



Case:

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

**General**

Caller Name		Dealer	CROWN NISSAN GREENVILLE
NNAnet user ID	TVA-08669	Contact Name	
Tech Preferred Phone	8645692668	Customer Name	
Tech Preferred Email	wtan1991@hotmail.com	Case Record Type	TECH LINE Cases
Preferred Contact Method	Phone	Case Owner	Alex Knepper
Repair/Work Order	241770N	Mobile Phone	
Job/Line Number	c	Texting Status	
Created Day	Friday		

**Incident Information**

Customer Comments	customer states check engine light is on and making a clunking noise from engine	Customer Name	
Verified	Yes	Vehicle	1N6BA1F2
Question for TECH LINE	What test should I do next?	VIN	1N6BA1F2
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	2/12/2021
When does this concern occur?	IDLE	Calculated Days Down	0
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	none	Total Days Down	0
Observed Modifications & Accessories	none	Repair Attempts	0
		Current Mileage	34,990
		Vehicle Mileage Prior Value	
		Vehicle Purchased	

Miles  
 Primary DTC  
 Current DTC  
 Past DTC ECM p1c54 ECM p2560  
 Other DTCs

**TECH LINE Information**

Subject clunking/knocking noise from engine Resolution Action INSPECT  
 Status Pending Dealer Reply Resolution Object ENGINE ASSEMBLY  
 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 2/12/2021 2:06 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 [REDACTED] 016 TITAN XD; clunking/knocking noise from engine [ ref:\_00DA09j8L.\_5002I2FBZPi:ref ]

Name  
 Task   
 Due Date 2/12/2021  
 Assigned To Alex Knepper  
 Last Modified Date/Time 2/12/2021 2:15 PM  
 Comments Additional To [REDACTED]  
 CC:  
 BCC: alex.knepper@nissan-usa.com  
 Attachment:  
 Subject: Case [REDACTED] 016 TITAN XD; clunking/knocking noise from engine [ ref:\_00DA09j8L.\_5002I2FBZPi:ref ]  
 Body:  
 wen tan,  
 TECH LINE's latest case update is below.  
 Recommendation:  
 -Thank you for the information  
 -Check if the noise changes when removing the drive belt. If it goes away completely, inspect

accessory pulleys and confirm none are binding (causing added load)

-From there, drop the pan on the engine and check if metal debris is present. We have seen some lower end noise caused by rod bearings

-If we confirm metal debris in the engine oil pan, replace the long block assembly

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

Thank you, \_\_\_\_\_ Alex KTECH 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: 2/12/2021  
Customer name: [REDACTED]  
VIN: 1N6BA1F [REDACTED] Mileage: 34,990  
Dealer code: 3923  
Dealer name: CROWN NISSAN GREENVILLE

Customer's Concerns:  
Customer states check engine light is on and making a clunking noise from engine  
Technician Findings:  
clunking noise at idle from engine around oil pan area:

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ref:\_00DA09j8L.\_5002I2FBZPi:ref

## Attachments

**20210212\_135111.mp4**

Size **3.56MB**  
Ownership **Managed Services**  
View [View file](#)  
Last Modified **2/12/2021 1:13 PM**

## Emails

**Case 43115634; 2016 TITAN XD; clunking/knocking noise from engine [ ref:\_00DA09j8L.\_5002I2FBZPi:ref ]**

Message Date **2/12/2021 2:15 PM**  
Has Attachment   
Email Address [REDACTED]  
Status **Sent**  
Subject **Case 43115634; 2016 TITAN XD; clunking/knocking noise from engine [ ref:\_00DA09j8L.\_5002I2FBZPi:ref ]**  
Text Body **wen tan,**

TECH LINE's latest case update is below.

**Recommendation:**

-Thank you for the information

-Check if the noise changes when removing the drive belt. If it goes away completely, inspect accessory pulleys and confirm none are binding (causing added load)

-From there, drop the pan on the engine and check if metal debris is present. We have seen some lower end noise caused by rod bearings

-If we confirm metal debris in the engine oil pan, replace the long block assembly

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

Thank you,

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Alex K

TECH LINE

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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: 2/12/2021

Customer name:

VIN: 1N6BA1F [REDACTED]

Mileage: 34,990

Dealer code: 3923

Dealer name: CROWN NISSAN GREENVILLE

Customer's Concerns:

customer states check engine light is on and making a clunking noise from engine

Technician Findings:

clunking noise at idle from engine around oil pan area:

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## Case Comments

2/12/2021 2:15 PM

2/12/2021 1:13 PM

User **Alex Knepper**

Public

**Recommendation:**

-Thank you for the information

-Check if the noise changes when removing the drive belt. If it goes away completely, inspect accessory pulleys and confirm none are binding (causing added load)

Comment

-From there, drop the pan on the engine and check if metal debris is present. We have seen some lower end noise caused by rod bearings

-If we confirm metal debris in the engine oil pan, replace the long block assembly

User **Survey Site Guest User**

Public

Comment **vid of the noise**

2/12/2021 1:09 PM

User **Survey Site Guest User**

Public

**Customer Comments:** customer states check engine light is on and making a clunking noise from engine

Comment

**Technician Findings:** clunking noise at idle from engine around oil pan area  
 **Repairs Made:** none

## Case History

2/12/2021 2:06 PM

User **Alex Knepper**

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

2/12/2021 2:05 PM

User **Alex Knepper**

Action **Changed Case Owner from TECH LINE Initial 1 to Alex Knepper.**

2/12/2021 1:09 PM

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. Created.**