



Case: [REDACTED]

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

General

Caller Name	[REDACTED]	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	1N6BA1F3 [REDACTED]
Question for TECH LINE	Have you seen this before?	VIN	1N6BA1F3 [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 <input type="checkbox"/>
Component Code Category	EM Engine Mechanical	NNA Field Inspection Date
Component Code Issue	EMA ENGINE ASSEMBLY	FSSS <input type="checkbox"/>
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? <input type="checkbox"/>	Inspection Time/Notes Appointment Time: Notes to Agent:
Notes for DTSM (Vehicle Concerns)	

Activity History

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

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

-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: [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:

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.

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ref:_00DA09j8L_5002I2RPC6C:ref

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

Name
Task
Due Date
Assigned To
Last Modified Date/Time
Comments

3/28/2022

Alex Knepper

3/28/2022 12:15 PM

Additional To: [REDACTED]

CC:

BCC: alex.knepper@nissan-usa.com

Attachment:

Subject: Case [REDACTED] 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 information

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Case #: 40041204 [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:

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Technician Findings:

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ref:_00DA09j8L._5002I2RPC6C:ref

Attachments

trim.BBC99D08-86F3-429E-8E17-2E340A9AC47F.MOV

image.jpg

Size **4.45MB**
Ownership **Managed Services**
View [View file](#)
Last Modified **3/28/2022 11:57 AM**

Size **1.75MB**
Ownership **Managed Services**
View [View file](#)
Last Modified **3/28/2022 11:55 AM**

Emails

Cas [REDACTED] 017 TITAN XD; engine knocking [ref:_00DA09j8L._5002I2RPC6C:ref]

Message Date **4/4/2022 9:00 AM**

Has Attachment

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:

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Thank you,

Alex K

TECH LINE

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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:

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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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Date Created: 3/28/2022
Customer name:
VIN: 1N6BA1F [REDACTED]

Mileage: 46,976

Dealer code: 5544

Dealer name: MODERN NISSAN OF HICKORY

Customer's Concerns:
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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

Customer Comments: Cust states engine is knocking check and advise

Comment **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.**