



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 VACAVILLE
NNAnet user ID	tva-02753	Contact Name	
Tech Preferred Phone	7073962006	Customer Name	
Tech Preferred Email	dustrboy@gmail.com	Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	John Seaborn
Repair/Work Order	6187054	Mobile Phone	
Job/Line Number	1	Texting Status	
Created Day	Thursday		

Incident Information

Customer Comments	Customer states when starting the vehicle there is a knocking noise	Customer Name	[REDACTED]
Verified	Yes	Vehicle	1N6BA1F44C [REDACTED]
Question for TECH LINE	Other - Ask Question in Technician Findings	VIN	1N6BA1F44C [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	2/4/2021
When does this concern occur?	ALL TIMES	Calculated Days Down	7
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	none	Total Days Down	7
Observed Modifications & Accessories	none	Repair Attempts	0
		Current Mileage	68,659
		Vehicle Mileage Prior Value	

Vehicle Purchased
Miles
Primary DTC
Current DTC
Past DTC
Other DTCs

TECH LINE Information

Subject	Engine does not run / knocking noise during cranking. -A61-	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	2/11/2021 3:34 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: Case ██████████ 2016 TITAN XD; Engine does not run / knocking noise during cranking. -A61- [ref:_00DA09j8L._5002I2EQ1WK:ref]

Name	
Task	✓
Due Date	2/11/2021
Assigned To	John Seaborn
Last Modified Date/Time	2/11/2021 3:21 PM
Comments	<p>Additional T ██████████</p> <p>CC: ██████████</p> <p>BCC: john.seaborniii@nissan-usa.com</p> <p>Attachment:</p> <p>Subject: Case ██████████ 2016 TITAN XD; Engine does not run / knocking noise during cranking. - A61- [ref:_00DA09j8L._5002I2EQ1WK:ref]</p> <p>Body:</p> <p>Marty,</p> <p>TECH LINE's latest case update is below.</p> <p>*****Amendment to prior recommendation, reflected in email to Tech.</p>

Recommendation

Marty,

1) A61 ****Diesel Engine Break-In recommendations are listed on pages 1-2, 2-2 & 6-6 of the 2016 Nissan Titan Diesel Owner's Manual and Maintenance Information Supplement.

Tech to reply to all on email response, if additional technical assistance is required.

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

Thank you, _____ John S.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: 2/4/2021
Customer name: [REDACTED]
VIN: 1N6BA1F44 [REDACTED] Mileage: 68,659
Dealer code: 5253
Dealer name: NISSAN OF VACAVILLE

Customer's Concerns:
Customer states when starting the vehicle there is a knocking noise
Technician Findings:
vehicle had dead batteries, replace batteries and found when trying to start the vehicle there is a loud knock noise coming from the engine. vehicle did start a couple times but now wont start, during cranking can hear the knock.:

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._5002I2EQ1WK:ref

Email: Case [REDACTED] 2016 TITAN XD; Engine does not run / knocking noise during cranking. -A61- [ref:_00DA09j8L._5002I2EQ1WK:ref]

Name
Task
Due Date 2/11/2021
Assigne [REDACTED]
Last Modified Date/Time 2/11/2021 3:16 PM
Comments Additional To: [REDACTED]
CC:
BCC: john.seaborniii@nissan-usa.com
Attachment:

Subject: Cas [REDACTED] 16 TITAN XD; Engine does not run / knocking noise during cranking. - A61- [ref:_00DA09j8L._5002I2EQ1WK:ref]
Body:
Marty,
TECH LINE's latest case update is below.
Recommendation

Marty,

1) Great question and thanks for the case update!

2) To answer the question, Break-In Schedule is located on Owner's Manual page 5-42.

Tech to reply to all on email response, if additional technical assistance is required.

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Thank you, _____ John S.TECH LINE

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Case [REDACTED]
Date Created: 2/4/2021
Customer name [REDACTED]
VIN: 1N6BA1F4 [REDACTED] Mileage: 68,659
Dealer code: 5253
Dealer name: NISSAN OF VACAVILLE

Customer's Concerns:

Customer states when starting the vehicle there is a knocking noise

Technician Findings:

vehicle had dead batteries, replace batteries and found when trying to start the vehicle there is a loud knock noise coming from the engine. vehicle did start a couple times but now won't start, during cranking can hear the knock.:

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ref:_00DA09j8L_5002I2EQ1WK:ref

Email: Case [REDACTED] 2016 TITAN XD; Engine does not run / knocking noise during cranking. -A61- [ref:_00DA09j8L_5002I2EQ1WK:ref]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	2/5/2021
Assigned To	John Seaborn
Last Modified Date/Time	2/5/2021 10:47 AM
Comments	Additional To: [REDACTED] CC: BCC: john.seaborniii@nissan-usa.com Attachment:

Subject: Case [REDACTED] 2016 TITAN XD; Engine does not run / knocking noise during cranking. - A61- [ref:_00DA09j8L_5002I2EQ1WK:ref]

Body:

Marty,

TECH LINE's latest case update is below.

Recommendation

Marty,

1) Great question and thanks for the case update!

2) A61 diesel long block replacement does not currently have a compiled / available parts list at this time.

Tech to reply to all on email response, if additional technical assistance is required.

