



Case: [REDACTED]

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

General

Caller Name	[REDACTED]	Dealer	BOB HOWARD NISSAN
NNAnet user ID	TVA-18130	Contact Name	
Tech Preferred Phone	4057881153	Customer Name	
Tech Preferred Email	superman6711@cox.net	Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	Michael Behning
Repair/Work Order	377342	Mobile Phone	
Job/Line Number	a	Texting Status	
Created Day	Tuesday		

Incident Information

Customer Comments	loud knocking sound	Customer Name	[REDACTED]
Verified	Yes	Vehicle	1N6BA1F2XH [REDACTED]
Question for TECH LINE	Have you seen this before?	VIN	1N6BA1F2XH [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	5/5/2017
When does this concern occur?	ALL TIMES	Calculated Days Down	1,113
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	none	Total Days Down	1,113
Observed Modifications & Accessories	none	Repair Attempts	1
		Current Mileage	24,815
		Vehicle Mileage Prior Value	
		Vehicle Purchased Miles	

Primary DTC
Current DTC ECM p203f
Past DTC
Other DTCs

TECH LINE Information

Subject	Engine has knock A61 EM	Resolution Action	
Status	Pending Dealer Reply	Resolution Object	
Confirmed Resolution	Pending	Field Inspection Indicator	<input type="checkbox"/>
Component Code Category	EM Engine Mechanical	NNA Field Inspection Date	
Component Code Issue	EMA ENGINE ASSEMBLY	FSSS	<input type="checkbox"/>
TECH LINE Template	ECC Initial Response	FSSS Date	
TREAD Component	06		
Date/Time Closed	5/22/2020 9:52 AM		
Description			
Recommendation Detail			

DTS Information

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

Activity History

Email: Case [REDACTED] 2017 TITAN XD; Engine has knock A61 EM [ref:_00DA09j8L._5002I27GykT:ref]

Name	[REDACTED]
Task	<input checked="" type="checkbox"/>
Due Date	5/22/2020
Assigned To	Michael Behning
Last Modified Date/Time	5/22/2020 9:51 AM
Comments	<p>Additional To [REDACTED]</p> <p>CC:</p> <p>BCC: michael.behning@nissan-usa.com</p> <p>Attachment:</p> <p>Subject: Ca [REDACTED] 2017 TITAN XD; Engine has knock A61 EM [ref:_00DA09j8L._5002I27GykT:ref]</p> <p>Body:</p> <p>RANDALL ROBERTS,</p> <p>TECH LINE's latest case update is below.</p> <p>TSS Recommendation-</p> <p>Randall, thank you for the photo.</p> <p>With the gray debris in the oil pan we have an internal issue with the engine.</p> <p>We would recommend replacing the long block assembly.</p>

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

Have a great day. Stay safe.

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: 5/19/2020

Customer name: _____

VIN: 1N6BA1F2XK _____ Mileage: 24,815

Dealer code: 3488

Dealer name: BOB HOWARD NISSAN

Customer's Concerns:

loud knocking sound

Technician Findings:

engine knocking lower end /middle, power balance test, changes pitch, noise does not go away, oil level correct, no drivability concerns:

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._5002I27GykT:ref

Email: Ca _____ 2017 TITAN XD; Engine has knock A61 EM [ref:_00DA09j8L._5002I27GykT:ref]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	5/22/2020
Assigned To	Michael Behning
Last Modified Date/Time	5/22/2020 8:22 AM
Comments	Additional To _____ CC: BCC: michael.behning@nissan-usa.com Attachment:

Subject: Cas _____ 2017 TITAN XD; Engine has knock A61 EM [ref:_00DA09j8L._5002I27GykT:ref]

Body:

RANDALL ROBERTS,
TECH LINE's latest case update is below.
TSS Recommendation-

Randall, please provide photos of debris and gray matter found.

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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Closed TECH LINE cases can be reopened.

