



Case:

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

General

Caller Name		Dealer	JOHNSON CITY NISSAN
NNAnet user ID	XD105036	Contact Name	PAUL WHITLOCK
Tech Preferred Phone	915409312273	Customer Name	
Tech Preferred Email	hiketnmtns2009@gmail.com	Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	Dave Sattler
Repair/Work Order	22947	Mobile Phone	
Job/Line Number	B	Texting Status	
Created Day	Monday		

Incident Information

Customer Comments	CUSTOMER STATES ENGINE MADE A TICKING NOISE. CHECKED OIL OIL LOOKED LIKE IT WAS CORRECT, ADDED OIL AND IT DIDNT CHANGE THE LEVEL AND KEPT TICKING. DROVE ABOUT A MILE AND THE TRUCK STOPPED RUNNING AND WOULDNT START BACK	Customer Name	
Verified	Yes	Vehicle	1N6BA1F4X
Question for TECH LINE	Other - Ask Question in Technician Findings	VIN	1N6BA1F4X
Service Manual General Section	Engine	Archived VIN Make	
Service Manual Specific Section	Fuel System	Archived VIN Year	2019
Symptom Code Category	Experience/Occurrence	Archived VIN Model	Titan XD
Symptom	IDLE ROUGH	Incident/RO Date	6/16/2022
When does this concern occur?	ALL TIMES	Calculated Days Down	5
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	NONE	Total Days Down	5
Observed Modifications & Accessories	NONE	Repair Attempts	0

Current Mileage 97,022
 Vehicle Mileage Prior Value
 Vehicle Purchased Miles
 Primary DTC
 Current DTC
 Past DTC
 Other DTCs

TECH LINE Information

Subject	Knocking sound from engine when operating	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	6/21/2022 11:47 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 for DTSM (Vehicle Concerns)			Notes to Agent:

Contact Information

Name	<input type="checkbox"/>	Phone	<input type="checkbox"/>
Account Name	JOHNSON CITY NISSAN	Mobile	
Contact Type	NNA Dealer Master	Email	<input type="checkbox"/>
Title	Service Technician	Email Opt Out	<input type="checkbox"/>
Customer ID.	5828XD105036	Reports To	
		Contact Record Type	Contact
		Inactive Contact	<input type="checkbox"/>

Address Information

Mailing Address

Other Address

Additional Information

Fax
Home Phone
Work Phone
Description

Lead Source
Birthdate
Department

System Information

Created By NNAETL, 1/29/2020 4:34 AM Contact Owner NNAETL
Last Modified By NNAETL, 3/6/2024 12:47 AM

Activity History

Email: Case [REDACTED] 2019 Titan XD; Knocking sound from engine when operating [ref:_00DA09j8L._5002I2UZ1jw:ref]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	6/21/2022
Assigned To	Dave Sattler
Last Modified Date/Time	6/21/2022 11:49 AM
Comments	<p>Additional To: hiketnmtns2009@gmail.com CC: BCC: dave.sattler@nissan-usa.com Attachment:</p> <p>Subject: Cas [REDACTED] 2019 Titan XD; Knocking sound from engine when operating [ref:_00DA09j8L._5002I2UZ1jw:ref] Body: PAUL, TECH LINE's latest case update is below. Recommendation:</p> <p>Thank you for the case update Paul.</p> <p>We should replace the PDF due to the noted condition.</p> <p>With all the added repairs we should get with the service manager or warranty clerk to get approved for all the added repair and parts.</p> <p>TECH LINE only makes technical recommendation for repairs.</p> <p>If further assistance is needed con tact TECH LINE anytime The TECH LINE Survey can be accessed by: CLICKING HERE</p> <p>Thank you, _____ Dave STECH LINE</p> <p>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.</p>

Closed TECH LINE cases can be reopened.
Case # [REDACTED]
Date Created: 6/20/2022
Customer name: JOHNSON CITY NISSAN
VIN: 1N6BA1F4 [REDACTED] Mileage: 97,022
Dealer code: 5828
Dealer name: JOHNSON CITY NISSAN

Customer's Concerns:

CUSTOMER STATES ENGINE MADE A TICKING NOISE. CHECKED OIL OIL LOOKED LIKE IT WAS CORRECT, ADDED OIL AND IT DIDNT CHANGE THE LEVEL AND KEPT TICKING. DROVE ABOUT A MILE AND THE TRUCK STOPPED RUNNING AND WOULDNT START BACK

Technician Findings:

TICKING/KNOCKING NOISE FROM ENGINE AND SMOKE FROM TAILPIPE. FOUND MULTIPLE ISSUES WITH VEHICLE. ALSO THINK POSSIBLE HIGH PRESSURE FUEL PUMP HAS DAMAGED INJECTORS. PERFORMED CYLINDER CUT TEST WITH C3, RPM DOESNT CHANGE MUCH WHEN SHUTTING OFF INJECTORS. KNOCKING NOISE LESSEned WHEN CYLINDER 5 IS SHUT OFF.

