



Case: [REDACTED]

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

General

Caller Name	[REDACTED]	Dealer	UFTRING NISSAN
NNAAnet user ID	TVA-01973	Contact Name	
Tech Preferred Phone	913092195314	Customer Name	
Tech Preferred Email	tech1@uftringnissan.com	Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	John Seaborn
Repair/Work Order	427970	Mobile Phone	
Job/Line Number	1	Texting Status	
Created Day	Friday		

Incident Information

Customer Comments	CUSTOMER STATES ENGINE WAS KNOCKING, STALLED. LET SIT AND RESTARTED BUT STILL MAKING NOISE	Customer Name	[REDACTED]
Verified	Yes	Vehicle	1N6BA1F38 [REDACTED]
Question for TECH LINE	Can you explain this to me?	VIN	1N6BA1F38 [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	NOISE EXCESSIVE	Incident/RO Date	10/1/2021
When does this concern occur?	ALL TIMES	Calculated Days Down	3
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	NONE	Total Days Down	3
Observed Modifications & Accessories	6" LIFT KIT	Repair Attempts	1
		Current Mileage	76,955
		Vehicle Mileage Prior Value	

Vehicle Purchased
Miles

Primary DTC

Current DTC

Past DTC

Other DTCs

TECH LINE Information

Subject	Engine has knocking noise / diesel. - A61-	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	EMC CRANKSHAFT & OIL PAN	FSSS	<input type="checkbox"/>
TECH LINE Template	ECC Initial Response	FSSS Date	
TREAD Component	06		
Date/Time Closed	10/4/2021 12:19 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: Case [REDACTED] 2017 TITAN XD; Engine has knocking noise / diesel. -A61- [ref:_00DA09j8L_5002|2LV8Xw:ref]

Name	[REDACTED]
Task	<input checked="" type="checkbox"/>
Due Date	10/4/2021
Assigned To	[REDACTED]
Last Modified Date/Time	10/4/2021 12:22 PM
Comments	Additional [REDACTED] CC: BCC: alex.knepper@nissan-usa.com Attachment: Subject: Case 44818518; 2017 TITAN XD; Engine has knocking noise / diesel. -A61- [ref:_00DA09j8L_5002 2LV8Xw:ref] Body: BOB BARNES, TECH LINE's latest case update is below. Recommendation: -Thank you for the pictures of the debris

-As we have excessive debris present in the engine, we would recommend replacement of the long block assembly

-Lets inspect if metal debris is present in the upper end of the engine as well by removing the valve cover. If we confirm metal debris is present in the upper end, replace the turbocharger assembly as well.

-If no metal debris is present in the upper end, replace only the longblock 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: 10/1/2021
Customer name: [REDACTED]
VIN: 1N6BA1F38[REDACTED] Mileage: 76,955
Dealer code: 3661
Dealer name: UFTRING NISSAN

Customer's Concerns:
CUSTOMER STATES ENGINE WAS KNOCKING, STALLED. LET SIT AND RESTARTED BUT STILL MAKING NOISE
Technician Findings:
ENGINE KNOCKING NOISE, NOISE IS THE LOUDEST AT THE OIL PAN, NOT MUCH CHANGE IN NOISE WHEN PERFORMING CYLINDER CUT OUT TEST, ALSO CAN HEAR NOISE ON TOP OF THE ENGINE I TOOK A OIL SAMPLE FROM OIL PAN AND OIL HAS METALLIC DEBRIS.:

This TECH LINE recommendation is given based solely on the information provided by the dealer. TECH LINE bases repair recommendations on time to repair, quality of repair, and ease of repair, regardless of who is paying for the repair or whether or not the vehicle is covered under warranty. Ultimately, it is the responsibility of the dealer to determine whether the work will be performed under warranty, a service contract, goodwill, customer pay, or dealer internal. 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._5002I2LV8Xw:ref

Email: Case [REDACTED] 2017 TITAN XD; Engine has knocking noise / diesel. -A61- [ref:_00DA09j8L._5002I2LV8Xw:ref]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	10/1/2021
Assigned To	John Seaborn
Last Modified Date/Time	10/1/2021 3:21 PM
Comments	Additional To: tech1@uftringnissan.com CC: BCC: john.seaborniii@nissan-usa.com Attachment: Subject: Case [REDACTED] 2017 TITAN XD; Engine has knocking noise / diesel. -A61- [

ref:_00DA09j8L._5002I2LV8Xw:ref]

Body:

Bob,
TECH LINE's latest case update is below.
Recommendation

Bob,

1) To answer the question, let's remove the engine oil pan & get some debris photos.