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

Thank you, _____ John S.TECH LINE

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Closed TECH LINE cases can be reopened.
Case # [REDACTED]
Date Created: 2/4/2021
Customer name:
VIN: 1N6BA1F4 [REDACTED] Mileage: 68,659
Dealer code: 5253
Dealer name: NISSAN OF VACAVILLE

Customer's Concerns:
Customer states when starting the vehicle there is a knocking noise
Technician Findings:
vehicle had dead batteries, replace batteries and found when trying to start the vehicle there is a loud knock noise coming from the engine. vehicle did start a couple times but now wont start, during cranking can hear the knock.:

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ref:_00DA09j8L._5002I2EQ1WK:ref

Email: Case [REDACTED] 2016 TITAN XD; Engine does not run / knocking noise during cranking. -A61- [ref:_00DA09j8L._5002I2EQ1WK:ref]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	2/5/2021
Assigned To	John Seaborn
Last Modified Date/Time	2/5/2021 10:18 AM
Comments	<p>Additional To [REDACTED] CC: BCC: john.seaborniii@nissan-usa.com Attachment:</p> <p>Subject: Case [REDACTED]; 2016 TITAN XD; Engine does not run / knocking noise during cranking. - A61- [ref:_00DA09j8L._5002I2EQ1WK:ref] Body: Marty, TECH LINE's latest case update is below. Recommendation</p> <p>Marty,</p> <p>1) My apologies for the delayed response and thanks for the case update / photo! 2) As our next step, please replace the long block.</p> <p>Tech to reply to all on email response, if additional technical assistance is required.</p> <p>The TECH LINE Survey can be accessed by: CLICKING HERE</p> <p>Thank you, _____ John S.TECH LINE</p> <p>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: 2/4/2021 Customer name: VIN: 1N6BA1F4 [REDACTED] Mileage: 68,659 Dealer code: 5253 Dealer name: NISSAN OF VACAVILLE</p> <p>Customer's Concerns:</p>

Customer states when starting the vehicle there is a knocking noise

Technician Findings:

vehicle had dead batteries, replace batteries and found when trying to start the vehicle there is a loud knock noise coming from the engine. vehicle did start a couple times but now won't start, during cranking can hear the knock.:

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ref:_00DA09j8L._5002I2EQ1WK:ref

Email: Case [REDACTED] 2016 TITAN XD; Engine does not run / knocking noise during cranking. -A61- [ref:_00DA09j8L._5002I2EQ1WK:ref]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	2/4/2021
Assigned To	John Seaborn
Last Modified Date/Time	2/4/2021 5:14 PM
Comments	<p>Additional To [REDACTED]</p> <p>CC:</p> <p>BCC: john.seaborniii@nissan-usa.com</p> <p>Attachment:</p> <p>Subject: Case 43032437; 2016 TITAN XD; Engine does not run / knocking noise during cranking. - A61- [ref:_00DA09j8L._5002I2EQ1WK:ref]</p> <p>Body:</p> <p>Marty,</p> <p>TECH LINE's latest case update is below.</p> <p>Description</p> <p>Engine no longer runs.</p> <p>Engine has knocking noise when cranking.</p> <p>Reviewed DTC printout attached to case.</p> <p>ECM</p> <p>P0471 EXHAUST PRESSURE SENSOR "A" CIRCUIT RANGE/PERFORMANCE past</p> <p>P0AF-00 past</p> <p>U0106 LOST COMMUNICATION WITH GLOW PLUG CONTROL MODULE 1-00 past</p> <p>U010C LOST COMMUNICATION WITH TURBOCHARGER/SUPERCHARGER CONTROL MODULE "A"-00 past</p> <p>P1612 CHAIN OF ECM - IMMU -00 past</p> <p>P003A TURBOCHARGER/SUPERCHARGER BOOST CONTROL "A" POSITION EXCEEDED LEARNING LIMIT-00 past</p> <p>P0049 TURBOCHARGER/SUPERCHARGER "A" TURBINE OVERSPEED-00 past</p> <p>P2456 PARTICULATE FILTER PRESSURE SENSOR "A" CIRCUIT INTERMITTENT/ERRATIC-00 past</p> <p>P2509 ECM/PCM POWER INPUT SIGNAL INTERMITTENT-00 past</p> <p>ABS</p> <p>C1109 POWER SUPPLY LOW OR HIGH VOLTAGE past</p> <p>C1130 ENGINE CONTROL MALFUNCTION -OR - ENGINE SIGNAL 1 past</p>

BCM

B26FE HOOD SWITCH past

Air Bag

B142A IGN VOLTAGE-16 past

ICC/ADAS

C1A01 POWER SUPPLY CIRCUIT -16 past

U1000 CAN COMM CIRCUIT -01 past

TCM

P2637 TORQUE F/B SIGNAL A past

All Mode

P181B INCOMP SELF SHUT past

P1820 ENGINE SPEED SIG past

Diff Lock

P1856 DIFF LOCK CU past

P18CD SELF SHUTDOWN (MA248) past

Side Radar

C1B55 RADAR BLOCKAGE past

Recommendation

Marty,

- 1) When the engine did start, were we able to determine the area of the engine that was producing the noise?
- 2) Does the crankshaft pulley wobble when cranking?
- 3) If not, if we remove the accessory belt & the starter, can we manually rotate the engine or no?
- 4) Do we have any additional information from our Customer in regards to;
 - a) What's the story here?
 - b) When did this start?

