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Case [REDACTED]

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General

Caller Name	[REDACTED]	Dealer	METRO NISSAN OF REDLANDS
NNAnet user ID	TVA-03272	Contact Name	
Tech Preferred Phone	909 233 9618	Customer Name	
Tech Preferred Email	kblackstone14@gmail.com	Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	Matthew Mead
Repair/Work Order	452349	Mobile Phone	
Job/Line Number	1	Texting Status	
Created Day	Friday		

Incident Information

Customer Comments	while driving lost power and now is making a clanking noise	Customer Name	[REDACTED]
Verified	Yes	Vehicle	1N6BA1F33 [REDACTED]
Question for TECH LINE	Need a second opinion / Is my diagnosis correct?	VIN	1N6BA1F33 [REDACTED]
Service Manual General Section	Engine	Archived VIN Make	
Service Manual Specific Section	Engine Mechanical	Archived VIN Year	2017
Symptom Code Category	Experience/Occurrence	Archived VIN Model	TITAN XD
Symptom	LACK OF POWER NO ACCEL	Incident/RO Date	2/14/2020
When does this concern occur?	AT LOW SPEED 15-30	Calculated Days Down	1
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	0	Total Days Down	1
Observed Modifications & Accessories	LIFT KIT	Repair Attempts	0
		Current Mileage	50,123
		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	REPLACE
Status	Pending Dealer Reply	Resolution Object	ENGINE ASSEMBLY
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	2/15/2020 10:31 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

Review Dealer Comment

Name	
Task	<input checked="" type="checkbox"/>
Due Date	2/17/2020
Assigned To	Matthew Mead
Last Modified Date/Time	2/15/2020 10:30 AM
Comments	

Review Dealer Comment

Name	
Task	<input checked="" type="checkbox"/>
Due Date	2/17/2020
Assigned To	Survey Site Guest User
Last Modified Date/Time	2/14/2020 3:56 PM
Comments	

Email: Cas [REDACTED] : 2017 TITAN XD; Knocking noise from engine. [ref: _00DA09j8L._5002I22q0oA:ref]

Name

Task
Due Date 2/15/2020
Assigned To Adam Hoff
Last Modified Date/Time 2/15/2020 10:31 AM

Additional To [REDACTED]

CC:
BCC: adam.hoff@nissan-usa.com
Attachment:

Subject: Case [REDACTED] 2017 TITAN XD; Knocking noise from engine. [ref:_00DA09j8L._5002I22q0oA:ref]

Body:
Ken Blackstone,
TECH LINE's latest case update is below.
TSS recommendation:

We received an update of "wrong file possibly".

The last recommendation was for long block replacement.

Please let us know if any further assistance is need on this case.

Thank you, _____ Adam HTECH 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.

Comments 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: 2/14/2020
Customer name:
VIN: 1N6BA1F33 [REDACTED] Mileage: 50,123
Dealer code: 3378
Dealer name: METRO NISSAN OF REDLANDS

Customer's Concerns:
while driving lost power and now is making a clanking noise

Technician Findings:
engine has a loud knocking noise, cannot determine where its from, is at the speed of the crankshaft, perform an engine cylinder cut test, #s 3 and 7 change the pitch of the noise a little, #7 RPM drop is a little less than other cylinders, crankshaft end play seems normal, listen with a stethoscope, seems the same on all parts of lower engine. Oil level is correct, no metal on the dip stick, suspect the crank shaft may be cracked or broken:

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._5002I22q0oA:ref

Email: Case [REDACTED] 2017 TITAN XD; Knocking noise from engine. [ref:_00DA09j8L._5002I22q0oA:ref]

Name
Task
Due Date 2/14/2020
Assigned To Matthew Mead
Last Modified Date/Time 2/14/2020 3:57 PM

Comments Additional To [REDACTED]

CC:
BCC:
Attachment:

Subject: Cas [REDACTED] 2017 TITAN XD; Knocking noise from engine. [

ref:_00DA09j8L._5002I22q0oA:ref]

Body:

Ken Blackstone,
TECH LINE's latest case update is below.
Recommendation:

- Thank you for isolating the sound to the lower part of the engine.
- We agree with your diagnosis. Please replace the long engine assembly.

Thank you, _____ Matt MTECH LINE

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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: 2/14/2020

Customer name: _____

VIN: 1N6BA1F33_____ Mileage: 50,123

Dealer code: 3378

Dealer name: METRO NISSAN OF REDLANDS

Customer's Concerns:

while driving lost power and now is making a clanking noise

Technician Findings:

engine has a loud knocking noise, cannot determine where its from, is at the speed of the crankshaft, perform an engine cylinder cut test, #s 3 and 7 change the pitch of the noise a little, #7 RPM drop is a little less than other cylinders, crankshaft end play seems normal, listen with a stethoscope, seems the same on all parts of lower engine. Oil level is correct, no metal on the dip stick, suspect the crank shaft may be cracked or broken:

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ref:_00DA09j8L._5002I22q0oA:ref

Attachments

FB_ _____g

Size 0 bytes

Ownership Survey Site Guest User

View [View file](#)

Last Modified 2/14/2020 3:56 PM

Emails

Case 39568091; 2017 TITAN XD; Knocking noise from engine. [ref:_00DA09j8L._5002I22q0oA:ref]

Message Date 2/15/2020 10:31 AM

Has Attachment 

Email Address kb_____

Status Sent

Subject Case 39568091; 2017 TITAN XD; Knocking noise from engine. [ref:_00DA09j8L._5002I22q0oA:ref]

Text Body Ken Blackstone,

TECH LINE's latest case update is below.

