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Case [REDACTED]

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General

Caller Name	[REDACTED]	Dealer	[REDACTED]
NNAnet user ID	[REDACTED]	Contact Name	[REDACTED]
Tech Preferred Phone	[REDACTED]	Customer Name	[REDACTED]
Tech Preferred Email	davidmich78@gmail.com	Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	Michael Lemmons
Repair/Work Order	580194	Mobile Phone	[REDACTED]
Job/Line Number	A	Texting Status	[REDACTED]
Created Day	Friday		

Incident Information

Customer Comments	CUSTOMER STATES NOISE FROM ENGINE POPPING KNOCKING NOISE	Customer Name	[REDACTED]
Verified	Yes	Vehicle	1N6BA1F42 [REDACTED]
Question for TECH LINE	What is the most likely cause for this incident?	VIN	1N6BA1F42 [REDACTED]
Service Manual General Section	Engine	Archived VIN Make	[REDACTED]
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	12/17/2019
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	Repair Attempts	2
		Current Mileage	43,066
		Vehicle Mileage Prior Value	[REDACTED]

Vehicle Purchased Miles
 Primary DTC
 Current DTC ECM NONE
 Past DTC ECM NONE
 Other DTCs

TECH LINE Information

Subject Engine knocks Resolution Action
 Status Closed Resolution Object
 Confirmed Resolution Pending Field Inspection Indicator
 Component Code Category EM|Engine Mechanical NNA Field Inspection Date
 Component Code Issue EMD|PISTONS & CONNECTING RODS FSSS
 TECH LINE Template ECC Initial Response FSSS Date
 TREAD Component 06
 Date/Time Closed 12/20/2019 8:11 AM
 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: Case [REDACTED] 2016 TITAN XD; Engine knocks [ref:_00DA09j8L._500211zNeAs:ref]

Name
 Task
 Due Date 12/30/2019
 Assigned To Michael Lemmons
 Last Modified Date/Time 12/30/2019 8:17 AM
 Comments Additional To: [REDACTED]
 CC:
 BCC: michael.lemmons@nissan-usa.com
 Attachment:
 Subject: Case [REDACTED] 2016 TITAN XD; Engine knocks [ref:_00DA09j8L._500211zNeAs:ref]
 Body:
 DAVID,
 Since you have found large metal debris in the oil pan this certainly confirms we have a significant mechanical issue.
 Our recommendation will be to replace the long engine.
 Thank you, _____ Michael L.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: 12/20/2019
Customer name:
VIN: 1N6BA1F42G [REDACTED] Mileage: 43,066
Dealer code: 3229
Dealer name: WOODFIELD NISSAN

Customer's Concerns:
CUSTOMER STATES NOISE FROM ENGINE POPING KNOCKING NOISE
Technician Findings:
WHEN ENGINE IS RUNNING SOUNDS LIKE ENGINE HAS ROD KNOCK.

IT'S LOUDER WHEN IT'S COLD AND NOT SO LOUD WHEN WORM UP.

SOUNDS LIKE IS COMING FROM LOWER END OF ENGINE.:

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ref:_00DA09j8L_5002I1zNeAs:ref

Email: Case [REDACTED] 2016 TITAN XD; [ref:_00DA09j8L_5002I1zNeAs:ref]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	12/20/2019
Assigned To	Michael Lemmons
Last Modified Date/Time	12/20/2019 8:11 AM
Comments	<p>Additional To [REDACTED] CC: BCC: michael.lemmons@nissan-usa.com Attachment:</p> <p>Subject: Case [REDACTED] 2016 TITAN XD; [ref:_00DA09j8L_5002I1zNeAs:ref] Body: DAVID, For the diesel we have seen two causes of engine knock.</p> <p>First, of course it could be do to a mechanical issue related to piston or bearing.</p> <p>But we have also seen injectors cause a knock if they are drastically overfueling a cylinder.</p> <p>These injectors are a bit different because if the injector electrically disconnects at the right moment it can cause the injector to remain open constantly.</p> <p>Unplug and reconnect each injector connector several times to clean the terminals and improve the connection.</p> <p>After doing this 5 to 10 times per injector then restart the engine and see if the noise goes away.</p> <p>If this doesn't stop the noise then use Consult active test "cylinder cutout test" to disable cylinders one at a time.</p> <p>Determine if there is a specific cylinder that can be cut off to reduce the knock.</p> <p>If the noise appears to be a lower engine mechanical issue then drain the oil looking for evidence of metal and/or bearing material.</p> <p>Thank you, _____ Michael L.TECH LINE</p> <p>The TECH LINE Survey can be accessed by: CLICKING HERE</p>

