



Case: [REDACTED]

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

### General

Caller Name	[REDACTED]	Dealer	WESLEY CHAPEL NISSAN
NNAnet user ID	TVA-58272	Contact Name	
Tech Preferred Phone	919104788333	Customer Name	
Tech Preferred Email	bafanador@wesleychapelnissan.com	Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	Michael Lemmons
Repair/Work Order	87717	Mobile Phone	
Job/Line Number	1	Texting Status	
Created Day	Wednesday		

### Incident Information

Customer Comments	C/S Engine starting making loud knocking noise from the engine	Customer Name	[REDACTED]
Verified	Yes	Vehicle	1N6BA1F4 [REDACTED]
Question for TECH LINE	Have you seen this before?	VIN	1N6BA1F4 [REDACTED]
Service Manual General Section	Engine	Archived VIN Make	
Service Manual Specific Section	Engine Mechanical	Archived VIN Year	2019
Symptom Code Category	Sounds	Archived VIN Model	TITAN XD
Symptom	NOISE EXCESSIVE	Incident/RO Date	8/2/2021
When does this concern occur?	ALL TIMES	Calculated Days Down	3
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	replaced #1 and #3 injectors	Total Days Down	3
Observed Modifications & Accessories	none	Repair Attempts	0
		Current Mileage	56,111
		Vehicle Mileage Prior Value	
		Vehicle Purchased	

Miles  
 Primary DTC  
 Current DTC ECM p0300 ECM p0301 ECM p0302  
 ECM p0303 ECM p0304  
 Past DTC  
 Other DTCs

**TECH LINE Information**

Subject Engine knocking P0300 P0301 P0302 P0303 P0304 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 8/5/2021 10:55 AM  
 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] 2019 TITAN XD; Engine knocking P0300 P0301 P0302 P0303 P0304 [ref:\_00DA09j8L\_5002I2JIEPg:ref ]

Name  
 Task   
 Due Date 8/5/2021  
 Assigned To Michael Lemmons  
 Last Modified Date/Time 8/5/2021 10:53 AM  
 Comments Additional To: bafanador@wesleychapelnissan.com  
 CC:  
 BCC: michael.lemmons@nissan-usa.com  
 Attachment:  
 Subject: Case 44440187; 2019 TITAN XD; Engine knocking P0300 P0301 P0302 P0303 P0304 [ref:\_00DA09j8L\_5002I2JIEPg:ref ]  
 Body:  
 Ben,  
 Thank you for the update and video.  
 It is difficult for me to tell in the video if the pulley is moving off center.  
 It may be obvious in person but it is difficult to tell by the video alone.

Check if you are able to pry against the pulley and move it side to side slightly.

In most cases when the crankshaft comes apart the pulley will move.

Also, we usually find excessive metal in the oil pan when this happens.

I cannot be certain if a compression test will confirm the crankshaft issue as we typically don't need that information if we find evidence that the crankshaft has come apart.

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: 8/4/2021  
Customer name: [REDACTED]  
VIN: 1N6BA1F4X [REDACTED] Mileage: 56,111  
Dealer code: 5790  
Dealer name: WESLEY CHAPEL NISSAN

**Customer's Concerns:**

C/S Engine starting making loud knocking noise from the engine

**Technician Findings:**

found multiple dtcs p0300, p0301-p0308 stored. checked and replaced fuel filters during oil change per customer request nothing abnormal observed during replacement. fuel pressure is within operating range. Checked injector harness no signs of fretting or discoloration. performed cylinder cutout test found that noise is directly affected when cylinders 1 and 3 are turned off. removed injectors 1 and 3 visually look to have excessive debris on ends, also checked resistance on injector 1 191k ohms injector 3 174k ohms. after replacement noise still persist with cut out test on same cylinders.:

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\_5002I2JIEPg:ref

Email: Case [REDACTED] 2019 TITAN XD; Engine knocking P0300 P0301 P0302 P0303 P0304 [ref:\_00DA09j8L\_5002I2JIEPg:ref ]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	8/4/2021
Assigned To	Michael Lemmons
Last Modified Date/Time	8/4/2021 7:43 AM
Comments	Additional To: bafanador@wesleychapelnissan.com CC: BCC: michael.lemmons@nissan-usa.com Attachment:  Subject: Cas [REDACTED] 2019 TITAN XD; Engine knocking P0300 P0301 P0302 P0303 P0304 [ref:_00DA09j8L_5002I2JIEPg:ref ] Body: Ben, Thank you for the description of the incident.  Good job checking the injectors as we have seen the diesels knock due to a stuck open injector over fueling a cylinder.  Since this one has not changed by addressing the injectors we may have a mechanical issue.