Case # _____

Date Created: 5/19/2020

Customer name: [REDACTED]
VIN: 1N6BA1F2[REDACTED] Mileage: 24,815
Dealer code: 3488
Dealer name: BOB HOWARD NISSAN

Customer's Concerns:

loud knocking sound

Technician Findings:

engine knocking lower end /middle, power balance test, changes pitch, noise does not go away, oil level correct, no drivability concerns:

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ref:_00DA09j8L_5002I27GykT:ref

Email: Case 40273437; 2017 TITAN XD; Engine has knock A61 EM [ref:_00DA09j8L_5002I27GykT:ref]

Name
Task
Due Date 5/20/2020
Assigned To Michael Behning
Last Modified Date/Time 5/20/2020 8:26 AM
Comments Additional To [REDACTED]
CC:
BCC: michael.behning@nissan-usa.com
Attachment:

Subject: Case [REDACTED] 2017 TITAN XD; Engine has knock A61 EM [ref:_00DA09j8L_5002I27GykT:ref]

Body:

RANDALL ROBERTS,
TECH LINE's latest case update is below.
TSS Recommendation-

Randall, thank you for the update.

Let's remove the lower oil pan and inspect for debris and 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

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Closed TECH LINE cases can be reopened.

Case [REDACTED]

Date Created: 5/19/2020

Customer name:

VIN: 1N6BA1F2X[REDACTED] Mileage: 24,815

Dealer code: 3488

Dealer name: BOB HOWARD NISSAN

Customer's Concerns:

loud knocking sound

Technician Findings:

engine knocking lower end /middle, power balance test, changes pitch, noise does not go away, oil level correct, no drivability concerns:

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ref:_00DA09j8L._5002I27GykT:ref

Email: Case [REDACTED] 2017 TITAN XD; Engine has knock A61 EM [ref:_00DA09j8L._5002I27GykT:ref]

Name
Task
Due Date
Assigned To
Last Modified Date/Time

[REDACTED]
5/19/2020
Michael Behning
5/19/2020 3:05 PM
Additional To: [REDACTED]
CC:
BCC: michael.behning@nissan-usa.com
Attachment:

Subject: Case [REDACTED] 2017 TITAN XD; Engine has knock A61 EM [ref:_00DA09j8L._5002I27GykT:ref]

Body:
RANDALL ROBERTS,
TECH LINE's latest case update is below.
TSS Recommendation-

Randall, which cylinders changed pitch when cancelled?

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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Closed TECH LINE cases can be reopened.

Case [REDACTED]

Date Created: 5/19/2020

Customer name:

VIN: 1N6BA1F2X[REDACTED]leage: 24,815

Dealer code: 3488

Dealer name: BOB HOWARD NISSAN

Customer's Concerns:

loud knocking sound

Technician Findings:

engine knocking lower end /middle, power balance test, changes pitch, noise does not go away, oil level correct, no drivability concerns:

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ref:_00DA09j8L._5002I27GykT:ref

Attachments

image0.jpeg	IMG_2360[1].MOV
Size 82KB	Size 33.36MB
Ownership Michael Behning	Ownership Survey Site Guest User
View View file	View View file
Last Modified 5/22/2020 9:49 AM	Last Modified 5/19/2020 2:50 PM

Emails

Case #: [REDACTED] **2017 TITAN XD; Engine has knock A61 EM [ref:_00DA09j8L._5002I27GykT:ref]**

Message Date 5/22/2020 9:51 AM

Has Attachment 

Email Address [REDACTED]

Status Sent

Subject Case 40273437; 2017 TITAN XD; Engine has knock A61 EM [ref:_00DA09j8L._5002I27GykT:ref]

Text Body RANDALL ROBERTS,

TECH LINE's latest case update is below.

TSS Recommendation-

Randall, thank you for the photo.

With the gray debris in the oil pan we have an internal issue with the engine.

We would recommend replacing the long block assembly.

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

Have a great day. Stay safe.

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.

