



Case: [REDACTED]

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

General

Caller Name	DOUG CAMPOS	Dealer	MCLARTY DANIEL NISSAN
NNAnet user ID	TVA-04373	Contact Name	
Tech Preferred Phone	4796853264	Customer Name	
Tech Preferred Email	[REDACTED]	Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	Michael Behning
Repair/Work Order	260044	Mobile Phone	
Job/Line Number	A	Texting Status	
Created Day	Wednesday		

Incident Information

Customer Comments	CUSTOMER STATES KNOCKING NOISE COMING FROM THE ENGINE THAT STARTED 2 DAYS AGO. CAN HEAR MORE WHEN SITTING IN THE VEHICLE	Customer Name	[REDACTED]
Verified	Yes	Vehicle	1N6BA1F47 [REDACTED]
Question for TECH LINE	Have you seen this before?	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	3/18/2020
When does this concern occur?	IDLE	Calculated Days Down	37
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	NONE	Total Days Down	37
Observed Modifications & Accessories	NONE NOTICED	Repair Attempts	1
		Current Mileage	33,472

Vehicle Mileage Prior Value

Vehicle Purchased Miles

Primary DTC

Current DTC

Past DTC

Other DTCs

TECH LINE Information

Subject	Engine has a knock A61 EM	Resolution Action	
Status	Pending Dealer Reply	Resolution Object	
Confirmed Resolution	Pending	Field Inspection Indicator	
Component Code Category	EM Engine Mechanical	NNA Field Inspection Date	
Component Code Issue	EMA ENGINE ASSEMBLY	FSSS	
TECH LINE Template	ECC Initial Response	FSSS Date	
TREAD Component	06		
Date/Time Closed	4/24/2020 3:26 PM		
Description			
Recommendation Detail			

DTS Information

DTSM Inspection Date		DTSM Request Type	
DTSM Inspection Date Confirmed?		Inspection Time/Notes	Appointment Time:
Notes for DTSM (Vehicle Concerns)			Notes to Agent:

Activity History

Email: Cas 017 Titan XD; Engine has a knock A61 EM [ref:_00DA09j8L._5002I26Ncmn:ref]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	4/24/2020
Assigned To	Michael Behning
Last Modified Date/Time	4/24/2020 3:10 PM
Comments	Additional To: CC: BCC: michael.behning@nissan-usa.com Attachment: Subject: Cas 017 Titan XD; Engine has a knock A61 EM [ref:_00DA09j8L._5002I26Ncmn:ref] Body: DOUG CAMPOS, TECH LINE's latest case update is below. TSS Recommendation- Doug, thank you for the update and photo.

Due to metal debris found in engine oil pan, let's replace the long block assemble.

If any further assistance is required reply all to the E-mail and we will be glad to follow up.

Have a great day.

Thank you, _____ Mike 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.

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: 4/22/2020

Customer name: _____

VIN: 1N6BA1F47 _____ Mileage: 33,472

Dealer code: 5104

Dealer name: MCLARTY DANIEL NISSAN

Customer's Concerns:

CUSTOMER STATES KNOCKING NOISE COMING FROM THE ENGINE THAT STARTED 2 DAYS AGO. CAN HEAR MORE WHEN SITTING IN THE VEHICLE

Technician Findings:

FOUND KNOCKING/THUMP FROM ENGINE. MOST NOTICEABLE AT BELL HOUSING AREA FROM LEFT SIDE OF BLOCK:

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.

re _____ cmn:ref

Email: Cas _____; 2017 Titan XD; Engine has a knock A61 EM [ref:_00DA09j8L._5002I26Ncmn:ref]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	4/22/2020
Assigned To	Michael Behning
Last Modified Date/Time	4/22/2020 4:53 PM
Comments	<p>Additional To: _____</p> <p>CC:</p> <p>BCC: michael.behning@nissan-usa.com</p> <p>Attachment:</p> <p>Subject: Cas _____ 2017 Titan XD; Engine has a knock A61 EM [ref:_00DA09j8L._5002I26Ncmn:ref]</p> <p>Body: DOUG CAMPOS, TECH LINE's latest case update is below. TSS Recommendation-</p> <p>Doug, sorry for the misunderstanding.</p> <p>I failed to look at the VIN closely.</p> <p>If we are not looking at a fuel injector knock we may have an issue with a crankshaft which is separating.</p> <p>We can perform Cylinder Cutout Test in active test mode to try and isolate it to a certain cylinder.</p> <p>We can also drop the lower oil pan to inspect for debris and possible crankshaft separation.</p> <p>If any further assistance is required reply all to the E-mail and we will be glad to follow up.</p>

Have a great day.

