



Case: [REDACTED]

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

General

Caller Name	[REDACTED]	Dealer	NISSAN OF BRADENTON
NNAnet user ID	tva-03105	Contact Name	
Tech Preferred Phone	3463163250	Customer Name	
Tech Preferred Email	[REDACTED]	Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	Michael Behning
Repair/Work Order	140761	Mobile Phone	
Job/Line Number	A	Texting Status	
Created Day	Tuesday		

Incident Information

Customer Comments	KNOCKING NOISE UNDER HOOD. CUSTOMER REPORTS LOW GRADED METALLIC KNOCKING NOISE AT FULL OPERATING TEMPERATURE AND WHEN COLD AS WELL.	Customer Name	[REDACTED]
Verified	Yes	Vehicle	1N6BA1F40C [REDACTED]
Question for TECH LINE	What is the most likely cause for this incident?	VIN	1N6BA1F40C [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	11/3/2020
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	ENGINE	Repair Attempts	1
		Current Mileage	41,072

Vehicle Mileage Prior Value

Vehicle Purchased Miles

Primary DTC

Current DTC

Past DTC

Other DTCs

TECH LINE Information

Subject	Engine has 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	EMC CRANKSHAFT & OIL PAN	FSSS	██████
TECH LINE Template	ECC Initial Response	FSSS Date	
TREAD Component	06		
Date/Time Closed	11/5/2020 12:38 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 ██████████ 2016 TITAN XD; Engine has knock A61 EM [ref:_00DA09j8L._5002I2Bw3Mk:ref]

Name	██████████
Task	<input checked="" type="checkbox"/>
Due Date	11/5/2020
Assigned To	Michael Behning
Last Modified Date/Time	11/5/2020 12:37 PM
Comments	Additional T ██████████ CC: BCC: michael.behning@nissan-usa.com Attachment: Subject: Case 42376913; 2016 TITAN XD; Engine has knock A61 EM [ref:_00DA09j8L._5002I2Bw3Mk:ref] Body: KAMERON, TECH LINE's latest case update is below. TSS Recommendation- Kameron, thank you for the photos.

Due to the debris noted we would recommend replacing the long block assembly.

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: 11/3/2020
Customer name:
VIN: 1N6BA1F40G [REDACTED] Mileage: 41,072
Dealer code: 5715
Dealer name: NISSAN OF BRADENTON

Customer's Concerns:

KNOCKING NOISE UNDER HOOD. CUSTOMER REPORTS LOW GRADED METALLIC KNOCKING NOISE AT FULL OPERATING TEMPERATURE AND WHEN COLD AS WELL.

Technician Findings:

TECH CONFIRMED CUSTOMER CONCERN. KNOCKING NOISE COMING FROM ENGINE. NOISE IS SOMEWHAT FAINT UNTIL ENGINE IS PUT UNDER LOAD. PUTTING VEHICLE INTO DRIVE OR COMPRESSOR KICKING ON, THEN NOISE GETS LOUDER. TECH PERFORMED CYLINDER CUT OUT TEST. HEARD NOISE WHEN CUTTING OUT EACH CYLINDER. NOISE WAS LOUDEST WHEN CYLINDERS 5, 6, AND 8 WERE CUT OUT. NOT SURE EXACTLY WHAT THE NOISE IS AND HOW TO GO ABOUT REPAIRING VEHICLE.:

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._5002I2Bw3Mk:ref

Email: Case [REDACTED] 2016 TITAN XD; Engine has knock A61 EM [ref:_00DA09j8L._5002I2Bw3Mk:ref]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	11/5/2020
Assigned To	Michael Behning
Last Modified Date/Time	11/5/2020 10:32 AM
Comments	Additional To [REDACTED] CC: BCC: michael.behning@nissan-usa.com Attachment: Subject: Case 42376913; 2016 TITAN XD; Engine has knock A61 EM [ref:_00DA09j8L._5002I2Bw3Mk:ref] Body: KAMERON, TECH LINE's latest case update is below. TSS Recommendation-

E-mail received with no additional details or photos.

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

Have a great day.

