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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	PEDDER NISSAN
NNAnet user ID	ABRAMS	Contact Name	
Tech Preferred Phone	[REDACTED]	Customer Name	
Tech Preferred Email	[REDACTED]	Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	John Seaborn
Repair/Work Order	186717	Mobile Phone	
Job/Line Number	1	Texting Status	
Created Day	Wednesday		

**Incident Information**

Customer Comments	CUSTOMER STATES WHEN DRIVING THERE IS A KNOCKING NOISE COMING FROM FRONT	Customer Name	[REDACTED]
Verified	Yes	Vehicle	1N6BA1F31 [REDACTED]
Question for TECH LINE	What test should I do next?	VIN	1N6BA1F31 [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	6/11/2019
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	N/A	Repair Attempts	0
		Current Mileage	17,735
		Vehicle Mileage Prior Value	

Vehicle Purchased Miles  
 Primary DTC  
 Current DTC  
 Past DTC ECM P203F  
 Other DTCs

**TECH LINE Information**

Subject	Engine has a knocking noise. -A61-	Resolution Action	REPLACE
Status	Pending Dealer Reply	Resolution Object	SHORT BLOCK
Confirmed Resolution	Pending	Field Inspection Indicator	<input type="checkbox"/>
Component Code Category	EM Engine Mechanical	NNA Field Inspection Date	
Component Code Issue	EMD PISTONS & CONNECTING RODS	FSSS	<input type="checkbox"/>
TECH LINE Template	ECC Follow Up	FSSS Date	
TREAD Component	06		
Date/Time Closed	6/12/2019 3:19 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**

**Review dealer comment**

Name	
Task	<input checked="" type="checkbox"/>
Due Date	6/14/2019
Assigned To	John Seaborn
Last Modified Date/Time	6/13/2019 10:53 AM
Comments	

**Email: Case [REDACTED]; 2016 TITAN XD; Engine has a knocking noise. -A61- [ ref:\_00DA09j8L.\_500211q7hIS:ref ]**

Name	
Task	<input checked="" type="checkbox"/>
Due Date	6/13/2019
Assigned To	John Seaborn
Last Modified Date/Time	6/13/2019 10:53 AM
Comments	Additional To: jamesabrams1.ja@gmail.com CC: BCC: john.seaborniii@nissan-usa.com Attachment:

Subject: Case [REDACTED] 2016 TITAN XD; Engine has a knocking noise. -A61- [ ref:\_00DA09j8L.\_5002l1q7hIS:ref ]

Body:

JAMES,  
TECH LINE's recommendation is below.  
Description

Reviewed dealer case comment, copied & pasted below.

"WHEN DRAINING OIL, APPEARED SLIGHTLY METALLIC.

REMOVED LOWER PAN

AND FOUND WHAT APPEARED TO BE BEARING MATERIAL IN PAN AND OIL PICKUP. DO WE STILL WANT TO CONTINUE WITH A SHORT BLOCK?"

Recommendation

James, very well done and thank you for the case update, please see recommendations listed below.

1) Short block replacement recommendation is reaffirmed, unless the engine has sludge or the cylinder heads / valve train have trauma or abnormal wear.

Tech to reply to all on email response, if additional technical assistance is required.

Thank you, \_\_\_\_\_ John S.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: 6/12/2019

Customer name: [REDACTED]

VIN: 1N6BA1F31 [REDACTED] Mileage: 17,735

Dealer code: 5181

Dealer name: PEDDER NISSAN

Customer's Concerns:

CUSTOMER STATES WHEN DRIVING THERE IS A KNOCKING NOISE COMING FROM FRONT

Technician Findings:

