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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	BRONCO MOTORS NISSAN
NNAnet user ID	TVA-32349	Contact Name	
Tech Preferred Phone	[REDACTED]	Customer Name	
Tech Preferred Email	[REDACTED]	Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	Wesley Roberts
Repair/Work Order	561402	Mobile Phone	
Job/Line Number	1	Texting Status	
Created Day	Friday		

Incident Information

Customer Comments	Customer states check engine noise	Customer Name	[REDACTED]
Verified	Yes	Vehicle	1N6BA1F47G [REDACTED]
Question for TECH LINE	Have you seen this before?	VIN	1N6BA1F47G [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	6/7/2019
When does this concern occur?	ALL TIMES	Calculated Days Down	0
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	none	Total Days Down	0
Observed Modifications & Accessories	wheel/tire	Repair Attempts	1
		Current Mileage	24,254
		Vehicle Mileage Prior Value	
		Vehicle Purchased Miles	

Primary DTC

Current DTC

Past DTC

Other DTCs

TECH LINE Information

Subject	Engine knocking A61	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	6/7/2019 12:24 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 35962312; 2016 TITAN XD; Engine knocking A61 [ref:_00DA09j8L._500211q5wvZ:ref]

Name	[REDACTED]
Task	<input checked="" type="checkbox"/>
Due Date	6/10/2019
Assigned To	Wesley Roberts
Last Modified Date/Time	6/10/2019 9:45 AM
Comments	<p>Additional To: ajacobsen@broncomotors.com</p> <p>CC:</p> <p>BCC: wesley.roberts@nissan-usa.com</p> <p>Attachment:</p> <p>Subject: Case [REDACTED] 2016 TITAN XD; Engine knocking A61 [ref:_00DA09j8L._500211q5wvZ:ref]</p> <p>Body:</p> <p>Anthony,</p> <p>TECH LINE's latest case update is below.</p> <p>Recommendation:</p> <ul style="list-style-type: none"> • Thank you for the update. • Glad to hear it! • Keep me posted on final repair. • Have a wonderful rest of your day.

Thank you, _____ Wesley.RobertsTECH 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: 6/7/2019

Customer name:

VIN: 1N6BA1F47G _____ Mileage: 24,254

Dealer code: 3874

Dealer name: BRONCO MOTORS NISSAN

ref:_00DA09j8L._5002I1q5wvZ:ref

Email: Case 35962312; 2016 TITAN XD; Engine knocking A61 [ref:_00DA09j8L._5002I1q5wvZ:ref]

Name	_____
Task	<input checked="" type="checkbox"/>
Due Date	6/10/2019
Assigned To	Wesley Roberts
Last Modified Date/Time	6/10/2019 7:01 AM
	Additional To: ajacobsen@broncomotors.com
	CC:
	BCC: wesley.roberts@nissan-usa.com
	Attachment:
	Subject: Case _____ 2016 TITAN XD; Engine knocking A61 [ref:_00DA09j8L._5002I1q5wvZ:ref]
	Body:
	Anthony, TECH LINE's latest case update is below.
	Recommendation:
	<ul style="list-style-type: none">• We have often seen VK56 cylinder wall concerns, they may be thinking of that engine.• Our concern sounds more like a rod bearing issue but may be the cylinder wall.• We would need to remove the injector to view the cylinder.• The glow plug may be removed but the bore may be too small for the borescope• We could have to check to be sure, compare the diameter with a glow plug in parts to verify.
Comments	<ul style="list-style-type: none">• Inspects #2 rod bearing if accessible with lower pan removed as well.• We can try to rotate the engine where #3 is at TDC and check for any cylinder wall issues if we have enough to inspect, but we may not.
	Thank you, _____ Wesley.RobertsTECH 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: 6/7/2019
	Customer name:
	VIN: 1N6BA1F47GN _____ Mileage: 24,254
	Dealer code: 3874
	Dealer name: BRONCO MOTORS NISSAN
	ref:_00DA09j8L._5002I1q5wvZ:ref

Email: Case 35962312; 2016 TITAN XD; Engine knocking A61 [ref:_00DA09j8L._5002l1q5wvZ:ref]

Name
Task
Due Date 6/7/2019
Assigned To Wesley Roberts
Last Modified Date/Time 6/7/2019 2:32 PM
Additional To: ajacobsen@broncomotors.com
CC:
BCC: wesley.roberts@nissan-usa.com
Attachment:

Subject: Case 35962312; 2016 TITAN XD; Engine knocking A61 [ref:_00DA09j8L._5002l1q5wvZ:ref]
Body:
Anthony,
TECH LINE's latest case update is below.

