



Case: [REDACTED]

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

General

Caller Name	[REDACTED]	Dealer	TEAM NISSAN
NNAnet user ID	DINTHK28	Contact Name	
Tech Preferred Phone	918054054222	Customer Name	
Tech Preferred Email	ket@teamnissandirect.com	Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	John Seaborn
Repair/Work Order	434488	Mobile Phone	
Job/Line Number	1	Texting Status	
Created Day	Wednesday		

Incident Information

Customer Comments	Customer states hears knocking noise from engine area at idle hot or cold	Customer Name	[REDACTED]
Verified	Yes	Vehicle	1N6BA1F23 [REDACTED]
Question for TECH LINE	What test should I do next?	VIN	1N6BA1F23 [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	4/27/2022
When does this concern occur?	AT STOP	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	69,239
		Vehicle Mileage Prior Value	
		Vehicle Purchased	

Miles
Primary DTC
Current DTC
Past DTC
Other DTCs

TECH LINE Information

Subject	Engine has abnormal knocking noise/Diesel. -A61-	Resolution Action	REPLACE
Status	Closed	Resolution Object	LONG BLOCK
Confirmed Resolution	Yes	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	4/28/2022 12:40 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] 2017 TITAN XD; Engine has abnormal knocking noise/Diesel. -A61- [ref:_00DA09j8L._5002I2SAc0T:ref]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	4/28/2022
Assigned To	John Seaborn
Last Modified Date/Time	4/28/2022 12:40 PM
Comments	Additional To: ket@teamnissandirect.com CC: BCC: john.seaborniii@nissan-usa.com Attachment: Subject: Ca [REDACTED] 2017 TITAN XD; Engine has abnormal knocking noise/Diesel. -A61- [ref:_00DA09j8L._5002I2SAc0T:ref] Body: Keth, TECH LINE's latest case update is below. Recommendation Keth, 1) Thanks for the photos & case update!

2) As our next step, please replace the long block.

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

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

Thank you, _____ John S.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: 4/27/2022
Customer name: [REDACTED]
VIN: 1N6BA1F [REDACTED] Mileage: 69,239
Dealer code: 2867
Dealer name: TEAM NISSAN

Customer's Concerns:

Customer states hears knocking noise from engine area at idle hot or cold

Technician Findings:

Verified customers concern consistent knock noise from lower end of engine using chassis ears at lower oil pan ,oil level is good and no dtc's stored. outside temp is 67 degrees engine warm , compared to known good vehicle this is a abnormal engine sound, video will be attached let us know what we need to do next ,DTS has been informed of this.:

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._5002I2SAc0T:ref

Email: Case [REDACTED] 2017 TITAN XD; Engine has abnormal knocking noise/Diesel. -A61- [ref:_00DA09j8L._5002I2SAc0T:ref]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	4/27/2022
Assigned To	John Seaborn
Last Modified Date/Time	4/27/2022 4:29 PM
Comments	Additional To: ket@teamnissandirect.com CC: BCC: john.seaborniii@nissan-usa.com Attachment: Subject: Case 46308726; 2017 TITAN XD; Engine has abnormal knocking noise/Diesel. -A61- [ref:_00DA09j8L._5002I2SAc0T:ref] Body: Keth, TECH LINE's latest case update is below. Recommendation Keth, 1) To answer the question & as our next step, please inspect the engine oil pan for abnormal debris or sludge.

2) In addition, let's inspect the crankshaft for possible separation.

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Case # [REDACTED]
Date Created: 4/27/2022
Customer name: [REDACTED]
VIN: 1N6BA1F2 [REDACTED] Mileage: 69,239
Dealer code: 2867
Dealer name: TEAM NISSAN

Customer's Concerns:

Customer states hears knocking noise from engine area at idle hot or cold

Technician Findings:

Verified customers concern consistent knock noise from lower end of engine using chassis ears at lower oil pan ,oil level is good and no dtc's stored. outside temp is 67 degrees engine warm , compared to known good vehicle this is a abnormal engine sound, video will be attached let us know what we need to do next ,DTS has been informed of this.:

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ref:_00DA09j8L._5002I2SAc0T:ref

Attachments

IMG_2099.jpg

Size 47KB
Ownership John Seaborn
View [View file](#)
Last Modified 4/28/2022 12:37 PM

IMG_2098.jpg

Size 45KB
Ownership John Seaborn
View [View file](#)
Last Modified 4/28/2022 12:37 PM

IMG_2100.jpg

Size 40KB
Ownership John Seaborn
View [View file](#)
Last Modified 4/28/2022 12:37 PM

Emails

Case [REDACTED] 017 TITAN XD; Engine has abnormal knocking noise/Diesel. -A61- [ref:_00DA09j8L._5002I2SAc0T:ref]

Message Date 4/28/2022 12:40 PM
Has Attachment
Email Address ket@teamnissandirect.com
Status Sent

Subject

Case 46308726; 2017 TITAN XD; Engine has abnormal knocking noise/Diesel. -A61- [ref:_00DA09j8L_5002I2SAc0T:ref]

Text Body

KETH,

TECH LINE's latest case update is below.

