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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	COLLEGE STATION NISSAN
NNAAnet user ID	TVA-59819	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	803126	Mobile Phone	
Job/Line Number	c	Texting Status	
Created Day	Thursday		

**Incident Information**

Customer Comments	cust states ticking noise from engine	Customer Name	[REDACTED]
Verified	Yes	Vehicle	1N6BA1F41J [REDACTED]
Question for TECH LINE	What test should I do next?	VIN	1N6BA1F41J [REDACTED]
Service Manual General Section	Engine	Archived VIN Make	
Service Manual Specific Section	Engine Mechanical	Archived VIN Year	2018
Symptom Code Category	Sounds	Archived VIN Model	TITAN XD
Symptom	CLUNK/KNOCK/POP/THUMP	Incident/RO Date	8/6/2019
When does this concern occur?	ALL TIMES	Calculated Days Down	2
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	none yet	Total Days Down	2
Observed Modifications & Accessories	aftermarket front and rear bumpers	Repair Attempts	1
		Current Mileage	13,870
		Vehicle Mileage Prior Value	
		Vehicle Purchased Miles	

Primary DTC

Current DTC

Past DTC

Other DTCs

### TECH LINE Information

Subject	Knocking noise, cylinder 2 loudest 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	EMB CYLINDER BLOCK	FSSS	<input type="checkbox"/>
TECH LINE Template	ECC Initial Response	FSSS Date	
TREAD Component	06		
Date/Time Closed	8/8/2019 2:19 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

Email: Case [REDACTED] 2018 TITAN XD; Knocking noise, cylinder 2 loudest A61 [ ref:\_00DA09j8L.\_500211sXZng:ref ]

Name	[REDACTED]
Task	<input checked="" type="checkbox"/>
Due Date	8/29/2019
Assigned To	Wesley Roberts
Last Modified Date/Time	8/29/2019 1:24 PM
Comments	<p><b>Additional To:</b> tdeibert@garlynselton.com</p> <p><b>CC:</b></p> <p><b>BCC:</b> wesley.roberts@nissan-usa.com</p> <p><b>Attachment:</b></p> <p><b>Subject:</b> Case [REDACTED] 2018 TITAN XD; Knocking noise, cylinder 2 loudest A61 [ ref:_00DA09j8L._500211sXZng:ref ]</p> <p><b>Body:</b></p> <p>Travis,</p> <p>TECH LINE's latest case update is below.</p> <p><b>TSS Recommendation:</b></p> <ul style="list-style-type: none"> <li>• Inspect the ECM P/N in Consult.</li> <li>• If it is not a factory P/N then it could have an aftermarket tune.</li> <li>• With the debris we would recommend to replace the long block, and turbos if they are separate, due to the oil contamination.</li> </ul>

- Keep me posted on repair.

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: 8/8/2019

Customer name:

VIN: 1N6BA1F41J \_\_\_\_\_ Mileage: 13,870

Dealer code: 990

Dealer name: GARLYN SHELTON NISSAN

ref:\_00DA09j8L.\_5002I1sXZng:ref

**Email: Case \_\_\_\_\_ 2018 TITAN XD; Knocking noise, cylinder 2 loudest A61 [ ref:\_00DA09j8L.\_5002I1sXZng:ref ]**

Name  
Task   
Due Date  
Assigned To  
Last Modified Date/Time

8/29/2019

Wesley Roberts

8/29/2019 10:57 AM

Additional To: \_\_\_\_\_

CC:

BCC: wesley.roberts@nissan-usa.com

Attachment:

Subject: Case \_\_\_\_\_; 2018 TITAN XD; Knocking noise, cylinder 2 loudest A61 [ ref:\_00DA09j8L.\_5002I1sXZng:ref ]

Body:

Travis,

TECH LINE's latest case update is below.

TSS Recommendation:

- Videos can typically be attached directly to the case or reply email.
- It does sound more mechanical related.
- We did not receive a photo of the oil pan either.
- If we run a magnet in it, does material stick to it?
- Please attach to reply email for review.
- Keep me posted.

Comments

Thank you, \_\_\_\_\_ Wesley.RobertsTECH LINE

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Date Created: 8/8/2019

Customer name:

VIN: 1N6BA1F41J \_\_\_\_\_ Mileage: 13,870

Dealer code: 990

Dealer name: GARLYN SHELTON NISSAN

ref:\_00DA09j8L.\_5002I1sXZng:ref

Name  
Task   
Due Date 8/8/2019  
Assigned To Wesley Roberts  
Last Modified Date/Time 8/8/2019 2:19 PM

Additional To [REDACTED]  
CC:  
BCC: wesley.roberts@nissan-usa.com  
Attachment:

Subject: Case [REDACTED] 2018 TITAN XD; Knocking noise, cylinder 2 loudest A61 [ ref:\_00DA09j8L.\_5002l1sXZng:ref ]

Body:  
Travis,  
TECH LINE's latest case update is below.  
TSS Recommendation:

Comments

- Please attach a recording of the noise. • Take a fuel sample and inspect for gasoline or other fluid. • If no other fluid and diesel is good quality then see below:
- Remove the oil pan and inspect for debris.

