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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	TIM DAHLE NISSAN
NNAnet user ID	[REDACTED]	Contact Name	
Tech Preferred Phone	[REDACTED]	Customer Name	
Tech Preferred Email	[REDACTED]	Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	Michael Cramer
Repair/Work Order	6246500	Mobile Phone	
Job/Line Number	5	Texting Status	
Created Day	Thursday		

### Incident Information

Customer Comments	vehicle runs rough	Customer Name	[REDACTED]
Verified	Yes	Vehicle	1N6BA1F35 [REDACTED]
Question for TECH LINE	What test should I do next?	VIN	1N6BA1F35 [REDACTED]
Service Manual General Section	Engine	Archived VIN Make	
Service Manual Specific Section	Fuel System	Archived VIN Year	2017
Symptom Code Category	Sounds	Archived VIN Model	TITAN XD
Symptom	NOISE EXCESSIVE	Incident/RO Date	12/18/2019
When does this concern occur?	GEAR 2	Calculated Days Down	8
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	none	Total Days Down	8
Observed Modifications & Accessories	none	Repair Attempts	0
		Current Mileage	23,167
		Vehicle Mileage Prior Value	
		Vehicle Purchased Miles	

Primary DTC

Current DTC

Past DTC

Other DTCs

### TECH LINE Information

Subject	Engine has knocking noise. -A61-	Resolution Action	INSPECT
Status	Closed	Resolution Object	FUEL INJECTORS
Confirmed Resolution	Yes	Field Inspection Indicator	<input type="checkbox"/>
Component Code Category	EF Engine Fuel Systems	NNA Field Inspection Date	
Component Code Issue	EFJ FUEL INJECTORS	FSSS	<input type="checkbox"/>
TECH LINE Template	ECC Follow Up	FSSS Date	
TREAD Component	07		
Date/Time Closed	12/26/2019 9:51 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] 2017 TITAN XD; Engine has knocking noise. -A61- [ ref: [REDACTED]\_500211zP8Q2:ref ]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	1/6/2020
Assigned To	[REDACTED]
Last Modified Date/Time	1/6/2020 12:14 PM
Comments	<p><b>Additional To:</b> [REDACTED]</p> <p><b>CC:</b></p> <p><b>BCC:</b></p> <p><b>Attachment:</b></p> <p><b>Subject:</b> Cas [REDACTED] 2017 TITAN XD; Engine has knocking noise. -A61- [ ref: 00DA09j8L_500211zP8Q2:ref ]</p> <p><b>Body:</b>  David Tucker,  TECH LINE's recommendation is below.  <b>Recommendation:</b></p> <ul style="list-style-type: none"> <li>• Thank you for the update, David.</li> <li>• Let's move forward with the replacement of the long engine, clearing any debris from related coolers, lines, etc.</li> </ul>

• Let us know if you need anything further and have a great day.

Thank you, [REDACTED] 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: 12/26/2019

Customer name:

VIN: 1N6BA1F35H [REDACTED] Mileage: 23,167

Dealer code: 2696

Dealer name: TIM DAHLE NISSAN

Customer's Concerns:

vehicle runs rough

Technician Findings:

customer came in for runs rough, vehicle runs ok but has engine knock, found if killing #8 cylinder noise almost goes away. no codes and is not misfiring. found a few incidents for fuel injector issue. do I start with this? noise is about a 6. louder when cold or accel.:

ref:\_00DA09j8L.\_5002I1zP8Q2:ref

Email: Cas [REDACTED] 2017 TITAN XD; Engine has knocking noise. -A61- [ [REDACTED] L.\_5002I1zP8Q2:ref ]

Name  
Task   
Due Date 1/2/2020  
Assigned To Michael Cramer  
Last Modified Date/Time 1/2/2020 7:16 AM  
Comments

Additional To [REDACTED]  
CC:  
BCC:  
Attachment:

Subject: Cas [REDACTED] 2017 TITAN XD; Engine has knocking noise. -A61- [ ref:\_00DA09j8L.\_5002I1zP8Q2:ref ]