TSS recommendation:

We received an update of "wrong file possibly".
The last recommendation was for long block replacement.
Please let us know if any further assistance is need on this case.

Thank you,

Adam H

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: 2/14/2020

Customer name:

VIN: 1N6BA1F3 [REDACTED]

Mileage: 50,123

Dealer code: 3378

Dealer name: METRO NISSAN OF REDLANDS

Customer's Concerns:

while driving lost power and now is making a clanking noise

Technician Findings:

engine has a loud knocking noise,cannot determine where its from,is at the speed of the crankshaft,perform an engine cylinder cut test,#s 3 and 7 change the pitch of the noise a little,#7 RPM drop is a little less than other cylinders,crankshaft end play seems normal,listen with a stethoscope,seems the same on all parts of lower engine.Oil level is correct,no metal on the dip stick,suspect the crank shaft may be cracked or broken:

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copies of the message.

Adam Hoff
Technical Support Specialist
Aftersales Dealer Support

Nissan North America, Inc.
610 Enon Springs Road East
S [REDACTED]
P [REDACTED] Fax: +1-615-967-3812

Case [REDACTED] 2017 TITAN XD; Knocking noise from engine. [ref:_00DA09j8L._5002I22q0oA:ref]

Message Date 2/14/2020 3:57 PM

Has Attachment

Email Address [REDACTED]

Status **Sent**

Subject **Case 39568091; 2017 TITAN XD; Knocking noise from engine. [ref:_00DA09j8L._5002I22q0oA:ref]**

Text Body **Ken Blackstone,**

TECH LINE's latest case update is below.

Recommendation:

- Thank you for isolating the sound to the lower part of the engine.
- We agree with your diagnosis. Please replace the long engine assembly.

Thank you,

Matt M

TECH LINE

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

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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: 2/14/2020
Customer name: [REDACTED]
VIN: 1N6BA1F3 [REDACTED]

Mileage: 50,123

Dealer code: 3378

Dealer name: METRO NISSAN OF REDLANDS

Customer's Concerns:
while driving lost power and now is making a clanking noise

Technician Findings:
engine has a loud knocking noise,cannot determine where its from,is at the speed of the crankshaft,perform an engine cylinder cut test,#s 3 and 7 change the pitch of the noise a little,#7 RPM drop is a little less than other cylinders,crankshaft end play seems normal,listen with a stethoscope,seems the same on all parts of lower engine.Oil level is correct,no metal on the dip stick,suspect the crank shaft may be cracked or broken:

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Case Comments

2/15/2020 10:31 AM

User **Adam Hoff**
Public
Comment **TSS recommendation:**
We received an update of "wrong file possibly".
The last recommendation was for long block replacement.
Please let us know if any further assistance is need on this case.

2/14/2020 3:57 PM

User **Matthew Mead**
Public
Comment **Recommendation:**
- Thank you for isolating the sound to the lower part of the engine.
- We agree with your diagnosis. Please replace the long engine assembly.

2/14/2020 4:09 PM

User **Survey Site Guest User**
Public
Comment **wrong file possibly**

2/14/2020 3:50 PM

User **Survey Site Guest User**
Public
Comment **Customer Comments: while driving lost power and now is making a clanking noise**
 Technician Findings: engine has a loud knocking noise,cannot determine where its from,is at the speed of the crankshaft,perform an engine cylinder cut test,#s 3 and 7 change the pitch of the noise a little,#7 RPM drop is a little less than other cylinders,crankshaft end play seems normal,listen with a stethoscope,seems the same on all parts of lower engine.Oil level is correct,no metal on the dip stick,suspect the crank shaft may be cracked or broken
 Repairs Made: 0

Case History

2/15/2020 10:31 AM

User **Adam Hoff**
Action **Changed Status from Pending TECH LINE to Pending Dealer Reply. Closed.**

2/14/2020 4:09 PM

User **Survey Site Guest User**
Action **Changed First Call Resolution from Yes to No. Changed Reopen Date to 2/14/2020 4:09 PM. Changed Status from Closed to Pending TECH LINE.**

2/14/2020 3:58 PM

User **Matthew Mead**

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

2/14/2020 3:56 PM

User **Matthew Mead**

Action **Changed Subject to Knocking noise from engine.. Changed Status from Pending TECH LINE to Pending Dealer Reply. Closed.**

2/14/2020 3:55 PM

User **Matthew Mead**

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

2/14/2020 3:50 PM

User **Survey Site Guest User**

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