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Case: 35814481

Content cannot be displayed: You do not have sufficient privileges to access the page: /apex/TLAlertPage

General

Caller Name	[REDACTED]	Dealer	MARLBORO NISSAN
NNAnet user ID	TVA-08273	Contact Name	
Tech Preferred Phone	[REDACTED]	Customer Name	
Tech Preferred Email	[REDACTED]	Case Record Type	TECH LINE Cases
Preferred Contact Method	Phone	Case Owner	[REDACTED]
Repair/Work Order	378829	Mobile Phone	
Job/Line Number	E	Texting Status	
Created Day	Wednesday		

Incident Information

Customer Comments	VEHICLE IS RUNNING ROUGH AT IDLE , WHEN DRIVING FEELS LIKE ITS IN TOW MODE	Customer Name	[REDACTED]
Verified	Yes	Vehicle	1N6BA1F45 [REDACTED]
Question for TECH LINE	What is the most likely cause for this incident?	VIN	1N6BA1F45 [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	5/21/2019
When does this concern occur?	AT STOP	Calculated Days Down	1
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	O	Total Days Down	1
Observed Modifications & Accessories	NA	Repair Attempts	1
		Current Mileage	114,288
		Vehicle Mileage Prior Value	

Vehicle Purchased
Miles

Primary DTC

Current DTC

Past DTC

ECM P00B7-00 ECM P203F-00 ECM
P2560-00

Other DTCs

TECH LINE Information

Subject	Knocking sound from engine.	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	EMA ENGINE ASSEMBLY	FSSS	<input type="checkbox"/>
TECH LINE Template	ECC Initial Response	FSSS Date	
TREAD Component	06		
Date/Time Closed	5/22/2019 1:00 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 for DTSM (Vehicle Concerns)			Notes to Agent:

Activity History

Email: Case 35814481; 2016 TITAN XD; Knocking sound from engine. [ref:_00DA09j8L_5002I1pX67O:ref]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	5/23/2019
Assigned To	[REDACTED]
Last Modified Date/Time	5/23/2019 3:55 PM
Comments	Additional To: [REDACTED] CC: [REDACTED] BCC: Attachment: Subject: Case [REDACTED] 2016 TITAN XD; Knocking sound from engine. [ref:_00DA09j8L_5002I1pX67O:ref] Body: ADRIANO LOPES, TECH LINE's latest case update is below. Recommendation: - We can definitely make a phone call. - Usually we are not able to pin point noises with a phone call, but we would like to review the case

on a call.

- Please reply to this email with a time that is convenient for a call on 5/24/19.

Thank you, _____ Matt MTECH 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. 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: 5/22/2019

Customer name:

VIN: 1N6BA1F45G1 _____ Mileage: 114,288

Dealer code: 3385

Dealer name: MARLBORO NISSAN

Customer's Concerns:

VEHICLE IS RUNNING ROUGH AT IDdle , WHEN DRIVING FEELS LIKE ITS IN TOW MODE

Technician Findings:

AT IDLE OR AT LOW SPEED WITH LOW RPM ENGINE MAKES A KNOCKING SOUND .. WHEN IS IN DRIVE AND POWER BRAKE WOULD HEAR MORE, OR WHEN COMING TO A STOP THEN IDLE IS VERY LOUD.. KIND OFF SOUND LIKE A CONNECTING ROD OR BEARING IN THE ENGINE.. JUST HAD OIL CHANGE DONE BUT STILL MAKING THE SAME NOISE:

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ref:_00DA09j8L._5002I1pX67O:ref

Email: Case _____; 2016 TITAN XD; Knocking sound from engine. [ref:_00DA09j8L._5002I1pX67O:ref]

Name _____
Task
Due Date 5/23/2019
Assigned To _____
Last Modified Date/Time 5/23/2019 2:04 PM
Comments Additional To: _____
CC:
BCC:
Attachment:

Subject: Case _____ 2016 TITAN XD; Knocking sound from engine. [ref:_00DA09j8L._5002I1pX67O:ref]
Body:
ADRIANO LOPES,
TECH LINE's latest case update is below.
Recommendation:

- We reviewed the videos.

- We did not notice any abnormal sounds in the video.

- Please compare the sound to a like equipped vehicle with similar mileage.

- Please reply to this email if assistance is needed diagnosing the DTC's stored.

Thank you, _____ Matt MTECH LINE

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Closed TECH LINE cases can be reopened.