Tech to reply to all on email response, if additional technical assistance is required.

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Thank you, _____ John S.TECH LINE

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Case [REDACTED]

Date Created: 2/4/2021

Customer name: [REDACTED]

VIN: 1N6BA1 [REDACTED] eage: 68,659

Dealer code: 5253

Dealer name: NISSAN OF VACAVILLE

Customer's Concerns:

Customer states when starting the vehicle there is a knocking noise

Technician Findings:

vehicle had dead batteries, replace batteries and found when trying to start the vehicle there is a loud knock noise coming from the engine. vehicle did start a couple times but now wont start, during cranking can hear the knock.:

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ref:_00DA09j8L._5002I2EQ1WK:ref

Attachments

20210204_153104.jpg

Size **3.2MB**
Ownership **John Seaborn**
View [View file](#)
Last Modified **2/5/2021 10:15 AM**

20210204_144243.jpg

Size **1.88MB**
Ownership **Managed Services**
View [View file](#)
Last Modified **2/4/2021 4:49 PM**

Emails

Re: Case [REDACTED] 2016 TITAN XD; Engine does not run / knocking noise during cranking. -A61- [ref:_00DA09j8L._5002I2EQ1WK:ref]

Message Date **2/11/2021 3:22 PM**

Has Attachment

Email Address [REDACTED]

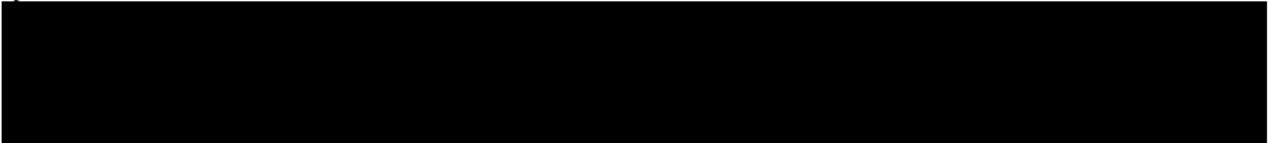
Status **Read**

Subject **Re: Cas [REDACTED] 016 TITAN XD; Engine does not run / knocking noise during cranking. -A61- [ref:_00DA09j8L._5002I2EQ1WK:ref]**

Text Body **Thank you for the update.**

On Thu, Feb 11, 2021, 1:21 PM TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:

- > Marty,
- >
- > TECH LINE's latest case update is below.
- >
- >
- > *****Amendment to prior recommendation, reflected in email to Tech.
- >
- > Recommendation
- > Marty,
- > 1) A61 ****Diesel Engine Break-In recommendations are listed on pages 1-2,
- > 2-2 & 6-6 of the 2016 Nissan Titan Diesel Owner's Manual and Maintenance
- > Information Supplement.
- > Tech to reply to all on email response, if additional technical assistance
- > is required.
- >
- >



- >
- >
- >
- >
- > Thank you,
- >
- >

> _____

>
> John S.
>
> 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: 2/4/2021
> Customer name [REDACTED]
> VIN: 1N6BA1F4 [REDACTED]
>
> Mileage: 68,659
>
> Dealer code: 5253
>
> Dealer name: NISSAN OF VACAVILLE
>
> Customer's Concerns:
> Customer states when starting the vehicle there is a knocking noise
>
>
> Technician Findings:
> vehicle had dead batteries, replace batteries and found when trying to
> start the vehicle there is a loud knock noise coming from the engine.
> vehicle did start a couple times but now wont start, during cranking can
> hear the knock.:
>
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>
>
> ref:_00DA09j8L_5002I2EQ1WK:ref
>

Ca [REDACTED] 2016 TITAN XD; Engine does not run / knocking noise during cranking. -A61- [
ref:_00DA09j8L_5002I2EQ1WK:ref]

Message Date 2/11/2021 3:21 PM

Has Attachment [REDACTED]

Email Address [REDACTED]

Status Sent

Subject Case [REDACTED] 2016 TITAN XD; Engine does not run / knocking noise during cranking. -A61- [ref:_00DA09j8L_5002I2EQ1WK:ref]

Text Body Marty Blackstone,

TECH LINE's latest case update is below.

*****Amendment to prior recommendation, reflected in email to Tech.

Recommendation

Marty,

1) A61 ****Diesel Engine Break-In recommendations are listed on pages 1-2, 2-2 & 6-6 of the 2016 Nissan Titan Diesel Owner's Manual and Maintenance Information Supplement.

Tech to reply to all on email response, if additional technical assistance is required.

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

Thank you,

John S.

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: 2/4/2021

Customer name:

VIN: 1N6BA [REDACTED]

Mileage: 68,659

Dealer code: 5253

Dealer name: NISSAN OF VACAVILLE

Customer's Concerns:

Customer states when starting the vehicle there is a knocking noise

Technician Findings:

vehicle had dead batteries, replace batteries and found when trying to start the vehicle there is a loud knock noise coming from the engine. vehicle did start a couple times but now won't start, during cranking can hear the knock.:

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Case [REDACTED] 2016 TITAN XD; Engine does not run / knocking noise during cranking. -A61- [ref: _00DA09j8L._5002I2EQ1WK:ref]

Message Date 2/11/2021 3:16 PM

Has Attachment [REDACTED]

Email Address [REDACTED]

Status **Sent**

Subject Ca: [REDACTED] 2016 TITAN XD; Engine does not run / knocking noise during cranking. -A61- [ref: _00DA09j8L._5002I2EQ1WK:ref]

Text Body **Marty Blackstone,**

TECH LINE's latest case update is below.