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Case #: [REDACTED]
Date Created: 12/20/2019
Customer name:
VIN: 1N6BA1F42G [REDACTED] Mileage: 43,066
Dealer code: 3229
Dealer name: WOODFIELD NISSAN

Customer's Concerns:
CUSTOMER STATES NOISE FROM ENGINE POPING KNOCKING NOISE
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ref:_00DA09j8L._5002I1zNeAs:ref

Emails

Case [REDACTED] 2016 TITAN XD; Engine knocks [ref:_00DA09j8L._5002I1zNeAs:ref]

Message Date 12/30/2019 8:17 AM

Has Attachment

Email Address [REDACTED]

Status **Sent**

Subject **Case [REDACTED] 2016 TITAN XD; Engine knocks [ref:_00DA09j8L._5002I1zNeAs:ref]**

Text Body **DAVID MICHALSKI,**

TECH LINE's latest case update is below.

Replied to tech:

Since you have found large metal debris in the oil pan this certainly confirms we have a significant mechanical issue.

Our recommendation will be to replace the long engine.

Thank you,

Michael L.

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: 12/20/2019
Customer name:
VIN: 1N6BA1F42 [REDACTED]

Mileage: 43,066

Dealer code: 3229

Dealer name: WOODFIELD NISSAN

Customer's Concerns:
CUSTOMER STATES NOISE FROM ENGINE POPING KNOCKING NOISE

Technician Findings:
WHEN ENGINE IS RUNNING SOUNDS LIKE ENGINE HAS ROD KNOCK. IT'S LOUDER WHEN IT'S COLD AND NOT SO LOUD WHEN WORM UP. SOUNDS LIKE IS COMING FROM LOWER END OF ENGINE.:

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Michael Lemmons
Nissan North America, Inc.
Technical Support Specialist, TECH LINE
Michael.Lemmons@nissan-usa.com
phone: [REDACTED]
fax: +1 615-967-3314

Re: Cas [REDACTED] **2016 TITAN XD; [ref:_00DA09j8L_5002I1zNeAs:ref]**

Message Date 12/28/2019 9:18 AM

Has Attachment

Email Address [REDACTED]

Status Read

Subject **Re: Case** [REDACTED] **2016 TITAN XD; [ref:_00DA09j8L_5002I1zNeAs:ref]**

Text Body **Hi I have disconnected injectors and no change noise is still there. Used consult to turn injectors off and no change, Remove oil pan and found metall chunks. I want to make sure it's ok to replace engine or you want me to check something else. Thanks.**

On Fri, Dec 20, 2019, 8:11 AM TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:

[REDACTED]

- >
- >
- > For the diesel we have seen two causes of engine knock.
- > First, of course it could be do to a mechanical issue related to piston or
- > bearing.
- > But we have also seen injectors cause a knock if they are drastically
- > overfueling a cylinder.
- > These injectors are a bit different because if the injector electrically
- > disconnects at the right moment it can cause the injector to remain open
- > constantly.
- > Unplug and reconnect each injector connector several times to clean the
- > terminals and improve the connection.
- > After doing this 5 to 10 times per injector then restart the engine and
- > see if the noise goes away.
- > If this doesn't stop the noise then use Consult active test "cylinder
- > cutout test" to disable cylinders one at a time.
- > Determine if there is a specific cylinder that can be cut off to reduce
- > the knock.
- > If the noise appears to be a lower engine mechanical issue then drain the
- > oil looking for evidence of metal and/or bearing material.

>

>

>

> Thank you,

>

> _____

> Michael L.

>

> TECH LINE

>

>

>

> The TECH LINE Survey can be accessed by: [CLICKING HERE](#)

[REDACTED]

- >
- > *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.