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Case [REDACTED]

Date Created: 4/22/2020

Customer name [REDACTED]

VIN: 1N6BA1F4 [REDACTED] Mileage: 33,472

Dealer code: 5104

Dealer name: MCLARTY DANIEL NISSAN

Customer's Concerns:

CUSTOMER STATES KNOCKING NOISE COMING FROM THE ENGINE THAT STARTED 2 DAYS AGO. CAN HEAR MORE WHEN SITTING IN THE VEHICLE

Technician Findings:

FOUND KNOCKING/THUMP FROM ENGINE. MOST NOTICEABLE AT BELL HOUSING AREA FROM LEFT SIDE OF BLOCK:

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ref:_00DA09j8L_5002I26Ncmn:ref

Email: Cas [REDACTED] 2017 Titan XD; Engine has a knock A61 EM [ref:_00DA09j8L_5002I26Ncmn:ref]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	4/22/2020
Assigned To	Michael Behning
Last Modified Date/Time	4/22/2020 4:25 PM
Comments	Additional To [REDACTED] CC: BCC: michael.behning@nissan-usa.com Attachment: Subject: Cas [REDACTED] 2017 Titan XD; Engine has a knock A61 EM [ref:_00DA09j8L_5002I26Ncmn:ref] Body: DOUG CAMPOS, TECH LINE's latest case update is below. TSS Recommendation- Doug, yes we have heard of this concern and have a TSB published. Please refer to NTB19-057. If cylinder scoring is confirmed in cylinder 7 we would recommend replacing the short block. If any further assistance is required reply all to the E-mail and we will be glad to follow up. Have a great day. Thank you, _____ Mike 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.

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Case #: [REDACTED]
Date Created: 4/22/2020
Customer name:
VIN: 1N6BA1F47 [REDACTED] Mileage: 33,472
Dealer code: 5104
Dealer name: MCLARTY DANIEL NISSAN

Customer's Concerns:
CUSTOMER STATES KNOCKING NOISE COMING FROM THE ENGINE THAT STARTED 2 DAYS AGO.
CAN HEAR MORE WHEN SITTING IN THE VEHICLE
Technician Findings:
FOUND KNOCKING/THUMP FROM ENGINE. MOST NOTICEABLE AT BELL HOUSING AREA FROM
LEFT SIDE OF BLOCK:

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ref:_00DA09j8L._5002I26Ncmn:ref

Attachments

20200424_131900.jpg

Size 3.17MB
Ownership Michael Behning
View [View file](#)
Last Modified 4/24/2020 3:07 PM

Emails

Re: Case [REDACTED] 2017 Titan XD; Engine has a knock A61 EM [ref:_00DA09j8L._5002I26Ncmn:ref]

Message Date 4/24/2020 3:22 PM
Has Attachment
Email Address [REDACTED]
Status Read
Subject Re: Case 40073239; 2017 Titan XD; Engine has a knock A61 EM [ref:_00DA09j8L._5002I26Ncmn:ref]
Text Body Thank you for the help

On Fri, Apr 24, 2020 at 3:10 PM TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:

> DOUG CAMPOS,
>
> TECH LINE's latest case update is below.
>
>
> TSS Recommendation-
> Doug, thank you for the update and photo.
> Due to metal debris found in engine oil pan, let's replace the long block
> assemble.
> If any further assistance is required reply all to the E-mail and we will
> be glad to follow up.
> Have a great day.
>
>
>
> Thank you,
>
> _____
>
> Mike B.
>
> TECH LINE
>

>
>
> **TECH LINE SUPPORT REQUEST - CLICKING NOISE**
> [REDACTED]

>
> ***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:** 4/22/2020
> **Customer name** [REDACTED]
> **VIN:** 1N6BA1F47 [REDACTED]
>
> **Mileage:** 33,472
>
> **Dealer code:** 5104
>
> **Dealer name:** MCLARTY DANIEL NISSAN

> **Customer's Concerns:**
> **CUSTOMER STATES KNOCKING NOISE COMING FROM THE ENGINE THAT STARTED 2 DAYS**
> **AGO. CAN HEAR MORE WHEN SITTING IN THE VEHICLE**

