



Case: [REDACTED]

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

General

Caller Name	[REDACTED]	Dealer	CREST NISSAN OF FRISCO
NNAnet user ID	TVA-51081	Contact Name	
Tech Preferred Phone	2098515049	Customer Name	
Tech Preferred Email	jasona_bull@live.com	Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	Michael Lemmons
Repair/Work Order	654210	Mobile Phone	
Job/Line Number	A	Texting Status	
Created Day	Monday		

Incident Information

Customer Comments	THERE IS KNOCKING NOISE COMING FROM THE LEFT ENGINE AREA OF VEHICLE	Customer Name	[REDACTED]
Verified	Yes	Vehicle	1N6BA1F46 [REDACTED]
Question for TECH LINE	What test should I do next?	VIN	1N6BA1F46 [REDACTED]
Service Manual General Section	Engine	Archived VIN Make	
Service Manual Specific Section	Engine Mechanical	Archived VIN Year	2018
Symptom Code Category	Sounds	Archived VIN Model	TITAN XD
Symptom	CLUNK/KNOCK/POP/THUMP	Incident/RO Date	2/25/2021
When does this concern occur?	ALL TIMES	Calculated Days Down	4
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	NONE	Total Days Down	4
Observed Modifications & Accessories	NONE	Repair Attempts	0
		Current Mileage	23,860
		Vehicle Mileage Prior Value	

Vehicle Purchased
Miles

Primary DTC

Current DTC

Past DTC

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	3/1/2021 3:55 PM	
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: Cas [REDACTED] 018 TITAN XD; Engine knocking [ref:_00DA09j8L._5002I2FEkdd:ref]

Name	[REDACTED]
Task	<input checked="" type="checkbox"/>
Due Date	3/1/2021
Assigned To	Michael Lemmons
Last Modified Date/Time	3/1/2021 3:54 PM
Comments	<p>Additional To: jasona_bull@live.com CC: BCC: michael.lemmons@nissan-usa.com Attachment:</p> <p>Subject: Cas [REDACTED] 8 TITAN XD; Engine knocking [ref:[REDACTED]5002I2FEkdd:ref] Body: JASON, Thank you for the update.</p> <p>We have not found it necessary to replace the turbos for the diesel just because of metal in the oil.</p> <p>The turbos are rarely exposed to any of the metal from the oiling system due to filtration.</p> <p>Inspect the turbos during the repair for any evidence of the shaft binding or excessively loose.</p>

Check for any evidence of the impeller blades contacting the inside of the housing.

If no trauma is found then the turbos can be re-installed to new 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: 3/1/2021

Customer name: _____

VIN: 1N6BA1F46, _____ Mileage: 23,860

Dealer code: 5481

Dealer name: CREST NISSAN OF FRISCO

Customer's Concerns:

THERE IS KNOCKING NOISE COMING FROM THE LEFT ENGINE AREA OF VEHICLE

Technician Findings:

NOISE FROM ENGINE, SOUNDS LIKE INTERNAL ROD KNOCK NOISE, DURING CYLINDER CUTOUT
TEST NOISE GETS LOUDERS EACH TIME A CYLINDER IS CUTOUT:

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._5002I2FEkdd:ref

Email: Case _____ 2018 TITAN XD; [ref:_00DA09j8L._5002I2FEkdd:ref]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	3/1/2021
Assigned To	Michael Lemmons
Last Modified Date/Time	3/1/2021 8:39 AM
Comments	<p>Additional To: jasona_bull@live.com CC: BCC: michael.lemmons@nissan-usa.com Attachment:</p> <p>Subject: _____ 18 TITAN XD; [ref:_00DA09j8L._5002I2FEkdd:ref] Body: JASON, For the diesels, an engine knock can be due to a mechanical engine concern or we can also have a knock if one of the fuel injectors is constantly injecting too much fuel to a specific cylinder.</p> <p>Unplug each injector several times to clean the pins to improve contact and retest.</p> <p>If there is no change then check if there is metal in the oil.</p> <p>We have seen cases of separated crankshafts and the engine still runs.</p> <p>In most cases if the crankshaft is the issue, we can pry against the balancer and find that it moves side to side.</p> <p>If the crankshaft has come apart then replace the long engine.</p> <p>The TECH LINE Survey can be accessed by: CLICKING HERE</p> <p>Thank you, _____ Michael L.TECH LINE</p> <p>Updating a TECH LINE Case:Technician: Reply to this email; do not change the email subject line.</p>

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Closed TECH LINE cases can be reopened.

