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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           | tva-02627           | Contact Name     |                  |
| Tech Preferred Phone     | 801-633-8406        | Customer Name    |                  |
| Tech Preferred Email     | dchargert@gmail.com | Case Record Type | TECH LINE Cases  |
| Preferred Contact Method | Email               | Case Owner       | Joe Sabba        |
| Repair/Work Order        | 6263809             | Mobile Phone     |                  |
| Job/Line Number          | 4                   | Texting Status   |                  |
| Created Day              | Wednesday           |                  |                  |

**Incident Information**

|                                      |   |                             |                      |
|--------------------------------------|---|-----------------------------|----------------------|
| Customer Comments                    | engine has knocking noise                   | Customer Name               | [REDACTED]           |
| Verified                             | Yes   | Vehicle                     | 1N6BA1F44 [REDACTED] |
| Question for TECH LINE               | Other - Ask Question in Technician Findings | VIN                         | 1N6BA1F44 [REDACTED] |
| Service Manual General Section       | Engine                                      | Archived VIN Make           |                      |
| Service Manual Specific Section      | Engine Mechanical                           | Archived VIN Year           | 2016                 |
| Symptom Code Category                | Experience/Occurrence                       | Archived VIN Model          | TITAN XD             |
| Symptom                              | IMPROPER OPERATION                          | Incident/RO Date            | 7/28/2020            |
| When does this concern occur?        | IDLE  | Calculated Days Down        | 6                    |
| Is single occurrence or a pattern?   |   | Additional Days Down        |                      |
| Repairs Made                         | Long Engine Replaced                        | Total Days Down             | 6                    |
| Observed Modifications & Accessories | none  | Repair Attempts             | 2                    |
|                                      |   | Current Mileage             | 98,014               |
|                                      |   | Vehicle Mileage Prior Value | 90,464               |
|                                      |   | Vehicle Purchased Miles     |                      |

Primary DTC  
Current DTC ECM p2bac ECM p203f  
Past DTC  
Other DTCs

### TECH LINE Information

|                         |                                 |                            |                                     |
|-------------------------|---------------------------------|----------------------------|-------------------------------------|
| Subject                 | Knock noise from engine EMC A61 | Resolution Action          | DEALER FOLLOW UP                    |
| Status                  | Closed                          | Resolution Object          |                                     |
| Confirmed Resolution    | Yes                             | Field Inspection Indicator | <input checked="" type="checkbox"/> |
| Component Code Category | EM Engine Mechanical            | NNA Field Inspection Date  | 8/10/2020                           |
| Component Code Issue    | EMC CRANKSHAFT & OIL PAN        | FSSS                       | <input type="checkbox"/>            |
| TECH LINE Template      | ECC Initial Response            | FSSS Date                  |                                     |
| TREAD Component         | 06                              |                            |                                     |
| Date/Time Closed        | 8/3/2020 3:14 PM                |                            |                                     |
| Description             |                                 |                            |                                     |
| Recommendation Detail   |                                 |                            |                                     |

### DTS Information

|                                   |                          |                       |                                      |
|-----------------------------------|--------------------------|-----------------------|--------------------------------------|
| DTSM Inspection Date              |                          | DTSM Request Type     |                                      |
| DTSM Inspection Date Confirmed?   | <input type="checkbox"/> | Inspection Time/Notes | Appointment Time:<br>Notes to Agent: |
| Notes for DTSM (Vehicle Concerns) |                          |                       |                                      |

### Activity History

DTS Follow Up Cody Spencer [REDACTED] M DAHLE NISSAN

|                         |  |
|-------------------------|--|
| Name                    | [REDACTED]   |
| Task                    | <input checked="" type="checkbox"/>                    |
| Due Date                | 8/5/2020   |
| Assigned To             | Joe Sabba  |
| Last Modified Date/Time | 8/5/2020 6:11 AM                                       |
| Comments                | Confirm DTS Appointment with both Customer and Dealer. |

DTS Reque [REDACTED] Cody Spencer TIM DAHLE NISSAN

|                         |  |
|-------------------------|--|
| Name                    | [REDACTED]   |
| Task                    | <input checked="" type="checkbox"/>  |
| Due Date                | 8/5/2020   |
| Assigned To             | Michael Stefancic  |
| Last Modified Date/Time | 8/3/2020 1:01 PM   |
| Comments                | Request being submitted due to days down and repair attempts.<br>2016 Titan XD - Long Block replaced due engine noise.<br>New block noisy as well.<br>Injectors do not appear to be source of concern.<br>Tech has disassembled lower end components for inspection. |

Email: Cas [REDACTED] 016 TITAN XD; Knock noise from engine EMC A61 [ ref:\_00DA09j8L.\_5002I24SLzV:ref ]

---

Name  
Task   
Due Date 8/3/2020  
Assigned To Joe Sabba  
Last Modified Date/Time 8/3/2020 3:14 PM

Additional [REDACTED]  
CC:  
BCC: joe.sabba@nissan-usa.com  
Attachment:

Subject: Case [REDACTED] 6 TITAN XD; Knock noise from engine EMC A61 [ ref:\_00DA09j8L.\_5002I24SLzV:ref ]

Body:

Thank you for the update,

Let's reassemble and run with the converter decoupled from flexplate.

This will ensure we are not possibly hearing a transmission related noise.

If concern is still present with transmission decoupled, please try and obtain a recording.

Keep us posted and have a great day!