Watch the crank pulley closely when the engine is running to see if it wobbles.

Shut off engine and push against the crank pulley side to side and see if it moves.

We have seen crankshaft issues and sometimes the crank pulley is off center when this happens.

If the crank pulley is not obviously loose then lets remove the lower oil pan and see if there is bearing material in the oil.

If we determine the engine has mechanical issues then replace the long engine.

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Thank you, \_\_\_\_\_ Michael L.TECH LINE

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Case #: [REDACTED]  
Date Created: 8/4/2021  
Customer name:  
VIN: 1N6BA1F[REDACTED] Mileage: 56,111  
Dealer code: 5790  
Dealer name: WESLEY CHAPEL NISSAN

**Customer's Concerns:**

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ref:\_00DA09j8L.\_5002I2JIEPg:ref

**Attachments**

IMG_1727.JPG		IMG_1728.JPG	
Size	3.62MB	Size	3.25MB
Ownership	Managed Services	Ownership	Managed Services
View	<a href="#">View file</a>	View	<a href="#">View file</a>
Last Modified	8/4/2021 7:26 AM	Last Modified	8/4/2021 7:26 AM

**Emails**

Case [REDACTED] 2019 TITAN XD; Engine knocking P0300 P0301 P0302 P0303 P0304 [ref:\_00DA09j8L.\_5002I2JIEPg:ref ]

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Message Date	8/5/2021 10:53 AM
Has Attachment	<input type="checkbox"/>
Email Address	bafanador@wesleychapelnissan.com
Status	Sent
Subject	Case [REDACTED] 2019 TITAN XD; Engine knocking P0300 P0301 P0302 P0303 P0304 [ref:_00DA09j8L._5002I2JIEPg:ref ]
Text Body	ben afanador,

TECH LINE's latest case update is below.

Replied to tech:

Thank you for the update and video.

It is difficult for me to tell in the video if the pulley is moving off center.

It may be obvious in person but it is difficult to tell by the video alone.

Check if you are able to pry against the pulley and move it side to side slightly.

In most cases when the crankshaft comes apart the pulley will move.

Also, we usually find excessive metal in the oil pan when this happens.

I cannot be certain if a compression test will confirm the crankshaft issue as we typically don't need that information if we find evidence that the crankshaft has come apart.

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Thank you,

---

Michael L.

TECH LINE

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Case # [REDACTED]

Date Created: 8/4/2021

Customer name [REDACTED]

VIN: 1N6BA1F4 [REDACTED]

Mileage: 56,111

Dealer code: 5790

Dealer name: WESLEY CHAPEL NISSAN

Customer's Concerns:

C/S Engine starting making loud knocking noise from the engine

**Technician Findings:**

found multiple dtcs p0300, p0301-p0308 stored. checked and replaced fuel filters during oil change per customer request nothing abnormal observed during replacement. fuel pressure is within operating range. Checked injector harness no signs of fretting or discoloration. performed cylinder cutout test found that noise is directly affected when cylinders 1 and 3 are turned off. removed injectors 1 and 3 visually look to have excessive debris on ends, also checked resistance on injector 1 191k ohms injector 3 174k ohms. after replacement noise still persist with cut out test on same cylinders.:

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

Re: Cas [REDACTED] 2019 TITAN XD; Engine knocking P0300 P0301 P0302 P0303 P0304 [ref:\_00DA09j8L\_5002I2JIEPg:ref ]

