



Case: [REDACTED]

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

General

Caller Name	[REDACTED]	Dealer	GREENACRES NISSAN
NNAnet user ID	TVA-49237	Contact Name	
Tech Preferred Phone	5613528175	Customer Name	
Tech Preferred Email	zkapalay@greenacresnissan.com	Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	Michael Lemmons
Repair/Work Order	67556	Mobile Phone	
Job/Line Number	A	Texting Status	
Created Day	Wednesday		

Incident Information

Customer Comments	CUSTOMER STATES THAT HE IS GETTING A LOUD RATTLING GRINDING NOISE COING FROM ENGINE WHEN VEHICLE IS RUNNING	Customer Name	[REDACTED]
Verified	Yes	Vehicle	1N6BA1F [REDACTED]
Question for TECH LINE	What test should I do next?	VIN	1N6BA1F [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	6/16/2021
When does this concern occur?	IDLE	Calculated Days Down	1
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	NONE	Total Days Down	1
Observed Modifications & Accessories	NONE	Repair Attempts	0
		Current Mileage	94,177
		Vehicle Mileage Prior Value	

Vehicle Purchased Miles
 Primary DTC
 Current DTC ECM P0601
 Past DTC
 Other DTCs

TECH LINE Information

Subject Engine knocking Resolution Action
 Status Pending Dealer Reply Resolution Object
 Confirmed Resolution Pending Field Inspection Indicator
 Component Code Category EM|Engine Mechanical NNA Field Inspection Date
 Component Code Issue EMC|CRANKSHAFT & OIL PAN FSSS
 TECH LINE Template ECC Initial Response FSSS Date
 TREAD Component 06
 Date/Time Closed 6/17/2021 7:51 AM
 Description
 Recommendation Detail

DTS Information

DTSM Inspection Date DTSM Request Type
 DTSM Inspection Date Confirmed? Inspection Time/Notes Appointment Time:
 Notes for DTSM (Vehicle Concerns) Notes to Agent:

Activity History

Review Dealer Comment

Name
 Task
 Due Date 6/18/2021
 Assigned To Michael Lemmons
 Last Modified Date/Time 6/17/2021 7:45 AM
 Comments

Email: Ca [REDACTED] 2017 Titan XD; Engine knocking [ref:_00DA09j8L._5002I2Ib04u:ref]

Name
 Task
 Due Date 6/17/2021
 Assigned To Michael Lemmons
 Last Modified Date/Time 6/17/2021 7:48 AM
 Comments Additional To: zkapalay@greenacresnissan.com
 CC: michael.lemmons@nissan-usa.com
 Attachment:

Subject: Case [REDACTED] 2017 Titan XD; Engine knocking [ref:_00DA09j8L._5002I2Ib04u:ref]

Body:

ZOLTAN,

Thank you for the update and pictures.

The dark black contamination with shiny metal debris does confirm a mechanical issue has occurred.

Please proceed with long engine replacement.

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: 6/16/2021

Customer name:

VIN: 1N6BA1F4[REDACTED] Mileage: 94,177

Dealer code: 5670

Dealer name: GREENACRES NISSAN

Customer's Concerns:

CUSTOMER STATES THAT HE IS GETTING A LOUD RATTLING GRINDING NOISE GOING FROM ENGINE WHEN VEHICLE IS RUNNING

Technician Findings:

VERIFIED CUSTOMER CONCERN AND FOUND ENGINE IS KNOCKING WHILE IDLING, KNOCK GETS QUIETER WHEN RPMS RISE. COMPLETED CYLINDER CUTOUT TEST AND FOUND SLIGHT CHANGE IN KNOCK WHEN CYLINDERS ARE CUT, BUT KNOCK IS STILL PRESENT. VERIFIED OIL LEVEL IS CORRECT, OIL IS DARK IN COLOR. ISOLATED KNOCK TO LOUDEST POINT AT LOWER ENGINE OIL PAN.:

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._5002I2Ib04u:ref

Email: Case [REDACTED] 2017 Titan XD; [ref:_00DA09j8L._5002I2Ib04u:ref]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	6/16/2021
Assigned To	Michael Lemmons
Last Modified Date/Time	6/16/2021 1:05 PM
Comments	Additional To: zkapalay@greenacresnissan.com CC: BCC: michael.lemmons@nissan-usa.com Attachment:

Subject: Case [REDACTED] 2017 Titan XD; [ref:_00DA09j8L._5002I2Ib04u:ref]

Body:

Zoltan,

Thank you for the description and videos.