Case [REDACTED]
Date Created: 3/1/2021
Customer name:
VIN: 1N6BA1F4 [REDACTED] Mileage: 23,860
Dealer code: 5481
Dealer name: CREST NISSAN OF FRISCO

Customer's Concerns:
THERE IS KNOCKING NOISE COMING FROM THE LEFT ENGINE AREA OF VEHICLE
Technician Findings:
NOISE FROM ENGINE, SOUNDS LIKE INTERNAL ROD KNOCK NOISE, DURING CYLINDER CUTOUT
TEST NOISE GETS LOUDERS EACH TIME A CYLINDER IS CUTOUT:

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ref:_00DA09j8L._5002I2FEkdd:ref

Emails

Case [REDACTED] 2018 TITAN XD; Engine knocking [ref:_00DA09j8L._5002I2FEkdd:ref]

Message Date 3/1/2021 3:54 PM

Has Attachment

Email Address jasona_bull@live.com

Status Sent

Subject Cas [REDACTED] 2018 TITAN XD; Engine knocking [ref:_00DA09j8L._5002I2FEkdd:ref]

Text Body JASON BULL,

TECH LINE's latest case update is below.

Replied to tech:

Thank you for the update.

We have not found it necessary to replace the turbos for the diesel just because of metal in the oil. The turbos are rarely exposed to any of the metal from the oiling system due to filtration. Inspect the turbos during the repair for any evidence of the shaft binding or excessively loose. Check for any evidence of the impeller blades contacting the inside of the housing. If no trauma is found then the turbos can be re-installed to new 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 # [REDACTED]
Date Created: 3/1/2021
Customer name:
VIN: 1N6BA1F46 [REDACTED]**

Mileage: 23,860

Dealer code: 5481

Dealer name: CREST NISSAN OF FRISCO

**Customer's Concerns:
THERE IS KNOCKING NOISE COMING FROM THE LEFT ENGINE AREA OF VEHICLE**

**Technician Findings:
NOISE FROM ENGINE, SOUNDS LIKE INTERNAL ROD KNOCK NOISE, DURING CYLINDER CUTOUT TEST
NOISE GETS LOUDERS EACH TIME A CYLINDER IS CUTOUT:**

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**Michael Lemmons
Nissan North America, Inc.
Technical Support Specialist, TECH LINE
Michael.Lemmons@nissan-usa.com**

fax: +1 615-967-3314

Re: Case [REDACTED]; 2018 TITAN XD; [ref:_00DA09j8L._5002I2FEkdd:ref]

Message Date 3/1/2021 2:59 PM
Has Attachment
Email Address jasona_bull@live.com
Status Read
Subject Re: Case 43244282; 2018 TITAN XD; [ref:_00DA09j8L._5002I2FEkdd:ref]
Text Body Unplugged all injectors multiple times and had no change in noise. Removed lower oil pan. Found excessive metal in the pan. With long block replacement should I also replace the turbos?

> On Mar 1, 2021, at 8:39 AM, TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:
>
>
>
> JASON,
>
> For the diesels, an engine knock can be due to a mechanical engine concern or we can also have a knock if one of the fuel injectors is constantly injecting too much fuel to a specific cylinder.
> Unplug each injector several times to clean the pins to improve contact and retest.
> If there is no change then check if there is metal in the oil.
> We have seen cases of separated crankshafts and the engine still runs.
> In most cases if the crankshaft is the issue, we can pry against the balancer and find that it moves side to side.
> If the crankshaft has come apart 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 # [REDACTED]
> Date Created: 3/1/2021
> Customer name: [REDACTED]
> VIN: 1N6BA1F46 [REDACTED]
> Mileage: 23,860
> Dealer code: 5481
> Dealer name: CREST NISSAN OF FRISCO
>
> Customer's Concerns:
> THERE IS KNOCKING NOISE COMING FROM THE LEFT ENGINE AREA OF VEHICLE
>
> Technician Findings:
> NOISE FROM ENGINE, SOUNDS LIKE INTERNAL ROD KNOCK NOISE, DURING CYLINDER CUTOUT TEST NOISE GETS LOUDERS EACH TIME A CYLINDER IS CUTOUT:
>
>
>
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>
>
> ref:_00DA09j8L._5002I2FEkdd:ref

Case [REDACTED] 2018 TITAN XD; [ref:_00DA09j8L._5002I2FEkdd:ref]

Message Date 3/1/2021 8:39 AM

Has Attachment

Email Address **jasona_bull@live.com**

Status **Sent**

Subject **Case [REDACTED] 018 TITAN XD; [ref: _00DA09j8L_5002I2FEkdd:ref]**

Text Body **JASON BULL,**

TECH LINE's latest case update is below.