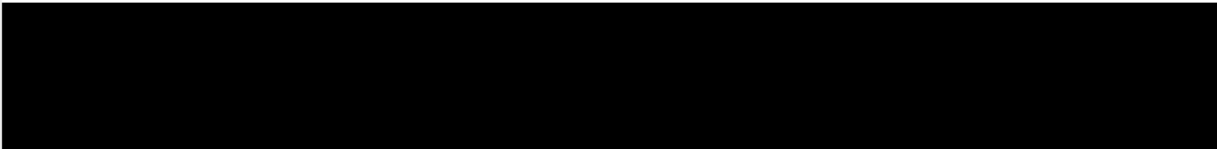
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Message Date 8/5/2021 10:00 AM  
Has Attachment   
Email Address bafanador@wesleychapelnissan.com  
Status Read  
Subject Re: Cas [REDACTED] 2019 TITAN XD; Engine knocking P0300 P0301 P0302 P0303 P0304 [ref:\_00DA09j8L\_5002I2JIEPg:ref ]  
Text Body Thank you for the help. I've observed the pulley, and it looks to have a slight wobble. I've attached a video. Also should I check compression before taking down the oil pan for additional evidence to present to powertrain?

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From: TECH LINE Email to Case <techlinesfdc@nissan-usa.com>  
Sent: Wednesday, August 4, 2021 8:43 AM  
To: Benjamin Afanador <bafanador@wesleychapelnissan.com>  
Subject: Case [REDACTED] 2019 TITAN XD; Engine knocking P0300 P0301 P0302 P0303 P0304 [ref:\_00DA09j8L\_5002I2JIEPg:ref ]

Morgan Auto Group Notice: This email is from an external sender. Please exercise caution when opening attachments or clicking links.



Thank you for the description of the incident.  
Good job checking the injectors as we have seen the diesels knock due to a stuck open injector over fueling a cylinder.  
Since this one has not changed by addressing the injectors we may have a mechanical issue.  
Watch the crank pulley closely when the engine is running to see if it wobbles.  
Shut off engine and push against the crank pulley side to side and see if it moves.  
We have seen crankshaft issues and sometimes the crank pulley is off center when this happens.  
If the crank pulley is not obviously loose then lets remove the lower oil pan and see if there is bearing material in the oil.  
If we determine the engine has mechanical issues then replace the long engine.

Thank you,

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Michael L.

TECH LINE

**Updating a TECH LINE Case:**

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**Case #** [REDACTED]

**Date Created:** 8/4/2021

**Customer name:** [REDACTED]

**VIN:** 1N6BA1F4 [REDACTED]

**Mileage:** 56,111

**Dealer code:** 5790

**Dealer name:** WESLEY CHAPEL NISSAN

**Customer's Concerns:**

**C/S Engine starting making loud knocking noise from the engine**

**Technician Findings:**

**found multiple dtcs p0300, p0301-p0308 stored. checked and replaced fuel filters during oil change per customer request nothing abnormal observed during replacement. fuel pressure is within operating range. Checked injector harness no signs of fretting or discoloration. performed cylinder cutout test found that noise is directly affected when cylinders 1 and 3 are turned off. removed injectors 1 and 3 visually look to have excessive debris on ends, also checked resistance on injector 1 191k ohms injector 3 174k ohms. after replacement noise still persist with cut out test on same cylinders.:**

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Case [REDACTED] 2019 TITAN XD; Engine knocking P0300 P0301 P0302 P0303 P0304 [  
ref:\_00DA09j8L\_5002I2JIEPg:ref ]

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Message Date 8/4/2021 7:43 AM

Has Attachment

Email Address bafanador@wesleychapelnissan.com

Status Sent

Subject Case 44440187; 2019 TITAN XD; Engine knocking P0300 P0301 P0302 P0303 P0304 [  
ref:\_00DA09j8L\_5002I2JIEPg:ref ]

Text Body ben afanador,

TECH LINE's latest case update is below.

**Recommendation:**

Thank you for the description of the incident.

Good job checking the injectors as we have seen the diesels knock due to a stuck open injector over fueling a cylinder.

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Thank you,

---

Michael L.