We have seen similar incidents due to a crankshaft concern.

This can usually be confirmed by prying side to side against the crank pulley and check if any movement can be detected.

If the crank pulley does not move then remove the lower pan and lets check if we have metal debris.

If confirmed to be a lower engine mechanical issue then the only option is long engine replacement as we do not have short engines available for the diesel.

We have also seen some cases of an injector sticking open causing what often sounds similar to a mechanical engine knock.

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Thank you, _____ Michael L.TECH LINE

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Case # _____

Date Created: 6/16/2021

Customer name: _____

VIN: 1N6BA1F4 _____ Mileage: 94,177

Dealer code: 5670

Dealer name: GREENACRES NISSAN

Customer's Concerns:

CUSTOMER STATES THAT HE IS GETTING A LOUD RATTLING GRINDING NOISE COING FROM ENGINE WHEN VEHICLE IS RUNNING

Technician Findings:

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ref:_00DA09j8L._5002I2Ib04u:ref

Attachments

20210617_071558.jpg	20210617_071545.jpg
Size 7.02MB	Size 7.85MB
Ownership Managed Services	Ownership Managed Services
View View file	View View file
Last Modified 6/17/2021 6:23 AM	Last Modified 6/17/2021 6:23 AM
20210617_071540.jpg	20210617_071456.jpg
Size 7.34MB	Size 6.93MB
Ownership Managed Services	Ownership Managed Services
View View file	View View file
Last Modified 6/17/2021 6:23 AM	Last Modified 6/17/2021 6:23 AM
20210617_071448.jpg	20210617_071433.jpg
Size 7.28MB	Size 7.06MB
Ownership Managed Services	Ownership Managed Services
View View file	View View file
Last Modified 6/17/2021 6:22 AM	Last Modified 6/17/2021 6:22 AM
20210617_071417.jpg	20210617_071409.jpg
Size 7.34MB	Size 6.93MB
Ownership Managed Services	Ownership Managed Services
View View file	View View file

Last Modified 6/17/2021 6:22 AM

Last Modified 6/17/2021 6:22 AM

20210616_125207.mp4

Size 27.4MB
Ownership Managed Services
View [View file](#)
Last Modified 6/16/2021 12:06 PM

20210616_123535.mp4

Size 27.78MB
Ownership Managed Services
View [View file](#)
Last Modified 6/16/2021 12:05 PM

Emails

Case [REDACTED] 17 Titan XD; Engine knocking [ref:_00DA09j8L._5002I2Ib04u:ref]

Message Date 6/17/2021 7:48 AM

Has Attachment

Email Address zkapalay@greenacresnissan.com

Status Sent

Subject [REDACTED] 17 Titan XD; Engine knocking [ref:_00DA09j8L._5002I2Ib04u:ref]

Text Body ZOLTAN KAPALAY,

TECH LINE's latest case update is below.

Replied to tech:

Thank you for the update and pictures.

The dark black contamination with shiny metal debris does confirm a mechanical issue has occurred. Please proceed with long engine replacement.

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

Thank you,

Michael L.

TECH LINE

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Case # [REDACTED]
Date Created: 6/16/2021
Customer name:
VIN: 1N6BA1F45F [REDACTED]

Mileage: 94,177

Dealer code: 5670

Dealer name: GREENACRES NISSAN

Customer's Concerns:

CUSTOMER STATES THAT HE IS GETTING A LOUD RATTLING GRINDING NOISE COING FROM ENGINE WHEN VEHICLE IS RUNNING

Technician Findings:

VERIFIED CUSTOMER CONCERN AND FOUND ENGINE IS KNOCKING WHILE IDLING, KNOCK GETS QUIETER WHEN RPMS RISE. COMPLETED CYLINDER CUTOUT TEST AND FOUND SLIGHT CHANGE IN KNOCK WHEN CYLINDERS ARE CUT, BUT KNOCK IS STILL PRESENT. VERIFIED OIL LEVEL IS CORRECT, OIL IS DARK IN COLOR. ISOLATED KNOCK TO LOUDEST POINT AT LOWER ENGINE OIL PAN.:

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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

Re: [EXTERNAL] Cas [REDACTED] 017 Titan XD; [ref:_00DA09j8L._5002I2Ib04u:ref]

Message Date 6/17/2021 6:25 AM
Has Attachment
Email Address zkapalay@greenacresnissan.com
Status Read
Subject Re: [EXTERNAL] Cas [REDACTED] 017 Titan XD; [ref:_00DA09j8L._5002I2Ib04u:ref]
Text Body Checked for play in crank and found no noticeable play at this time, removed lower oil pan and found metal shavings and debris. Updated case with pictures. Will proceed with pcc case for engine replacement.

