



Case: [REDACTED]

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

General

Caller Name	[REDACTED]	Dealer	JOHN SINCLAIR NISSAN
NNAAnet user ID	Dhuffm46	Contact Name	
Tech Preferred Phone	915732254249	Customer Name	
Tech Preferred Email	bryanhuffman3@gmail.com	Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	Wesley Roberts
Repair/Work Order	200294	Mobile Phone	
Job/Line Number	A	Texting Status	
Created Day	Wednesday		

Incident Information

Customer Comments	Was pulling camper and engine started jerking , made loud noise and shut down	Customer Name	[REDACTED]
Verified	Yes	Vehicle	1N6BA1F44 [REDACTED]
Question for TECH LINE	What test should I do next?	VIN	1N6BA1F44 [REDACTED]
Service Manual General Section	Engine	Archived VIN Make	
Service Manual Specific Section	Engine Mechanical	Archived VIN Year	2016
Symptom Code Category	Experience/Occurrence	Archived VIN Model	Titan XD
Symptom	JERK	Incident/RO Date	10/18/2021
When does this concern occur?	ALL TIMES	Calculated Days Down	24
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	None	Total Days Down	24
Observed Modifications & Accessories	None	Repair Attempts	1
		Current Mileage	82,805
		Vehicle Mileage Prior Value	
		Vehicle Purchased	

Miles
 Primary DTC
 Current DTC
 Past DTC ECM P00B7 ECM P203F ECM P2560
 Other DTCs

TECH LINE Information

Subject Engine knock P00B7 P2560 A61 Resolution Action REPLACE
 Status Closed Resolution Object LONG BLOCK
 Confirmed Resolution Yes 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 11/11/2021 8:16 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] 2016 Titan XD; Engine knock P00B7 P2560 A61 [ref:_00DA09j8L_5002I2MqsWy:ref]

Name
 Task
 Due Date 11/11/2021
 Assigned To Wesley Roberts
 Last Modified Date/Time 11/11/2021 8:15 AM
 Comments Additional To [REDACTED]
 CC:
 BCC: wesley.roberts@nissan-usa.com
 Attachment:
 Subject: Case [REDACTED] 2016 Titan XD; Engine knock P00B7 P2560 A61 [ref:_00DA09j8L_5002I2MqsWy:ref]
 Body:
 Matt Huffman,
 TECH LINE's latest case update is below.
 TSS Recommendation:
 • Thank you for the update.
 • If any further assistance is needed let me know and have a great rest of your day.
 The TECH LINE Survey can be accessed by: [CLICKING HERE](#)

Thank you, _____ Wesley.RobertsTECH 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 #: _____
Date Created: 11/10/2021
Customer name: _____
VIN: 1N6BA1F44_____ Mileage: 82,805
Dealer code: 5398
Dealer name: JOHN SINCLAIR NISSAN

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.

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ref:_00DA09j8L._5002I2MqsWy:ref

Email: Case _____; 2016 Titan XD; Engine knock P00B7 P2560 A61 [ref:_00DA09j8L._5002I2MqsWy:ref]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	11/10/2021
Assigned To	Wesley Roberts
Last Modified Date/Time	11/10/2021 7:38 AM
Comments	<p>Additional To: bryanhuffman3@gmail.com CC: BCC: wesley.roberts@nissan-usa.com Attachment:</p> <p>Subject: Case _____; 2016 Titan XD; Engine knock P00B7 P2560 A61 [ref:_00DA09j8L._5002I2MqsWy:ref] Body: Matt Huffman, TECH LINE's latest case update is below. TSS Recommendation:</p> <ul style="list-style-type: none">• Thank you for the information.• Along with our knocking we see low coolant codes.• - Have we confirmed it is low?• Do we have any misfire counts in Consult?• We can perform a Power Balance Test and see if noise changes.• - If it does then note which cylinder it was.•• The vapor out of the tailpipe, does it smell like fuel or a sweet smell like coolant?• - Most often we see EGR coolers as the source of a coolant leak on the Cummins.• The separated crankshaft, we have seen cases where the engine continues to run.

- - In most cases we can visibly see the crankshaft and pulleys not turning, but the engine run.
- - In some we had to drop the oil pan and inspect.
- Even if we do not suspect a separated crankshaft we may want to drop the oil pan and inspect for debris.
-
- There are other checks that may need to have the oil an installed, but dropping it is one of the easier ones to perform.
- If no debris in the pan then we may need to perform a compression test.
- - Refer to ESM as compression test on the diesel engines is different than on gas engines.

