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Case: [REDACTED]

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

### General

Caller Name	[REDACTED]	Dealer	CARBONE NISSAN
NNAAnet user ID	tva-30556	Contact Name	
Tech Preferred Phone	[REDACTED]	Customer Name	
Tech Preferred Email	[REDACTED]	Case Record Type	TECH LINE Cases
Preferred Contact Method	Text	Case Owner	[REDACTED]
Repair/Work Order	512443	Mobile Phone	
Job/Line Number	b	Texting Status	Opted-in
Created Day	Thursday		

### Incident Information

Customer Comments	lately hears engine knocking	Customer Name	[REDACTED]
Verified	Yes	Vehicle	1N6BA1F4X [REDACTED]
Question for TECH LINE	Have you seen this before?	VIN	1N6BA1F4X [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	NOISE EXCESSIVE	Incident/RO Date	5/29/2019
When does this concern occur?	ALL TIMES	Calculated Days Down	643
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	none	Total Days Down	643
Observed Modifications & Accessories	none	Repair Attempts	1
		Current Mileage	43,923
		Vehicle Mileage Prior Value	
		Vehicle Purchased Miles	

Primary DTC  
Current DTC ECM none  
Past DTC  
Other DTCs

---

### TECH LINE Information

Subject	Engine has knock A61 EM	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	EMA ENGINE ASSEMBLY	FSSS	<input type="checkbox"/>
TECH LINE Template	ECC Initial Response	FSSS Date	
TREAD Component	06		
Date/Time Closed	3/2/2021 7:51 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)			

### Activity History

#### Review Dealer Comment

---

Name	
Task	<input checked="" type="checkbox"/>
Due Date	3/3/2021
Assigned To	Michael Behning
Last Modified Date/Time	3/2/2021 9:12 AM
Comments	

#### Review Dealer Comment

---

Name	
Task	<input checked="" type="checkbox"/>
Due Date	3/3/2021
Assigned To	Michael Behning
Last Modified Date/Time	3/2/2021 9:12 AM
Comments	

---

Email: Case 35880219; 2016 TITAN XD; Engine has knock A61 EM [ ref: \_00DA09j8L.\_500211pZkJL:ref ]

---

Name	
Task	<input checked="" type="checkbox"/>
Due Date	6/3/2019

Assigned To **Michael Behning**  
Last Modified Date/Time **6/3/2019 11:07 AM**

**Additional To:** [REDACTED]  
**CC:**  
**BCC:** michael.behning@nissan-usa.com  
**Attachment:**

**Subject:** Case 35880219; 2016 TITAN XD; Engine has knock A61 EM [ ref:\_00DA09j8L\_500211pZkJL:ref ]

**Body:**

John muraca,  
TECH LINE's latest case update is below.  
Recommendation-

John, thank you for the photos of the metal debris.

Let's replace the long block assembly.

Thank you, \_\_\_\_\_ Mike B.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.

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: 5/30/2019

Customer name:

VIN: 1N6BA1F4[REDACTED] Mileage: 43,923

Dealer code: 5612

Dealer name: CARBONE NISSAN

**Customer's Concerns:**

lately hears engine knocking

**Technician Findings:**

verified engine knocking was wondering what is next course of action:

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\_500211pZkJL:ref

**Email: Case 35880219; 2016 TITAN XD; Engine has knock A61 EM [ ref:\_00DA09j8L\_500211pZkJL:ref ]**

Name  
Task   
Due Date **6/3/2019**  
Assigned To **Michael Behning**  
Last Modified Date/Time **6/3/2019 10:37 AM**  
Comments **Additional To:** [REDACTED]  
**CC:**  
**BCC:** michael.behning@nissan-usa.com  
**Attachment:**  
**Subject:** [REDACTED] 2016 TITAN XD; Engine has knock A61 EM [ ref:\_00DA09j8L\_500211pZkJL:ref ]  
**Body:**  
john muraca,  
TECH LINE's latest case update is below.  
Recommendation-  
  
Let's drain engine oil thru paint or coffee filter to check for debris.

Let's continue with lower oil pan removal.

Thank you, \_\_\_\_\_ Mike B.TECH LINE

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Closed TECH LINE cases can be reopened.

