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Case



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**General**

Caller Name		Dealer	TEAM NISSAN
NNAnet user ID	DHUSSC79	Contact Name	
Tech Preferred Phone	916038198429	Customer Name	
Tech Preferred Email	hu6chr@aol.com	Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	Dave Sattler
Repair/Work Order	6225710	Mobile Phone	
Job/Line Number	1	Texting Status	
Created Day	Tuesday		

**Incident Information**

Customer Comments	C/S there is an abnormal knocking noise heard from the engine.	Customer Name	
Verified	Yes	Vehicle	1N6BA1F47
Question for TECH LINE	Other - Ask Question in Technician Findings	VIN	1N6BA1F47
Service Manual General Section	Engine	Archived VIN Make	
Service Manual Specific Section	Engine Mechanical	Archived VIN Year	2019
Symptom Code Category	Sounds	Archived VIN Model	Titan XD
Symptom	NOISE EXCESSIVE	Incident/RO Date	10/27/2020
When does this concern occur?	RPM 3000 - 4000	Calculated Days Down	0
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	N/A	Total Days Down	0
Observed Modifications & Accessories	N/A	Repair Attempts	0
		Current Mileage	29,802
		Vehicle Mileage Prior Value	

Vehicle Purchased  
Miles

Primary DTC

Current DTC

Past DTC

Other DTCs

### TECH LINE Information

Subject	Knocking sound from engine at 3200 rpm	Resolution Action	
Status	Closed	Resolution Object	
Confirmed Resolution	Pending	Field Inspection Indicator	<input type="checkbox"/>
Component Code Category	EM Engine Mechanical	NNA Field Inspection Date	
Component Code Issue	EMC CRANKSHAFT & OIL PAN	FSSS	<input type="checkbox"/>
TECH LINE Template	ECC Initial Response	FSSS Date	
TREAD Component	06		
Date/Time Closed	10/27/2020 11:36 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] 2019 Titan XD; Knocking sound from engine at 3200 rpm [ref:\_00DA09j8L\_5002|2BNCZw:ref ]

Name	[REDACTED]
Task	<input checked="" type="checkbox"/>
Due Date	10/27/2020
Assigned To	Dave Sattler
Last Modified Date/Time	10/27/2020 11:37 AM
Comments	<b>Additional [REDACTED]</b> <b>CC:</b> <b>BCC: dave.sattler@nissan-usa.com</b> <b>Attachment:</b>  <b>Subject: Case [REDACTED] 2019 Titan XD; Knocking sound from engine at 3200 rpm [ref:_00DA09j8L_5002 2BNCZw:ref ]</b> <b>Body:</b> <b>Cody Gibson,</b> <b>TECH LINE's latest case update is below.</b> <b>Recommendation:</b>  <b>Thank you for the case information Cody.</b>

**We don't have any noted on going incident on this engine.**

**We have seen crankshafts separated on a couple of early engines.**

**We have an engine with a knocking sound when operating at 3000 rpm or above.**

**How is the oil level and condition of the oil.**

**We can hear a sound from engine at about 3200 rpm.**

**How will our incident vehicle compare with a known good vehicle if operated under same condition and fluid temps.**

**Listen to engine with stethoscope to locate area/source of the incident being heard**

**Perform a power balance test or cylinder Cutout test as describe in ESM and look for changes as we turn cylinder off 1 at a time to check individual cylinder and rods and 2 cylinders at a time to inspect mains 1-2, 2-3, 3-4 on down the line looking for changes.**

**Remove lower oil pan and inspect for debris.**

**If further assistance r is needed contact TECH LINE anytime**

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

**Thank you, \_\_\_\_\_ Dave STECH 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: 10/27/2020**

**Customer name: [REDACTED]**

**VIN: 1N6BA1F47 [REDACTED] Mileage: 29,802**

**Dealer code: 2940**

**Dealer name: TEAM NISSAN**

**Customer's Concerns:**

**C/S there is an abnormal knocking noise heard from the engine.**

**Technician Findings:**

**Vehicle has a noise that appear to be coming from the engine when accelerating above 3000 rpms.**

**Looking for information on if this is a known concern and how to go about with diagnosis due it only happening during acceleration?:**