Thank you, \_\_\_\_\_ Joe 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: 3/11/2020

Customer name:

VIN: 1N6BA1F44G [REDACTED] eage: 98,014

Dealer code: 2696

Dealer name: TIM DAHLE NISSAN

Customer's Concerns:

engine has knocking noise

Technician Findings:

customer came in for engine knock. engine knock is very loud and sounds to be coming from drivers side lower end. Tried to cancel out noise by canceling out injectors, could not get noise to go away. cancelled all of bank 1 and noise still there. cancelled all of bank 2 and noise is still there. tried to mismatch cylinder but can only get noise to get a little soft but still there. noise is about a 7. Pulled pan to check for debris. Has a little debris but not much. Is this enough for engine replacement? If not what other checks do I need to do?:

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ref:\_00DA09j8L.\_5002I24SLzV:ref

Comments

---

Email: Cas [REDACTED] 016 TITAN XD; Knock noise from engine EMC A61 [ ref:\_00DA09j8L.\_5002I24SLzV:ref ]

---

Name  
Task   
Due Date 8/3/2020  
Assigned To Joe Sabba  
Last Modified Date/Time 8/3/2020 11:15 AM

Additional To [REDACTED]

CC:

BCC: joe.sabba@nissan-usa.com

Attachment:

Subject: Case [REDACTED] 2016 TITAN XD; Knock noise from engine EMC A61 [ ref:\_00DA09j8L.\_5002I24SLzV:ref ]

Body:

Thank you for the update,

If possible, please provide photos.

How many/what journals have been compared?

Any indication of lack of oil in these locations?

The debris noted in the pan during this diagnosis appeared significant in the photos.

When long block was replaced previously, were transferred components cleaned/flushed?

Keep us posted & have a great day!

Thank you, \_\_\_\_\_ Joe S.TECH LINE

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Closed TECH LINE cases can be reopened.

Case #: [REDACTED]

Date Created: 3/11/2020

Customer name [REDACTED]

VIN: 1N6BA1F44 [REDACTED] Mileage: 98,014

Dealer code: 2696

Dealer name: TIM DAHLE NISSAN

Customer's Concerns:

engine has knocking noise

Technician Findings:

customer came in for engine knock. engine knock is very loud and sounds to be coming from drivers side lower end. Tried to cancel out noise by canceling out injectors. could not get noise to go away. cancelled all of bank 1 and noise still there. cancelled all of bank 2 and noise is still there. tried to mismatch cylinder but can only get noise to get a little soft but still there. noise is about a 7. Pulled pan to check for debris. Has a little debris but not much. Is this enough for engine replacement? If not what other checks do I need to do?:

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ref:\_00DA09j8L.\_5002I24SLzV:ref

Comments

Email: Case [REDACTED] 2016 TITAN XD; Knock noise from engine EMC A61 [ ref:\_00DA09j8L.\_5002I24SLzV:ref ]

Name

Task

Due Date 7/31/2020

Assigned To Timothy Greaux

Last Modified Date/Time 7/31/2020 1:41 PM

Comments Additional To: [REDACTED]

CC:

BCC:

Attachment:

Subject: Case [REDACTED] 2016 TITAN XD; Knock noise from engine EMC A61 [ ref:\_00DA09j8L.\_5002I24SLzV:ref ]

Body:

David,

Thank you for the update. Provide a picture of the rear crank journal that is blue. If possible provide a picture of another crank journal that is not blue for comparison. Is it a main journal or rod journal thats blue?

Thank you, \_\_\_\_\_ Timothy GreauxTECH 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: 3/11/2020

Customer name:

VIN: 1N6BA1F44 [REDACTED] Mileage: 98,014

Dealer code: 2696

Dealer name: TIM DAHLE NISSAN

Customer's Concerns:

engine has knocking noise

Technician Findings:

customer came in for engine knock. engine knock is very loud and sounds to be coming from drivers side lower end. Tried to cancel out noise by canceling out injectors. could not get noise to go away. cancelled all of bank 1 and noise still there. cancelled all of bank 2 and noise is still there. tried to mismatch cylinder but can only get noise to get a little soft but still there. noise is about a 7. Pulled pan to check for debris. Has a little debris but not much. Is this enough for engine replacement? If not what other checks do I need to do?:

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ref:\_00DA09j8L.\_5002I24SLzV:ref

Email: Cas [REDACTED] 2016 TITAN XD; Knock noise from engine EMC A61 [ ref:\_00DA09j8L.\_5002I24SLzV:ref ]

---

|                         |  |
|-------------------------|--|
| Name                    |  |
| Task                    | <input checked="" type="checkbox"/>  |
| Due Date                | 7/28/2020  |
| Assigned To             | Brandt Boster  |
| Last Modified Date/Time | 7/28/2020 3:04 PM  |
| Comments                | Additional T [REDACTED]<br>CC:<br>BCC: brandt.boster@nissan-usa.com<br>Attachment: |

Subject: Case [REDACTED] 16 TITAN XD; Knock noise from engine EMC A61 [ ref:\_00DA09j8L.\_5002I24SLzV:ref ]

Body:

Thank you for the information David

The debris identified does not appear abnormal

Did we observe excessive movement from the harmonic balancer when engine was running?

Do we see any visible separation of the crankshaft assembly?

Was the engine oil at proper level?

Thank you, \_\_\_\_\_ Brandt BTECH 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.

