



Case: [REDACTED]

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

### General



Caller Name	[REDACTED]	Dealer	WALSER NISSAN COON RAPIDS
NNAnet user ID	tva-06768	Contact Name	
Tech Preferred Phone	763-439-9891	Customer Name	
Tech Preferred Email	[REDACTED]	Case Record Type	TECH LINE Cases
Preferred Contact Method	Phone	Case Owner	John Seaborn
Repair/Work Order	1051016	Mobile Phone	
Job/Line Number	a	Texting Status	
Created Day	Monday		

### Incident Information

Customer Comments	lost power when driving and hearing a knocking noise	Customer Name	[REDACTED]
Verified	Yes	Vehicle	1N6BA1F43 [REDACTED]
Question for TECH LINE	Have you seen this before?	VIN	1N6BA1F43 [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	10/12/2020
When does this concern occur?	ALL TIMES	Calculated Days Down	1
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	replaced both fuel filters	Total Days Down	1
Observed Modifications & Accessories	small lift slightly larger tires	Repair Attempts	0
		Current Mileage	78,709
		Vehicle Mileage Prior Value	
		Vehicle Purchased	

Miles  
Primary DTC  
Current DTC  
Past DTC  
Other DTCs

### TECH LINE Information

Subject	Engine has knocking noise / oil pan debris -Diesel. -A61-	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	EMC CRANKSHAFT & OIL PAN	FSSS 
TECH LINE Template	ECC Initial Response	FSSS Date
TREAD Component	06	
Date/Time Closed	10/13/2020 10:04 AM	
Description		
Recommendation Detail		

### DTS Information

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

### Activity History

Email: Case [redacted] 2016 Titan XD; Engine has knocking noise / oil pan debris -Diesel. -A61- [ref:\_00DA09j8L.\_5002I2BKyZW:ref ]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	10/13/2020
Assigned To	Kelby Hausman
Last Modified Date/Time	10/13/2020 7:53 AM
Comments	<b>Additional To:</b> [redacted] <b>CC:</b> <b>BCC:</b> kelby.hausman@nissan-usa.com <b>Attachment:</b>  <b>Subject:</b> Case [redacted] 2016 Titan XD; Engine has knocking noise / oil pan debris -Diesel. -A61- [ref:_00DA09j8L._5002I2BKyZW:ref ] <b>Body:</b> Mike, We have seen some cases with crankshafts separating causing knocking noises.  We are unsure what the root cause of the crankshaft separation is.  Please continue with long block replacement.

Let us know if further assistance is needed.

Have a good day!

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

Thank you, \_\_\_\_\_ Kelby HausmanTECH 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: 10/12/2020

Customer name: [REDACTED]

VIN: 1N6BA1F430 [REDACTED] Mileage: 78,709

Dealer code: 5215

Dealer name: WALSER NISSAN COON RAPIDS

**Customer's Concerns:**

lost power when driving and hearing a knocking noise

**Technician Findings:**

confirmed customers complaint vehicle running rough feels almost like a miss fire and making a knocking noise. pulled codes and found code P008A stored for low pressure fuel system. found NTB19-007 and recommend start with both fuel filters if they had not been done in the last 10k cust agreed to do fuel filters. replaced both cleared codes and re started. running a but better and no codes still some knock sound but no codes and no missfire sensation. test drove to see if issue would continue or smooth out now that the low fuel pressure concern had been fixed. test drive was short only a few blocks and oil level was confirmed ok before test drive. vehicle lacked power on test drive and blew smoke from exhaust when accelerating. vehicle stalled and would not re start. towed into shop pulled codes found code P0335 crank sensor. test power and ground to sensor both ok. tested continuity between sensor signal wire and ecm .2 ohms no issue. plugged back in and truck started and code did not return. noted still has knock noise and it seems loudest on bottom end of engine middle. also noted crank pulley has smoke wobble and in and out movement although minimal it could be seen running. tech line data base search mentioned similar issues being related to crankshaft damage and to pull pan and look for metal pulled pan and found lots of metal and some fairly large pieces. think vehicle needs long block replacement requesting guidance pre power train call:

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ref:\_00DA09j8L.\_5002I2BKyZW:ref

Email: Case [REDACTED] 2016 Titan XD; Engine has knocking noise / oil pan debris -Diesel. -A61- [ref:\_00DA09j8L.\_5002I2BKyZW:ref ]

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Name	
Task	<input checked="" type="checkbox"/>
Due Date	10/12/2020
Assigned To	John Seaborn
Last Modified Date/Time	10/12/2020 4:46 PM
Comments	Additional To [REDACTED] CC: BCC: john.seaborniii@nissan-usa.com Attachment:  Subject: Case 42183439; 2016 Titan XD; Engine has knocking noise / oil pan debris -Diesel. -A61- [ref:_00DA09j8L._5002I2BKyZW:ref ] Body: Mike, TECH LINE's latest case update is below. Description

Engine has knocking noise.

