



**Case** [REDACTED]

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

**General**

<b>Caller Name</b>	[REDACTED]	<b>Dealer</b>	SERRA NISSAN OF TRAVERSE CITY
<b>NNAnet user ID</b>	XD130480	<b>Contact Name</b>	Wesley Bishop
<b>Tech Preferred Phone</b>	912316339345	<b>Customer Name</b>	
<b>Tech Preferred Email</b>	wesley.bishop@serradc.com	<b>Case Record Type</b>	TECH LINE Cases
<b>Preferred Contact Method</b>	Email	<b>Case Owner</b>	Brandt Boster
<b>Repair/Work Order</b>	444661	<b>Mobile Phone</b>	
<b>Job/Line Number</b>	a	<b>Texting Status</b>	
<b>Created Day</b>	Monday		

**Incident Information**

<b>Customer Comments</b>	customer states that the truck drives rough and very noisy and shakey	<b>Customer Name</b>	[REDACTED]
<b>Verified</b>	Yes	<b>Vehicle</b>	1N6BA [REDACTED]
<b>Question for TECH LINE</b>	Have you seen this before?	<b>VIN</b>	1N6BA [REDACTED]
<b>Service Manual General Section</b>	Engine	<b>Archived VIN Make</b>	
<b>Service Manual Specific Section</b>	Engine Mechanical	<b>Archived VIN Year</b>	2017
<b>Symptom Code Category</b>	Experience/Occurrence	<b>Archived VIN Model</b>	TITAN XD
<b>Symptom</b>	IDLE ROUGH	<b>Incident/RO Date</b>	6/27/2022
<b>When does this concern occur?</b>	ALL TIMES	<b>Calculated Days Down</b>	2
<b>Is single occurrence or a pattern?</b>		<b>Additional Days Down</b>	
<b>Repairs Made</b>	none	<b>Total Days Down</b>	2
<b>Observed Modifications &amp; Accessories</b>	none	<b>Repair Attempts</b>	0
		<b>Current Mileage</b>	49,763
		<b>Vehicle Mileage Prior Value</b>	
		<b>Vehicle Purchased</b>	



Fax  
Home Phone  
Work Phone  
Description

Lead Source  
Birthdate  
Department

### System Information

Created By NNAETL, 10/26/2019 4:34 AM Contact Owner NNAETL  
Last Modified By NNAETL, 3/6/2024 12:48 AM

### Activity History

Email: Cas [REDACTED] 2017 TITAN XD; Engine has knock P0272 EMC A61 [ ref:\_00DA09j8L.\_5002I2UZoEn:ref ]

Name  
Task   
Due Date 6/29/2022  
Assigned To John Irion  
Last Modified Date/Time 6/29/2022 11:39 AM  
Comments Additional To: wesley.bishop@serratc.com  
CC:  
BCC: john.irion@nissan-usa.com  
Attachment:  
  
Subject: Case 46671624; 2017 TITAN XD; Engine has knock P0272 EMC A61 [ ref:\_00DA09j8L.\_5002I2UZoEn:ref ]  
Body:  
wes,  
TECH LINE's latest case update is below.  
Recommendation  
  
Single use parts will be listed in the ESM replacement procedure, there is no published list.  
  
Your parts department should be able to confirm with DPIC if specific parts such as fuel injectors come with the long block.  
  
The TECH LINE Survey can be accessed by: [CLICKING HERE](#)  
  
Thank you, \_\_\_\_\_ John ITECH 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: 6/27/2022  
Customer name: SERRA NISSAN OF TRAVERSE CITY  
VIN: 1N6BA1F42H [REDACTED] Mileage: 49,763  
Dealer code: 5550  
Dealer name: SERRA NISSAN OF TRAVERSE CITY  
  
Customer's Concerns:  
customer states that the truck drives rough and very noisy and shakey  
Technician Findings:  
vehicle will start and idle. very loud knocking/banging/shaking noise. oil is full but dark. last oil change less than 10,000 miles. all fluids are full. can visually see the harmonic balancer wobbling a great deal. I have seen 2 other of these engine break a crank shaft. have not found any tsb's relating to this concern, this vehicle is within warranty and am just trying to document everything and getting your opinion if it could be something else, other than the crank?:  
  
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.\_5002I2UZoEn:ref

Email: Case [REDACTED] 2017 TITAN XD; [ ref:\_00DA09j8L.\_5002I2UZoEn:ref ]

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Name  
Task   
Due Date  
Assigned To  
Last Modified Date/Time

6/27/2022

Brandt Boster

6/27/2022 1:02 PM

Additional To: wesley.bishop@serradc.com

CC:

BCC: brandt.boster@nissan-usa.com

Attachment:

Subject: Case [REDACTED] 2017 TITAN XD; [ ref:\_00DA09j8L.\_5002I2UZoEn:ref ]

Body:

Thank you for the case information on this one Wes

We have seen similar concerns on this model due to crankshaft separation

Note- Fuel injector based concerns will also cause abnormal engine noise on this model

Comments

We would recommend removing the engine oil pan and inspecting for crankshaft separation

Follow up with findings if further assistance can be provided

Have a great rest of your Monday Wes!

