



Case: [REDACTED]

Content cannot be displayed: You do not have sufficient privileges to access the page: /apex/TLAlertPage

General

Caller Name	Guy Franzen	Dealer	RIVERSIDE NISSAN
NNAnet user ID	TVA-07020	Contact Name	
Tech Preferred Phone	9515445629	Customer Name	
Tech Preferred Email	[REDACTED]	Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	Matthew Mead
Repair/Work Order	353820	Mobile Phone	
Job/Line Number	1	Texting Status	
Created Day	Tuesday		

Incident Information

Customer Comments	Customer states hearing a knocking noise coming from the engine	Customer Name	[REDACTED]
Verified	Yes	Vehicle	1N6BA1F4X [REDACTED]
Question for TECH LINE	Need a second opinion / Is my diagnosis correct?	VIN	1N6BA1F4X [REDACTED]
Service Manual General Section	Engine	Archived VIN Make	
Service Manual Specific Section	Engine Mechanical	Archived VIN Year	2017
Symptom Code Category	Sounds	Archived VIN Model	TITAN XD
Symptom	CLUNK/KNOCK/POP/THUMP	Incident/RO Date	1/9/2020
When does this concern occur?	ALL TIMES	Calculated Days Down	5
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	Other Dealerships updated programs	Total Days Down	5
Observed Modifications & Accessories	Large tow hitch	Repair Attempts	0
		Current Mileage	27,642
		Vehicle Mileage Prior Value	

Vehicle Purchased
Miles

Primary DTC

Current DTC

Past DTC

Other DTCs

TECH LINE Information

Subject	Knocking noise from engine.	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	1/14/2020 11:40 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: Ca [REDACTED] 2017 TITAN XD; Knocking noise from engine. [ref:_00DA09j8L._5002l20ehZm:ref]

Name	[REDACTED]
Task	<input checked="" type="checkbox"/>
Due Date	1/14/2020
Assigned To	Matthew Mead
Last Modified Date/Time	1/14/2020 11:42 AM
Comments	<p>Additional To [REDACTED]</p> <p>CC:</p> <p>BCC:</p> <p>Attachment:</p> <p>Subject: Cas [REDACTED] 2017 TITAN XD; Knocking noise from engine. [ref:_00DA09j8L._5002l20ehZm:ref]</p> <p>Body:</p> <p>Guy Franzen, TECH LINE's latest case update is below. Recommendation:</p> <ul style="list-style-type: none">- Thank you for sending in the photos.- Please continue with removing the oil pan and inspecting for excessive debris.

- If excessive debris is found please replace the long engine assembly.

Thank you, _____ Matt MTECH 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: 1/14/2020

Customer name:

VIN: 1N6BA1F4X _____ Mileage: 27,642

Dealer code: 3753

Dealer name: RIVERSIDE NISSAN

Customer's Concerns:

Customer states hearing a knocking noise coming from the engine

Technician Findings:

Hearing louder than normal knocking noise. Most loudest on start up. Compared to other diesel Titans and noise not normal. No codes. Found all computers up to date on programming. Did cylinder cut test. Noise least heard when #7 is cut, but still hear knocking noise. Noise is loudest all the time when in drive or reverse gear. Knocking is from engine.

Is there anything else You want me to test before taking oil pan down and looking for bearing material?:

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._5002I20ehZm:ref

Attachments

titan tow.jpg

Size **560KB**
Ownership **Survey Site Guest User**
View [View file](#)
Last Modified **1/14/2020 11:36 AM**

titan oil.jpg

Size **1.13MB**
Ownership **Survey Site Guest User**
View [View file](#)
Last Modified **1/14/2020 11:36 AM**

titan oil receipt.jpg

Size **1.03MB**
Ownership **Survey Site Guest User**
View [View file](#)
Last Modified **1/14/2020 11:36 AM**

titan codes.jpg

Size **572KB**
Ownership **Survey Site Guest User**
View [View file](#)
Last Modified **1/14/2020 11:36 AM**

titan ro1.jpg

Size **678KB**
Ownership **Survey Site Guest User**
View [View file](#)
Last Modified **1/14/2020 11:36 AM**

titan ro.jpg

Size **790KB**
Ownership **Survey Site Guest User**
View [View file](#)
Last Modified **1/14/2020 11:36 AM**

Emails

Case _____ 2017 TITAN XD; Knocking noise from engine. [ref:_00DA09j8L._5002I20ehZm:ref]

Message Date **1/14/2020 11:42 AM**

Has Attachment

Email Address **guys510@yahoo.com**

Status **Sent**

Subject **Case _____ 2017 TITAN XD; Knocking noise from engine. [ref:_00DA09j8L._5002I20ehZm:ref]**

Text Body **Guy Franzen,**

TECH LINE's latest case update is below.

Recommendation:

- Thank you for sending in the photos.
- Please continue with removing the oil pan and inspecting for excessive debris.
- If excessive debris is found please replace the long engine assembly.

Thank you,

Matt M

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: 1/14/2020

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VIN: 1N6BA1F4X [REDACTED]

Mileage: 27,642

Dealer code: 3753

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Case Comments

1/14/2020 11:42 AM

1/14/2020 11:37 AM

User **Matthew Mead**
Public
Comment **Recommendation:**
- Thank you for sending in the photos.
- Please continue with removing the oil pan and inspecting for excessive debris.
- If excessive debris is found please replace the long engine assembly.

User **Survey Site Guest User**
Public
Comment **Pictures of Ro and data**

1/14/2020 11:35 AM

User **Survey Site Guest User**
Public
Comment **Customer Comments: Customer states hearing a knocking noise coming from the engine**
 Technician Findings: Hearing louder than normal knocking noise. Most loudest on start up. Compared to other diesel Titans and noise not normal. No codes. Found all computers up to date on programming. Did cylinder cut test. Noise least heard when #7 is cut, but still hear knocking noise. Noise is loudest all the time when in drive or reverse gear. Knocking is from engine.
Is there anything else You want me to test before taking oil pan down and looking for bearing material?
 Repairs Made: Other Dealerships updated programs

Case History

1/14/2020 11:40 AM

User **Matthew Mead**
Action **Changed Subject to Knocking noise from engine.. Changed Status from Open to Pending Dealer Reply. Closed.**

1/14/2020 11:39 AM

User **Matthew Mead**
Action **Changed Case Owner from TECH LINE Initial to Matthew Mead.**

1/14/2020 11:35 AM

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