\_\_\_\_\_  
\_5002I24SLzV:ref

Email: Case \_\_\_\_\_ 2016 TITAN XD; Engine knocking [ ref:\_00DA09j8L.\_5002I24SLzV:ref ]

---

Name

Task

Due Date 7/28/2020

Assigned To Brandt Boster

Last Modified Date/Time 7/28/2020 11:28 AM

Additional \_\_\_\_\_

CC:

BCC: brandt.boster@nissan-usa.com

Attachment:

Subject: \_\_\_\_\_ 2016 TITAN XD; Engine knocking [ ref:\_00DA09j8L.\_5002I24SLzV:ref ]

Body:

Thank you for the detailed information on this one David

We had a previous TECH LINE case on this vehicle for similar concerns, we have combined these cases to keep all information in a single location

- Please reply only to this case email

On this model, we more commonly see injector misfires caused by pin fit concerns at injector harness

- This will provide us with a injector circuit based DTC (which I do not see documented)

Comments

With engine knock and rear main seal leak, we have seen crankshaft separation cause this concern

Let's confirm proper engine oil level

- Inspect harmonic balancer movement with engine running

- Document debris identified in engine oil pan

Follow up with findings if further assistance can be provided on this one

Have a great rest of your Tuesday David!

Thank you, \_\_\_\_\_ Brandt BTECH LINE

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Updating a TECH LINE Case: Technician: Reply to this email; do not change the email subject line.  
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From ASIST, Select TECH LINE Support Request, Enter your dealer code and select Update a Case.

ref:\_00DA09j8L.\_5002I24SLzV:ref

Email: Case [REDACTED] 2016 TITAN XD; [ ref:\_00DA09j8L.\_5002I24SLzV:ref ]

---

Name  
Task   
Due Date  
Assigned To  
Last Modified Date/Time

3/11/2020

Michael Lemmons

3/11/2020 9:39 AM

Additional To: [REDACTED]  
CC:  
BCC: michael.lemmons@nissan-usa.com  
Attachment:

Subject: Case [REDACTED] 2016 TITAN XD; [ ref:\_00DA09j8L.\_5002I24SLzV:ref ]

Body:

David, We have seen some cases of engine knock on diesels caused by an injector sticking causing overfueling of a cylinder.

If that was the cause of the knock, we usually also find excessive exhaust vapors, there would be change noticed performing power balance, and a code would be stored.

If none of the above symptoms are occurring, this would point to a mechanical concern.

Although there is not a great deal of debris seen in the pan, when I zoom in it appears there are several larger pieces of metal.

Long engine replacement is required in this case.

Thank you, \_\_\_\_\_ Michael L.TECH 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 [REDACTED] cases can be reopened.

Case #: [REDACTED]

Date Created: 3/11/2020

Customer name:

VIN: 1N6BA1F44 [REDACTED] Mileage: 90,464

Dealer code: 2696

Dealer name: TIM DAHLE NISSAN

Customer's Concerns:

engine has knocking noise

Technician Findings:

customer came in for engine knock. engine knock is very loud and sounds to be coming from drivers side lower end. Tried to cancel out noise by canceling out injectors, could not get noise to go away. cancelled all of bank 1 and noise still there. cancelled all of bank 2 and noise is still there. tried to mismatch cylinder but can only get noise to get a little soft but still there. noise is about a 7. Pulled pan to check for debris. Has a little debris but not much. Is this enough for engine replacement? If not what other checks do I need to do?:

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ref:\_00DA09j8L.\_5002I24SLzV:ref

Comments

---

Check on progress

Name  
Task   
Due Date  
Assigned To  
Last Modified Date/Time

Joe Sabba

8/5/2020 6:11 AM

## Attachments

**IMG\_0168[1].JPG**

---

Size **3.28MB**

Ownership **Survey Site Guest User**

View [View file](#)

Last Modified **3/11/2020 9:22 AM**

## Emails

**Case 39819499; 2016 TITAN XD; Knock noise from engine EMC A61 [ ref: \_00DA09j8L\_5002I24SLzV:ref ]**

---

Message Date **8/3/2020 3:14 PM**

Has Attachment

Email Address

Status **Sent**

Subject **Case [REDACTED] 2016 TITAN XD; Knock noise from engine EMC A61 [ ref: \_00DA09j8L\_5002I24SLzV:ref ]**

Text Body **David Tucker,**

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

**Thank you for the update,**

**Let's reassemble and run with the converter decoupled from flexplate.  
This will ensure we are not possibly hearing a transmission related noise.  
If concern is still present with transmission decoupled, please try and obtain a recording.**

**Keep us posted 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: 3/11/2020  
Customer name:  
VIN: 1N6BA1F4 [REDACTED]

Mileage: 98,014

Dealer code: 2696

Dealer name: TIM DAHLE NISSAN

Customer's Concerns:  
engine has knocking noise


**Technician Findings:**

customer came in for engine knock. engine knock is very loud and sounds to be coming from drivers side lower end. Tried to cancel out noise by canceling out injectors. could not get noise to go away. cancelled all of bank 1 and noise still there. cancelled all of bank 2 and noise is still there. tried to mismatch cylinder but can only get noise to get a little soft but still there. noise is about a 7. Pulled pan to check for debris. Has a little debris but not much. Is this enough for engine replacement? If not what other checks do I need to do?:

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**Re: Case 39819499; 2016 TITAN XD; Knock noise from engine EMC A61 [ ref:\_00DA09j8L.\_5002I24SLzV:ref ]**

---

Message Date 8/3/2020 3:04 PM  
Has Attachment   
Email Address [REDACTED]  
Status Read  
Subject Re: Case [REDACTED] 2016 TITAN XD; Knock noise from engine EMC A61 [ ref:\_00DA09j8L.\_5002I24SLzV:ref ]  
Text Body No signs of low oil pressure. I inspected 3 journals and all have some level of blueing. vehicle has windage tray which makes it hard to see. sending a few pictures. cleaned out intake and turbo when replacing engine.