> **Technician Findings:**
> **FOUND KNOCKING/THUMP FROM ENGINE. MOST NOTICEABLE AT BELL HOUSING AREA**
> **FROM LEFT SIDE OF BLOCK:**

>
>
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> **message or any part of it. Please notify the sender immediately and delete**
> **all copies of the message.**

> **ref: _00DA09j8L_5002I26Ncmn:ref**
>

Case [REDACTED] **2017 Titan XD; Engine has a knock A61 EM [ref:_00DA09j8L_5002I26Ncmn:ref]**
Message Date 4/24/2020 3:10 PM
Has Attachment [REDACTED]
Email Address [REDACTED]
Status Sent
Subject Case 40073239; 2017 Titan XD; Engine has a knock A61 EM [ref:_00DA09j8L_5002I26Ncmn:ref]

Text Body **DOUG CAMPOS,**

TECH LINE's latest case update is below.

TSS Recommendation-

Doug, thank you for the update and photo.

Due to metal debris found in engine oil pan, let's replace the long block assemble.

If any further assistance is required reply all to the E-mail and we will be glad to follow up.

Have a great day.

Thank you,

Mike B.

TECH LINE

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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: 4/22/2020

Customer name:

VIN: 1N6BA1F47H [REDACTED]

Mileage: 33,472

Dealer code: 5104

Dealer name: MCLARTY DANIEL NISSAN

Customer's Concerns:

CUSTOMER STATES KNOCKING NOISE COMING FROM THE ENGINE THAT STARTED 2 DAYS AGO. CAN HEAR MORE WHEN SITTING IN THE VEHICLE

Technician Findings:

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Re: Case [REDACTED] 2017 Titan XD; Engine has a knock A61 EM [ref:_00DA09j8L._5002I26Ncmn:ref]

Message Date 4/24/2020 2:15 PM

Has Attachment

Email Address [REDACTED]

Status Read

Subject Re: Case 40073239; 2017 Titan XD; Engine has a knock A61 EM [ref:_00DA09j8L._5002I26Ncmn:ref]

Text Body I have performed the cylinder cut test. Does not change by cylinder cut. Removed pan, found metal debris on the bottom of pan, along with metallic look to oil. I have attached picture of metal debris

On Wed, Apr 22, 2020 at 5:08 PM Doug Campos <[REDACTED]> wrote:

> I WILL DO THE CYLINDER CUT TEST. AND DROP THE PAN AND CHECK FOR DEBRIS

>

> On Wed, Apr 22, 2020 at 4:53 PM TECH LINE Email to Case <

> techlinesfdc@nissan-usa.com> wrote:

>

>> DOUG CAMPOS,

>>

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

>>

>>

>> TSS Recommendation-

>> Doug, sorry for the misunderstanding.

>> I failed to look at the VIN closely.

>> If we are not looking at a fuel injector knock we may have an issue with

>> a crankshaft which is separating.

>> We can perform Cylinder Cutout Test in active test mode to try and

>> isolate it to a certain cylinder.

>> We can also drop the lower oil pan to inspect for debris and possible

>> crankshaft separation.

>> If any further assistance is required reply all to the E-mail and we will

>> be glad to follow up.

>> Have a great day.

>>

>>

>>

>> Thank you,

>>

>>

>>

>> Mike B.

>>

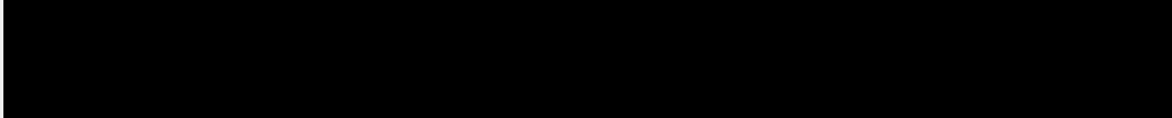
>> TECH LINE

>>

>>

>>

>> [CLICK HERE TO VIEW THE TECH LINE CASE](#)



>>

>> *Updating a TECH LINE Case:*

>>
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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 # [REDACTED]
>> Date Created: 4/22/2020
>> Customer name:
>> VIN: 1N6BA1F4 [REDACTED]
>>
>> Mileage: 33,472
>>
>> Dealer code: 5104
>>
>> Dealer name: MCLARTY DANIEL NISSAN
>>
>> Customer's Concerns:
>> CUSTOMER STATES KNOCKING NOISE COMING FROM THE ENGINE THAT STARTED 2 DAYS
>> AGO. CAN HEAR MORE WHEN SITTING IN THE VEHICLE
>>
>>
>> Technician Findings:
>> FOUND KNOCKING/THUMP FROM ENGINE. MOST NOTICEABLE AT BELL HOUSING AREA
>> FROM LEFT SIDE OF BLOCK:
>>
>>
>>
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>> all copies of the message.
>>
>>
>> ref:_00DA09j8L._5002I26Ncmn:ref
>>
>>
>