UPON INITIAL INSPECTION FOUND OIL LEVEL OK. HEAVY KNOCKING NOISE FROM FRONT BOTTOM OF ENGINE AT IDLE AND WHILE DRIVING. NO RELATED DTC. SEE ATTACHED. REMOVED DRIVE BELT AND NO NOTICEABLE CHANGE IN NOISE. PERFORMED CYLINDER CUTOUT TEST AND NOISE DECREASES WHEN CUTTING OUT #1 AND #2 INDIVIDUALLY. WHEN CUTTING OUT BOTH AT SAME TIME, NOISE IS REDUCED EVEN MORE. SOUNDS LIKE A ROD KNOCK TYPE OF NOISE. NEXT STEP WILL BE TO DRAIN OIL THROUGH A COFFEE FILTER. IS THERE SOMETHING ELSE I SHOULD INSPECT BEFORE THIS?:

ref:\_00DA09j8L.\_5002l1q7hIS:ref

Email: Case [REDACTED] 2016 TITAN XD; Engine has a knocking noise. -A61- [ ref:\_00DA09j8L.\_5002l1q7hIS:ref ]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	6/12/2019
Assigned To	John Seaborn
Last Modified Date/Time	6/12/2019 3:20 PM
Comments	Additional To [REDACTED] CC: BCC: john.seaborniii@nissan-usa.com Attachment:  Subject: Case 36045813; 2016 TITAN XD; Engine has a knocking noise. -A61- [

ref:\_00DA09j8L.\_5002I1q7hIS:ref ]

Body:

JAMES ABRAMS,  
TECH LINE's latest case update is below.

Description

Engine has a knocking noise.

No codes.

Unsure of vehicle accessories or modifications.

Copied & pasted technician's findings, below.

"UPON INITIAL INSPECTION FOUND OIL LEVEL OK.

HEAVY KNOCKING NOISE FROM FRONT BOTTOM OF ENGINE AT IDLE AND WHILE DRIVING.

NO RELATED DTC. SEE ATTACHED.

REMOVED DRIVE BELT AND NO NOTICEABLE CHANGE IN NOISE.

PERFORMED CYLINDER CUTOUT TEST

AND NOISE DECREASES WHEN CUTTING OUT #1 AND #2 INDIVIDUALLY.

WHEN CUTTING OUT BOTH AT SAME TIME,

NOISE IS REDUCED EVEN MORE.

SOUNDS LIKE A ROD KNOCK TYPE OF NOISE.

NEXT STEP WILL BE TO DRAIN OIL THROUGH A COFFEE FILTER.

IS THERE SOMETHING ELSE I SHOULD INSPECT BEFORE THIS?"

Recommendation

James, well done, please see recommendations listed below.

- 1) Engineering recommendations for this symptom have been revised to short block replacement, if cylinder scoring can be confirmed.
- 2) Please replace the short block.
- 3) Please inspect B1 & B2 catalytic converter catalyst material for separation or trauma, please use a bore-scope if needed.
- 4) Service manager to consult with Dealer Warranty Administrator in regards to all warranty approval & process related questions.

Tech to reply to all on email response, if additional technical assistance is required.

Thank you, \_\_\_\_\_ John S.TECH 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: 6/12/2019

Customer name:

VIN: 1N6BA1F31 \_\_\_\_\_ Mileage: 17,735

Dealer code: 5181

Dealer name: PEDDER NISSAN

**Customer's Concerns:**

**CUSTOMER STATES WHEN DRIVING THERE IS A KNOCKING NOISE COMING FROM FRONT**

**Technician Findings:**

**UPON INITIAL INSPECTION FOUND OIL LEVEL OK. HEAVY KNOCKING NOISE FROM FRONT BOTTOM OF ENGINE AT IDLE AND WHILE DRIVING. NO RELATED DTC. SEE ATTACHED. REMOVED DRIVE BELT AND NO NOTICEABLE CHANGE IN NOISE. PERFORMED CYLINDER CUTOUT TEST AND NOISE DECREASES WHEN CUTTING OUT #1 AND #2 INDIVIDUALLY. WHEN CUTTING OUT BOTH AT SAME TIME, NOISE IS REDUCED EVEN MORE. SOUNDS LIKE A ROD KNOCK TYPE OF NOISE. NEXT STEP WILL BE TO DRAIN OIL THROUGH A COFFEE FILTER. IS THERE SOMETHING ELSE I SHOULD INSPECT BEFORE THIS?:**