LOW OIL PRESSURE MESSAGE DISPLAYS AT TIMES. CONNECTED MANUAL OIL PRESSURE GAUGE. AFTER VEHICLE GOT TO OPERATING TEMPERATURE OIL PRESSURE WOULD GO BELOW 10 PSI AT TIMES FOR VERY SHORT TIME.

P0401 P00B7 COOLANT LEVEL LOW, EGR COOLER LEAKING EXTERNALLY.

P2002 INSPECTED DPF AND FOUND DPF MELTED AND CRACKED.

P2262 P226C DISCONNECTED RTCV FROM ACTUATOR AND MANUALLY OPERATED VALVE IN TURBO AND FOUND VALVE STICKS.

WOULD MY NEXT STEP BE REMOVING ACTUATORS FROM HIGH PRESSURE FUEL PUMP AND INSPECT FOR METAL DEBRIS?

AND REMOVE OIL PAN AND INSPECT FOR DEBRIS?:

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ref:_00DA09j8L_5002I2UZ1jw:ref

Email: Case [REDACTED] 19 Titan XD; Knocking sound from engine when operating [ref:_00DA09j8L_5002I2UZ1jw:ref]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	6/21/2022
Assigned To	Dave Sattler

Last Modified Date/Time 6/21/2022 10:55 AM

Comments

Additional To: [REDACTED]
CC:
BCC: dave.sattler@nissan-usa.com
Attachment:

Subject: Case [REDACTED]; 2019 Titan XD; Knocking sound from engine when operating [ref:_00DA09j8L_5002I2UZ1jw:ref]

Body:
PAUL,
TECH LINE's latest case update is below.
Recommendation:

Thank you for the case update Paul.

Replace long engine and transfer fuel system parts to new engine, we see no incident with the fuel system.

Replace EGR cooler that is leaking as part of the repair, replace the RCTV valve as well.

Recheck for any DTC after engine repairs.

If further assistance is needed contact TECH LINE anytime

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Thank you, _____ Dave STECH LINE

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Date Created: 6/20/2022
Customer name: JOHNSON CITY NISSAN
VIN: 1N6BA1F4[REDACTED] Mileage: 97,022
Dealer code: 5828
Dealer name: JOHNSON CITY NISSAN

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Email: Case [REDACTED] 2019 Titan XD; Knocking sound from engine when operating [ref:_00DA09j8L._5002I2UZ1jw:ref]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	6/21/2022
Assigned To	Dave Sattler
Last Modified Date/Time	6/21/2022 9:19 AM
Comments	Additional To [REDACTED] CC: BCC: dave.sattler@nissan-usa.com Attachment: Subject: Case [REDACTED] 2019 Titan XD; Knocking sound from engine when operating [ref:_00DA09j8L._5002I2UZ1jw:ref] Body: PAUL, TECH LINE's latest case update is below. Recommendation: Thank you for the case update Paul Replace long engine due to debris in pan. We are unaware of what all will be installed on a new long engine. A long engine would be engine with heads and more than likely injectors installed but, not positive.

Would not expect an ERG cooler or HP pump or turbo to come with a long block.

We can have our parts person contact their help deck at DPIC and they may be able to tell us what all is installed on engine, looking at the picture on EPC it is shown no HP pump and manifolds install would not expect that.

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Thank you, _____ Dave STECH LINE

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Case # [REDACTED]

Date Created: 6/20/2022

Customer name: JOHNSON CITY NISSAN

VIN: 1N6BA1F [REDACTED] Mileage: 97,022

Dealer code: [REDACTED]

Dealer name: JOHNSON CITY NISSAN

Customer's Concerns:

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ref:_00DA09j8L._5002I2UZ1jw:ref