Recommendation:

- Thank you for the information.
- Let's go ahead and replace the long block on this one.
- Have a wonderful rest of your week

Comments
Thank you, _____ Wesley.RobertsTECH 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.
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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: 6/7/2019
Customer name:
VIN: 1N6BA1F47G Mileage: 24,254
Dealer code: 3874
Dealer name: BRONCO MOTORS NISSAN

ref:_00DA09j8L._5002l1q5wvZ:ref

Email: Case 35962312; 2016 TITAN XD; Engine knocking A61 [ref:_00DA09j8L._5002l1q5wvZ:ref]

Name
Task
Due Date 6/7/2019
Assigned To Wesley Roberts
Last Modified Date/Time 6/7/2019 12:23 PM
Comments
Additional To: ajacobsen@broncomotors.com
CC:
BCC: wesley.roberts@nissan-usa.com
Attachment:

Subject: Case 35962312; 2016 TITAN XD; Engine knocking A61 [ref:_00DA09j8L._5002l1q5wvZ:ref]
Body:
Anthony,
TECH LINE's latest case update is below.

Recommendation:

- Drain oil and check for diesel fuel in oil.
- A leaking injector can cause a fuel knock as well.
- Then remove oil pan and inspect for debris.

- If any found attach photos.
- Keep me posted.

Thank you, _____ Wesley.RobertsTECH 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: 6/7/2019

Customer name:

VIN: 1N6BA1F47G [REDACTED] Mileage: 24,254

Dealer code: 3874

Dealer name: BRONCO MOTORS NISSAN

ref:_00DA09j8L._5002I1q5wvZ:ref

Attachments

montoyaknock.MOV

Size **1.06MB**
Ownership **Survey Site Guest User**
View [View file](#)
Last Modified **6/7/2019 11:52 AM**

Emails

Case [REDACTED] 2016 TITAN XD; Engine knocking A61 [ref:_00DA09j8L._5002I1q5wvZ:ref]

Message Date **6/10/2019 9:45 AM**
Has Attachment
Email Address **ajacobsen@broncomotors.com**
Status **Sent**
Subject **Case 35962312; 2016 TITAN XD; Engine knocking A61 [ref:_00DA09j8L._5002I1q5wvZ:ref]**
Text Body **Anthony,**

TECH LINE's latest case update is below.

Description:

- Thank you.
- I called back this morning and talked to someone else that actually looked at the pictures.
- He approved the engine no problem.

Recommendation:

- Thank you for the update.
- Glad to hear it!
- Keep me posted on final repair.
- Have a wonderful rest of your day.

Thank you,

Wesley.Roberts

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: 6/7/2019

Customer name:

VIN: 1N6BA1F47G [REDACTED]

Mileage: 24,254

Dealer code: 3874

Dealer name: BRONCO MOTORS NISSAN

Customer's Concerns:

Customer states check engine noise

Technician Findings:

Engine knocking noise. When cylinder 2 is cut noise changes slightly. All other cylinders do not change.

Noise increases with speed. Inspected the crankshaft for play appears normal

Going to drain the oil and inspected for debris is there another step I need to perform before draining oil?:

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.

RE: Case 35962312; 2016 TITAN XD; Engine knocking A61 [ref:_00DA09j8L._50021q5wvZ:ref]

Message Date	6/10/2019 9:05 AM
Has Attachment	<input checked="" type="checkbox"/>
Email Address	ajacobsen@broncomotors.com
Status	Read
Subject	RE: Case [REDACTED] 2016 TITAN XD; Engine knocking A61 [ref:_00DA09j8L._50021q5wvZ:ref]
Text Body	Thank you.