Thank you, \_\_\_\_\_ Brandt BTECH LINE

Updating a TECH LINE Case: Technician: Reply to this email; do not change the email subject line.

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ref:\_00DA09j8L.\_5002I2UZoEn:ref

#### Emails

Case [REDACTED] 2017 TITAN XD; Engine has knock P0272 EMC A61 [ ref:\_00DA09j8L.\_5002I2UZoEn:ref ]

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Message Date 6/29/2022 11:39 AM

Has Attachment

Email Address wesley.bishop@serradc.com

Status Sent

Subject Case [REDACTED] 2017 TITAN XD; Engine has knock P0272 EMC A61 [ ref:\_00DA09j8L.\_5002I2UZoEn:ref ]

Text Body wes,

TECH LINE's latest case update is below.

Recommendation

Single use parts will be listed in the ESM replacement procedure, there is no published list. Your parts department should be able to confirm with DPIC if specific parts such as fuel injectors come with the long block.

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

Thank you,

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John I

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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Case # [REDACTED]  
Date Created: 6/27/2022  
Customer name: SERRA NISSAN OF TRAVERSE CITY  
VIN: 1N6BA1F42 [REDACTED]

Mileage: 49,763

Dealer code: 5550

Dealer name: SERRA NISSAN OF TRAVERSE CITY

Customer's Concerns:  
customer states that the truck drives rough and very noisy and shakey

Technician Findings:  
vehicle will start and idle, very loud knocking/banging/shaking noise, oil is full but dark. last oil change less than 10,000 miles. all fluids are full. can visually see the harmonic balancer wobbling a great deal. I have seen 2 other of these engine break a crank shaft, have not found any tsb's relating to this concern, this vehicle is within warranty and am just trying to document everything and getting your opinion if it could be something else, other than the crank?:

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Re: Case [REDACTED] 017 TITAN XD; [ ref:\_00DA09j8L.\_5002I2UZoEn:ref ]

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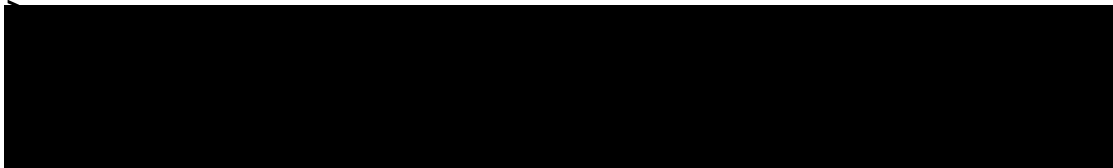
Message Date 6/29/2022 7:39 AM  
Has Attachment   
Email Address wesley.bishop@serratc.com  
Status Read  
Subject Re: Case [REDACTED] 2017 TITAN XD; [ ref:\_00DA09j8L.\_5002I2UZoEn:ref ]  
Text Body removed the oil pan. found large metal pieces in oil pan. while draining the oil noticed a heavy metallic color in the oil. difficult to see where crank or damage has taken place. i am continuing on with long block replacement.

i was also hoping there was a single use parts list? what does this long block come with ie;injectors, fuel rails...ect? just would like to double check everything with this particular vehicle/repair.

On Mon, Jun 27, 2022 at 2:02 PM TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:

> Thank you for the case information on this one Wes  
>  
>  
> We have seen similar concerns on this model due to crankshaft separation  
>  
> Note- Fuel injector based concerns will also cause abnormal engine noise  
> on this model  
>  
> We would recommend removing the engine oil pan and inspecting for  
> crankshaft separation  
>  
> Follow up with findings if further assistance can be provided  
> Have a great rest of your Monday Wes!  
>  
>  
>  
> Thank you,  
>  
> \_\_\_\_\_  
>  
> Brandt B  
>  
> 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.  
>

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**Case** [redacted] **2017 TITAN XD; [ ref:\_00DA09j8L.\_5002I2UZoEn:ref ]**