- Attach a photo of found.

- Keep me posted.

Thank you, \_\_\_\_\_ Wesley.RobertsTECH LINE

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Case # [REDACTED]  
Date Created: 8/8/2019  
Customer name:  
VIN: 1N6BA1F41 [REDACTED] Mileage: 13,870  
Dealer code: 990  
Dealer name: GARLYN SHELTON NISSAN

ref:\_00DA09j8L.\_5002l1sXZng:ref

### Attachments

<b>71F280F92E5D4699808D373D6DEEA694.jpg</b>	<b>96548F6AFF354927987C4C2727B6CA93.jpg</b>
Size <b>60KB</b>	Size <b>83KB</b>
Ownership <b>Wesley Roberts</b>	Ownership <b>Wesley Roberts</b>
View <a href="#">View file</a>	View <a href="#">View file</a>
Last Modified <b>8/29/2019 1:23 PM</b>	Last Modified <b>8/29/2019 1:23 PM</b>
<hr/>	
<b>6AF64618B37149E387F2C433D23E66D3.jpg</b>	
Size <b>99KB</b>	
Ownership <b>Wesley Roberts</b>	
View <a href="#">View file</a>	
Last Modified <b>8/29/2019 1:23 PM</b>	

### Emails

<b>Case [REDACTED] 2018 TITAN XD; Knocking noise, cylinder 2 loudest A61 [ ref:_00DA09j8L._5002l1sXZng:ref ]</b>
Message Date <b>8/29/2019 1:24 PM</b>
Has Attachment <input type="checkbox"/>
Email Address [REDACTED]
Status <b>Sent</b>

Subject Case [REDACTED] 2018 TITAN XD; Knocking noise, cylinder 2 loudest A61 [ ref:\_00DA09j8L\_5002I1sXZng:ref ]  
Text Body Travis,

TECH LINE's latest case update is below.

**TSS Recommendation:**

- Inspect the ECM P/N in Consult.
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- With the debris we would recommend to replace the long block, and turbos if they are separate, due to the oil contamination.
- Keep me posted on repair.

Thank you,

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Wesley.Roberts

TECH LINE

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Service Manager: Make a comment on the case from the CA COMM tool found on nnanet.com.

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Case #: [REDACTED]

Date Created: 8/8/2019

Customer name:

VIN: 1N6BA1F41J [REDACTED]

Mileage: 13,870

Dealer code: 990

Dealer name: GARLYN SHELTON NISSAN

Customer's Concerns:

cust states ticking noise from engine

Technician Findings:

insp, found when engine is running loud audible rod-knock type noise. no dtcs found, when performing

power balance found noise gets much quieter with cylinder 2 turned off. using sthescopes can hear noise loudest from engine block roughly where cylinder 2 is. due to mileage would like recommendation on if teardown is needed to determine if we are replacing short block or if it may be rods/ bearings/ crank replacement:

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**RE: Case [REDACTED] 2018 TITAN XD; Knocking noise, cylinder 2 loudestA61 [ ref:\_00DA09j8L\_5002I1sXZng:ref ]**

---

Message Date 8/29/2019 12:41 PM

Has Attachment

Email Address tdeibert@garlynshelton.com

Status Read

Subject RE: Case [REDACTED] 2018 TITAN XD; Knocking noise, cylinder 2 loudestA61 [ ref:\_00DA09j8L\_5002I1sXZng:ref ]

Text Body Another thing I noticed on it while looking it over just now, it seems that the exhaust system has been completely removed as an assembly, with all of the sensors, and then reinstalled, and a couple of the heatshields are loose. Is there any way to see if the vehicle had been tuned and then turned back to factory? I can attach photos of said marks and scrapes if you'd like. Thanks sir

Sent from Mail for Windows 10

From: TECH LINE Email to Case  
Sent: Thursday, August 29, 2019 11:02 AM  
To: tdeibert@garlynshelton.com  
Subject: Case [REDACTED] 2018 TITAN XD; Knocking noise, cylinder 2 loudestA61 [ ref:\_00DA09j8L\_5002I1sXZng:ref ]

Travis,

TECH LINE's latest case update is below.

TSS Recommendation:

- Videos can typically be attached directly to the case or reply email.
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- Please attach to reply email for review.
- Keep me posted.

Thank you,

---

Wesley.Roberts  
TECH LINE

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TECH LINE cases can be reopened.