Case # [REDACTED]

Date Created: 5/30/2019

Customer name:

VIN: 1N6BA1F4XC [REDACTED] Mileage: 43,923

Dealer code: 5612

Dealer name: CARBONE NISSAN

Customer's Concerns:

lately hears engine knocking

Technician Findings:

verified engine knocking was wondering what is next course of action:

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ref:\_00DA09j8L.\_5002I1pZkJL:ref

Email: Case [REDACTED]; 2016 TITAN XD; Engine has knock A61 EM [ ref:\_00DA09j8L.\_5002I1pZkJL:ref ]

---

Name	
Task	<input checked="" type="checkbox"/>
Due Date	6/3/2019
Assigned To	Michael Behning
Last Modified Date/Time	6/3/2019 9:40 AM
Comments	Additional To [REDACTED] CC: BCC: michael.behning@nissan-usa.com Attachment:  Subject: Case [REDACTED] 2016 TITAN XD; Engine has knock A61 EM [ ref:_00DA09j8L._5002I1pZkJL:ref ] Body:

TECH LINE's latest case update is below.  
Recommendation-

Let's brake torque the engine and see if we have any change in the knock noise.

Let's drop lower oil pan and inspect for debris and overtemp marks.

Thank you, \_\_\_\_\_ Mike B.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.

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: 5/30/2019

Customer name:

VIN: 1N6BA1F4XC [REDACTED] Mileage: 43,923

Dealer code: 5612

Dealer name: CARBONE NISSAN

**Customer's Concerns:**  
lately hears engine knocking  
**Technician Findings:**  
verified engine knocking was wondering what is next course of action:

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ref:\_00DA09j8L.\_5002I1pZkJL:ref

**Email: Case 35880219; 2016 TITAN XD; Engine has knock A61 EM [ ref:\_00DA09j8L.\_5002I1pZkJL:ref ]**

Name	
Task	<input checked="" type="checkbox"/>
Due Date	6/3/2019
Assigned To	Michael Behning
Last Modified Date/Time	6/3/2019 7:32 AM
	<b>Additional To:</b> [REDACTED] <b>CC:</b> <b>BCC:</b> michael.behning@nissan-usa.com <b>Attachment:</b>
	<b>Subject:</b> Cas [REDACTED]; 2016 TITAN XD; Engine has knock A61 EM [ ref:_00DA09j8L._5002I1pZkJL:ref ] <b>Body:</b> john muraca, TECH LINE's latest case update is below. TSS Recommendation-
	We have not received the video.
	Open you ASIST, click TECH LINE Support Request.
	Enter your Dealer Code, click update case.
	You will be able to add the video to the case from there.
	Thank you, _____ Mike B.TECH LINE
Comments	The TECH LINE Survey can be accessed by: <a href="#">CLICKING HERE</a> 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: 5/30/2019 Customer name: VIN: 1N6BA1F4X [REDACTED] Mileage: 43,923 Dealer code: 5612 Dealer name: [REDACTED] <b>Customer's Concerns:</b> lately hears engine knocking <b>Technician Findings:</b> verified engine knocking was wondering what is next course of action:  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._5002I1pZkJL:ref

Email: Case 35880219; 2016 TITAN XD; Engine has knock A61 EM [ ref:\_00DA09j8L.\_5002I1pZkJL:ref ]

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Name  
Task   
Due Date  
Assigned To  
Last Modified Date/Time

5/31/2019  
Michael Behning  
5/31/2019 2:41 PM

Additional To [REDACTED]  
CC:  
BCC: michael.behning@nissan-usa.com  
Attachment:

Subject: Case [REDACTED] 2016 TITAN XD; Engine has knock A61 EM [ ref:\_00DA09j8L.\_5002I1pZkJL:ref ]

Body:  
john muraca,  
TECH LINE's latest case update is below.  
TSS Recommendation-

Attach to reply E-mail or add to case thru ASIST portal.

