



Case: [REDACTED]

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

**General**

Caller Name	[REDACTED]	Dealer	CROWN NISSAN GREENVILLE
NNAnet user ID	TVA-08669	Contact Name	
Tech Preferred Phone	8645692668	Customer Name	
Tech Preferred Email	[REDACTED]	Case Record Type	TECH LINE Cases
Preferred Contact Method	Phone	Case Owner	Alex Knepper
Repair/Work Order	234672N	Mobile Phone	
Job/Line Number	A	Texting Status	
Created Day	Monday		

**Incident Information**

Customer Comments	c/s eng has a bad knock	Customer Name	[REDACTED]
Verified	Yes	Vehicle	1N6BA1F480 [REDACTED]
Question for TECH LINE	What test should I do next?	VIN	1N6BA1F480 [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	10/5/2020
When does this concern occur?	ALL TIMES	Calculated Days Down	0
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	none	Total Days Down	0
Observed Modifications & Accessories	intake and exhaust	Repair Attempts	0
		Current Mileage	60,973
		Vehicle Mileage Prior Value	
		Vehicle Purchased Miles	

Primary DTC

Current DTC

Past DTC

Other DTCs

**TECH LINE Information**

<b>Subject</b>	knocking noise and flexplate wobbles	<b>Resolution Action</b>	INSPECT
<b>Status</b>	Pending Dealer Reply	<b>Resolution Object</b>	ENGINE ASSEMBLY
<b>Confirmed Resolution</b>	Pending	<b>Field Inspection Indicator</b>	
<b>Component Code Category</b>	EM Engine Mechanical	<b>NNA Field Inspection Date</b>	
<b>Component Code Issue</b>	EMA ENGINE ASSEMBLY	<b>FSSS</b>	
<b>TECH LINE Template</b>	ECC Initial Response	<b>FSSS Date</b>	
<b>TREAD Component</b>	06		
<b>Date/Time Closed</b>	10/5/2020 1:47 PM		
<b>Description</b>			
<b>Recommendation Detail</b>			

**DTS Information**

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

**Activity History**

**Review Dealer Comment**

<b>Name</b>	
<b>Task</b>	
<b>Due Date</b>	10/6/2020
<b>Assigned To</b>	Alex Knepper
<b>Last Modified Date/Time</b>	10/5/2020 12:37 PM
<b>Comments</b>	

**Email: Cas [REDACTED] 2016 TITAN XD; knocking noise and flexplate wobbles [ ref:\_00DA09j8L.\_5002I2Ax5IE:ref ]**

<b>Name</b>	
<b>Task</b>	
<b>Due Date</b>	10/5/2020
<b>Assigned To</b>	Alex Knepper
<b>Last Modified Date/Time</b>	10/5/2020 1:48 PM
<b>Comments</b>	Additional To [REDACTED] CC: BCC: alex.knepper@nissan-usa.com Attachment:  Subject: Case 42133495; 2016 TITAN XD; knocking noise and flexplate wobbles [ ref:_00DA09j8L._5002I2Ax5IE:ref ] Body:

wen tan,  
TECH LINE's latest case update is below.  
Recommendation:

-Thank you for the update

-Reviewing your pictures, I see we have excessive metal debris in the engine. We would recommend replacing long block assembly

-Lets also inspect the flexplate once the engine is removed to confirm the flexplate isn't cracked or show any other signs of trauma

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

Thank you, \_\_\_\_\_ Alex KTECH LINE

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: 10/5/2020  
Customer name:  
VIN: 1N6BA1F48G [REDACTED] Mileage: 60,973  
Dealer code: 3923  
Dealer name: CROWN NISSAN GREENVILLE

Customer's Concerns:  
c/s eng has a bad knock  
Technician Findings:  
found knocking noise coming from between engine and trans. already went look thru the trans peep hole. found flex plate is wobbling with knocking noise:

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.\_5002I2Ax5IE:ref

Email: Case [REDACTED] 2016 TITAN XD; knocking noise and flexplate wobbles [ ref:\_00DA09j8L.\_5002I2Ax5IE:ref ]

