



Case: [REDACTED]

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

**General**

Caller Name	[REDACTED]	Dealer	JOHN LEE NISSAN
NNAnet user ID	TVA-62862	Contact Name	
Tech Preferred Phone	850-691-8922	Customer Name	
Tech Preferred Email	jramsey@johnleemotors.com	Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	Michael Lemmons
Repair/Work Order	207414	Mobile Phone	
Job/Line Number	A	Texting Status	
Created Day	Thursday		

**Incident Information**

Customer Comments	CUSTOMER STATES GETTING A THUYMPING SOUND IN ENGINE. RED WARNING ENGINE POWER REDUCED ON CENTER CONSOLE.	Customer Name	[REDACTED]
Verified	Yes	Vehicle	1N6BA1F40 [REDACTED]
Question for TECH LINE	What test should I do next?	VIN	1N6BA1F40 [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	2/23/2021
When does this concern occur?	ALL TIMES	Calculated Days Down	2
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	NONE	Total Days Down	2
Observed Modifications & Accessories	NONE	Repair Attempts	0
		Current Mileage	57,037
		Vehicle Mileage Prior Value	

Vehicle Purchased  
Miles

Primary DTC

Current DTC ECM P00B7

Past DTC ALL MODE AWD/4WD P181B

Other DTCs

### TECH LINE Information

Subject	Engine knocking	Resolution Action	
Status	Pending Dealer Reply	Resolution Object	
Confirmed Resolution	Pending	Field Inspection Indicator	<input type="checkbox"/>
Component Code Category	EM Engine Mechanical	NNA Field Inspection Date	
Component Code Issue	EMD PISTONS & CONNECTING RODS	FSSS	<input type="checkbox"/>
TECH LINE Template	ECC Initial Response	FSSS Date	
TREAD Component	06		
Date/Time Closed	2/25/2021 10:56 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] 2016 TITAN XD; [ ref:\_00DA09j8L\_5002I2FE4tt:ref ]

Name	[REDACTED]
Task	<input checked="" type="checkbox"/>
Due Date	2/25/2021
Assigned To	Michael Lemmons
Last Modified Date/Time	2/25/2021 10:56 AM
Comments	<p>Additional To: jramsey@johnleemotors.com CC: BCC: michael.lemmons@nissan-usa.com Attachment:</p> <p>Subject: Case [REDACTED] 2016 TITAN XD; [ ref:_00DA09j8L_5002I2FE4tt:ref ] Body: JOE, Thank you for the details of this case.</p> <p>We have other cases that confirm there is a power limit caused by P00B7.</p> <p>Regarding the engine knock, the diesel can be difficult to tell the difference between a lower engine mechanical knock versus a knock caused by an injector over-fueling a cylinder.</p> <p>These injectors have an unusual characteristic that causes them to remain open if the injector is</p>

unplugged (or the injector circuit goes open) at the same moment the injector is spraying fuel.

Unlike gas injectors, these injectors do not automatically close when disconnected.

We have seen cases where the connector loses connection to the injector.

Unplug injector 5 several times to clean the contacts and recheck for the knock.

Although I can understand your logic of loosening the fuel line to the injector, we do not recommend doing this because the high fuel pressure can be a safety concern.

Since the knock was reduced when using the cylinder cut out test, this would indicate that the fuel injector can be controlled to stop injecting fuel.

Because of this, our issue is more likely to be an internal mechanical issue with a rod bearing or piston.

Please remove the pan and check if there is metal debris.

These engines are only available as a long engine so if we confirm an internal engine concern then replace the long engine.

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

Thank you, \_\_\_\_\_ Michael L.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 #

Date Created: 2/25/2021

Customer name:

VIN: 1N6BA1F40 \_\_\_\_\_ Mileage: 57,037

Dealer code: 5213

Dealer name: JOHN LEE NISSAN

Customer's Concerns:

CUSTOMER STATES GETTING A THUYMPING SOUND IN ENGINE. RED WARNING ENGINE POWER REDUCED ON CENTER CONSOLE.

Technician Findings:

ENGINE HAS A KNOCK. DASH HAS REDUCED POWER WARNING. FOUND CODES P00B7, AND P181B. CHECKED COOLANT AND FOUND THE LEVEL OK. NONE HAS BEEN ADDED. I BELEIVE THIS IS THE COOLANT LEVEL SENSOR. THIS IS PROBABLY CAUSING THE REDUCED POWER ASWELL. BUT THE KNOCK NOISE IS ALWAYS THERE MORE SO WHEN UNDER A LOAD. I CRACKED EACH FUEL LINE AT EACH INJECTOR AND THE NOISE WAS STILL THERE. DID A CYLINDER CUTOUT WITH CONSULT FOR EACH CL\YLINDER AND THE NOISE IS STILL THERE BUT ON THE NUMBER 5 CYLINDER IT GETS CONSIDERABLY QUIETER . TO ME THE SOUND SOUNDS LIKE AN INJECTOR KNOCK BUT NO CODES FOR THAT AND CRACKING INJETORS I FEEL THAT IS ELIMINATED. I AM WONDERING IF I HAVE A LOW END KNOCK. HOW COULD NORROW THIS NOISE DOWN ANY FARTHER.:

