



Case [REDACTED]

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

General

Caller Name	[REDACTED]	Dealer	JENKINS NISSAN OF LEESBURG
NNAnet user ID	tva-40966	Contact Name	
Tech Preferred Phone	(516) 322-0997	Customer Name	
Tech Preferred Email	[REDACTED]	Case Record Type	TECH LINE Cases
Preferred Contact Method	Phone	Case Owner	Michael Cramer
Repair/Work Order	91418	Mobile Phone	
Job/Line Number	a	Texting Status	
Created Day	Monday		

Incident Information

Customer Comments	truck will not start started knocking and making white smoke then shut off	Customer Name	[REDACTED]
Verified	Yes	Vehicle	1N6BA1F46 [REDACTED]
Question for TECH LINE	Can you explain this to me?	VIN	1N6BA1F46 [REDACTED]
Service Manual General Section	Engine	Archived VIN Make	
Service Manual Specific Section	Engine Mechanical	Archived VIN Year	2018
Symptom Code Category	Sounds	Archived VIN Model	TITAN XD
Symptom	CLUNK/KNOCK/POP/THUMP	Incident/RO Date	1/9/2021
When does this concern occur?	ALL TIMES	Calculated Days Down	3
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	none	Total Days Down	3
Observed Modifications & Accessories	yes	Repair Attempts	0
		Current Mileage	47,849
		Vehicle Mileage Prior Value	
		Vehicle Purchased	

Miles
 Primary DTC
 Current DTC ECM p203f ECM p2048 ECM p2509
 ECM p2559
 Past DTC ECM p1615 ECM p1623 ECM p1626
 ECM p1628 ECM p20b7
 Other DTCs

TECH LINE Information

Subject	Engine knocking cylinder 2	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	EMA ENGINE ASSEMBLY	FSSS	██████████
TECH LINE Template	ECC Initial Response	FSSS Date	
TREAD Component	06		
Date/Time Closed	1/12/2021 1:09 PM		
Description			
Recommendation Detail			

DTS Information

DTSM Inspection Date		DTSM Request Type	
DTSM Inspection Date Confirmed?	██████████	Inspection Time/Notes	Appointment Time:
			Notes to Agent:
Notes for DTSM (Vehicle Concerns)			

Activity History

Email: Cas ██████████ 2018 TITAN XD; Engine knocking cylinder 2 [ref:_00DA09j8L._5002I2Dbq1u:ref]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	1/12/2021
Assigned To	Michael Cramer
Last Modified Date/Time	1/12/2021 1:08 PM
Comments	<p>Additional To ██████████</p> <p>CC: ██████████</p> <p>BCC:</p> <p>Attachment:</p> <p>Subject: Case ██████████ 2018 TITAN XD; Engine knocking cylinder 2 [ref:_00DA09j8L._5002I2Dbq1u:ref]</p> <p>Body:</p> <p>dominic,</p> <p>TECH LINE's latest case update is below.</p> <p>Recommendation:</p> <p>• Thank you for the update, Dominic.</p>

- Sounds like the evidence shows this vehicle will require a long engine assembly replacement to resolve the issue.
- With TECH LINE focused on the technical recommendation side of the repairs only, we would recommend to direct all questions concerning warranty coverage with the warranty admin at the dealer or the Nissan Warranty Department.
- Take care and have a great day.

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

Thank you, _____ Mike Cramer 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: 1/11/2021
 Customer name: [REDACTED]
 VIN: 1N6BA1F4 [REDACTED] Mileage: 47,849
 Dealer code: 5588
 Dealer name: JENKINS NISSAN OF LEESBURG

Customer's Concerns:
 truck will not start started knocking and making white smoke then shut off
Technician Findings:
 inspected and found knock in cylinder 2 gets better when injector is unplugged but still there:

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._5002I2Dbq1u:ref

Email: Ca [REDACTED] 2018 TITAN XD; Engine knocking cylinder 2 [ref:_00DA09j8L._5002I2Dbq1u:ref]

Name	[REDACTED]
Task	<input checked="" type="checkbox"/>
Due Date	1/12/2021
Assigned To	Michael Cramer
Last Modified Date/Time	1/12/2021 11:59 AM
Comments	<p>Additional [REDACTED]</p> <p>CC: [REDACTED]</p> <p>BCC:</p> <p>Attachment:</p> <p>Subject: Cas [REDACTED] 2018 TITAN XD; Engine knocking cylinder 2 [ref:_00DA09j8L._5002I2Dbq1u:ref]</p> <p>Body: dominic, TECH LINE's latest case update is below. Recommendation:</p> <ul style="list-style-type: none"> • Good afternoon, Dominic. • After several outcall attempts, we have been unable to reach you by phone. • Be sure to double check that the contact information listed in the case does indeed reflect the correct information in order to reach you successfully. • At this time, we would recommend to follow the previously recommendations in order to resolve the

issue.