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Message Date **6/27/2022 1:02 PM**

Has Attachment

Email Address **wesley.bishop@serratc.com**

Status **Sent**

Subject **Case [redacted] 2017 TITAN XD; [ ref:\_00DA09j8L.\_5002I2UZoEn:ref ]**

Text Body **wes,**

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

**Recommendation:**

**Thank you for the case information on this one Wes**

**We have seen similar concerns on this model due to crankshaft separation**

**Note- Fuel injector based concerns will also cause abnormal engine noise on this model**

**We would recommend removing the engine oil pan and inspecting for crankshaft separation**

**Follow up with findings if further assistance can be provided**

**Have a great rest of your Monday Wes!**

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

**Thank you,**

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**Brandt B**

**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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Case #: [REDACTED]  
Date Created: 6/27/2022  
Customer name: SERRA NISSAN OF TRAVERSE CITY  
VIN: 1N6BA1F4: [REDACTED]

Mileage: 49,763

Dealer code: 5550

Dealer name: SERRA NISSAN OF TRAVERSE CITY

**Customer's Concerns:**  
customer states that the truck drives rough and very noisy and shakey

**Technician Findings:**  
vehicle will start and idle. very loud knocking/banging/shaking noise. oil is full but dark. last oil change less than 10,000 miles. all fluids are full. can visually see the harmonic balancer wobbling a great deal. I have seen 2 other of these engine break a crank shaft. have not found any tsb's relating to this concern. this vehicle is within warranty and am just trying to document everything and getting your opinion if it could be something else, other than the crank?:

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### Case Comments

6/29/2022 11:34 AM

User **John Irion**  
Public   
Comment **Recommendation**  
Single use parts will be listed in the ESM replacement procedure, there is no published list. Your parts department should be able to confirm with DPIC if specific parts such as fuel injectors come with the long block.

6/29/2022 11:32 AM

User **John Irion**  
Public   
Comment **Description**  
removed the oil pan. found large metal pieces in oil pan. while draining the oil noticed a heavy metallic color in the oil. difficult to see where crank or damage has taken place. i am continuing on with long block replacement.  
i was also hoping there was a single use parts list? what does this long block come with ie; injectors, fuel rails...ect? just

6/27/2022 1:02 PM

User **Brandt Boster**  
Public

**Recommendation:**  
Thank you for the case information on this one  
Wes

would like to double  
check everything with this particular vehicle/repair.

6/27/2022 12:53 PM

Comment

We have seen similar concerns on this model due  
to crankshaft separation

Note- Fuel injector based concerns will also cause  
abnormal engine noise on this model

We would recommend removing the engine oil pan  
and inspecting for crankshaft separation

Follow up with findings if further assistance can be  
provided  
Have a great rest of your Monday Wes!

User Survey Site Guest User  
Public

Comment

Customer Comments: customer states that the  
truck drives rough and very noisy and shakey  
 Technician Findings: vehicle will start and idle.  
very loud knocking/banging/shaking noise. oil is  
full but dark. last oil change less than 10,000 miles.  
all fluids are full. can visually see the harmonic  
balancer wobbling a great deal. I have seen 2 other  
of these engine break a crank shaft. have not  
found any tsb's relating to this concern. this  
vehicle is within warranty and am just trying to  
document everything and getting your opinion if it  
could be something else, other than the crank?  
 Repairs Made: none  
 Verified: Yes  
 Current DTC: ECM p0272-00  
 Past DTC: ECM p203f-00 SONAR b2722 SONAR  
b272a SIDE RADAR LH c1b55  
 Question for TECH LINE: Have you seen this  
before?

## Case History

6/29/2022 11:36 AM

User John Irion

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

6/29/2022 7:39 AM

User Managed Services

Action Changed First Call Resolution from Yes to No. Changed Reopen Date to 6/29/2022 7:39 AM. Changed Status from Pending Dealer Reply to Pending TECH LINE.

6/27/2022 1:03 PM

User Brandt Boster

Action Changed Subject to Engine has knock P0272 EMC A61. Changed Status from Pending TECH LINE to Pending Dealer Reply. Closed.

6/27/2022 1:01 PM

User Brandt Boster

Action Changed Case Owner from TECH LINE Initial 1 to Brandt Boster.

6/27/2022 12:53 PM

User Survey Site Guest User

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

6/27/2022 12:53 PM

User Survey Site Guest User

Action Changed Status from Open to Pending TECH LINE. Changed Account Name to SERRA NISSAN OF TRAVERSE CITY. Created.