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ref:\_00DA09j8L.\_5002I1q7hIS:ref

**Attachments**

**OIL186717.JPG**

Size **2.64MB**  
Ownership **Survey Site Guest User**  
View [View file](#)  
Last Modified **6/13/2019 10:29 AM**

**PAN186717.JPG**

Size **2.15MB**  
Ownership **Survey Site Guest User**  
View [View file](#)  
Last Modified **6/13/2019 10:29 AM**

**RO186717.JPG**

Size **2.62MB**  
Ownership **Survey Site Guest User**  
View [View file](#)  
Last Modified **6/12/2019 3:11 PM**

**DTC186717.JPG**

Size **1.95MB**  
Ownership **Survey Site Guest User**  
View [View file](#)  
Last Modified **6/12/2019 3:10 PM**

**VIN186717.MOV**

Size **16.51MB**  
Ownership **Survey Site Guest User**  
View [View file](#)  
Last Modified **6/12/2019 3:10 PM**

**NOISE186717.MOV**

Size **14.94MB**  
Ownership **Survey Site Guest User**  
View [View file](#)  
Last Modified **6/12/2019 3:10 PM**

**Emails**

**Case 36045813; 2016 TITAN XD; Engine has a knocking noise. -A61- [ ref:\_00DA09j8L.\_5002I1q7hIS:ref ]**

Message Date **6/13/2019 10:53 AM**

Has Attachment

Email Address [REDACTED]

Status **Sent**

Subject **Case 36045813; 2016 TITAN XD; Engine has a knocking noise. -A61- [ ref:\_00DA09j8L.\_5002I1q7hIS:ref ]**

Text Body **JAMES,**

**TECH LINE's recommendation is below.**

**Description**

**Reviewed dealer case comment, copied & pasted below.  
"WHEN DRAINING OIL, APPEARED SLIGHTLY METALLIC.  
REMOVED LOWER PAN  
AND FOUND WHAT APPEARED TO BE BEARING MATERIAL IN PAN AND OIL PICKUP. DO WE STILL WANT TO CONTINUE WITH A SHORT BLOCK?"**

**Recommendation**

**James, very well done and thank you for the case update, please see recommendations listed below.  
1) Short block replacement recommendation is reaffirmed, unless the engine has sludge or the cylinder heads / valve train have trauma or abnormal wear.**

Tech to reply to all on email response, if additional technical assistance is required.

Thank you,

---

John S.

**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:** 6/12/2019  
**Customer name:**  
**VIN:** 1N6BA1F310 [REDACTED]

**Mileage:** 17,735

**Dealer code:** 5181

**Dealer name:** PEDDER NISSAN

**Customer's Concerns:**  
**CUSTOMER STATES WHEN DRIVING THERE IS A KNOCKING NOISE COMING FROM FRONT**

**Technician Findings:**  
**UPON INITIAL INSPECTION FOUND OIL LEVEL OK. HEAVY KNOCKING NOISE FROM FRONT BOTTOM OF ENGINE AT IDLE AND WHILE DRIVING. NO RELATED DTC. SEE ATTACHED. REMOVED DRIVE BELT AND NO NOTICEABLE CHANGE IN NOISE. PERFORMED CYLINDER CUTOUT TEST AND NOISE DECREASES WHEN CUTTING OUT #1 AND #2 INDIVIDUALLY. WHEN CUTTING OUT BOTH AT SAME TIME, NOISE IS REDUCED EVEN MORE. SOUNDS LIKE A ROD KNOCK TYPE OF NOISE. NEXT STEP WILL BE TO DRAIN OIL THROUGH A COFFEE FILTER. IS THERE SOMETHING ELSE I SHOULD INSPECT BEFORE THIS?:**

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**Case** [REDACTED] **2016 TITAN XD; Engine has a knocking noise. -A61- [ ref:\_00DA09j8L\_5002l1q7hIS:ref ]**