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Case #: _____
Date Created: 11/3/2020
Customer name: _____
VIN: 1N6BA1F40 _____ Mileage: 41,072
Dealer code: 5715
Dealer name: NISSAN OF BRADENTON

Customer's Concerns:
KNOCKING NOISE UNDER HOOD. CUSTOMER REPORTS LOW GRADED METALLIC KNOCKING NOISE AT FULL OPERATING TEMPERATURE AND WHEN COLD AS WELL.
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ref:_00DA09j8L._5002I2Bw3Mk:ref

Email: Cas _____ 2016 TITAN XD; Engine has knock A61 EM [ref:_00DA09j8L._5002I2Bw3Mk:ref]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	11/5/2020
Assigned To	Michael Behning
Last Modified Date/Time	11/5/2020 7:48 AM
Comments	Additional To: _____ CC: BCC: michael.behning@nissan-usa.com Attachment: Subject: Cas _____ 2016 TITAN XD; Engine has knock A61 EM [ref:_00DA09j8L._5002I2Bw3Mk:ref] Body: KAMERON, TECH LINE's latest case update is below. TSS Recommendation-

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Case # [REDACTED]
Date Created: 11/3/2020
Customer name:
VIN: 1N6BA1F40[REDACTED] Mileage: 41,072
Dealer code: 5715
Dealer name: NISSAN OF BRADENTON

Customer's Concerns:

KNOCKING NOISE UNDER HOOD. CUSTOMER REPORTS LOW GRADED METALLIC KNOCKING NOISE AT FULL OPERATING TEMPERATURE AND WHEN COLD AS WELL.

Technician Findings:

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ref:_00DA09j8L._5002I2Bw3Mk:ref

Email: Cas [REDACTED] 2016 TITAN XD; Engine has knock A61 EM [ref:_00DA09j8L._5002I2Bw3Mk:ref]

Name
Task
Due Date 11/4/2020
Assigned To Michael Behning
Last Modified Date/Time 11/4/2020 3:43 PM
Comments

Additional [REDACTED]
CC:
BCC: michael.behning@nissan-usa.com
Attachment:

Subject: Ca [REDACTED] 2016 TITAN XD; Engine has knock A61 EM [ref:_00DA09j8L._5002I2Bw3Mk:ref]

Body:
KAMERON,
TECH LINE's latest case update is below.
TSS Recommendation-

Kameron, thank you for the update.

I was looking for the photos as requested in previous E-mail?

Please attach to reply e-mail or add to case thru the ASIST portal.

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

Have a great day.

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Thank you, _____ Mike B.TECH LINE

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Case # [REDACTED]
Date Created: 11/3/2020
Customer name:
VIN: 1N6BA1F40G [REDACTED] Mileage: 41,072

Dealer code: 5715
Dealer name: NISSAN OF BRADENTON

Customer's Concerns:

KNOCKING NOISE UNDER HOOD. CUSTOMER REPORTS LOW GRADED METALLIC KNOCKING NOISE AT FULL OPERATING TEMPERATURE AND WHEN COLD AS WELL.

Technician Findings:

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ref:_00DA09j8L._5002I2Bw3Mk:ref

Email: Case [REDACTED] 2016 TITAN XD; Engine has knock A61 EM [ref:_00DA09j8L._5002I2Bw3Mk:ref]

Name	[REDACTED]
Task	<input checked="" type="checkbox"/>
Due Date	11/3/2020
Assigned To	Michael Behning
Last Modified Date/Time	11/3/2020 8:37 AM
Comments	Additional To: [REDACTED] CC: BCC: michael.behning@nissan-usa.com Attachment: Subject: Case [REDACTED]; 2016 TITAN XD; Engine has knock A61 EM [ref:_00DA09j8L._5002I2Bw3Mk:ref] Body: KAMERON, TECH LINE's latest case update is below. TSS Recommendation- Kameron, thank you for the case details. Let's remove the lower oil pan and inspect for debris and crankshaft separation. Please provide photos if found. 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: 11/3/2020 Customer name: [REDACTED] VIN: 1N6BA1F40G [REDACTED] Age: 41,072 Dealer code: 5715 Dealer name: NISSAN OF BRADENTON Customer's Concerns:

KNOCKING NOISE UNDER HOOD. CUSTOMER REPORTS LOW GRADED METALLIC KNOCKING NOISE AT FULL OPERATING TEMPERATURE AND WHEN COLD AS WELL.