Sent via the Samsung Galaxy S10+, an AT&T 5G Evolution capable smartphone
Get Outlook for Android<[https://urldefense.com/v3/__https://aka.ms/AAb9ysg__;!!Bbg-OcCDIOs!XAno0VSZfiSGTLVW0ifuhvBb3LXybwXo1s2BGYVdF-C-gxcCYIbPH3pPFOWLwFt2UI5g\\$](https://urldefense.com/v3/__https://aka.ms/AAb9ysg__;!!Bbg-OcCDIOs!XAno0VSZfiSGTLVW0ifuhvBb3LXybwXo1s2BGYVdF-C-gxcCYIbPH3pPFOWLwFt2UI5g$)>

From: TECH LINE Email to Case <techlinesfd@nissan-usa.com>

[REDACTED]

[REDACTED]

Zoltan,

Thank you for the description and videos.

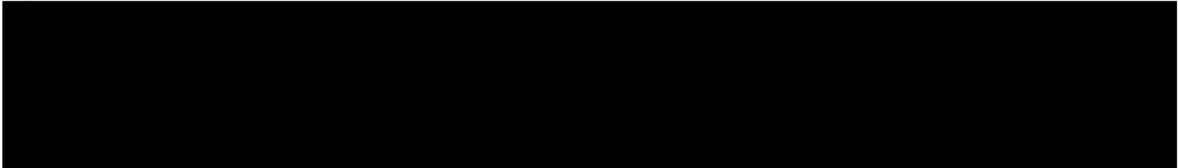
We have seen similar incidents due to a crankshaft concern.

This can usually be confirmed by prying side to side against the crank pulley and check if any movement can be detected.

If the crank pulley does not move then remove the lower pan and lets check if we have metal debris.

If confirmed to be a lower engine mechanical issue then the only option is long engine replacement as we do not have short engines available for the diesel.

We have also seen some cases of an injector sticking open causing what often sounds similar to a mechanical engine knock.



Thank you,

Michael L.

TECH LINE

Updating a TECH LINE Case:

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Case #: [REDACTED]

Date Created: 6/16/2021

Customer name: [REDACTED]

VIN: 1N6BA1F4 [REDACTED]

Mileage: 94,177

Dealer code: 5670

Dealer name: GREENACRES NISSAN

Customer's Concerns:

CUSTOMER STATES THAT HE IS GETTING A LOUD RATTLING GRINDING NOISE COING FROM ENGINE WHEN VEHICLE IS RUNNING

Technician Findings:

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QUIETER WHEN RPMS RISE. COMPLETED CYLINDER CUTOUT TEST AND FOUND SLIGHT CHANGE IN KNOCK WHEN CYLINDERS ARE CUT, BUT KNOCK IS STILL PRESENT. VERIFIED OIL LEVEL IS CORRECT, OIL IS DARK IN COLOR. ISOLATED KNOCK TO LOUDEST POINT AT LOWER ENGINE OIL PAN.:

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ref:_00DA09j8L._5002I2Ib04u:ref

Case [REDACTED] 2017 Titan XD; [ref:_00DA09j8L._5002I2Ib04u:ref]

Message Date 6/16/2021 1:05 PM
Has Attachment
Email Address zkapalay@greenacresnissan.com
Status Sent
Subject Case [REDACTED] 2017 Titan XD; [ref:_00DA09j8L._5002I2Ib04u:ref]
Text Body zoltan kapalay,

TECH LINE's latest case update is below.

Recommendation:

Thank you for the description and videos.

We have seen similar incidents due to a crankshaft concern.

This can usually be confirmed by prying side to side against the crank pulley and check if any movement can be detected.

If the crank pulley does not move then remove the lower pan and lets check if we have metal debris.

If confirmed to be a lower engine mechanical issue then the only option is long engine replacement as we do not have short engines available for the diesel.

