB
Ownership Survey Site Guest User
View [View file](#)
Last Modified 3/19/2019 10:34 AM

Emails

Case [REDACTED]; 2016 TITAN XD; Knocking noise from engine A61 EM EMA [ref:_00DA09j8L._5002I1m293z:ref]

Message Date 7/17/2019 11:02 AM

Has Attachment

Email Address [REDACTED]

Status Sent

Subject Case [REDACTED] 2016 TITAN XD; Knocking noise from engine A61 EM EMA [ref:_00DA09j8L._5002I1m293z:ref]

Text Body [REDACTED]

TECH LINE's latest case update is below.

Recommendation:

Thank you for the update, we'll close this case and get it added to the data base!
Keep up the good work and have a great rest of your day!

Thank you,

Ryan M

TECH LINE

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

Updating a TECH LINE Case:

Technician: Reply to this email; do not change the email subject line. Email file attachments are limited to 6MB.

Service Manager: Make a comment on the case from the CA COMM tool found on nnanet.com.

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: 3/19/2019
Customer name:
VIN: 1N6BA1F42 [REDACTED]

Mileage: 44,606

Dealer code: 5075

Dealer name: MAGUIRE'S NISSAN/LEBANON

Customer's Concerns:

VEHICLE TOWED TO DEALERSHIP FROM NEW YORK, KNOCK IN ENGINE, LOSS OF POWER

Technician Findings:

CUSTOMER STATE KNOCK IN ENGINE, STARTED TRUCK AT FIRST NOTICED VERY SLIGHT KNOCK SO DROVE AROUND PARKING LOT TILL WARMED UP, CUSTOMER HAD DRIVEN TO NEW YORK STATE FROM PA WHEN IT STARTED. SO AFTER I WARMED UP ENGINE KNOCK BECAME VERY BAD. SOUNDS LIKE LOWER END. PERFORM INJECTOR CUTOFF, NOISE DID NOT SEEM TO CHANGE WITH CUTTING INJECTORS. TRUCK STALLED WHILE IN PARKING LOT NOW WILL NOT RESTART, LOUD KNOCK FROM ENGINE.

I DO NOT KNOW IF I NEED DO TO ANY FURTHER DIAG, REMOVAL OF PAN. THE AFTER TREATMENT SYSTEM HAS BEEN REMOVED, SO I AM UNSURE IF THAT WILL EFFECT ENGINE REPLACEMENT COVERAGE.:

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.

Case [REDACTED]; 2016 Titan XD; [ref: _00DA09j8L_ 500211m293z:ref]

Message Date **3/19/2019 11:02 AM**

Has Attachment

Email Address [REDACTED]

Status **Sent**

Subject **Case [REDACTED]; 2016 Titan XD; [ref: _00DA09j8L_ 500211m293z:ref]**

Text Body [REDACTED]

TECH LINE's latest case update is below.

Description:

Tech Findings

CUSTOMER STATE KNOCK IN ENGINE, STARTED TRUCK AT FIRST NOTICED VERY SLIGHT KNOCK SO DROVE AROUND PARKING LOT TILL WARMED UP, CUSTOMER HAD DRIVEN TO NEW YORK STATE FROM PA WHEN IT STARTED. SO AFTER I WARMED UP ENGINE KNOCK BECAME VERY BAD. SOUNDS LIKE LOWER END. PERFORM INJECTOR CUTOFF, NOISE DID NOT SEEM TO CHANGE WITH CUTTING INJECTORS. TRUCK STALLED WHILE IN PARKING LOT NOW WILL NOT RESTART, LOUD KNOCK FROM ENGINE. I DO NOT KNOW IF I NEED DO TO ANY FURTHER DIAG, REMOVAL OF PAN. THE AFTER TREATMENT SYSTEM HAS BEEN REMOVED, SO I AM UNSURE IF THAT WILL EFFECT ENGINE REPLACEMENT COVERAGE.

Repairs Made

NONE

Questions for Tech Line

Other - Describe in Technician Findings

Recommendation:

Thank you for the detailed information! if the knocking noise has been isolated to the lower end, then lets proceed with oil pan removal and inspect any excessive debris. If debris is found, then long block/engine assembly replacement is recommended. As for the removal of the after treatment system, you'll need to check with your warranty administrator or warranty call center for warranty coverage questions. TECH LINE can only off a technical recommendation. Let us know if any additional assistance is needed with this concern, have a great rest of your day!

Thank you,

TECH LINE

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

Updating a [REDACTED]

Technician: Reply to this email; do not change the email subject line. Email file attachments are limited to 6MB.

Service Manager: Make a comment on the case from the CA COMM tool found on nnanet.com.

