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Case [REDACTED]

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General

Caller Name	[REDACTED]	Dealer	DAVE SMITH NISSAN OF SPOKANE
NNAAnet user ID	TVA-23760	Contact Name	
Tech Preferred Phone	[REDACTED]	Customer Name	
Tech Preferred Email	[REDACTED]	Case Record Type	[REDACTED]
Preferred Contact Method	Email	Case Owner	[REDACTED]
Repair/Work Order	405987	Mobile Phone	
Job/Line Number	a	Texting Status	
Created Day	Monday		

Incident Information

Customer Comments	c/s knocking noise in engine area	Customer Name	[REDACTED]
Verified	Yes	Vehicle	1N6BA1F48 [REDACTED]
Question for TECH LINE	What test should I do next?	VIN	1N6BA1F48 [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	10/11/2019
When does this concern occur?	ALL TIMES	Calculated Days Down	3
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	none	Total Days Down	3
Observed Modifications & Accessories	none seen	Repair Attempts	1
		Current Mileage	48,027
		Vehicle Mileage Prior Value	
		Vehicle Purchased Miles	

Primary DTC

Current DTC

Past DTC

Other DTCs

TECH LINE Information

Subject	Knock from engine 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	EMC CRANKSHAFT & OIL PAN	FSSS	<input type="checkbox"/>
TECH LINE Template	ECC Initial Response	FSSS Date	
TREAD Component	06		
Date/Time Closed	10/14/2019 10:15 AM		
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: Cas [REDACTED] 2016 TITAN XD; Knock from engine A61 EM [ref:_00DA09j8L_5002I1vekzb:ref]

Name	[REDACTED]
Task	<input checked="" type="checkbox"/>
Due Date	10/15/2019
Assigned To	Michael Behning
Last Modified Date/Time	10/15/2019 10:08 AM
Comments	<p>Additional To: [REDACTED]</p> <p>CC:</p> <p>BCC: michael.behning@nissan-usa.com</p> <p>Attachment:</p> <p>Subject: Case 37496502; 2016 TITAN XD; Knock from engine A61 EM [ref:_00DA09j8L_5002I1vekzb:ref]</p> <p>Body: curt kruse, TECH LINE's latest case update is below. TSS Recommendation-</p> <p>Curt, you would want to have your parts department check with DPIC to see what the long block assembly comes with.</p> <p>If any further assistance is required reply all to the E-mail and we will be glad to follow up.</p> <p>Have a great day.</p>

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.

Closed TECH LINE cases can be reopened.

Case #: _____

Date Created: 10/14/2019

Customer name: _____

VIN: 1N6BA1F48_____ Mileage: 48,027

Dealer code: 5539

Dealer name: DAVE SMITH NISSAN OF SPOKANE

Customer's Concerns:

c/s knocking noise in engine area

Technician Findings:

I verified a noise from engine, knock noise at idle and slightly louder just above idle. During cylinder cut test noise gets slightly louder when cylinder 1-6 are cut out one at a time, noise stays nearly steady or when cylinder 8 or 7 are cut out. I suspect noise from rod #8 or #7 rod bearing.

Customer said noise started suddenly. What tests do you recommend next for diagnosis?:

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_5002I1vekzb:ref

Email: Case _____ 2016 TITAN XD; Knock from engine A61 EM [ref:_00DA09j8L_5002I1vekzb:ref]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	10/14/2019
Assigned To	Michael Behning
Last Modified Date/Time	10/14/2019 10:17 AM
Comments	Additional To: _____ CC: BCC: michael.behning@nissan-usa.com Attachment: Subject: Case _____; 2016 TITAN XD; Knock from engine A61 EM [ref:_00DA09j8L_5002I1vekzb:ref] Body: curt kruse, TECH LINE's latest case update is below. TSS Recommendation- Curt, let's drop the lower engine oil pan and inspect for debris. If any further assistance is required reply all to the E-mail and we will be glad to follow up. Have a great day. 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. Closed TECH LINE cases can be reopened. Case # _____ Date Created: 10/14/2019

Customer name: [REDACTED]
VIN: 1N6BA1F48[REDACTED] Mileage: 48,027
Dealer code: 5539
Dealer name: DAVE SMITH NISSAN OF SPOKANE

Customer's Concerns:
c/s knocking noise in engine area
Technician Findings:

I verified a noise from engine, knock noise at idle and slightly louder just above idle. During cylinder cut test noise gets slightly louder when cylinder 1-6 are cut out one at a time, noise stays nearly steady or when cylinder 8 or 7 are cut out. I suspect noise from rod #8 or #7 rod bearing.

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ref:_00DA09j8L._5002I1vekzb:ref

Emails

Case [REDACTED] 2016 TITAN XD; Knock from engine A61 EM [ref:_00DA09j8L._5002I1vekzb:ref]

Message Date 10/15/2019 10:08 AM

Has Attachment 

Email Address [REDACTED]

Status Sent

Subject Case 37496502; 2016 TITAN XD; Knock from engine A61 EM [ref:_00DA09j8L._5002I1vekzb:ref]

Text Body curt kruse,

TECH LINE's latest case update is below.

TSS Recommendation-

Curt, you would want to have your parts department check with DPIC to see what the long block assembly comes with.

If any further assistance is required reply all to the E-mail and we will be glad to follow up.

Have a great day.