Case #: [REDACTED]
Date Created: 5/22/2019
Customer name:
VIN: 1N6BA1F45 [REDACTED] Mileage: 114,288
Dealer code: 3385
Dealer name: MARLBORO NISSAN

Customer's Concerns:

VEHICLE IS RUNNING ROUGH AT IDdle , WHEN DRIVING FEELS LIKE ITS IN TOW MODE

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ref:_00DA09j8L._5002I1pX67O:ref

Email: Case [REDACTED] 2016 TITAN XD; Knocking sound from engine. [ref:_00DA09j8L._5002I1pX67O:ref]

Name	[REDACTED]
Task	<input checked="" type="checkbox"/>
Due Date	5/22/2019
Assigned To	[REDACTED]
Last Modified Date/Time	5/22/2019 2:56 PM
Comments	<p>Additional To [REDACTED]</p> <p>CC:</p> <p>BCC:</p> <p>Attachment:</p> <p>Subject: Case [REDACTED] 2016 TITAN XD; Knocking sound from engine. [ref:_00DA09j8L._5002I1pX67O:ref]</p> <p>[REDACTED]</p> <p>TECH LINE's latest case update is below. Recommendation:</p> <ul style="list-style-type: none">- Please try again to email a video of the sound.- If needed store the video on a Computer and we can Techlink to retrieve the video.- Once a video is saved, please remove the oil pan and inspect for excessive debris. Please send in a photo of the debris found. <p>Thank you, _____ Matt MTECH LINE</p> <p>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. If no response, we will assume additional assistance is not required and the case will be closed. Closed TECH LINE cases can be reopened.</p> <p>Case # [REDACTED] Date Created: 5/22/2019 Customer name: VIN: 1N6BA1F45 [REDACTED] Mileage: 114,288 Dealer code: 3385 Dealer name: MARLBORO NISSAN</p> <p>Customer's Concerns: VEHICLE IS RUNNING ROUGH AT IDdle , WHEN DRIVING FEELS LIKE ITS IN TOW MODE</p>

Technician Findings:

AT IDLE OR AT LOW SPEED WITH LOW RPM ENGINE MAKES A KNOCKING SOUND .. WHEN IS IN DRIVE AND POWER BRAKE WOULD HEAR MORE, OR WHEN COMING TO A STOP THEN IDLE IS VERY LOUD.. KIND OFF SOUND LIKE A CONNECTING ROD OR BEARING IN THE ENGINE.. JUST HAD OIL CHANGE DONE BUT STILL MAKING THE SAME NOISE:

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ref:_00DA09j8L._5002l1pX67O:ref

Email: Case 35814481; 2016 TITAN XD; Knocking sound from engine. [ref:_00DA09j8L._5002l1pX67O:ref]

Name
Task
Due Date 5/22/2019
Assigned To Matthew Mead
Last Modified Date/Time 5/22/2019 2:11 PM
Comments

Additional To: [REDACTED]
CC:
BCC:
Attachment:

Subject: Case [REDACTED] 2016 TITAN XD; Knocking sound from engine. [ref:_00DA09j8L._5002l1pX67O:ref]

Body:
ADRIANO LOPES,
TECH LINE's latest case update is below.
Recommendation:

- We did not receive the videos.
- The file size of the videos are often too large to be sent by email.
- You can attach larger files by using the CA Comm tool. The Service Manager should have access to this tool.

Thank you, _____ Matt MTECH LINE

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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: 5/22/2019
Customer name:
VIN: 1N6BA1F45G [REDACTED] Mileage: 114,288
Dealer code: 3385
Dealer name: MARLBORO NISSAN

Customer's Concerns:
VEHICLE IS RUNNING ROUGH AT IDLE , WHEN DRIVING FEELS LIKE ITS IN TOW MODE

Technician Findings:

AT IDLE OR AT LOW SPEED WITH LOW RPM ENGINE MAKES A KNOCKING SOUND .. WHEN IS IN DRIVE AND POWER BRAKE WOULD HEAR MORE, OR WHEN COMING TO A STOP THEN IDLE IS VERY LOUD.. KIND OFF SOUND LIKE A CONNECTING ROD OR BEARING IN THE ENGINE.. JUST HAD OIL CHANGE DONE BUT STILL MAKING THE SAME NOISE:

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ref:_00DA09j8L._5002I1pX67O:ref

Email: Case [REDACTED] 2016 TITAN XD; Knocking sound from engine. [ref:_00DA09j8L._5002I1pX67O:ref]