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Name	
Task	<input checked="" type="checkbox"/>
Due Date	1/12/2021
Assigned To	Michael Cramer
Last Modified Date/Time	1/12/2021 9:51 AM
Comments	<p>Additional To: [REDACTED]</p> <p>CC: [REDACTED]</p> <p>BCC:</p> <p>Attachment:</p> <p>Subject: Cas [REDACTED] 2018 TITAN XD; Engine knocking cylinder 2 [ref:_00DA09j8L._5002I2Dbq1u:ref]</p> <p>Body:</p> <p>dominic, TECH LINE's latest case update is below. Recommendation:</p> <ul style="list-style-type: none">• Thank you for the update, Dominic.• I have scheduled an outcall for you today.• Be on the lookout for a call from area code 615, as this is likely a TECH LINE call.• We look forward to speaking with you soon.

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Thank you, _____ Mike Cramer TECH LINE

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Case [REDACTED]
Date Created: 1/11/2021
Customer name: [REDACTED]
VIN: 1N6BA1F [REDACTED] Mileage: 47,849
Dealer code: 5588
Dealer name: JENKINS NISSAN OF LEESBURG

Customer's Concerns:

truck will not start started knocking and making white smoke then shut off

Technician Findings:

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ref:_00DA09j8L_5002I2Dbq1u:ref

Email: Case [REDACTED] 2018 TITAN XD; Engine knocking cylinder 2 [ref:_00DA09j8L_5002I2Dbq1u:ref]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	1/12/2021
Assigned To	Michael Cramer
Last Modified Date/Time	1/12/2021 7:38 AM
Comments	<p>Additional To: [REDACTED]</p> <p>CC:</p> <p>BCC:</p> <p>Attachment:</p> <p>Subject: Case [REDACTED] 2018 TITAN XD; Engine knocking cylinder 2 [ref:_00DA09j8L_5002I2Dbq1u:ref]</p> <p>Body:</p> <p>dominic, TECH LINE's latest case update is below.</p> <p>Recommendation:</p> <ul style="list-style-type: none">• Thank you for the information.• My name is Mike (different specialist than before) and I will be assisting with your case.• I was unable to find any trending issues related to your concern.• Let's continue with the diagnosis for the fuel injector on cylinder 2, seeing if there is an irregularity there.• We can pressurize the system to see if there is fuel leakage there.• We can also use a stethoscope to compare the operational sounds between the injectors and confirm if there is an abnormality with cylinder 2.• We can also use a borescope inside the cylinder to look for any witness markings or trauma that would conclude the long engine will need to be replaced.

- If all checks are ok here, let's replace the cylinder 2 fuel injector to see if there is a change in the incident.
- If there continues to be no change after this, let's proceed with the long engine assembly replacement to repair the concern.
- Be sure to compare all sounds from the vehicle to other like vehicles at the same trim level, as this will confirm that the symptom is not a normal operating characteristic of the vehicle.
- Be sure to follow the diagnosis for the other DTCs that continue to set, as there may be multiple issues with this vehicle that are contributing to the concerns.
- Looks like aftermarket equipment has been installed on this vehicle also.
- Aftermarket equipment has been known to impact system performance.
- Be on the lookout for any items wired into the vehicle or plugged into the 12v outlets, usb ports, data link connections, etc.
- These items should be fully removed from the vehicle prior to any further diagnosis.
- If further assistance is required, be sure to include all diagnostic steps performed, exact values measured, and the specific results for each.
- This information will give us the best idea of exactly what you are experiencing in order to proceed with diagnosis.
- Take care and have a great day.

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Thank you, _____ Mike Cramer TECH LINE

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Case #: [REDACTED]
 Date Created: 1/11/2021
 Customer name: [REDACTED]
 VIN: 1N6BA1F46 [REDACTED] Mileage: 47,849
 Dealer code: 5588
 Dealer name: JENKINS NISSAN OF LEESBURG

Customer's Concerns:
 truck will not start started knocking and making white smoke then shut off
Technician Findings:
 inspected and found knock in cylinder 2 gets better when injector is unplugged but still there:

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ref:_00DA09j8L_5002I2Dbq1u:ref

Email: Case [REDACTED] 2018 TITAN XD; [ref:_00DA09j8L_5002I2Dbq1u:ref]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	1/11/2021
Assigned To	Zach Hayward
Last Modified Date/Time	1/11/2021 4:12 PM

Additional To [REDACTED]

CC:

BCC: zach.hayward@nissan-usa.com

Attachment:

Subject: Case 42825824; 2018 TITAN XD; [ref:_00DA09j8L._5002I2Dbq1u:ref]

Body:

dominic,
TECH LINE's latest case update is below.