Thank you, \_\_\_\_\_ Mike B.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.  
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: 5/30/2019  
Customer name:  
VIN: 1N6BA1F4X [REDACTED] Mileage: 43,923  
Dealer code: 5612  
Dealer name: CARBONE NISSAN

Customer's Concerns:  
lately hears engine knocking  
Technician Findings:  
verified engine knocking was wondering what is next course of action:

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ref:\_00DA09j8L.\_5002I1pZkJL:ref

Comments

Email: Case 35880219; 2016 TITAN XD; Engine has knock A61 EM [ ref:\_00DA09j8L.\_5002I1pZkJL:ref ]

---

Name  
Task   
Due Date  
Assigned To  
Last Modified Date/Time  
Comments

5/31/2019  
Michael Behning  
5/31/2019 1:57 PM

Additional To: [REDACTED]  
CC:  
BCC: michael.behning@nissan-usa.com  
Attachment:

Subject: Case 35880219; 2016 TITAN XD; Engine has knock A61 EM [ ref:\_00DA09j8L.\_5002I1pZkJL:ref ]

Body:  
john muraca,  
TECH LINE's latest case update is below.  
TSS Recommendation-

Let's remove the serpentine drive belt and see if we have a change in the noise.

Please provide recording of noise.

Thank you, \_\_\_\_\_ Mike B.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.

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: 5/30/2019

Customer name:

VIN: 1N6BA1F4X \_\_\_\_\_ Mileage: 43,923

Dealer code: 5612

Dealer name: CARBONE NISSAN

Customer's Concerns:

lately hears engine knocking

Technician Findings:

verified engine knocking was wondering what is next course of action:

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ref:\_00DA09j8L\_5002I1pZkJL:ref

---

Email: Case 35880219; 2016 TITAN XD; Engine has knock A61 EM [ ref:\_00DA09j8L\_5002I1pZkJL:ref ]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	5/30/2019
Assigned To	Michael Behning
Last Modified Date/Time	5/30/2019 3:09 PM
Comments	<p>Additional To _____</p> <p>CC:</p> <p>BCC: michael.behning@nissan-usa.com</p> <p>Attachment:</p> <p>Subject: Case 35880219; 2016 TITAN XD; Engine has knock A61 EM [ ref:_00DA09j8L_5002I1pZkJL:ref ]</p> <p>Body:</p> <p>john muraca, TECH LINE's latest case update is below. TSS Recommendation-</p> <p>Let's check crankshaft endplay.</p> <p>Let's move crank back and forth with breaker bar and socket and see what kind of play we have.</p> <p>Thank you, _____ Mike B.TECH LINE</p> <p>The TECH LINE Survey can be accessed by: <a href="#">CLICKING HERE</a></p> <p>Updating a TECH LINE Case: Technician: Reply to this email; do not change the email subject line.</p> <p>Email file attachments are limited to 6MB.</p> <p>From ASIST, Select TECH LINE Support Request, Enter your dealer code and select Update a Case.</p> <p>If no response, we will assume additional assistance is not required and the case will be closed.</p> <p>Closed TECH LINE cases can be reopened.</p> <p>Case #: _____</p> <p>Date Created: 5/30/2019</p> <p>Customer name:</p> <p>VIN: 1N6BA1F4XG _____ Mileage: 43,923</p>

Dealer code: 5612  
Dealer name: CARBONE NISSAN

Customer's Concerns:  
lately hears engine knocking  
Technician Findings:  
verified engine knocking was wondering what is next course of action:

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ref:\_00DA09j8L.\_5002I1pZkJL:ref

**Email: Case 35880219; 2016 TITAN XD; Engine has knock A61 EM [ ref:\_00DA09j8L.\_5002I1pZkJL:ref ]**

Name  
Task   
Due Date  
Assigned To  
Last Modified Date/Time  
Comments

5/30/2019

Additional To: [REDACTED]  
CC:  
BCC: michael.behning@nissan-usa.com  
Attachment:

Subject: Case 35880219; 2016 TITAN XD; Engine has knock A61 EM [ ref:\_00DA09j8L.\_5002I1pZkJL:ref ]

Body:  
john muraca,  
TECH LINE's latest case update is below.  
Recommendation-

Yes we have seen this before.

What kind of knock do we have?

Rod, main bearing, or fuel injector knock?

Have we tried to isolate?

Top end, bottom end, front of engine, rear of engine?

