



Case: [REDACTED]

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

General

Caller Name	[REDACTED]	Dealer	NEWTON NISSAN OF GALLATIN
NNAAnet user ID	TVA-06881	Contact Name	
Tech Preferred Phone	6155748572	Customer Name	
Tech Preferred Email	[REDACTED]	Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	Michael Lemmons
Repair/Work Order	563392	Mobile Phone	
Job/Line Number	2	Texting Status	
Created Day	Friday		

Incident Information

Customer Comments	CUSTOMER STATES CHECK ENGINE LIGHT ON SAYS SPATTERING AND SHAKING	Customer Name	[REDACTED]
Verified	Yes	Vehicle	1N6BA1F4 [REDACTED]
Question for TECH LINE	Can you confirm my DCU diagnosis?	VIN	1N6BA1F4 [REDACTED]
Service Manual General Section	Engine	Archived VIN Make	
Service Manual Specific Section	Engine Mechanical	Archived VIN Year	2017
Symptom Code Category	Experience/Occurrence	Archived VIN Model	TITAN XD
Symptom	Vibration Excessively	Incident/RO Date	1/6/2021
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	NONE	Repair Attempts	0
		Current Mileage	46,014
		Vehicle Mileage Prior Value	

Vehicle Purchased
Miles

Primary DTC

Current DTC ECM P0263, P0269, P0272, P0275,
P0278, P0281, P0284

Past DTC

Other DTCs

TECH LINE Information

Subject	Engine rattles and knocks when cranking	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	EMC CRANKSHAFT & OIL PAN	FSSS	<input type="checkbox"/>
TECH LINE Template	ECC Initial Response	FSSS Date	
TREAD Component	06		
Date/Time Closed	1/8/2021 10:46 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 42806893; 2017 TITAN XD; Engine rattles and knocks when cranking [ref:_00DA09j8L_5002I2DbOCp:ref]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	1/8/2021
Assigned To	Michael Lemmons
Last Modified Date/Time	1/8/2021 10:46 AM
Comments	Additional To [REDACTED] CC: BCC: michael.lemmons@nissan-usa.com Attachment: Subject: Cas [REDACTED] 2017 TITAN XD; Engine rattles and knocks when cranking [ref:_00DA09j8L_5002I2DbOCp:ref] Body: JOSH, Thank you for the update. The crank pulley movement confirms the crankshaft is coming apart. Please replace the long engine.

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

Thank you, _____ Michael L.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 cases can be reopened.

Cas
Date Created: 1/8/2021
Customer name
VIN: 1N6BA1F _____ Mileage: 46,014
Dealer code: 5212
Dealer name: NEWTON NISSAN OF GALLATIN

Customer's Concerns:
CUSTOMER STATES CHECK ENGINE LIGHT ON SAYS SPUTTERING AND SHAKING
Technician Findings:
FOUND CYLINDER BALANCE/CONTRIBUTION ON ALL CYLINDER BUT #2, INJECTOR ID CODES MATCH THOSE IN CONSULT. VERY LOUD KNOCKING WHILE TRYING TO START. UNPLUGGED ALL INJECTOR CONNECTORS. NOISE IS STILL PRESENT. SOUND INTERNAL BLOCK

AREA. HAVE 2 VIDEOS OF NOISE BOTH WITH THE INJECTOR DISCONNECTED, ONE FROM TOP AND ON FROM UNDERNEATH:

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._5002I2DbOCp:ref

Email: Ca _____ 2017 TITAN XD; [ref:_00DA09j8L._5002I2DbOCp:ref]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	1/8/2021
Assigned To	Michael Lemmons
Last Modified Date/Time	1/8/2021 8:07 AM
Comments	Additional T CC: BCC: michael.lemmons@nissan-usa.com Attachment: Subject: C _____ 017 TITAN XD; [ref:_00DA09j8L._5002I2DbOCp:ref] Body: JOSH, Thank you for the case information and videos. We have found if an injector is leaking or stuck open on the diesel engine, it can cause a knock when the engine is running, but this one sounds more like something mechanical. We have seen some cases of crankshaft issues. Remove the accessory belt then watch the front crank pulley when cranking and see if it wobbles. Check if the crank pulley can be moved by pushing sideways against it. If the crank pulley is secure and does not wobble then remove the oil pan and check for metal debris. Short engines are not available for the diesel so if we determine the noises are due to internal engine trauma then long engine replacement would be required. The TECH LINE Survey can be accessed by: CLICKING HERE

Thank you, _____ Michael L.TECH LINE

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Case # [REDACTED]
Date Created: 1/8/2021
Customer name [REDACTED]
VIN: 1N6BA1F4 [REDACTED] Mileage: 46,014
Dealer code: 5212
Dealer name: NEWTON NISSAN OF GALLATIN

Customer's Concerns:
CUSTOMER STATES CHECK ENGINE LIGHT ON SAYS SPUTTERING AND SHAKING
Technician Findings:
FOUND CYLINDER BALANCE/CONTRIBUTION ON ALL CYLINDER BUT #2, INJECTOR ID CODES MATCH THOSE IN CONSULT. VERY LOUD KNOCKING WHILE TRYING TO START. UNPLUGGED ALL INJECTOR CONNECTORS. NOISE IS STILL PRESENT. SOUND INTERNAL BLOCK