Recommendation

Marty,

- 1) Great question and thanks for the case update!
- 2) To answer the question, Break-In Schedule is located on Owner's Manual page 5-42. Tech to reply to all on email response, if additional technical assistance is required.

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

Thank you,

John S.

TECH LINE

Updating a **TECH LINE** Case:

Technician: Reply to this email; do not change the email subject line. Email file attachments are limited to 6MB.

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If no response, we will assume additional assistance is not required and the case will be closed. Closed TECH LINE cases can be reopened.

Case # [REDACTED]

Date Created: 2/4/2021

Customer name: [REDACTED]

VIN: 1N6BA1F [REDACTED]

Mileage: 68,659

Dealer code: 5253

Dealer name: NISSAN OF VACAVILLE

Customer's Concerns:

Customer states when starting the vehicle there is a knocking noise

Technician Findings:

vehicle had dead batteries, replace batteries and found when trying to start the vehicle there is a loud knock noise coming from the engine. vehicle did start a couple times but now won't start, during cranking can hear the knock.:

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Re: Case [REDACTED] 2016 TITAN XD; Engine does not run / knocking noise during cranking. -A61- [ref:_00DA09j8L_5002I2EQ1WK:ref]

Message Date 2/11/2021 1:47 PM

Has Attachment 

Email Address [REDACTED]

Status Read

Subject Re: Case [REDACTED] 2016 TITAN XD; Engine does not run / knocking noise during cranking. -A61- [ref:_00DA09j8L_5002I2EQ1WK:ref]

Text Body When I removed the engine assy, found that the rear of the crankshaft was broken. Continued with long block replacement. Ok at this time. Is there guidelines that I can provide to the customer for engine break in period?

On Fri, Feb 5, 2021 at 8:48 AM TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:

> Marty,
>

> TECH LINE's latest case update is below.
>
>
> Recommendation
> Marty,
> 1) Great question and thanks for the case update!
> 2) A61 diesel long block replacement does not currently have a compiled /
> available parts list at this time.
> Tech to reply to all on email response, if additional technical assistance
> is required.
>
>
>
> The TECH LINE Survey can be accessed by: CLICKING HERE
> <[https://urldefense.com/v3/__http://www.asistfaq.com/online_techline_survey.asp?SurveyId=TLSRVY3__;!!Bbg-OcCDIOs!RXj4N9waRi3N8_f1AXqO8SJ2xFPdh3uiKlphaQJP0ScfiPdLjtfuKO1mBH7LRMCt8hqP\\$](https://urldefense.com/v3/__http://www.asistfaq.com/online_techline_survey.asp?SurveyId=TLSRVY3__;!!Bbg-OcCDIOs!RXj4N9waRi3N8_f1AXqO8SJ2xFPdh3uiKlphaQJP0ScfiPdLjtfuKO1mBH7LRMCt8hqP$)>
>
>
>
>
> Thank you,
>
> _____
>
> John S.
>
> TECH LINE
>
>
>
> *Updating a TECH LINE Case:*
>
> Technician: Reply to this email; do not change the email subject line.
> Email file attachments are limited to 6MB.
>
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> From ASIST, Select TECH LINE Support Request, Enter your dealer code and
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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: 2/4/2021
> Customer name [REDACTED]
> VIN: 1N6BA1F [REDACTED]
>
> Mileage: 68,659
>
> Dealer code: 5253
>
> Dealer name: NISSAN OF VACAVILLE
>
> Customer's Concerns:
> Customer states when starting the vehicle there is a knocking noise
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> Technician Findings:
> vehicle had dead batteries, replace batteries and found when trying to
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> vehicle did start a couple times but now won't start, during cranking can
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>
> ref:_00DA09j8L._5002I2EQ1WK:ref
>

Case [REDACTED] 2016 TITAN XD; Engine does not run / knocking noise during cranking. -A61- [
ref:_00DA09j8L._5002I2EQ1WK:ref]

Message Date 2/5/2021 10:47 AM

Has Attachment [REDACTED]

Email Address [REDACTED]

Status **Sent**

Subject **Case 43032437; 2016 TITAN XD; Engine does not run / knocking noise during cranking. -A61- [
ref:_00DA09j8L._5002I2EQ1WK:ref]**

Text Body **Marty Blackstone,**

TECH LINE's latest case update is below.

Recommendation

Marty,

- 1) Great question and thanks for the case update!**
- 2) A61 diesel long block replacement does not currently have a compiled / available parts list at this time. Tech to reply to all on email response, if additional technical assistance is required.**

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

Thank you,

John S.