Re: Case [REDACTED] 2017 Titan XD; Engine has a knock A61 EM [ref:_00DA09j8L._5002I26Ncmn:ref]

Message Date 4/22/2020 5:09 PM
Has Attachment [REDACTED]
Email Address [REDACTED]
Status Read
Subject Re: Case 40073239; 2017 Titan XD; Engine has a knock A61 EM [ref:_00DA09j8L._5002I26Ncmn:ref]
Text Body I WILL DO THE CYLINDER CUT TEST. AND DROP THE PAN AND CHECK FOR DEBRIS

On Wed, Apr 22, 2020 at 4:53 PM TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:

> DOUG CAMPOS,
>
> TECH LINE's latest case update is below.

>
>
>
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> all copies of the message.
>
>
> ref:_00DA09j8L._5002I26Ncmn:ref
>

Case [REDACTED] 2017 Titan XD; Engine has a knock A61 EM [ref:_00DA09j8L._5002I26Ncmn:ref]

Message Date 4/22/2020 4:53 PM
Has Attachment [REDACTED]
Email Address [REDACTED]
Status Sent
Subject Case 40073239; 2017 Titan XD; Engine has a knock A61 EM [ref:_00DA09j8L._5002I26Ncmn:ref]
Text Body DOUG CAMPOS,

TECH LINE's latest case update is below.

TSS Recommendation-

Doug, sorry for the misunderstanding.

I failed to look at the VIN closely.

If we are not looking at a fuel injector knock we may have an issue with a crankshaft which is separating.

We can perform Cylinder Cutout Test in active test mode to try and isolate it to a certain cylinder.

We can also drop the lower oil pan to inspect for debris and possible crankshaft separation.

If any further assistance is required reply all to the E-mail and we will be glad to follow up.

Have a great day.

Thank you,

Mike B.

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Case # [REDACTED]
Date Created: 4/22/2020
Customer name: [REDACTED]
VIN: 1N6BA1F47 [REDACTED]

Mileage: 33,472

Dealer code: 5104

Dealer name: MCLARTY DANIEL NISSAN

Customer's Concerns:
CUSTOMER STATES KNOCKING NOISE COMING FROM THE ENGINE THAT STARTED 2 DAYS AGO. CAN HEAR MORE WHEN SITTING IN THE VEHICLE

Technician Findings:
FOUND KNOCKING/THUMP FROM ENGINE. MOST NOTICEABLE AT BELL HOUSING AREA FROM LEFT SIDE OF BLOCK:

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Re: Case [REDACTED] 2017 Titan XD; Engine has a knock A61 EM [ref:_00DA09j8L._5002I26Ncmn:ref]

Message Date 4/22/2020 4:30 PM

Has Attachment [REDACTED]

Email Address [REDACTED]

Status Read

Subject Re: Cas [REDACTED] 2017 Titan XD; Engine has a knock A61 EM [ref:_00DA09j8L._5002I26Ncmn:ref]

Text Body I have looked over the TSB but it states it is for the gas engine. I am working on a diesel

On Wed, Apr 22, 2020, 4:25 PM TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:

> DOUG CAMPOS,
>
> TECH LINE's latest case update is below.
>
>
> TSS Recommendation-
> Doug, yes we have heard of this concern and have a TSB published.
> Please refer to NTB19-057.
> If cylinder scoring is confirmed in cylinder 7 we would recommend
> replacing the short block.
> If any further assistance is required reply all to the E-mail and we will
> be glad to follow up.
> Have a great day.
>
>

Ca [REDACTED] 017 Titan XD; Engine has a knock A61 EM [ref:_00DA09j8L._5002I26Ncmn:ref]

Message Date 4/22/2020 4:25 PM

Has Attachment 

Email Address [REDACTED]

Status Sent

Subject Case [REDACTED] 017 Titan XD; Engine has a knock A61 EM [ref:_00DA09j8L._5002I26Ncmn:ref]

Text Body DOUG CAMPOS,

TECH LINE's latest case update is below.

TSS Recommendation-

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Thank you,

Mike B.

