



Case: [REDACTED]

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

General

Caller Name	Brad Lovette	Dealer	MODERN NISSAN OF HICKORY
NNAnet user ID	DLOVEB02	Contact Name	
Tech Preferred Phone	913369274975	Customer Name	
Tech Preferred Email	blovette2424@gmail.com	Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	Alex Knepper
Repair/Work Order	228188	Mobile Phone	
Job/Line Number	A	Texting Status	
Created Day	Monday		

Incident Information

Customer Comments	Cust states engine is knocking check and advise	Customer Name	[REDACTED]
Verified	Yes	Vehicle	1N6BA1F30 [REDACTED]
Question for TECH LINE	Have you seen this before?	VIN	1N6BA1F30 [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	3/26/2022
When does this concern occur?	ALL TIMES	Calculated Days Down	9
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	None	Total Days Down	9
Observed Modifications & Accessories	Dpf delete def fluid delete straight piped exhaust	Repair Attempts	0
		Current Mileage	46,976
		Vehicle Mileage Prior Value	
		Vehicle Purchased	

Miles
 Primary DTC
 Current DTC AIR PRESSURE MONITOR C1707
 Past DTC ABS C1118 ABS U1000
 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 EMA|ENGINE ASSEMBLY FSSS
 TECH LINE Template ECC Initial Response FSSS Date
 TREAD Component 06
 Date/Time Closed 4/4/2022 8:47 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

Email: Case [REDACTED] 2017 TITAN XD; engine knocking [ref:_00DA09j8L_5002I2RPC6C:ref]

Name
 Task
 Due Date 4/4/2022
 Assigned To Alex Knepper
 Last Modified Date/Time 4/4/2022 9:00 AM
 Comments Additional To: [REDACTED]
 CC:
 BCC: alex.knepper@nissan-usa.com
 Attachment:
 Subject: Case 46041264; 2017 TITAN XD; engine knocking [ref:_00DA09j8L_5002I2RPC6C:ref]
 Body:
 Brad Lovette,
 TECH LINE's latest case update is below.
 Recommendation:
 -Thank you for the update
 -We had received the video on initial case opening for this 17 Titan with a knocking noise. We had recommended to perform the following:

-Since the noise didn't change with a power balance then its either an upper end concern, external concern (turbocharger) or possibly a crankshaft concern

-I see that the vehicle has been modified to delete the DPF system, so its likely the ECM has been modified as well, which could indicate higher boost pressures (depending on the reflash)

-To confirm, if you use a stethoscope, is the noise loudest from the engine and not the turbocharger or elsewhere in the engine compartment?

-If the noise is confirmed to be coming from the engine, lets drop the pan and remove the valve covers to check for metal debris.

-If we confirm metal debris in only the lower end, replace the long block assembly

-If we confirm metal debris present in the lower end and upper end, replace the long block assembly and hi/low pressure turbocharger assembly

-If you have any questions on warranty application, we would recommend contacting PCC

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: 3/28/2022

Customer name:

VIN: 1N6BA1F30[REDACTED] Mileage: 46,976

Dealer code: 5544

Dealer name: MODERN NISSAN OF HICKORY

Customer's Concerns:

Cust states engine is knocking check and advise

Technician Findings:

Came in cust stated has engine knock. Duplicated knock sounds as if rod knock or main bearing knock. Engine oil level is full. Have you seen this before? I did perform cylinder cut out test no change in sound. Where do I go from here?:

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_5002I2RPC6C:ref

Email: Case [REDACTED] 2017 TITAN XD; engine knocking [ref:_00DA09j8L_5002I2RPC6C:ref]

Name

Task

Due Date 3/28/2022

Assigned To Alex Knepper

Last Modified Date/Time 3/28/2022 12:15 PM

Comments Additional To: [REDACTED]

CC:

BCC: alex.knepper@nissan-usa.com

Attachment:

Subject: Case 46041264; 2017 TITAN XD; engine knocking [ref:_00DA09j8L_5002I2RPC6C:ref]

Body:

Brad Lovette,

TECH LINE's latest case update is below.