Thank you, \_\_\_\_\_ Mike B.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.  
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: 5/30/2019  
Customer name:  
VIN: 1N6BA1F4X[REDACTED] Mileage: 43,923  
Dealer code: 5612  
Dealer name: CARBONE NISSAN

Customer's Concerns:  
lately hears engine knocking  
Technician Findings:  
verified engine knocking was wondering what is next course of action:

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ref:\_00DA09j8L\_5002I1pZkJL:ref

## Attachments

### image1.jpeg

Size **75KB**  
Ownership [REDACTED]  
View [View file](#)  
Last Modified **6/3/2019 11:05 AM**

### image1 (1).jpeg

Size **74KB**  
Ownership [REDACTED]  
View [View file](#)  
Last Modified **6/3/2019 11:05 AM**

### Video (1).MOV

Size **2.53MB**  
Ownership [REDACTED]  
View [View file](#)  
Last Modified **6/3/2019 10:29 AM**

### Video.MOV

Size **956KB**  
Ownership [REDACTED]  
View [View file](#)  
Last Modified **6/3/2019 9:34 AM**

## Emails

### Case 35880219; 2016 TITAN XD; Engine has knock A61 EM [ ref:\_00DA09j8L\_5002I1pZkJL:ref ]

Message Date **6/3/2019 11:07 AM**

Has Attachment

Email Address [REDACTED]

Status **Sent**

Subject **Case 35880219; 2016 TITAN XD; Engine has knock A61 EM [ ref:\_00DA09j8L\_5002I1pZkJL:ref ]**

Text Body **john muraca,**

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

**Recommendation-  
John, thank you for the photos of the metal debris.  
Let's replace the long block assembly.**

**Thank you,**

---

**Mike B.**

**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: 5/30/2019  
Customer name:  
VIN: 1N6BA1F4X [REDACTED]

Mileage: 43,923

Dealer code: 5612

Dealer name: CARBONE NISSAN

Customer's Concerns:  
lately hears engine knocking

Technician Findings:  
verified engine knocking was wondering what is next course of action:

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Re: Case [REDACTED] 2016 TITAN XD; Engine has knock A61 EM [ ref:\_00DA09j8L.\_5002I1pZkJL:ref ]

---

Message Date 6/3/2019 11:00 AM

Has Attachment

Email Address [REDACTED]

Status Read

Subject Re: Case [REDACTED] 2016 TITAN XD; Engine has knock A61 EM [ ref:\_00DA09j8L.\_5002I1pZkJL:ref ]

Text Body Sent from my iPhone

> On Jun 3, 2019, at 10:40 AM, TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:

>

>

>

>

> TECH LINE's latest case update is below.

>

> Recommendation-

> Let's brake torque the engine and see if we have any change in the knock noise.

> Let's drop lower oil pan and inspect for debris and overtemp marks.

>

>

> Thank you,

>

> Mike B.

> 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.  
>  
>  
>  
> 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: 5/30/2019  
> Customer name:  
> VIN: 1N6BA1F4 [REDACTED]  
> Mileage: 43,923  
> Dealer code: 5612  
> Dealer name: CARBONE NISSAN  
>  
> Customer's Concerns:  
> lately hears engine knocking  
>  
> Technician Findings:  
> verified engine knocking was wondering what is next course of action:  
>  
>  
>  
> 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.\_5002I1pZkJL:ref

**Re: Case 35880219; 2016 TITAN XD; Engine has knock A61 EM [ ref:\_00DA09j8L.\_5002I1pZkJL:ref ]**

---

Message Date 6/3/2019 11:00 AM

Has Attachment

Email Address [REDACTED]

Status Read

Subject Re: Case [REDACTED] 2016 TITAN XD; Engine has knock A61 EM [ ref:\_00DA09j8L.\_5002I1pZkJL:ref ]

Text Body Sent from my iPhone

> On Jun 3, 2019, at 10:40 AM, TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:  
>  
>  
> [REDACTED]  
>  
> TECH LINE's latest case update is below.  
>  
> Recommendation-  
> Let's brake torque the engine and see if we have any change in the knock noise.  
> Let's drop lower oil pan and inspect for debris and overtemp marks.  
>  
>  
> Thank you,  
>  
> \_\_\_\_\_  
> Mike B.  
> 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.  
>  
>  
>  
> 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: 5/30/2019  
> Customer name:  
> VIN: 1N6BA1F4X [REDACTED]  
> Mileage: 43,923  
> Dealer code: 5612  
> Dealer name: CARBONE NISSAN  
>  
> Customer's Concerns:  
> lately hears engine knocking  
>  
> Technician Findings:  
> verified engine knocking was wondering what is next course of action:  
>  
>  
>  
> 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.\_5002I1pZkJL:ref