Technician Findings:

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ref:_00DA09j8L._5002I2Bw3Mk:ref

Attachments

IMG_1379.jpg

Size **2.08MB**
Ownership **Michael Behning**
View [View file](#)
Last Modified **11/5/2020 12:35 PM**

IMG_1378.jpg

Size **1.52MB**
Ownership **Michael Behning**
View [View file](#)
Last Modified **11/5/2020 12:35 PM**

IMG_1377.jpg

Size **1.79MB**
Ownership **Michael Behning**
View [View file](#)
Last Modified **11/5/2020 12:34 PM**

Emails

Case [REDACTED] 2016 TITAN XD; Engine has knock A61 EM [ref:_00DA09j8L._5002I2Bw3Mk:ref]

Message Date **11/5/2020 12:37 PM**
Has Attachment [REDACTED]
Email Address [REDACTED]
Status **Sent**
Subject **Case 42376913; 2016 TITAN XD; Engine has knock A61 EM [ref:_00DA09j8L._5002I2Bw3Mk:ref]**
Text Body **KAMERON,**

TECH LINE's latest case update is below.

TSS Recommendation-
Kameron, thank you for the photos.
Due to the debris noted we would recommend replacing the long block assembly.
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: 11/3/2020
Customer name:
VIN: 1N6BA1F400 [REDACTED]

Mileage: 41,072

Dealer code: 5715

Dealer name: NISSAN OF BRADENTON

Customer's Concerns:

KNOCKING NOISE UNDER HOOD. CUSTOMER REPORTS LOW GRADED METALLIC KNOCKING NOISE AT FULL OPERATING TEMPERATURE AND WHEN COLD AS WELL.

Technician Findings:

TECH CONFIRMED CUSTOMER CONCERN. KNOCKING NOISE COMING FROM ENGINE. NOISE IS SOMEWHAT FAINT UNTIL ENGINE IS PUT UNDER LOAD. PUTTING VEHICLE INTO DRIVE OR COMPRESSOR KICKING ON, THEN NOISE GETS LOUDER. TECH PERFORMED CYLINDER CUT OUT TEST. HEARD NOISE WHEN CUTTING OUT EACH CYLINDER. NOISE WAS LOUDEST WHEN CYLINDERS 5, 6, AND 8 WERE CUT OUT. NOT SURE EXACTLY WHAT THE NOISE IS AND HOW TO GO ABOUT REPAIRING VEHICLE.:

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Re: Cas [REDACTED] **2016 TITAN XD; Engine has knock A61 EM [ref: _00DA09j8L._5002I2Bw3Mk:ref]**

Message Date 11/5/2020 11:44 AM

Has Attachment

Email Address [REDACTED]

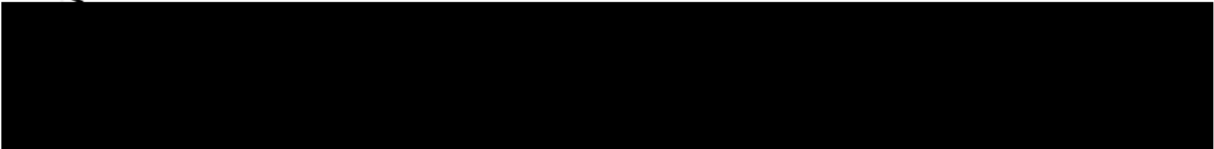
Status **Read**

Subject **Re: Case # [REDACTED] 016 TITAN XD; Engine has knock A61 EM [ref:_00DA09j8L._5002I2Bw3Mk:ref]**

Text Body **On Thu, Nov 5, 2020 at 11:32 TECH LINE Email to Case < techlinesfdc@nissan-usa.com> wrote:**

[REDACTED]

- >
- > **TECH LINE's latest case update is below.**
- >
- >
- > **TSS Recommendation-**
- > **E-mail received with no additional details or photos.**
- > **If any further assistance is required reply all to the E-mail and we will**
- > **be glad to follow up.**
- > **Have a great day.**
- >
- >
- >



- >
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- >
- >
- > **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: 11/3/2020**
- > **Customer name:**
- > **VIN: 1N6BA1F [REDACTED]**
- >
- > **Mileage: 41,072**
- >
- > **Dealer code: 5715**
- >
- > **Dealer name: NISSAN OF BRADENTON**
- >
- > **Customer's Concerns:**
- > **KNOCKING NOISE UNDER HOOD. CUSTOMER REPORTS LOW GRADED METALLIC KNOCKING**
- > **NOISE AT FULL OPERATING TEMPERATURE AND WHEN COLD AS WELL.**