Let's start here and see what we find.

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

Thank you, _____ Wesley.RobertsTECH LINE

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Case # [REDACTED]
 Date Created: 11/10/2021
 Customer name:
 VIN: 1N6BA1F44 [REDACTED] Mileage: 82,805
 Dealer code: 5398
 Dealer name: JOHN SINCLAIR NISSAN

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ref:_00DA09j8L._5002I2MqsWy:ref

Emails

Case [REDACTED] 2016 Titan XD; Engine knock P00B7 P2560 A61 [ref:_00DA09j8L._5002I2MqsWy:ref]

Message Date 11/11/2021 8:15 AM
 Has Attachment
 Email Address [REDACTED]
 Status **Sent**
 Subject **Cas [REDACTED] 2016 Titan XD; Engine knock P00B7 P2560 A61 [ref:_00DA09j8L._5002I2MqsWy:ref]**
 Text Body **Matt Huffman,**

TECH LINE's latest case update is below.

TSS Recommendation:

- Thank you for the update.
- If any further assistance is needed let me know and have a great rest of your day.

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

Thank you,

Wesley.Roberts

TECH LINE

Updating a TECH LINE Case:

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Case #: [REDACTED]
Date Created: 11/10/2021
Customer name: [REDACTED]
VIN: 1N6BA1F44C [REDACTED]

Mileage: 82,805

Dealer code: 5398

Dealer name: JOHN SINCLAIR NISSAN

Customer's Concerns:

Was pulling camper and engine started jerking , made loud noise and shut down

Technician Findings:

Customer states was pulling trailer and vehicle started jerking badly, made horrible noise and shut down. I get in vehicle and it will start and run but sounds like it has lower engine knock and is smoking very bad out of tailpipe. There is no codes saying misfire only some history low coolant codes. I would believe it has some internal engine noise however I see several cases and discussions about a stuck injector causing the symptoms described. I'm very green on diesel just from lack of experience so really need so guidance on how to proceed. I also know about the diesel having some issues with broken crankshafts. Would it run with broken crankshaft? How to I determine if there is a possible injector issue? I just don't want to start disassembling engine looking for issue just to determine its an injector. Im concerned with the smoke out of tailpipe cause it is real heavy which would seem like a possible overfueling.:

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Re: Case [REDACTED] 2016 Titan XD; Engine knock P00B7 P2560 A61 [ref:_00DA09j8L._5002I2MqsWy:ref]

Message Date 11/11/2021 7:25 AM
Has Attachment
Email Address [REDACTED]
Status Read
Subject Re: Case [REDACTED] 2016 Titan XD; Engine knock P00B7 P2560 A61 [ref:_00DA09j8L._5002I2MqsWy:ref]
Text Body Removed oil pan and found large pieces of metal. Seems to have spun some rod bearings cause I located one rod cap that bolts can be loosened by hand. In process of getting replacement long block approved

On Wed, Nov 10, 2021 at 7:38 AM TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:

- > Matt Huffman,
- >
- > TECH LINE's latest case update is below.
- >
- >
- > TSS Recommendation:
- > • Thank you for the information.
- > • Along with our knocking we see low coolant codes.
- > • - Have we confirmed it is low?
- > • Do we have any misfire counts in Consult?
- > • We can perform a Power Balance Test and see if noise changes.
- > • - If it does then note which cylinder it was.
- > •
- > • The vapor out of the tailpipe, does it smell like fuel or a sweet smell like coolant?
- > • - Most often we see EGR coolers as the source of a coolant leak on the
- > Cummins.
- > • The separated crankshaft, we have seen cases where the engine continues
- > to run.
- > • - In most cases we can visibly see the crankshaft and pulleys not
- > turning, but the engine run.
- > • - In some we had to drop the oil pan and inspect.
- > • Even if we do not suspect a separated crankshaft we may want to drop the
- > oil pan and inspect for debris.
- > •
- > • There are other checks that may need to have the oil an installed, but
- > dropping it is one of the easier ones to perform.
- > • If no debris in the pan then we may need to perform a compression test.
- > • - Refer to ESM as compression test on the diesel engines is different
- > than on gas engines.
- > Let's start here and see what we find.
- >
- >

[REDACTED]