Email: Case [REDACTED] 19 Titan XD; Knocking sound from engine when operating [ref:_00DA09j8L._5002I2UZ1jw:ref]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	6/20/2022
Assigned To	Dave Sattler
Last Modified Date/Time	6/20/2022 8:42 AM
Comments	<p>Additional To: [REDACTED] CC: BCC: dave.sattler@nissan-usa.com Attachment:</p> <p>Subject: Cas [REDACTED] 2019 Titan XD; Knocking sound from engine when operating [ref:_00DA09j8L._5002I2UZ1jw:ref] Body: PAUL, TECH LINE's latest case update is below. Recommendation:</p> <p>Thank you for the case information Paul.</p> <p>We have an engine making a knocking sound at idle and oil pressure is just at spec of 10psi how will the oilp pressure change when is revved to 2000-2500 rpm.</p> <p>We have a list of past DTC stored and a number of other thing noted as needing to be addressed.</p> <p>When turning cylinder off in active test incident will change with cylinder 5 turned off.</p> <p>EGR cooler leaking, DPF as trauma from excessive heat and RTCV valve is not operating smoothly when moving sticking.</p> <p>With our current incident would not suspect and HP pump incident at this time.</p> <p>We should address the engine knocking incident and once we have engine operating with our knocking resolved we can address any further incident.</p> <p>Remove lower oil, pan and incident for sludge/debris in oil pan .if debris in heavy in pan loan engine would be the repair.</p> <p>If further assistance is needed contact TECH LINE anytime.</p>

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Case #: [REDACTED]
Date Created: 6/20/2022
Customer name: JOHNSON CITY NISSAN
VIN: 1N6BA1F4 [REDACTED] Mileage: 97,022
Dealer code: 5828
Dealer name: JOHNSON CITY NISSAN

Customer's Concerns:

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ref:_00DA09j8L._5002l2UZ1jw:ref

Attachments

2019TITAN2.mov

Size **10.36MB**
Ownership **Managed Services**
View [View file](#)
Last Modified **6/20/2022 8:11 AM**

2019titan1.jpg

Size **944KB**
Ownership **Managed Services**
View [View file](#)
Last Modified **6/20/2022 8:11 AM**

Emails

Case [REDACTED] 2019 Titan XD; Knocking sound from engine when operating [ref:_00DA09j8L._5002I2UZ1jw:ref]

Message Date **6/21/2022 11:49 AM**

Has Attachment

Email Address [REDACTED]

Status **Sent**

Subject **Case 46612206; 2019 Titan XD; Knocking sound from engine when operating [ref:_00DA09j8L._5002I2UZ1jw:ref]**

Text Body **PAUL,**

TECH LINE's latest case update is below.

Recommendation:

Thank you for the case update Paul.

We should replace the PDF due to the noted condition.

With all the added repairs we should get with the service manager or warranty clerk to get approved for all the added repair and parts.

TECH LINE only makes technical recommendation for repairs.

If further assistance is needed con tact TECH LINE anytime

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

Thank you,

Dave S

TECH LINE

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Case #: [REDACTED]
Date Created: 6/20/2022
Customer name: JOHNSON CITY NISSAN
VIN: 1N6BA1 [REDACTED]

Mileage: 97,022

Dealer code: 5828

Dealer name: JOHNSON CITY NISSAN

Customer's Concerns:

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Technician Findings:

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Re: Case [REDACTED] 2019 Titan XD; Knocking sound from engine when operating [ref:_00DA09j8L._5002I2UZ1jw:ref]

Message Date 6/21/2022 11:04 AM

Has Attachment

Email Address

Status Read

Subject Re: Case 46612206; 2019 Titan XD; Knocking sound from engine when operating [ref:_00DA09j8L._5002I2UZ1jw:ref]

Text Body AND REPLACE DOC/DPF ASSY? ENGINE FAILURE CAUSE DOC/DPF FAILURE?
SORRY TO KEEP ASKING QUESTIONS, JUST WANT TO MAKE SURE I GOT EVERYTHING COVERED SINCE THIS TRUCK HAS SO MANY ISSUES.

WITH THE TURBO, JUST REPLACE LOW PRESSURE TURBO ASSY? OR REPLACE LOW AND HIGH PRESSURE TURBOS?

On Tue, Jun 21, 2022 at 11:55 AM TECH LINE Email to Case < techlinesfdc@nissan-usa.com> wrote:

- > PAUL,
- >
- > TECH LINE's latest case update is below.
- >
- >
- > Recommendation:
- > Thank you for the case update Paul.
- >
- > Replace long engine and transfer fuel system parts to new engine, we see
- > no incident with the fuel system.
- >
- > Replace EGR cooler that is leaking as part of the repair, replace the RCTV
- > valve as well.
- >
- > Recheck for any DTC after engine repairs.
- >
- > If further assistance is needed contact TECH LINE anytime
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- >
- >
- >
- >
- > Thank you,
- >
- > _____
- >
- > Dave S
- >
- > TECH LINE
- >
- >
- >
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> Mileage: 97,022
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> Dealer code: 5828
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>
>
> ref: _00DA09j8L_5002I2UZ1jw:ref
>

Case [REDACTED] 2019 Titan XD; Knocking sound from engine when operating [ref:_00DA09j8L._5002I2UZ1jw:ref]

Message Date 6/21/2022 10:55 AM

Has Attachment

Email Address [REDACTED]

Status Sent

Subject Case [REDACTED] 2019 Titan XD; Knocking sound from engine when operating [ref:_00DA09j8L._5002I2UZ1jw:ref]

Text Body PAUL,

TECH LINE's latest case update is below.