Name  
Task   
Due Date  
Assigned To  
Last Modified Date/Time  
Comments

10/5/2020  
Alex Knepper  
10/5/2020 12:37 PM  
Additional To: [REDACTED]  
CC:  
BCC: alex.knepper@nissan-usa.com  
Attachment:

Subject: Case 42133495; 2016 TITAN XD; knocking noise and flexplate wobbles [ ref:\_00DA09j8L.\_5002I2Ax5IE:ref ]

Body:  
wen tan,  
TECH LINE's latest case update is below.  
Recommendation:

-Thank you for the information

-We have seen crankshaft separation concerns occur on these 2016 M/Y Titans, which depending on where it separated, could cause a wobble with the flexplate

-Drop the pan on the engine and inspect for debris or separation

-If that checks OK, lets also confirm no misfires are present, as a misfire will cause a knock noise on these engines

-If no misfires are detected and we can see the flexplate wobble and make a knocking noise, then we would recommend replacing the flexplate

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Case #: [REDACTED]

Date Created: 10/5/2020

Customer name:

VIN: 1N6BA1F48G [REDACTED] Mileage: 60,973

Dealer code: 3923

Dealer name: CROWN NISSAN GREENVILLE

Customer's Concerns:

c/s eng has a bad knock

Technician Findings:

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ref:\_00DA09j8L.\_5002I2Ax5IE:ref


## Attachments

<b>thumbnail_20201005_131929.jpg</b>	<b>20201005_131913.mp4</b>
Size <b>156KB</b>	Size <b>629KB</b>
Ownership <b>Survey Site Guest User</b>	Ownership <b>Survey Site Guest User</b>
View <a href="#">View file</a>	View <a href="#">View file</a>
Last Modified <b>10/5/2020 12:28 PM</b>	Last Modified <b>10/5/2020 12:28 PM</b>
<b>20201005_131626.mp4</b>	<b>20201005_131346.mp4</b>
Size <b>2.63MB</b>	Size <b>3.45MB</b>
Ownership <b>Survey Site Guest User</b>	Ownership <b>Survey Site Guest User</b>
View <a href="#">View file</a>	View <a href="#">View file</a>
Last Modified <b>10/5/2020 12:28 PM</b>	Last Modified <b>10/5/2020 12:28 PM</b>

## Emails

Case [REDACTED] 2016 TITAN XD; knocking noise and flexplate wobbles [ ref:\_00DA09j8L.\_5002I2Ax5IE:ref ]

Message Date **10/5/2020 1:48 PM**

Has Attachment 

Email Address



Status **Sent**

Subject **Case 42133495; 2016 TITAN XD; knocking noise and flexplate wobbles [ ref:\_00DA09j8L\_5002I2Ax5IE:ref ]**

Text Body **wen tan,**

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

**Recommendation:**

**-Thank you for the update**

**-Reviewing your pictures, I see we have excessive metal debris in the engine. We would recommend replacing long block assembly**

**-Lets also inspect the flexplate once the engine is removed to confirm the flexplate isn't cracked or show any other signs of trauma**

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

**Thank you,**



**Alex K**

**TECH LINE**

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**Case :**

**Date Created: 10/5/2020**

**Customer name:**

**VIN: 1N6BA1F48**

**Mileage: 60,973**

**Dealer code: 3923**

**Dealer name: CROWN NISSAN GREENVILLE**

**Customer's Concerns:**  
c/s eng has a bad knock

**Technician Findings:**  
found knocking noise coming from between engine and trans. already went look thru the trans peep hole.  
found flex plate is wobbling with knocking noise:

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**Re: Case [REDACTED] 2016 TITAN XD; knocking noise and flexplate wobbles [ ref:\_00DA09j8L.\_5002I2Ax5IE:ref ]**

Message Date 10/5/2020 1:42 PM

Has Attachment

Email Address [REDACTED]

Status **Read**

Subject **Re: Case [REDACTED] 2016 TITAN XD; knocking noise and flexplate wobbles [ ref:\_00DA09j8L.\_5002I2Ax5IE:ref ]**