>
>
> Technician Findings:
> TECH CONFIRMED CUSTOMER CONCERN. KNOCKING NOISE COMING FROM ENGINE. NOISE
> IS SOMEWHAT FAINT UNTIL ENGINE IS PUT UNDER LOAD. PUTTING VEHICLE INTO
> DRIVE OR COMPRESSOR KICKING ON, THEN NOISE GETS LOUDER. TECH PERFORMED
> CYLINDER CUT OUT TEST. HEARD NOISE WHEN CUTTING OUT EACH CYLINDER. NOISE
> WAS LOUDEST WHEN CYLINDERS 5, 6, AND 8 WERE CUT OUT. NOT SURE EXACTLY WHAT
> THE NOISE IS AND HOW TO GO ABOUT REPAIRING VEHICLE.:
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>
>
> ref:_00DA09j8L._5002I2Bw3Mk:ref
>

Case [REDACTED] 2016 TITAN XD; Engine has knock A61 EM [ref:_00DA09j8L._5002I2Bw3Mk:ref]

Message Date 11/5/2020 10:32 AM

Has Attachment [REDACTED]

Email Address [REDACTED]

Status Sent

Subject Case 42376913; 2016 TITAN XD; Engine has knock A61 EM [ref:_00DA09j8L._5002I2Bw3Mk:ref]

Text Body KAMERON,

TECH LINE's latest case update is below.

TSS Recommendation-

E-mail received with no additional details or photos.

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

Have a great day.

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Thank you,

Mike B.

TECH LINE

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Case [REDACTED]
Date Created: 11/5/2020
Customer name: [REDACTED]
VIN: 1N6BA [REDACTED]

Mileage: 41,072

Dealer code: 5715

Dealer name: NISSAN OF BRADENTON

Customer's Concerns:

KNOCKING NOISE UNDER HOOD. CUSTOMER REPORTS LOW GRADED METALLIC KNOCKING NOISE AT FULL OPERATING TEMPERATURE AND WHEN COLD AS WELL.

Technician Findings:

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Re: Cas [REDACTED] 2016 TITAN XD; Engine has knock A61 EM [ref:_00DA09j8L._5002I2Bw3Mk:ref]

Message Date 11/5/2020 10:17 AM

Has Attachment [REDACTED]

Email Address [REDACTED]

Status **Read**

Subject **Re: Case 42376913; 2016 TITAN XD; Engine has knock A61 EM [ref:_00DA09j8L._5002I2Bw3Mk:ref]**

Text Body **After I sent the pictures. I could not see your response. What is my next step?**

On Thu, Nov 5, 2020 at 08:48 TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:

> KAMERON,
>

- > TECH LINE's latest case update is below.
- >
- >
- > TSS Recommendation-
- > E-mail received with no additional details or photos.
- > 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: 11/3/2020

> Customer name: [REDACTED]

> VIN: 1N6BA1 [REDACTED]

> Mileage: 41,072

> Dealer code: 5715

> Dealer name: NISSAN OF BRADENTON

> Customer's Concerns:

> KNOCKING NOISE UNDER HOOD. CUSTOMER REPORTS LOW GRADED METALLIC KNOCKING
> NOISE AT FULL OPERATING TEMPERATURE AND WHEN COLD AS WELL.

> Technician Findings:

> TECH CONFIRMED CUSTOMER CONCERN, KNOCKING NOISE COMING FROM ENGINE, NOISE
> IS SOMEWHAT FAINT UNTIL ENGINE IS PUT UNDER LOAD. PUTTING VEHICLE INTO
> DRIVE OR COMPRESSOR KICKING ON, THEN NOISE GETS LOUDER. TECH PERFORMED
> CYLINDER CUT OUT TEST. HEARD NOISE WHEN CUTTING OUT EACH CYLINDER. NOISE
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>
>
> ref:_00DA09j8L._5002I2Bw3Mk:ref
>

Case [REDACTED] 2016 TITAN XD; Engine has knock A61 EM [ref:_00DA09j8L._5002I2Bw3Mk:ref]

Message Date 11/5/2020 7:48 AM

Has Attachment

Email Address [REDACTED]

Status Sent

Subject Case [REDACTED] 2016 TITAN XD; Engine has knock A61 EM [ref:_00DA09j8L._5002I2Bw3Mk:ref]

Text Body KAMERON,

TECH LINE's latest case update is below.