>

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>
> Thank you,
>
> _____
>
> Wesley.Roberts
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> TECH LINE
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>
> *Updating a TECH LINE Case:*
>
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>
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> Date Created: 11/10/2021
> Customer name: [REDACTED]
> VIN: 1N6BA1F44 [REDACTED]
>
> Mileage: 82,805
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> Dealer code: 5398
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> Dealer name: JOHN SINCLAIR NISSAN
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>
> ref: _00DA09j8L_5002I2MqsWy:ref
>

Case [REDACTED] 2016 Titan XD; Engine knock P00B7 P2560 A61 [ref: _00DA09j8L_5002I2MqsWy:ref]

Message Date 11/10/2021 7:38 AM

Has Attachment

Email Address

Status

Sent

Subject

Case [REDACTED] 2016 Titan XD; Engine knock P00B7 P2560 A61 [ref:_00DA09j8L_5002I2MqsWy:ref]

Text Body

Matt Huffman,

TECH LINE's latest case update is below.

TSS Recommendation:

- Thank you for the information.
 - Along with our knocking we see low coolant codes.
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 - Do we have any misfire counts in Consult?
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Thank you,

Wesley.Roberts

TECH LINE

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Date Created: 11/10/2021
Customer name:
VIN: 1N6BA1F44 [REDACTED]

Mileage: 82,805

Dealer code: 5398

Dealer name: JOHN SINCLAIR NISSAN

Customer's Concerns:

Was pulling camper and engine started jerking , made loud noise and shut down

Technician Findings:

Customer states was pulling trailer and vehicle started jerking badly, made horrible noise and shut down. I get in vehicle and it will start and run but sounds like it has lower engine knock and is smoking very bad out of tailpipe. There is no codes saying misfire only some history low coolant codes. I would believe it has some internal engine noise however I see several cases and discussions about a stuck injector causing the symptoms described. I'm very green on diesel just from lack of experience so really need so guidance on how to proceed. I also know about the diesel having some issues with broken crankshafts. Would it run with broken crankshaft? How to I determine if there is a possible injector issue? I just don't want to start disassembling engine looking for issue just to determine its an injector. Im concerned with the smoke out of tailpipe cause it is real heavy which would seem like a possible overfueling.:

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Case Comments

11/11/2021 8:14 AM

User **Wesley Roberts**
Public
Comment **TSS Recommendation:**
• Thank you for the update.
• If any further assistance is needed let me know and have a great rest of your day.

11/10/2021 7:38 AM

User **Wesley Roberts**
Public
Comment **TSS Recommendation:**
• Thank you for the information.
• Along with our knocking we see low coolant codes.
• - Have we confirmed it is low?
• Do we have any misfire counts in Consult?
• We can perform a Power Balance Test and see if noise changes.
• - If it does then note which cylinder it was.

11/11/2021 8:12 AM

User **Wesley Roberts**
Public
Comment **Tech Update:**
• Removed oil pan and found large pieces of metal.
• Seems to have spun some rod bearings cause I located one rod cap that bolts can be loosened by hand.
• In process of getting replacement long block approved

11/10/2021 7:22 AM

User **Survey Site Guest User**
Public
Comment **Customer Comments:** Was pulling camper and engine started jerking , made loud noise and shut down
 Technician Findings: Customer states was pulling trailer and vehicle started jerking badly, made horrible noise and shut down. I get in vehicle

- - The vapor out of the tailpipe, does it smell like fuel or a sweet smell like coolant?
 - - Most often we see EGR coolers as the source of a coolant leak on the Cummins.
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Repairs Made: None

Verified: Yes

Past DTC: ECM P00B7 ECM P203F ECM P2560

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

Case History

11/11/2021 8:16 AM

User **Wesley Roberts**

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

11/11/2021 7:25 AM

User **Managed Services**

Action **Changed First Call Resolution from Yes to No. Changed Reopen Date to 11/11/2021 7:25 AM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

11/10/2021 7:39 AM

User **Wesley Roberts**

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

11/10/2021 7:38 AM

User **Wesley Roberts**

Action **Changed Subject to Engine knock P00B7 P2560 A61.**

11/10/2021 7:26 AM

User **Wesley Roberts**

Action **Changed Case Owner from TECH LINE Initial 1 to Wesley Roberts.**

11/10/2021 7:22 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.**

11/10/2021 7:22 AM

User **Survey Site Guest User**

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