



Case: [REDACTED]

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

General

Caller Name	[REDACTED]	Dealer	ROUTE 33 NISSAN
NNAnet user ID	tva-16736	Contact Name	
Tech Preferred Phone	2154508073	Customer Name	
Tech Preferred Email	cbennett608@comcast.net	Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	Dave Sattler
Repair/Work Order	398700	Mobile Phone	
Job/Line Number	a	Texting Status	
Created Day	Tuesday		

Incident Information

Customer Comments	engine is knocking and burning smell	Customer Name	[REDACTED]
Verified	Yes	Vehicle	1N6BA1F3[REDACTED]
Question for TECH LINE	What test should I do next?	VIN	1N6BA1F3[REDACTED]
Service Manual General Section	Engine	Archived VIN Make	
Service Manual Specific Section	Engine Mechanical	Archived VIN Year	2017
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	6
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	none	Total Days Down	6
Observed Modifications & Accessories	lifted suspension	Repair Attempts	0
		Current Mileage	41,743
		Vehicle Mileage Prior Value	
		Vehicle Purchased Miles	

Primary DTC

Current DTC

Past DTC

Other DTCs

TECH LINE Information

Subject	Knocking sound from engine louder at 1000 rpm.	Resolution Action	REPLACE
Status	Pending Dealer Reply	Resolution Object	LONG BLOCK
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	2/10/2021 7:40 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 [REDACTED] 2017 TITAN XD; Knocking sound from engine louder at 1000 rpm. [ref:_00DA09j8L_5002I2EQcvz:ref]

Name	[REDACTED]
Task	<input checked="" type="checkbox"/>
Due Date	2/10/2021
Assigned To	Dave Sattler
Last Modified Date/Time	2/10/2021 7:40 AM
Comments	<p>Additional To [REDACTED]</p> <p>CC:</p> <p>BCC: dave.sattler@nissan-usa.com</p> <p>Attachment:</p> <p>Subject: Case 43061867; 2017 TITAN XD; Knocking sound from engine louder at 1000 rpm. [ref:_00DA09j8L_5002I2EQcvz:ref]</p> <p>Body: clifton bennett, TECH LINE's latest case update is below. Recommendation:</p> <p>Thank you for the case update Clifton.</p>

We have found our engine knock to be from the lower end on bank one.

Replace long engine due to engine lower end knocking B1.

If further assistance is needed contact TECH LINE anytime

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

Thank you, _____ Dave STECH 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: 2/9/2021

Customer name:

VIN: 1N6BA1 [REDACTED] Mileage: 41,743

Dealer code: 5476

Dealer name: ROUTE 33 NISSAN

Customer's Concerns:

engine is knocking and burning smell

Technician Findings:

there is a load noise coming from the rear lower rear side when running get loader at 1000 rpms or above . I cannot locate the cause of the noise and need help doing so , I have drain the oil and remove the oil filter to check for metal in the oil but found none . I did the cylinder cut off test to see if the knock can be insolated to one cylinder but no or little change in the noise when a cylinder is cut . need to know where to go next ?????:

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._5002I2EQcvz:ref

Email: Case [REDACTED] 2017 TITAN XD; Knocking sound from engine louder at 1000 rpm. [ref:_00DA09j8L._5002I2EQcvz:ref]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	2/9/2021
Assigned To	Dave Sattler
Last Modified Date/Time	2/9/2021 8:07 AM
Comments	Additional To: cbennett608@comcast.net CC: BCC: dave.sattler@nissan-usa.com Attachment: Subject: Case 43061867; 2017 TITAN XD; Knocking sound from engine louder at 1000 rpm. [ref:_00DA09j8L._5002I2EQcvz:ref] Body: clifton bennett, TECH LINE's latest case update is below. Recommendation: Thank you for the case information Clifton. We have an engine with a loud knocking sound from engine when operating.

What side or engine are we hearing this knocking sound from B1 or B2.

It is noted we performed a cylinder cut and little change noted.

Perform test at time of incident being the loudest at 1000 and turn cylinder off 1 at a time and note changes to inspect for piston rod incidents, to inspect main bearing, turn 2 cylinder off at the same time, 1-2, 2-3 and so on.

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Case #: [REDACTED]
Date Created: 2/9/2021
Customer name:
VIN: 1N6BA1F3[REDACTED] Mileage: 41,743
Dealer code: 5476
Dealer name: ROUTE 33 NISSAN

Customer's Concerns:

engine is knocking and burning smell

Technician Findings:

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ref:_00DA09j8L._5002I2EQcvz:ref

Emails

Case [REDACTED] : 2017 TITAN XD; Knocking sound from engine louder at 1000 rpm. [ref:_00DA09j8L._5002I2EQcvz:ref]

Message Date 2/10/2021 7:40 AM

Has Attachment 

Email Address [REDACTED]

Status **Sent**

Subject Case [REDACTED] 2017 TITAN XD; Knocking sound from engine louder at 1000 rpm. [ref:_00DA09j8L_5002I2EQcvz:ref]

Text Body clifton bennett,

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Recommendation:

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Thank you,

Dave S

TECH LINE

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Case # [REDACTED]

Date Created: 2/9/2021

Customer name: [REDACTED]