Description:

Tech case reply:

P203F REDUCTANT LEVEL TOO LOW

P2048 REDUCTANT INJECTION VALVE CIRCUIT LOW BANK 1 UNIT 1

P2509 ECM/PCM POWER INPUT SIGNAL INTERMITTENT

P2559 ENGINE COOLANT LEVEL SENSOR/SWITCH CIRCUIT HIGH

Recommendation:

-Dominic, thanks for the update.

-Have we inspected for harness concerns? We have current DTCs directly indicating circuit concerns are present.

-We've seen injector concerns related to the connectors or the injector itself.

-Please inspect the DTCs via the diag.

Comments

-Inspect for circuit concerns at the injector connector and its related harness.

-Have we inspected for engine internal trauma? E.g. debris in oil, lower bearings, etc.

Disabling the injector and the noise changing could indicate a lower end concern.

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

Thank you, _____ Zach H.TECH LINE

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Case: [REDACTED]

Date Created: 1/11/2021

Customer name: [REDACTED]

VIN: 1N6BA1F46 [REDACTED] Mileage: 47,849

Dealer code: 5588

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ref:_00DA09j8L._5002I2Dbq1u:ref

Attachments

1N6BA1F4[REDACTED]-210114.pdf

Size **17KB**
Ownership **J.R. Jackson**
View [View file](#)
Last Modified **1/25/2021 1:32 PM**

516967 TITAN1-DF-210114.pdf

Size **17KB**
Ownership **J.R. Jackson**
View [View file](#)
Last Modified **1/25/2021 1:26 PM**

titan.zip

Size **9.26MB**
Ownership **Managed Services**
View [View file](#)
Last Modified **1/11/2021 3:38 PM**

titan 1.mp4

Size **16.16MB**
Ownership **Managed Services**
View [View file](#)
Last Modified **1/11/2021 3:38 PM**

A61_1N6BA1F46[REDACTED]AIIDTCReading_20210109-140636.asd

Size **4.11MB**
Ownership **Managed Services**
View [View file](#)
Last Modified **1/11/2021 3:38 PM**

Emails

Case [REDACTED] 2018 TITAN XD; Engine knocking cylinder 2 [ref:_00DA09j8L._5002I2Dbq1u:ref]

Message Date **1/12/2021 1:08 PM**
Has Attachment
Email Address [REDACTED]
Status **Sent**
Subject **Case 42825824; 2018 TITAN XD; Engine knocking cylinder 2 [ref:_00DA09j8L._5002I2Dbq1u:ref]**
Text Body **dominic,**

TECH LINE's latest case update is below.

Recommendation:

- Thank you for the update, Dominic.
- Sounds like the evidence shows this vehicle will require a long engine assembly replacement to resolve the issue.
- With TECH LINE focused on the technical recommendation side of the repairs only, we would recommend to direct all questions concerning warranty coverage with the warranty admin at the dealer or the Nissan Warranty Department.
- Take care and have a great day.

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Thank you,

Mike Cramer

TECH LINE

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Case #: [REDACTED]
Date Created: 1/11/2021
Customer name: [REDACTED]
VIN: 1N6BA1F4 [REDACTED]

Mileage: 47,849

Dealer code: 5588

Dealer name: JENKINS NISSAN OF LEESBURG

Customer's Concerns:
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Re: Case [REDACTED] 2018 TITAN XD; Engine knocking cylinder 2 [ref:_00DA09j8L._5002I2Dbq1u:ref]

Message Date 1/12/2021 12:50 PM

Has Attachment [REDACTED]

Email Address [REDACTED]

Status **Read**

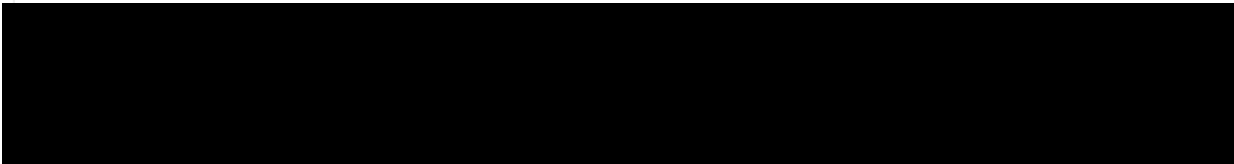
Subject **Re: Case [REDACTED] 018 TITAN XD; Engine knocking cylinder 2 [ref:_00DA09j8L._5002I2Dbq1u:ref]**

Text Body I currently have number two and four injectors pulled I have the oil pan bottom old I can't see any damage from underneath but the oil is very contaminated with what I would assume is bearing material with hell grayish metallic the oil is and there's all the little hits of what looks to be almost melted metal on the cylinder wall along with the carbon build up on the cylinder wall I'd like to discuss this vehicle further with someone over the phone to see if it's even eligible for warranty repairs at this

point due to the fact that it had aftermarket tuner and aftermarket exhaust on the vehicle