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ref:\_00DA09j8L\_5002I2FE4tt:ref

Email

Case # \_\_\_\_\_ 2016 TITAN XD; [ ref:\_00DA09j8L\_5002I2FE4tt:ref ]

Message Date 2/25/2021 10:56 AM

Has Attachment

Email Address jramsey@johnleemotors.com

Status Sent

Subject Case # \_\_\_\_\_ 2016 TITAN XD; [ ref:\_00DA09j8L\_5002I2FE4tt:ref ]

Text Body **JOE RAMSEY,**

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

**Recommendation:**

Thank you for the details of this case.

**We have other cases that confirm there is a power limit caused by P00B7.**

**Regarding the engine knock, the diesel can be difficult to tell the difference between a lower engine mechanical knock versus a knock caused by an injector over-fueling a cylinder.**

**These injectors have an unusual characteristic that causes them to remain open if the injector is unplugged (or the injector circuit goes open) at the same moment the injector is spraying fuel.**

**Unlike gas injectors, these injectors do not automatically close when disconnected.**

**We have seen cases where the connector loses connection to the injector.**

**Unplug injector 5 several times to clean the contacts and recheck for the knock.**

**Although I can understand your logic of loosening the fuel line to the injector, we do not recommend doing this because the high fuel pressure can be a safety concern.**

**Since the knock was reduced when using the cylinder cut out test, this would indicate that the fuel injector can be controlled to stop injecting fuel.**

**Because of this, our issue is more likely to be an internal mechanical issue with a rod bearing or piston.**

**Please remove the pan and check if there is metal debris.**

**These engines are only available as a long engine so if we confirm an internal engine concern then replace the long engine.**

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Thank you,

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**Michael L.**

**TECH LINE**

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**Date Created: 2/25/2021**  
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VIN: 1N6BA1F40 [REDACTED]

Mileage: 57,037

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Dealer name: JOHN LEE NISSAN

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Michael Lemmons  
Nissan North America, Inc.  
Technical Support Specialist, TECH LINE  
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phone: +1 615-223-4856  
fax: +1 615-967-3314

**Case Comments**

2/25/2021 10:53 AM

2/25/2021 10:16 AM

User	Comment	User	Comment
Michael Lemmons	<p><b>Recommendation:</b> Thank you for the details of this case. We have other cases that confirm there is a power limit caused by P00B7. Regarding the engine knock, the diesel can be difficult to tell the difference between a lower engine mechanical knock versus a knock caused by an injector over-fueling a cylinder. These injectors have an unusual characteristic that causes them to remain open if the injector is unplugged (or the injector circuit goes open) at the same moment the injector is spraying fuel. Unlike gas injectors, these injectors do not automatically close when disconnected. We have seen cases where the connector loses connection to the injector. Unplug injector 5 several times to clean the contacts and recheck for the knock. Although I can understand your logic of loosening the fuel line to the injector, we do not recommend</p>	Survey Site Guest User	<p><b>Customer Comments:</b> CUSTOMER STATES GETTING A THUYMPING SOUND IN ENGINE. RED WARNING ENGINE POWER REDUCED ON CENTER CONSOLE. □Technician Findings: ENGINE HAS A KNOCK. DASH HAS REDUCED POWER WARNING, FOUND CODES P00B7,AND P181B. CHECKED COOLANT AND FOUND THE LEVEL OK. NONE HAS BEEN ADDED. I BELEIVE THIS IS THE COOLANT LEVEL SENSOR. THIS IS PROBABLY CAUSING THE REDUCED POWER ASWELL. BUT THE KNOCK NOISE IS ALWAYS THERE MORE SO WHEN UNDER A LOAD. I CRACKED EACH FUEL LINE AT EACH INJECTOR AND THE NOISE WAS STILL THERE. DID A CYLINDER CUTOUT WITH CONSULT FOR EACH CL\YLINDER AND THE NOISE IS STILL THERE BUT ON THE NUMBER 5 CYLINDER IT GETS CONSIDERABLY QUITER . TO ME THE SOUND SOUNDS LIKE AN INJECTOR KNOCK BUT NO CODES FOR THAT AND CRACKING INJETORS</p>

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Repairs Made: NONE

## Case History

2/25/2021 10:56 AM

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User Michael Lemmons

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

2/25/2021 10:28 AM

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User Michael Lemmons

Action Changed Case Owner from TECH LINE Initial 1 to Michael Lemmons.

2/25/2021 10:16 AM

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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.