On Mon, Aug 3, 2020 at 8:45 AM [REDACTED] wrote:

- > The more I compare the journals they all have some blueing to them.
- > Probably the hardening procedure. I just not sure what I need to tear down
- > and examine. The noise was there all the time. Tried to narrow it down but
- > even if I cut a whole bank the noise was still there. Has to been a main
- > bearing somewhere
- >
- > Sent from my iPhone
- >
- > On Jul 31, 2020, at 12:42 PM, TECH LINE Email to Case <
- > techlinesfdc@nissan-usa.com> wrote:
- >
- >
- >
- > David,
- >
- > Thank you for the update. Provide a picture of the rear crank journal that
- > is blue. If possible provide a picture of another crank journal that is not
- > blue for comparison. Is it a main journal or rod journal thats blue?
- >



> all copies of the message.  
>  
>  
> ref:\_00DA09j8L.\_5002I24SLzV:ref  
>  
>

Case [REDACTED] 2016 TITAN XD; Knock noise from engine EMC A61 [ ref:\_00DA09j8L.\_5002I24SLzV:ref ]

---

Message Date 8/3/2020 11:15 AM

Has Attachment [REDACTED]

Email Address [REDACTED]

Status **Sent**

Subject **Case 39819499; 2016 TITAN XD; Knock noise from engine EMC A61 [ ref:\_00DA09j8L.\_5002I24SLzV:ref ]**

Text Body **David Tucker,**

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

**Thank you for the update,**

**If possible, please provide photos.**

**How many/what journals have been compared?**

**Any indication of lack of oil in these locations?**

**The debris noted in the pan during this diagnosis appeared significant in the photos.**

**When long block was replaced previously, were transferred components cleaned/flushed?**

**Keep us posted & have a great day!**

**Thank you,**

---

**Joe 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.**

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**Case #** [REDACTED]

**Date Created: 3/11/2020**

Customer name: [REDACTED]  
VIN: 1N6BA1F4 [REDACTED]

Mileage: 98,014

Dealer code: 2696

Dealer name: TIM DAHLE NISSAN

Customer's Concerns:  
engine has knocking noise

**Technician Findings:**

customer came in for engine knock. engine knock is very loud and sounds to be coming from drivers side lower end. Tried to cancel out noise by canceling out injectors, could not get noise to go away. cancelled all of bank 1 and noise still there. cancelled all of bank 2 and noise is still there. tried to mismatch cylinder but can only get noise to get a little soft but still there. noise is about a 7. Pulled pan to check for debris. Has a little debris but not much. Is this enough for engine replacement? If not what other checks do I need to do?:

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Re: Case [REDACTED] 2016 TITAN XD; Knock noise from engine EMC A61 [REDACTED]\_5002I24SLzV:ref ]

Message Date 8/3/2020 9:46 AM

Has Attachment [REDACTED]

Email Address [REDACTED]

Status Read

Subject Re: Case 39819499; 2016 TITAN XD; Knock noise from engine EMC A61 [ ref: [REDACTED]\_5002I24SLzV:ref ]

Text Body The more I compare the journals they all have some blueing to them. Probably the hardening procedure. I just not sure what I need to tear down and examine. The noise was there all the time. Tried to narrow it down but even if I cut a whole bank the noise was still there. Has to been a main bearing somewhere

Sent from my iPhone

> On Jul 31, 2020, at 12:42 PM, TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:

>

>

>

> David,

>

> Thank you for the update. Provide a picture of the rear crank journal that is blue. If possible provide a picture of another crank journal that is not blue for comparison. Is it a main journal or rod journal thats blue?

>

>

> Thank you,

>

> Timothy Greaux

> 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: 3/11/2020  
> Customer name:  
> VIN: 1N6BA1F4 [REDACTED]  
> Mileage: 98,014  
> Dealer code: 2696  
> Dealer name: TIM DAHLE NISSAN  
>  
> Customer's Concerns:  
> engine has knocking noise  
>  
> Technician Findings:  
> customer came in for engine knock. engine knock is very loud and sounds to be coming from drivers side lower end. Tried to cancel out noise by canceling out injectors, could not get noise to go away. cancelled all of bank 1 and noise still there. cancelled all of bank 2 and noise is still there. tried to mismatch cylinder but can only get noise to get a little soft but still there. noise is about a 7. Pulled pan to check for debris. Has a little debris but not much. Is this enough for engine replacement? If not what other checks do I need to do?:  
>  
>  
>  
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>  
>  
> ref:\_00DA09j8L.\_5002I24SLzV:ref

Case # [REDACTED] 016 TITAN XD; Knock noise from engine EMC A61 [ ref:\_00DA09j8L.\_5002I24SLzV:ref ]

---

Message Date 7/31/2020 1:41 PM  
Has Attachment [REDACTED]  
Email Address [REDACTED]  
Status Sent  
Subject Case 39819499; 2016 TITAN XD; Knock noise from engine EMC A61 [ ref:\_00DA09j8L.\_5002I24SLzV:ref ]  
Text Body David Tucker,

TECH LINE's latest case update is below.

**Recommendation:**

Thank you for the update. Provide a picture of the rear crank journal that is blue. If possible provide a picture of another crank journal that is not blue for comparison. Is it a main journal or rod journal thats blue?