Crankshaft damper wobbles.

Engine oil pan has abnormal debris.

Replaced stage 1 & 2 fuel filters to resolve P008A.

#### Recommendation

Mike, well done, please see recommendations listed below.

1) Please replace the long block.

2) Service manager to consult with Dealer Warranty Administrator, in regards to all warranty approval & process related questions.

Tech to reply to all on email response, if additional technical assistance is required.

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

Thank you, \_\_\_\_\_ John S.TECH LINE

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Closed TECH LINE cases can be reopened.

Case #: [REDACTED]

Date Created: 10/12/2020

Customer name:

VIN: 1N6BA1F4 [REDACTED] Mileage: 78,709

Dealer code: 5215

Dealer name: WALSER NISSAN COON RAPIDS

#### Customer's Concerns:

lost power when driving and hearing a knocking noise

#### Technician Findings:

confirmed customers complaint vehicle running rough feels almost like a miss fire and making a knocking noise. pulled codes and found code P008A stored for low pressure fuel system. found NTB19-007 and recommend start with both fuel filters if they had not been done in the last 10k cust agreed to do fuel filters. replaced both cleared codes and re started. running a but better and no codes still some knock sound but no codes and no missfire sensation. test drove to see if issue would continue or smooth out now that the low fuel pressure concern had been fixed. test drive was short only a few blocks and oil level was confirmed ok before test drive. vehicle lacked power on test drive and blew smoke from exhaust when accelerating. vehicle stalled and would not re start. towed into shop pulled codes found code P0335 crank sensor. test power and ground to sensor both ok. tested continuity between sensor signal wire and ecm .2 ohms no issue. plugged back in and truck started and code did not return. noted still has knock noise and it seems loudest on bottom end of engine middle. also noted crank pulley has smoke wobble and in and out movement although minimal it could be seen running. tech line data base search mentioned similar issues being related to crankshaft damage and to pull pan and look for metal pulled pan and found lots of metal and some fairly large pieces. think vehicle needs long block replacement requesting guidance pre power train call:

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ref:\_00DA09j8L.\_5002I2BKyZW:ref

#### Emails

Re: Case 42183439; 2016 Titan XD; Engine has knocking noise / oil pan debris -Diesel. -A61- [ref:\_00DA09j8L.\_5002I2BKyZW:ref ]

Message Date 10/13/2020 7:57 AM

Has Attachment

Email Address

Status Read

Subject Re: Case [REDACTED] 2016 Titan XD; Engine has knocking noise / oil pan debris -Diesel. -A61- [ref:\_00DA09j8L.\_5002I2BKyZW:ref ]

Text Body Thanks you too

Sent from my T-Mobile 4G LTE Device

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From: TECH LINE Email to Case <techlinesfdc@nissan-usa.com>

Sent: Tuesday, October 13, 2020 7:53:47 AM

To

Subject: Case 42183439; 2016 Titan XD; Engine has knocking noise / oil pan debris -Diesel. -A61- [ref:\_00DA09j8L.\_5002I2BKyZW:ref ]

We have seen some cases with crankshafts separating causing knocking noises. We are unsure what the root cause of the crankshaft separation is. Please continue with long block replacement. Let us know if further assistance is needed. Have a good day!

