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Case: [REDACTED]

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General

Caller Name	[REDACTED]	Dealer	SELMA NISSAN
NNAnet user ID	TVA-04565	Contact Name	
Tech Preferred Phone	[REDACTED]	Customer Name	
Tech Preferred Email	[REDACTED]	Case Record Type	[REDACTED]
Preferred Contact Method	Phone	Case Owner	[REDACTED]
Repair/Work Order	410295	Mobile Phone	
Job/Line Number	1	Texting Status	
Created Day	Wednesday		

Incident Information

Customer Comments	CUSTOMER STATES WAS DRIVING ON THE HIGHWAY, HEARD CLACKING NOISE GOT LOUDER AND PULLED OVER. TURNED OFF VEHICLE, AND NOW DOES NOT WANT TO START. FELT A LOT OF VIBRATION AND SHAKING WHILE CLACKING NOISE WAS HAPPENING.	Customer Name	[REDACTED]
Verified	Yes	Vehicle	1N6BA1F2X [REDACTED]
Question for TECH LINE	Have you seen this before?	VIN	1N6BA1F2X [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	7/16/2019
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	LEVELED AND HAS AFTERMARKET WHEELS	Repair Attempts	0

Current Mileage 62,985
 Vehicle Mileage Prior Value
 Vehicle Purchased Miles
 Primary DTC
 Current DTC ECM P0272-00 ECM P0284-00 ECM P230F-00
 Past DTC ECM P2509-00
 Other DTCs

TECH LINE Information

Subject Knocking noise from engine. P0272, P0284 A61 Resolution Action INSPECT
 Status Closed Resolution Object ENGINE ASSEMBLY
 Confirmed Resolution Pending Field Inspection Indicator
 Component Code Category EM|Engine Mechanical NNA Field Inspection Date
 Component Code Issue EMA|ENGINE ASSEMBLY FSSS
 TECH LINE Template ECC Initial Response FSSS Date
 TREAD Component 06
 Date/Time Closed 7/17/2019 1:24 PM
 Description
 Recommendation Detail

DTS Information

DTSM Inspection Date DTSM Request Type
 DTSM Inspection Date Confirmed? Inspection Time/Notes Appointment Time:
 Notes for DTSM (Vehicle Concerns) Notes to Agent:

Activity History

Email: [REDACTED] 2016 TITAN XD; Knocking noise from engine. P0272, P0284 A61 [ref:_00DA09j8L_50021rY3vm:ref]

Name
 Task
 Due Date 7/17/2019
 Assigned To Adam Hoff
 Last Modified Date/Time 7/17/2019 1:24 PM
 Comments Additional To [REDACTED]
 CC:
 BCC: adam.hoff@nissan-usa.com
 Attachment:
 Subject: Cas [REDACTED] 016 TITAN XD; Knocking noise from engine. P0272, P0284 A61 [ref:_00DA09j8L_50021rY3vm:ref]
 Body:
 Jose Diaz,

TECH LINE's latest case update is below.
TSS recommendation:

Thank you for the case information.

We have seen some isolated cases of crankshaft separation which usually result in the balancer seen not spinning correctly and/or debris in the oil pan.

This would explain what we are seeing and hearing so let's check for this.

If debris is found in the engine oil pan long block replacement is recommended.

Thank you, _____ Adam HTECH 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: 7/17/2019

Customer name:

VIN: 1N6BA1F [REDACTED] Mileage: 62,985

Dealer code: 3671

Dealer name: SELMA NISSAN

Customer's Concerns:

CUSTOMER STATES WAS DRIVING ON THE HIGHWAY, HEARD CLACKING NOISE GOT LOUDER AND PULLED OVER. TURNED OFF VEHICLE, AND NOW DOES NOT WANT TO START. FELT A LOT OF VIBRATION AND SHAKING WHILE CLACKING NOISE WAS HAPPENING.

Technician Findings:

ENGINE IS KNOCKING HARD, NO RPM ON TAC WITH VEHICLE RUNNING. DTC P0272-00 P0284-00 P203F-00. OIL CHANGE IS DUE, OIL LEVEL IS FULL.:

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._5002l1rY3vm:ref

Emails

Case [REDACTED] 2016 TITAN XD; Knocking noise from engine. P0272, P0284 A61 [ref:_00DA09j8L._5002l1rY3vm:ref]

Message Date 7/17/2019 1:24 PM
Has Attachment
Email Address [REDACTED]
Status Sent
Subject Case 36404650; 2016 TITAN XD; Knocking noise from engine. P0272, P0284 A61 [ref:_00DA09j8L._5002l1rY3vm:ref]
Text Body Jose Diaz,

TECH LINE's latest case update is below.

TSS recommendation:

Thank you for the case information.

We have seen some isolated cases of crankshaft separation which usually result in the balancer seen not spinning correctly and/or debris in the oil pan.

This would explain what we are seeing and hearing so let's check for this.

If debris is found in the engine oil pan long block replacement is recommended.

Thank you,

Adam H

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: 7/17/2019
Customer name: [REDACTED]
VIN: 1N6BA1F2X[REDACTED]

Mileage: 62,985

Dealer code: 3671

Dealer name: SELMA NISSAN

Customer's Concerns:

CUSTOMER STATES WAS DRIVING ON THE HIGHWAY, HEARD CLACKING NOISE GOT LOUDER AND PULLED OVER. TURNED OFF VEHICLE, AND NOW DOES NOT WANT TO START. FELT A LOT OF VIBRATION AND SHAKING WHILE CLACKING NOISE WAS HAPPENING.

Technician Findings:

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Adam Hoff
Technical Support Specialist

Aftersales Dealer Support

Nissan North America, Inc.
610 Enon Springs Road East
Cordova, TN 37047

Case Comments

7/17/2019 1:23 PM

7/17/2019 1:23 PM

User **Adam Hoff**
Public
Comment **TSS recommendation:**
Thank you for the case information.
We have seen some isolated cases of crankshaft separation which usually result in the balancer seen not spinning correctly and/or debris in the oil pan.
This would explain what we are seeing and hearing so let's check for this.
If debris is found in the engine oil pan long block replacement is recommended.

User **Adam Hoff**
Public
Comment **Technician findings:**
P0272 CYLINDER 4 CONTRIBUTION/BALANCE
P0284 CYLINDER 8 CONTRIBUTION/BALANCE
P230F

7/17/2019 1:13 PM

User **Survey Site Guest User**
Public
Comment **Customer Comments: CUSTOMER STATES WAS DRIVING ON THE HIGHWAY, HEARD CLACKING NOISE GOT LOUDER AND PULLED OVER. TURNED OFF VEHICLE, AND NOW DOES NOT WANT TO START. FELT A LOT OF VIBRATION AND SHAKING WHILE CLACKING NOISE WAS HAPPENING.**
 Technician Findings: ENGINE IS KNOCKING HARD, NO RPM ON TAC WITH VEHICLE RUNNING. DTC P0272-00 P0284-00 P203F-00. OIL CHANGE IS DUE, OIL LEVEL IS FULL.
 Repairs Made: NONE

Case History

7/17/2019 1:24 PM

User **Adam Hoff**
Action **Changed Subject to Knocking noise from engine. [REDACTED] Changed Status from Open to Closed. Closed.**

7/17/2019 1:14 PM

User **Adam Hoff**
Action **Changed Case Owner from TECH LINE Initial 1 to Adam Hoff.**

7/17/2019 1:13 PM

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