TSS Recommendation-

E-mail received with no additional details or photos.

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: 11/3/2020
Customer name:
VIN: 1N6BA1F[REDACTED]

Mileage: 41,072

Dealer code: 5715

Dealer name: NISSAN OF BRADENTON

Customer's Concerns:

KNOCKING NOISE UNDER HOOD. CUSTOMER REPORTS LOW GRADED METALLIC KNOCKING NOISE AT FULL OPERATING TEMPERATURE AND WHEN COLD AS WELL.

Technician Findings:

TECH CONFIRMED CUSTOMER CONCERN. KNOCKING NOISE COMING FROM ENGINE. NOISE IS SOMEWHAT FAINT UNTIL ENGINE IS PUT UNDER LOAD. PUTTING VEHICLE INTO DRIVE OR COMPRESSOR KICKING ON, THEN NOISE GETS LOUDER. TECH PERFORMED CYLINDER CUT OUT TEST. HEARD NOISE WHEN CUTTING OUT EACH CYLINDER. NOISE WAS LOUDEST WHEN CYLINDERS 5, 6, AND 8 WERE CUT OUT. NOT SURE EXACTLY WHAT THE NOISE IS AND HOW TO GO ABOUT REPAIRING VEHICLE.:

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.

Re: Ca [REDACTED] 2016 TITAN XD; Engine has knock A61 EM [ref:_00DA09j8L._5002I2Bw3Mk:ref]

Message Date 11/4/2020 4:06 PM

Has Attachment [REDACTED]

Email Address [REDACTED]

Status Read

Subject Re: Cas [REDACTED] 2016 TITAN XD; Engine has knock A61 EM [ref:_00DA09j8L._5002I2Bw3Mk:ref]

Text Body On Wed, Nov 4, 2020 at 16:43 TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:

> KAMERON,
>
> TECH LINE's latest case update is below.
>
>
> TSS Recommendation-
> Kameron, thank you for the update.
> I was looking for the photos as requested in previous E-mail?
> Please attach to reply e-mail or add to case thru the ASIST portal.
> 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: 11/3/2020
> Customer name: [REDACTED]
> VIN: 1N6BA1F4 [REDACTED]

> Mileage: 41,072

> Dealer code: 5715

> Dealer name: NISSAN OF BRADENTON

> Customer's Concerns:
> KNOCKING NOISE UNDER HOOD. CUSTOMER REPORTS LOW GRADED METALLIC KNOCKING
> NOISE AT FULL OPERATING TEMPERATURE AND WHEN COLD AS WELL.

> Technician Findings:
> TECH CONFIRMED CUSTOMER CONCERN. KNOCKING NOISE COMING FROM ENGINE. NOISE
> IS SOMEWHAT FAINT UNTIL ENGINE IS PUT UNDER LOAD. PUTTING VEHICLE INTO
> DRIVE OR COMPRESSOR KICKING ON, THEN NOISE GETS LOUDER. TECH PERFORMED
> CYLINDER CUT OUT TEST. HEARD NOISE WHEN CUTTING OUT EACH CYLINDER. NOISE
> WAS LOUDEST WHEN CYLINDERS 5, 6, AND 8 WERE CUT OUT. NOT SURE EXACTLY WHAT
> THE NOISE IS AND HOW TO GO ABOUT REPAIRING VEHICLE.:

>
>
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> message or any part of it. Please notify the sender immediately and delete
> all copies of the message.
>
>
> ref:_00DA09j8L._5002I2Bw3Mk:ref
>

Case [REDACTED] 2016 TITAN XD; Engine has knock A61 EM [ref:_00DA09j8L._5002I2Bw3Mk:ref]

Message Date 11/4/2020 3:43 PM

Has Attachment [REDACTED]

Email Address [REDACTED]

Status Sent

Subject Case [REDACTED] 6 TITAN XD; Engine has knock A61 EM [ref:_00DA09j8L._5002I2Bw3Mk:ref]

Text Body KAMERON,

TECH LINE's latest case update is below.

TSS Recommendation-

Kameron, thank you for the update.