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: 2/4/2021

Customer name:

VIN: 1N6BA1F4 [REDACTED]

Mileage: 68,659

Dealer code: 5253

Dealer name: NISSAN OF VACAVILLE

Customer's Concerns:

Customer states when starting the vehicle there is a knocking noise

Technician Findings:

vehicle had dead batteries, replace batteries and found when trying to start the vehicle there is a loud knock noise coming from the engine. vehicle did start a couple times but now wont start, during cranking can hear the knock.:

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] 2016 TITAN XD; Engine does not run / knocking noise during cranking. -A61- [ref:_00DA09j8L._5002I2EQ1WK:ref]

Message Date 2/5/2021 10:20 AM

Has Attachment

Email Address [REDACTED]

Status Read

Subject Re: Case [REDACTED] 2016 TITAN XD; Engine does not run / knocking noise during cranking. -A61- [ref:_00DA09j8L._5002I2EQ1WK:ref]

Text Body Thank you for the update. Is there a parts list that I can use for long block replacement

On Fri, Feb 5, 2021, 8:18 AM TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:

> Marty,

>

> TECH LINE's latest case update is below.

>

>

> Recommendation

> Marty,

> 1) My apologies for the delayed response and thanks for the case update /

> photo!

- > 2) As our next step, please replace the long block.
- > Tech to reply to all on email response, if additional technical assistance is required.

>
>
>

> [TECH LINE Support Request](#) [Clicking Here](#)



>
>
>

> Thank you,

> _____

> John S.

>

> 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: 2/4/2021

> Customer name: [REDACTED]

> VIN: 1N6BA1 [REDACTED]

>

> Mileage: 68,659

>

> Dealer code: 5253

>

> Dealer name: NISSAN OF VACAVILLE

>

> Customer's Concerns:

> Customer states when starting the vehicle there is a knocking noise

>

>

> Technician Findings:

> vehicle had dead batteries, replace batteries and found when trying to

> start the vehicle there is a loud knock noise coming from the engine.

> vehicle did start a couple times but now wont start, during cranking can

> hear the knock.:

>

>

>

>

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> all copies of the message.
>
>
> ref:_00DA09j8L._5002I2EQ1WK:ref
>

Case [REDACTED] 2016 TITAN XD; Engine does not run / knocking noise during cranking. -A61- [
ref:_00DA09j8L._5002I2EQ1WK:ref]

Message Date 2/5/2021 10:18 AM

Has Attachment 

Email Address [REDACTED]

Status **Sent**

Subject **[REDACTED] 2016 TITAN XD; Engine does not run / knocking noise during cranking. -A61- [
ref:_00DA09j8L._5002I2EQ1WK:ref]**

Text Body **Marty Blackstone,**

TECH LINE's latest case update is below.

Recommendation

Marty,

1) My apologies for the delayed response and thanks for the case update / photo!

2) As our next step, please replace the long block.

Tech to reply to all on email response, if additional technical assistance is required.

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

Thank you,

John S.

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: 2/4/2021
Customer name:
VIN: 1N6BA1F [REDACTED]

Mileage: 68,659

Dealer code: 5253

Dealer name: NISSAN OF VACAVILLE

Customer's Concerns:
Customer states when starting the vehicle there is a knocking noise

Technician Findings:
vehicle had dead batteries, replace batteries and found when trying to start the vehicle there is a loud knock noise coming from the engine. vehicle did start a couple times but now wont start, during cranking can hear the knock.:

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Re: Case [REDACTED] 2016 TITAN XD; Engine does not run / knocking noise during cranking. -A61- [ref:_00DA09j8L_5002I2EQ1WK:ref]

Message Date 2/4/2021 5:34 PM

Has Attachment

Email Address [REDACTED]

Status Read

Subject Re: Case [REDACTED] 2016 TITAN XD; Engine does not run / knocking noise during cranking. -A61- [ref:_00DA09j8L_5002I2EQ1WK:ref]

Text Body Oil level at the low mark

On Thu, Feb 4, 2021, 3:31 PM Marty Blackston [REDACTED] wrote:

> Removed oil pan and metal debris in oan

>

> On Thu, Feb 4, 2021, 3:14 PM TECH LINE Email to Case <

> techlinesfdc@nissan-usa.com> wrote:

>

>> Marty,

>>

>> TECH LINE's latest case update is below.

>>

>>

>> Description

>> Engine no longer runs.

>> Engine has knocking noise when cranking.

>> Reviewed DTC printout attached to case.