Body:  
David Tucker,  
TECH LINE's recommendation is below.  
Recommendation:

- Thank you for the information.
- My name is [REDACTED] (different than before) and I will be assisting with your case.
- I was unable to find any trending issues related to your concern.
- Engine knocking on the diesel engines can sometimes be a normal characteristic.
- Let's be sure to compare this to other like vehicles at the same trim level to confirm this is not the case.
- With the issue being unlike any known good vehicle, let's see if we can pin point the knock to the upper end or the lower end of the engine.
- If in the upper end, we may be able to use a borescope to see inside the valve cover and inspect any trauma there.

- If in the lower end, we may also be able to use the borescope to see through the oil drain hole and inspect for trauma.
- Be sure to inspect the engine oil for any signs of metal debris, as this would indicate a mechanical issue with the engine itself.
- Remember, the more evidence we find the more accurate our repairs will be.
- Be sure to take pictures of whatever debris/ trauma found.
- If the issue is in the engine itself, the long block will need to be replaced.
- Be on the lookout for sounds coming from the transmission area, using the engine like a speaker to transmit sound.
- Let's use the stethoscope to confirm the knocking is indeed in the engine and not coming from the transmission area.
- Let us know if you need anything further and have a great day.

Thank you, \_\_\_\_\_ Mike CramerTECH 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: 12/26/2019

Customer name: [REDACTED]

VIN: 1N6BA1F35H [REDACTED] Mileage: 23,167

Dealer code: 2696

Dealer name: TIM DAHLE NISSAN

Customer's Concerns:

vehicle runs rough

Technician Findings:

customer came in for runs rough. vehicle runs ok but has engine knock. found if killing #8 cylinder noise almost goes away. no codes and is not misfiring. found a few incidents for fuel injector issue. do I start with this? noise is about a 6. louder when cold or accel.:

ref:\_00DA09j8L\_5002I1zP8Q2:ref

**Email: Case 38320295; 2017 TITAN XD; Engine has knocking noise. -A61- [ ref:\_00DA09j8L\_5002I1zP8Q2:ref ]**

Name	
Task	<input checked="" type="checkbox"/>
Due Date	12/30/2019
Assigned To	John Seaborn
Last Modified Date/Time	12/30/2019 11:55 AM
Comments	Additional To [REDACTED] CC: BCC: john.seaborniii@nissan-usa.com Attachment:  Subject: Case [REDACTED], 2017 TITAN XD; Engine has knocking noise. -A61- [ ref:_00DA09j8L_5002I1zP8Q2:ref ] Body: David, TECH LINE's recommendation is below. Description

Received case email response from tech, copied & pasted email text, below.

"Replaced number 8 injector.

Noise was gone for about 5 minutes and then came back.

If I kill number 8 or 7 the noise is almost gone.

If I kill them both noise is completely gone.

Should I replace number 7 injector? I think that is the next step."

**Recommendation**

David, very well done and thank you for the case update, please see recommendations listed below.

1) Please replace the #7 cylinder fuel injector.

2) Service manager to consult with Dealer Warranty Administrator, in regards to all warranty approval & process related questions.

Tech to reply to all on email response, if additional technical assistance is required.

Thank you, \_\_\_\_\_ John S.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: 12/26/2019

Customer name:

VIN: 1N6BA1F35H [REDACTED] Mileage: 23,167

Dealer code: 2696

Dealer name: TIM DAHLE NISSAN

**Customer's Concerns:**

vehicle runs rough

**Technician Findings:**

customer came in for runs rough. vehicle runs ok but has engine knock. found if killing #8 cylinder noise almost goes away. no codes and is not misfiring. found a few incidents for fuel injector issue. do I start with this? noise is about a 6. louder when cold or accel.:

ref:\_00DA09j8L\_5002I1zP8Q2:ref

**Email: Case 38320295; 2017 TITAN XD; Engine has knocking noise. -A61- [ ref:\_00DA09j8L\_5002I1zP8Q2:ref ]**

Name	
Task	<input checked="" type="checkbox"/>
Due Date	12/26/2019
Assigned To	John Seaborn
Last Modified Date/Time	12/26/2019 9:53 AM
Comments	Additional To [REDACTED] CC: BCC: john.seaborniii@nissan-usa.com Attachment:  Subject: Case [REDACTED] 2017 TITAN XD; Engine has knocking noise. -A61- [ ref:_00DA09j8L_5002I1zP8Q2:ref ] Body: David, TECH LINE's latest case update is below. Description

