



Case: [REDACTED]

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

**General**

Caller Name	[REDACTED]	Dealer	ROB GREEN NISSAN
NNAnet user ID	tva-02548	Contact Name	
Tech Preferred Phone	2089480591	Customer Name	
Tech Preferred Email	bpaul182@gmail.com	Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	Zach Hayward
Repair/Work Order	[REDACTED]	Mobile Phone	
Job/Line Number	1	Texting Status	
Created Day	Wednesday		

**Incident Information**

Customer Comments	knocking noise from engine	Customer Name	[REDACTED]
Verified	Yes	Vehicle	1N6BA1F42 [REDACTED]
Question for TECH LINE	Need a second opinion / Is my diagnosis correct?	VIN	1N6BA1F42 [REDACTED]
Service Manual General Section	Engine	Archived VIN Make	
Service Manual Specific Section	Engine Mechanical	Archived VIN Year	2016
Symptom Code Category	Sounds	Archived VIN Model	TITAN XD
Symptom	CLUNK/KNOCK/POP/THUMP	Incident/RO Date	7/1/2020
When does this concern occur?	IDLE	Calculated Days Down	1
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	scanned for dtc	Total Days Down	1
Observed Modifications & Accessories	level kit and 275/65/20 wheels and tires	Repair Attempts	0
		Current Mileage	48,069
		Vehicle Mileage Prior Value	
		Vehicle Purchased Miles	

Primary DTC



Current DTC

Past DTC

Other DTCs

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### TECH LINE Information

Subject	Engine knocking; stops on decel	Resolution Action	
Status	Closed	Resolution Object	
Confirmed Resolution	Yes	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	7/2/2020 10:59 AM		
Description			
Recommendation Detail			

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### 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

#### Review Dealer Comment

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Name	
Task	<input checked="" type="checkbox"/>
Due Date	7/3/2020
Assigned To	Zach Hayward
Last Modified Date/Time	7/2/2020 10:58 AM
Comments	

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Email: Case 40595331; 2016 TITAN XD; Engine knocking stops on decel [ ref:\_00DA09j8L.\_5002I283C8a:ref ]

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Name	
Task	<input checked="" type="checkbox"/>
Due Date	7/2/2020
Assigned To	Zach Hayward
Last Modified Date/Time	7/2/2020 10:59 AM
Comments	Additional To: bpaul182@gmail.com CC: BCC: zach.hayward@nissan-usa.com Attachment:  Subject: Case 40595331; 2016 TITAN XD; Engine knocking stops on decel [ ref:_00DA09j8L._5002I283C8a:ref ] Body:

Bill Paul,  
TECH LINE's latest case update is below.  
Recommendation:

-Bill, thanks for the photo.

-Please proceed with long block replacement via the normal procedures due to the trauma discovered.

Thank you, \_\_\_\_\_ Zach H.TECH LINE

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

Updating a TECH LINE Case: Technician: Reply to this email; do not change the email subject line.  
Email file attachments are limited to 6MB.

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: 7/1/2020

Customer name: [REDACTED]  
VIN: 1N6BA1F42C [REDACTED] Mileage: 48,069  
Dealer code: 3853  
Dealer name: ROB GREEN NISSAN

Customer's Concerns:  
knocking noise from engine

Technician Findings:

Scanned for dtc's and found no dtcs in any module. Checked oil level which was 1/2 way between add and full on stick. Did cylinder cutout test and knock did not go away when cutting out each cylinder. Crank pulley not wobbling like I have had on broken crankshaft on another truck before. Knocks at idle and on acceleration but no knock on deceleration. Looked at other cases in database and long block replacement seems prevalent.:

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.\_5002I283C8a:ref

Email: Case [REDACTED] 016 TITAN XD; [ ref:\_00DA09j8L.\_5002I283C8a:ref ]

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Name	[REDACTED]
Task	<input checked="" type="checkbox"/>
Due Date	7/1/2020
Assigned To	Zach Hayward
Last Modified Date/Time	7/1/2020 4:07 PM
Comments	Additional To: [REDACTED] CC: BCC: zach.hayward@nissan-usa.com Attachment:

Subject: Case [REDACTED] 016 TITAN XD; [ ref:\_00DA09j8L.\_5002I283C8a:ref ]

Body:  
Bill Paul,  
TECH LINE's latest case update is below.  
Recommendation:

-Bill, thanks for the info and video.

