



**Case** [REDACTED]

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

**General**

|                                 |                     |                         |                     |
|---------------------------------|---------------------|-------------------------|---------------------|
| <b>Caller Name</b>              | [REDACTED]          | <b>Dealer</b>           | GARDEN GROVE NISSAN |
| <b>NNAnet user ID</b>           | 16100               | <b>Contact Name</b>     |                     |
| <b>Tech Preferred Phone</b>     | [REDACTED]          | <b>Customer Name</b>    |                     |
| <b>Tech Preferred Email</b>     | aaaron@ggnissan.com | <b>Case Record Type</b> | TECH LINE Cases     |
| <b>Preferred Contact Method</b> | Email               | <b>Case Owner</b>       | Michael Behning     |
| <b>Repair/Work Order</b>        | 100459              | <b>Mobile Phone</b>     |                     |
| <b>Job/Line Number</b>          | a                   | <b>Texting Status</b>   |                     |
| <b>Created Day</b>              | Monday              |                         |                     |

**Incident Information**

|   |   |                                    |                      |
|---|---|------------------------------------|----------------------|
| <b>Customer Comments</b>                        | a loud rattling/banging sound occurs from engine compartment when engine is running | <b>Customer Name</b>               | [REDACTED]           |
| <b>Verified</b>                                 | Yes   | <b>Vehicle</b>                     | 1N6BA1F22 [REDACTED] |
| <b>Question for TECH LINE</b>                   | What is the most likely cause for this incident?                                    | <b>VIN</b>                         | 1N6BA1F22 [REDACTED] |
| <b>Service Manual General Section</b>           | Engine  | <b>Archived VIN Make</b>           |                      |
| <b>Service Manual Specific Section</b>          | Engine Mechanical   | <b>Archived VIN Year</b>           | 2016                 |
| <b>Symptom Code Category</b>                    | Experience/Occurrence   | <b>Archived VIN Model</b>          | TITAN XD             |
| <b>Symptom</b>                                  | IDLE ROUGH  | <b>Incident/RO Date</b>            | 6/6/2019             |
| <b>When does this concern occur?</b>            | ALL TIMES   | <b>Calculated Days Down</b>        | 4                    |
| <b>Is single occurrence or a pattern?</b>       |   | <b>Additional Days Down</b>        |                      |
| <b>Repairs Made</b>                             | none  | <b>Total Days Down</b>             | 4                    |
| <b>Observed Modifications &amp; Accessories</b> | none  | <b>Repair Attempts</b>             | 1                    |
|   |   | <b>Current Mileage</b>             | 35,019               |
|   |   | <b>Vehicle Mileage Prior Value</b> |                      |

Vehicle Purchased  
Miles

Primary DTC

Current DTC ECM p0263-00 ECM p0266-00 ECM  
p0284-00

Past DTC

Other DTCs

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### TECH LINE Information

|                         |                         |                            |                          |
|-------------------------|-------------------------|----------------------------|--------------------------|
| Subject                 | Engine has knock 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        | 6/10/2019 12:21 PM      |                            |                          |
| Description             |                         |                            |                          |
| Recommendation Detail   |                         |                            |                          |

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### DTS Information

|                                   |                          |                       |  |
|-----------------------------------|--------------------------|-----------------------|--|
| DTSM Inspection Date              |                          | DTSM Request Type     |  |
| DTSM Inspection Date Confirmed?   | <input type="checkbox"/> | Inspection Time/Notes | Appointment Time:<br><br>Notes to Agent: |
| Notes for DTSM (Vehicle Concerns) |                          |                       |  |

### Activity History

#### Review dealer comment

---

|                         |                                     |
|-------------------------|-------------------------------------|
| Name                    |                                     |
| Task                    | <input checked="" type="checkbox"/> |
| Due Date                | 6/11/2019                           |
| Assigned To             | Michael Behning                     |
| Last Modified Date/Time | 6/10/2019 3:40 PM                   |
| Comments                |                                     |

#### Review dealer comment

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|                         |                                     |
|-------------------------|-------------------------------------|
| Name                    |                                     |
| Task                    | <input checked="" type="checkbox"/> |
| Due Date                | 6/11/2019                           |
| Assigned To             | Michael Behning                     |
| Last Modified Date/Time | 6/10/2019 12:26 PM                  |
| Comments                |                                     |

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Email: Case 359 [REDACTED] 2016 TITAN XD; Engine has knock A61 EM [ ref: \_00DA09j8L.\_500211q6fcb:ref ]

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Name  
Task   
Due Date 6/10/2019  
Assigned To [REDACTED]  
Last Modified Date/Time 6/10/2019 3:36 PM

Additional To: aalarcon@ggnissan.com  
CC:  
BCC: michael.behning@nissan-usa.com  
Attachment:

Subject: Case 35994990; 2016 TITAN XD; Engine has knock A61 EM [ ref:\_00DA09j8L\_5002l1q6fcb:ref ]  
Body:

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

Thank you for the photos.