Recommendation:

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Case #: [REDACTED]

Date Created: 3/28/2022

Customer name:

VIN: 1N6BA1F3[REDACTED] Mileage: 46,976
Dealer code: 5544
Dealer name: MODERN NISSAN OF HICKORY

Customer's Concerns:

Cust states engine is knocking check and advise

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ref:_00DA09j8L._5002I2RPC6C:ref

Attachments

trin[REDACTED]86F3-429E-8E17-2E340A9AC47F.MOV	image.jpg
Size 4.45MB	Size 1.75MB
Ownership Managed Services	Ownership Managed Services
View View file	View View file
Last Modified 3/28/2022 11:57 AM	Last Modified 3/28/2022 11:55 AM

Emails

Case 4[REDACTED] 2017 TITAN XD; engine knocking [ref:_00DA09j8L._5002I2RPC6C:ref]
Message Date 4/4/2022 9:00 AM
Has Attachment <input type="checkbox"/>
Email Address [REDACTED]
Status Sent
Subject Case 46041264; 2017 TITAN XD; engine knocking [ref:_00DA09j8L._5002I2RPC6C:ref]
Text Body Brad Lovette, TECH LINE's latest case update is below. Recommendation: -Thank you for the update -We had received the video on initial case opening for this 17 Titan with a knocking noise. We had recommended to perform the following: -Since the noise didn't change with a power balance then its either an upper end concern, external concern (turbocharger) or possibly a crankshaft concern -I see that the vehicle has been modified to delete the DPF system, so its likely the ECM has been modified as well, which could indicate higher boost pressures (depending on the reflash) -To confirm, if you use a stethoscope, is the noise loudest from the engine and not the turbocharger or elsewhere in the engine compartment? -If the noise is confirmed to be coming from the engine, lets drop the pan and remove the valve covers to check for metal debris. -If we confirm metal debris in only the lower end, replace the long block assembly

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Alex K

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**Case # [REDACTED]
Date Created: 3/28/2022
Customer name: [REDACTED]
VIN: 1N6BA1F3 [REDACTED]**

Mileage: 46,976

Dealer code: 5544

Dealer name: MODERN NISSAN OF HICKORY

**Customer's Concerns:
Cust states engine is knocking check and advise**

**Technician Findings:
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Case [REDACTED] 2017 TITAN XD; engine knocking [ref:_00DA09j8L._5002I2RPC6C:ref]

Message Date 3/28/2022 12:15 PM
Has Attachment
Email Address [REDACTED]
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Case Comments

4/4/2022 8:46 AM

User **Alex Knepper**
Public
Comment **Recommendation:**
-Thank you for the update

-We had received the video on initial case opening for this 17 Titan with a knocking noise. We had

4/2/2022 4:54 PM

User **Survey Site Guest User**
Public
Comment **Video of noise**

3/28/2022 11:57 AM

User **Survey Site Guest User**

recommended to perform the following:

Public
Comment **Video of noise**

-Since the noise didn't change with a power balance then its either an upper end concern, external concern (turbocharger) or possibly a crankshaft concern

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3/28/2022 12:15 PM

User **Alex Knepper**

Public

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Comment

3/28/2022 11:55 AM

User **Survey Site Guest User**

Public

Comment **Customer Comments: Cust states engine is knocking check and advise**
 Technician Findings: Came in cust stated has engine knock. Duplicated knock sounds as if rod knock or main bearing knock. Engine oil level is full. Have you seen this before? I did perform cylinder cut out test no change in sound. Where do I go from here?
 Repairs Made: None
 Verified: Yes
 Current DTC: AIR PRESSURE MONITOR C1707
 Past DTC: ABS C1118 ABS U1000
 Question for TECH LINE: Have you seen this before?

Case History

4/4/2022 8:47 AM

User **Alex Knepper**

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

4/4/2022 6:57 AM

User **Wesley Roberts**

Action **Changed Case Owner from TECH LINE Initial 1 to Alex Knepper.**

4/2/2022 4:54 PM

User **Survey Site Guest User**

Action **Changed First Call Resolution from Yes to No. Changed Reopen Date to 4/2/2022 4:54 PM. Changed Status from Pending Dealer Reply to Pending TECH LINE. Changed Case Owner from Alex Knepper to TECH LINE Initial 1.**

3/28/2022 12:09 PM

User **Alex Knepper**

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

3/28/2022 12:09 PM

User **Alex Knepper**

Action **Changed Case Owner from TECH LINE Initial 1 to Alex Knepper.**

3/28/2022 11:57 AM

User **Survey Site Guest User**

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

3/28/2022 11:55 AM

User **Survey Site Guest User**

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