Recommendation:

Thank you for the case update Paul.

Replace long engine and transfer fuel system parts to new engine, we see no incident with the fuel system.

Replace EGR cooler that is leaking as part of the repair, replace the RCTV valve as well.

Recheck for any DTC after engine repairs.

If further assistance is needed contact TECH LINE anytime

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

Thank you,

Dave 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: 6/20/2022

Customer name: JOHNSON CITY NISSAN
VIN: 1N6BA1F4XK [REDACTED]

Mileage: 97,022

Dealer code: 5828

Dealer name: JOHNSON CITY NISSAN

Customer's Concerns:

CUSTOMER STATES ENGINE MADE A TICKING NOISE. CHECKED OIL OIL LOOKED LIKE IT WAS CORRECT, ADDED OIL AND IT DIDNT CHANGE THE LEVEL AND KEPT TICKING. DROVE ABOUT A MILE AND THE TRUCK STOPPED RUNNING AND WOULDNT START BACK

Technician Findings:

TICKING/KNOCKING NOISE FROM ENGINE AND SMOKE FROM TAILPIPE. FOUND MULTIPLE ISSUES WITH VEHICLE. ALSO THINK POSSIBLE HIGH PRESSURE FUEL PUMP HAS DAMAGED INJECTORS. PERFORMED CYLINDER CUT TEST WITH C3, RPM DOESNT CHANGE MUCH WHEN SHUTTING OFF INJECTORS. KNOCKING NOISE LESSEned WHEN CYLINDER 5 IS SHUT OFF.

LOW OIL PRESSURE MESSAGE DISPLAYS AT TIMES. CONNECTED MANUAL OIL PRESSURE GAUGE. AFTER VEHICLE GOT TO OPERATING TEMPERATURE OIL PRESSURE WOULD GO BELOW 10 PSI AT TIMES FOR VERY SHORT TIME.

P0401 P00B7 COOLANT LEVEL LOW, EGR COOLER LEAKING EXTERNALLY.

P2002 INSPECTED DPF AND FOUND DPF MELTED AND CRACKED.

P2262 P226C DISCONNECTED RTCV FROM ACTUATOR AND MANUALLY OPERATED VALVE IN TURBO AND FOUND VALVE STICKS.

WOULD MY NEXT STEP BE REMOVING ACTUATORS FROM HIGH PRESSURE FUEL PUMP AND INSPECT FOR METAL DEBRIS?

AND REMOVE OIL PAN AND INSPECT FOR DEBRIS?:

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Re: Case [REDACTED] 019 Titan XD; Knocking sound from engine when operating [ref:_00DA09j8L_5002I2UZ1jw:ref]

Message Date 6/21/2022 9:21 AM

Has Attachment [REDACTED]

Email Address [REDACTED]

Status Read

Subject Re: Ca [REDACTED] 019 Titan XD; Knocking sound from engine when operating [ref:_00DA09j8L_5002I2UZ1jw:ref]

Text Body So should I replace fuel system components or swap to new engine? And I should do turbos due to debris and the issue with RTCV in turbo?

Sent from my iPhone

> On Jun 21, 2022, at 10:19 AM, TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:
>
>
>
> PAUL,
>
> TECH LINE's latest case update is below.
>
> Recommendation:
> Thank you for the case update Paul
>
> Replace long engine due to debris in pan.
>
> We are unaware of what all will be installed on a new long engine.
>
> A long engine would be engine with heads and more than likely injectors installed but, not positive.
>
> Would not expect an ERG cooler or HP pump or turbo to come with a long block.
>
> We can have our parts person contact their help deck at DPIC and they may be able to tell us what all is installed on engine, looking at the picture on EPC it is shown no HP pump and manifolds install would not expect that.
>
> If further assistance is needed contact TECH LINE anytime
>
>
> The TECH LINE Survey can be accessed by: [CLICKING HERE](#)
>
>
>
> Thank you,
>
> _____
> Dave 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.
>
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>
>
>
> 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: 6/20/2022
> Customer name: JOHNSON CITY NISSAN
> VIN: 1N6BA1F4 [REDACTED]
> Mileage: 97,022
> Dealer code: 5828
> Dealer name: JOHNSON CITY NISSAN
>
> Customer's Concerns:
> CUSTOMER STATES ENGINE MADE A TICKING NOISE. CHECKED OIL OIL LOOKED LIKE IT WAS CORRECT, ADDED OIL AND IT DIDNT CHANGE THE LEVEL AND KEPT TICKING. DROVE ABOUT A MILE AND THE TRUCK STOPPED RUNNING AND WOULDNT START BACK
>
> Technician Findings:
> TICKING/KNOCKING NOISE FROM ENGINE AND SMOKE FROM TAILPIPE, FOUND MULTIPLE ISSUES WITH VEHICLE. ALSO THINK POSSIBLE HIGH PRESSURE FUEL PUMP HAS DAMAGED INJECTORS. PERFORMED CYLINDER CUT TEST WITH C3, RPM DOESNT CHANGE MUCH WHEN SHUTTING OFF INJECTORS. KNOCKING NOISE LESSEned WHEN CYLINDER 5 IS SHUT OFF.
>
> LOW OIL PRESSURE MESSAGE DISPLAYS AT TIMES. CONNECTED MANUAL OIL PRESSURE GAUGE. AFTER VEHICLE GOT TO OPERATING TEMPERATURE OIL PRESSURE WOULD GO BELOW 10 PSI AT TIMES

