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Case: [REDACTED]

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

### General

Caller Name	[REDACTED]	Dealer	VAN HORN NISSAN STEVENS POINT
NNAnet user ID	TVA-12822	Contact Name	
Tech Preferred Phone	715-965-4469	Customer Name	
Tech Preferred Email	dskomsvold@vhcars.com	Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	Michael Behning
Repair/Work Order	6015606	Mobile Phone	
Job/Line Number	1	Texting Status	
Created Day	Friday		

### Incident Information

Customer Comments	Vehicle is running rough and wont go above 30MPH. The crankcase harness was replaced and it made it worse. There are also metal shavings found in the oil filter.	Customer Name	[REDACTED]
Verified	Yes	Vehicle	1N6BA1F4X[REDACTED]
Question for TECH LINE	Need a second opinion / Is my diagnosis correct?	VIN	1N6BA1F4X[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	10/15/2020
When does this concern occur?	ALL TIMES	Calculated Days Down	18
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	None	Total Days Down	18
Observed Modifications & Accessories	FASS lift pump w larger tank	Repair Attempts	1
		Current Mileage	92,522

Vehicle Mileage Prior Value

Vehicle Purchased Miles

Primary DTC

Current DTC ECM P00B7 ECM P2509 ICC/ADAS C1A01

Past DTC

Other DTCs

**TECH LINE Information**

Subject	Engine has a knock A61 EM	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	EMD PISTONS & CONNECTING RODS	FSSS
TECH LINE Template	ECC Initial Response	FSSS Date
TREAD Component	06	
Date/Time Closed	11/2/2020 1:24 PM	
Description		
Recommendation Detail		

**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**

Email: Case [redacted] 2017 TITAN XD; Engine has a knock A61 EM [ ref:\_00DA09j8L.\_5002I2BO1Ww:ref ]

Name	[redacted]
Task	<input checked="" type="checkbox"/>
Due Date	11/2/2020
Assigned To	Michael Behning
Last Modified Date/Time	11/2/2020 1:06 PM
Comments	Additional T [redacted] CC: BCC: michael.behning@nissan-usa.com Attachment:  Subject: Case 42349183; 2017 TITAN XD; Engine has a knock A61 EM [ ref:_00DA09j8L._5002I2BO1Ww:ref ] Body: Daniel Skomsvold, TECH LINE's latest case update is below. TSS Recommendation-

Daniel, thank you for the photos.

Due to the amount and size of the debris found in the lower oil pan we would recommend replacing the long block assembly, turbos and turbo oil feed and return lines.

If any further assistance is required reply all to the E-mail and we will be glad to follow up.

Have a great day.

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

Thank you, \_\_\_\_\_ Mike B.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: 10/30/2020

Customer name: [REDACTED]

VIN: 1N6BA1F4XH [REDACTED] Mileage: 92,522

Dealer code: 5728

Dealer name: VAN HORN NISSAN STEVENS POINT

**Customer's Concerns:**

Vehicle is running rough and wont go above 30MPH. The crankcase harness was replaced and it made it worse. There are also metal shavings found in the oil filter.

**Technician Findings:**

Repaired Coolant leak at intake to perform diag. Verified customer concern of engine running rough. Upon startup the engine knocks loudly. Verified oil level. Performed Cylinder Cut Out Test and found that knock would go away when cylinders 4 and 6 were cut out and knock would instantly return when cylinders were cut back in. Looking for advise on how to narrow the issue down even further. It appears that I have a mechanical issue with Cylinders 4 and 6. Known valvetrain issues?:

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ref:\_00DA09j8L.\_5002I2BO1Ww:ref

Email: Cas [REDACTED] 2017 TITAN XD; Engine has a knock A61 EM [ ref:\_00DA09j8L.\_5002I2BO1Ww:ref ]

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Name	
Task	<input checked="" type="checkbox"/>
Due Date	10/30/2020
Assigned To	Michael Behning
Last Modified Date/Time	10/30/2020 1:48 PM
Comments	Additional To: dskomsvold@vhcars.com CC: BCC: michael.behning@nissan-usa.com Attachment:  Subject: Case 42349183; 2017 TITAN XD; Engine has a knock A61 EM [ ref:_00DA09j8L._5002I2BO1Ww:ref ] Body: Daniel Skomsvold, TECH LINE's latest case update is below. TSS Recommendation-  P00B7 COOLING SYSTEM  P2509 ECM/PCM POWER INPUT SIGNAL INTERMITTENT  Daniel, thank you for the case details.