On Tue, Jan 12, 2021, 12:59 PM TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:

> dominic,
>
> TECH LINE's latest case update is below.
>
>
> Recommendation:
>
> • Good afternoon, Dominic.
> • After several outcall attempts, we have been unable to reach you by
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> successfully.
> • At this time, we would recommend to follow the previously
> recommendations in order to resolve the issue.
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> steps performed, exact values measured, and the specific results for each.
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>



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> Thank you,
>
> _____
>
> Mike Cramer
>
> TECH LINE
>
>
>
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>
>
> Case #: [REDACTED]
> Date Created: 1/11/2021
> Customer name:
> VIN: 1N6BA1F [REDACTED]

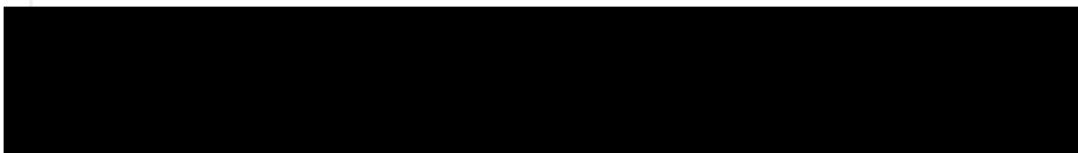
>
> Mileage: 47,849
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> Dealer code: 5588
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> Dealer name: JENKINS NISSAN OF LEESBURG
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>
> ref:_00DA09j8L._5002I2Dbq1u:ref
>

Re: Case [REDACTED] 2018 TITAN XD; Engine knocking cylinder 2 [ref:_00DA09j8L._5002I2Dbq1u:ref]

Message Date 1/12/2021 12:07 PM
Has Attachment [REDACTED]
Email Address [REDACTED]
Status Read
Subject Re: Case 42825824; 2018 TITAN XD; Engine knocking cylinder 2 [ref:_00DA09j8L._5002I2Dbq1u:ref]
Text Body 5163220997

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OcCDIOs!WqYOHH_W_mu_mj5y9rHBL1gl5D8Uf2KLALeKBGKxmVZwvgJZ_b3s1r-0INPxyzapSjR1-\$ >
>
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> Thank you,
>
> _____
>
> Mike Cramer
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> TECH LINE
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> Date Created: 1/11/2021
> Customer name: [REDACTED]
> VIN: 1N6BA [REDACTED]
>
> Mileage: 47,849
>
> Dealer code: 5588
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> Dealer name: JENKINS NISSAN OF LEESBURG
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> Customer's Concerns:
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>
>
> ref: _00DA09j8L._5002I2Dbq1u:ref
>

Message Date 1/12/2021 11:59 AM
Has Attachment [REDACTED]
Email Address [REDACTED]
Status Sent
Subject Case 42825824; 2018 TITAN XD; Engine knocking cylinder 2 [ref:_00DA09j8L._5002I2Dbq1u:ref]
Text Body dominic,

TECH LINE's latest case update is below.

Recommendation:

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Thank you,

Mike Cramer

TECH LINE

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C [REDACTED]
Date Created: 1/11/2021
Customer name:

VIN: 1N6BA1F [REDACTED]

Mileage: 47,849

Dealer code: 5588

Dealer name: JENKINS NISSAN OF LEESBURG

Customer's Concerns:

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Technician Findings:

inspected and found knock in cylinder 2 gets better when injector is unplugged but still there:

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: Case [REDACTED] 2018 TITAN XD; Engine knocking cylinder 2 [ref: _00DA09j8L_ 5002I2Dbq1u:ref]

Message Date 1/12/2021 10:22 AM

Has Attachment [REDACTED]

Email Address [REDACTED]

Status **Read**

Subject **Re: Ca [REDACTED] 018 TITAN XD; Engine knocking cylinder 2 [ref: 00DA09j8L_ 5002I2Dbq1u:ref]**

Text Body [REDACTED]

On Tue, Jan 12, 2021, 10:51 AM TECH LINE Email to Case < techlinesfdc@nissan-usa.com> wrote:

> dominic,
>
> TECH LINE's latest case update is below.
>
>
> Recommendation:
>
> • Thank you for the update, Dominic.
> • I have scheduled an outcall for you today.
> • Be on the lookout for a call from area code 615, as this is likely a
> TECH LINE call.
> • We look forward to speaking with you soon.