Engine has knocking noise.

Incident noise is significantly diminished when #8 cylinder fuel injector is deactivated.

**Recommendation**

David, well done, please see recommendations listed below.

1) Please replace the #8 cylinder fuel injector.

2) Service manager to consult with Dealer Warranty Administrator, in regards to all warranty approval & process related questions.

Tech to reply to all on email response, if additional technical assistance is required.

Thank you, \_\_\_\_\_ John S.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: 12/26/2019

Customer name: [REDACTED]

VIN: 1N6BA1F35H [REDACTED] Mileage: 23,167

Dealer code: 2696

Dealer name: TIM DAHLE NISSAN

**Customer's Concerns:**

vehicle runs rough

**Technician Findings:**

customer came in for runs rough. vehicle runs ok but has engine knock. found if killing #8 cylinder noise almost goes away. no codes and is not misfiring. found a few incidents for fuel injector issue. do I start with this? noise is about a 6. louder when cold or accel.:

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.\_5002I1zP8Q2:ref

**Emails**

Case [REDACTED] 2017 TITAN XD; Engine has knocking noise. -A61- [ ref: [REDACTED]\_5002I1zP8Q2:ref ]

Message Date 1/6/2020 12:14 PM

Has Attachment

Email Address [REDACTED]

Status **Sent**

Subject **Case [REDACTED] 2017 TITAN XD; Engine has knocking noise. -A61- [ ref:\_00DA09j8L.\_5002I1zP8Q2:ref ]**

Text Body **David Tucker,**

**TECH LINE's recommendation is below.**

**Recommendation:**

- Thank you for the update, David.
- Let's move forward with the replacement of the long engine, clearing any debris from related coolers, lines, etc.
- Let us know if you need anything further and have a great day.

Thank you,

---

**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:** 12/26/2019  
**Customer name:**  
**VIN:** 1N6BA1F3 [REDACTED]

**Mileage:** 23,167

**Dealer code:** 2696

**Dealer name:** TIM DAHLE NISSAN

**Customer's Concerns:**  
vehicle runs rough

**Technician Findings:**  
customer came in for runs rough. vehicle runs ok but has engine knock. found if killing #8 cylinder noise almost goes away. no codes and is not misfiring. found a few incidents for fuel injector issue. do I start with this? noise is about a 6. louder when cold or accel.:

---

**Re: Case 38320295; 2017 TITAN XD; Engine has knocking noise. -A61- [ ref:\_00DA09j8L.\_5002I1zP8Q2:ref ]**

Message Date 1/6/2020 12:11 PM  
Has Attachment   
Email Address [REDACTED]  
Status **Read**  
Subject **Re: Case 38320295; 2017 TITAN XD; Engine has knocking noise. -A61- [ ref:\_00DA09j8L.\_5002I1zP8Q2:ref ]**  
Text Body **Pull pan and found lots of debris. Pretty big chunks. Appears to be bearing material**  
  
**Sent from my iPhone**

> On Jan 2, 2020, at 6:16 AM, TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:

>  
>



>  
> TECH LINE's recommendation is below.