-The diesel engine hasn't had a short block available for warranty repairs in the past and that is why it typically gets a long block for engine mechanical concerns on the lower end.

-We are unable to determine a source of the concern from the video. There is also significant background noise and the knock sound is difficult to hear.

-Have we drained the oil or inspected the filter for debris indicating a mechanical concern is present.

-There have been cases where an accessory drive belt items has also been noisy, but the no noise on decel does appear to make it more lower end related.

-Have we use a chassis ears to isolate the source of the noise?

-If we confirm the engine lower end has a mechanical concern then we would advised engine long block replacement for repair.

Thank you, \_\_\_\_\_ Zach H.TECH LINE

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Case # \_\_\_\_\_

Date Created: 7/1/2020

Customer name \_\_\_\_\_

VIN: 1N6BA1F42 \_\_\_\_\_ Mileage: 48,069

Dealer code: 3853

Dealer name: ROB GREEN NISSAN

Customer's Concerns:

knocking noise from engine

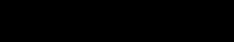
Technician Findings:

Scanned for dtc's and found no dtcs in any module. Checked oil level which was 1/2 way between add and full on stick. Did cylinder cutout test and knock did not go away when cutting out each cylinder. Crank pulley not wobbling like I have had on broken crankshaft on another truck before. Knocks at idle and on acceleration but no knock on deceleration. Looked at other cases in database and long block replacement seems prevalent.:

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ref:\_00DA09j8L.\_5002I283C8a:ref

## Attachments

 .jpg	20200701_141416.mp4
Size 6.02MB	Size 18.48MB
Ownership Survey Site Guest User	Ownership Survey Site Guest User
View <a href="#">View file</a>	View <a href="#">View file</a>
Last Modified 7/2/2020 9:38 AM	Last Modified 7/1/2020 3:57 PM

## Emails

Ca \_\_\_\_\_ 2016 TITAN XD; Engine knocking stops on decel [ ref:\_00DA09j8L.\_5002I283C8a:ref ]

Message Date 7/2/2020 10:59 AM

Has Attachment \_\_\_\_\_

Email Address \_\_\_\_\_

Status Sent

Subject C \_\_\_\_\_ 2016 TITAN XD; Engine knocking stops on decel [ ref:\_00DA09j8L.\_5002I283C8a:ref ]

Text Body Bill Paul,

TECH LINE's latest case update is below.

Recommendation:

-Bill, thanks for the photo.

-Please proceed with long block replacement via the normal procedures due to the trauma discovered.

Thank you,

---

Zach H.

**TECH LINE**

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

**Updating a TECH LINE Case:**

**Technician:** Reply to this email; do not change the email subject line. Email file attachments are limited to 6MB.

**Service Manager:** Make a comment on the case from the CA COMM tool found on nnanet.com.

If no response, we will assume additional assistance is not required and the case will be closed. Closed TECH LINE cases can be reopened.

**Case #** [REDACTED]

**Date Created:** 7/1/2020

**Customer name:**

**VIN:** 1N6BA1F4 [REDACTED]

**Mileage:** 48,069

**Dealer code:** 3853

**Dealer name:** ROB GREEN NISSAN

**Customer's Concerns:**

knocking noise from engine

**Technician Findings:**

Scanned for dtc's and found no dtcs in any module. Checked oil level which was 1/2 way between add and full on stick. Did cylinder cutout test and knock did not go away when cutting out each cylinder. Crank pulley not wobbling like I have had on broken crankshaft on another truck before. Knocks at idle and on acceleration but no knock on deceleration. Looked at other cases in database and long block replacement seems prevalent.:

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Regards,

Zach Hayward  
Technical Support Specialist  
Aftersales Dealer Support – TECH LINE

Nissan North America, Inc.  
Phone:

Case [REDACTED] 2016 TITAN XD; [ ref:\_00DA09j8L.\_5002I283C8a:ref ]

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Message Date 7/1/2020 4:07 PM  
Has Attachment [REDACTED]  
Email Address [REDACTED]  
Status Sent  
Subject Case [REDACTED] 2016 TITAN XD; [ ref:\_00DA09j8L.\_5002I283C8a:ref ]  
Text Body Bill Paul,

TECH LINE's latest case update is below.