Text Body C j

[REDACTED]

---

**From:** Wen Tan <wtan1991@hotmail.com>  
**Sent:** Monday, October 5, 2020 2:40:34 PM  
**To:** TECH LINE Email to Case <techlinesfdc@nissan-usa.com>  
**Subject:** Re: Case [REDACTED] 2016 TITAN XD; knocking noise and flexplate wobbles [ ref:\_00DA09j8L.\_5002I2Ax5IE:ref ]

No misfires code at this time. Removed pan. And here a pic of the pan[Image]

[Image]

[REDACTED]

---

**From:** TECH LINE Email to Case <techlinesfdc@nissan-usa.com>  
**Sent:** Monday, October 5, 2020 1:37:04 PM  
**To:** wtan1991@hotmail.com <wtan1991@hotmail.com>  
**Subject:** [REDACTED] 2016 TITAN XD; knocking noise and flexplate wobbles [ ref:\_00DA09j8L.\_5002I2Ax5IE:ref ]

[X]  
wen tan,

TECH LINE's latest case update is below.

**Recommendation:**

-Thank you for the information

-We have seen crankshaft separation concerns occur on these 2016 M/Y Titans, which depending on where it separated, could cause a wobble with the flexplate

-Drop the pan on the engine and inspect for debris or separation

-If that checks OK, lets also confirm no misfires are present, as a misfire will cause a knock noise on these engines

-If no misfires are detected and we can see the flexplate wobble and make a knocking noise, then we would recommend replacing the flexplate

Thank you,

---

Alex K

TECH LINE

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**Case #:** [REDACTED]

**Date Created:** 10/5/2020

**Customer name:**

**VIN:** 1N6BA1F4: [REDACTED]

**Mileage:** 60,973

**Dealer code:** 3923

**Dealer name:** CROWN NISSAN GREENVILLE

**Customer's Concerns:**

c/s eng has a bad knock

**Technician Findings:**

found knocking noise coming from between engine and trans. already went look thru the trans peep hole.

found flex plate is wobbling with knocking noise:

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[X]

ref:\_00DA09j8L.\_5002I2Ax5IE:ref

Re: Case [REDACTED] 2016 TITAN XD; knocking noise and flexplate wobbles [ ref:\_00DA09j8L.\_5002I2Ax5IE:ref ]

---

Message Date 10/5/2020 1:40 PM

Has Attachment

Email Address [REDACTED]

Status Read

Subject Re: Case 42133495; 2016 TITAN XD; knocking noise and flexplate wobbles [ ref:\_00DA09j8L.\_5002I2Ax5IE:ref ]

Text Body No misfires code at this time. Removed pan. And here a pic of the pan[Image]

[Image]

[REDACTED]

From: TECH LINE Email to Case <techlinesfdc@nissan-usa.com>  
Sent: Monday, October 5, 2020 1:37:04 PM  
To: wtan1991@hotmail.com; wtan1991@hotmail.com  
Subject: Case [REDACTED] TITAN XD; knocking noise and flexplate wobbles [ ref:\_00DA09j8L.\_5002I2Ax5IE:ref ]

[REDACTED]

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[REDACTED]

Thank you,

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Alex K

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Case #: [REDACTED]

Date Created: 10/5/2020

Customer name: [REDACTED]

VIN: 1N6BA1F48 [REDACTED]

Mileage: 60,973

Dealer code: 3923

Dealer name: CROWN NISSAN GREENVILLE

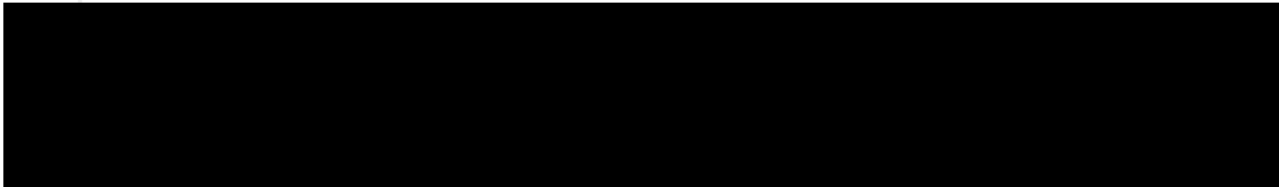
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Case [REDACTED] 2016 TITAN XD; knocking noise and flexplate wobbles [ ref:\_00DA09j8L\_5002I2Ax5IE:ref ]

