



Case: [REDACTED]

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

**General**

Caller Name	[REDACTED]	Dealer	CROWN NISSAN GREENVILLE
NNA net 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	[REDACTED]
Verified	Yes	Vehicle	1N6BA1F29 [REDACTED]
Question for TECH LINE	What test should I do next?	VIN	1N6BA1F29 [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	2/12/2021
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] 2016 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 43115634; 2016 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: 1N6BA1F29 [REDACTED] Mileage: 34,990  
Dealer code: 3925 [REDACTED]  
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

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

Message Date **2/12/2021 2:15 PM**  
Has Attachment   
Email Address **w [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

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: 1N6BA1F29 [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.**