**Recommendation:**

- Bill, thanks for the info and video.
- The diesel engine hasn't had a short block available for warranty repairs in the past and that is why it typically gets a long block for engine mechanical concerns on the lower end.
- We are unable to determine a source of the concern from the video. There is also significant background noise and the knock sound is difficult to hear.
- Have we drained the oil or inspected the filter for debris indicating a mechanical concern is present.
- There have been cases where an accessory drive belt items has also been noisy, but the no noise on decel does appear to make it more lower end related.
- Have we use a chassis ears to isolate the source of the noise?
- If we confirm the engine lower end has a mechanical concern then we would advised engine long block replacement for repair.

Thank you,

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Zach H.

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: 7/1/2020  
Customer name [REDACTED]  
VIN: 1N6BA1F4 [REDACTED]

Mileage: 48,069

Dealer code: 3853

Dealer name: ROB GREEN NISSAN

Customer's Concerns:  
knocking noise from engine

Technician Findings:

Scanned for dtc's and found no dtcs in any module. Checked oil level which was 1/2 way between add and full on stick. Did cylinder cutout test and knock did not go away when cutting out each cylinder. Crank pulley not wobbling like I have had on broken crankshaft on another truck before. Knocks at idle and on acceleration but no knock on deceleration. Looked at other cases in database and long block replacement seems prevalent.:

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Regards,

Zach Hayward  
Technical Support Specialist  
Aftersales Dealer Support – TECH LINE

Nissan North America, Inc.  
Phone:

Case Comments

7/2/2020 10:59 AM

User Zach Hayward  
Public   
Comment Recommendation:  
-Bill, thanks for the photo.  
-Please proceed with long block replacement via the normal procedures due to the trauma discovered.

7/1/2020 4:07 PM

User Zach Hayward  
Public   
Comment Recommendation:  
-Bill, thanks for the info and video.  
-The diesel engine hasn't had a short block available for warranty repairs in the past and that is why it typically gets a long block for engine

7/2/2020 9:39 AM

User Survey Site Guest User  
Public   
Comment Metal in pan , looks like long block replacement

7/1/2020 3:58 PM

User Survey Site Guest User  
Public   
Comment video of engine knock

mechanical concerns on the lower end.  
-We are unable to determine a source of the concern from the video. There is also significant background noise and the knock sound is difficult to hear.  
-Have we drained the oil or inspected the filter for debris indicating a mechanical concern is present.  
-There have been cases where an accessory drive belt items has also been noisy, but the no noise on decel does appear to make it more lower end related.  
-Have we use a chassis ears to isolate the source of the noise?  
-If we confirm the engine lower end has a mechanical concern then we would advised engine long block replacement for repair.

7/1/2020 3:56 PM

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User **Survey Site Guest User**  
Public   
Comment **Customer Comments: knocking noise from engine**  
 **Technician Findings: Scanned for dtc's and found no dtcs in any module. Checked oil level which was 1/2 way between add and full on stick. Did cylinder cutout test and knock did not go away when cutting out each cylinder. Crank pulley not wobbling like I have had on broken crankshaft on another truck before. Knocks at idle and on acceleration but no knock on deceleration. Looked at other cases in database and long block replacement seems prevalent.**  
 **Repairs Made: scanned for dtc**

## Case History

7/2/2020 10:59 AM

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User **Zach Hayward**  
Action **Changed Subject from Engine knocking stops on decel to Engine knocking; stops on decel. Changed Status from Pending TECH LINE to Closed. Closed.**

7/2/2020 9:39 AM

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User **Survey Site Guest User**  
Action **Changed First Call Resolution from Yes to No. Changed Reopen Date to 7/2/2020 9:39 AM. Changed Status from Closed to Pending TECH LINE.**

7/1/2020 4:08 PM

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User **Zach Hayward**  
Action **Changed Subject to Engine knocking stops on decel. Changed Status from Pending TECH LINE to Closed. Closed.**

7/1/2020 4:08 PM

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User **Zach Hayward**  
Action **Changed Case Owner from TECH LINE Initial to Zach Hayward.**

7/1/2020 3:56 PM

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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 1n6ba1f42[REDACTED] to 1N6BA1F42G[REDACTED] Created.**