Case #: [REDACTED]  
Date Created: 8/8/2019  
Customer name:  
VIN: 1N6BA1F41 [REDACTED]  
Mileage: 13,870  
Dealer code: 990  
Dealer name: GARLYN SHELTON NISSAN

ref:\_00DA09j8L.\_5002I1sXZng:ref

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**RE: Case 36666064; 2018 TITAN XD; Knocking noise, cylinder 2 loudestA61 [ ref:\_00DA09j8L.\_5002I1sXZng:ref ]**

Message Date 8/29/2019 12:14 PM

Has Attachment

Email Addr [REDACTED]

Status Read

Subject RE: Case [REDACTED] 2018 TITAN XD; Knocking noise, cylinder 2 loudestA61 [ ref:\_00DA09j8L.\_5002I1sXZng:ref ]

Text Body Sorry about the images not being attached. Here they are. No, the debris is non ferrous.

Sent from Mail for Windows 10

From: TECH LINE Email to Case  
Sent: Thursday, August 29, 2019 11:02 AM

Subject: Case [REDACTED] 2018 TITAN XD; Knocking noise, cylinder 2 loudestA61 [ ref:\_00DA09j8L.\_5002I1sXZng:ref ]

Travis,

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- Please attach to reply email for review.
- Keep me posted.

Thank you,

Wesley.Roberts  
TECH LINE

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Case # [REDACTED]  
Date Created: 8/8/2019  
Customer name:  
VIN: 1N6BA1F4 [REDACTED]  
Mileage: 13,870  
Dealer code: 990  
Dealer name: GARLYN SHELTON NISSAN

ref:\_00DA09j8L.\_5002l1sXZng:ref

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**Case 36666064; 2018 TITAN XD; Knocking noise, cylinder 2 loudest A61 [ ref:\_00DA09j8L.\_5002l1sXZng:ref ]**

---

Message Date 8/29/2019 10:57 AM

Has Attachment

Email Address [REDACTED]

Status Sent

Subject Case 36666064; 2018 TITAN XD; Knocking noise, cylinder 2 loudest A61 [ ref:\_00DA09j8L.\_5002l1sXZng:ref ]

Text Body Travis,

TECH LINE's latest case update is below.

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- We did not receive a photo of the oil pan either.
- If we run a magnet in it, does material stick to it?
- Please attach to reply email for review.

• Keep me posted.

Thank you,

---

Wesley.Roberts

TECH LINE

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**Service Manager: Make a comment on the case from the CA COMM tool found on nnanet.com.**

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Case # [REDACTED]  
Date Created: 8/8/2019  
Customer name:  
VIN: 1N6BA1F41 [REDACTED]

Mileage: 13,870

Dealer code: 990

Dealer name: GARLYN SHELTON NISSAN

**Customer's Concerns:**  
cust states ticking noise from engine

**Technician Findings:**  
insp, found when engine is running loud audible rod-knock type noise. no dtcs found, when performing power balance found noise gets much quieter with cylinder 2 turned off. using sthescop can hear noise loudest from engine block roughly where cylinder 2 is. due to mileage would like recommendation on if teardown is needed to determine if we are replacing short block or if it may be rods/ bearings/ crank replacement:

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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 36666064; 2018 TITAN XD; Knocking noise, cylinder 2 loudestA61 [ ref:\_00DA09j8L.\_5002l1sXZng:ref ]**

---

Message Date 8/29/2019 9:27 AM  
Has Attachment   
Email Address tdeibert@garlynshelton.com  
Status Read  
Subject RE: [REDACTED], 2018 TITAN XD; Knocking noise, cylinder 2 loudestA61 [ ref:\_00DA09j8L.\_5002l1sXZng:ref ]  
Text Body Wesley,

Here is a video and also a link to a better quality video of said noise-

[REDACTED]  
fuel sampled as only diesel unfortunately.

Removed pan, here's pictures of the pickup/strainer. unsure what the red object is in strainer, it was there when I took the pan off, I left it for the pictures. Feels like rubber from a seal possibly.

Pictures of the pan- from looking at the pictures you may not be able to see it but theres a very fine layer of metal shavings throughout. I have not had the pan off another diesel yet so I don't know if it's excessive or not.

Apologies for the delays. Thank you in advance  
Sent from Mail for Windows 10

From: TECH LINE Email to Case  
Sent: Thursday, August 8, 2019 2:24 PM  
To: tdeibert@garlynshelton.com  
Subject: [REDACTED] 2018 TITAN XD; Knocking noise, cylinder 2 loudestA61 [ ref:\_00DA09j8L.\_5002l1sXZng:ref ]

Travis,

TECH LINE's latest case update is below.