FOR VERY SHORT TIME.

>

> P0401 P00B7 COOLANT LEVEL LOW, EGR COOLER LEAKING EXTERNALLY.

>

> P2002 INSPECTED DPF AND FOUND DPF MELTED AND CRACKED.

>

> P2262 P226C DISCONNECTED RTCV FROM ACTUATOR AND MANUALLY OPERATED VALVE IN TURBO AND FOUND VALVE STICKS.

>

> WOULD MY NEXT STEP BE REMOVING ACTUATORS FROM HIGH PRESSURE FUEL PUMP AND INSPECT FOR METAL DEBRIS?

>

> AND REMOVE OIL PAN AND INSPECT FOR DEBRIS?:

>

>

>

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>

>

> ref:_00DA09j8L._5002I2UZ1jw:ref

Case [REDACTED] 2019 Titan XD; Knocking sound from engine when operating [ref:_00DA09j8L._5002I2UZ1jw:ref]

Message Date 6/21/2022 9:19 AM

Has Attachment [REDACTED]

Email Address [REDACTED]

Status Sent

Subject Case [REDACTED] 2019 Titan XD; Knocking sound from engine when operating [ref:_00DA09j8L._5002I2UZ1jw:ref]

Text Body PAUL,

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Recommendation:

Thank you for the case update Paul

Replace long engine due to debris in pan.

We are unaware of what all will be installed on a new long engine.

Along engine would be engine with heads and more than likely injectors installed but, not positive.

Would not expect an ERG cooler or HP pump or turbo to come with a long block.

We can have our parts person contact their help deck at DPIC and they may be able to tell us what all is installed on engine, looking at the picture on EPC it is shown no HP pump and manifolds install would not expect that.

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Thank you,

Dave S

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Case # [REDACTED]
Date Created: 6/20/2022
Customer name: JOHNSON CITY NISSAN
VIN: 1N6BA1F [REDACTED]

Mileage: 97,022

Dealer code: 5828

Dealer name: JOHNSON CITY NISSAN

Customer's Concerns:

CUSTOMER STATES ENGINE MADE A TICKING NOISE. CHECKED OIL OIL LOOKED LIKE IT WAS CORRECT, ADDED OIL AND IT DIDNT CHANGE THE LEVEL AND KEPT TICKING. DROVE ABOUT A MILE AND THE TRUCK STOPPED RUNNING AND WOULDNT START BACK

Technician Findings:

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AND REMOVE OIL PAN AND INSPECT FOR DEBRIS?:

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Re: Case [REDACTED] 2019 Titan XD; Knocking sound from engine when operating [ref:_00DA09j8L._5002I2UZ1jw:ref]

Message Date 6/20/2022 4:00 PM

Has Attachment

Email Address [REDACTED]

Status Read

Subject Re: Case [REDACTED] 2019 Titan XD; Knocking sound from engine when operating [ref:_00DA09j8L._5002I2UZ1jw:ref]

Text Body Bearing material in pan
Sent from my iPhone

> On Jun 20, 2022, at 9:53 AM, Paul Whitlock <hiketnmtns2009@gmail.com> wrote:

>

> Oil pressure went to 30 psi at 2000 RPMs. Knock has gotten much after going to that RPM as well. Next I will remove oil pan and inspect.

>

> Sent from my iPhone

>

>>> On Jun 20, 2022, at 9:42 AM, TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:

>>>

>>

>>

>> PAUL,

>>

>> TECH LINE's latest case update is below.

>>

>> Recommendation:

>> Thank you for the case information Paul.

>>

>> We have an engine making a knocking sound at idle and oil pressure is just at spec of 10psi how will the oilp pressure change when is revved to 2000-2500 rpm.