>  
> Recommendation:

- > • Thank you for the information.
- > • My name is Mike (different than before) and I will be assisting with your case.
- > • I was unable to find any trending issues related to your concern.
- >
- > • Engine knocking on the diesel engines can sometimes be a normal characteristic.
- > • Let's be sure to compare this to other like vehicles at the same trim level to confirm this is not the case.
- >
- > • With the issue being unlike any known good vehicle, let's see if we can pin point the knock to the upper end or the lower end of the engine.
- > • If in the upper end, we may be able to use a borescope to see inside the valve cover and inspect any trauma there.
- > • If in the lower end, we may also be able to use the borescope to see through the oil drain hole and inspect for trauma.
- > • Be sure to inspect the engine oil for any signs of metal debris, as this would indicate a mechanical issue with the engine itself.
- >
- > • Remember, the more evidence we find the more accurate our repairs will be.
- > • Be sure to take pictures of whatever debris/ trauma found.
- > • If the issue is in the engine itself, the long block will need to be replaced.
- >
- > • Be on the lookout for sounds coming from the transmission area, using the engine like a speaker to transmit sound.
- > • Let's use the stethoscope to confirm the knocking is indeed in the engine and not coming from the transmission area.
- > • Let us know if you need anything further and have a great day.

>  
>  
> Thank you,

>  
> \_\_\_\_\_  
> Mike Cramer  
> 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: 12/26/2019  
> Customer name: [REDACTED]  
> VIN: 1N6BA1F35 [REDACTED]  
> Mileage: 23,167  
> Dealer code: 2696  
> Dealer name: TIM DAHLE NISSAN

>  
> Customer's Concerns:  
> vehicle runs rough


>  
> Technician Findings:  
> customer came in for runs rough. vehicle runs ok but has engine knock. found if killing #8 cylinder noise almost goes away. no codes and is not misfiring. found a few incidents for fuel injector issue. do I start with this? noise is about a 6. louder when cold or accel.:

>

>  
> ref:\_00DA09j8L.\_500211zP8Q2:ref

**Case 38320295; 2017 TITAN XD; Engine has knocking noise. -A61- [ ref:\_00DA09j8L.\_500211zP8Q2:ref ]**

---

Message Date 1/2/2020 7:16 AM  
Has Attachment   
Email Address [REDACTED]  
Status Sent  
Subject Case [REDACTED] 2017 TITAN XD; Engine has knocking noise. -A61- [ ref:\_00DA09j8L.\_500211zP8Q2:ref ]  
Text Body David Tucker,

TECH LINE's recommendation is below.

**Recommendation:**

- Thank you for the information.
- My name is Mike (different than before) and I will be assisting with your case.
- I was unable to find any trending issues related to your concern.
  
- Engine knocking on the diesel engines can sometimes be a normal characteristic.
- Let's be sure to compare this to other like vehicles at the same trim level to confirm this is not the case.
  
- With the issue being unlike any known good vehicle, let's see if we can pin point the knock to the upper end or the lower end of the engine.
- If in the upper end, we may be able to use a borescope to see inside the valve cover and inspect any trauma there.
- If in the lower end, we may also be able to use the borescope to see through the oil drain hole and inspect for trauma.
- Be sure to inspect the engine oil for any signs of metal debris, as this would indicate a mechanical issue with the engine itself.
  
- Remember, the more evidence we find the more accurate our repairs will be.
- Be sure to take pictures of whatever debris/ trauma found.
- If the issue is in the engine itself, the long block will need to be replaced.
  
- Be on the lookout for sounds coming from the transmission area, using the engine like a speaker to transmit sound.
- Let's use the stethoscope to confirm the knocking is indeed in the engine and not coming from the transmission area.
- Let us know if you need anything further and have a great day.