Message Date **6/12/2019 3:20 PM**

Has Attachment

Email Address **jamesabrams1.ja@gmail.com**

Status **Sent**

Subject **Case [REDACTED] 2016 TITAN XD; Engine has a knocking noise. -A61- [ ref:\_00DA09j8L.\_5002I1q7hIS:ref ]**

Text Body **JAMES ABRAMS,**

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

**Description**

**Engine has a knocking noise.**

**No codes.**

**Unsure of vehicle accessories or modifications.**

**Copied & pasted technician's findings, below.**

**"UPON INITIAL INSPECTION FOUND OIL LEVEL OK.**

**HEAVY KNOCKING NOISE FROM FRONT BOTTOM OF ENGINE AT IDLE AND WHILE DRIVING.**

**NO RELATED DTC. SEE ATTACHED.**

**REMOVED DRIVE BELT AND NO NOTICEABLE CHANGE IN NOISE.**

**PERFORMED CYLINDER CUTOFF TEST**

**AND NOISE DECREASES WHEN CUTTING OUT #1 AND #2 INDIVIDUALLY.**

**WHEN CUTTING OUT BOTH AT SAME TIME,**

**NOISE IS REDUCED EVEN MORE.**

**SOUNDS LIKE A ROD KNOCK TYPE OF NOISE.**

**NEXT STEP WILL BE TO DRAIN OIL THROUGH A COFFEE FILTER.**

**IS THERE SOMETHING ELSE I SHOULD INSPECT BEFORE THIS?"**

**Recommendation**

**James, well done, please see recommendations listed below.**

**1) Engineering recommendations for this symptom have been revised to short block replacement, if cylinder scoring can be confirmed.**

**2) Please replace the short block.**

**3) Please inspect B1 & B2 catalytic converter catalyst material for separation or trauma, please use a bore-scope if needed.**

**4) Service manager to consult with Dealer Warranty Administrator in regards to all warranty approval & process related questions.**

**Tech to reply to all on email response, if additional technical assistance is required.**

Thank you,

---

John S.

**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.**

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Case #: [REDACTED]  
Date Created: 6/12/2019  
Customer name:  
VIN: 1N6BA1F31 [REDACTED]

Mileage: 17,735

Dealer code: 5181

Dealer name: PEDDER NISSAN

Customer's Concerns:  
CUSTOMER STATES WHEN DRIVING THERE IS A KNOCKING NOISE COMING FROM FRONT

Technician Findings:  
UPON INITIAL INSPECTION FOUND OIL LEVEL OK. HEAVY KNOCKING NOISE FROM FRONT BOTTOM OF ENGINE AT IDLE AND WHILE DRIVING. NO RELATED DTC. SEE ATTACHED. REMOVED DRIVE BELT AND NO NOTICEABLE CHANGE IN NOISE. PERFORMED CYLINDER CUTOUT TEST AND NOISE DECREASES WHEN CUTTING OUT #1 AND #2 INDIVIDUALLY. WHEN CUTTING OUT BOTH AT SAME TIME, NOISE IS REDUCED EVEN MORE. SOUNDS LIKE A ROD KNOCK TYPE OF NOISE. NEXT STEP WILL BE TO DRAIN OIL THROUGH A COFFEE FILTER. IS THERE SOMETHING ELSE I SHOULD INSPECT BEFORE THIS?:

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### Case Comments

6/13/2019 10:53 AM

User John Seaborn  
Public   
Description  
Reviewed dealer case comment, copied & pasted below.  
"WHEN DRAINING OIL, APPEARED SLIGHTLY METALLIC.  
REMOVED LOWER PAN AND FOUND WHAT APPEARED TO BE BEARING MATERIAL IN PAN AND OIL PICKUP. DO WE STILL WANT TO CONTINUE WITH A SHORT BLOCK?"  
Comment  
Recommendation  
James, very well done and thank you for the case update, please see recommendations listed below.  
1) Short block replacement recommendation is reaffirmed, unless the engine has sludge or the cylinder heads / valve train have trauma or abnormal wear.  
Tech to reply to all on email response, if additional technical assistance is required.