Name
Task
Due Date
Assigned To
Last Modified Date/Time

5/22/2019
Matthew Mead
5/22/2019 1:05 PM

Additional To: [REDACTED]
CC:
BCC:
Attachment:

Subject: Case 35814481; 2016 TITAN XD; Knocking sound from engine. [ref:_00DA09j8L._5002I1pX67O:ref]

Body:
ADRIANO LOPES,
TECH LINE's latest case update is below.
Recommendation:

- We have seen injectors and engine mechanical concerns cause similar noises.
- Please isolate the sound with chassis ears or stethoscope and document where on the engine the sound is heard the loudest.
- Also perform the "Cylinder Cutout Test" under Active Test - Engine and find out if the sound changes when a cylinder is disabled.
- Please also note if the sound is heard at all times or only when the engine is cold or at operating temperature.

Thank you, _____ Matt MTECH LINE

Comments

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 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: 5/22/2019
 Customer name:
 VIN: 1N6BA1F45[REDACTED] Mileage: 114,288
 Dealer code: 3385
 Dealer name: MARLBORO NISSAN

Customer's Concerns:
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ref:_00DA09j8L._5002I1pX67O:ref

Attachments

titan3.mov
 Size 16.56MB
 Ownership [REDACTED]

titan.mov
 Size 10.41MB
 Ownership [REDACTED]

View [View file](#)
Last Modified 5/23/2019 1:47 PM

View [View file](#)
Last Modified 5/23/2019 1:47 PM

titan1.mov

Size 15.23MB
Ownership [REDACTED]
View [View file](#)
Last Modified 5/23/2019 1:47 PM


titan2.mov

Size 11.88MB
Ownership [REDACTED]
View [View file](#)
Last Modified 5/23/2019 1:47 PM

Emails

Case 35814481; 2016 TITAN XD; Knocking sound from engine. [ref:_00DA09j8L._5002I1pX67O:ref]

Message Date 5/23/2019 3:55 PM

Has Attachment 

Email Address [REDACTED]

Status **Sent**

Subject **Case 35814481; 2016 TITAN XD; Knocking sound from engine. [ref:_00DA09j8L._5002I1pX67O:ref]**

Text Body **ADRIANO LOPES,**

TECH LINE's latest case update is below.

Recommendation:

- We can definitely make a phone call.
- Usually we are not able to pin point noises with a phone call, but we would like to review the case on a call.
- Please reply to this email with a time that is convenient for a call on 5/24/19.

Thank you,

Matt M

TECH LINE

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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: 5/22/2019

Customer name:

VIN: 1N6BA1F45G

Mileage: 114,288

Dealer code: 3385

Dealer name: MARLBORO NISSAN

Customer's Concerns:

VEHICLE IS RUNNING ROUGH AT IDdle , WHEN DRIVING FEELS LIKE ITS IN TOW MODE

Technician Findings:

AT IDLE OR AT LOW SPEED WITH LOW RPM ENGINE MAKES A KNOCKING SOUND .. WHEN IS IN DRIVE AND POWER BRAKE WOULD HEAR MORE, OR WHEN COMING TO A STOP THEN IDLE IS VERY LOUD.. KIND OFF SOUND LIKE A CONNECTING ROD OR BEARING IN THE ENGINE.. JUST HAD OIL CHANGE DONE BUT STILL MAKING THE SAME NOISE:

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Re: Case 35814481; 2016 TITAN XD; Knocking sound from engine. [ref:_00DA09j8L_5002I1pX67O:ref]

Message Date 5/23/2019 2:13 PM

Has Attachment

Email Address

Status Read

Subject Re: 2016 TITAN XD; Knocking sound from engine. [ref:_00DA09j8L_5002I1pX67O:ref]

Text Body is that any way you can call me and try to hear from the phone

On Thu, May 23, 2019 at 3:04 PM TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:

> [REDACTED]
>
> TECH LINE's latest case update is below.
>
>
> Recommendation:
> - We reviewed the videos.
> - We did not notice any abnormal sounds in the video.
> - Please compare the sound to a like equipped vehicle with similar
> mileage.
> - Please reply to this email if assistance is needed diagnosing the DTC's
> stored.
>
>
>
> Thank you,
>
> _____
>
> Matt M
>

> TECH LINE

>
>
>

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

[REDACTED]

>

> *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: 5/22/2019

> Customer name:

> VIN: 1N6BA1F45G [REDACTED]

>

> Mileage: 114,288

>

> Dealer code: 3385

>

> Dealer name: MARLBORO NISSAN

>

> Customer's Concerns:

> VEHICLE IS RUNNING ROUGH AT IDdle , WHEN DRIVING FEELS LIKE ITS IN TOW MODE

>

>

> Technician Findings:

> AT IDLE OR AT LOW SPEED WITH LOW RPM ENGINE MAKES A KNOCKING SOUND .. WHEN
> IS IN DRIVE AND POWER BRAKE WOULD HEAR MORE, OR WHEN COMING TO A STOP THEN
> IDLE IS VERY LOUD.. KIND OFF SOUND LIKE A CONNECTING ROD OR BEARING IN THE
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>

>

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>

>

> ref:_00DA09j8L._5002I1pX67O:ref

>

Case [REDACTED] 2016 TITAN XD; Knocking sound from engine. [ref:_00DA09j8L._5002I1pX67O:ref]

Message Date 5/23/2019 2:04 PM

Has Attachment 

Email Address [REDACTED]

Status Sent

Subject Case [REDACTED] 2016 TITAN XD; Knocking sound from engine. [ref:_00DA09j8L_500211pX67O:ref]
Text Body ADRIANO LOPES,

TECH LINE's latest case update is below.

Recommendation:

- We reviewed the videos.
- We did not notice any abnormal sounds in the video.
- Please compare the sound to a like equipped vehicle with similar mileage.
- Please reply to this email if assistance is needed diagnosing the DTC's stored.

Thank you,

Matt 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: 5/22/2019
Customer name:
VIN: 1N6BA1F45 [REDACTED]

Mileage: 114,288

Dealer code: 3385

Dealer name: MARLBORO NISSAN

Customer's Concerns:

VEHICLE IS RUNNING ROUGH AT IDdle , WHEN DRIVING FEELS LIKE ITS IN TOW MODE

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OFF SOUND LIKE A CONNECTING ROD OR BEARING IN THE ENGINE.. JUST HAD OIL CHANGE DONE BUT STILL MAKING THE SAME NOISE:

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Update to Case [REDACTED] 2016 TITAN XD; Knocking sound from engine. [ref:_00DA09j8L._5002I1pX67O:ref]

Message Date 5/23/2019 1:47 PM

Has Attachment

Email Address steve.stutzman@nissan-usa.com

Status Read

Subject Update to Case [REDACTED]; 2016 TITAN XD; Knocking sound from engine. [ref:_00DA09j8L._5002I1pX67O:ref]
Attached videos to case.

Thank You ,

Steve Stutzman
Technical Support Specialist
TECH LINE

Text Body

Nissan North America, Inc.

[cid:image002.jpg@01D12E70.5C21AA20]

Re: Case 35814481; 2016 TITAN XD; Knocking sound from engine. [ref:_00DA09j8L._5002I1pX67O:ref]

Message Date 5/23/2019 12:50 PM

Has Attachment

Email Address [REDACTED]

Status Read

Subject Re: Case 35814481; 2016 TITAN XD; Knocking sound from engine. [ref:_00DA09j8L._5002I1pX67O:ref]

Text Body Hello I think I got the video save on the consult .. can we tech link please..

Sent from my iPhone

> On May 22, 2019, at 3:22 PM, Adriano Lopes [REDACTED] wrote:

>

> Is very hard to tell where the noise is coming from.. I headed the loudest at the right rear flex pipe shield or the manifold..

>

> Sent from my iPhone

>

>> On May 22, 2019, at 3:11 PM, TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:

>>

>>

>>

>> ADRIANO LOPES,

>>

>> TECH LINE's latest case update is below.

>>

>> Recommendation:

>> - We did not receive the videos.

>> - The file size of the videos are often too large to be sent by email.