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

> Thank you,
>

>
>
> **Mike Cramer**
>
> **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:** 1/11/2021
> **Customer name:**
> **VIN:** 1N6BA1 [REDACTED]
>
> **Mileage:** 47,849
>
> **Dealer code:** 5588
>
> **Dealer name:** JENKINS NISSAN OF LEESBURG
>
> **Customer's Concerns:**
> **truck will not start started knocking and making white smoke then shut off**
>
>
> **Technician Findings:**
> **inspected and found knock in cylinder 2 gets better when injector is**
> **unplugged but still there:**
>
>
>
> **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._5002I2Dbq1u:ref**
>

Case [REDACTED] 2018 TITAN XD; Engine knocking cylinder 2 [ref:_00DA09j8L._5002I2Dbq1u:ref]

Message Date 1/12/2021 9:51 AM

Has Attachment [REDACTED]

Email Address [REDACTED]

Status **Sent**

Subject **Case [REDACTED] 2018 TITAN XD; Engine knocking cylinder 2 [ref:_00DA09j8L._5002I2Dbq1u:ref]**

Text Body dominic,

TECH LINE's latest case update is below.

Recommendation:

- Thank you for the update, Dominic.
- I have scheduled an outcall for you today.
- Be on the lookout for a call from area code 615, as this is likely a TECH LINE call.
- We look forward to speaking with you soon.

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

Thank you,

Mike Cramer

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: 1/11/2021
Customer name: [REDACTED]
VIN: 1N6BA1F [REDACTED]

Mileage: 47,849

Dealer code: 5588

Dealer name: JENKINS NISSAN OF LEESBURG

Customer's Concerns:

truck will not start started knocking and making white smoke then shut off

Technician Findings:

inspected and found knock in cylinder 2 gets better when injector is unplugged but still there:

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Re: Case [REDACTED] 2018 TITAN XD; Engine knocking cylinder 2 [ref:_00DA09j8L._5002I2Dbq1u:ref]

Message Date 1/12/2021 7:45 AM

Has Attachment [REDACTED]

Email Address [REDACTED]

Status **Read**

Subject **Re: Case [REDACTED] 2018 TITAN XD; Engine knocking cylinder 2 [ref:_00DA09j8L._5002I2Dbq1u:ref]**

Text Body **Can I please get a call to better discuss the issue that the truck is having is I feel like something is being lost in the emails**

On Tue, Jan 12, 2021, 8:38 AM TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:

> dominic,
>
> TECH LINE's latest case update is below.
>
>
> Recommendation:
>
> • Thank you for the information.
> • My name is Mike (different specialist than before) and I will be
> assisting with your case.
> • I was unable to find any trending issues related to your concern.
>
> • Let's continue with the diagnosis for the fuel injector on cylinder 2,
> seeing if there is an irregularity there.
> • We can pressurize the system to see if there is fuel leakage there.
> • We can also use a stethoscope to compare the operational sounds between
> the injectors and confirm if there is an abnormality with cylinder 2.
> • We can also use a borescope inside the cylinder to look for any witness
> markings or trauma that would conclude the long engine will need to be
> replaced.
> • If all checks are ok here, let's replace the cylinder 2 fuel injector to
> see if there is a change in the incident.
> • If there continues to be no change after this, let's proceed with the
> long engine assembly replacement to repair the concern.
> • Be sure to compare all sounds from the vehicle to other like vehicles at
> the same trim level, as this will confirm that the symptom is not a normal
> operating characteristic of the vehicle.
> • Be sure to follow the diagnosis for the other DTCs that continue to set,
> as there may be multiple issues with this vehicle that are contributing to
> the concerns.
>
> • Looks like aftermarket equipment has been installed on this vehicle
> also.
> • Aftermarket equipment has been known to impact system performance.
> • Be on the lookout for any items wired into the vehicle or plugged into
> the 12v outlets, usb ports, data link connections, etc.
> • These items should be fully removed from the vehicle prior to any
> further diagnosis.

- > • If further assistance is required, be sure to include all diagnostic
- > steps performed, exact values measured, and the specific results for each.
- > • This information will give us the best idea of exactly what you are
- > experiencing in order to proceed with diagnosis.
- > • Take care and have a great day.
- >
- >



>

>

>

>

>

> Thank you,

>

> _____

>

> Mike Cramer

>

> 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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>

> *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: 1/11/2021

> Customer name [REDACTED]

> VIN: 1N6BA1F4 [REDACTED]

>

> Mileage: 47,849

>

> Dealer code: 5588

>

> Dealer name: JENKINS NISSAN OF LEESBURG

>

> Customer's Concerns:

> truck will not start started knocking and making white smoke then shut off

>

>

> Technician Findings:

> inspected and found knock in cylinder 2 gets better when injector is

> unplugged but still there:

>

>

>

>

>

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> message or any part of it. Please notify the sender immediately and delete
> all copies of the message.
>
>
> ref:_00DA09j8L._5002I2Dbq1u:ref
>

Case [REDACTED] 2018 TITAN XD; Engine knocking cylinder 2 [ref:_00DA09j8L._5002I2Dbq1u:ref]

Message Date 1/12/2021 7:38 AM

Has Attachment [REDACTED]

Email Address [REDACTED]

Status **Sent**

Subject **Case [REDACTED] 2018 TITAN XD; Engine knocking cylinder 2 [ref:_00DA09j8L._5002I2Dbq1u:ref]**

Text Body **dominic,**

TECH LINE's latest case update is below.