I was looking for the photos as requested in previous E-mail?

Please attach to reply e-mail or add to case thru the ASIST portal.

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: 11/3/2020
Customer name:
VIN: 1N6BA1F40 [REDACTED]

Mileage: 41,072

Dealer code: 5715

Dealer name: NISSAN OF BRADENTON

Customer's Concerns:

KNOCKING NOISE UNDER HOOD. CUSTOMER REPORTS LOW GRADED METALLIC KNOCKING NOISE AT FULL OPERATING TEMPERATURE AND WHEN COLD AS WELL.

Technician Findings:

TECH CONFIRMED CUSTOMER CONCERN. KNOCKING NOISE COMING FROM ENGINE. NOISE IS SOMEWHAT FAINT UNTIL ENGINE IS PUT UNDER LOAD, PUTTING VEHICLE INTO DRIVE OR COMPRESSOR KICKING ON, THEN NOISE GETS LOUDER. TECH PERFORMED CYLINDER CUT OUT TEST. HEARD NOISE WHEN CUTTING OUT EACH CYLINDER. NOISE WAS LOUDEST WHEN CYLINDERS 5, 6, AND 8 WERE CUT OUT. NOT SURE EXACTLY WHAT THE NOISE IS AND HOW TO GO ABOUT REPAIRING VEHICLE.:

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Re: Case [REDACTED]; 2016 TITAN XD; Engine has knock A61 EM [ref:_00DA09j8L._5002I2Bw3Mk:ref]

Message Date 11/4/2020 2:37 PM

Has Attachment

Email Address [REDACTED]

Status **Read**

Subject **Re: Case 42376913; 2016 TITAN XD; Engine has knock A61 EM [ref:_00DA09j8L._5002I2Bw3Mk:ref]**

Text Body **Pulled the oil pan down. The pan has large metal chunks/flakes in it. Most likely from the crank bearing or something. Do I replace the engine?**

On Tue, Nov 3, 2020 at 09:37 TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:

- > [REDACTED]
- >
- > **TECH LINE's latest case update is below.**
- >
- >
- > **TSS Recommendation-**
- > **Kameron, thank you for the case details.**
- > **Let's remove the lower oil pan and inspect for debris and crankshaft**
- > **separation.**
- > **Please provide photos if found.**
- > **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](#)**

>
>
> ref:_00DA09j8L._5002I2Bw3Mk:ref
>

Cas [REDACTED] 2016 TITAN XD; Engine has knock A61 EM [ref:_00DA09j8L._5002I2Bw3Mk:ref]

Message Date 11/3/2020 8:37 AM

Has Attachment [REDACTED]

Email Address [REDACTED]

Status **Sent**

Subject [REDACTED] 2016 TITAN XD; Engine has knock A61 EM [ref:_00DA09j8L._5002I2Bw3Mk:ref]

Text Body **KAMERON,**

TECH LINE's latest case update is below.

TSS Recommendation-

Kameron, thank you for the case details.

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

Please provide photos if found.

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.

C: [REDACTED]
Date Created: 11/3/2020

Customer name:
VIN: 1N6BA [REDACTED]

Mileage: 41,072

Dealer code: 5715

Dealer name: NISSAN OF BRADENTON

Customer's Concerns:
KNOCKING NOISE UNDER HOOD. CUSTOMER REPORTS LOW GRADED METALLIC KNOCKING NOISE AT FULL OPERATING TEMPERATURE AND WHEN COLD AS WELL.

Technician Findings:
TECH CONFIRMED CUSTOMER CONCERN. KNOCKING NOISE COMING FROM ENGINE. NOISE IS SOMEWHAT FAINT UNTIL ENGINE IS PUT UNDER LOAD. PUTTING VEHICLE INTO DRIVE OR COMPRESSOR KICKING ON, THEN NOISE GETS LOUDER. TECH PERFORMED CYLINDER CUT OUT TEST. HEARD NOISE WHEN CUTTING OUT EACH CYLINDER. NOISE WAS LOUDEST WHEN CYLINDERS 5, 6, AND 8 WERE CUT OUT. NOT SURE EXACTLY WHAT THE NOISE IS AND HOW TO GO ABOUT REPAIRING VEHICLE.:

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Case Comments

11/5/2020 12:37 PM

User **Michael Behning**
Public
Comment **TSS Recommendation-**
Kameron, thank you for the photos.
Due to the debris noted we would recommend replacing the long block assembly.
If any further assistance is required reply all to the E-mail and we will be glad to follow up.
Have a great day.