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: 3/19/2019
Customer name:
VIN: 1N6BA1F42 [REDACTED]

Mileage: 44,606

Dealer code: 5075

Dealer name: MAGUIRE'S NISSAN/LEBANON

Customer's Concerns:
VEHICLE TOWED TO DEALERSHIP FROM NEW YORK, KNOCK IN ENGINE, LOSS OF POWER

Technician Findings:
CUSTOMER STATE KNOCK IN ENGINE, STARTED TRUCK AT FIRST NOTICED VERY SLIGHT KNOCK SO DROVE AROUND PARKING LOT TILL WARMED UP, CUSTOMER HAD DRIVEN TO NEW YORK STATE FROM PA WHEN IT STARTED. SO AFTER I WARMED UP ENGINE KNOCK BECAME VERY BAD. SOUNDS LIKE LOWER END. PERFORM INJECTOR CUTOFF, NOISE DID NOT SEEM TO CHANGE WITH CUTTING INJECTORS. TRUCK STALLED WHILE IN PARKING LOT NOW WILL NOT RESTART, LOUD KNOCK FROM ENGINE.

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Case Comments

7/17/2019 11:02 AM

7/17/2019 9:02 AM

User [REDACTED]
Public
Comment **Recommendation:**
Thank you for the update, we'll close this case and get it added to the data base!
Keep up the good work and have a great rest of your day!

User Survey Site Guest User
Public
Comment I had removed the oil pan and found a lot of debris in the pan suspect bearing material. contacted ptcc and they approved replacement of a long block. I replaced long block and turbo per ptcc due to the amount of metal found in pan.

3/19/2019 11:01 AM

3/19/2019 10:34 AM

User [REDACTED]
Public
Comment **Description:**
Tech Findings
CUSTOMER STATE KNOCK IN ENGINE, STARTED TRUCK AT FIRST NOTICED VERY SLIGHT KNOCK SO DROVE AROUND PARKING LOT TILL WARMED UP,
CUSTOMER HAD DRIVEN TO NEW YORK STATE FROM PA WHEN IT STARTED.
SO AFTER I WARMED UP ENGINE KNOCK BECAME VERY BAD.
SOUNDS LIKE LOWER END. PERFORM INJECTOR CUTOFF, NOISE DID NOT SEEM TO CHANGE WITH CUTTING INJECTORS.
TRUCK STALLED WHILE IN PARKING LOT NOW WILL NOT RESTART, LOUD KNOCK FROM ENGINE.
I DO NOT KNOW IF I NEED DO TO ANY FURTHER DIAG, REMOVAL OF PAN.
THE AFTER TREATMENT SYSTEM HAS BEEN REMOVED, SO I AM UNSURE IF THAT WILL EFFECT ENGINE REPLACEMENT COVERAGE.
Repairs Made
NONE
Questions for Tech Line
Other - Describe in Technician Findings
Recommendation:
Thank you for the detailed information! if the knocking noise has been isolated to the lower end, then lets proceed with oil pan removal and inspect any excessive debris.
If debris is found, then long block/engine assembly replacement is recommended.
As for the removal of the after treatment system, you'll need to check with your warranty administrator or warranty call center for warranty coverage questions. TECH LINE can only off a technical recommendation.
Let us know if any additional assistance is needed with this concern, have a great rest of your day!

User [REDACTED]
Public
Comment ADDING A PICTURE OF PAST DTCS, I CLEARED DTCS NONE RETURN WHEN TRUCK WAS ABLE TO RUN

3/19/2019 10:28 AM

User **Survey Site Guest User**

Public

Customer Comments: VEHICLE TOWED TO DEALERSHIP FROM NEW YORK, KNOCK IN ENGINE, LOSS OF POWER

Technician Findings: CUSTOMER STATE KNOCK IN ENGINE, STARTED TRUCK AT FIRST NOTICED VERY SLIGHT KNOCK SO DROVE AROUND PARKING LOT TILL WARMED UP, CUSTOMER HAD DRIVEN TO NEW YORK STATE FROM PA WHEN IT STARTED. SO AFTER I WARMED UP ENGINE KNOCK BECAME VERY BAD. SOUNDS LIKE LOWER END. PERFORM INJECTOR CUTOFF, NOISE DID NOT SEEM TO CHANGE WITH CUTTING INJECTORS. TRUCK STALLED WHILE IN PARKING LOT NOW WILL NOT RESTART, LOUD KNOCK FROM ENGINE.

Comment

I DO NOT KNOW IF I NEED DO TO ANY FURTHER DIAG, REMOVAL OF PAN. THE AFTER TREATMENT SYSTEM HAS BEEN REMOVED, SO I AM UNSURE IF THAT WILL EFFECT ENGINE REPLACEMENT COVERAGE.

Repairs Made: NONE

Case History

7/17/2019 11:03 AM

User [REDACTED]

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

7/17/2019 9:01 AM

User [REDACTED]

Action **Changed Caller Name from THYLAN MCCURDY to Thylan Mccurdy.**

3/19/2019 11:16 AM

User [REDACTED]

Action **Changed Case Owner from TECH LINE Initial 1 to Ryan Mansolo.**

3/19/2019 11:02 AM

User [REDACTED]

Action **Changed Subject to Knocking noise from engine A61 EM EMA. Changed Status from Open to Pending Dealer Reply. Closed.**

3/19/2019 10:28 AM

User [REDACTED]

Action **Changed Case Owner from Survey Site Guest User to TECH LINE Initial 1. Created.**