Thank you,

---

Timothy Greaux

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:** 3/11/2020

**Customer name:** [REDACTED]

**VIN:** 1N6BA1F44 [REDACTED]

**Mileage:** 98,014

**Dealer code:** 2696

**Dealer name:** TIM DAHLE NISSAN

**Customer's Concerns:**  
engine has knocking noise

**Technician Findings:**

customer came in for engine knock. engine knock is very loud and sounds to be coming from drivers side lower end. Tried to cancel out noise by canceling out injectors. could not get noise to go away. cancelled all of bank 1 and noise still there. cancelled all of bank 2 and noise is still there. tried to mismatch cylinder but can only get noise to get a little soft but still there. noise is about a 7. Pulled pan to check for debris. Has a little debris but not much. Is this enough for engine replacement? If not what other checks do I need to do?:

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.

Regards,

Timothy G.  
Technical Support Specialist  
Aftersales Dealer Support – TECH LINE

**Re: Case** [REDACTED] 2016 TITAN XD; Knock noise from engine EMC A61 [ ref:\_00DA09j8L.\_5002I24SLzV:ref ]

Message Date 7/31/2020 9:25 AM

Has Attachment [REDACTED]

Email Address [REDACTED]

Status Read  
Subject Re: [REDACTED] 2016 TITAN XD; Knock noise from engine EMC A61 [ ref:\_00DA09j8L.\_5002I24SLzV:ref ]  
No movement from crank pulley. Oil was just below full. Can't see any issue with crank other than one journal is discolored. If I put it back together what is my next move? Not sure if the noise and the misfire are related. Can't get the noise to go away. Always there and about 6/10.

Sent from my iPhone

> On Jul 28, 2020, at 2:04 PM, TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:

>  
>  
>  
> Thank you for the information David  
>  
> The debris identified does not appear abnormal  
>  
> Did we observe excessive movement from the harmonic balancer when engine was running?  
> Do we see any visible separation of the crankshaft assembly?  
> Was the engine oil at proper level?

Text Body

>  
> Thank you,  
>  
> \_\_\_\_\_  
> Brandt B  
> 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.  
>  
>  
>  
> re [REDACTED] 02I24SLzV:ref

---

Case [REDACTED] 2016 TITAN XD; Knock noise from engine EMC A61 [ ref:\_00DA09j8L.\_5002I24SLzV:ref ]

Message Date 7/28/2020 3:04 PM

Has Attachment [REDACTED]

Email Address [REDACTED]

Status Sent

Subject Case 39819499; 2016 TITAN XD; Knock noise from engine EMC A61 [ ref:\_00DA09j8L.\_5002I24SLzV:ref ]

Text Body David Tucker,

TECH LINE's latest case update is below.

**Recommendation:**

Thank you for the information David

The debris identified does not appear abnormal

Did we observe excessive movement from the harmonic balancer when engine was running?

Do we see any visible separation of the crankshaft assembly?

Was the engine oil at proper level?

Thank you,

---

**Brandt B**

**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:** 3/11/2020

**Customer name:**

**VIN:** 1N6BA1F [REDACTED]

**Mileage:** 98,014

**Dealer code:** 2696

**Dealer name:** TIM DAHLE NISSAN

**Customer's Concerns:**  
engine has knocking noise

**Technician Findings:**

customer came in for engine knock. engine knock is very loud and sounds to be coming from drivers side lower end. Tried to cancel out noise by canceling out injectors. could not get noise to go away. cancelled all of bank 1 and noise still there. cancelled all of bank 2 and noise is still there. tried to mismatch cylinder but can only get noise to get a little soft but still there. noise is about a 7. Pulled pan to check for debris. Has a little debris but not much. Is this enough for engine replacement? If not what other checks do I need to do?:

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---

**Re: Cas** [REDACTED] **2016 TITAN XD; Engine knocking [ ref:\_00DA09j8L\_5002I24SLzV:ref ]**

---

Message Date 7/28/2020 1:01 PM

Has Attachment 

Email Address [REDACTED]

Status Read

Subject Re: Case [REDACTED] 2016 TITAN XD; Engine knocking [ ref:\_00DA09j8L.\_5002I24SLzV:ref ]

Sent from my iPhone

> On Jul 28, 2020, at 11:52 AM, David Tucker <dchargert@gmail.com> wrote:

>  
>  
> <image0.jpeg>  
> <image1.jpeg>

> Sent from my iPhone

>>> On Jul 28, 2020, at 11:50 AM, David Tucker [REDACTED] wrote:

>> Very little debris in the pan. The rear most journal on the crankshaft looks blue. Likes it been very hot.

>> Sent from my iPhone

>>>> On Jul 28, 2020, at 10:23 AM, TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:

>>>>  
>>>>  
>>>> Thank you for the detailed information on this one David

>>> We had a previous TECH LINE case on this vehicle for similar concerns, we have combined these cases to keep all information in a single location

>>> - Please reply only to this case email

>>> On this model, we more commonly see injector misfires caused by pin fit concerns at injector harness

>>> - This will provide us with a injector circuit based DTC (which I do not see documented)

>>> With engine knock and rear main seal leak, we have seen crankshaft separation cause this concern

>>> Let's confirm proper engine oil level  
>>> - Inspect harmonic balancer movement with engine running  
>>> - Document debris identified in engine oil pan

>>> Follow up with findings if further assistance can be provided on this one  
>>> Have a great rest of your Tuesday David!

>>> Thank you,

>>> \_\_\_\_\_  
>>> Brandt B  
>>> 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.