11/5/2020 10:32 AM

User **Michael Behning**
Public
Comment **TSS Recommendation-**
E-mail received with no additional details or photos.
If any further assistance is required reply all to the E-mail and we will be glad to follow up.
Have a great day.

11/5/2020 10:32 AM

User **Michael Behning**
Public
Comment **Description-**
From tech e-mail-
After I sent the pictures. I could not see your response. What is my next step?

11/5/2020 7:48 AM

User **Michael Behning**
Public
Comment **TSS Recommendation-**
E-mail received with no additional details or photos.
If any further assistance is required reply all to the E-mail and we will be glad to follow up.
Have a great day.

11/4/2020 3:43 PM

User **Michael Behning**
Public
Comment **TSS Recommendation-**
Kameron, thank you for the update.
I was looking for the photos as requested in previous E-mail?
Please attach to reply e-mail or add to case thru the ASIST portal.
If any further assistance is required reply all to the

11/4/2020 3:41 PM

User **Michael Behning**
Public
Comment **Description-**
From tech e-mail-
Pulled the oil pan down. The pan has large metal chunks/flakes in it. Most likely from the crank bearing or something. Do I replace the engine?

E-mail and we will be glad to follow up.
Have a great day.

11/3/2020 8:30 AM

User Survey Site Guest User

Public

Customer Comments: KNOCKING NOISE UNDER HOOD. CUSTOMER REPORTS LOW GRADED METALLIC KNOCKING NOISE AT FULL OPERATING TEMPERATURE AND WHEN COLD AS WELL.

Technician Findings: TECH CONFIRMED CUSTOMER CONCERN, KNOCKING NOISE COMING FROM ENGINE. NOISE IS SOMEWHAT FAINT UNTIL ENGINE IS PUT UNDER LOAD. PUTTING VEHICLE INTO DRIVE OR COMPRESSOR KICKING ON, THEN NOISE GETS LOUDER. TECH PERFORMED CYLINDER CUT OUT TEST. HEARD NOISE WHEN CUTTING OUT EACH CYLINDER. NOISE WAS LOUDEST WHEN CYLINDERS 5, 6, AND 8 WERE CUT OUT. NOT SURE EXACTLY WHAT THE NOISE IS AND HOW TO GO ABOUT REPAIRING VEHICLE.

Repairs Made: NONE

11/3/2020 8:36 AM

User Michael Behning

Public

Comment TSS Recommendation-
Kameron, thank you for the case details.
Let's remove the lower oil pan and inspect for debris and crankshaft separation.
Please provide photos if found.
If any further assistance is required reply all to the
E-mail and we will be glad to follow up.
Have a great day.

Comment

Case History

11/5/2020 12:38 PM

User Michael Behning

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

11/5/2020 11:44 AM

User Managed Services

Action Changed Reopen Date from 11/5/2020 10:17 AM to 11/5/2020 11:44 AM. Changed Status from Pending Dealer Reply to Pending TECH LINE.

11/5/2020 10:33 AM

User Michael Behning

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

11/5/2020 10:17 AM

User Managed Services

Action Changed Reopen Date from 11/4/2020 4:06 PM to 11/5/2020 10:17 AM. Changed Status from Pending Dealer Reply to Pending TECH LINE.

11/5/2020 7:48 AM

User Michael Behning

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

11/4/2020 4:06 PM

User Managed Services

Action Changed Reopen Date from 11/4/2020 2:37 PM to 11/4/2020 4:06 PM. Changed Status from Pending Dealer Reply to Pending TECH LINE.

11/4/2020 3:44 PM

User Michael Behning

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

11/4/2020 2:37 PM

User Managed Services

Action Changed First Call Resolution from Yes to No. Changed Reopen Date to 11/4/2020 2:37 PM. Changed Status from Pending Dealer Reply to Pending TECH LINE.

11/3/2020 8:35 AM

User **Michael Behning**

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

11/3/2020 8:35 AM

User **Michael Behning**

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

11/3/2020 8:34 AM

User **Michael Behning**

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

11/3/2020 8:30 AM

User **Survey Site Guest User**

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