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Case [REDACTED]

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General

Caller Name	[REDACTED]	Dealer	SERRA NISSAN OF TRAVERSE CITY
NNAnet user ID	[REDACTED]	Contact Name	[REDACTED]
Tech Preferred Phone	[REDACTED]	Customer Name	[REDACTED]
Tech Preferred Email	[REDACTED]	Case Record Type	TECH LINE Cases
Preferred Contact Method	[REDACTED]	Case Owner	Brandt Boster
Repair/Work Order	[REDACTED]	Mobile Phone	[REDACTED]
Job/Line Number	a	Texting Status	[REDACTED]
Created Day	Monday		

Incident Information

Customer Comments	customer states that the truck drives rough and very noisy and shakey	Customer Name	[REDACTED]
Verified	Yes	Vehicle	1N6BA1F42H [REDACTED]
Question for TECH LINE	Have you seen this before?	VIN	1N6BA1F42H [REDACTED]
Service Manual General Section	Engine	Archived VIN Make	[REDACTED]
Service Manual Specific Section	Engine Mechanical	Archived VIN Year	2017
Symptom Code Category	Experience/Occurrence	Archived VIN Model	TITAN XD
Symptom	IDLE ROUGH	Incident/RO Date	6/27/2022
When does this concern occur?	ALL TIMES	Calculated Days Down	2
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	none	Total Days Down	2
Observed Modifications & Accessories	none	Repair Attempts	0
		Current Mileage	49,763
		Vehicle Mileage Prior Value	[REDACTED]
		Vehicle Purchased	[REDACTED]

Miles
 Primary DTC
 Current DTC ECM p0272-00
 Past DTC ECM p203f-00 SONAR b2722 SONAR b272a SIDE RADAR LH c1b55
 Other DTCs

TECH LINE Information

Subject	Engine has knock P0272 EMC A61	Resolution Action	
Status	Closed	Resolution Object	
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	6/29/2022 11:36 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)			

Contact Information

Name	[REDACTED]	Phone	[REDACTED]
Account Name	SERRA NISSAN OF TRAVERSE CITY	Mobile	
Contact Type	NNA Dealer Master	Email	[REDACTED]
Title	Service Technician	Email Opt Out	<input type="checkbox"/>
Customer ID.	[REDACTED]	Reports To	
		Contact Record Type	Contact
		Inactive Contact	<input type="checkbox"/>

Address Information

Mailing Address	Other Address
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Additional Information

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] 17 TITAN XD; Engine has knock P0272 EMC A61 [REDACTED]

Name [REDACTED]
Task
Due Date 6/29/2022
Assigned To John Irion
Last Modified Date/Time 6/29/2022 11:39 AM
Comments Additional To: [REDACTED]
CC:
BCC: john.irion@nissan-usa.com
Attachment:
Subject: Cas [REDACTED] 2017 TITAN XD; Engine has knock P0272 EMC A61 [REDACTED]
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: 1N6BA1F4 [REDACTED] leage: 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.

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[REDACTED]

Email: Case [REDACTED] 2017 TITAN XD; [REDACTED]

Name
Task
Due Date
Assigned To
Last Modified Date/Time

6/27/2022
Brandt Boster
6/27/2022 1:02 PM
Additional To [REDACTED]
CC:
BCC: brandt.boster@nissan-usa.com
Attachment:

Subject: Case [REDACTED] 2017 TITAN XD; [REDACTED]

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. Email file attachments are limited to 6MB. From ASIST, Select TECH LINE Support Request, Enter your dealer code and select Update a Case. The TECH LINE Survey can be accessed by: [CLICKING HERE](#)

[REDACTED]

Emails

Case [REDACTED] 2017 TITAN XD; Engine has knock P0272 EMC A61 [REDACTED]

Message Date
Has Attachment
Email Address
Status
Subject
Text Body

6/29/2022 11:39 AM

[REDACTED]
Sent
Case [REDACTED] 2017 TITAN XD; Engine has knock P0272 EMC A61 [REDACTED]
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 I

TECH LINE

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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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Re: Case [REDACTED] 2017 TITAN XD; [REDACTED]

Message Date 6/29/2022 7:39 AM

Has Attachment 

Email Address [REDACTED]

Status Read

Subject Re: Case [REDACTED] 2017 TITAN XD; [REDACTED]

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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[REDACTED]

[REDACTED]

Case [REDACTED] **2017 TITAN XD;** [REDACTED]

Message Date 6/27/2022 1:02 PM

Has Attachment

Email Address [REDACTED]

Status Sent

Subject Case [REDACTED] 2017 TITAN XD; [REDACTED]

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,

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.

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: 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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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.

6/27/2022 1:02 PM

User **Brandt Boster**
Public

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

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

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

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

6/27/2022 12:53 PM

Comment

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

User Survey Site Guest User
Public

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!

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.