Recommendation

Keth,

1) Thanks for the photos & case update!

2) As our next step, please replace the long block.

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Thank you,

John S.

TECH LINE

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Case #: [REDACTED]

Date Created: 4/27/2022

Customer name: [REDACTED]

VIN: 1N6BA1F [REDACTED]

Mileage: 69,239

Dealer code: 2867

Dealer name: TEAM NISSAN

Customer's Concerns:

Customer states hears knocking noise from engine area at idle hot or cold

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RE: Case [REDACTED] 2017 TITAN XD; Engine has abnormal knocking noise/Diesel. -A61- [ref:_00DA09j8L_5002I2SAc0T:ref]

Message Date 4/28/2022 12:34 PM
Has Attachment
Email Address ket@teamnissandirect.com
Status Read
Subject RE: Case [REDACTED] 2017 TITAN XD; Engine has abnormal knocking noise/Diesel. -A61- [ref:_00DA09j8L_5002I2SAc0T:ref]
Text Body Found excessive bearing type material in oil pan. -----Original Message----- From: "TECH LINE Email to Case" <techlinesfdc@nissan-usa.com> Sent: Wednesday, April 27, 2022 5:29pm To: "ket@teamnissandirect.com" <ket@teamnissandirect.com>
ZjQcmQRYFpfptBannerStart
This Message Is From an External Sender
This message came from outside your organization.
ZjQcmQRYFpfptBannerEnd

Found excessive bearing type material in oil pan.

-----Original Message-----
From: "TECH LINE Email to Case" <techlinesfdc@nissan-usa.com>
Sent: Wednesday, April 27, 2022 5:29pm
To: "ket@teamnissandirect.com" <ket@teamnissandirect.com>
Subject: Case 46308726; 2017 TITAN XD; Engine has abnormal knocking noise/Diesel. -A61- [ref:_00DA09j8L_5002I2SAc0T:ref]

Keth,

TECH LINE's latest case update is below.

Recommendation

Keth,

- 1) To answer the question & as our next step, please inspect the engine oil pan for abnormal debris or sludge.
 - 2) In addition, let's inspect the crankshaft for possible 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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VIN: 1N6BA1F [REDACTED]

Mileage: 69,239

Dealer code: 2867

Dealer name: TEAM NISSAN

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ref:_00DA09j8L_5002I2SAc0T:ref

Case [REDACTED] 17 TITAN XD; Engine has abnormal knocking noise/Diesel. -A61- [
ref:_00DA09j8L_5002I2SAc0T:ref]

Message Date 4/27/2022 4:29 PM

Has Attachment

Email Address ket@teamnissandirect.com

Status Sent

Subject Case [REDACTED] 2017 TITAN XD; Engine has abnormal knocking noise/Diesel. -A61- [
ref:_00DA09j8L_5002I2SAc0T:ref]

Text Body KETH,

TECH LINE's latest case update is below.

Recommendation

Keith,

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Case [REDACTED]
Date Created: 4/27/2022

Customer name: [REDACTED]
VIN: 1N6BA1F2 [REDACTED]

Mileage: 69,239

Dealer code: 2867

Dealer name: TEAM NISSAN

Customer's Concerns:

Customer states hears knocking noise from engine area at idle hot or cold

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Case Comments

4/28/2022 12:39 PM

User John Seaborn
Public
Comment Recommendation
Keth,
1) Thanks for the photos & case update!
2) As our next step, please replace the long block.
Tech to reply to all on email response, if additional technical assistance is required.

4/27/2022 4:29 PM

User John Seaborn
Public
Comment Recommendation
Keith,
1) To answer the question & as our next step, please inspect the engine oil pan for abnormal debris or sludge.
2) In addition, let's inspect the crankshaft for possible separation.
Tech to reply to all on email response, if additional technical assistance is required.

4/27/2022 4:04 PM

User Survey Site Guest User
Public

4/28/2022 12:38 PM

User John Seaborn
Public
Comment Case email response received with three engine oil pan debris photos attached.
"Found excessive bearing type material in oil pan."

4/27/2022 4:07 PM

User Survey Site Guest User
Public
Comment please contact us and let us know what we need to do next thanks

Customer Comments: Customer states hears knocking noise from engine area at idle hot or cold

Technician Findings: Verified customers concern consistent knock noise from lower end of engine using chassis ears at lower oil pan ,oil level is good and no dtc's stored. outside temp is 67 degrees engine warm , compared to known good vehicle this is a abnormal engine sound, video will be attached let us know what we need to do next ,DTS has been informed of this.

Repairs Made: NONE

Verified: Yes

Question for TECH LINE: What test should I do next?

Case History

4/28/2022 12:40 PM

User **John Seaborn**

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

4/28/2022 12:34 PM

User **Managed Services**

Action **Changed First Call Resolution from Yes to No. Changed Reopen Date to 4/28/2022 12:34 PM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

4/27/2022 4:29 PM

User **John Seaborn**

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

4/27/2022 4:15 PM

User **John Seaborn**

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

4/27/2022 4:07 PM

User **Survey Site Guest User**

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

4/27/2022 4:04 PM

User **Survey Site Guest User**

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