>> - You can attach larger files by using the CA Comm tool. The Service Manager should have access to this

Thank you,

Matt M

TECH LINE

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Case # [REDACTED]
Date Created: 5/22/2019
Customer name:
VIN: 1N6BA1F45 [REDACTED]

Mileage: 114,288

Dealer code: 3385

Dealer name: MARLBORO NISSAN

Customer's Concerns:
VEHICLE IS RUNNING ROUGH AT IDdle , WHEN DRIVING FEELS LIKE ITS IN TOW MODE

Technician Findings:
AT IDLE OR AT LOW SPEED WITH LOW RPM ENGINE MAKES A KNOCKING SOUND .. WHEN IS IN DRIVE AND POWER BRAKE WOULD HEAR MORE, OR WHEN COMING TO A STOP THEN IDLE IS VERY LOUD.. KIND OFF SOUND LIKE A CONNECTING ROD OR BEARING IN THE ENGINE.. JUST HAD OIL CHANGE DONE BUT STILL MAKING THE SAME NOISE:

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>

>

> ref:_00DA09j8L._5002I1pX67O:ref

Case 35814481; 2016 TITAN XD; Knocking sound from engine. [ref:_00DA09j8L._5002I1pX67O:ref]

Message Date **5/22/2019 2:11 PM**

Has Attachment

Email Address [REDACTED]

Status **Sent**

Subject **Case [REDACTED] 2016 TITAN XD; Knocking sound from engine. [ref:_00DA09j8L._5002I1pX67O:ref]**

Text Body **ADRIANO LOPES,**

TECH LINE's latest case update is below.

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Matt M

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


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Case #: [REDACTED]
Date Created: 5/22/2019
Customer name:
VIN: 1N6BA1F45G [REDACTED]

> 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: 5/22/2019
> Customer name:
> VIN: 1N6BA1F45 [REDACTED]
> Mileage: 114,288
> Dealer code: 3385
> Dealer name: MARLBORO NISSAN
>
> Customer's Concerns:
> VEHICLE IS RUNNING ROUGH AT IDdle , WHEN DRIVING FEELS LIKE ITS IN TOW MODE
>
> Technician Findings:
> AT IDLE OR AT LOW SPEED WITH LOW RPM ENGINE MAKES A KNOCKING SOUND .. WHEN IS IN DRIVE AND POWER BRAKE WOULD HEAR MORE, OR WHEN COMING TO A STOP THEN IDLE IS VERY LOUD.. KIND OFF SOUND LIKE A CONNECTING ROD OR BEARING IN THE ENGINE.. JUST HAD OIL CHANGE DONE BUT STILL MAKING THE SAME NOISE:
>
>
>
> 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.
>
>
> ref:_00DA09j8L._500211pX67O:ref

Re: Case 35814481; 2016 TITAN XD; Knocking sound from engine. [ref:_00DA09j8L._500211pX67O:ref]

Message Date 5/22/2019 1:18 PM

Has Attachment 

Email Address [REDACTED]

Status **Read**

Subject **Re: Case 35814481; 2016 TITAN XD; Knocking sound from engine. [ref:_00DA09j8L._500211pX67O:ref]**

Text Body **I did the cylinder cut off test and they all sound the same at all the time.. nothing changes .. the sound is all the time..**

Sent from my iPhone

> On May 22, 2019, at 2:05 PM, TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:

>

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temperature.

Thank you,

Matt 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: 5/22/2019

Customer name:

VIN: 1N6BA1F45G [REDACTED]

Mileage: 114,288

Dealer code: 3385

Dealer name: MARLBORO NISSAN

Customer's Concerns:

VEHICLE IS RUNNING ROUGH AT IDdle , WHEN DRIVING FEELS LIKE ITS IN TOW MODE

Technician Findings:

AT IDLE OR AT LOW SPEED WITH LOW RPM ENGINE MAKES A KNOCKING SOUND .. WHEN IS IN DRIVE AND POWER BRAKE WOULD HEAR MORE, OR WHEN COMING TO A STOP THEN IDLE IS VERY LOUD.. KIND OFF SOUND LIKE A CONNECTING ROD OR BEARING IN THE ENGINE.. JUST HAD OIL CHANGE DONE BUT STILL MAKING THE SAME NOISE:

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copy, or disseminate this message or any part of it. Please notify the sender immediately and delete all copies of the message.

Case Comments

5/23/2019 3:55 PM

User **Matthew Mead**
Public
Comment **Recommendation:**
- We can definitely make a phone call.
- Usually we are not able to pin point noises with a phone call, but we would like to review the case on a call.
- Please reply to this email with a time that is convenient for a call on 5/24/19.

5/23/2019 2:03 PM

User **Matthew Mead**
Public
Comment **Recommendation:**
- We reviewed the videos.
- We did not notice any abnormal sounds in the video.
- Please compare the sound to a like equipped vehicle with similar mileage.
- Please reply to this email if assistance is needed diagnosing the DTC's stored.