Thank you,

---

Kelby Hausman

TECH LINE

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Case [REDACTED]

Date Created: 10/12/2020

Customer name: [REDACTED]

VIN: 1N6BA1F [REDACTED]

Mileage: 78,709

Dealer code: 5215

Dealer name: WALSER NISSAN COON RAPIDS

**Customer's Concerns:**

lost power when driving and hearing a knocking noise

**Technician Findings:**

confirmed customers complaint vehicle running rough feels almost like a miss fire and making a knocking noise. pulled codes and found code P008A stored for low pressure fuel system. found NTB19-007 and recommend start with both fuel filters if they had not been done in the last 10k cust agreed to do fuel filters. replaced both cleared codes and re started. running a but better and no codes still some knock sound but no codes and no missfire sensation. test drove to see if issue would continue or smooth out now that the low fuel pressure concern had been fixed. test drive was short only a few blocks and oil level was confirmed ok before test drive. vehicle lacked power on test drive and blew smoke from exhaust when accelerating. vehicle stalled and would not re start. towed into shop pulled codes found code P0335 crank sensor. test power and ground to sensor both ok. tested continuity between sensor signal wire and ecm .2 ohms no issue. plugged back in and truck started and code did not return. noted still has knock noise and it seems loudest on bottom end of engine middle. also noted crank pulley has smoke wobble and in and out movement although minimal it could be seen running. tech line data base search mentioned similar issues being related to crankshaft damage and to pull pan and look for metal pulled pan and found lots of metal and some fairly large pieces. think vehicle needs long block replacement requesting guidance pre power train call:

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ref:\_00DA09j8L\_5002l2BKyZW:ref

Case [REDACTED]; 2016 Titan XD; Engine has knocking noise / oil pan debris -Diesel. -A61- [ref:\_00DA09j8L\_5002l2BKyZW:ref ]

Message Date 10/13/2020 7:53 AM

Has Attachment

Email Address [REDACTED]

Status Sent

Subject [REDACTED] 2016 Titan XD; Engine has knocking noise / oil pan debris -Diesel. -A61- [ref:\_00DA09j8L\_5002l2BKyZW:ref ]

Text Body mike berman,

TECH LINE's latest case update is below.

**Recommendation:**

We have seen some cases with crankshafts separating causing knocking noises. We are unsure what the root cause of the crankshaft separation is. Please continue with long block replacement. Let us know if further assistance is needed. Have a good day!

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

Thank you,

---

Kelby Hausman

TECH 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.

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Case: [REDACTED]  
Date Created: 10/12/2020  
Customer name: [REDACTED]  
VIN: 1N6BA1F [REDACTED]

Mileage: 78,709

Dealer code: 5215

Dealer name: WALSER NISSAN COON RAPIDS

Customer's Concerns:  
lost power when driving and hearing a knocking noise

Technician Findings:

confirmed customers complaint vehicle running rough feels almost like a miss fire and making a knocking noise. pulled codes and found code P008A stored for low pressure fuel system. found NTB19-007 and recommend start with both fuel filters if they had not been done in the last 10k cust agreed to do fuel filters. replaced both cleared codes and re started, running a but better and no codes still some knock sound but no codes and no missfire sensation. test drove to see if issue would continue or smooth out now that the low fuel pressure concern had been fixed, test drive was short only a few blocks and oil level was confirmed ok before test drive. vehicle lacked power on test drive and blew smoke from exhaust when accelerating. vehicle stalled and would not re start, towed into shop pulled codes found code P0335 crank sensor. test power and ground to sensor both ok. tested continuity between sensor signal wire and ecm .2 ohms no issue, plugged back in and truck started and code did not return, noted still has knock noise and it seems

loudest on bottom end of engine middle. also noted crank pulley has smoke wobble and in and out movement although minimal it could be seen running. tech line data base search mentioned similar issues being related to crankshaft damage and to pull pan and look for metal pulled pan and found lots of metal and some fairly large pieces. think vehicle needs long block replacement requesting guidance pre power train call:


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**Kelby Hausman**  
Technical Support Specialist  
Aftersales Dealer Support – TECH LINE

Nissan North America, Inc.  
Phone: +1 615-223-4887  
Fax: +1 615-984-5234

Re: Case [REDACTED] 2016 Titan XD; Engine has knocking noise / oil pan debris -Diesel. -A61- [ref:\_00DA09j8L.\_5002I2BKyZW:ref ]

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Message Date 10/12/2020 4:50 PM  
Has Attachment   
Email Address [REDACTED]  
Status **Read**  
Subject Re: Case [REDACTED] 2016 Titan XD; Engine has knocking noise / oil pan debris -Diesel. -A61- [ref:\_00DA09j8L.\_5002I2BKyZW:ref ]  
Text Body For my curiosity do you guys know whats happening /failing to cause this?