TECH LINE

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Case # [REDACTED]

Date Created: 8/4/2021

Customer name:

VIN: 1N6BA1F [REDACTED]

Mileage: 56,111

Dealer code: 5790

Dealer name: WESLEY CHAPEL NISSAN

Customer's Concerns:

C/S Engine starting making loud knocking noise from the engine

Technician Findings:

found multiple dtcs p0300, p0301-p0308 stored, checked and replaced fuel filters during oil change per customer request nothing abnormal observed during replacement. fuel pressure is within operating range. Checked injector harness no signs of fretting or discoloration. performed cylinder cutout test found that noise is directly affected when cylinders 1 and 3 are turned off. removed injectors 1 and 3 visually look to have excessive debris on ends, also checked resistance on injector 1 191k ohms injector 3 174k ohms. after replacement noise still persist with cut out test on same cylinders.:

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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

## Case Comments

8/5/2021 10:53 AM

User **Michael Lemmons**  
Public   
Comment **Replied to tech:**  
Thank you for the update and video.  
It is difficult for me to tell in the video if the pulley is moving off center.  
It may be obvious in person but it is difficult to tell by the video alone.  
Check if you are able to pry against the pulley and move it side to side slightly.  
In most cases when the crankshaft comes apart the pulley will move.  
Also, we usually find excessive metal in the oil pan when this happens.  
I cannot be certain if a compression test will confirm the crankshaft issue as we typically don't

8/5/2021 10:47 AM

User **Michael Lemmons**  
Public   
Comment **Received email from tech:**  
Thank you for the help. I've observed the pulley, and it looks to have a slight wobble. I've attached a video. Also should I check compression before taking down the oil pan for additional evidence to present to powertrain?

8/4/2021 7:27 AM

User **Survey Site Guest User**  
Public   
Comment **dtc sheet**

need that information if we find evidence that the crankshaft has come apart.

8/4/2021 7:39 AM

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User Michael Lemmons

Public

Comment **Recommendation:**  
Thank you for the description of the incident.  
Good job checking the injectors as we have seen the diesels knock due to a stuck open injector over fueling a cylinder.  
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If we determine the engine has mechanical issues then replace the long engine.

8/4/2021 7:26 AM

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User Survey Site Guest User

Public

Comment **Customer Comments:** C/S Engine starting making loud knocking noise from the engine  
 **Technician Findings:** found multiple dtcs p0300, p0301-p0308 stored. checked and replaced fuel filters during oil change per customer request nothing abnormal observed during replacement. fuel pressure is within operating range. Checked injector harness no signs of fretting or discoloration. performed cylinder cutout test found that noise is directly affected when cylinders 1 and 3 are turned off. removed injectors 1 and 3 visually look to have excessive debris on ends, also checked resistance on injector 1 191k ohms injector 3 174k ohms. after replacement noise still persist with cut out test on same cylinders.  
 **Repairs Made:** replaced #1 and #3 injectors  
 **Verified:** Yes  
 **Current DTC:** ECM p0300 ECM p0301 ECM p0302 ECM p0303 ECM p0304  
 **Question for TECH LINE:** Have you seen this before?

## Case History

8/5/2021 10:55 AM

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User Michael Lemmons

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

8/5/2021 10:54 AM

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User Michael Lemmons

Action Changed Caller Name from ben afanador to Ben Afanador.

8/5/2021 10:00 AM

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User Managed Services

Action **Changed First Call Resolution from Yes to No. Changed Reopen Date to 8/5/2021 10:00 AM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

**8/4/2021 7:41 AM**

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User **Michael Lemmons**

Action **Changed Subject to Engine knocking P0300 P0301 P0302 P0303 P0304. Changed Status from Pending TECH LINE to Pending Dealer Reply. Closed.**

**8/4/2021 7:31 AM**

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User **Michael Lemmons**

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

**8/4/2021 7:27 AM**

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User **Survey Site Guest User**

Action **Changed Preferred Contact Method to Email. Changed Case Owner from TECH LINE Stage to TECH LINE Initial 1.**

**8/4/2021 7:26 AM**

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User **Survey Site Guest User**

Action **Changed Status from Open to Pending TECH LINE. Created.**