>>

>> We have a list of past DTC stored and a number of other thing noted as needing to be addressed.

>>

>> When turning cylinder off in active test incident will change with cylinder 5 turned off.

>>

>> EGR cooler leaking, DPF as trauma from excessive heat and RTCV valve is not operating smoothly when moving sticking.

>>

>> With our current incident would not suspect and HP pump incident at this time.

>>

>> We should address the engine knocking incident and once we have engine operating with our knocking resolved we can address any further incident.

>>

>> Remove lower oil, pan and incident for sludge/debris in oil pan .if debris in heavy in pan loan engine

6MB.

>

> From ASIST, Select TECH LINE Support Request, Enter your dealer code and select Update a Case.

>

>

>

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>

> Case: [REDACTED]

> Date Created: 6/20/2022

> Customer name: JOHNSON CITY NISSAN

> VIN: 1N6BA1F [REDACTED]

> Mileage: 97,022

> Dealer code: 5828

> Dealer name: JOHNSON CITY NISSAN

>

> Customer's Concerns:

> CUSTOMER STATES ENGINE MADE A TICKING NOISE. CHECKED OIL OIL LOOKED LIKE IT WAS CORRECT, ADDED OIL AND IT DIDNT CHANGE THE LEVEL AND KEPT TICKING. DROVE ABOUT A MILE AND THE TRUCK STOPPED RUNNING AND WOULDNT START BACK

>

> Technician Findings:

> TICKING/KNOCKING NOISE FROM ENGINE AND SMOKE FROM TAILPIPE. FOUND MULTIPLE ISSUES WITH VEHICLE. ALSO THINK POSSIBLE HIGH PRESSURE FUEL PUMP HAS DAMAGED INJECTORS. PERFORMED CYLINDER CUT TEST WITH C3, RPM DOESNT CHANGE MUCH WHEN SHUTTING OFF INJECTORS. KNOCKING NOISE LESSEned WHEN CYLINDER 5 IS SHUT OFF.

>

> LOW OIL PRESSURE MESSAGE DISPLAYS AT TIMES. CONNECTED MANUAL OIL PRESSURE GAUGE. AFTER VEHICLE GOT TO OPERATING TEMPERATURE OIL PRESSURE WOULD GO BELOW 10 PSI AT TIMES FOR VERY SHORT TIME.

>

> P0401 P00B7 COOLANT LEVEL LOW, EGR COOLER LEAKING EXTERNALLY.

>

> P2002 INSPECTED DPF AND FOUND DPF MELTED AND CRACKED.

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> P2262 P226C DISCONNECTED RTCV FROM ACTUATOR AND MANUALLY OPERATED VALVE IN TURBO AND FOUND VALVE STICKS.

>

> WOULD MY NEXT STEP BE REMOVING ACTUATORS FROM HIGH PRESSURE FUEL PUMP AND INSPECT FOR METAL DEBRIS?

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>

>

>

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>

>

> ref:_00DA09j8L._5002I2UZ1jw:ref

Case [REDACTED] 019 Titan XD; Knocking sound from engine when operating [ref:_00DA09j8L._5002I2UZ1jw:ref]

Message Date 6/20/2022 8:42 AM

Has Attachment [REDACTED]

Email Address hiketnmtns2009@gmail.com

Status Sent

Subject Cas [REDACTED] 19 Titan XD; Knocking sound from engine when operating [ref:_00DA09j8L_5002I2UZ1jw:ref]

Text Body PAUL,

TECH LINE's latest case update is below.

Recommendation:

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Thank you,

Dave S

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Case # [REDACTED]
Date Created: 6/20/2022
Customer name: JOHNSON CITY NISSAN
VIN: 1N6BA1F4 [REDACTED]

Mileage: 97,022

Dealer code: 5828

Dealer name: JOHNSON CITY NISSAN

Customer's Concerns:

CUSTOMER STATES ENGINE MADE A TICKING NOISE. CHECKED OIL OIL LOOKED LIKE IT WAS CORRECT, ADDED OIL AND IT DIDNT CHANGE THE LEVEL AND KEPT TICKING. DROVE ABOUT A MILE AND THE TRUCK STOPPED RUNNING AND WOULDNT START BACK

Technician Findings:

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Case Comments

6/21/2022 11:47 AM

User	Dave Sattler
Public	<input checked="" type="checkbox"/>
Comment	Recommendation: Thank you for the case update Paul. We should replace the PDF due to the noted condition.

6/21/2022 11:42 AM

User	Dave Sattler
Public	<input checked="" type="checkbox"/>
Comment	Description: Tech sent a case email update. AND REPLACE DOC/DPF ASSY? ENGINE FAILURE CAUSE DOC/DPF FAILURE?