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: 5/19/2020
Customer name: [REDACTED]
VIN: 1N6BA1F2XH [REDACTED]

Mileage: 24,815

Dealer code: 3488

Dealer name: BOB HOWARD NISSAN

Customer's Concerns:
loud knocking sound

Technician Findings:
engine knocking lower end /middle, power balance test, changes pitch, noise does not go away, oil level correct, no drivability concerns:

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Re: Case [REDACTED] 2017 TITAN XD; Engine has knock A61 EM [ref:_00DA09j8L._5002I27GykT:ref]

Message Date 5/22/2020 9:39 AM
Has Attachment
Email Address superman6711@cox.net
Status Read
Subject Re: Case 40273437; 2017 TITAN XD; Engine has knock A61 EM [ref:_00DA09j8L._5002I27GykT:ref]
Text Body Sent from my iPhone

> On May 22, 2020, at 8:22 AM, TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:
>
>
>
> RANDALL ROBERTS,
>
> TECH LINE's latest case update is below.
>
> TSS Recommendation-
> Randall, please provide photos of debris and gray matter found.
> 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 # [REDACTED]
> Date Created: 5/19/2020
> Customer name:

> VIN: 1N6BA1F2X [REDACTED]
> Mileage: 24,815
> Dealer code: 3488
> Dealer name: BOB HOWARD NISSAN
>
> Customer's Concerns:
> loud knocking sound
>
> Technician Findings:
> engine knocking lower end /middle, power balance test, changes pitch, noise does not go away, oil level correct, no drivability concerns:
>
>
>
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>
>
> ref:_00DA09j8L._5002I27GykT:ref

Cas [REDACTED] 17 TITAN XD; Engine has knock A61 EM [ref:_00DA09j8L._5002I27GykT:ref]

Message Date 5/22/2020 8:22 AM
Has Attachment 
Email Address superman6711@cox.net
Status Sent
Subject Cas [REDACTED] 17 TITAN XD; Engine has knock A61 EM [ref:_00DA09j8L._5002I27GykT:ref]
Text Body RANDALL ROBERTS,

TECH LINE's latest case update is below.

TSS Recommendation-
Randall, please provide photos of debris and gray matter found.
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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Updating a TECH LINE Case:

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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: 5/19/2020
Customer name: [REDACTED]
VIN: 1N6BA1F2X[REDACTED]

Mileage: 24,815

Dealer code: 3488

Dealer name: BOB HOWARD NISSAN

Customer's Concerns:
loud knocking sound

Technician Findings:
engine knocking lower end /middle, power balance test, changes pitch, noise does not go away, oil level correct, no drivability concerns:

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Re: Case [REDACTED] **017 TITAN XD; Engine has knock A61 EM [ref:_00DA09j8L._5002I27GykT:ref]**

Message Date **5/22/2020 7:51 AM**
Has Attachment
Email Address [REDACTED]
Status **Read**
Subject **Re: Case 40273437; 2017 TITAN XD; Engine has knock A61 EM [ref:_00DA09j8L._5002I27GykT:ref]**
Text Body **Oil pan has gray matter built up in bottom of pan , some metal debris in pan, can't see any separation or obvious failure**

Sent from my iPhone

> On May 20, 2020, at 8:26 AM, TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:
>
>
>
> **RANDALL ROBERTS,**
>
> **TECH LINE's latest case update is below.**
>
> **TSS Recommendation-**
> **Randall, thank you for the update.**
> **Let's remove the lower oil pan and inspect for debris and 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

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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: 5/19/2020
Customer name: [REDACTED]
VIN: 1N6BA1F2X [REDACTED]

Mileage: 24,815

Dealer code: 3488

Dealer name: BOB HOWARD NISSAN

Customer's Concerns:
loud knocking sound

Technician Findings:
engine knocking lower end /middle, power balance test, changes pitch, noise does not go away, oil level correct, no drivability concerns:

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Re: Case [REDACTED] 2017 TITAN XD; Engine has knock A61 EM [ref:_00DA09j8L._5002I27GykT:ref]

Message Date 5/20/2020 7:31 AM

Has Attachment

Email Address

Status **Read**

Subject **Re: Case 40273437; 2017 TITAN XD; Engine has knock A61 EM [ref:_00DA09j8L_5002I27GykT:ref]
Knock changes pitch during power balance test on all cylinders, sounds the same on all cylinders**

Sent from my iPhone

> On May 19, 2020, at 3:06 PM, TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:

>

>

>

> **RANDALL ROBERTS,**

>

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

>

> **TSS Recommendation-**

> **Randall, which cylinders changed pitch when cancelled?**

> **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: 5/19/2020**

> **Customer name:**

> **VIN: 1N6BA1F2X**

> **Mileage: 24,815**

> **Dealer code: 3488**

> **Dealer name: BOB HOWARD NISSAN**

>

> **Customer's Concerns:**

> **loud knocking sound**

>

> **Technician Findings:**

> **engine knocking lower end /middle, power balance test, changes pitch, noise does not go away, oil level correct, no drivability concerns:**