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.

Comments Closed TECH LINE cases can be reopened.

Case # [REDACTED]  
Date Created: 6/10/2019  
Customer name:  
VIN: 1N6BA1F22G[REDACTED] Mileage: 35,019  
Dealer code: 5731  
Dealer name: GARDEN GROVE NISSAN

Customer's Concerns:

a loud rattling/banging sound occurs from engine compartment when engine is running

Technician Findings:

engine barely runs, has loud engine noise like severe rod knock or internal engine failure, first I checked compression was able to come up with 300 psi in all cylinders after several attempts maxed out compression gauge. removed oil pan for inspection found metal debris at bottom of oil pan and some metal stuck in the pick up tube. We need a long block assy but question is what caused this and do I replace all injectors due to some other vehicles having engine failures due to open injectors:

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\_5002l1q6fcb:ref

---

Email: Case [REDACTED] 2016 TITAN XD; Engine has knock A61 EM [ ref:\_00DA09j8L\_5002l1q6fcb:ref ]

Name  
Task   
Due Date 6/10/2019  
Assigned To [REDACTED]  
Last Modified Date/Time 6/10/2019 12:26 PM

Comments Additional To: aalarcon@ggnissan.com  
CC:  
BCC: michael.behning@nissan-usa.com  
Attachment:

Subject: Case [REDACTED] 2016 TITAN XD; Engine has knock A61 EM [

ref:\_00DA09j8L.\_5002I1q6fcb:ref ]

Body:

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

Does the crank shaft show any signs of separation?

Please provide photos of debris in oil pan and pick-up tube.

Does crankshaft dampener have excessive runout when turning engine over?

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

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Closed TECH LINE cases can be reopened.

Case # [REDACTED]

Date Created: 6/10/2019

Customer name:

VIN: 1N6BA1F22G [REDACTED] Mileage: 35,019

Dealer code: 5731

Dealer name: GARDEN GROVE NISSAN

Customer's Concerns:

a loud rattling/banging sound occurs from engine compartment when engine is running

Technician Findings:

engine barely runs, has loud engine noise like severe rod knock or internal engine failure, first I checked compression was able to come up with 300 psi in all cylinders after several attempts maxed out compression gauge. removed oil pan for inspection found metal debris at bottom of oil pan and some metal stuck in the pick up tube.We need a long block assy but question is what caused this and do I replace all injectors due to some other vehicles having engine failures due to open injectors:

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ref:\_00DA09j8L.\_5002I1q6fcb:ref

## Attachments

### Titan oil pan 3

Size **125KB**  
Ownership **Survey Site Guest User**  
View [View file](#)  
Last Modified **6/10/2019 1:48 PM**

### Titan oil pan 2

Size **136KB**  
Ownership **Survey Site Guest User**  
View [View file](#)  
Last Modified **6/10/2019 1:48 PM**

### titan oil pan

Size **91KB**  
Ownership **Survey Site Guest User**  
View [View file](#)  
Last Modified **6/10/2019 1:48 PM**

### Titan oil pan 3

Size **125KB**  
Ownership **Survey Site Guest User**  
View [View file](#)  
Last Modified **6/10/2019 1:39 PM**

### Titan oil pan 2

Size **136KB**  
Ownership **Survey Site Guest User**  
View [View file](#)  
Last Modified **6/10/2019 1:39 PM**

### titan oil pan

Size **91KB**  
Ownership **Survey Site Guest User**  
View [View file](#)  
Last Modified **6/10/2019 1:39 PM**

## Emails

Case [REDACTED] 2016 TITAN XD; Engine has knock A61 EM [ ref:\_00DA09j8L\_5002l1q6fcb:ref ]

---

Message Date 6/10/2019 3:36 PM  
Has Attachment   
Email Address aalarcon@ggnissan.com  
Status Sent  
Subject Case 35994990; 2016 TITAN XD; Engine has knock A61 EM [ ref:\_00DA09j8L\_5002l1q6fcb:ref ]  
Text Body Edgar Gomez,

TECH LINE's latest case update is below.

Recommendation-  
Thank you for the photos.  
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: 6/10/2019  
Customer name:  
VIN: 1N6BA1F2:[REDACTED]

Mileage: 35,019

Dealer code: 5731

Dealer name: GARDEN GROVE NISSAN

Customer's Concerns:  
a loud rattling/banging sound occurs from engine compartment when engine is running

**Technician Findings:**

engine barely runs, has loud engine noise like severe rod knock or internal engine failure, first I checked compression was able to come up with 300 psi in all cylinders after several attempts maxed out compression gauge. removed oil pan for inspection found metal debris at bottom of oil pan and some metal stuck in the pick up tube. We need a long block assy but question is what caused this and do I replace all injectors due to some other vehicles having engine failures due to open injectors:

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**Case [REDACTED] 2016 TITAN XD; Engine has knock A61 EM [ ref: \_00DA09j8L.\_5002l1q6fcb:ref ]**

---

Message Date 6/10/2019 12:26 PM

Has Attachment

Email Address aalarcon@ggnissan.com

Status Sent

Subject Case [REDACTED] 2016 TITAN XD; Engine has knock A61 EM [ ref: \_00DA09j8L.\_5002l1q6fcb:ref ]

Text Body [REDACTED]

TECH LINE's latest case update is below.