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ref:_00DA09j8L._5002I2DbOCp:ref

Attachments

92042.mp4

Size **4.3MB**
Ownership **Managed Services**
View [View file](#)
Last Modified **1/8/2021 7:52 AM**

92044.mp4

Size **4.29MB**
Ownership **Managed Services**
View [View file](#)
Last Modified **1/8/2021 7:52 AM**

Email

[REDACTED] 2017 TITAN XD; Engine rattles and knocks when cranking [ref:_00DA09j8L._5002I2DbOCp:ref]

Message Date **1/8/2021 10:46 AM**

Has Attachment

Email Address [REDACTED]

Status **Sent**

Subject **Case # [REDACTED], 2017 TITAN XD; Engine rattles and knocks when cranking [ref:_00DA09j8L._5002I2DbOCp:ref]**

Text Body **JOSH BOX,**

TECH LINE's latest case update is below.

**Replied to tech:
Thank you for the update.
The crank pulley movement confirms the crankshaft is coming apart.
Please replace the long engine.**

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

Thank you,

Michael L.

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.

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Case #: [REDACTED]
Date Created: 1/8/2021
Customer name: [REDACTED]
VIN: 1N6BA1 [REDACTED]

Mileage: 46,014

Dealer code: 5212

Dealer name: NEWTON NISSAN OF GALLATIN

Customer's Concerns:
CUSTOMER STATES CHECK ENGINE LIGHT ON SAYS SPUTTERING AND SHAKING

Technician Findings:
FOUND CYLINDER BALANCE/CONTRIBUTION ON ALL CYLINDER BUT #2, INJECTOR ID CODES MATCH THOSE IN CONSULT. VERY LOUD KNOCKING WHILE TRYING TO START. UNPLUGGED ALL INJECTOR CONNECTORS. NOISE IS STILL PRESENT. SOUND INTERNAL BLOCK AREA. HAVE 2 VIDEOS OF NOISE BOTH WITH THE INJECTOR DISCONNECTED, ONE FROM TOP AND ON FROM UNDERNEATH:

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Michael Lemmons

Nissan North America, Inc.
Technical Support Specialist, TECH LINE
Michael.Lemmons@nissan-usa.com
phone [REDACTED]
fax: +1 615-967-3314

Re: C [REDACTED] 2017 TITAN XD; [ref:_00DA09j8L._5002I2DbOCp:ref]

Message Date 1/8/2021 9:41 AM

Has Attachment

Email Address [REDACTED]

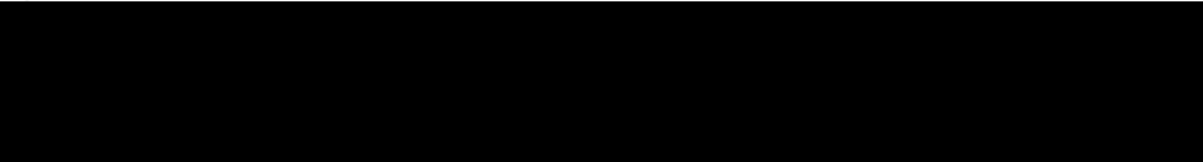
Status Read

Subject Re: C [REDACTED] 2017 TITAN XD; [ref:_00DA09j8L._5002I2DbOCp:ref]

Text Body Hello, I can confirm with to drive belt removed the crank can be moved from left to right

On Fri, Jan 8, 2021 at 8:08 AM TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:


- > JOSH,
- >
- > Thank you for the case information and videos.
- > We have found if an injector is leaking or stuck open on the diesel engine, it can cause a knock when the engine is running, but this one sounds more like something mechanical.
- > We have seen some cases of crankshaft issues.
- > Remove the accessory belt then watch the front crank pulley when cranking and see if it wobbles.
- > Check if the crank pulley can be moved by pushing sideways against it.
- > If the crank pulley is secure and does not wobble then remove the oil pan and check for metal debris.
- > Short engines are not available for the diesel so if we determine the noises are due to internal engine trauma then long engine replacement would be required.
- >
- >
- >



- >
- >
- >
- > Thank you,
- >
- > _____
- > Michael L.
- >
- > 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: 1/8/2021
> Customer name: [REDACTED]
> VIN: 1N6BA1F43 [REDACTED]
>
> Mileage: 46,014
>
> Dealer code: 5212
>
> Dealer name: NEWTON NISSAN OF GALLATIN
>
> Customer's Concerns:
> CUSTOMER STATES CHECK ENGINE LIGHT ON SAYS SPUTTERING AND SHAKING
>
>
> Technician Findings:
> FOUND CYLINDER BALANCE/CONTRIBUTION ON ALL CYLINDER BUT #2, INJECTOR ID
> CODES MATCH THOSE IN CONSULT. VERY LOUD KNOCKING WHILE TRYING TO START.
> UNPLUGGED ALL INJECTOR CONNECTORS. NOISE IS STILL PRESENT. SOUND INTERNAL
> BLOCK
> AREA. HAVE 2 VIDEOS OF NOISE BOTH WITH THE INJECTOR DISCONNECTED, ONE FROM
> TOP AND ON FROM UNDERNEATH:
>
>
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> message or any part of it. Please notify the sender immediately and delete
> all copies of the message.
>
>
> ref:_00DA09j8L._5002I2DbOCp:ref
>