>> ECM

>> P0471 EXHAUST PRESSURE SENSOR "A" CIRCUIT RANGE/PERFORMANCE past

>> P0AF-00 past

>> U0106 LOST COMMUNICATION WITH GLOW PLUG CONTROL MODULE 1-00 past

>> U010C LOST COMMUNICATION WITH TURBOCHARGER/SUPERCHARGER CONTROL MODULE
>> "A"-00 past
>> P1612 CHAIN OF ECM - IMMU -00 past
>> P003A TURBOCHARGER/SUPERCHARGER BOOST CONTROL "A" POSITION EXCEEDED
>> LEARNING LIMIT-00 past
>> P0049 TURBOCHARGER/SUPERCHARGER "A" TURBINE OVERSPEED-00 past
>> P2456 PARTICULATE FILTER PRESSURE SENSOR "A" CIRCUIT
>> INTERMITTENT/ERRATIC-00 past
>> P2509 ECM/PCM POWER INPUT SIGNAL INTERMITTENT-00 past
>> ABS
>> C1109 POWER SUPPLY LOW OR HIGH VOLTAGE past
>> C1130 ENGINE CONTROL MALFUNCTION -OR - ENGINE SIGNAL 1 past
>> BCM
>> B26FE HOOD SWITCH past
>> Air Bag
>> B142A IGN VOLTAGE-16 past
>> ICC/ADAS
>> C1A01 POWER SUPPLY CIRCUIT -16 past
>> U1000 CAN COMM CIRCUIT -01 past
>> TCM
>> P2637 TORQUE F/B SIGNAL A past
>> All Mode
>> P181B INCOMP SELF SHUT past
>> P1820 ENGINE SPEED SIG past
>> Diff Lock
>> P1856 DIFF LOCK CU past
>> P18CD SELF SHUTDOWN (MA248) past
>> Side Radar
>> C1B55 RADAR BLOCKAGE past
>>
>> Recommendation
>> Marty,
>> 1) When the engine did start, were we able to determine the area of the
>> engine that was producing the noise?
>> 2) Does the crankshaft pulley wobble when cranking?
>> 3) If not, if we remove the accessory belt & the starter, can we manually
>> rotate the engine or no?
>> 4) Do we have any additional information from our Customer in regards to;
>> a) What's the story here?
>> b) When did this start?
>> Tech to reply to all on email response, if additional technical
>> assistance is required.
>>
>>
>>

>>
>>
>>
>> Thank you,
>>
>> _____
>>
>> John S.
>>
>> 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: 2/4/2021
>> Customer name:
>> VIN: 1N6BA1 [REDACTED]
>>
>> Mileage: 68,659
>>
>> Dealer code: 5253
>>
>> Dealer name: NISSAN OF VACAVILLE
>>
>> Customer's Concerns:
>> Customer states when starting the vehicle there is a knocking noise
>>
>>
>> Technician Findings:
>> vehicle had dead batteries, replace batteries and found when trying to
>> start the vehicle there is a loud knock noise coming from the engine.
>> vehicle did start a couple times but now won't start, during cranking can
>> hear the knock.:
>>
>>
>>
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>> all copies of the message.
>>
>>
>> ref:_00DA09j8L._5002I2EQ1WK:ref
>>
>

Re: Case [REDACTED] 2016 TITAN XD; Engine does not run / knocking noise during cranking. -A61- [
ref:_00DA09j8L._5002I2EQ1WK:ref]

Message Date 2/4/2021 5:32 PM

Has Attachment

Email Address [REDACTED]

Status Read

Subject Re: Case [REDACTED] 2016 TITAN XD; Engine does not run / knocking noise during cranking. -A61- [
ref:_00DA09j8L._5002I2EQ1WK:ref]

Text Body Removed oil pan and metal debris in oan

On Thu, Feb 4, 2021, 3:14 PM TECH LINE Email to Case <
techlinesfdc@nissan-usa.com> wrote:

> Marty,
>
> TECH LINE's latest case update is below.
>
>

- > Description
- > Engine no longer runs.
- > Engine has knocking noise when cranking.
- > Reviewed DTC printout attached to case.
- > ECM
- > P0471 EXHAUST PRESSURE SENSOR "A" CIRCUIT RANGE/PERFORMANCE past
- > P0AF-00 past
- > U0106 LOST COMMUNICATION WITH GLOW PLUG CONTROL MODULE 1-00 past
- > U010C LOST COMMUNICATION WITH TURBOCHARGER/SUPERCHARGER CONTROL MODULE
- > "A"-00 past
- > P1612 CHAIN OF ECM - IMMU -00 past
- > P003A TURBOCHARGER/SUPERCHARGER BOOST CONTROL "A" POSITION EXCEEDED
- > LEARNING LIMIT-00 past
- > P0049 TURBOCHARGER/SUPERCHARGER "A" TURBINE OVERSPEED-00 past
- > P2456 PARTICULATE FILTER PRESSURE SENSOR "A" CIRCUIT
- > INTERMITTENT/ERRATIC-00 past
- > P2509 ECM/PCM POWER INPUT SIGNAL INTERMITTENT-00 past
- > ABS
- > C1109 POWER SUPPLY LOW OR HIGH VOLTAGE past
- > C1130 ENGINE CONTROL MALFUNCTION -OR - ENGINE SIGNAL 1 past
- > BCM
- > B26FE HOOD SWITCH past
- > Air Bag
- > B142A IGN VOLTAGE-16 past
- > ICC/ADAS
- > C1A01 POWER SUPPLY CIRCUIT -16 past
- > U1000 CAN COMM CIRCUIT -01 past
- > TCM
- > P2637 TORQUE F/B SIGNAL A past
- > All Mode
- > P181B INCOMP SELF SHUT past
- > P1820 ENGINE SPEED SIG past
- > Diff Lock
- > P1856 DIFF LOCK CU past
- > P18CD SELF SHUTDOWN (MA248) past
- > Side Radar
- > C1B55 RADAR BLOCKAGE past
- >
- > Recommendation
- > Marty,
- > 1) When the engine did start, were we able to determine the area of the
- > engine that was producing the noise?
- > 2) Does the crankshaft pulley wobble when cranking?
- > 3) If not, if we remove the accessory belt & the starter, can we manually
- > rotate the engine or no?
- > 4) Do we have any additional information from our Customer in regards to;
- > a) What's the story here?
- > b) When did this start?
- > Tech to reply to all on email response, if additional technical assistance
- > is required.
- >
- >
- >

