



Case: [REDACTED]

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

General

Caller Name	[REDACTED]	Dealer	EDWARDS NISSAN
NNAAnet user ID	TVA-04269	Contact Name	
Tech Preferred Phone	7123091853	Customer Name	
Tech Preferred Email	[REDACTED]	Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	Wesley Roberts
Repair/Work Order	643309	Mobile Phone	
Job/Line Number	A	Texting Status	
Created Day	Wednesday		

Incident Information

Customer Comments	ENGINE IS MAKING LOUD NOISE CHECK AND ADVISE	Customer Name	[REDACTED]
Verified	Yes	Vehicle	1N6BA1F40 [REDACTED]
Question for TECH LINE	What is the most likely cause for this incident?	VIN	1N6BA1F40 [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	7/14/2020
When does this concern occur?	ALL TIMES	Calculated Days Down	2
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	NONE	Total Days Down	2
Observed Modifications & Accessories	NONE	Repair Attempts	1
		Current Mileage	109,645
		Vehicle Mileage Prior Value	

Vehicle Purchased
Miles

Primary DTC

Current DTC

Past DTC

Other DTCs

TECH LINE Information

Subject	Noise and vibration in engine A61	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	7/16/2020 10:14 AM	
Description		
Recommendation Detail		

DTS Information

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

Activity History

Review Dealer Comment

Name	
Task	<input checked="" type="checkbox"/>
Due Date	7/17/2020
Assigned To	Wesley Roberts
Last Modified Date/Time	7/16/2020 10:10 AM
Comments	

Email: Ca [REDACTED] 017 TITAN XD; Noise and vibration in engine A61 [ref:_00DA09j8L_5002I28h4R6:ref]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	7/16/2020
Assigned To	Wesley Roberts
Last Modified Date/Time	7/16/2020 10:14 AM
Comments	Additional To [REDACTED] CC: BCC: wesley.roberts@nissan-usa.com Attachment:

Subject: Case [REDACTED] 017 TITAN XD; Noise and vibration in engine A61 [ref:_00DA09j8L._5002I28h4R6:ref]

Body:

John fink,
TECH LINE's latest case update is below.
TSS Recommendation:

- Thank you for the video.
- What we hear does sound like a possible bottom end concern.
- Inspect the balancer, does it wobble while idling or revving?
- Let's continue dropping the pan to check for any debris.
- If any found please attach a photo to reply email.
- Also hand crank the engine and check for any crankshaft separation.
- Keep me posted.

Thank you, _____ Wesley.RobertsTECH 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: 7/15/2020

Customer name: [REDACTED]
VIN: 1N6BA1F4 [REDACTED] Mileage: 109,645

Dealer code: 614
Dealer name: EDWARDS NISSAN

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ref:_00DA09j8L._5002I28h4R6:ref

Email: Case 40705843; 2017 TITAN XD; Noise and vibration in engine A61 [ref:_00DA09j8L._5002I28h4R6:ref]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	7/15/2020
Assigned To	Wesley Roberts
Last Modified Date/Time	7/15/2020 3:04 PM
Comments	Additional [REDACTED] CC: BCC: wesley.roberts@nissan-usa.com Attachment: Subject: Case [REDACTED] 2017 TITAN XD; Noise and vibration in engine A61 [ref:_00DA09j8L._5002I28h4R6:ref] Body: John, TECH LINE's latest case update is below. TSS Recommendation: • Thank you for the update. • How would we describe the noise? • And power/drivability is normal?

- Inspect motor mounts.
- Also see if we have any past misfire counts.
- Inspect for any aftermarket tuners or other engine/exhaust components to be installed.
- Please attach a video of the concern at idle.
- Check oil level as well.
- Keep me posted.