2) In addition, after oil pan removal, let's inspect the crankshaft for separation.

Tech to reply to all on email response, if additional technical assistance is required.

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Thank you, _____, John S.TECH LINE

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Case # [REDACTED]
Date Created: 10/1/2021
Customer name [REDACTED]
VIN: 1N6BA1F [REDACTED] Mileage: 76,955
Dealer code: 3661
Dealer name: UFTRING NISSAN

Customer's Concerns:

CUSTOMER STATES ENGINE WAS KNOCKING, STALLED. LET SIT AND RESTARTED BUT STILL MAKING NOISE

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ref:_00DA09j8L._5002I2LV8Xw:ref

Emails

Case # [REDACTED] 2017 TITAN XD; Engine has knocking noise / diesel. -A61- [ref:_00DA09j8L._5002I2LV8Xw:ref]

Message Date 10/4/2021 12:22 PM

Has Attachment

Email Address tech1@uftringnissan.com

Status Sent

Subject Case 44818518; 2017 TITAN XD; Engine has knocking noise / diesel. -A61- [ref:_00DA09j8L._5002I2LV8Xw:ref]

Text Body BOB BARNES,

TECH LINE's latest case update is below.

Recommendation:

-Thank you for the pictures of the debris

-As we have excessive debris present in the engine, we would recommend replacement of the long block assembly

-Lets inspect if metal debris is present in the upper end of the engine as well by removing the valve cover. If we confirm metal debris is present in the upper end, replace the turbocharger assembly as well.

-If no metal debris is present in the upper end, replace only the longblock assembly

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

Thank you,

Alex K

TECH LINE

Updating a TECH LINE Case:

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Case #: [REDACTED]
Date Created: 10/1/2021
Customer name: [REDACTED]
VIN: 1N6BA1F38 [REDACTED]

Mileage: 76,955

Dealer code: 3661

Dealer name: UFTRING NISSAN

Customer's Concerns:
CUSTOMER STATES ENGINE WAS KNOCKING, STALLED. LET SIT AND RESTARTED BUT STILL MAKING NOISE

Technician Findings:

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Cas [REDACTED] 2017 TITAN XD; Engine has knocking noise / diesel. -A61- [ref:_00DA09j8L_5002I2LV8Xw:ref]

Message Date 10/4/2021 8:55 AM
Has Attachment
Email Address techlinesfdc@nissan-usa.com
Status Read
Subject Case 44818518; 2017 TITAN XD; Engine has knocking noise / diesel. -A61- [ref:_00DA09j8L_5002I2LV8Xw:ref]

Thank you,

Paul Nichter
Aftersales Division
Live Support Agent – TECH LINE

Nissan Motor Co., Ltd.
Paul.Nichter@nissan-usa.com<mailto:Paul.Nichter@nissan-usa.com>

[NISSAN-GROUP-OF-NORTH-AMERICA]

Text Body
From: Tech 1 <tech1@uftringnissan.com>
Sent: Monday, October 4, 2021 8:37 AM
To: TECH LINE Sales Force Case Creation (EXTERNAL) <TechLineSFDC@nissan-usa.com>
Subject: TITAN DIESEL

GOOD MORING I PULLED THE OIL PAN OFF ON FRIDAY, AND FOUND THE OIL PAN FULL OF DEBRIS, AND NUMBER 8 ROD ISSUE.I CAN NOT SEND ALL PICS AND VIDEO IN ONE EMAIL

ZjQcmQRYFpfptBannerStart
This Message Is From an External Sender

This message came from outside your organization.