- >
- >
- >
- >
- > Thank you,
- >
- > _____
- >
- > John S.
- >
- > 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: 2/4/2021
> Customer name:
> VIN: 1N6BA1 [REDACTED]

>
> Mileage: 68,659
>
> Dealer code: 5253
>
> Dealer name: NISSAN OF VACAVILLE

>
> Customer's Concerns:
> Customer states when starting the vehicle there is a knocking noise

>
>
> Technician Findings:
> vehicle had dead batteries, replace batteries and found when trying to
> start the vehicle there is a loud knock noise coming from the engine.
> vehicle did start a couple times but now won't start, during cranking can
> hear the knock.:

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

>
>
> ref: _00DA09j8L._5002I2EQ1WK:ref
>

C [REDACTED] 16 TITAN XD; Engine does not run / knocking noise during cranking. -A61- [ref: _00DA09j8L._5002I2EQ1WK:ref]

Message Date 2/4/2021 5:14 PM

Has Attachment 

Email Address [REDACTED]

Status Sent

Subject C [REDACTED] 16 TITAN XD; Engine does not run / knocking noise during cranking. -A61- [ref: _00DA09j8L._5002I2EQ1WK:ref]

Text Body Marty Blackstone,

TECH LINE's latest case update is below.

Description

Engine no longer runs.
Engine has knocking noise when cranking.
Reviewed DTC printout attached to case.

ECM

P0471 EXHAUST PRESSURE SENSOR "A" CIRCUIT RANGE/PERFORMANCE past
P0AF-00 past
U0106 LOST COMMUNICATION WITH GLOW PLUG CONTROL MODULE 1-00 past
U010C LOST COMMUNICATION WITH TURBOCHARGER/SUPERCHARGER CONTROL MODULE "A"-00 past
P1612 CHAIN OF ECM - IMMU -00 past
P003A TURBOCHARGER/SUPERCHARGER BOOST CONTROL "A" POSITION EXCEEDED LEARNING LIMIT-00 past
P0049 TURBOCHARGER/SUPERCHARGER "A" TURBINE OVERSPEED-00 past
P2456 PARTICULATE FILTER PRESSURE SENSOR "A" CIRCUIT INTERMITTENT/ERRATIC-00 past
P2509 ECM/PCM POWER INPUT SIGNAL INTERMITTENT-00 past

ABS

C1109 POWER SUPPLY LOW OR HIGH VOLTAGE past
C1130 ENGINE CONTROL MALFUNCTION -OR - ENGINE SIGNAL 1 past

BCM

B26FE HOOD SWITCH past

Air Bag

B142A IGN VOLTAGE-16 past

ICC/ADAS

C1A01 POWER SUPPLY CIRCUIT -16 past
U1000 CAN COMM CIRCUIT -01 past

TCM

P2637 TORQUE F/B SIGNAL A past

All Mode

P181B INCOMP SELF SHUT past
P1820 ENGINE SPEED SIG past

Diff Lock

P1856 DIFF LOCK CU past
P18CD SELF SHUTDOWN (MA248) past

Side Radar

C1B55 RADAR BLOCKAGE past

Recommendation

Marty,

- 1) When the engine did start, were we able to determine the area of the engine that was producing the noise?
- 2) Does the crankshaft pulley wobble when cranking?
- 3) If not, if we remove the accessory belt & the starter, can we manually rotate the engine or no?
- 4) Do we have any additional information from our Customer in regards to;
 - a) What's the story here?
 - b) When did this start?

Tech to reply to all on email response, if additional technical assistance is required.

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

Thank you,

John S.

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: 2/4/2021
Customer name:
VIN: 1N6BA1F4 [REDACTED]

Mileage: 68,659

Dealer code: 5253

Dealer name: NISSAN OF VACAVILLE

Customer's Concerns:
Customer states when starting the vehicle there is a knocking noise

Technician Findings:
vehicle had dead batteries, replace batteries and found when trying to start the vehicle there is a loud knock noise coming from the engine. vehicle did start a couple times but now wont start, during cranking can hear the knock.:

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Case Comments

2/11/2021 3:21 PM

User **John Seaborn**
Public
*****Amendment to prior recommendation, reflected in email to Tech.
Recommendation
Marty,
Comment 1) A61 ****Diesel Engine Break-In recommendations are listed on pages 1-2, 2-2 & 6-6 of the 2016 Nissan Titan Diesel Owner's Manual and Maintenance Information Supplement. Tech to reply to all on email response, if additional technical assistance is required.

2/11/2021 3:16 PM

User **John Seaborn**
Public
Recommendation
Marty,
Comment 1) Great question and thanks for the case update!
2) To answer the question, Break-In Schedule is located on Owner's Manual page 5-42. Tech to reply to all on email response, if additional technical assistance is required.

2/5/2021 10:47 AM

User **John Seaborn**

2/11/2021 3:14 PM

User **John Seaborn**
 Public
 Comment **Email response received. "When I removed the engine assy, found that the rear of the crankshaft was broken. Continued with long block replacement. Ok at this time. Is there guidelines that I can provide to the customer for engine break in period?"**

Public



Recommendation
Marty,
1) Great question and thanks for the case update!
2) A61 diesel long block replacement does not currently have a compiled / available parts list at this time.
Tech to reply to all on email response, if additional technical assistance is required.