**Case 35880219; 2016 TITAN XD; Engine has knock A61 EM [ ref:\_00DA09j8L.\_5002I1pZkJL:ref ]**

---

Message Date 6/3/2019 10:37 AM  
Has Attachment   
Email Address [REDACTED]  
Status Sent  
Subject Case [REDACTED] 2016 TITAN XD; Engine has knock A61 EM [ ref:\_00DA09j8L.\_5002I1pZkJL:ref ]  
Text Body john muraca,

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

**Recommendation-**  
Let's drain engine oil thru paint or coffee filter to check for debris.  
Let's continue with lower oil pan removal.

Thank you,

---

Mike B.

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:** 5/30/2019  
**Customer name:**  
**VIN:** 1N6BA1F4X [REDACTED]

**Mileage:** 43,923

**Dealer code:** 5612

**Dealer name:** CARBONE NISSAN

**Customer's Concerns:**  
lately hears engine knocking

**Technician Findings:**  
verified engine knocking was wondering what is next course of action:

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**Re: Case 35880219; 2016 TITAN XD; Engine has knock A61 EM [ ref:\_00DA09j8L.\_5002l1pZkJL:ref ]**

---

Message Date	6/3/2019 10:14 AM
Has Attachment	<input checked="" type="checkbox"/>
Email Address	[REDACTED]
Status	Read
Subject	Re: Case [REDACTED]; 2016 TITAN XD; Engine has knock A61 EM [ ref:_00DA09j8L._5002l1pZkJL:ref ]
Text Body	Sent from my iPhone

> On Jun 3, 2019, at 8:32 AM, TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:  
>  
>  
>  
> john muraca,  
>  
> TECH LINE's latest case update is below.

>  
 > **TSS Recommendation-**  
 > We have not received the video.  
 > Open you ASIST, click TECH LINE Support Request.  
 > Enter your Dealer Code, click update case.  
 > You will be able to add the video to the case from there.  
 >  
 >  
 > Thank you,  
 > \_\_\_\_\_  
 > Mike B.  
 > 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.  
 >  
 >  
 >  
 > 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: 5/30/2019  
 > Customer name:  
 > VIN: 1N6BA1F4X [REDACTED]  
 > Mileage: 43,923  
 > Dealer code: 5612  
 > Dealer name: CARBONE NISSAN  
 >  
 > Customer's Concerns:  
 > lately hears engine knocking  
 >  
 > Technician Findings:  
 > verified engine knocking was wondering what is next course of action:  
 >  
 >  
 >  
 > 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.\_5002I1pZkJL:ref

**Case 35880219; 2016 TITAN XD; Engine has knock A61 EM [ ref:\_00DA09j8L.\_5002I1pZkJL:ref ]**

---

Message Date 6/3/2019 9:40 AM  
 Has Attachment   
 Email Address [REDACTED]  
 Status Sent  
 Subject Case [REDACTED] 2016 TITAN XD; Engine has knock A61 EM [ ref:\_00DA09j8L.\_5002I1pZkJL:ref ]  
 Text Body john muraca,  
  
 TECH LINE's latest case update is below.  
  
**Recommendation-**  
 Let's brake torque the engine and see if we have any change in the knock noise.  
 Let's drop lower oil pan and inspect for debris and overtemp marks.

Thank you,

---

Mike B.

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: 5/30/2019

Customer name:

VIN: 1N6BA1F4XG [REDACTED]

Mileage: 43,923

Dealer code: 5612

Dealer name: CARBONE NISSAN

Customer's Concerns:

lately hears engine knocking

Technician Findings:

verified engine knocking was wondering what is next course of action:

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Message Date **6/3/2019 7:32 AM**

Has Attachment

Email Address [REDACTED]

Status **Sent**

Subject **Case 35880219; 2016 TITAN XD; Engine has knock A61 EM [ ref:\_00DA09j8L.\_5002I1pZkJL:ref ]**