When performing a power balance and we have a cylinder which quiets down, this is normally due to a connecting rod bearing, wrist pin or scuffed piston skirt.

Valve train noises don't change because they are still opening and closing valves.

Let's remove the lower oil pan and inspect for debris.

Let's also look at the crank by cylinders 4 and 6 rod bearings for signs of heat or separation.

If any further assistance is required reply all to the E-mail and we will be glad to follow up.

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Thank you, \_\_\_\_\_ Mike B.TECH LINE

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Case \_\_\_\_\_

Date Created: 10/30/2020

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

VIN: 1N6BA1F4 \_\_\_\_\_ Mileage: 92,522

Dealer code: 5728

Dealer name: VAN HORN NISSAN STEVENS POINT

Customer's Concerns:

Vehicle is running rough and wont go above 30MPH. The crankcase harness was replaced and it made it worse. There are also metal shavings found in the oil filter.

Technician Findings:

Repaired Coolant leak at intake to perform diag. Verified customer concern of engine running rough. Upon startup the engine knocks loudly. Verified oil level. Performed Cylinder Cut Out Test and found that knock would go away when cylinders 4 and 6 were cut out and knock would instantly return when cylinders were cut back in. Looking for advise on how to narrow the issue down even further. It appears that I have a mechanical issue with Cylinders 4 and 6. Known valvetrain issues?:

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ref:\_00DA09j8L.\_5002I2BO1Ww:ref

## Attachments

debris2.jpg

Size **5.22MB**  
Ownership **Michael Behning**  
View [View file](#)  
Last Modified **11/2/2020 1:04 PM**

debris1.jpg

Size **3.43MB**  
Ownership **Michael Behning**  
View [View file](#)  
Last Modified **11/2/2020 1:04 PM**

## Emails

RE: Case \_\_\_\_\_; 2017 TITAN XD; Engine has a knock A61 EM [ ref:\_00DA09j8L.\_5002I2BO1Ww:ref ]

Message Date **11/2/2020 1:19 PM**

Has Attachment 

Email Address **dskomsvold@vhcars.com**

Status **Read**

Subject **RE: Case 42349183; 2017 TITAN XD; Engine has a knock A61 EM [ ref:\_00DA09j8L.\_5002I2BO1Ww:ref ]**

Text Body **?Thank you very much Mike,**

I really messed up the e mail chain. I hope I didn't seem disrespectful. Thanks for your patience.

You can see heat discoloration and heavy scoring at the bottoms of cylinders 4 and 6 from the bottom. You can also see heat damage on the connecting rods.

Thanks again,

Daniel

Daniel Skomsvold  
Nissan Master Technician  
Van Horn Nissan of Stevens Point  
Phone: 715-254-0200 EXT 6204  
301 Green AVE N  
Stevens Point, WI 54481

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From: TECH LINE Email to Case <techlinesfdc@nissan-usa.com>  
Sent: Monday, November 2, 2020 1:06 PM  
To: Daniel Skomsvold  
Subject: Ca [REDACTED]; 2017 TITAN XD; Engine has a knock A61 EM [ ref:\_00DA09j8L.\_5002I2BO1Ww:ref ]

Daniel Skomsvold,

TECH LINE's latest case update is below.

**TSS Recommendation-**

Daniel, thank you for the photos.

Due to the amount and size of the debris found in the lower oil pan we would recommend replacing the long block assembly, turbos and turbo oil feed and return lines.

If any further assistance is required reply all to the E-mail and we will be glad to follow up.

Have a great day.

Thank you,

---

Mike B.

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: 10/30/2020  
Customer name: [REDACTED]  
VIN: 1N6BA1F4X [REDACTED]

Mileage: 92,522

Dealer code: 5728

Dealer name: VAN HORN NISSAN STEVENS POINT

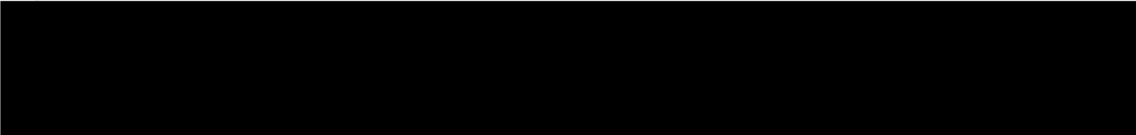
**Customer's Concerns:**

Vehicle is running rough and wont go above 30MPH. The crankcase harness was replaced and it made it worse. There are also metal shavings found in the oil filter.