I called back this morning and talked to someone else that actually looked at the pictures. He approved the engine no problem.

From: TECH LINE Email to Case [mailto:techlinesfdc@nissan-usa.com]
Sent: Monday, June 10, 2019 6:01 AM
To: Anthony Jacobsen <ajacobsen@BroncoMotors.com>
Subject: Case [REDACTED] 2016 TITAN XD; Engine knocking A61 [ref:_00DA09j8L._5002l1q5wvZ:ref]

[Image removed by sender.]

Anthony,

TECH LINE's latest case update is below.

Recommendation:

- * We have often seen VK56 cylinder wall concerns, they may be thinking of that engine.
- * Our concern sounds more like a rod bearing issue but may be the cylinder wall.
- * We would need to remove the injector to view the cylinder.
- * The glow plug may be removed but the bore may be too small for the borescope
- * We could have to check to be sure, compare the diameter with a glow plug in parts to verify.
- * Inspects #2 rod bearing if accessible with lower pan removed as well.
- * We can try to rotate the engine where #3 is at TDC and check for any cylinder wall issues if we have enough to inspect, but we may not.

Thank you,

Wesley.Roberts

TECH LINE

The TECH LINE Survey can be accessed by: CLICKING
HERE<http://www.asistfaq.com/online_techline_survey.asp?SurveyId=TLSRVY2&uid=>

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: 6/7/2019

Customer name:

VIN: 1N6BA1F47G[REDACTED]

Mileage: 24,254

Dealer code: 3874

Dealer name: BRONCO MOTORS NISSAN

[Image removed by sender.]

ref:_00DA09j8L._5002l1q5wvZ:ref

Case [REDACTED] 2016 TITAN XD; Engine knocking A61 [ref:_00DA09j8L._5002l1q5wvZ:ref]

Message Date 6/10/2019 7:01 AM
Has Attachment
Email Address ajacobsen@broncomotors.com
Status Sent
Subject Case 35962312; 2016 TITAN XD; Engine knocking A61 [ref:_00DA09j8L._5002l1q5wvZ:ref]
Text Body Anthony,

TECH LINE's latest case update is below.

Description:

- PCC will not approve the engine.
- They wanted pictures of the cylinder bore.
- Do you know what the easiest way to get that done is?
- I have not ordered or done much work on the Cummins

Recommendation:

- We have often seen VK56 cylinder wall concerns, they may be thinking of that engine.
- Our concern sounds more like a rod bearing issue but may be the cylinder wall.
- We would need to remove the injector to view the cylinder.
- The glow plug may be removed but the bore may be too small for the borescope
- We could have to check to be sure, compare the diameter with a glow plug in parts to verify.
- Inspects #2 rod bearing if accessible with lower pan removed as well.
- We can try to rotate the engine where #3 is at TDC and check for any cylinder wall issues if we have enough to inspect, but we may not.

Thank you,

Wesley.Roberts

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: 6/7/2019
Customer name:
VIN: 1N6BA1F47G [REDACTED]

Mileage: 24,254

Dealer code: 3874

Dealer name: BRONCO MOTORS NISSAN

Customer's Concerns:
Customer states check engine noise

Technician Findings:
Engine knocking noise. When cylinder 2 is cut noise changes slightly. All other cylinders do not change.
Noise increases with speed. Inspected the crankshaft for play appears normal
Going to drain the oil and inspected for debris is there another step I need to perform before draining oil?:

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.

RE: Case [REDACTED] 2016 TITAN XD; Engine knocking A61 [ref:_00DA09j8L._5002l1q5wvZ:ref]

Message Date 6/7/2019 4:41 PM
Has Attachment
Email Address ajacobsen@broncomotors.com
Status Read
Subject RE: Case 35962312; 2016 TITAN XD; Engine knocking A61 [ref:_00DA09j8L._5002l1q5wvZ:ref]
Text Body PCC will not approve the engine. They wanted pictures of the cylinder bore... do you know what the easiest way to get that done is? I have not ordered or done much work on the cummins

Thanks
Anthony

From: TECH LINE Email to Case [mailto:techlinesfdc@nissan-usa.com]
Sent: Friday, June 07, 2019 1:33 PM
To: Anthony Jacobsen <ajacobsen@BroncoMotors.com>
Subject: Case 35962312; 2016 TITAN XD; Engine knocking A61 [ref:_00DA09j8L._5002l1q5wvZ:ref]

[REDACTED]

Anthony,

TECH LINE's latest case update is below.