Sent from my T-Mobile 4G LTE Device

[REDACTED]

---

From: TECH LINE Email to Case <techlinesfdc@nissan-usa.com>

[REDACTED]

TECH LINE's latest case update is below.

**Description**  
Engine has knocking noise.  
Crankshaft damper wobbles.  
Engine oil pan has abnormal debris.  
Replaced stage 1 & 2 fuel filters to resolve P008A.

**Recommendation**  
Mike, well done, please see recommendations listed below.  
1) Please replace the long block.  
2) Service manager to consult with Dealer Warranty Administrator, in regards to all warranty approval &

process related questions.

Tech to reply to all on email response, if additional technical assistance is required.

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

Thank you,

---

John S.

TECH LINE

**Updating a TECH LINE Case:**

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**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:** 10/12/2020

**Customer name:**

**VIN:** 1N6BA1F [REDACTED]

**Mileage:** 78,709

**Dealer code:** 5215

**Dealer name:** WALSER NISSAN COON RAPIDS

**Customer's Concerns:**

lost power when driving and hearing a knocking noise

**Technician Findings:**

confirmed customers complaint vehicle running rough feels almost like a miss fire and making a knocking noise. pulled codes and found code P008A stored for low pressure fuel system. found NTB19-007 and recommend start with both fuel filters if they had not been done in the last 10k cust agreed to do fuel filters. replaced both cleared codes and re started. running a but better and no codes still some knock sound but no codes and no missfire sensation. test drove to see if issue would continue or smooth out now that the low fuel pressure concern had been fixed. test drive was short only a few blocks and oil level was confirmed ok before test drive. vehicle lacked power on test drive and blew smoke from exhaust when accelerating. vehicle stalled and would not re start, towed into shop pulled codes found code P0335 crank sensor, test power and ground to sensor both ok. tested continuity between sensor signal wire and ecm .2 ohms no issue, plugged back in and truck started and code did not return, noted still has knock noise and it seems loudest on bottom end of engine middle. also noted crank pulley has smoke wobble and in and out movement although minimal it could be seen running. tech line data base search mentioned similar issues being related to crankshaft damage and to pull pan and look for metal pulled pan and found lots of metal and some fairly large pieces. think vehicle needs long block replacement requesting guidance pre power train

call:

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[REDACTED]

ref:\_00DA09j8L.\_5002I2BKyZW:ref

Cas [REDACTED] 016 Titan XD; Engine has knocking noise / oil pan debris -Diesel. -A61- [  
ref:\_00DA09j8L.\_5002I2BKyZW:ref ]

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Message Date 10/12/2020 4:46 PM

Has Attachment 

Email Address [REDACTED]

Status Sent

Sub [REDACTED]

Text Body mike berman,

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

**Description**

Engine has knocking noise.  
Crankshaft damper wobbles.  
Engine oil pan has abnormal debris.  
Replaced stage 1 & 2 fuel filters to resolve P008A.

**Recommendation**

Mike, well done, please see recommendations listed below.  
1) Please replace the long block.  
2) Service manager to consult with Dealer Warranty Administrator, in regards to all warranty approval & process related questions.  
Tech to reply to all on email response, if additional technical assistance is required.

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

Thank you,

---

John S.

TECH LINE

**Updating a TECH LINE Case:**

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**Case #:** [REDACTED]  
**Date Created:** 10/12/2020  
**Customer name:** [REDACTED]  
**VIN:** 1N6BA1F [REDACTED]

**Mileage:** 78,709

**Dealer code:** 5215

**Dealer name:** WALSER NISSAN COON RAPIDS

**Customer's Concerns:**  
lost power when driving and hearing a knocking noise

**Technician Findings:**  
confirmed customers complaint vehicle running rough feels almost like a miss fire and making a knocking noise. pulled codes and found code P008A stored for low pressure fuel system. found NTB19-007 and recommend start with both fuel filters if they had not been done in the last 10k cust agreed to do fuel filters. replaced both cleared codes and re started. running a but better and no codes still some knock sound but no codes and no missfire sensation. test drove to see if issue would continue or smooth out now that the low fuel pressure concern had been fixed. test drive was short only a few blocks and oil level was confirmed ok before test drive. vehicle lacked power on test drive and blew smoke from exhaust when accelerating. vehicle stalled and would not re start. towed into shop pulled codes found code P0335 crank sensor. test power and ground to sensor both ok. tested continuity between sensor signal wire and ecm .2 ohms no issue. plugged back in and truck started and code did not return. noted still has knock noise and it seems loudest on bottom end of engine middle. also noted crank pulley has smoke wobble and in and out movement although minimal it could be seen running. tech line data base search mentioned similar issues being related to crankshaft damage and to pull pan and look for metal pulled pan and found lots of metal and some fairly large pieces. think vehicle needs long block replacement requesting guidance pre power train call:

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**Case Comments**

10/13/2020 7:53 AM

10/13/2020 7:53 AM

User **Kelby Hausman**  
Public

User **Kelby Hausman**  
Public

Comment  
Recommendation:  
We have seen some cases with crankshafts separating causing knocking noises.  
We are unsure what the root cause of the crankshaft separation is.  
Please continue with long block replacement.  
Let us know if further assistance is needed.  
Have a good day!

Comment  
Tech email reply:  
"For my curiosity do you guys know whats happening /failing to cause this?"

10/12/2020 4:26 PM

User Survey Site Guest User  
Public

10/12/2020 4:45 PM

User John Seaborn  
Public

Description  
Engine has knocking noise.  
Crankshaft damper wobbles.  
Engine oil pan has abnormal debris.  
Replaced stage 1 & 2 fuel filters to resolve P008A.

Comment  
Recommendation  
Mike, well done, please see recommendations listed below.  
1) Please replace the long block.  
2) Service manager to consult with Dealer Warranty Administrator, in regards to all warranty approval & process related questions.  
Tech to reply to all on email response, if additional technical assistance is required.

Customer Comments: lost power when driving and hearing a knocking noise  
 Technician Findings: confirmed customers complaint vehicle running rough feels almost like a miss fire and making a knocking noise. pulled codes and found code P008A stored for low pressure fuel system. found NTB19-007 and recommend start with both fuel filters if they had not been done in the last 10k cust agreed to do fuel filters, replaced both cleared codes and re started. running a but better and no codes still some knock sound but no codes and no missfire sensation. test drove to see if issue would continue or smooth out now that the low fuel pressure concern had been fixed. test drive was short only a few blocks and oil level was confirmed ok before test drive. vehicle lacked power on test drive and blew smoke from exhaust when accelerating. vehicle stalled and would not re start. towed into shop pulled codes found code P0335 crank sensor. test power and ground to sensor both ok. tested continuity between sensor signal wire and ecm .2 ohms no issue. plugged back in and truck started and code did not return. noted still has knock noise and it seems loudest on bottom end of engine middle. also noted crank pulley has smoke wobble and in and out movement although minimal it could be seen running. tech line data base search mentioned similar issues being related to crankshaft damage and to pull pan and look for metal pulled pan and found lots of metal and some fairly large pieces. think vehicle needs long block replacement requesting guidance pre power train call  
 Repairs Made: replaced both fuel filters

Comment

## Case History

10/13/2020 10:04 AM

User John Seaborn  
Action Changed Status from Pending TECH LINE to Pending Dealer Reply. Closed.

10/13/2020 7:57 AM

User Managed Services  
Action Changed Reopen Date from 10/12/2020 4:50 PM to 10/13/2020 7:57 AM. Changed Status from Pending Dealer Reply to Pending TECH LINE.

10/13/2020 7:54 AM

User Kelby Hausman  
Action Changed Status from Pending TECH LINE to Pending Dealer Reply. Closed.

10/12/2020 4:50 PM

User Managed Services  
Action Changed First Call Resolution from Yes to No. Changed Reopen Date to 10/12/2020 4:50 PM. Changed Status from Pending Dealer Reply to Pending TECH LINE.

10/12/2020 4:38 PM

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User **John Seaborn**  
Action **Changed Subject from Engine has knocking noise / oil pan debris. -A61- to Engine has knocking noise / oil pan debris -Diesel. -A61-.**

10/12/2020 4:33 PM

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User **John Seaborn**  
Action **Changed Subject to Engine has knocking noise / oil pan debris. -A61-. Changed Status from Pending TECH LINE to Pending Dealer Reply. Closed.**

10/12/2020 4:32 PM

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User **John Seaborn**  
Action **Changed Case Owner from TECH LINE Initial 1 to John Seaborn.**

10/12/2020 4:26 PM

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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. Changed VIN from 1n6ba1[REDACTED] to 1N6BA1F43G[REDACTED] Created.**