Text Body **john muraca,**

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

**TSS Recommendation-**

**We have not received the video.**

**Open you ASIST, click TECH LINE Support Request.**

**Enter your Dealer Code, click update case.**

**You will be able to add the video to the case from there.**

Thank you,

---

**Mike B.**

**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:** 5/30/2019

**Customer name:**

**VIN:** 1N6BA1F4X[REDACTED]

**Mileage:** 43,923

**Dealer code:** 5612

**Dealer name:** CARBONE NISSAN

**Customer's Concerns:**

lately hears engine knocking

Technician Findings:  
verified engine knocking was wondering what is next course of action:

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**Re: Case [REDACTED] 2016 TITAN XD; Engine has knock A61 EM [ ref:\_00DA09j8L.\_5002I1pZkJL:ref ]**

---

Message Date 6/3/2019 6:14 AM

Has Attachment

Email Address [REDACTED]

Status Read

Subject Re: Case [REDACTED] 2016 TITAN XD; Engine has knock A61 EM [ ref:\_00DA09j8L.\_5002I1pZkJL:ref ]

Text Body I sent video of noise friday not sure you received it please let me know as I am not very computer savvy

Sent from my iPhone

> On May 31, 2019, at 3:41 PM, TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:

>

>

>

> john muraca,

>

> TECH LINE's latest case update is below.

>

> TSS Recommendation-

> Attach to reply E-mail or add to case thru ASIST portal.

>

>

> Thank you,

>

> Mike B.

> 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.

>

>

>

> 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: 5/30/2019

> Customer name:

> VIN: 1N6BA1F4X [REDACTED]

> Mileage: 43,923

> Dealer code: 5612

> Dealer name: CARBONE NISSAN

>  
> **Customer's Concerns:**  
> lately hears engine knocking  
>  
> **Technician Findings:**  
> verified engine knocking was wondering what is next course of action:  
>  
>  
>  
> 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.\_5002I1pZkJL:ref

**Case 35880219; 2016 TITAN XD; Engine has knock A61 EM [ ref:\_00DA09j8L.\_5002I1pZkJL:ref ]**

---

Message Date 5/31/2019 2:41 PM  
Has Attachment   
Email Address [REDACTED]  
Status Sent  
Subject Case 35880219; 2016 TITAN XD; Engine has knock A61 EM [ ref:\_00DA09j8L.\_5002I1pZkJL:ref ]  
Text Body john muraca,

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

**TSS Recommendation-  
Attach to reply E-mail or add to case thru ASIST portal.**

Thank you,

---

**Mike B.**

**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.**



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: 5/30/2019

> Customer name:

> VIN: 1N6BA1F4X [REDACTED]

> Mileage: 43,923

> Dealer code: 5612

> Dealer name: CARBONE NISSAN

>

> Customer's Concerns:

> lately hears engine knocking

>

> Technician Findings:

> verified engine knocking was wondering what is next course of action:

>

>

>

> 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\_5002I1pZkJL:ref

**Case 35880219; 2016 TITAN XD; Engine has knock A61 EM [ ref:\_00DA09j8L\_5002I1pZkJL:ref ]**

---

Message Date 5/31/2019 1:57 PM

Has Attachment

Email Address [REDACTED]

Status Sent

Subject Case 35880219; 2016 TITAN XD; Engine has knock A61 EM [ ref:\_00DA09j8L\_5002I1pZkJL:ref ]

Text Body [REDACTED]

TECH LINE's latest case update is below.

**TSS Recommendation-**

**Let's remove the serpentine drive belt and see if we have a change in the noise.**

**Please provide recording of noise.**

Thank you,

---

Mike B.

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:** 5/30/2019  
**Customer name:**  
**VIN:** 1N6BA1F4XG [REDACTED]

**Mileage:** 43,923

**Dealer code:** 5612

**Dealer name:** CARBONE NISSAN

**Customer's Concerns:**  
lately hears engine knocking

**Technician Findings:**  
verified engine knocking was wondering what is next course of action:

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**Re: Case 35880219; 2016 TITAN XD; Engine has knock A61 EM [ ref:\_00DA09j8L.\_5002l1pZkJL:ref ]**