Recommendation:
* Thank you for the information.
* Let's go ahead and replace the long block on this one.

* Have a wonderful rest of your week

Thank you,

Wesley.Roberts

TECH LINE

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

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: 6/7/2019

Customer name:

VIN: 1N6BA1F47 [REDACTED]

Mileage: 24,254

Dealer code: 3874

Dealer name: BRONCO MOTORS NISSAN

ref:_00DA09j8L._5002l1q5wvZ:ref

Case: [REDACTED], 2016 TITAN XD; Engine knocking A61 [ref:_00DA09j8L._5002l1q5wvZ:ref]

Message Date 6/7/2019 2:32 PM

Has Attachment

Email Address ajacobsen@broncomotors.com

Status Sent

Subject Case 35962312; 2016 TITAN XD; Engine knocking A61 [ref:_00DA09j8L._5002l1q5wvZ:ref]

Text Body Anthony,

TECH LINE's latest case update is below.

Description:

- A little bit of metal flakes and the oil is metallic looking [image1.png]

Recommendation:

- Thank you for the information.
- Let's go ahead and replace the long block on this one.
- Have a wonderful rest of your week

Thank you,

Wesley.Roberts

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: 6/7/2019

Customer name:

VIN: 1N6BA1F47[REDACTED]

Mileage: 24,254

Dealer code: 3874

Dealer name: BRONCO MOTORS NISSAN

Customer's Concerns:

Customer states check engine noise

Technician Findings:

Engine knocking noise. When cylinder 2 is cut noise changes slightly. All other cylinders do not change. Noise increases with speed. Inspected the crankshaft for play appears normal
Going to drain the oil and inspected for debris is there another step I need to perform before draining oil?:

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Re: Case 3 [REDACTED], 2016 TITAN XD; Engine knocking A61 [ref:_00DA09j8L._50021q5wvZ:ref]

Message Date 6/7/2019 2:06 PM
Has Attachment
Email Address ajacobsen@broncomotors.com
Status Read
Subject Re: Case 35962312; 2016 TITAN XD; Engine knocking A61 [ref:_00DA09j8L._50021q5wvZ:ref]
Text Body A little bit of metal flakes and the oil is metallic looking [image1.png]

Sent from my iPhone

On Jun 7, 2019, at 11:24 AM, TECH LINE Email to Case <techlinesfdc@nissan-usa.com<mailto:techlinesfdc@nissan-usa.com>> wrote:

[REDACTED]

Anthony,

TECH LINE's latest case update is below.

Recommendation:

- Drain oil and check for diesel fuel in oil.
- A leaking injector can cause a fuel knock as well.
- Then remove oil pan and inspect for debris.
- If any found attach photos.
- Keep me posted.

Thank you,

Wesley.Roberts

TECH LINE

The TECH LINE Survey can be accessed by: CLICKING

[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: 6/7/2019
Customer name:

VIN: 1N6BA1F47 [REDACTED]

Mileage: 24,254

Dealer code: 3874

Dealer name: BRONCO MOTORS NISSAN

[REDACTED]

ref:_00DA09j8L._5002l1q5wvZ:ref

Case 35962312; 2016 TITAN XD; Engine knocking A61 [ref:_00DA09j8L._5002l1q5wvZ:ref]

Message Date 6/7/2019 12:23 PM
Has Attachment
Email Address ajacobsen@broncomotors.com
Status Sent
Subject Case 35962312; 2016 TITAN XD; Engine knocking A61 [ref:_00DA09j8L._5002l1q5wvZ:ref]
Text Body Anthony,

TECH LINE's latest case update is below.