Recommendation:

- Thank you for the information.
- My name is Mike (different specialist than before) and I will be assisting with your case.
- I was unable to find any trending issues related to your concern.

- Let's continue with the diagnosis for the fuel injector on cylinder 2, seeing if there is an irregularity there.
- We can pressurize the system to see if there is fuel leakage there.
- We can also use a stethoscope to compare the operational sounds between the injectors and confirm if there is an abnormality with cylinder 2.
- We can also use a borescope inside the cylinder to look for any witness markings or trauma that would conclude the long engine will need to be replaced.
- If all checks are ok here, let's replace the cylinder 2 fuel injector to see if there is a change in the incident.
- If there continues to be no change after this, let's proceed with the long engine assembly replacement to repair the concern.
- Be sure to compare all sounds from the vehicle to other like vehicles at the same trim level, as this will confirm that the symptom is not a normal operating characteristic of the vehicle.
- Be sure to follow the diagnosis for the other DTCs that continue to set, as there may be multiple issues with this vehicle that are contributing to the concerns.

- Looks like aftermarket equipment has been installed on this vehicle also.
- Aftermarket equipment has been known to impact system performance.
- Be on the lookout for any items wired into the vehicle or plugged into the 12v outlets, usb ports, data link connections, etc.
- These items should be fully removed from the vehicle prior to any further diagnosis.
- If further assistance is required, be sure to include all diagnostic steps performed, exact values measured, and the specific results for each.
- This information will give us the best idea of exactly what you are experiencing in order to proceed with diagnosis.
- Take care and have a great day.

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

Thank you,

Mike Cramer

TECH LINE

Updating a TECH LINE Case:

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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: 1/11/2021
Customer name:
VIN: 1N6BA1F [REDACTED]**

Mileage: 47,849

Dealer code: 5588

Dealer name: JENKINS NISSAN OF LEESBURG

**Customer's Concerns:
truck will not start started knocking and making white smoke then shut off**

**Technician Findings:
inspected and found knock in cylinder 2 gets better when injector is unplugged but still there:**

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Re: Case [REDACTED] 2018 TITAN XD; [ref:_00DA09j8L._5002I2Dbq1u:ref]

Message Date 1/11/2021 4:19 PM

Has Attachment [REDACTED]

Email Address [REDACTED]

Status **Read**

Subject **Re: Cas [REDACTED] 018 TITAN XD; [ref:_00DA09j8L._5002I2Dbq1u:ref]**

Text Body **Can I please get a call on this**

On Mon, Jan 11, 2021, 5:12 PM TECH LINE Email to Case <

> VIN: 1N6BA [REDACTED]
>
> Mileage: 47,849
>
> Dealer code: 5588
>
> Dealer name: JENKINS NISSAN OF LEESBURG
>
> Customer's Concerns:
> truck will not start started knocking and making white smoke then shut off
>
>
> Technician Findings:
> inspected and found knock in cylinder 2 gets better when injector is
> unplugged but still there:
>
>
>
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> privileged, confidential, or otherwise legally protected from disclosure,
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> message or any part of it. Please notify the sender immediately and delete
> all copies of the message.
>
>
> ref: _00DA09j8L_5002I2Dbq1u:ref
>

Case [REDACTED] 2018 TITAN XD; [ref: _00DA09j8L_5002I2Dbq1u:ref]

Message Date 1/11/2021 4:12 PM

Has Attachment [REDACTED]

Email Address [REDACTED]

Status Sent

Subject Case [REDACTED] 2018 TITAN XD; [ref: _00DA09j8L_5002I2Dbq1u:ref]

Text Body dominic,

TECH LINE's latest case update is below.

Description:

Tech case reply:

P203F REDUCTANT LEVEL TOO LOW

P2048 REDUCTANT INJECTION VALVE CIRCUIT LOW BANK 1 UNIT 1

P2509 ECM/PCM POWER INPUT SIGNAL INTERMITTENT

P2559 ENGINE COOLANT LEVEL SENSOR/SWITCH CIRCUIT HIGH

Recommendation:

-Dominic, thanks for the update.

-Have we inspected for harness concerns? We have current DTCs directly indicating circuit concerns are present.

-We've seen injector concerns related to the connectors or the injector itself.

-Please inspect the DTCs via the diag.

-Inspect for circuit concerns at the injector connector and its related harness.

