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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           | NATIONWIDE NISSAN |
| NNAnet user ID           | tva-09383  | 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        | 95665      | Mobile Phone     |                   |
| Job/Line Number          | a          | Texting Status   |                   |
| Created Day              | Wednesday  |                  |                   |

### Incident Information

|                                      |   |                             |                       |
|--------------------------------------|---|-----------------------------|-----------------------|
| Customer Comments                    | hearing thumping noise for a few days and has got worse | Customer Name               | [REDACTED]            |
| Verified                             | Yes   | Vehicle                     | 1N6BA1F40C [REDACTED] |
| Question for TECH LINE               | Have you seen this before?                              | VIN                         | 1N6BA1F40C [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            | 10/19/2019            |
| When does this concern occur?        | ALL TIMES   | Calculated Days Down        | 4                     |
| Is single occurrence or a pattern?   |   | Additional Days Down        |                       |
| Repairs Made                         | none  | Total Days Down             | 4                     |
| Observed Modifications & Accessories | tuner, straight pipe exhaust, ecm modified              | Repair Attempts             | 0                     |
|                                      |   | Current Mileage             | 69,323                |
|                                      |   | Vehicle Mileage Prior Value |                       |
|                                      |   | Vehicle Purchased           |                       |

Miles  
 Primary DTC  
 Current DTC  
 Past DTC  
 Other DTCs

**TECH LINE Information**

|                         |  |                            |                          |
|-------------------------|--|----------------------------|--------------------------|
| Subject                 | engine knocking from lower end and metal in oil pan A61 EM | Resolution Action          |                          |
| Status                  | Pending Dealer Reply                                       | Resolution Object          |                          |
| 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        | 10/23/2019 9:47 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: Case [REDACTED] 2016 TITAN XD; engine knocking from lower end and metal in oil pan A61 EM [ ref:\_00DA09j8L\_5002I1wFa0e:ref ]

|                         |   |
|-------------------------|---|
| Name                    |   |
| Task                    | <input checked="" type="checkbox"/>   |
| Due Date                | 10/23/2019  |
| Assigned To             | Robert Aponte   |
| Last Modified Date/Time | 10/23/2019 10:05 AM   |
| Comments                | <p>Additional To: [REDACTED]</p> <p>CC:</p> <p>BCC: robert.aponte@nissan-usa.com</p> <p>Attachment:</p> <p>Subject: Case [REDACTED] 2016 TITAN XD; engine knocking from lower end and metal in oil pan A61 EM [ ref:_00DA09j8L_5002I1wFa0e:ref ]</p> <p>Body:</p> <p>adam testerman,<br/>       TECH LINE's latest case update is below.<br/>       RECOMMENDATION-</p> <p>Thank You for the case information and the pictures.</p> |

The Images/Pictures you attached to the case look like bearing debris.

At this time we would recommend to replace the long engine due to the metallic debris and the knocking noise located to the engine lower end.

We would also recommend to return the vehicle to factory conditions before any repairs are performed, to prevent any engine concern from reoccurring

If further technical assistance is needed, please follow up, as we are here to help.

Thank you, \_\_\_\_\_ Robert Aponte 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: 10/23/2019

Customer name:

VIN: 1N6BA1F40G\_\_\_\_\_ Mileage: 69,323

Dealer code: 11027

Dealer name: NATIONWIDE NISSAN

Customer's Concerns:

hearing thumping noise for a few days and has got worse

Technician Findings:

vehicle came in with engine knocking from lower end. completed cylinder cut test on all cylinders with no change to noise. isolated to bottom end of motor knocking and vehicle shuts off after giving more then 1/4 throttle. vehicle has tuner switch in cab on dash and all exhaust emissions equipment has been removed and has straight piped exhaust and ecm part number has been modified for tunes. pulled lower pan and found heavy silver metal flakes and few larger pieces of silver metal debris. called into pcc and they want a primary failed part before they can approve a claim. is this a warranty item after vehicle has been modified? and also without tear down complete motor, we are unable to pinpoint the exacty primary failed part.:

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.\_5002I1wFa0e:ref

## Attachments

**Power Balance Test37581368.pdf**

Size **4KB**  
Ownership **Survey Site Guest User**  
View [View file](#)  
Last Modified **10/23/2019 9:46 AM**