Description:

- Customer states check engine noise
- Technician Findings: Engine knocking noise.
- When cylinder 2 is cut noise changes slightly.
- All other cylinders do not change.
- Noise increases with speed.
- Inspected the crankshaft for play appears normal
- Going to drain the oil and inspected for debris is there another step I need to perform before draining oil?

Recommendation:

- Drain oil and check for diesel fuel in oil.
- A leaking injector can cause a fuel knock as well.
- Then remove oil pan and inspect for debris.
- If any found attach photos.
- Keep me posted.

Thank you,

Wesley.Roberts

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: 6/7/2019

Customer name: [REDACTED]

VIN: 1N6BA1F47 [REDACTED]

Mileage: 24,254

Dealer code: 3874

Dealer name: BRONCO MOTORS NISSAN

Customer's Concerns:

Customer states check engine noise

Technician Findings:

Engine knocking noise. When cylinder 2 is cut noise changes slightly. All other cylinders do not change.

Noise increases with speed. Inspected the crankshaft for play appears normal

Going to drain the oil and inspected for debris is there another step I need to perform before draining oil?:

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Case Comments

6/10/2019 9:45 AM

6/10/2019 6:58 AM

User **Wesley Roberts**
Public
Description:
• Thank you.
• I called back this morning and talked to someone else that actually looked at the pictures.
• He approved the engine no problem.
Comment
Recommendation:
• Thank you for the update.
• Glad to hear it!
• Keep me posted on final repair.
• Have a wonderful rest of your day.

User **Wesley Roberts**
Public
Comment
Description:
• PCC will not approve the engine.
• They wanted pictures of the cylinder bore.
• Do you know what the easiest way to get that done is?
• I have not ordered or done much work on the Cummins
Recommendation:
• We have often seen VK56 cylinder wall concerns, they may be thinking of that engine.
• Our concern sounds more like a rod bearing issue but may be the cylinder wall.
• We would need to remove the injector to view the

6/7/2019 2:32 PM

User [Redacted]
Public

Description:
• A little bit of metal flakes and the oil is metallic looking [image1.png]

Comment Recommendation:
• Thank you for the information.
• Let's go ahead and replace the long block on this one.
• Have a wonderful rest of your week

cylinder.
• The glow plug may be removed but the bore may be too small for the borescope
• We could have to check to be sure, compare the diameter with a glow plug in parts to verify.
• Inspects #2 rod bearing if accessible with lower pan removed as well.
• We can try to rotate the engine where #3 is at TDC and check for any cylinder wall issues if we have enough to inspect, but we may not.

6/7/2019 12:23 PM

User Wesley Roberts
Public

Description:
• Customer states check engine noise
• Technician Findings: Engine knocking noise.
• When cylinder 2 is cut noise changes slightly.
• All other cylinders do not change.
• Noise increases with speed.
• Inspected the crankshaft for play appears normal
• Going to drain the oil and inspected for debris is there another step I need to perform before draining oil?

Comment

Recommendation:
• Drain oil and check for diesel fuel in oil.
• A leaking injector can cause a fuel knock as well.
• Then remove oil pan and inspect for debris.
• If any found attach photos.
• Keep me posted.

6/7/2019 11:50 AM

User Survey Site Guest User
Public

Customer Comments: Customer states check engine noise
 Technician Findings: Engine knocking noise. When cylinder 2 is cut noise changes slightly. All other cylinders do not change. Noise increases with speed. Inspected the crankshaft for play appears normal
Going to drain the oil and inspected for debris is there another step I need to perform before draining oil?
 Repairs Made: none

Comment

Case History

6/7/2019 2:33 PM

User Wesley Roberts
Action Changed Status from Pending Dealer Reply to Closed. Closed.

6/7/2019 12:25 PM

User Wesley Roberts
Action Closed.

6/7/2019 12:24 PM

User Wesley Roberts
Action Changed Status from Open to Pending Dealer Reply. Closed.

6/7/2019 12:19 PM

User **Wesley Roberts**

Action **Changed Subject to Engine knocking A61.**

6/7/2019 12:18 PM

User **Wesley Roberts**

Action **Changed Case Owner from TECH LINE Initial to Wesley Roberts.**

6/7/2019 11:50 AM

User **Survey Site Guest User**

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