>

>

>

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>

>

> **ref:_00DA09j8L_5002I27GykT:ref**

Text Body

Cas [REDACTED] 17 TITAN XD; Engine has knock A61 EM [ref:_00DA09j8L._5002I27GykT:ref]

Message Date 5/19/2020 3:05 PM
Has Attachment 
Email Address superman6711@cox.net
Status Sent
Subject Case 40273437; 2017 TITAN XD; Engine has knock A61 EM [ref:_00DA09j8L._5002I27GykT:ref]
Text Body RANDALL ROBERTS,

TECH LINE's latest case update is below.

TSS Recommendation-
Randall, which cylinders changed pitch when cancelled?
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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Updating a TECH LINE Case:

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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: 5/19/2020
Customer name: [REDACTED]
VIN: 1N6BA1F2X [REDACTED]

Mileage: 24,815

Dealer code: 3488

Dealer name: BOB HOWARD NISSAN

Customer's Concerns:
loud knocking sound

Technician Findings:
engine knocking lower end /middle, power balance test, changes pitch, noise does not go away, oil level correct, no drivability concerns:

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Case Comments

5/22/2020 9:51 AM

User **Michael Behning**
Public

Comment **TSS Recommendation-**
Randall, thank you for the photo.
With the gray debris in the oil pan we have an internal issue with the engine.
We would recommend replacing the long block assembly.
If any further assistance is required reply all to the E-mail and we will be glad to follow up.
Have a great day. Stay safe.

5/22/2020 8:21 AM

User **Michael Behning**
Public

Comment **Description-**
From tech E-mail-
Oil pan has gray matter built up in bottom of pan, some metal debris in pan, can't see any separation or obvious failure

5/20/2020 8:24 AM

User **Michael Behning**
Public

Comment **Description-**
From tech E-mail-
Knock changes pitch during power balance test on all cylinders, sounds the same on all cylinders

5/19/2020 2:50 PM

User **Survey Site Guest User**
Public

Comment **noise**

5/22/2020 8:22 AM

User **Michael Behning**
Public

Comment **TSS Recommendation-**
Randall, please provide photos of debris and gray matter found.
If any further assistance is required reply all to the E-mail and we will be glad to follow up.
Have a great day.

5/20/2020 8:26 AM

User **Michael Behning**
Public

Comment **TSS Recommendation-**
Randall, thank you for the update.
Let's remove the lower oil pan and inspect for debris and 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.

5/19/2020 3:05 PM

User **Michael Behning**
Public

Comment **TSS Recommendation-**
Randall, which cylinders changed pitch when cancelled?
If any further assistance is required reply all to the E-mail and we will be glad to follow up.
Have a great day.

5/19/2020 2:48 PM

User **Survey Site Guest User**
Public

Comment **Customer Comments: loud knocking sound**
Technician Findings: engine knocking lower end /middle, power balance test, changes pitch, noise does not go away, oil level correct, no drivability concerns
Repairs Made: none

Case History

5/22/2020 9:52 AM

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

5/22/2020 9:39 AM

User **Managed Services**
Action **Changed Reopen Date from 5/22/2020 7:51 AM to 5/22/2020 9:39 AM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

5/22/2020 8:22 AM

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

5/22/2020 7:51 AM

User **Managed Services**
Action **Changed Reopen Date from 5/20/2020 7:31 AM to 5/22/2020 7:51 AM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

5/20/2020 8:26 AM

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

5/20/2020 7:31 AM

User **Managed Services**
Action **Changed First Call Resolution from Yes to No. Changed Reopen Date to 5/20/2020 7:31 AM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

5/19/2020 3:04 PM

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

5/19/2020 3:03 PM

User **Michael Behning**
Action **Changed Subject to Engine has knock A61 EM.**

5/19/2020 3:01 PM

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

5/19/2020 2:48 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. Changed VIN from 1n6ba1f2x[REDACTED] to 1N6BA1F2X[REDACTED] Created.**