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Case [REDACTED]

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**General**

Caller Name	[REDACTED]	Dealer	MCCARTHY OLATHE NISSAN
NNA net user ID	TVA-05925	Contact Name	
Tech Preferred Phone	[REDACTED]	Customer Name	
Tech Preferred Email	[REDACTED]	Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	[REDACTED]
Repair/Work Order	600665	Mobile Phone	
Job/Line Number	1	Texting Status	
Created Day	Thursday		

**Incident Information**

Customer Comments	cust. states loud knocking noise from engine bay at idle and on accel. advise.	Customer Name	[REDACTED]
Verified	Yes	Vehicle	1N6BA1F48 [REDACTED]
Question for TECH LINE	Have you seen this before?	VIN	1N6BA1F48 [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	6/5/2019
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	lifted by dealer previous to sale.	Repair Attempts	0
		Current Mileage	53,254
		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	Resolution Action	REPLACE
Status	Pending Dealer Reply	Resolution Object	LONG BLOCK
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	6/6/2019 2:07 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 35955794; 2016 TITAN XD; Knocking noise from engine A61 EM [ ref:\_00DA09j8L.\_5002l1q5ckH:ref ]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	6/6/2019
Assigned To	Kelby Hausman
Last Modified Date/Time	6/6/2019 2:08 PM
Comments	<p>Additional To [REDACTED] CC: BCC: kelby.hausman@nissan-usa.com Attachment:</p> <p>Subject: Case [REDACTED] 2016 TITAN XD; Knocking noise from engine A61 EM [ ref:_00DA09j8L._5002l1q5ckH:ref ] Body: David, Thank you for the case information.</p> <p>Please replace the long block.</p> <p>Thank you, _____ Kelby HausmanTECH LINE</p> <p>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.</p>

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 #: 35955794  
Date Created: 6/6/2019  
Customer name:  
VIN: 1N6BA1F48GN504957 Mileage: 53,254  
Dealer code: 3644  
Dealer name: MCCARTHY OLATHE NISSAN

**Customer's Concerns:**

cust. states loud knocking noise from engine bay at idle and on accel. advise.

**Technician Findings:**

Verified concern. Found upon arrival engine has loud lower end knocking noise. visually inspected while running. seems as though crankshaft has excessive play. raised up. no oil leaks observed. performed cylinder cutoff test. found when cylinder #2 is cut noise changes but is still present. drained oil into bucket, dropped lower oil pan. oil pan has metal debris down at sump area. some pieces are chunks. pictures are attached. engine has internal failure and needs replace. no code present. measured endplay in crankshaft and found to be excessive:

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ref:\_00DA09j8L.\_5002I1q5ckH:ref

**Attachments**

**20190605\_164005.mp4**

Size **9.88MB**  
Ownership **Survey Site Guest User**  
View [View file](#)  
Last Modified **6/6/2019 1:46 PM**

**IMG\_3716.jpg**

Size **226KB**  
Ownership **Survey Site Guest User**  
View [View file](#)  
Last Modified **6/6/2019 1:44 PM**

**IMG\_3715.jpg**

Size **283KB**  
Ownership **Survey Site Guest User**  
View [View file](#)  
Last Modified **6/6/2019 1:44 PM**

**IMG\_3714(1).jpg**

Size **172KB**  
Ownership **Survey Site Guest User**  
View [View file](#)  
Last Modified **6/6/2019 1:44 PM**

**New Doc 2019-06-06 13.34.22\_1.jpg**

Size **266KB**  
Ownership **Survey Site Guest User**  
View [View file](#)  
Last Modified **6/6/2019 1:43 PM**

**Emails**

**Case 35955794; 2016 TITAN XD; Knocking noise from engine A61 EM [ ref:\_00DA09j8L.\_5002I1q5ckH:ref ]**

Message Date **6/6/2019 2:08 PM**

Has Attachment

Email Address [REDACTED]

Status **Sent**

Subject **Case 35955794; 2016 TITAN XD; Knocking noise from engine A61 EM [ ref:\_00DA09j8L.\_5002I1q5ckH:ref ]**

Text Body **David Jones,**

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

**Recommendation**

Thank you for the case information.  
Please replace the long block.

Thank you,

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**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:** 6/6/2019

**Customer name:**

**VIN:** 1N6BA1F48G [REDACTED]

**Mileage:** 53,254

**Dealer code:** 3644

**Dealer name:** MCCARTHY OLATHE NISSAN

**Customer's Concerns:**

cust. states loud knocking noise from engine bay at idle and on accel. advise.

**Technician Findings:**

Verified concern. Found upon arrival engine has loud lower end knocking noise. visually inspected while running. seems as though crankshaft has excessive play. raised up. no oil leaks observed. performed cylinder cutoff test. found when cylinder #2 is cut noise changes but is still present. drained oil into bucket. dropped lower oil pan. oil pan has metal debris down at sump area. some pieces are chunks. pictures are attached. engine has internal failure and needs replace. no code present. measured endplay in crankshaft and found to be excessive:

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**Technical Support Specialist**  
**Aftersales Dealer Support – TECH LINE**

**Nissan North America, Inc.**  
**Phone: +1 615-223-4887**  
**Fax: +1 615-984-5234**

### Case Comments

6/6/2019 2:07 PM

User **Kelby Hausman**  
Public   
Comment **Recommendation**  
**Thank you for the case information.**  
**Please replace the long block.**

6/6/2019 1:47 PM

User **Survey Site Guest User**  
Public   
Comment **attached it pictures of debris in lower pan and no codes sheet. also the endplay check of the crankshaft.**

6/6/2019 2:07 PM

User **Kelby Hausman**  
Public   
Description  
**- Customer states loud knocking noise from engine bay at idle and on acceleration**  
**- Verified concern**  
**- Engine has loud lower end knock**  
**- Visually inspected while running**  
**- Seem as though crank shaft has excessive endplay**  
**- No oil leaks present**  
Comment **- Performed cylinder cut test**  
**- Noise changes but still present**  
**- Removed lower oil pan**  
**- Oil pan has metal debris at sump area**  
**- Some pieces are chunks**  
**- Engine has internal concern**  
**- Needs engine replaced**  
**- No codes stored**  
**- Measured endplay at crankshaft**  
**- Endplay is excessive**

6/6/2019 1:43 PM

User **Survey Site Guest User**  
Public   
Comment **Customer Comments: cust. states loud knocking noise from engine bay at idle and on accel. advise.**  
 **Technician Findings: Verified concern. Found upon arrival engine has loud lower end knocking noise, visually inspected while running. seems as though crankshaft has excessive play. raised up. no oil leaks observed, performed cylinder cutoff test, found when cylinder #2 is cut noise changes but is still present. drained oil into bucket, dropped lower oil pan. oil pan has metal debris down at sump area, some pieces are chunks, pictures are attached, engine has internal failure and needs replace, no code present, measured endplay in crankshaft and found to be excessive**  
 **Repairs Made: None**

### Case History

6/6/2019 2:07 PM

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

6/6/2019 2:07 PM

User **Kelby Hausman**

Action **Changed Subject to Knocking noise from engine A61 EM.**

**6/6/2019 1:57 PM**

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User **Kelby Hausman**

Action **Changed Case Owner from TECH LINE Initial to Kelby Hausman.**

**6/6/2019 1:43 PM**

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User **Survey Site Guest User**

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

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