Thank you,

---

Mike Cramer

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:** 12/26/2019  
**Customer name:**  
**VIN:** 1N6BA1F35H [REDACTED]

**Mileage:** 23,167

**Dealer code:** 2696


**Dealer name:** TIM DAHLE NISSAN

**Customer's Concerns:**  
vehicle runs rough

**Technician Findings:**  
customer came in for runs rough. vehicle runs ok but has engine knock. found if killing #8 cylinder noise almost goes away. no codes and is not misfiring. found a few incidents for fuel injector issue. do I start with this? noise is about a 6. louder when cold or accel.:

**Re: Case 38320295; 2017 TITAN XD; Engine has knocking noise. -A61- [ ref:\_00DA09j8L\_5002I1zP8Q2:ref ]**

---

Message Date 12/31/2019 11:13 AM  
Has Attachment   
Email Address [REDACTED]  
Status Read  
Subject Re: Cas [REDACTED] 2017 TITAN XD; Engine has knocking noise. -A61- [ ref:\_00DA09j8L\_5002I1zP8Q2:ref ]  
Text Body Replaced number 7 injector. Noise is still there. If no load at idle noise is gone. If in gear the noise is back. Kill both 7 and 8 noise is gone. Kill others and noise is less but still there

**Sent from my iPhone**

> On Dec 30, 2019, at 10:55 AM, TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:  
>  
>  
>  
> David,  
>  
> TECH LINE's recommendation is below.  
>  
> Description  
> Received case email response from tech, copied & pasted email text, below.  
> "Replaced number 8 injector.  
> Noise was gone for about 5 minutes and then came back.  
> If I kill number 8 or 7 the noise is almost gone.  
> If I kill them both noise is completely gone.  
> Should I replace number 7 injector? I think that is the next step."  
>  
> Recommendation  
> David, very well done and thank you for the case update, please see recommendations listed below.  
> 1) Please replace the #7 cylinder fuel injector,  
> 2) Service manager to consult with Dealer Warranty Administrator, in regards to all warranty approval & process related questions.  
> Tech to reply to all on email response, if additional technical assistance is required.

>  
>  
> Thank you,  
> \_\_\_\_\_  
> John S.  
> 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: 12/26/2019  
> Customer name:  
> VIN: 1N6BA1F3 [REDACTED]  
> Mileage: 23,167  
> Dealer code: 2696  
> Dealer name: TIM DAHLE NISSAN  
>  
> Customer's Concerns:  
> vehicle runs rough  
>  
> Technician Findings:  
> customer came in for runs rough. vehicle runs ok but has engine knock. found if killing #8 cylinder noise almost goes away, no codes and is not misfiring. found a few incidents for fuel injector issue. do I start with this? noise is about a 6. louder when cold or accel.:  
>  
>  
> ref:\_00DA09j8L\_5002I1zP8Q2:ref

Case [REDACTED] 2017 TITAN XD; Engine has knocking noise. -A61- [ ref:\_00DA09j8L\_5002I1zP8Q2:ref ]

---

Message Date 12/30/2019 11:55 AM

Has Attachment 

Email Address [REDACTED]

Status Sent

Subject Case [REDACTED]; 2017 TITAN XD; Engine has knocking noise. -A61- [ ref:\_00DA09j8L\_5002I1zP8Q2:ref ]

Text Body David Tucker,

TECH LINE's recommendation is below.

**Description**

Received case email response from tech, copied & pasted email text, below.

"Replaced number 8 injector.

Noise was gone for about 5 minutes and then came back.

If I kill number 8 or 7 the noise is almost gone.

If I kill them both noise is completely gone.

Should I replace number 7 injector? I think that is the next step."

**Recommendation**

David, very well done and thank you for the case update, please see recommendations listed below.

1) Please replace the #7 cylinder fuel injector.

2) Service manager to consult with Dealer Warranty Administrator, in regards to all warranty approval & process related questions.

Tech to reply to all on email response, if additional technical assistance is required.

Thank you,

---

John S.