With all the added repairs we should get with the service manager or warranty clerk to get approved for all the added repair and parts.

TECH LINE only makes technical recommendation for repairs.

If further assistance is needed con tact TECH LINE anytime

SORRY TO KEEP ASKING QUESTIONS, JUST WANT TO MAKE SURE I GOT EVERYTHING COVERED SINCE THIS TRUCK HAS SO MANY ISSUES.

6/21/2022 10:54 AM

User Dave Sattler

Public

Recommendation:
Thank you for the case update Paul.

Replace long engine and transfer fuel system parts to new engine, we see no incident with the fuel system.

Comment Replace EGR cooler that is leaking as part of the repair, replace the RCTV valve as well.

Recheck for any DTC after engine repairs.

If further assistance is needed contact TECH LINE anytime

6/21/2022 11:41 AM

User Dave Sattler

Public

Description:
Tech sent a case email update.

Comment AND REPLACE DOC/DPF ASSY? ENGINE FAILURE CAUSE DOC/DPF FAILURE?
SORRY TO KEEP ASKING QUESTIONS, JUST WANT TO MAKE SURE I GOT EVERYTHING COVERED SINCE THIS TRUCK HAS SO MANY ISSUES.

Comment

Replace EGR cooler that is leaking as part of the repair, replace the RCTV valve as well.

Recheck for any DTC after engine repairs.

If further assistance is needed contact TECH LINE anytime

6/21/2022 10:50 AM

User Dave Sattler

Public

Description:
Tech sent a case email update

Comment So should I replace fuel system components or swap to new engine? And I should do turbos due to debris and the issue with RTCV in turbo?

6/21/2022 9:18 AM

User Dave Sattler

Public

Recommendation:
Thank you for the case update Paul

Replace long engine due to debris in pan.

We are unaware of what all will be installed on a new long engine.

Along engine would be engine with heads and more than likely injectors installed but, not positive.

Comment

Would not expect an ERG cooler or HP pump or turbo to come with a long block.

We can have our parts person contact their help deck at DPIC and they may be able to tell us what all is installed on engine, looking at the picture on EPC it is shown no HP pump and manifolds install would not expect that.

If further assistance is needed contact TECH LINE anytime

6/21/2022 9:17 AM

User Dave Sattler

Public

Description:
Tech sent a case email update
Bearing material in pan

Comment

6/20/2022 9:29 AM

User Dave Sattler

Public

Recommendation:
Thank you for the case update Paul.

We inspected engine oil pressure at 2000 rpm, knocking got very loud pressure only 30psi at 2000rpm.

Comment Tech to remove lower oil pan and incident for debris.

Replace long engine should debris to excessive in pan when repalced.

If further assistance is needed contact TECH LINE anytime.

6/21/2022 8:33 AM

User Colleen Flippin

Public

Comment TECHNICIAN CHATTED IN:

I SENT TO EMAILS IN YESTERDAY AND I HAVENT GOT A REPLY YET, WAS WANTING TO MAKE SURE MY EMAILS HAD MADE IT.

SENT PICTURE OF DEBRIS IN PAN AS WELL. I DO HAVE A COUPLE QUESTIONS REGARDING THE LONG BLOCK THOUGH. I HAVENT DONE ONE OF THESE YET SO I'M NOT SURE WHAT THE LONG BLOCK COMES WITH.

6/20/2022 8:40 AM

User Dave Sattler

Public

Recommendation:
Thank you for the case information Paul.

We have an engine making a knocking sound at idle and oil pressure is just at spec of 10psi how will the oilp pressure change when is revved to 2000-2500 rpm.

We have a list of past DTC stored and a number of other thing noted as needing to be addressed.

When turning cylinder off in active test incident will change with cylinder 5 turned off.

Comment **EGR cooler leaking, DPF as trauma from excessive heat and RTCV valve is not operating smoothly when moving sticking.**

With our current incident would not suspect and HP pump incident at this time.

We should address the engine knocking incident and once we have engine operating with our knocking resolved we can address any further incident.

Remove lower oil, pan and incident for sludge/debris in oil pan .if debris in heavy in pan loan engine would be the repair.

If further assistance is needed contact TECH LINE anytime.

DOES IT COME WITH TURBOS, EGR COOLER, FUEL SYSTEM COMPONENTS (LIKE INJECTORS, RAILS, LINES, HIGH PRESSURE PUMP, FUEL FILTER HOUSING)?

6/20/2022 9:29 AM

User Dave Sattler

Public

Comment **Description:**
Tech sent a case email update.
Oil pressure went to 30 psi at 2000 RPMs. Knock has gotten much after going to that RPM as well. Next I will remove oil pan and inspect.