>

>

>

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>

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> *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: 12/20/2019

> Customer name:

> VIN: 1N6BA1F42 [REDACTED]

>

> Mileage: 43,066

>

> Dealer code: 3229

>

> Dealer name: WOODFIELD NISSAN
>
> Customer's Concerns:
> CUSTOMER STATES NOISE FROM ENGINE POPING KNOCKING NOISE
>
>
> Technician Findings:
> WHEN ENGINE IS RUNNING SOUNDS LIKE ENGINE HAS ROD KNOCK.
> IT'S LOUDER WHEN IT'S COLD AND NOT SO LOUD WHEN WORM UP.
> SOUNDS LIKE IS COMING FROM LOWER END OF ENGINE.:
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> all copies of the message.
>
>
> ref:_00DA09j8L._5002I1zNeAs:ref
>

Cas [REDACTED] 2016 TITAN XD; [ref:_00DA09j8L._5002I1zNeAs:ref]

Message Date 12/20/2019 8:11 AM

Has Attachment

Email Address [REDACTED]

Status Sent

Subject Case [REDACTED] 2016 TITAN XD; [ref:_00DA09j8L._5002I1zNeAs:ref]

Text Bod [REDACTED]

TECH LINE's latest case update is below.

Recommendation:

For the diesel we have seen two causes of engine knock.

First, of course it could be do to a mechanical issue related to piston or bearing.

But we have also seen injectors cause a knock if they are drastically overfueling a cylinder.

These injectors are a bit different because if the injector electrically disconnects at the right moment it can cause the injector to remain open constantly.

Unplug and reconnect each injector connector several times to clean the terminals and improve the connection.

After doing this 5 to 10 times per injector then restart the engine and see if the noise goes away.

If this doesn't stop the noise then use Consult active test "cylinder cutout test" to disable cylinders one at a time.

Determine if there is a specific cylinder that can be cut off to reduce the knock.

If the noise appears to be a lower engine mechanical issue then drain the oil looking for evidence of metal and/or bearing material.

Thank you,

[REDACTED]

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.

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: 12/20/2019
Customer name: [REDACTED]
VIN: 1N6BA1F42 [REDACTED]

Mileage: 43,066

Dealer code: 3229

Dealer name: WOODFIELD NISSAN

Customer's Concerns:
CUSTOMER STATES NOISE FROM ENGINE POPING KNOCKING NOISE

Technician Findings:
WHEN ENGINE IS RUNNING SOUNDS LIKE ENGINE HAS ROD KNOCK.
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Michael Lemmons
Nissan North America, Inc.
Technical Support Specialist, TECH LINE
Michael.Lemmons@nissan-usa.com
phone: [REDACTED]
fax: +1 615-967-3314

Case Comments

12/30/2019 8:16 AM

User	Michael Lemmons
Public	<input checked="" type="checkbox"/>
Comment	Replied to tech: Since you have found large metal debris in the oil

12/30/2019 8:15 AM

User	Michael Lemmons
Public	<input checked="" type="checkbox"/>
Comment	Received reply from tech: Hi I have disconnected injectors and no change

pan this certainly confirms we have a significant mechanical issue. Our recommendation will be to replace the long engine.

noise is still there. Used consult to turn injectors off and no change. Remove oil pan and found metall chunks. I want to make sure it's ok to replace engine or you want me to check something else. Thanks.

12/20/2019 8:10 AM

User **Michael Lemmons**
Public

Comment **Recommendation:**
For the diesel we have seen two causes of engine knock.
First, of course it could be do to a mechanical issue related to piston or bearing.
But we have also seen injectors cause a knock if they are drastically overfueling a cylinder.
These injectors are a bit different because if the injector electrically disconnects at the right moment it can cause the injector to remain open constantly.
Unplug and reconnect each injector connector several times to clean the terminals and improve the connection.
After doing this 5 to 10 times per injector then restart the engine and see if the noise goes away.
If this doesn't stop the noise then use Consult active test "cylinder cutout test" to disable cylinders one at a time.
Determine if there is a specific cylinder that can be cut off to reduce the knock.
If the noise appears to be a lower engine mechanical issue then drain the oil looking for evidence of metal and/or bearing material.

12/20/2019 7:41 AM

User **Survey Site Guest User**
Public

Comment **Customer Comments: CUSTOMER STATES NOISE FROM ENGINE POPING KNOCKING NOISE**
 Technician Findings: WHEN ENGINE IS RUNNING SOUNDS LIKE ENGINE HAS ROD KNOCK. IT'S LOUDER WHEN IT'S COLD AND NOT SO LOUD WHEN WORM UP. SOUNDS LIKE IS COMING FROM LOWER END OF ENGINE.
 Repairs Made: NONE

Case History

12/20/2019 8:11 AM

User [REDACTED]
Action **Changed Subject to Engine knocks. Changed Status from Open to Closed. Closed.**

12/20/2019 7:42 AM

User [REDACTED]
Action **Changed Case Owner from TECH LINE Initial 1 to Michael Lemmons.**

12/20/2019 7:41 AM

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