Comment

2/5/2021 10:18 AM

2/5/2021 10:45 AM

User **John Seaborn**
 Public
 Comment **Email response received. "Thank you for the update. Is there a parts list that I can use for long block replacement"**

User

John Seaborn

Public



Recommendation
Marty,
1) My apologies for the delayed response and thanks for the case update / photo!
2) As our next step, please replace the long block.
Tech to reply to all on email response, if additional technical assistance is required.

Comment

2/5/2021 10:17 AM

User **John Seaborn**
 Public
 Comment **Email responses received with one oil pan debris photo attached. "Removed oil pan and metal debris in pan." "Oil level at the low mark."**

2/4/2021 5:14 PM

User

John Seaborn

Public



Comment

Description
Engine no longer runs.
Engine has knocking noise when cranking.
Reviewed DTC printout attached to case.
ECM
P0471 EXHAUST PRESSURE SENSOR "A" CIRCUIT RANGE/PERFORMANCE past
P0AF-00 past
U0106 LOST COMMUNICATION WITH GLOW PLUG CONTROL MODULE 1-00 past
U010C LOST COMMUNICATION WITH TURBOCHARGER/SUPERCHARGER CONTROL MODULE "A"-00 past
P1612 CHAIN OF ECM - IMMU -00 past
P003A TURBOCHARGER/SUPERCHARGER BOOST CONTROL "A" POSITION EXCEEDED LEARNING LIMIT-00 past
P0049 TURBOCHARGER/SUPERCHARGER "A" TURBINE OVERSPEED-00 past
P2456 PARTICULATE FILTER PRESSURE SENSOR "A" CIRCUIT INTERMITTENT/ERRATIC-00 past
P2509 ECM/PCM POWER INPUT SIGNAL INTERMITTENT-00 past
ABS
C1109 POWER SUPPLY LOW OR HIGH VOLTAGE past
C1130 ENGINE CONTROL MALFUNCTION -OR - ENGINE SIGNAL 1 past
BCM
B26FE HOOD SWITCH past
Air Bag
B142A IGN VOLTAGE-16 past
ICC/ADAS
C1A01 POWER SUPPLY CIRCUIT -16 past
U1000 CAN COMM CIRCUIT -01 past
TCM
P2637 TORQUE F/B SIGNAL A past
All Mode
P181B INCOMP SELF SHUT past
P1820 ENGINE SPEED SIG past
Diff Lock
P1856 DIFF LOCK CU past

2/4/2021 4:49 PM

User **Survey Site Guest User**
 Public
 Comment **uploaded picture of dtc's, to many to list.**

P18CD SELF SHUTDOWN (MA248) past
Side Radar
C1B55 RADAR BLOCKAGE past

Recommendation

Marty,

- 1) When the engine did start, were we able to determine the area of the engine that was producing the noise?
 - 2) Does the crankshaft pulley wobble when cranking?
 - 3) If not, if we remove the accessory belt & the starter, can we manually rotate the engine or no?
 - 4) Do we have any additional information from our Customer in regards to;
 - a) What's the story here?
 - b) When did this start?
- Tech to reply to all on email response, if additional technical assistance is required.

2/4/2021 4:43 PM

User	Survey Site Guest User
Public	<input checked="" type="checkbox"/>
Comment	<p>Customer Comments: Customer states when starting the vehicle there is a knocking noise</p> <p><input type="checkbox"/> Technician Findings: vehicle had dead batteries, replace batteries and found when trying to start the vehicle there is a loud knock noise coming from the engine. vehicle did start a couple times but now wont start, during cranking can hear the knock.</p> <p><input type="checkbox"/> Repairs Made: none</p>

Case History

2/11/2021 3:34 PM

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

2/11/2021 3:22 PM

User Managed Services
Action Changed Reopen Date from 2/11/2021 1:47 PM to 2/11/2021 3:22 PM. Changed Status from Pending Dealer Reply to Pending TECH LINE.

2/11/2021 3:13 PM

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

2/11/2021 1:47 PM

User Managed Services
Action Changed Reopen Date from 2/5/2021 10:20 AM to 2/11/2021 1:47 PM. Changed Status from Pending Dealer Reply to Pending TECH LINE.

2/5/2021 10:44 AM

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

2/5/2021 10:20 AM

User Managed Services
Action Changed Reopen Date from 2/4/2021 5:32 PM to 2/5/2021 10:20 AM. Changed Status from Pending Dealer Reply to Pending TECH LINE.

2/5/2021 10:14 AM

User **John Seaborn**

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

2/4/2021 5:32 PM

User **Managed Services**

Action **Changed First Call Resolution from Yes to No. Changed Reopen Date to 2/4/2021 5:32 PM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

2/4/2021 5:14 PM

User **John Seaborn**

Action **Changed Subject to Engine does not run / knocking noise during cranking. -A61-. Changed Status from Pending TECH LINE to Pending Dealer Reply. Closed.**

2/4/2021 5:01 PM

User **John Seaborn**

Action **Changed Case Owner from TECH LINE Initial to John Seaborn.**

2/4/2021 4:43 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. Created.**