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Case # [REDACTED]

Date Created: 4/22/2020

Customer name: [REDACTED]

VIN: 1N6BA1F47H-[REDACTED]

Mileage: 33,472

Dealer code: 5104

Dealer name: MCLARTY DANIEL NISSAN

Customer's Concerns:

CUSTOMER STATES KNOCKING NOISE COMING FROM THE ENGINE THAT STARTED 2 DAYS AGO. CAN HEAR MORE WHEN SITTING IN THE VEHICLE

Technician Findings:

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Case Comments

4/24/2020 3:09 PM

User **Michael Behning**
Public
Comment **TSS Recommendation-
Doug, thank you for the update and photo.
Due to metal debris found in engine oil pan, let's
replace the long block assemble.
If any further assistance is required reply all to the
E-mail and we will be glad to follow up.
Have a great day.**

4/24/2020 3:05 PM

User **Michael Behning**
Public
Comment **Description-
From tech e-mail-
I have performed the cylinder cut test. Does not
change by cylinder cut.
Removed pan, found metal debris on the bottom of
pan, along with metallic
look to oil. I have attached picture of metal debris**

4/22/2020 5:14 PM

User **Michael Behning**
Public
Comment **Description-
From tech e-mail-
I WILL DO THE CYLINDER CUT TEST, AND DROP
THE PAN AND CHECK FOR DEBRIS**

4/22/2020 4:52 PM

User **Michael Behning**
Public
Comment **TSS Recommendation-
Doug, sorry for the misunderstanding.
I failed to look at the VIN closely.
If we are not looking at a fuel injector knock we
may have an issue with a crankshaft which is
separating.
We can perform Cylinder Cutout Test in active test
mode to try and isolate it to a certain cylinder.
We can also drop the lower oil pan to inspect for
debris and possible crankshaft separation.
If any further assistance is required reply all to the
E-mail and we will be glad to follow up.
Have a great day.**

4/22/2020 4:44 PM

User **Michael Behning**
Public
Comment **Description-
From tech e-mail-
I have looked over the TSB but it states it is for the
gas engine. I am working on a diesel**

4/22/2020 4:18 PM

User **Survey Site Guest User**
Public
Comment **I HAVE COMPARED TO KNOWN GOOD VEHICLE.
SOUND IS PRESENT BUT VERY FAINT IN
DIFFERENT VEHICLE**

4/22/2020 4:25 PM

User **Michael Behning**
Public
Comment **TSS Recommendation-
Doug, yes we have heard of this concern and have
a TSB published.
Please refer to NTB19-057.
If cylinder scoring is confirmed in cylinder 7 we
would recommend replacing the short block.
If any further assistance is required reply all to the
E-mail and we will be glad to follow up.
Have a great day.**

4/22/2020 4:17 PM

User **Survey Site Guest User**
Public
Comment **Customer Comments: CUSTOMER STATES KNOCKING NOISE COMING FROM THE ENGINE THAT STARTED 2 DAYS AGO. CAN HEAR MORE WHEN SITTING IN THE VEHICLE**
 Technician Findings: FOUND KNOCKING/THUMP FROM ENGINE. MOST NOTICEABLE AT BELL HOUSING AREA FROM LEFT SIDE OF BLOCK
 Repairs Made: NONE

Case History

4/24/2020 3:26 PM

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

4/24/2020 3:22 PM

User **Managed Services**
Action **Changed Reopen Date from 4/24/2020 2:15 PM to 4/24/2020 3:22 PM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

4/24/2020 3:10 PM

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

4/24/2020 2:15 PM

User **Managed Services**
Action **Changed Reopen Date from 4/22/2020 5:09 PM to 4/24/2020 2:15 PM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

4/22/2020 5:14 PM

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

4/22/2020 5:09 PM

User **Managed Services**
Action **Changed Reopen Date from 4/22/2020 4:30 PM to 4/22/2020 5:09 PM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

4/22/2020 4:53 PM

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

4/22/2020 4:30 PM

User **Managed Services**
Action **Changed First Call Resolution from Yes to No. Changed Reopen Date to 4/22/2020 4:30 PM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

4/22/2020 4:25 PM

User **Michael Behning**
Action **Closed.**

4/22/2020 4:22 PM

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

4/22/2020 4:22 PM

User **Michael Behning**

Action **Changed Subject to Engine has a knock A61 EM.**

4/22/2020 4:18 PM

User **Michael Behning**

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

4/22/2020 4:17 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.**