>>> ref:\_00DA09j8L.\_5002I24SLzV:ref

Text Body

Re: Case [REDACTED]; 2016 TITAN XD; Engine knocking [ ref:\_00DA09j8L.\_5002I24SLzV:ref ]

Message Date 7/28/2020 12:50 PM

Has Attachment

Email Address

Status **Read**

Subject

**Re: Case 39819499; 2016 TITAN XD; Engine knocking [ ref:\_00DA09j8L.\_5002I24SLzV:ref ]**

**Very little debris in the pan. The rear most journal on the crankshaft looks blue. Likes it been very hot.**

**Sent from my iPhone**

> **On Jul 28, 2020, at 10:23 AM, TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:**

>  
>  
>  
>

> **Thank you for the detailed information on this one David**

>

> **We had a previous TECH LINE case on this vehicle for similar concerns, we have combined these cases to keep all information in a single location**

> **- Please reply only to this case email**

>

> **On this model, we more commonly see injector misfires caused by pin fit concerns at injector harness**

> **- This will provide us with a injector circuit based DTC (which I do not see documented)**

>

> **With engine knock and rear main seal leak, we have seen crankshaft separation cause this concern**

>

> **Let's confirm proper engine oil level**

> **- Inspect harmonic balancer movement with engine running**

> **- Document debris identified in engine oil pan**

>

> **Follow up with findings if further assistance can be provided on this one**

> **Have a great rest of your Tuesday David!**

>

>

> **Thank you,**

>

> **Brandt B**

> **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.**

>

>

>

>

> **ref:\_00DA09j8L.\_5002I24SLzV:ref**

Text Body

**Ca [REDACTED] 2016 TITAN XD; Engine knocking [ ref:\_00DA09j8L.\_5002I24SLzV:ref ]**

---

Message Date **7/28/2020 11:23 AM**

Has Attachment

Email Address

Status **Sent**

Subject

**Ca [REDACTED] 2016 TITAN XD; Engine knocking [ ref:\_00DA09j8L.\_5002I24SLzV:ref ]**

Text Body

**David Tucker,**

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

**Recommendation:**

**Thank you for the detailed information on this one David**

**We had a previous TECH LINE case on this vehicle for similar concerns, we have combined these cases to keep all information in a single location**

**- Please reply only to this case email**

**On this model, we more commonly see injector misfires caused by pin fit concerns at injector harness**

**- This will provide us with a injector circuit based DTC (which I do not see documented)**

**With engine knock and rear main seal leak, we have seen crankshaft separation cause this concern**

**Let's confirm proper engine oil level**

**- Inspect harmonic balancer movement with engine running**

**- Document debris identified in engine oil pan**

**Follow up with findings if further assistance can be provided on this one**

**Have a great rest of your Tuesday David!**

Thank you,

---

**Brandt B**

**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:** 3/11/2020

**Customer name:**

**VIN:** 1N6BA1F4 [REDACTED]

**Mileage:** 98,014

**Dealer code:** 2696

**Dealer name:** TIM DAHLE NISSAN

**Customer's Concerns:**

**engine has knocking noise**

**Technician Findings:**

customer came in for engine knock. engine knock is very loud and sounds to be coming from drivers side lower end. Tried to cancel out noise by canceling out injectors. could not get noise to go away. cancelled all of bank 1 and noise still there. cancelled all of bank 2 and noise is still there. tried to mismatch cylinder but can only get noise to get a little soft but still there. noise is about a 7. Pulled pan to check for debris. Has a little debris but not much. Is this enough for engine replacement? If not what other checks do I need to do?:

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Re: Case [REDACTED] 2016 TITAN XD; [ ref:\_00DA09j8L.\_5002I24SLzV:ref ]

---

Message Date 3/11/2020 9:41 AM  
Has Attachment [REDACTED]  
Email Address [REDACTED]  
Status Read  
Subject Re: Case 39819499; 2016 TITAN XD; [ ref:\_00DA09j8L.\_5002I24SLzV:ref ]  
Text Body Thanks

Sent from my iPhone

> On Mar 11, 2020, at 8:39 AM, TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:  
>  
>  
>  
> David,  
>  
> We have seen some cases of engine knock on diesels caused by an injector sticking causing overfueling of a cylinder.  
> If that was the cause of the knock, we usually also find excessive exhaust vapors, there would be change noticed performing power balance, and a code would be stored.  
> If none of the above symptoms are occurring, this would point to a mechanical concern.  
> Although there is not a great deal of debris seen in the pan, when I zoom in it appears there are several larger pieces of metal.  
> Long engine replacement is required in this case.  
>  
>  
> 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: 3/11/2020  
> Customer name:

> VIN: 1N6BA1F4[REDACTED]  
> Mileage: 90,464  
> Dealer code: 2696  
> Dealer name: TIM DAHLE NISSAN  
>  
> Customer's Concerns:  
> engine has knocking noise  
>  
> Technician Findings:  
> customer came in for engine knock. engine knock is very loud and sounds to be coming from drivers side lower end. Tried to cancel out noise by canceling out injectors. could not get noise to go away. cancelled all of bank 1 and noise still there. cancelled all of bank 2 and noise is still there. tried to mismatch cylinder but can only get noise to get a little soft but still there. noise is about a 7. Pulled pan to check for debris. Has a little debris but not much. Is this enough for engine replacement? If not what other checks do I need to do?:  
>  
>  
>  
> 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.\_5002I24SLzV:ref

Case [REDACTED] 2016 TITAN XD; [ ref:\_00DA09j8L.\_5002I24SLzV:ref ]

---

Message Date 3/11/2020 9:39 AM  
Has Attachment [REDACTED]  
Email Address [REDACTED]  
Status Sent  
Subject Case [REDACTED] 2016 TITAN XD; [ ref:\_00DA09j8L.\_5002I24SLzV:ref ]  
Text Body David Tucker,

TECH LINE's latest case update is below.