**Recommendation-**

Does the crank shaft show any signs of separation?

Please provide photos of debris in oil pan and pick-up tube.

Does crankshaft dampener have excessive runout when turning engine over?

Thank you,

---

Mike B.

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: 6/10/2019  
Customer name: [REDACTED]  
VIN: 1N6BA1F22 [REDACTED]

Mileage: 35,019

Dealer code: 5731

Dealer name: GARDEN GROVE NISSAN

Customer's Concerns:  
a loud rattling/banging sound occurs from engine compartment when engine is running

Technician Findings:  
engine barely runs, has loud engine noise like severe rod knock or internal engine failure, first I checked compression was able to come up with 300 psi in all cylinders after several attempts maxed out compression gauge. removed oil pan for inspection found metal debris at bottom of oil pan and some metal stuck in the pick up tube. We need a long block assy but question is what caused this and do I replace all injectors due to some other vehicles having engine failures due to open injectors:

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### Case Comments

6/10/2019 3:36 PM

User **Michael Behning**  
Public   
Comment **Recommendation-  
Thank you for the photos.  
Let's replace the long block assembly.**

6/10/2019 1:51 PM

User **Survey Site Guest User**  
Public   
Comment **attached are 3 pics of oil pan debris and piece of metal stuck in oil pick up tube could not tell if crankshaft is separating and dampner seems to be rotating without any excessive run out**

6/10/2019 12:25 PM

User **Michael Behning**  
Public   
Comment **Recommendation-  
Does the crank shaft show any signs of separation?  
Please provide photos of debris in oil pan and pick-up tube.  
Does crankshaft dampener have excessive runout when turning engine over?**

6/10/2019 12:25 PM

User **Michael Behning**  
Public   
Comment **Description-  
C/S - a loud rattling/banging sound occurs from engine compartment when engine is running  
Engine barely runs, has loud engine noise like severe rod knock or internal engine failure, first I checked compression was able to come up with 300 psi in all cylinders after several attempts maxed out compression gauge. Removed oil pan for inspection found metal debris at bottom of oil pan and some metal stuck in the pick-up tube. We need a long block assy but question is what caused this and do I replace all injectors due to**

6/10/2019 12:22 PM

User **Survey Site Guest User**  
Public

Comment | can you please send results to aalarcon@ggnissan.com he is my service manager and would like to be informed and updated

some other vehicles having engine failures due to open injectors  
Question for TECH LINE - What is the most likely cause for this incident?  
P0263 CYLINDER 1 CONTRIBUTION/BALANCE  
P0266 CYLINDER 2 CONTRIBUTION/BALANCE  
P0284 CYLINDER 8 CONTRIBUTION/BALANCE

6/10/2019 12:15 PM

---

User | Survey Site Guest User  
Public |   
Comment | **Customer Comments:** a loud rattling/banging sound occurs from engine compartment when engine is running  
 **Technician Findings:** engine barely runs, has loud engine noise like severe rod knock or internal engine failure, first I checked compression was able to come up with 300 psi in all cylinders after several attempts maxed out compression gauge. removed oil pan for inspection found metal debris at bottom of oil pan and some metal stuck in the pick up tube. We need a long block assy but question is what caused this and do I replace all injectors due to some other vehicles having engine failures due to open injectors  
 **Repairs Made:** none

## Case History

6/10/2019 1:39 PM

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User | Survey Site Guest User  
Action | Changed Caller Name from Edgar gomez to Edgar Gomez.

6/10/2019 12:21 PM

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User | Michael Behning  
Action | Changed Status from Open to Pending Dealer Reply. Closed.

6/10/2019 12:21 PM

---

User | Michael Behning  
Action | Changed Incident/RO Date from 6/6/2016 to 6/6/2019. Changed Subject to Engine has knock A61 EM.

6/10/2019 12:19 PM

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User | Survey Site Guest User  
Action | Changed Caller Name from Edgar Gomez to Edgar gomez. Changed Tech Preferred Email from egomez@ggnissan.com to aalarcon@ggnissan.com.

6/10/2019 12:17 PM

---

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

6/10/2019 12:15 PM

---

User | Survey Site Guest User  
Action | Changed Case Owner from Survey Site Guest User to TECH LINE Initial. Changed VIN from 1n6ba1f22 [REDACTED] to 1N6BA1F22 [REDACTED] Created.