ZjQcmQRYFpfptBannerEnd

GOOD MORING I PULLED THE OIL PAN OFF ON FRIDAY, AND FOUND THE OIL PAN FULL OF DEBRIS, AND NUMBER 8 ROD ISSUE.I CAN NOT SEND ALL PICS AND VIDEO IN ONE EMAIL

Cas [REDACTED] 2017 TITAN XD; Engine has knocking noise / diesel. -A61- [ref:_00DA09j8L_5002I2LV8Xw:ref]

Message Date 10/4/2021 8:54 AM
Has Attachment
Email Address techlinesfdc@nissan-usa.com
Status Read

Subject Cas [REDACTED] 017 TITAN XD; Engine has knocking noise / diesel. -A61- [ref:_00DA09j8L._5002I2LV8Xw:ref]

Thank you,

Paul Nichter
Aftersales Division
Live Support Agent – TECH LINE

Nissan Motor Co., Ltd.
Paul.Nichter@nissan-usa.com<mailto:Paul.Nichter@nissan-usa.com>

[NISSAN-GROUP-OF-NORTH-AMERICA]

Text Body From: Tech 1 <tech1@uftringnissan.com>
Sent: Monday, October 4, 2021 8:10 AM
To: TECH LINE Sales Force Case Creation (EXTERNAL) <TechLineSFDC@nissan-usa.com>
Subject: TITAN DIESEL ENGINE

GOOD MORING I PULLED THE OIL PAN OFF ON FRIDAY, AND FOUND DEBRIS IN OIL PAN, AND NUMBER 8 ROD ISSUE. I'LL BE SENDING 2 PICS, AND A VIDEO THE FILE WILL NOT SEND IN 1 EMAIL, SO I WILL SEND TWO EMAILS. THANKS BOB.
ZjQcmQRYFpfptBannerStart
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ZjQcmQRYFpfptBannerEnd

GOOD MORING I PULLED THE OIL PAN OFF ON FRIDAY, AND FOUND DEBRIS IN OIL PAN, AND NUMBER 8 ROD ISSUE. I'LL BE SENDING 2 PICS, AND A VIDEO THE FILE WILL NOT SEND IN 1 EMAIL, SO I WILL SEND TWO EMAILS.
THANKS BOB.

Re: Case [REDACTED] 017 TITAN XD; Engine has knocking noise / diesel. -A61- [ref:_00DA09j8L._5002I2LV8Xw:ref]

Message Date 10/4/2021 8:42 AM

Has Attachment

Email Address tech1@uftringnissan.com

Status Read

Subject Re: Case 44818518; 2017 TITAN XD; Engine has knocking noise / diesel. -A61- [ref:_00DA09j8L._5002I2LV8Xw:ref]

Text Body From: TECH LINE Email to Case <techlinesfdc@nissan-usa.com>
Sent: Friday, October 1, 2021 3:21 PM
To: Tech 1 <tech1@uftringnissan.com>
Subject: [REDACTED] 2017 TITAN XD; Engine has knocking noise / diesel. -A61- [ref:_00DA09j8L._5002I2LV8Xw:ref]

TECH LINE's latest case update is below.

Recommendation

Bob,

- 1) To answer the question, let's remove the engine oil pan & get some debris photos.
 - 2) In addition, after oil pan removal, let's inspect the crankshaft for separation.
- Tech to reply to all on email response, if additional technical assistance is required.

Thank you,

John S.