**TSS Recommendation:**

- Please attach a recording of the noise.
- Take a fuel sample and inspect for gasoline or other fluid.
- If no other fluid and diesel is good quality then see below:
- Remove the oil pan and inspect for debris.
- Attach a photo of found.
- Keep me posted.

Thank you,

---

Wesley.Roberts  
TECH LINE

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Dealer name: GARLYN SHELTON NISSAN

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**Case** [REDACTED] 2018 TITAN XD; Knocking noise, cylinder 2 loudest A61 [ ref:\_00DA09j8L.\_5002l1sXZng:ref ]

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Message Date 8/8/2019 2:19 PM  
Has Attachment   
Email Address tdeibert@garlynshelton.com  
Status Sent  
Subject Case [REDACTED] 2018 TITAN XD; Knocking noise, cylinder 2 loudest A61 [ ref:\_00DA09j8L.\_5002l1sXZng:ref ]  
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Dealer code: 990

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### Case Comments

8/29/2019 1:23 PM

User **Wesley Roberts**  
Public   
Comment **TSS Recommendation:**

- Inspect the ECM P/N in Consult.
- If it is not a factory P/N then it could have an aftermarket tune.
- With the debris we would recommend to replace the long block, and turbos if they are separate, due to the oil contamination.
- Keep me posted on repair.

8/29/2019 1:22 PM

User **Wesley Roberts**  
Public   
Comment **Tech Update:**

- Sorry about the images not being attached.
- Here they are.
- No, the debris is nonferrous.
- 2nd email:
- Another thing I noticed on it while looking it over just now, it seems that the exhaust system has been completely removed as an assembly, with all of the sensors, and then reinstalled, and a couple of the heatshields are loose.
- Is there any way to see if the vehicle had been tuned and then turned back to factory?
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8/29/2019 10:56 AM

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Public   
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case or reply email.

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- We did not receive a photo of the oil pan either.
- If we run a magnet in it, does material stick to it?
- Please attach to reply email for review.
- Keep me posted.

8/29/2019 10:55 AM

User Wesley Roberts

Public

Tech Update:

• Here is a video and also a link to a better quality video of said noise-

• <https://photos.app.goo.gl/NWBifaddEyqzFC9z9>

• Fuel sampled as only diesel unfortunately.

• Removed pan, here's pictures of the pickup/strainer.

• Unsure what the red object is in strainer, it was there when I took the pan off, I left it for the pictures.

• Feels like rubber from a seal possibly.

• Pictures of the pan- from looking at the pictures you may not be able to see it but there's a very fine layer of metal shavings throughout.

• I have not had the pan off another diesel yet so I don't know if it's excessive or not.

• Apologies for the delays. Thank you in advance

8/8/2019 2:17 PM

User Wesley Roberts

Public

TSS Recommendation:

• Please attach a recording of the noise.

Comment • Remove the oil pan and inspect for debris.

• Attach a photo of found.

• Keep me posted.

8/8/2019 1:53 PM

User Survey Site Guest User

Public

Customer Comments: cust states ticking noise from engine

Technician Findings: insp, found when engine is running loud audible rod-knock type noise. no dtcs found, when performing power balance found noise gets much quieter with cylinder 2 turned off.

Comment using sthscope can hear noise loudest from engine block roughly where cylinder 2 is. due to mileage would like recommendation on if teardown is needed to determine if we are replacing short block or if it may be rods/ bearings/ crank replacement

Repairs Made: none yet

## Case History

11/19/2020 10:00 AM

User Survey Site Guest User

Action Changed Caller Name from Travis to Chase. Changed Tech Preferred Email from tdeibert@garlynshelton.com to nissan.chase@gmail.com. Changed Tech Preferred Phone from 9402286791 to 9794469479. Changed Dealer from GARLYN SHELTON NISSAN to COLLEGE STATION NISSAN.

9/4/2019 8:41 PM

User Managed Services

Action Changed Case Owner from Managed Services to Wesley Roberts.

9/4/2019 8:21 PM

User Managed Services

Action Changed Case Owner from Wesley Roberts to Managed Services.

8/29/2019 1:24 PM

User Wesley Roberts

Action Changed Status from Pending Dealer Reply to Closed. Closed.

8/8/2019 2:19 PM

User Wesley Roberts

Action Changed Status from Open to Pending Dealer Reply. Closed.

**8/8/2019 2:17 PM**

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User **Wesley Roberts**

Action **Changed Caller Name from travis deibert to Travis. Changed Subject to Knocking noise, cylinder 2 loudest A61.**

**8/8/2019 2:16 PM**

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User **Wesley Roberts**

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

**8/8/2019 1:53 PM**

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User **Survey Site Guest User**

Action **Changed Case Owner from Survey Site Guest User to TECH LINE Initial. Changed VIN from 1n6ba1f41jn519159 to 1N6BA1F41JN519159. Created.**

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