**IMG\_5723[1].JPG**

Size **2.07MB**  
Ownership **Survey Site Guest User**  
View [View file](#)  
Last Modified **10/23/2019 9:45 AM**

**IMG\_5726[1].JPG**

Size **2.37MB**  
Ownership **Survey Site Guest User**  
View [View file](#)  
Last Modified **10/23/2019 9:45 AM**

**IMG\_5725[1].JPG**

Size **2.75MB**  
Ownership **Survey Site Guest User**  
View [View file](#)  
Last Modified **10/23/2019 9:45 AM**

**IMG\_5724[1].JPG**

**IMG\_5715[1].JPG**

Size **2.6MB**  
Ownership **Survey Site Guest User**  
View [View file](#)  
Last Modified **10/23/2019 9:44 AM**

Size **1.77MB**  
Ownership **Survey Site Guest User**  
View [View file](#)  
Last Modified **10/23/2019 9:44 AM**

### **IMG\_5718[1].MOV**

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Size **26.73MB**  
Ownership **Survey Site Guest User**  
View [View file](#)  
Last Modified **10/23/2019 9:44 AM**

### **Emails**

Case [REDACTED] 2016 TITAN XD; engine knocking from lower end and metal in oil pan A61 EM [ref:\_00DA09j8L.\_5002I1wFa0e:ref ]

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Message Date **10/23/2019 10:05 AM**

Has Attachment

Email Address [REDACTED]

Status **Sent**

Subject **Case [REDACTED] 2016 TITAN XD; engine knocking from lower end and metal in oil pan A61 EM [ref:\_00DA09j8L.\_5002I1wFa0e:ref ]**

Text Body **adam testerman,**

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

#### **RECOMMENDATION-**

**Thank You for the case information and the pictures.**

**The Images/Pictures you attached to the case look like bearing debris.**

**At this time we would recommend to replace the long engine due to the metallic debris and the knocking noise located to the engine lower end.**

**We would also recommend to return the vehicle to factory conditions before any repairs are performed, to prevent any engine concern from reoccurring**

**If further technical assistance is needed, please follow up, as we are here to help.**

**Thank you,**

---

**Robert Aponte**

**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: 10/23/2019  
Customer name: [REDACTED]  
VIN: 1N6BA1F40G [REDACTED]

Mileage: 69,323

Dealer code: 11027

Dealer name: NATIONWIDE NISSAN

Customer's Concerns:  
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### Case Comments

10/23/2019 10:04 AM

User Robert Aponte  
Public   
Comment **RECOMMENDATION-**  
Thank You for the case information and the pictures.  
  
The Images/Pictures you attached to the case look like bearing debris.  
At this time we would recommend to replace the long engine due to the metallic debris and the knocking noise located to the engine lower end.  
  
We would also recommend to return the vehicle to factory conditions before any repairs are performed, to prevent any engine concern from reoccurring

10/23/2019 9:43 AM

User Survey Site Guest User  
Public   
Comment **Customer Comments:** hearing thumping noise for a few days and has got worse  
 **Technician Findings:** vehicle came in with engine knocking from lower end. completed cylinder cut test on all cylinders with no change to noise. isolated to bottom end of motor knocking and vehicle shuts off after giving more then 1/4 throttle. vehicle has tuner switch in cab on dash and all exhaust emissions equipment has been removed and has straight piped exhaust and ecm part number has been modified for tunes. pulled lower pan and found heavy silver metal flakes and few larger pieces of silver metal debris. called into pcc and they want a primary failed part before they can approve a claim. is this a warranty item after vehicle has been modified? and also without tear

If further technical assistance is needed, please follow up, as we are here to help.

down complete motor, we are unable to pinpoint the exact primary failed part.  
 Repairs Made: none

## Case History

10/23/2019 9:47 AM

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User Robert Aponte

Action Changed Subject to engine knocking from lower end and metal in oil pan A61 EM. Changed Status from Open to Pending Dealer Reply. Closed.

10/23/2019 9:44 AM

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User Robert Aponte

Action Changed Case Owner from TECH LINE Initial 1 to Robert Aponte.

10/23/2019 9:43 AM

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User Survey Site Guest User

Action Changed Case Owner from Survey Site Guest User to TECH LINE Initial 1. Changed VIN from 1n6ba1f40gn503396 to 1N6BA1F40GN503396. Created.