TECH LINE

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Case # [REDACTED]
Date Created: 10/1/2021
Customer name:
VIN: 1N6BA1F3 [REDACTED]

Mileage: 76,955

Dealer code: 3661

Dealer name: UFTRING NISSAN

Customer's Concerns:

CUSTOMER STATES ENGINE WAS KNOCKING, STALLED. LET SIT AND RESTARTED BUT STILL MAKING NOISE

Technician Findings:

ENGINE KNOCKING NOISE, NOISE IS THE LOUDEST AT THE OIL PAN, NOT MUCH CHANGE IN NOISE WHEN PERFORMING CYLINDER CUT OUT TEST, ALSO CAN HEAR NOISE ON TOP OF THE ENGINE I TOOK A OIL SAMPLE FROM OIL PAN AND OIL HAS METALLIC DEBRIS.:

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ref:_00DA09j8L_5002I2LV8Xw:ref

Case [REDACTED] 2017 TITAN XD; Engine has knocking noise / diesel. -A61- [ref:_00DA09j8L_5002I2LV8Xw:ref]

Message Date 10/1/2021 3:21 PM

Has Attachment

Email Address tech1@uftringnissan.com

Status Sent

Subject Case [REDACTED] 2017 TITAN XD; Engine has knocking noise / diesel. -A61- [ref:_00DA09j8L_5002I2LV8Xw:ref]

Text Body BOB BARNES,

TECH LINE's latest case update is below.

Recommendation

Bob,

- 1) To answer the question, let's remove the engine oil pan & get some debris photos.
 - 2) In addition, after oil pan removal, let's inspect the crankshaft for separation.
- Tech to reply to all on email response, if additional technical assistance is required.

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Thank you,

John S.

TECH LINE

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TECH LINE cases can be reopened.

Case : [REDACTED]
Date Created: 10/1/2021
Customer name: [REDACTED]
VIN: 1N6BA1F3 [REDACTED]

Mileage: 76,955

Dealer code: 3661

Dealer name: UFTRING NISSAN

Customer's Concerns:
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Case Comments

10/4/2021 12:22 PM

User **Alex Knepper**
Public

Recommendation:
-Thank you for the pictures of the debris

-As we have excessive debris present in the engine, we would recommend replacement of the long block assembly

Comment -Lets inspect if metal debris is present in the upper end of the engine as well by removing the valve cover. If we confirm metal debris is present in the upper end, replace the turbocharger assembly as well.

-If no metal debris is present in the upper end, replace only the longblock assembly

10/1/2021 3:20 PM

User **John Seaborn**
Public

10/4/2021 12:20 PM

User **Alex Knepper**
Public

Comment **Description:**
Dealer provided pictures of debris

10/1/2021 3:05 PM

User **Survey Site Guest User**
Public

Comment **Customer Comments:** CUSTOMER STATES ENGINE WAS KNOCKING, STALLED. LET SIT AND RESTARTED BUT STILL MAKING NOISE
 Technician Findings: ENGINE KNOCKING NOISE, NOISE IS THE LOUDEST AT THE OIL PAN, NOT MUCH CHANGE IN NOISE WHEN PERFORMING CYLINDER CUT OUT TEST, ALSO CAN HEAR NOISE ON TOP OF THE ENGINE I TOOK A OIL SAMPLE FROM OIL PAN AND OIL HAS METALLIC DEBRIS.
 Repairs Made: NONE
 Verified: Yes
 Question for TECH LINE: Can you explain this to me?

Recommendation
Bob,
Comment **1) To answer the question, let's remove the engine oil pan & get some debris photos.**
2) In addition, after oil pan removal, let's inspect the crankshaft for separation.
Tech to reply to all on email response, if additional technical assistance is required.

Case History

10/4/2021 12:19 PM

User **Alex Knepper**

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

10/4/2021 8:42 AM

User **Managed Services**

Action **Changed First Call Resolution from Yes to No. Changed Reopen Date to 10/4/2021 8:42 AM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

10/1/2021 3:08 PM

User **John Seaborn**

Action **Changed Subject to Engine has knocking noise / diesel. -A61-. Changed Status from Pending TECH LINE to Pending Dealer Reply. Closed.**

10/1/2021 3:08 PM

User **John Seaborn**

Action **Changed Case Owner from TECH LINE Initial 1 to John Seaborn.**

10/1/2021 3:05 PM

User **Survey Site Guest User**

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

10/1/2021 3:05 PM

User **Survey Site Guest User**

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