**Recommendation:**

We have seen some cases of engine knock on diesels caused by an injector sticking causing overfueling of a cylinder.

If that was the cause of the knock, we usually also find excessive exhaust vapors, there would be change noticed performing power balance, and a code would be stored.

If none of the above symptoms are occurring, this would point to a mechanical concern.

Although there is not a great deal of debris seen in the pan, when I zoom in it appears there are several larger pieces of metal.

Long engine replacement is required in this case.

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: 3/11/2020  
Customer name: [REDACTED]  
VIN: 1N6BA1F44C [REDACTED]

Mileage: 90,464

Dealer code: 2696

Dealer name: TIM DAHLE NISSAN

**Customer's Concerns:**  
engine has knocking noise

**Technician Findings:**  
customer came in for engine knock. engine knock is very loud and sounds to be coming from drivers side lower end. Tried to cancel out noise by canceling out injectors. could not get noise to go away. cancelled all of bank 1 and noise still there. cancelled all of bank 2 and noise is still there. tried to mismatch cylinder but can only get noise to get a little soft but still there. noise is about a 7. Pulled pan to check for debris. Has a little debris but not much. Is this enough for engine replacement? If not what other checks do I need to do?:

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Michael Lemmons  
Nissan North America, Inc.  
Technical Support Specialist, TECH LINE  
Michael.Lemmons@nissan-usa.com

**Case Comments**

3/3/2021 2:27 PM

User **Justin Studenberg**  
Public   
Comment **Update with closed DTS FI Report:**  
  
**1.Complaint: Engine knocking and has a misfire  
Cause: Technician verifies knocking noise and engine has misfire. Isolate misfire to cylinders 2**

8/3/2020 3:14 PM

User **Joe Sabba**  
Public   
Comment **Thank you for the update,**  
  
**Let's reassemble and run with the converter decoupled from flexplate.  
This will ensure we are not possibly hearing a**

and 5. Removed oil pan to inspect for debris or material in pan, none found. Install pan, removed drive belt and torque converter mount to isolate noise to engine. Engine is in the lower end. Replace fuel injectors as per DTS and techline. After injector replacement the misfire is not present but noise is still present.  
Correction: Replace long block assembly

transmission related noise.  
If concern is still present with transmission decoupled, please try and obtain a recording.

Keep us posted and have a great day!

8/3/2020 11:14 AM

User Joe Sabba

Public

Thank you for the update,

If possible, please provide photos.  
How many/what journals have been compared?  
Any indication of lack of oil in these locations?  
The debris noted in the pan during this diagnosis appeared significant in the photos.  
When long block was replaced previously, were transferred components cleaned/flushed?

Keep us posted & have a great day!

8/3/2020 3:08 PM

User Joe Sabba

Public

Tech replied:

No signs of low oil pressure.  
I inspected 3 journals and all have some level of blueing.  
vehicle has windage tray which makes it hard to see.  
sending a few pictures.  
cleaned out intake and turbo when replacing engine.

Comment

Comment

7/31/2020 1:41 PM

User Timothy Greaux

Public

Recommendation:

Thank you for the update. Provide a picture of the rear crank journal that is blue. If possible provide a picture of another crank journal that is not blue for comparison. Is it a main journal or rod journal that's blue?

Comment

8/3/2020 10:45 AM

User Joe Sabba

Public

Tech replied:

The more I compare the journals they all have some blueing to them. Probably the hardening procedure. I just not sure what I need to tear down and examine. The noise was there all the time. Tried to narrow it down but even if I cut a whole bank the noise was still there. Has to be a main bearing somewhere

Comment

7/28/2020 3:04 PM

User Brandt Boster

Public

Recommendation:

Thank you for the information David

The debris identified does not appear abnormal

Did we observe excessive movement from the harmonic balancer when engine was running?  
Do we see any visible separation of the crankshaft assembly?  
Was the engine oil at proper level?

Comment

7/31/2020 1:39 PM

User Timothy Greaux

Public

Tech's Reply:

No movement from crank pulley. Oil was just below full. Can't see any issue with crank other than one journal is discolored. If I put it back together what is my next move? Not sure if the noise and the misfire are related. Can't get the noise to go away. Always there and about 6/10.

Comment

7/28/2020 11:23 AM

User Brandt Boster

Public

Recommendation:

Thank you for the detailed information on this one David

We had a previous TECH LINE case on this vehicle for similar concerns, we have combined these cases to keep all information in a single location - Please reply only to this case email

Comment

7/28/2020 3:04 PM

User Brandt Boster

Public

Tech replied by email:

Very little debris in the pan. The rear most journal on the crankshaft looks blue. Likes it been very hot.

Comment

7/28/2020 11:18 AM

User Brandt Boster

Public

Duplicate case created  
Updated previous case with new information:

Comment

On this model, we more commonly see injector misfires caused by pin fit concerns at injector harness  
- This will provide us with a injector circuit based DTC (which I do not see documented)

Has engine noise similar to rod knock.  
Has misfire and rear main seal leak. only codes stored are p2bac and p203f.  
If I cancel out cylinders I still cant get noise to go away.  
It seems that cylinder 2 and 5 are not working very well.  
If I cancel both out at the same time there is very little different on how it runs but noise is still present.  
Also has what appears to be a rear main seal leak. I know that injectors will sometimes make noise when not working properly.  
Also I replaced long block about 8,000 miles ago. Wondering what my next step would be?