**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.\_5002I2BNCZw:ref

**Attachments**

**[REDACTED] 2345430[1].mp4**

Size **15,91MB**

Ownership **Managed Services**

View **[View file](#)**

Last Modified **10/27/2020 10:51 AM**

**Emails**

**[REDACTED] 2019 Titan XD; Knocking sound from engine at 3200 rpm [ ref:\_00DA09j8L.\_5002I2BNCZw:ref ]**

Message Date **10/27/2020 11:37 AM**

Has Attachment

Email Address **cgibson@teamnissannh.com**

Status **Sent**

Subject **Cas [REDACTED] 2019 Titan XD; Knocking sound from engine at 3200 rpm [ ref:\_00DA09j8L.\_5002I2BNCZw:ref ]**

Text Body **Cody Gibson,**

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

**Recommendation:**

**Thank you for the case information Cody.**

**We don't have any noted on going incident on this engine.**

**We have seen crankshafts separated on a couple of early engines.**

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**Remove lower oil pan and inspect for debris.**

**If further assistance r is needed contact TECH LINE anytime**

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

**Thank you,**

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**Dave S**

**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.**

**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:** 10/27/2020  
**Customer name:**  
**VIN:** 1N6BA1F47 [REDACTED]

**Mileage:** 29,802

**Dealer code:** 2940

**Dealer name:** TEAM NISSAN

**Customer's Concerns:**  
C/S there is an abnormal knocking noise heard from the engine.

**Technician Findings:**  
Vehicle has a noise that appear to be coming from the engine when accelerating above 3000 rpms. Looking for information on if this is a known concern and how to go about with diagnosis due it only happening during acceleration?:

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**Case Comments**

**10/27/2020 11:35 AM**

User	<b>Dave Sattler</b>
Public	<input checked="" type="checkbox"/>
Comment	<b>Recommendation: Thank you for the case information Cody.</b>
	<b>We don't have any noted on going incident on this engine.</b>

**10/27/2020 10:52 AM**

User	<b>Survey Site Guest User</b>
Public	<input checked="" type="checkbox"/>
Comment	<b>Video of noise heard when accelerating over 3000 rpms</b>

We have seen crankshafts separated on a couple of early engines.

We have an engine with a knocking sound when operating at 3000 rpm or above.

How is the oil level and condition of the oil.

We can hear a sound from engine at about 3200 rpm.

How will our incident vehicle compare with a known good vehicle if operated under same condition and fluid temps.

Listen to engine with stethoscope to locate area/source of the incident being heard

Perform a power balance test or cylinder Cutout test as describe in ESM and look for changes as we turn cylinder off 1 at a time to check individual cylinder and rods and 2 cylinders at a time to inspect mains 1-2, 2-3, 3-4 on down the line looking for changes.

Remove lower oil pan and inspect for debris.

If further assistance r is needed contact TECH LINE anytime

10/27/2020 10:50 AM

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User Survey Site Guest User

Public

Comment Customer Comments: C/S there is an abnormal knocking noise heard from the engine.  
 Technician Findings: Vehicle has a noise that appear to be coming from the engine when accelerating above 3000 rpms. Looking for information on if this is a known concern and how to go about with diagnosis due it only happening during acceleration?  
 Repairs Made: N/A

## Case History

11/29/2022 2:29 PM

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User Survey Site Guest User

Action Changed Caller Name from Cody Gibson to CHRIS. Changed Tech Preferred Email from cgibson@teamnissannh.com to hu6chr@aol.com. Changed Tech Preferred Phone from [REDACTED]

10/27/2020 11:36 AM

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User Dave Sattler

Action Changed Subject to Knocking sound from engine at 3200 rpm. Changed Status from Pending TECH LINE to Closed. Closed.

10/27/2020 11:13 AM

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User Dave Sattler

Action Changed Case Owner from TECH LINE Initial 1 to Dave Sattler.

10/27/2020 10:50 AM

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User Survey Site Guest User

Action **Changed Case Owner from Managed Services to TECH LINE Initial 1. Changed Status from Open to Pending TECH LINE. Created.**

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