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: 10/14/2019
Customer name:
VIN: 1N6BA1F4: [REDACTED]

Mileage: 48,027

Dealer code: 5539

Dealer name: DAVE SMITH NISSAN OF SPOKANE

Customer's Concerns:
c/s knocking noise in engine area

Technician Findings:

I verified a noise from engine, knock noise at idle and slightly louder just above idle. During cylinder cut test noise gets slightly louder when cylinder 1-6 are cut out one at a time, noise stays nearly steady or when cylinder 8 or 7 are cut out. I suspect noise from rod #8 or #7 rod bearing. Customer said noise started suddenly. What tests do you recommend next for diagnosis?:

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Re: Case [REDACTED] 2016 TITAN XD; Knock from engine A61 EM [ref:_00DA09j8L._5002l1vekzb:ref]

Message Date 10/15/2019 9:47 AM

Has Attachment

Email Address [REDACTED]

Status Read

Subject Re: Case [REDACTED] 2016 TITAN XD; Knock from engine A61 EM [ref:_00DA09j8L._5002l1vekzb:ref]

Text Body Hello Mike, I found excess debris in the lower oil pan, looks like bearing pieces. I will send a report to PCC for a longblock assembly. My question: does a longblock come with high press. fuel pump? Fuel rails? Injectors?

Thank you.

Curt Kruse

On Monday, October 14, 2019, 08:17:43 AM PDT, TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:

#yiv5883398561 p{margin-top:0px;margin-bottom:0px;}

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| curt kruse,

TECH LINE's latest case update is below.

TSS Recommendation-

Curt, let's drop the lower engine oil pan and inspect for debris.

If any further assistance is required reply all to the E-mail and we will be glad to follow up.

Have a great day.

Thank you,

Mike B.

TECH LINE

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Case #: [REDACTED]

Date Created: 10/14/2019

Customer name: [REDACTED]

VIN: 1N6BA1F48 [REDACTED]

Mileage: 48,027

Dealer code: 5539

Dealer name: DAVE SMITH NISSAN OF SPOKANE

Customer's Concerns:
c/s knocking noise in engine area

Technician Findings:

I verified a noise from engine, knock noise at idle and slightly louder just above idle. During cylinder cut test noise gets slightly louder when cylinder 1-6 are cut out one at a time, noise stays nearly steady or when cylinder 8 or 7 are cut out. I suspect noise from rod #8 or #7 rod bearing.

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ref:_00DA09j8L._5002I1vekzb:ref

Case [REDACTED] **2016 TITAN XD; Knock from engine A61 EM [ref:_00DA09j8L._5002I1vekzb:ref]**

Message Date **10/14/2019 10:17 AM**

Has Attachment

Email Address [REDACTED]

Status **Sent**

Subject **Case 37496502; 2016 TITAN XD; Knock from engine A61 EM [ref:_00DA09j8L._5002I1vekzb:ref]**

Text Body **curt kruse,**

TECH LINE's latest case update is below.

TSS Recommendation-

Curt, let's drop the lower engine oil pan and inspect for debris.

If any further assistance is required reply all to the E-mail and we will be glad to follow up.

Have a great day.

Thank you,

Mike B.

TECH LINE

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Case #: [REDACTED]
Date Created: 10/14/2019
Customer name:
VIN: 1N6BA1F48[REDACTED]

Mileage: 48,027

Dealer code: 5539

Dealer name: DAVE SMITH NISSAN OF SPOKANE

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c/s knocking noise in engine area

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Customer said noise started suddenly. What tests do you recommend next for diagnosis?:

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Case Comments

10/15/2019 10:07 AM

10/15/2019 10:05 AM

User **Michael Behning**
Public
Comment **TSS Recommendation-**
Curt, you would want to have your parts department check with DPIC to see what the long block assembly comes with.
If any further assistance is required reply all to the

User **Michael Behning**
Public
Comment **Description-**
From tech E-mail-
Hello Mike, I found excess debris in the lower oil pan, looks like bearing pieces. I will send a report to PCC for a long block assembly. My question:

E-mail and we will be glad to follow up.
Have a great day.

does a long block come with high press. Fuel pump? Fuel rails? Injectors?

10/14/2019 10:17 AM

10/14/2019 10:13 AM

User [REDACTED]
Public
Comment **TSS Recommendation- Curt, let's drop the lower engine oil pan and inspect for debris.**
If any further assistance is required reply all to the E-mail and we will be glad to follow up.
Have a great day.

User **Survey Site Guest User**
Public
Comment **I suspect noise from rod or cylinder 8, maybe 7. What tests are next?**

10/14/2019 10:12 AM

User **Survey Site Guest User**
Public
Comment **Customer Comments: c/s knocking noise in engine area**
 Technician Findings: I verified a noise from engine, knock noise at idle and slightly louder just above idle. During cylinder cut test noise gets slightly louder when cylinder 1-6 are cut out one at a time, noise stays nearly steady or when cylinder 8 or 7 are cut out. I suspect noise from rod #8 or #7 rod bearing.
Customer said noise started suddenly. What tests do you recommend next for diagnosis?
 Repairs Made: none

Case History

10/14/2019 10:15 AM

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

10/14/2019 10:15 AM

User **Michael Behning**
Action **Changed Subject to Knock from engine A61 EM.**

10/14/2019 10:14 AM

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

10/14/2019 10:12 AM

User **Survey Site Guest User**
Action **Changed Case Owner from Survey Site Guest User to TECH LINE Initial. Changed VIN from 1n6ba1f48gn512072 to 1N6BA1F48GN512072. Created.**