**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:** 12/26/2019  
**Customer name:**  
**VIN:** 1N6BA1F35H [REDACTED]

**Mileage:** 23,167

**Dealer code:** 2696

**Dealer name:** TIM DAHLE NISSAN


**Customer's Concerns:**  
vehicle runs rough

**Technician Findings:**  
customer came in for runs rough. vehicle runs ok but has engine knock. found if killing #8 cylinder noise almost goes away. no codes and is not misfiring. found a few incidents for fuel injector issue. do I start with this? noise is about a 6. louder when cold or accel.:

---

**Re: Case** [REDACTED] **2017 TITAN XD; Engine has knocking noise. -A61- [ ref: [REDACTED]\_5002I1zP8Q2:ref ]**

---

Message Date	12/30/2019 11:50 AM
Has Attachment	
Email Address	[REDACTED]
Status	Read
Subject	<b>Re: Case</b> [REDACTED] <b>2017 TITAN XD; Engine has knocking noise. -A61- [ ref: _00DA09j8L_5002I1zP8Q2:ref ]</b>
Text Body	Replaced number 8 injector. Noise was gone for about 5 minutes and then came back. If I kill number 8 or 7 the noise is almost gone. If I kill them both noise is completely gone, Should I replace number 7 injector? I think that is the next step

Sent from my iPhone

> On Dec 26, 2019, at 8:53 AM, TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:

>

>

>

> David,

>

> TECH LINE's latest case update is below.

>

> Description

> Engine has knocking noise.

> Incident noise is significantly diminished when #8 cylinder fuel injector is deactivated.

>

> Recommendation

> David, well done, please see recommendations listed below.

> 1) Please replace the #8 cylinder fuel injector.

> 2) Service manager to consult with Dealer Warranty Administrator, in regards to all warranty approval & process related questions.

> Tech to reply to all on email response, if additional technical assistance is required.

>

>

> Thank you,

>

> \_\_\_\_\_  
> John S.

> 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: 12/26/2019

> Customer name: [REDACTED]

> VIN: 1N6BA1F3[REDACTED]

> Mileage: 23,167

> Dealer code: 2696

> Dealer name: TIM DAHLE NISSAN

>

> Customer's Concerns:

> vehicle runs rough

>

> Technician Findings:

> customer came in for runs rough. vehicle runs ok but has engine knock. found if killing #8 cylinder noise almost goes away. no codes and is not misfiring. found a few incidents for fuel injector issue. do I start with this? noise is about a 6. louder when cold or accel.:

>

>

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>

> ref:\_00DA09j8L\_500211zP8Q2:ref

Message Date 12/26/2019 9:53 AM

Has Attachment 

Email Address [REDACTED]

Status Sent

Subject Case [REDACTED] 2017 TITAN XD; Engine has knocking noise. -A61- [ ref: [REDACTED] \_500211zP8Q2:ref ]

Text Body David Tucker,

TECH LINE's latest case update is below.

**Description**

Engine has knocking noise.

Incident noise is significantly diminished when #8 cylinder fuel injector is deactivated.

**Recommendation**

David, well done, please see recommendations listed below.

1) Please replace the #8 cylinder fuel injector.

2) Service manager to consult with Dealer Warranty Administrator, in regards to all warranty approval & process related questions.

Tech to reply to all on email response, if additional technical assistance is required.

Thank you,

---

John S.

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: 12/26/2019

Customer name:

VIN: 1N6BA1F3 [REDACTED]

Mileage: 23,167

Dealer code: 2696

Dealer name: TIM DAHLE NISSAN

**Customer's Concerns:**  
vehicle runs rough

**Technician Findings:**  
customer came in for runs rough. vehicle runs ok but has engine knock. found if killing #8 cylinder noise almost goes away. no codes and is not misfiring. found a few incidents for fuel injector issue. do I start with this? noise is about a 6. louder when cold or accel.:

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### Case Comments

1/6/2020 12:14 PM

User **Michael Cramer**  
Public   
Comment **Recommendation:**

- Thank you for the update, David.
- Let's move forward with the replacement of the long engine, clearing any debris from related coolers, lines, etc.
- Let us know if you need anything further and have a great day.