Thank you, _____ Wesley.RobertsTECH LINE

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 Closed TECH LINE cases can be reopened.
 Case [REDACTED]
 Date Created: 7/15/2020
 Customer name: [REDACTED]
 VIN: 1N6BA1F40 [REDACTED] Mileage: 109,645
 Dealer code: 614
 Dealer name: EDWARDS NISSAN

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ref:_00DA09j8L._5002I28h4R6:ref


Attachments

V [REDACTED]74507632.mp4

Size 11.54MB
 Ownership Survey Site Guest User
 View [View file](#)
 Last Modified 7/16/2020 7:53 AM

Emails

Case [REDACTED] 2017 TITAN XD; Noise and vibration in engine A61 [ref:_00DA09j8L._5002I28h4R6:ref]

Message Date 7/16/2020 10:14 AM
 Has Attachment 
 Email Address [REDACTED]
 Status Sent
 Subject Ca [REDACTED] 2017 TITAN XD; Noise and vibration in engine A61 [ref:_00DA09j8L._5002I28h4R6:ref]
 Text Body John fink,

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Thank you,

Wesley.Roberts

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: 7/15/2020
Customer name:
VIN: 1N6BA1[REDACTED]

Mileage: 109,645

Dealer code: 614

Dealer name: EDWARDS NISSAN

Customer's Concerns:
ENGINE IS MAKING LOUD NOISE CHECK AND ADVISE

Technician Findings:
FOUND LOTS OF NOISE AT IDLE EVEN MORE AT ACCEL AND DECEL FEELS LIKE VIBRATION BUT HAS NO MISSFIRE CODES AND ALL DROP WHEN PERFORMING INJECTOR KILL TEST AND NOISE DOES NOT CHANGE NOT SHURE WHERE TO GO NEXT:

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Case [REDACTED] 2017 TITAN XD; Noise and vibration in engine A61 [ref:_00DA09j8L._5002I28h4R6:ref]

Message Date 7/15/2020 3:04 PM

Has Attachment 

Email Address [REDACTED]

Status Sent

Subject Case [REDACTED] 2017 TITAN XD; Noise and vibration in engine A61 [ref:_00DA09j8L._5002I28h4R6:ref]

Text Body John,

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Case [REDACTED]
Date Created: 7/15/2020
Customer name:
VIN: 1N6BA1[REDACTED]

Mileage: 109,645

Dealer code: 614

Dealer name: EDWARDS NISSAN

Customer's Concerns:
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Case Comments

7/16/2020 10:13 AM

User Wesley Roberts
Public

Comment

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- Inspect the balancer, does it wobble while idling or revving?
- Let's continue dropping the pan to check for any debris.
- If any found please attach a photo to reply email.
- Also hand crank the engine and check for any crankshaft separation.
- Keep me posted.

7/15/2020 3:03 PM

User Wesley Roberts
Public

Comment

TSS Recommendation:

- Thank you for the update.
- How would we describe the noise?
- And power/drivability is normal?
- Inspect motor mounts.
- Also see if we have any past misfire counts.
- Inspect for any aftermarket tuners or other engine/exhaust components to be installed.
- Please attach a video of the concern at idle.
- Check oil level as well.
- Keep me posted.

7/16/2020 7:57 AM

User Survey Site Guest User
Public

Comment

Noise is a knock and click at idle and really bad knock when giving it gas no past or present miss codes no codes at all should I pull the pan down and check for debris

7/15/2020 2:24 PM

User Survey Site Guest User
Public

Comment

Customer Comments: ENGINE IS MAKING LOUD NOISE CHECK AND ADVISE

Technician Findings: FOUND LOTS OF NOISE AT IDLE EVEN MORE AT ACCEL AND DECEL FEELS LIKE VIBRATION BUT HAS NO MISSFIRE CODES AND ALL DROP WHEN PERFORMING INJECTOR KILL TEST AND NOISE DOES NOT CHANGE NOT SHURE WHERE TO GO NEXT

Repairs Made: NONE

Case History

7/16/2020 10:25 AM

User Survey Site Guest User
Action Changed Caller Name from John fink to JOHYN FINK.

7/16/2020 10:14 AM

User **Wesley Roberts**

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

7/16/2020 7:57 AM

User **Survey Site Guest User**

Action **Changed First Call Resolution from Yes to No. Changed Reopen Date to 7/16/2020 7:57 AM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

7/16/2020 7:50 AM

User **Survey Site Guest User**

Action **Changed Caller Name from John to John fink.**

7/15/2020 3:04 PM

User **Wesley Roberts**

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

7/15/2020 3:02 PM

User **Wesley Roberts**

Action **Changed Caller Name from john fink to John. Changed Subject to Noise and vibration in engine A61.**

7/15/2020 3:00 PM

User **Wesley Roberts**

Action **Changed Case Owner from TECH LINE Initial 1 to Wesley Roberts.**

7/15/2020 2:24 PM

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. Created.**