---

Message Date 5/31/2019 12:19 PM  
Has Attachment   
Email Address [REDACTED]  
Status Read  
Subject Re: Case [REDACTED]; 2016 TITAN XD; Engine has knock A61 EM [ ref:\_00DA09j8L.\_5002l1pZkJL:ref ]  
Text Body Checked end play today and next to nothing

**Sent from my iPhone**

> On May 30, 2019, at 4:09 PM, TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:  
>  
>  
>  
> john muraca,  
>

> TECH LINE's latest case update is below.  
>  
> TSS Recommendation-  
> Let's check crankshaft endplay.  
> Let's move crank back and forth with breaker bar and socket and see what kind of play we have.  
>  
>  
> Thank you,  
> \_\_\_\_\_  
> Mike B.  
> 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.  
>  
>  
> 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: 5/30/2019  
> Customer name:  
> VIN: 1N6BA1F4X [REDACTED]  
> Mileage: 43,923  
> Dealer code: 5612  
> Dealer name: CARBONE NISSAN  
>  
> Customer's Concerns:  
> lately hears engine knocking  
>  
> Technician Findings:  
> verified engine knocking was wondering what is next course of action:  
>  
>  
>  
> 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.\_5002I1pZkJL:ref

**Case 35880219; 2016 TITAN XD; Engine has knock A61 EM [ ref:\_00DA09j8L.\_5002I1pZkJL:ref ]**

---

Message Date 5/30/2019 3:09 PM  
Has Attachment   
Email Address [REDACTED]  
Status Sent  
Subject Case 35880219; 2016 TITAN XD; Engine has knock A61 EM [ ref:\_00DA09j8L.\_5002I1pZkJL:ref ]  
Text Body john muraca,

TECH LINE's latest case update is below.

TSS Recommendation-  
Let's check crankshaft endplay.  
Let's move crank back and forth with breaker bar and socket and see what kind of play we have.

Thank you,

---

Mike B.

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: 5/30/2019  
Customer name:  
VIN: 1N6BA1F4X0 [REDACTED]

Mileage: 43,923

Dealer code: 5612

Dealer name: CARBONE NISSAN

Customer's Concerns:  
lately hears engine knocking

Technician Findings:  
verified engine knocking was wondering what is next course of action:

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>  
> ref:\_00DA09j8L.\_5002I1pZkJL:ref

**Case 35880219; 2016 TITAN XD; Engine has knock A61 EM [ ref:\_00DA09j8L.\_5002I1pZkJL:ref ]**

---

Message Date 5/30/2019 12:49 PM  
Has Attachment   
Email Address [REDACTED]  
Status Sent  
Subject Case 35880219; 2016 TITAN XD; Engine has knock A61 EM [ ref:\_00DA09j8L.\_5002I1pZkJL:ref ]  
Text Body john muraca,

TECH LINE's latest case update is below.

Recommendation-  
Yes we have seen this before.  
What kind of knock do we have?  
Rod, main bearing, or fuel injector knock?  
Have we tried to isolate?  
Top end, bottom end, front of engine, rear of engine?

Thank you,

---

Mike B.

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: 5/30/2019  
Customer name: [REDACTED]  
VIN: 1N6BA1F4X [REDACTED]

Mileage: 43,923

Dealer code: 5612

Dealer name: CARBONE NISSAN

Customer's Concerns:  
lately hears engine knocking

Technician Findings:  
verified engine knocking was wondering what is next course of action:

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### Case Comments

3/2/2021 7:51 AM

User **Service Manager**  
Public   
Comment **RESOLVED**

3/2/2021 7:51 AM

User **Service Manager**  
Public   
Comment **RESOLVED**

6/3/2019 11:07 AM

User **Michael Behning**  
Public   
Comment **Recommendation-  
John, thank you for the photos of the metal debris.  
Let's replace the long block assembly.**

6/3/2019 10:37 AM

User **Michael Behning**  
Public   
Comment **Recommendation-  
Let's drain engine oil thru paint or coffee filter to  
check for debris.  
Let's continue with lower oil pan removal.**

6/3/2019 10:36 AM

User **Michael Behning**  
Public   
Comment **Follow up call to tech.  
Second video received and reviewed.  
Engine has lower end knock when power braked.**

6/3/2019 9:40 AM

User **Michael Behning**  
Public   
Comment **Recommendation-  
Let's brake torque the engine and see if we have  
any change in the knock noise.  
Let's drop lower oil pan and inspect for debris and  
overtemp marks.**