[REDACTED] 2017 TITAN XD; [ref:_00DA09j8L._5002I2DbOCp:ref]

Message Date 1/8/2021 8:07 AM
Has Attachment 
Email Address [REDACTED]
Status Sent
Subject [REDACTED] 2017 TITAN XD; [ref:_00DA09j8L._5002I2DbOCp:ref]
Text Body JOSH BOX,

TECH LINE's latest case update is below.

Recommendation:
Thank you for the case information and videos.
We have found if an injector is leaking or stuck open on the diesel engine, it can cause a knock when the engine is running, but this one sounds more like something mechanical.
We have seen some cases of crankshaft issues.
Remove the accessory belt then watch the front crank pulley when cranking and see if it wobbles.
Check if the crank pulley can be moved by pushing sideways against it.
If the crank pulley is secure and does not wobble then remove the oil pan and check for metal debris.
Short engines are not available for the diesel so if we determine the noises are due to internal engine trauma then long engine replacement would be required.

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Thank you,

Michael L.

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: 1/6/2021
Customer name: [REDACTED]
VIN: 1N6BA1F [REDACTED]

Mileage: 46,014

Dealer code: 5212

Dealer name: NEWTON NISSAN OF GALLATIN

Customer's Concerns:
CUSTOMER STATES CHECK ENGINE LIGHT ON SAYS SPUTTERING AND SHAKING

Technician Findings:
FOUND CYLINDER BALANCE/CONTRIBUTION ON ALL CYLINDER BUT #2, INJECTOR ID CODES MATCH THOSE IN CONSULT. VERY LOUD KNOCKING WHILE TRYING TO START. UNPLUGGED ALL INJECTOR CONNECTORS. NOISE IS STILL PRESENT. SOUND INTERNAL BLOCK AREA. HAVE 2 VIDEOS OF NOISE BOTH WITH THE INJECTOR DISCONNECTED, ONE FROM TOP AND ON FROM UNDERNEATH:

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Michael Lemmons
Nissan North America, Inc.
Technical Support Specialist, TECH LINE
Michael.Lemmons@nissan-usa.com
phd [REDACTED]
fax: +1 615-967-3314

Case Comments

1/8/2021 10:45 AM

1/8/2021 10:44 AM

User **Michael Lemmons**
Public
Comment **Replied to tech:
Thank you for the update.
The crank pulley movement confirms the
crankshaft is coming apart.
Please replace the long engine.**

User **Michael Lemmons**
Public
Comment **Received email from tech:
Hello, i can confirm with to drive belt removed the
crank can be moved from
left to right.**

1/8/2021 8:07 AM

1/8/2021 7:53 AM

User **Michael Lemmons**
Public
Comment **Recommendation:
Thank you for the case information and videos.
We have found if an injector is leaking or stuck
open on the diesel engine, it can cause a knock
when the engine is running, but this one sounds
more like something mechanical.
We have seen some cases of crankshaft issues.
Remove the accessory belt then watch the front
crank pulley when cranking and see if it wobbles.
Check if the crank pulley can be moved by pushing
sideways against it.
If the crank pulley is secure and does not wobble
then remove the oil pan and check for metal
debris.
Short engines are not available for the diesel so if
we determine the noises are due to internal engine
trauma then long engine replacement would be
required.**

User **Survey Site Guest User**
Public
Comment **VIDEOS OF NOISE**

1/8/2021 7:52 AM

User **Survey Site Guest User**
Public
Comment **Customer Comments: CUSTOMER STATES CHECK
ENGINE LIGHT ON SAYS SPATTERING AND
SHAKING
 Technician Findings: FOUND CYLINDER
BALANCE/CONTRIBUTION ON ALL CYLINDER
BUT #2, INJECTOR ID CODES MATCH THOSE IN
CONSULT. VERY LOUD KNOCKING WHILE TRYING
TO START. UNPLUGGED ALL INJECTOR
CONNECTORS. NOISE IS STILL PRESENT. SOUND
INTERNAL BLOCK
AREA. HAVE 2 VIDEOS OF NOISE BOTH WITH THE
INJECTOR DISCONNECTED, ONE FROM TOP AND
ON FROM UNDERNEATH
 Repairs Made: NONE**

Case History

1/8/2021 10:46 AM

User **Michael Lemmons**

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

1/8/2021 9:41 AM

User **Managed Services**

Action **Changed First Call Resolution from Yes to No. Changed Reopen Date to 1/8/2021 9:41 AM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

1/8/2021 8:08 AM

User **Michael Lemmons**

Action **Changed Subject to Engine rattles and knocks when cranking. Changed Status from Pending TECH LINE to Pending Dealer Reply. Closed.**

1/8/2021 7:55 AM

User **Michael Lemmons**

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

1/8/2021 7:52 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.**