-Have we inspected for engine internal trauma? E.g. debris in oil, lower bearings, etc.

Disabling the injector and the noise changing could indicate a lower end concern.

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

Thank you,

Zach H.

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: 1/11/2021
Customer name:
VIN: 1N6BA1 [REDACTED]

Mileage: 47,849

Dealer code: 5588

Dealer name: JENKINS NISSAN OF LEESBURG

Customer's Concerns:

truck will not start started knocking and making white smoke then shut off

Technician Findings:

inspected and found knock in cylinder 2 gets better when injector is unplugged but still there:

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Regards,

**Zach Hayward
Technical Support Specialist**

Aftersales Dealer Support – TECH LINE

Nissan North America, Inc.
Phone:

Case Comments

1/25/2021 1:32 PM

User **J.R. Jackson**
Public
Comment Adding Blackstone oil report:
"There's a lot of fuel getting into this Titan's engine. The low flashpoint indicates that 6.5% of the sample was diesel fuel, so we'd suggest an inspection of the fueling system. Aluminum, iron, and potassium are high in the spectral results, but aluminum and potassium are probably from harmless flux compound washing off the EGR or charge air cooler since this is a young engine rather than piston/bearing wear or coolant. Iron could show extra steel wear, but it could also be elevated due to lingering wear-in, a long oil run, or other incidental factors. Fuel is the biggest concern."

1/12/2021 1:08 PM

User **Michael Cramer**
Public
Comment Recommendation:

- Thank you for the update, Dominic.
- Sounds like the evidence shows this vehicle will require a long engine assembly replacement to resolve the issue.
- With TECH LINE focused on the technical recommendation side of the repairs only, we would recommend to direct all questions concerning warranty coverage with the warranty admin at the dealer or the Nissan Warranty Department.
- Take care and have a great day.

1/12/2021 11:58 AM

User **Michael Cramer**
Public
Comment Recommendation:

- Good afternoon, Dominic.
- After several outcall attempts, we have been unable to reach you by phone.
- Be sure to double check that the contact information listed in the case does indeed reflect the correct information in order to reach you successfully.
- At this time, we would recommend to follow the previously recommendations in order to resolve the issue.
- If further assistance is required, be sure to include all diagnostic steps performed, exact values measured, and the specific results for each.
- This information will give us the best idea of exactly what you are experiencing in order to proceed with diagnosis.
- Take care and have a great day.

1/12/2021 10:29 AM

1/25/2021 1:25 PM

User **J.R. Jackson**
Public
Comment Adding Blackstone fuel report:
"This diesel fuel looks okay to use. The spectral exam revealed only minor elements, nothing concerning or notable. The flashpoint is high enough to rule out contamination of a more volatile compound (like gasoline) and the specific gravity is fine at 0.839. No water or insolubles (solids) were detected."

1/12/2021 1:07 PM

User **Michael Cramer**
Public
Comment Tech email reports:

- I currently have number two and four injectors pulled
- I have the oil pan bottom old
- I can't see any damage from underneath
- But the oil is very contaminated with what I would assume is bearing material
- With hell grayish metallic the oil is
- And there's all the little hits of what looks to be almost melted metal
- On the cylinder wall
- Along with the carbon build up on
- The cylinder wall
- I'd like to discuss this vehicle further with someone over the phone
- To see if it's even eligible for warranty repairs at this point
- Due to the fact that it had aftermarket tuner
- And aftermarket exhaust on the vehicle

1/12/2021 11:57 AM

User **Michael Cramer**
Public
Comment TSS Notes:

- Calling for follow up
- Unable to reach tech by phone
- Sending email for follow up

1/12/2021 9:51 AM

User **Michael Cramer**
Public
Comment Recommendation:

- Thank you for the update, Dominic.
- I have scheduled an outcall for you today.
- Be on the lookout for a call from area code 615, as this is likely a TECH LINE call.
- We look forward to speaking with you soon.

1/12/2021 7:36 AM

User **Michael Cramer**
Public
TSS Notes:
Comment

- Calling for follow up
- Unable to reach tech by phone
- Follow up call set for later today

1/12/2021 9:51 AM

User **Michael Cramer**
Public
Tech email reports:
Comment

- Can I please get a call to better discuss the issue
- that the truck is having is
- I feel like something is being lost in the emails

1/11/2021 4:12 PM

User **Zach Hayward**
Public
Description:
Tech case reply:
P203F REDUCTANT LEVEL TOO LOW
P2048 REDUCTANT INJECTION VALVE CIRCUIT LOW BANK 1 UNIT 1
P2509 ECM/PCM POWER INPUT SIGNAL INTERMITTENT
P2559 ENGINE COOLANT LEVEL SENSOR/SWITCH CIRCUIT HIGH
Recommendation:
-Dominic, thanks for the update.
-Have we inspected for harness concerns? We have current DTCs directly indicating circuit concerns are present.
-We've seen injector concerns related to the connectors or the injector itself.
-Please inspect the DTCs via the diag.
-Inspect for circuit concerns at the injector connector and its related harness.
-Have we inspected for engine internal trauma? E.g. debris in oil, lower bearings, etc.
Disabling the injector and the noise changing could indicate a lower end concern.