1/2/2020 7:16 AM

User **Michael Cramer**  
Public   
Comment **Recommendation:**

- Thank you for the information.
- My name is Mike (different than before) and I will be assisting with your case.
- I was unable to find any trending issues related to your concern.
- Engine knocking on the diesel engines can sometimes be a normal characteristic.
- Let's be sure to compare this to other like vehicles at the same trim level to confirm this is not the case.
- With the issue being unlike any known good vehicle, let's see if we can pin point the knock to the upper end or the lower end of the engine.
- If in the upper end, we may be able to use a borescope to see inside the valve cover and inspect any trauma there.
- If in the lower end, we may also be able to use the borescope to see through the oil drain hole and inspect for trauma.
- Be sure to inspect the engine oil for any signs of metal debris, as this would indicate a mechanical issue with the engine itself.

1/6/2020 12:14 PM

User **Michael Cramer**  
Public   
Comment **Tech email reports:**

- Pull pan and found lots of debris. Pretty big chunks. Appears to be bearing material

1/2/2020 7:16 AM

User **Michael Cramer**  
Public   
Comment **Tech email reports:**

- Replaced number 7 injector.
- Noise is still there.
- If no load at idle noise is gone.
- If in gear the noise is back.
- Kill both 7 and 8
- Noise is gone.
- Kill others
- And noise is less but still there

12/26/2019 9:53 AM

User **John Seaborn**  
Public   
Comment **Description**  
Engine has knocking noise. Incident noise is significantly diminished when #8 cylinder fuel injector is deactivated.  
**Recommendation**  
David, well done, please see recommendations listed below.

- 1) Please replace the #8 cylinder fuel injector.
- 2) Service manager to consult with Dealer Warranty Administrator, in regards to all warranty approval & process related questions.

Tech to reply to all on email response, if additional technical assistance is required.

- Remember, the more evidence we find the more accurate our repairs will be.
  - Be sure to take pictures of whatever debris/trauma found.
  - If the issue is in the engine itself, the long block will need to be replaced.
- 
- Be on the lookout for sounds coming from the transmission area, using the engine like a speaker to transmit sound.
  - Let's use the stethoscope to confirm the knocking is indeed in the engine and not coming from the transmission area.
  - Let us know if you need anything further and have a great day.

12/30/2019 11:55 AM

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User **John Seaborn**  
 Public

Description  
 Received case email response from tech, copied & pasted email text, below.  
 "Replaced number 8 injector.  
 Noise was gone for about 5 minutes and then came back.  
 If I kill number 8 or 7 the noise is almost gone.  
 If I kill them both noise is completely gone.  
 Should I replace number 7 injector? I think that is the next step."

Comment

Recommendation  
 David, very well done and thank you for the case update, please see recommendations listed below.  
 1) Please replace the #7 cylinder fuel injector.  
 2) Service manager to consult with Dealer Warranty Administrator, in regards to all warranty approval & process related questions.  
 Tech to reply to all on email response, if additional technical assistance is required.

12/26/2019 9:24 AM

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User **Survey Site Guest User**  
 Public

Customer Comments: vehicle runs rough  
 Technician Findings: customer came in for runs rough. vehicle runs ok but has engine knock. found if killing #8 cylinder noise almost goes away. no codes and is not misfiring. found a few incidents for fuel injector issue. do I start with this? noise is about a 6. louder when cold or accel.  
 Repairs Made: none

## Case History

1/6/2020 12:14 PM

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

1/2/2020 7:07 AM

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User **Michael Cramer**  
 Action **Closed.**

1/2/2020 7:06 AM

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User **Michael Cramer**

Action **Changed Case Owner from TECH LINE Tier 2 to Michael Cramer.**

**1/2/2020 6:13 AM**

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User **John Seaborn**

Action **Changed Case Owner from John Seaborn to TECH LINE Tier 2.**

**12/26/2019 9:51 AM**

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User **John Seaborn**

Action **Changed Subject to Engine has knocking noise. -A61-. Changed Status from Open to Pending Dealer Reply. Closed.**

**12/26/2019 9:48 AM**

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User **John Seaborn**

Action **Changed Case Owner from TECH LINE Initial 1 to John Seaborn.**

**12/26/2019 9:24 AM**

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User **Survey Site Guest User**

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

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