Recommendation:

For the diesels, an engine knock can be due to a mechanical engine concern or we can also have a knock if one of the fuel injectors is constantly injecting too much fuel to a specific cylinder.

Unplug each injector several times to clean the pins to improve contact and retest.

If there is no change then check if there is metal in the oil.

We have seen cases of separated crankshafts and the engine still runs.

In most cases if the crankshaft is the issue, we can pry against the balancer and find that it moves side to side.

If the crankshaft has come apart then replace the long engine.

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Thank you,

Michael L.

TECH LINE

Updating a TECH LINE Case:

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Case #: [REDACTED]

Date Created: 3/1/2021

Customer name: [REDACTED]

VIN: 1N6BA1F4[REDACTED]

Mileage: 23,860

Dealer code: 5481

Dealer name: CREST NISSAN OF FRISCO

Customer's Concerns:

THERE IS KNOCKING NOISE COMING FROM THE LEFT ENGINE AREA OF VEHICLE

Technician Findings:

**NOISE FROM ENGINE, SOUNDS LIKE INTERNAL ROD KNOCK NOISE, DURING CYLINDER CUTOUT TEST
NOISE GETS LOUDERS EACH TIME A CYLINDER IS CUTOUT:**

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Michael Lemmons
Nissan North America, Inc.
Technical Support Specialist, TECH LINE
Michael.Lemmons@nissan-usa.com
phone [REDACTED]
fax: +1 615-967-3314

Case Comments

3/1/2021 3:54 PM

User **Michael Lemmons**
Public
Comment **Replied to tech:
Thank you for the update.
We have not found it necessary to replace the turbos for the diesel just because of metal in the oil.
The turbos are rarely exposed to any of the metal from the oiling system due to filtration.
Inspect the turbos during the repair for any evidence of the shaft binding or excessively loose.
Check for any evidence of the impeller blades contacting the inside of the housing.
If no trauma is found then the turbos can be re-installed to new engine.**

3/1/2021 8:39 AM

User **Michael Lemmons**
Public
Comment **Recommendation:
For the diesels, an engine knock can be due to a mechanical engine concern or we can also have a knock if one of the fuel injectors is constantly injecting too much fuel to a specific cylinder.
Unplug each injector several times to clean the pins to improve contact and retest.
If there is no change then check if there is metal in the oil.
We have seen cases of separated crankshafts and the engine still runs.
In most cases if the crankshaft is the issue, we can pry against the balancer and find that it moves side to side.**

3/1/2021 3:51 PM

User **Michael Lemmons**
Public
Comment **Received email from tech:
Unplugged all injectors multiple times and had no change in noise. Removed lower oil pan. Found excessive metal in the pan. With long block replacement should I also replace the turbos?**

3/1/2021 8:03 AM

User **Survey Site Guest User**
Public
Comment **Customer Comments: THERE IS KNOCKING NOISE COMING FROM THE LEFT ENGINE AREA OF VEHICLE
 Technician Findings: NOISE FROM ENGINE, SOUNDS LIKE INTERNAL ROD KNOCK NOISE, DURING CYLINDER CUTOUT TEST NOISE GETS LOUDERS EACH TIME A CYLINDER IS CUTOUT
 Repairs Made: NONE**

If the crankshaft has come apart then replace the long engine.

Case History

3/1/2021 3:55 PM

User **Michael Lemmons**

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

3/1/2021 2:59 PM

User **Managed Services**

Action **Changed First Call Resolution from Yes to No. Changed Reopen Date to 3/1/2021 2:59 PM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

3/1/2021 8:40 AM

User **Michael Lemmons**

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

3/1/2021 8:18 AM

User **Michael Lemmons**

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

3/1/2021 8:03 AM

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.**