1/11/2021 3:38 PM

User **Survey Site Guest User**
Public
Customer Comments: truck will not start started knocking and making white smoke then shut off
 Technician Findings: inspected and found knock in cylinder 2 gets better when injector is unplugged but still there
 Repairs Made: none

User **Michael Cramer**
Public
Recommendation:
Comment

- Thank you for the information.
- My name is Mike (different specialist than before) and I will be assisting with your case.
- I was unable to find any trending issues related to your concern.

Comment

- Let's continue with the diagnosis for the fuel injector on cylinder 2, seeing if there is an irregularity there.
- We can pressurize the system to see if there is fuel leakage there.
- We can also use a stethoscope to compare the operational sounds between the injectors and confirm if there is an abnormality with cylinder 2.
- We can also use a borescope inside the cylinder to look for any witness markings or trauma that would conclude the long engine will need to be replaced.
- If all checks are ok here, let's replace the cylinder 2 fuel injector to see if there is a change in the incident.
- If there continues to be no change after this, let's proceed with the long engine assembly replacement to repair the concern.
- Be sure to compare all sounds from the vehicle to other like vehicles at the same trim level, as this will confirm that the symptom is not a normal operating characteristic of the vehicle.
- Be sure to follow the diagnosis for the other DTCs that continue to set, as there may be multiple issues with this vehicle that are contributing to the concerns.
- Looks like aftermarket equipment has been installed on this vehicle also.
- Aftermarket equipment has been known to impact system performance.
- Be on the lookout for any items wired into the vehicle or plugged into the 12v outlets, usb ports, data link connections, etc.
- These items should be fully removed from the vehicle prior to any further diagnosis.
- If further assistance is required, be sure to include all diagnostic steps performed, exact values measured, and the specific results for each.
- This information will give us the best idea of exactly what you are experiencing in order to proceed with diagnosis.
- Take care and have a great day.

1/11/2021 3:49 PM

User **Survey Site Guest User**
Public
Comment

emissions portion of exhaust was removed and put back to stock ecm was tuned and put back stock tuner removed and put in backseat lifted 6 inches on over sized tires and rims. got truck started and tested by unplugging injector and found cylinder 2 has the biggest difference in knock sound almost sounds seems to be as if its a bent or stuck open valve on that valve

Case History

1/12/2021 1:09 PM

User **Michael Cramer**

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

1/12/2021 12:54 PM

User **Michael Cramer**

Action **Changed Tech Preferred Phone from** [REDACTED]

1/12/2021 12:07 PM

User **Managed Services**

Action **Changed Reopen Date from 1/12/2021 7:45 AM to 1/12/2021 12:07 PM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

1/12/2021 12:00 PM

User **Michael Cramer**

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

1/12/2021 7:45 AM

User **Managed Services**

Action **Changed Reopen Date from 1/11/2021 4:19 PM to 1/12/2021 7:45 AM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

1/12/2021 7:38 AM

User **Michael Cramer**

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

1/12/2021 7:12 AM

User **Michael Cramer**

Action **Changed Case Owner from TECH LINE Tier 2 to Michael Cramer.**

1/12/2021 7:12 AM

User **Michael Cramer**

Action **Changed Case Owner from Michael Cramer to TECH LINE Tier 2.**

1/12/2021 7:10 AM

User **Michael Cramer**

Action **Changed Case Owner from TECH LINE Tier 2 to Michael Cramer.**

1/11/2021 4:21 PM

User **Zach Hayward**

Action **Changed Case Owner from Zach Hayward to TECH LINE Tier 2.**

1/11/2021 4:19 PM

User **Managed Services**

Action **Changed First Call Resolution from Yes to No. Changed Reopen Date to 1/11/2021 4:19 PM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

1/11/2021 4:13 PM

User **Zach Hayward**

Action **Changed Subject to Engine knocking cylinder 2. Changed Status from Pending TECH LINE to Pending Dealer Reply. Closed.**

1/11/2021 4:00 PM

User **Zach Hayward**

Action **Changed Case Owner from TECH LINE Initial to Zach Hayward.**

1/11/2021 3:38 PM

User **Survey Site Guest User**

Action **Changed Case Owner from Managed Services to TECH LINE Initial. Changed Status from Open to Pending TECH LINE. Changed VIN from 1n6ba[REDACTED] to 1N6BA1F4[REDACTED]. Created.**

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