6/20/2022 8:12 AM

User Survey Site Guest User

Public

Comment **ALL SYSTEM CALL**

VIDEO OF OIL PRESSURE AT OPERATING TEMPERATURE. DID NOT GET OIL PRESSURE TO REACH 40 PSI AT OPERATING SPEED. WASNT SURE WHAT OPERATING SPEED OF ENGINE NEEDS TO BE EITHER BUT CONDITION OF ENGINE DIDNT WANT TO INCREASE ENGINE SPEED MUCH OR DRIVE IT.

6/20/2022 8:11 AM

User Survey Site Guest User

Public

Comment **Customer Comments: CUSTOMER STATES ENGINE MADE A TICKING NOISE. CHECKED OIL OIL LOOKED LIKE IT WAS CORRECT, ADDED OIL AND IT DIDNT CHANGE THE LEVEL AND KEPT TICKING. DROVE ABOUT A MILE AND THE TRUCK STOPPED RUNNING AND WOULDNT START BACK**
□Technician Findings: TICKING/KNOCKING NOISE FROM ENGINE AND SMOKE FROM TAILPIPE. FOUND MULTIPLE ISSUES WITH VEHICLE. ALSO THINK POSSIBLE HIGH PRESSURE FUEL PUMP HAS DAMAGED INJECTORS. PERFORMED CYLINDER CUT TEST WITH C3, RPM DOESNT CHANGE MUCH WHEN SHUTTING OFF INJECTORS. KNOCKING NOISE LESSENE WHEN CYLINDER 5 IS SHUT OFF.

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P0401 P00B7 COOLANT LEVEL LOW, EGR COOLER LEAKING EXTERNALLY.

P2002 INSPECTED DPF AND FOUND DPF MELTED AND CRACKED.

P2262 P226C DISCONNECTED RTCV FROM ACTUATOR AND MANUALLY OPERATED VALVE IN

TURBO AND FOUND VALVE STICKS.

WOULD MY NEXT STEP BE REMOVING
ACTUATORS FROM HIGH PRESSURE FUEL PUMP
AND INSPECT FOR METAL DEBRIS?

AND REMOVE OIL PAN AND INSPECT FOR
DEBRIS?

Repairs Made: NONE

Verified: Yes

Question for TECH LINE: Other - Ask Question in
Technician Findings

DTSM Field Inspections

2019 Titan XD engine concern

Status **Completed**
Created Date **7/20/2022**
Owner First Name **Gary**
DTSM Team **SER**
Vehicle **1N6BA1F4** [REDACTED]
DTSM Inspection Date **7/20/2022 6:57 AM**
Report Date **7/20/2022 7:02 AM**
VIN **1N6BA1F4** [REDACTED]

Chat Transcripts

01486603

Owner **EXEC-CF**
Start Time **6/21/2022 8:26 AM**
End Time **6/21/2022 8:33 AM**
Status **Completed**

Case History

6/21/2022 11:49 AM

User **Dave Sattler**
Action **Closed.**

6/21/2022 11:47 AM

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

6/21/2022 11:04 AM

User **Managed Services**
Action **Changed Reopen Date from 6/21/2022 9:21 AM to 6/21/2022 11:04 AM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

6/21/2022 10:55 AM

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

6/21/2022 9:21 AM

User **Managed Services**
Action **Changed Reopen Date from 6/20/2022 4:00 PM to 6/21/2022 9:21 AM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

6/21/2022 9:18 AM

User **Dave Sattler**

Action **Changed Status from Open to Pending Dealer Reply. Closed.**

6/21/2022 8:33 AM

User **Colleen Flippin**

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

6/20/2022 4:00 PM

User **Managed Services**

Action **Changed Reopen Date from 6/20/2022 8:53 AM to 6/20/2022 4:00 PM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

6/20/2022 9:43 AM

User **Dave Sattler**

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

6/20/2022 8:53 AM

User **Managed Services**

Action **Changed First Call Resolution from Yes to No. Changed Reopen Date to 6/20/2022 8:53 AM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

6/20/2022 8:41 AM

User **Dave Sattler**

Action **Changed Subject to Knocking sound from engine when operating. Changed Status from Pending TECH LINE to Pending Dealer Reply. Closed.**

6/20/2022 8:26 AM

User **Dave Sattler**

Action **Changed Case Owner from TECH LINE Initial to Dave Sattler.**

6/20/2022 8:12 AM

User **Survey Site Guest User**

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

6/20/2022 8:11 AM

User **Survey Site Guest User**

Action **Changed Status from Open to Pending TECH LINE. Changed Account Name to JOHNSON CITY NISSAN. Created.**