With engine knock and rear main seal leak, we have seen crankshaft separation cause this concern

Let's confirm proper engine oil level  
- Inspect harmonic balancer movement with engine running  
- Document debris identified in engine oil pan

Follow up with findings if further assistance can be provided on this one  
Have a great rest of your Tuesday David!

3/11/2020 10:00 AM

User Michael Lemmons

Public

Comment Received email from tech:  
Thanks

3/11/2020 9:39 AM

User Michael Lemmons

Public

Comment Recommendation:  
We have seen some cases of engine knock on diesels caused by an injector sticking causing overfueling of a cylinder.  
If that was the cause of the knock, we usually also find excessive exhaust vapors, there would be change noticed performing power balance, and a code would be stored.  
If none of the above symptoms are occurring, this would point to a mechanical concern.  
Although there is not a great deal of debris seen in the pan, when I zoom in it appears there are several larger pieces of metal.  
Long engine replacement is required in this case.

3/11/2020 9:23 AM

User Survey Site Guest User

Public

Comment debris in pan

3/11/2020 9:22 AM

User Survey Site Guest User

Public

Comment Customer Comments: engine has knocking noise  
 Technician Findings: customer came in for engine knock. engine knock is very loud and sounds to be coming from drivers side lower end. Tried to cancel out noise by canceling out injectors. could not get noise to go away. cancelled all of bank 1 and noise still there. cancelled all of bank 2 and noise is still there. tried to mismatch cylinder but can only get noise to get a little soft but still there. noise is about a 7. Pulled pan to check for debris. Has a little debris but not much. Is this enough for engine replacement? If not what other checks do I need to do?  
 Repairs Made: none

## DTSM Field Inspections

2696 39819499 Diesel knocking

Status **Completed**  
Created Date **8/3/2020**  
Owner First Name **Michael**  
DTSM Team **CR**  
Vehicle **1N6BA1F44GN504504**  
DTSM Inspection Date **8/4/2020 3:59 PM**  
Report Date **8/4/2020 4:06 PM**  
VIN **1N6BA1F44GN504504**

## Case History

**3/3/2021 2:27 PM**

---

User **Justin Studenberg**

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

**8/3/2020 3:14 PM**

---

User **Joe Sabba**

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

**8/3/2020 3:04 PM**

---

User **Managed Services**

Action **Changed Reopen Date from 8/3/2020 9:46 AM to 8/3/2020 3:04 PM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

**8/3/2020 11:15 AM**

---

User **Joe Sabba**

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

**8/3/2020 10:45 AM**

---

User **Joe Sabba**

Action **Changed Case Owner from Timothy Greaux to Joe Sabba.**

**8/3/2020 9:46 AM**

---

User **Managed Services**

Action **Changed Reopen Date from 7/31/2020 9:25 AM to 8/3/2020 9:46 AM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

**7/31/2020 1:43 PM**

---

User **Timothy Greaux**

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

**7/31/2020 1:16 PM**

---

User **Timothy Greaux**

Action **Changed Case Owner from TECH LINE Tier 2 to Timothy Greaux.**

**7/31/2020 12:40 PM**

---

User **Brandt Boster**

Action **Changed Case Owner from Brandt Boster to TECH LINE Tier 2.**

**7/31/2020 9:25 AM**

---

User **Managed Services**

Action **Changed Reopen Date from 7/28/2020 12:50 PM to 7/31/2020 9:25 AM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

**7/28/2020 3:17 PM**

---

User **Brandt Boster**

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

**7/28/2020 12:50 PM**

---

User **Managed Services**

Action **Changed Reopen Date from 3/11/2020 9:41 AM to 7/28/2020 12:50 PM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

**7/28/2020 11:23 AM**

---

User **Brandt Boster**

Action **Changed Subject from Engine knocking to Knock noise from engine EMC A61. Changed Status from Closed to Pending Dealer Reply. Closed.**

---

**7/28/2020 11:21 AM**

---

User **Brandt Boster**

Action **Changed Incident/RO Date from 3/7/2020 to 7/28/2020.**

---

**7/28/2020 11:18 AM**

---

User **Brandt Boster**

Action **Changed Case Owner from Michael Lemmons to Brandt Boster.**

---

**3/11/2020 10:00 AM**

---

User **Michael Lemmons**

Action **Changed Status from Pending TECH LINE to Closed. Closed.**

---

**3/11/2020 9:41 AM**

---

User **Managed Services**

Action **Changed First Call Resolution from Yes to No. Changed Reopen Date to 3/11/2020 9:41 AM. Changed Status from Closed to Pending TECH LINE.**

---

**3/11/2020 9:40 AM**

---

User **Michael Lemmons**

Action **Changed Subject to Engine knocking. Changed Status from Pending TECH LINE to Closed. Closed.**

---

**3/11/2020 9:26 AM**

---

User **Michael Lemmons**

Action **Changed Case Owner from TECH LINE Initial 1 to Michael Lemmons.**

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**3/11/2020 9:22 AM**

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User **Survey Site Guest User**

Action **Changed Case Owner from Survey Site Guest User to TECH LINE Initial 1. Changed Status from Open to Pending TECH LINE. Changed VIN from 1n6ba1[REDACTED] to 1N6BA1F[REDACTED] Created.**

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