5/23/2019 1:21 PM

User **Matthew Mead**
Public
Comment **Description:**
- Starting Support task for techlink and video file retrieval.

5/22/2019 2:50 PM

User **Matthew Mead**
Public
Comment **Description:**
Is very hard to tell where the noise is coming from.. I headed the loudest at the right rear flex pipe shield or the manifold

5/22/2019 2:06 PM

User **Matthew Mead**
Public
Comment **Description:**
I did the cylinder cut off test and they all sound the same at all the time.. nothing changes .. the sound is all the time..
Did you got the videos that i send ?

5/22/2019 1:02 PM

User **Matthew Mead**
Public
Comment **Description:**
- Customer states VEHICLE IS RUNNING ROUGH AT IDLE , WHEN DRIVING FEELS LIKE ITS IN TOW MODE
- Technician Findings: AT IDLE OR AT LOW SPEED WITH LOW RPM ENGINE MAKES A KNOCKING

5/23/2019 3:54 PM

User **Matthew Mead**
Public
Comment **Description:**
- is that any way you can call me and try to hear from the phone?

5/23/2019 1:46 PM

User **Steve Stutzman**
Public
Comment **Attached videos to case.**

5/22/2019 2:55 PM

User **Matthew Mead**
Public
Comment **Recommendation:**
- Please try again to email a video of the sound.
- If needed store the video on a Computer and we can Techlink to retrieve the video.
- Once a video is saved, please remove the oil pan and inspect for excessive debris. Please send in a photo of the debris found.

5/22/2019 2:11 PM

User **Matthew Mead**
Public
Comment **Recommendation:**
- We did not receive the videos.
- The file size of the videos are often too large to be sent by email.
- You can attach larger files by using the CA Comm tool. The Service Manager should have access to this tool.

5/22/2019 1:05 PM

User **Matthew Mead**
Public
Comment **Recommendation:**
- We have seen injectors and engine mechanical concerns cause similar noises.
- Please isolate the sound with chassis ears or stethoscope and document where on the engine the sound is heard the loudest.
- Also perform the "Cylinder Cutout Test" under Active Test - Engine and find out if the sound changes when a cylinder is disabled.
- Please also note if the sound is heard at all times or only when the engine is cold or at operating temperature.

5/22/2019 12:09 PM

User **Survey Site Guest User**
Public
Comment **Customer Comments: VEHICLE IS RUNNING ROUGH AT IDLE , WHEN DRIVING FEELS LIKE ITS IN TOW MODE**

SOUND .. WHEN IS IN DRIVE AND POWER BRAKE WOULD HEAR MORE, OR WHEN COMING TO A STOP THEN IDLE IS VERY LOUD.. KIND OFF SOUND LIKE A CONNECTING ROD OR BEARING IN THE ENGINE.. JUST HAD OIL CHANGE DONE BUT STILL MAKING THE SAME NOISE
- Past DTC ECM P00B7-00 ECM P203F-00 ECM P2560-00

Technician Findings: AT IDLE OR AT LOW SPEED WITH LOW RPM ENGINE MAKES A KNOCKING SOUND .. WHEN IS IN DRIVE AND POWER BRAKE WOULD HEAR MORE, OR WHEN COMING TO A STOP THEN IDLE IS VERY LOUD.. KIND OFF SOUND LIKE A CONNECTING ROD OR BEARING IN THE ENGINE.. JUST HAD OIL CHANGE DONE BUT STILL MAKING THE SAME NOISE
 Repairs Made: 0

Chat Transcripts

Owner [REDACTED]

Start Time 5/23/2019 1:14 PM

End Time 5/23/2019 1:24 PM

Status Completed

Case History

5/23/2019 1:47 PM

User [REDACTED]

Action Changed Case Owner from [REDACTED]

5/23/2019 1:43 PM

User [REDACTED]

Action Changed Case Owner from [REDACTED]

5/23/2019 1:40 PM

User Andy Jones

Action Changed Case Owner from TECH LINE Support to [REDACTED]

5/23/2019 1:21 PM

User Matthew Mead

Action Changed Case Owner from Matthew Mead to TECH LINE Support.

5/22/2019 1:00 PM

User Matthew Mead

Action Changed Subject to Knocking sound from engine.. Changed Status from Open to Pending Dealer Reply. Closed.

5/22/2019 1:00 PM

User Matthew Mead

Action Changed Case Owner from TECH LINE Initial to Matthew Mead.

5/22/2019 12:09 PM

User Survey Site Guest User

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