







Case 

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General

Caller Name		Dealer	NISSAN OF ATHENS
NNAnet user ID	TVA-04182	Contact Name	
Tech Preferred Phone	6789786936	Customer Name	
Tech Preferred Email	jgreeninc@hotmail.com	Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	Matthew Mead
Repair/Work Order	168106	Mobile Phone	
Job/Line Number	1	Texting Status	
Created Day	Thursday		

Incident Information

Customer Comments	CUSTOMER STATES THE ENGINE IS KNOCKING AND WARNING LIGHT IS ON THAT READ LOW OIL PRESSURE AND THE SERVICE ENGINE LIGHT IS ON	Customer Name	
Verified	Yes	Vehicle	1N6BA1F49 
Question for TECH LINE	Have you seen this before?	VIN	1N6BA1F49 
Service Manual General Section	Engine	Archived VIN Make	
Service Manual Specific Section	Engine Mechanical	Archived VIN Year	2018
Symptom Code Category	Experience/Occurrence	Archived VIN Model	TITAN XD
Symptom	Spard Knock (Ping)	Incident/RO Date	11/18/2020
When does this concern occur?	ALL TIMES	Calculated Days Down	1
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	NONE	Total Days Down	1
Observed Modifications & Accessories	NONE	Repair Attempts	0
		Current Mileage	46,407

Vehicle Mileage Prior Value

Vehicle Purchased Miles

Primary DTC

Current DTC ECM P0524 ECM P0272 ECM P0284

Past DTC ECM P203F

Other DTCs

TECH LINE Information

Subject	Knocking noise from engine.	Resolution Action	
Status	Pending Dealer Reply	Resolution Object	
Confirmed Resolution	Pending	Field Inspection Indicator	<input type="checkbox"/>
Component Code Category	EM Engine Mechanical	NNA Field Inspection Date	
Component Code Issue	EMA ENGINE ASSEMBLY	FSSS	<input type="checkbox"/>
TECH LINE Template	ECC Initial Response	FSSS Date	
TREAD Component	06		
Date/Time Closed	11/19/2020 9:02 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: Ca [REDACTED] 2018 TITAN XD; Knocking noise from engine. [ref:_00DA09j8L._5002I2CXc6t:ref]

Name	[REDACTED]
Task	<input checked="" type="checkbox"/>
Due Date	11/19/2020
Assigned To	Matthew Mead
Last Modified Date/Time	11/19/2020 9:05 AM
Comments	Additional To: [REDACTED] CC: BCC: Attachment: Subject: Case 42496785; 2018 TITAN XD; Knocking noise from engine. [ref:_00DA09j8L._5002I2CXc6t:ref] Body: JUSTIN GREEN, TECH LINE's latest case update is below. Recommendation:

- Thank you for documenting the codes stored and test for the separated crankshaft results.

- Please remove the oil pan and inspect for excessive debris. If excessive metal debris is found please replace the long engine assembly and both turbocharger assemblies.

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

Thank you, _____ Matt MTECH 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 #: _____

Date Created: 11/19/2020

Customer name:

VIN: 1N6BA1F_____ Mileage: 46,407

Dealer code: 5325

Dealer name: NISSAN OF ATHENS

Customer's Concerns:

CUSTOMER STATES THE ENGINE IS KNOCKING AND WARNING LIGHT IS ON THAT READ LOW OIL PRESSURE AND THE SERVICE ENGINE LIGHT IS ON

Technician Findings:

FOUND P0524,P0272,P0284,P203F

THE TRUCK CRANKS AND RUNS. HOWEVER THE ENGINE SOUND LIKE IT HAS A BAD KNOCK. I CONTACTED MY DTS ,HE ADVISED ME TO CHECK FOR A BROKEN CRANK . I MOVED THE FLYWHEEL TO SEE IF THE BALANCER WOULD NOT MOVE, HOWEVER THEY ARE MOVING AS ONE UNIT.:

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._5002I2CXc6t:ref

Emails

C _____ 2018 TITAN XD; Knocking noise from engine. [ref:_00DA09j8L._5002I2CXc6t:ref]

Message Date	11/19/2020 9:05 AM
Has Attachment	<input type="checkbox"/>
Email Address	_____
Status	Sent
Subject	Case 42496785; 2018 TITAN XD; Knocking noise from engine. [ref:_00DA09j8L._5002I2CXc6t:ref]
Text Body	JUSTIN GREEN,

TECH LINE's latest case update is below.

Recommendation:

- Thank you for documenting the codes stored and test for the separated crankshaft results.
- Please remove the oil pan and inspect for excessive debris. If excessive metal debris is found please replace the long engine assembly and both turbocharger assemblies.

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Thank you,

Matt M

TECH LINE

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Case # [REDACTED]
Date Created: 11/19/2020
Customer name: [REDACTED]
VIN: 1N6BA1 [REDACTED]

Mileage: 46,407

Dealer code: 5325

Dealer name: NISSAN OF ATHENS

Customer's Concerns:

CUSTOMER STATES THE ENGINE IS KNOCKING AND WARNING LIGHT IS ON THAT READ LOW OIL PRESSURE AND THE SERVICE ENGINE LIGHT IS ON

Technician Findings:

**FOUND P0524,P0272,P0284,P203F
THE TRUCK CRANKS AND RUNS.HOWEVER THE ENGINE SOUND LIKE IT HAS A BAD KNOCK. I CONTACTED MY DTS ,HE ADVISED ME TO CHECK FOR A BROKEN CRANK . I MOVED THE FLYWHEEL TO SEE IF THE BALANCER WOULD NOT MOVE,HOWEVER THEY ARE MOVING AS ONE UNIT.:**

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Case Comments

11/19/2020 9:05 AM

User **Matthew Mead**

11/19/2020 8:55 AM

User **Survey Site Guest User**

Public

Recommendation:

Comment

- Thank you for documenting the codes stored and test for the separated crankshaft results.
- Please remove the oil pan and inspect for excessive debris. If excessive metal debris is found please replace the long engine assembly and both turbocharger assemblies.

Public

Customer Comments: CUSTOMER STATES THE ENGINE IS KNOCKING AND WARNING LIGHT IS ON THAT READ LOW OIL PRESSURE AND THE SERVICE ENGINE LIGHT IS ON

Comment

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THE TRUCK CRANKS AND RUNS.HOWEVER THE ENGINE SOUND LIKE IT HAS A BAD KNOCK. I CONTACTED MY DTS ,HE ADVISED ME TO CHECK FOR A BROKEN CRANK . I MOVED THE FLYWHEEL TO SEE IF THE BALANCER WOULD NOT MOVE,HOWEVER THEY ARE MOVING AS ONE UNIT.
 Repairs Made: NONE

Case History

11/19/2020 9:02 AM

User **Matthew Mead**

Action **Changed Subject to Knocking noise from engine.. Changed Status from Pending TECH LINE to Pending Dealer Reply. Closed.**

11/19/2020 9:02 AM

User **Matthew Mead**

Action **Changed Case Owner from TECH LINE Initial to Matthew Mead.**

11/19/2020 8:55 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.**