**Technician Findings:**

Repaired Coolant leak at intake to perform diag. Verified customer concern of engine running rough. Upon startup the engine knocks loudly. Verified oil level. Performed Cylinder Cut Out Test and found that knock would go away when cylinders 4 and 6 were cut out and knock would instantly return when cylinders were cut back in. Looking for advise on how to narrow the issue down even further. It appears that I have a mechanical issue with Cylinders 4 and 6. Known valvetrain issues?:

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ref:\_00DA09j8L.\_5002I2BO1Ww:ref

Case [REDACTED] 2017 TITAN XD; Engine has a knock A61 EM [ ref:\_00DA09j8L.\_5002I2BO1Ww:ref ]

Message Date 11/2/2020 1:06 PM

Has Attachment

Email Address [REDACTED]

Status Sent

Subject Case 42349183; 2017 TITAN XD; Engine has a knock A61 EM [ ref:\_00DA09j8L.\_5002I2BO1Ww:ref ]

Text Body Daniel Skomsvold,

TECH LINE's latest case update is below.

**TSS Recommendation-**

Daniel, thank you for the photos.

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If any further assistance is required reply all to the E-mail and we will be glad to follow up.

Have a great day.

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

Thank you,

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Mike B.

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:** 10/30/2020  
**Customer name:** [REDACTED]  
**VIN:** 1N6BA1F4X [REDACTED]

**Mileage:** 92,522

**Dealer code:** 5728

**Dealer name:** VAN HORN NISSAN STEVENS POINT

**Customer's Concerns:**

**Vehicle is running rough and wont go above 30MPH. The crankcase harness was replaced and it made it worse. There are also metal shavings found in the oil filter.**

**Technician Findings:**

**Repaired Coolant leak at intake to perform diag. Verified customer concern of engine running rough. Upon startup the engine knocks loudly. Verified oil level. Performed Cylinder Cut Out Test and found that knock would go away when cylinders 4 and 6 were cut out and knock would instantly return when cylinders were cut back in. Looking for advise on how to narrow the issue down even further. It appears that I have a mechanical issue with Cylinders 4 and 6. Known valvetrain issues?:**

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RE: Case [REDACTED] 2017 TITAN XD; Engine has a knock A61 EM [ ref:\_00DA09j8L.\_5002I2BO1Ww:ref ]

Message Date 11/2/2020 12:04 PM

Has Attachment

Email Address dskomsvold@vhcars.com

Status Read

Subject RE: Cas [REDACTED] 017 TITAN XD; Engine has a knock A61 EM [ ref:\_00DA09j8L.\_5002I2BO1Ww:ref ]

Text Body

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

Sent: Friday, October 30, 2020 1:48 PM

To: Daniel Skomsvold

Subject: C [REDACTED] 2017 TITAN XD; Engine has a knock A61 EM [ ref:\_00DA09j8L.\_5002I2BO1Ww:ref ]

[REDACTED]

Daniel Skomsvold,

?TECH LINE's latest case update is below.

TSS Recommendation-  
P00B7 COOLING SYSTEM  
P2509 ECM/PCM POWER INPUT SIGNAL INTERMITTENT

Daniel, thank you for the case details.

When performing a power balance and we have a cylinder which quiets down, this is normally due to a connecting rod bearing, wrist pin or scuffed piston skirt.

Valve train noises don't change because they are still opening and closing valves.

Let's remove the lower oil pan and inspect for debris.

Let's also look at the crank by cylinders 4 and 6 rod bearings for signs of heat or separation.

If any further assistance is required reply all to the E-mail and we will be glad to follow up.

Have a great day.

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

[REDACTED]

Thank you,

\_\_\_\_\_  
Mike B.

TECH LINE

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Case [REDACTED]  
Date Created: 10/30/2020  
Customer name:  
VIN: 1N6BA1F4 [REDACTED]

Mileage: 92,522

Dealer code: 5728

Dealer name: VAN HORN NISSAN STEVENS POINT

**Customer's Concerns:**

Vehicle is running rough and wont go above 30MPH. The crankcase harness was replaced and it made it worse. There are also metal shavings found in the oil filter.

**Technician Findings:**


Repaired Coolant leak at intake to perform diag. Verified customer concern of engine running rough. Upon startup the engine knocks loudly. Verified oil level. Performed Cylinder Cut Out Test and found that knock would go away when cylinders 4 and 6 were cut out and knock would instantly return when cylinders were cut back in. Looking for advise on how to narrow the issue down even further. It appears that I have a mechanical issue with Cylinders 4 and 6. Known valvetrain issues?:

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[REDACTED]

ref:\_00DA09j8L.\_5002I2BO1Ww:ref

**2017 TITAN XD; Engine has a knock A61 EM [ ref:\_00DA09j8L.\_5002I2BO1Ww:ref ]**

Message Date 10/30/2020 1:48 PM  
Has Attachment   
Email Address dskomsvold@vhcars.com  
Status Sent  
Subject Cas [REDACTED] 2017 TITAN XD; Engine has a knock A61 EM [ ref:\_00DA09j8L.\_5002I2BO1Ww:ref ]  
Text Body Daniel Skomsvold,

TECH LINE's latest case update is below.