Message Date 10/5/2020 12:37 PM

Has Attachment

Email Address [REDACTED]

Status **Sent**

Subject **Case [REDACTED] 2016 TITAN XD; knocking noise and flexplate wobbles [ ref:\_00DA09j8L\_5002I2Ax5IE:ref ]**

Text Body **wen tan,**

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**Recommendation:**

**-Thank you for the information**

**-We have seen crankshaft separation concerns occur on these 2016 M/Y Titans, which depending on where it separated, could cause a wobble with the flexplate**

**-Drop the pan on the engine and inspect for debris or separation**

**-If that checks OK, lets also confirm no misfires are present, as a misfire will cause a knock noise on these engines**

**-If no misfires are detected and we can see the flexplate wobble and make a knocking noise, then we would recommend replacing the flexplate**

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

**Thank you,**

---

**Alex K**

**TECH LINE**

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**Case # [REDACTED]**

**Date Created: 10/5/2020**

**Customer name [REDACTED]**

**VIN: 1N6BA1F4 [REDACTED]**

**Mileage: 60,973**

Dealer code: 3923

Dealer name: CROWN NISSAN GREENVILLE

Customer's Concerns:  
c/s eng has a bad knock

Technician Findings:  
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**Case Comments**

10/5/2020 1:47 PM

User **Alex Knepper**  
Public

Comment  
**Recommendation:**  
-Thank you for the update

-Reviewing your pictures, I see we have excessive metal debris in the engine. We would recommend replacing long block assembly

-Lets also inspect the flexplate once the engine is removed to confirm the flexplate isn't cracked or show any other signs of trauma

10/5/2020 1:44 PM

User **Alex Knepper**  
Public

Comment  
**Description:**  
No misfires code at this time. Removed pan. And here a pic of the pan[Image]

10/5/2020 12:29 PM

User **Survey Site Guest User**  
Public

Comment  
has 2 vids for the noise and where you can see the flex plate is wobbling

10/5/2020 12:34 PM

User **Alex Knepper**  
Public

Comment  
**Recommendation:**  
-Thank you for the information

-We have seen crankshaft separation concerns occur on these 2016 M/Y Titans, which depending on where it separated, could cause a wobble with the flexplate

-Drop the pan on the engine and inspect for debris or separation

-If that checks OK, lets also confirm no misfires are present, as a misfire will cause a knock noise on these engines

-If no misfires are detected and we can see the flexplate wobble and make a knocking noise, then we would recommend replacing the flexplate

10/5/2020 12:24 PM

User **Survey Site Guest User**

Public

Comment  **Customer Comments:** c/s eng has a bad knock  
 **Technician Findings:** found knocking noise coming from between engine and trans. already went look thru the trans peep hole. found flex plate is wobbling with knocking noise  
 **Repairs Made:** none

## Case History

10/5/2020 1:47 PM

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User **Alex Knepper**

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

10/5/2020 1:40 PM

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User **Managed Services**

Action **Changed Reopen Date from 10/5/2020 12:29 PM to 10/5/2020 1:40 PM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

10/5/2020 12:37 PM

---

User **Alex Knepper**

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

10/5/2020 12:29 PM

---

User **Survey Site Guest User**

Action **Changed First Call Resolution from Yes to No. Changed Reopen Date to 10/5/2020 12:29 PM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

10/5/2020 12:28 PM

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User **Alex Knepper**

Action **Changed Subject to knocking noise and flexplate wobbles. Changed Status from Pending TECH LINE to Pending Dealer Reply. Closed.**

10/5/2020 12:27 PM

---

User **Alex Knepper**

Action **Changed Case Owner from TECH LINE Initial to Alex Knepper.**

10/5/2020 12:24 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. Created.**