



Case: [REDACTED]

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

**General**

Caller Name	[REDACTED]	Dealer	FRANKLIN NISSAN
NNA net user ID	tva-26267	Contact Name	
Tech Preferred Phone	2707799021	Customer Name	
Tech Preferred Email	asphaltcowboyperformance@gmail.com	Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	Kelby Hausman
Repair/Work Order	6034025	Mobile Phone	
Job/Line Number	1	Texting Status	
Created Day	Friday		

**Incident Information**

Customer Comments	CUSTOMER STATES VEHICLE KNOCKING	Customer Name	[REDACTED]
Verified	Yes	Vehicle	1N6BA1F47 [REDACTED]
Question for TECH LINE	Other - Ask Question in Technician Findings	VIN	1N6BA1F47 [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	2/7/2020
When does this concern occur?	AT START	Calculated Days Down	0
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	NONE	Total Days Down	0
Observed Modifications & Accessories	NONE	Repair Attempts	0
		Current Mileage	54,073
		Vehicle Mileage Prior Value	

Vehicle Purchased  
Miles

Primary DTC

Current DTC

Past DTC

Other DTCs

**TECH LINE Information**

Subject	Knock noise 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	EMA ENGINE ASSEMBLY	FSSS	<input type="checkbox"/>
TECH LINE Template	ECC Initial Response	FSSS Date	
TREAD Component	06		
Date/Time Closed	2/7/2020 2:11 PM		
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 39481906; 2017 TITAN XD; Knock noise from engine A61 EM [ ref: \_00DA09j8L\_5002I22nU7g:ref ]

Name	[REDACTED]
Task	<input checked="" type="checkbox"/>
Due Date	2/7/2020
Assigned To	Kelby Hausman
Last Modified Date/Time	2/7/2020 2:12 [REDACTED]
Comments	<p>Additional To [REDACTED]</p> <p>CC:</p> <p>BCC: kelby.hausman@nissan-usa.com</p> <p>Attachment:</p> <p>Subject: Case 39481906; 2017 TITAN XD; Knock noise from engine A61 EM [ ref: _00DA09j8L_5002I22nU7g:ref ]</p> <p>Body:</p> <p>Chris,</p> <p>Thank you for the case information.</p> <p>If we have found debris in the oil pan, further teardown would not be required.</p> <p>Please replace the long block.</p> <p>Thank you, _____ Kelby HausmanTECH LINE</p>

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: 2/7/2020  
Customer name: [REDACTED]  
VIN: 1N6BA1F [REDACTED] Page: 54,073  
Dealer code: 3798  
Dealer name: FRANKLIN NISSAN

Customer's Concerns:  
CUSTOMER STATES VEHICLE KNOCKING

Technician Findings:  
CUSTOMER STATES VEHICLE IS KNOCKING, VEHICLE TOWED IN. VERIFIED COMPLAINT FOUND VEHICLE TO HAVE KNOCK COMING FROM LOWER END OF ENGINE. OIL LEVEL CORRECT AND APPEARS TO BE IN NORMAL CONDITION. NOTICE EXCESSIVE BALANCER WOBBLE/MOVMENT. REMOVED DRIVE BELT WITH NO CHANGE IN NOISE OR BALANCER MOVMENT. REMOVED LOWER OIL PAN AND FOUND PAN TO HAVE EXCESS DEBRIS LARGE AND SMALL. TRAMA TO ENGINE IS NOT VISIBLE FROM LOWER PAN REMOVAL. DO I NEED TO TEAR DOWN ENGINE FURTHER TO DETERMINE POINT OF FAILURE OR HAS THIS BEEN SEEN BEFORE? SEVERAL CASES OF CRANKSHAFT FAILURE IN DATA BASE.:

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.\_5002I22nU7g:ref

## Emails

Case [REDACTED]; 2017 TITAN XD; Knock noise from engine A61 EM [ ref:\_00DA09j8L.\_5002I22nU7g:ref ]

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Message Date 2/7/2020 2:12 PM

Has Attachment

Email Address [REDACTED]

Status **Sent**

Subject **Case 39481906; 2017 TITAN XD; Knock noise from engine A61 EM [ ref:\_00DA09j8L.\_5002I22nU7g:ref ]**

Text Body **Chris new,**

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

### Recommendation

Thank you for the case information.  
If we have found debris in the oil pan, further teardown would not be required.  
Please replace the long block.

Thank you,

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**Kelby Hausman**

**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: 2/7/2020

Customer name:

VIN: 1N6BA1 [REDACTED]

Mileage: 54,073

Dealer code: 3798

Dealer name: FRANKLIN NISSAN

**Customer's Concerns:**  
CUSTOMER STATES VEHICLE KNOCKING

**Technician Findings:**  
CUSTOMER STATES VEHICLE IS KNOCKING, VEHICLE TOWED IN. VERIFIED COMPLAINT FOUND VEHICLE TO HAVE KNOCK COMING FROM LOWER END OF ENGINE. OIL LEVEL CORRECT AND APPEARS TO BE IN NORMAL CONDITION. NOTICE EXCESSIVE BALANCER WOBBLE/MOVMENT. REMOVED DRIVE BELT WITH NO CHANGE IN NOISE OR BALANCER MOVMENT. REMOVED LOWER OIL PAN AND FOUND PAN TO HAVE EXCESS DEBRIS LARGE AND SMALL. TRAMA TO ENGINE IS NOT VISIBLE FROM LOWER PAN REMOVAL. DO I NEED TO TEAR DOWN ENGINE FURTHER TO DETERMINE POINT OF FAILURE OR HAS THIS BEEN SEEN BEFORE? SEVERAL CASES OF CRANKSHAFT FAILURE IN DATA BASE.:

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**Kelby Hausman**  
Technical Support Specialist  
Aftersales Dealer Support – TECH LINE

Nissan North America, Inc.  
Phon [REDACTED]  
Fax: +1 615-984-5234

**Case Comments**

2/7/2020 2:11 PM

2/7/2020 1:55 PM

User | Kelby Hausman

User | Survey Site Guest User

Public

**Recommendation**

Comment Thank you for the case information.  
If we have found debris in the oil pan, further  
teardown would not be required.  
Please replace the long block.

Public

**Customer Comments: CUSTOMER STATES  
VEHICLE KNOCKING**

Comment  Technician Findings: CUSTOMER STATES  
VEHICLE IS KNOCKING, VEHICLE TOWED IN.  
VERIFIED COMPLAINT FOUND VEHICLE TO  
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BE IN NORMAL CONDITION. NOTICE EXCESSIVE  
BALANCER WOBBLE/MOVMENT. REMOVED  
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TO TEAR DOWN ENGINE FURTHER TO  
DETERMINE POINT OF FAILURE OR HAS THIS  
BEEN SEEN BEFORE? SEVERAL CASES OF  
CRANKSHAFT FAILURE IN DATA BASE.  
 Repairs Made: NONE

**Case History**

**2/7/2020 2:11 PM**

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User **Kelby Hausman**

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

**2/7/2020 2:11 PM**

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User **Kelby Hausman**

Action **Changed Subject to Knock noise from engine A61 EM.**

**2/7/2020 2:09 PM**

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User **Kelby Hausman**

Action **Changed Case Owner from TECH LINE Initial to Kelby Hausman.**

**2/7/2020 1:55 PM**

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User **Survey Site Guest User**

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