TSS Recommendation-  
P00B7 COOLING SYSTEM  
P2509 ECM/PCM POWER INPUT SIGNAL INTERMITTENT

Daniel, thank you for the case details.

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If any further assistance is required reply all to the E-mail and we will be glad to follow up.

Have a great day.

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

Thank you,

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Mike B.

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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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 

Date Created: 10/30/2020

Customer name: 

VIN: 1N6BA1F4X

Mileage: 92,522

Dealer code: 5728

Dealer name: VAN HORN NISSAN STEVENS POINT

Customer's Concerns:

Vehicle is running rough and wont go above 30MPH. The crankcase harness was replaced and it made it worse. There are also metal shavings found in the oil filter.

Technician Findings:

Repaired Coolant leak at intake to perform diag. Verified customer concern of engine running rough. Upon

startup the engine knocks loudly. Verified oil level. Performed Cylinder Cut Out Test and found that knock would go away when cylinders 4 and 6 were cut out and knock would instantly return when cylinders were cut back in. Looking for advise on how to narrow the issue down even further. It appears that I have a mechanical issue with Cylinders 4 and 6. Known valvetrain issues?:

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## Case Comments

11/2/2020 1:06 PM

User **Michael Behning**  
Public

Comment **TSS Recommendation-**  
Daniel, thank you for the photos.  
Due to the amount and size of the debris found in the lower oil pan we would recommend replacing the long block assembly, turbos and turbo oil feed and return lines.  
If any further assistance is required reply all to the E-mail and we will be glad to follow up.  
Have a great day.

10/30/2020 1:36 PM

User **Survey Site Guest User**  
Public

Comment **Customer Comments:** Vehicle is running rough and wont go above 30MPH. The crankcase harness was replaced and it made it worse. There are also metal shavings found in the oil filter.  
 **Technician Findings:** Repaired Coolant leak at intake to perform diag. Verified customer concern of engine running rough. Upon startup the engine knocks loudly. Verified oil level. Performed Cylinder Cut Out Test and found that knock would go away when cylinders 4 and 6 were cut out and knock would instantly return when cylinders were cut back in. Looking for advise on how to narrow the issue down even further. It appears that I have a mechanical issue with Cylinders 4 and 6. Known valvetrain issues?  
 **Repairs Made:** None

10/30/2020 1:48 PM

User **Michael Behning**  
Public

Comment **TSS Recommendation-**  
**P00B7 COOLING SYSTEM**  
**P2509 ECM/PCM POWER INPUT SIGNAL**  
**INTERMITTENT**  
Daniel, thank you for the case details.  
When performing a power balance and we have a cylinder which quiets down, this is normally due to a connecting rod bearing, wrist pin or scuffed piston skirt.  
Valve train noises don't change because they are still opening and closing valves.  
Let's remove the lower oil pan and inspect for debris.  
Let's also look at the crank by cylinders 4 and 6 rod bearings for signs of heat or separation.  
If any further assistance is required reply all to the E-mail and we will be glad to follow up.  
Have a great day.

## Case History

11/2/2020 1:24 PM

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

11/2/2020 1:19 PM

User **Managed Services**  
Action **Changed Reopen Date from 11/2/2020 12:04 PM to 11/2/2020 1:19 PM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

11/2/2020 1:07 PM

User **Michael Behning**

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

**11/2/2020 12:04 PM**

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User **Managed Services**

Action **Changed First Call Resolution from Yes to No. Changed Reopen Date to 11/2/2020 12:04 PM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

**10/30/2020 1:43 PM**

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User **Michael Behning**

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

**10/30/2020 1:43 PM**

---

User **Michael Behning**

Action **Changed Subject to Engine has a knock A61 EM.**

**10/30/2020 1:40 PM**

---

User **Michael Behning**

Action **Changed Case Owner from TECH LINE Initial 1 to Michael Behning.**

**10/30/2020 1:36 PM**

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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. Changed VIN from 1n6ba1f4 [REDACTED] to 1N6BA1F4XH [REDACTED] Created.**