VIN: 1N6BA1F3[REDACTED]

Mileage: 41,743

Dealer code: 5476

Dealer name: ROUTE 33 NISSAN

Customer's Concerns:
engine is knocking and burning smell

Technician Findings:
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RE: Cas [REDACTED] 2017 TITAN XD; Knocking sound from engine louder at 1000 rpm. [ref:_00DA09j8L._5002I2EQcvz:ref]

Message Date 2/9/2021 7:13 PM

Has Attachment

Email Address [REDACTED]

Status Read

Subject RE: Cas [REDACTED] 2017 TITAN XD; Knocking sound from engine louder at 1000 rpm. [ref:_00DA09j8L._5002I2EQcvz:ref]

Text Body The truck did not overheat and I did not smell anything funny the engine light is not on and no code . When I turn off all the cylinders on bank 1 the noise is way less also less when I turn off cylinder 3 and 7 it is less but not as quite as killing all cylinders on bank 1 . What do you recommend????Sent from my Sprint Samsung Galaxy S9.

----- Original message -----From: TECH LINE Email to Case <techlinesfdc@nissan-usa.com> Date: 2/9/21 9:07 AM (GMT-05:00) To: cbennett608@comcast.net Subject: Case 43061867; 2017 TITAN XD; Knocking sound from engine louder at 1000 rpm. [ref:_00DA09j8L._5002I2EQcvz:ref] clifton bennett,TECH LINE's latest case update is below.Recommendation:
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If further assistance is needed contact TECH LINE anytimeThe TECH LINE Survey can be accessed by: [CLICKING HERE](#) Thank you, _____ Dave STECH LINEUpdating 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: 2/9/2021Customer name: VIN: 1N6BA1F3 [REDACTED] Mileage: 41,743Dealer code: 5476Dealer name: ROUTE 33 NISSANCustomer's Concerns:engine is knocking and burning smellTechnician Findings:there is a load noise coming from the rear lower rear side when running get loader at 1000 rpms or above . I cannot locate the cause of the noise and need help doing so , I have drain the oil and remove the oil filter to check for metal in the oil but found none . I did the cylinder cut off test to see if the knock can be insolated to one cylinder but no or little change

in the noise when a cylinder is cut . need to know where to go next ????: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_5002I2EQcvz:ref

Case 4 [REDACTED] 2017 TITAN XD; Knocking sound from engine louder at 1000 rpm. [ref:_00DA09j8L_5002I2EQcvz:ref]

Message Date 2/9/2021 8:07 AM
Has Attachment
Email Address cbennett608@comcast.net
Status Sent
Subject Cas [REDACTED] 2017 TITAN XD; Knocking sound from engine louder at 1000 rpm. [ref:_00DA09j8L_5002I2EQcvz:ref]
Text Body clifton bennett,

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Thank you,

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Case # [REDACTED]
Date Created: 2/9/2021
Customer name: [REDACTED]
VIN: 1N6BA1F [REDACTED]

Mileage: 41,743

Dealer code: 5476

Dealer name: ROUTE 33 NISSAN

Customer's Concerns:
engine is knocking and burning smell

Technician Findings:
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Case Comments

2/10/2021 7:39 AM		2/10/2021 7:36 AM	
User	Dave Sattler	User	Dave Sattler
Public	<input checked="" type="checkbox"/>	Public	<input checked="" type="checkbox"/>
Comment	<p>Recommendation: Thank you for the case update Clifton.</p> <p>We have found our engine knock to be from the lower end on bank one.</p> <p>Replace long engine due to engine lower end knocking B1.</p> <p>If further assistance is needed contact TECH LINE anytime</p>	Comment	<p>Description: Tech sent a case email update. The truck did not overheat and I did not smell anything funny the engine light is not on and no code . When I turn off all the cylinders on bank 1 the noise is way less also less when I turn off cylinder 3 and 7 it is less but not as quite as killing all cylinders on bank 1 . What do you recommend????</p>
2/9/2021 8:05 AM		2/9/2021 7:50 AM	
User	Dave Sattler	User	Survey Site Guest User
		Public	<input checked="" type="checkbox"/>

Public

Recommendation:
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We have an engine with a loud knocking sound from engine when operating.

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Comment

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Comment

Customer Comments: engine is knocking and burning smell
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 Repairs Made: none

Case History

2/10/2021 7:40 AM

User **Dave Sattler**

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

2/9/2021 7:13 PM

User **Managed Services**

Action **Changed First Call Resolution from Yes to No. Changed Reopen Date to 2/9/2021 7:13 PM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

2/9/2021 8:07 AM

User **Dave Sattler**

Action **Changed Subject to Knocking sound from engine louder at 1000 rpm.. Changed Status from Pending TECH LINE to Pending Dealer Reply. Closed.**

2/9/2021 7:52 AM

User **Dave Sattler**

Action **Changed Case Owner from TECH LINE Initial 1 to Dave Sattler.**

2/9/2021 7:50 AM

User **Survey Site Guest User**

Action **Changed Case Owner from Managed Services to TECH LINE Initial 1. Changed Status from Open to Pending TECH LINE. Changed VIN from 1n6ba1f [REDACTED] to 1N6BA1F3 [REDACTED] Created.**