We have also seen some cases of an injector sticking open causing what often sounds similar to a mechanical engine knock.

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Thank you,

Michael L.

TECH LINE

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Case # [REDACTED]

Date Created: 6/16/2021

Customer name:

VIN: 1N6BA1F45H [REDACTED]

Mileage: 94,177

Dealer code: 5670

Dealer name: GREENACRES NISSAN

Customer's Concerns:

CUSTOMER STATES THAT HE IS GETTING A LOUD RATTLING GRINDING NOISE COING FROM ENGINE WHEN VEHICLE IS RUNNING

Technician Findings:

VERIFIED CUSTOMER CONCERN AND FOUND ENGINE IS KNOCKING WHILE IDLING, KNOCK GETS QUIETER WHEN RPMS RISE. COMPLETED CYLINDER CUTOUT TEST AND FOUND SLIGHT CHANGE IN KNOCK WHEN CYLINDERS ARE CUT, BUT KNOCK IS STILL PRESENT. VERIFIED OIL LEVEL IS CORRECT, OIL IS DARK IN COLOR. ISOLATED KNOCK TO LOUDEST POINT AT LOWER ENGINE OIL PAN.:

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

Case Comments

6/17/2021 7:47 AM

6/17/2021 7:42 AM

User **Michael Lemmons**
Public
Comment
Replied to tech:
Thank you for the update and pictures.
The dark black contamination with shiny metal debris does confirm a mechanical issue has occurred.
Please proceed with long engine replacement.

User **Michael Lemmons**
Public
Comment
Received email from tech:
Checked for play in crank and found no noticeable play at this time, removed lower oil pan and found metal shavings and debris. Updated case with pictures. Will proceed with pcc case for engine replacement.

6/17/2021 6:24 AM

User Survey Site Guest User
Public
Comment FOUND EVIDENCE OF METAL IN LOWER ENGINE OIL PAN.

6/16/2021 12:06 PM

User Survey Site Guest User
Public
Comment VIDEO OF NOISE HEARD.

6/16/2021 1:04 PM

User Michael Lemmons
Public
Comment Recommendation:
Thank you for the description and videos. We have seen similar incidents due to a crankshaft concern.
This can usually be confirmed by prying side to side against the crank pulley and check if any movement can be detected.
If the crank pulley does not move then remove the lower pan and lets check if we have metal debris. If confirmed to be a lower engine mechanical issue then the only option is long engine replacement as we do not have short engines available for the diesel.
We have also seen some cases of an injector sticking open causing what often sounds similar to a mechanical engine knock.

6/16/2021 12:04 PM

User Survey Site Guest User
Public
Comment Customer Comments: CUSTOMER STATES THAT HE IS GETTING A LOUD RATTLING GRINDING NOISE COING FROM ENGINE WHEN VEHICLE IS RUNNING
 Technician Findings: VERIFIED CUSTOMER CONCERN AND FOUND ENGINE IS KNOCKING WHILE IDLING, KNOCK GETS QUIETER WHEN RPMS RISE. COMPLETED CYLINDER CUTOUT TEST AND FOUND SLIGHT CHANGE IN KNOCK WHEN CYLINDERS ARE CUT, BUT KNOCK IS STILL PRESENT. VERIFIED OIL LEVEL IS CORRECT, OIL IS DARK IN COLOR. ISOLATED KNOCK TO LOUDEST POINT AT LOWER ENGINE OIL PAN.
 Repairs Made: NONE
 Verified: Yes
 Current DTC: ECM P0601
 Question for TECH LINE: What test should I do next?

Case History

6/17/2021 7:51 AM

User Michael Lemmons
Action Changed Status from Pending TECH LINE to Pending Dealer Reply. Closed.

6/17/2021 6:24 AM

User Survey Site Guest User
Action Changed First Call Resolution from Yes to No. Changed Reopen Date to 6/17/2021 6:24 AM. Changed Status from Pending Dealer Reply to Pending TECH LINE.

6/17/2021 6:21 AM

User Survey Site Guest User
Action Changed Caller Name from [REDACTED] Changed Tech Preferred Phone from [REDACTED]

6/16/2021 1:06 PM

User Michael Lemmons

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

6/16/2021 12:43 PM

User **Michael Lemmons**

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

6/16/2021 12:04 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.**