6/13/2019 10:31 AM

User Survey Site Guest User  
Public   
Comment  
WHEN DRAINING OIL, APPEARED SLIGHTLY METTALIC. REMOVED LOWER PAN AND FOUND WHAT APPEARED TO BE BEARING MATERIAL IN PAN AND OIL PICKUP. DO WE STILL WANT TO CONTINUE WITH A SHORT BLOCK?

6/12/2019 3:12 PM

User Survey Site Guest User  
Public   
Comment ATTACHED IS DOCUMENTATION

6/12/2019 3:19 PM

User John Seaborn  
Public

**Description**

Engine has a knocking noise.  
 No codes.  
 Unsure of vehicle accessories or modifications.  
 Copied & pasted technician's findings, below.  
 "UPON INITIAL INSPECTION FOUND OIL LEVEL OK.  
 HEAVY KNOCKING NOISE FROM FRONT BOTTOM OF ENGINE AT IDLE AND WHILE DRIVING.  
 NO RELATED DTC. SEE ATTACHED.  
 REMOVED DRIVE BELT AND NO NOTICEABLE CHANGE IN NOISE.  
 PERFORMED CYLINDER CUTOUT TEST AND NOISE DECREASES WHEN CUTTING OUT #1 AND #2 INDIVIDUALLY.  
 WHEN CUTTING OUT BOTH AT SAME TIME, NOISE IS REDUCED EVEN MORE.  
 SOUNDS LIKE A ROD KNOCK TYPE OF NOISE.  
 NEXT STEP WILL BE TO DRAIN OIL THROUGH A COFFEE FILTER.  
 IS THERE SOMETHING ELSE I SHOULD INSPECT BEFORE THIS?"

Comment

**Recommendation**

James, well done, please see recommendations listed below.  
 1) Engineering recommendations for this symptom have been revised to short block replacement, if cylinder scoring can be confirmed.  
 2) Please replace the short block.  
 3) Please inspect B1 & B2 catalytic converter catalyst material for separation or trauma, please use a bore-scope if needed.  
 4) Service manager to consult with Dealer Warranty Administrator in regards to all warranty approval & process related questions.  
 Tech to reply to all on email response, if additional technical assistance is required.

6/12/2019 3:09 PM

User Survey Site Guest User

Public

**Customer Comments: CUSTOMER STATES WHEN DRIVING THERE IS A KNOCKING NOISE COMING FROM FRONT**

Comment

**Technician Findings: UPON INITIAL INSPECTION FOUND OIL LEVEL OK. HEAVY KNOCKING NOISE FROM FRONT BOTTOM OF ENGINE AT IDLE AND WHILE DRIVING. NO RELATED DTC. SEE ATTACHED. REMOVED DRIVE BELT AND NO NOTICEABLE CHANGE IN NOISE. PERFORMED CYLINDER CUTOUT TEST AND NOISE DECREASES WHEN CUTTING OUT #1 AND #2 INDIVIDUALLY. WHEN CUTTING OUT BOTH AT SAME TIME, NOISE IS REDUCED EVEN MORE. SOUNDS LIKE A ROD KNOCK TYPE OF NOISE. NEXT STEP WILL BE TO DRAIN OIL THROUGH A COFFEE FILTER. IS THERE SOMETHING ELSE I SHOULD INSPECT BEFORE THIS?**

**Repairs Made: NONE**

**Case History**

6/13/2019 10:28 AM

User Survey Site Guest User

Action Changed Caller Name from JAMES ABRAMS to JAMES.

**6/12/2019 3:20 PM**

---

User **John Seaborn**

Action **Changed Subject to Engine has a knocking noise. -A61-. Changed Status from Open to Pending Dealer Reply. Closed.**

**6/12/2019 3:16 PM**

---

User **John Seaborn**

Action **Changed Case Owner from TECH LINE Initial 1 to John Seaborn.**

**6/12/2019 3:09 PM**

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User **Survey Site Guest User**

Action **Changed Case Owner from Survey Site Guest User to TECH LINE Initial 1. Created.**

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