6/3/2019 9:40 AM

User **Michael Behning**  
Public   
Comment **Follow up call to tech.  
Video received and reviewed.  
No obvious noise stands out in recording.  
Does not compare to known good vehicle.  
No change when killing cylinders.  
On scale of 1-10, 6-7 when sitting in cab.  
Isolated to cylinder 3 or 5 with stethoscope.**

6/3/2019 7:31 AM

User **Michael Behning**  
Public   
Comment **TSS Recommendation-  
We have not received the video.  
Open you ASIST, click TECH LINE Support  
Request.  
Enter your Dealer Code, click update case.  
You will be able to add the video to the case from  
there.**

6/3/2019 7:28 AM

User **Michael Behning**  
Public   
Comment **Description-  
From tech E-mail-  
I sent video of noise Friday not sure you received  
it please let me know as I am not very computer  
savvy**

5/31/2019 2:40 PM

User **Michael Behning**  
Public   
Comment **TSS Recommendation-  
Attach to reply E-mail or add to case thru ASIST**

5/31/2019 2:40 PM

User **Michael Behning**  
Public   
Comment **Description-  
From tech e-mail-  
How would you like me to send recording**

5/31/2019 1:56 PM

User **Michael Behning**  
Public   
Comment **Description-  
From tech e-mail-  
Checked end play today and next to nothing**

5/30/2019 3:07 PM

User **Michael Behning**  
Public   
Comment **Description-  
From tech E-mail-  
Definitely seems lower end did cyl kill all seem the  
same, possibly main bearing, seems to be coming  
from lower middle**

5/30/2019 12:47 PM

User **Michael Behning**  
Public   
Comment **Description-  
C/S - lately hears engine knocking  
Verified engine knocking was wondering what is  
next course of action  
Question for TECH LINE - Have you seen this  
before?**

portal.

5/31/2019 1:57 PM

User **Michael Behning**  
Public   
Comment **TSS Recommendation-  
Let's remove the serpentine drive belt and see if  
we have a change in the noise.  
Please provide recording of noise.**

5/30/2019 3:09 PM

User **Michael Behning**  
Public   
Comment **TSS Recommendation-  
Let's check crankshaft endplay.  
Let's move crank back and forth with breaker bar  
and socket and see what kind of play we have.**

5/30/2019 12:49 PM

User **Michael Behning**  
Public   
Comment **Recommendation-  
Yes we have seen this before.  
What kind of knock do we have?  
Rod, main bearing, or fuel injector knock?  
Have we tried to isolate?  
Top end, bottom end, front of engine, rear of  
engine?**

5/30/2019 12:21 PM

User **Survey Site Guest User**  
Public   
Comment **Customer Comments: lately hears engine  
knocking  
 Technician Findings: verified engine knocking  
was wondering what is next course of action  
 Repairs Made: none**

## Case History

3/2/2021 9:13 AM

User **Michael Behning**  
Action **Closed.**

3/2/2021 8:08 AM

User **Service Manager**  
Action **Closed.**

3/2/2021 7:51 AM

User **Service Manager**  
Action **Changed Status from Pending TECH LINE to Closed. Closed.**

3/2/2021 7:51 AM

User **Service Manager**  
Action **Changed First Call Resolution from Yes to No. Changed Reopen Date to 3/2/2021 7:51 AM. Changed Status from  
Pending Dealer Reply to Pending TECH LINE.**

**6/3/2019 11:08 AM**

---

User **Michael Behning**

Action **Closed.**

**5/30/2019 12:46 PM**

---

User **Michael Behning**

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

**5/30/2019 12:46 PM**

---

User **Michael Behning**

Action **Changed Subject to Engine has knock A61 EM.**

**5/30/2019 12:44 PM**

---

User **Michael Behning**

Action **Changed Case Owner from TECH LINE Initial to Michael Behning.**

**5/30/2019 12:21 PM**

---

User **Survey Site Guest User**

Action **Changed Case Owner from Survey Site Guest User to TECH LINE Initial. Changed VIN from 1n6ba1f4xg[REDACTED] to 1N6BA1F4XGN [REDACTED] Created.**

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