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Case: [REDACTED]

Content cannot be displayed: You do not have sufficient privileges to access the page. [REDACTED]

**General**

Caller Name	[REDACTED]	Dealer	NISSAN OF MCKINNEY
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	Michael Lemmons
Repair/Work Order	[REDACTED]	Mobile Phone	[REDACTED]
Job/Line Number	A	Texting Status	[REDACTED]
Created Day	Tuesday		

**Incident Information**

Customer Comments	C/S: TICKING NOISE COMING FROM CYLINDER 7 POSSIBLY	Customer Name	[REDACTED]
Verified	Yes	Vehicle	1N6BA1F48G [REDACTED]
Question for TECH LINE	What test should I do next?	VIN	1N6BA1F48G [REDACTED]
Service Manual General Section	Engine	Archived VIN Make	[REDACTED]
Service Manual Specific Section	Engine Mechanical	Archived VIN Year	2016
Symptom Code Category	Experience/Occurrence	Archived VIN Model	TITAN XD
Symptom	IMPROPER OPERATION	Incident/RO Date	5/9/2023
When does this concern occur?	ALL TIMES	Calculated Days Down	14
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	NONE	Total Days Down	14
Observed Modifications & Accessories	NONE	Repair Attempts	0
		Current Mileage	119,134
		Vehicle Mileage Prior Value	
		Vehicle Purchased	

Miles  
Primary DTC  
Current DTC  
Past DTC  
Other DTCs

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### TECH LINE Information

Subject	Injector leaking compression by seals A61	Resolution Action	
Status	Pending Dealer Reply	Resolution Object	
Confirmed Resolution	Pending	Field Inspection Indicator	<input type="checkbox"/>
Component Code Category	EF Engine Fuel Systems	NNA Field Inspection Date	
Component Code Issue	EFN INJECTION NOZZLES & GLOW PLUGS (DIESEL)	FSSS	<input type="checkbox"/>
TECH LINE Template	ECC Initial Response	FSSS Date	
TREAD Component	XX		
Date/Time Closed	5/23/2023 12:13 PM		
Description			
Recommendation Detail			

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### 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

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Name	[REDACTED]	Phone	[REDACTED]
Account Name	NISSAN OF MCKINNEY	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"/>

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### 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, 7/31/2018 4:32 AM Contact Owner NNAETL  
Last Modified By NNAETL, 3/6/2024 11:49 PM

### Activity History

Email: Case [REDACTED] 2016 TITAN XD [REDACTED]

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Name [REDACTED]  
Task   
Due Date 5/23/2023  
Assigned To Michael Lemmons  
Last Modified Date/Time 5/23/2023 12:10 PM  
Comments Additional To [REDACTED]  
CC:  
BCC: michael.lemmons@nissan-usa.com  
Attachment:  
  
Subject: Case [REDACTED] 2016 TITAN XD [REDACTED]  
Body:  
HORACIO,  
Thank you for the details and pictures.  
We have seen similar cases before.  
If unable to remove the copper washer from the injector bore then it may be necessary to remove the head in order to clean out the passage and free the washers to remove them.  
Both injector 5 and 7 will need to be replaced.  
  
The TECH LINE Survey can be accessed by: [CLICKING HERE](#)  
  
Thank you, \_\_\_\_\_ Michael L.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: 5/23/2023  
Customer name: NISSAN OF MCKINNEY  
VIN: 1N6BA1F [REDACTED] leage: 119,134  
Dealer code: 3939  
Dealer name: NISSAN OF MCKINNEY  
  
Customer's Concerns:  
C/S: TICKING NOISE COMING FROM CYLINDER 7 POSSIBLY  
Technician Findings:  
TECH VERIFIED EXCESSIVE BLOW BY FROM CYLINDER #7. FOUND INJECTOR NOT SEALING PROPERLY. TRIED TO TIGHTEN INJECTOR RETAINING BRACKET, NO CHANGE. TECH RMEOVED INJECTOR #7 AND #5. TECH FOUND INJECTOR #7 LOOKS LIKE SEALING COPPER WASHER IS MISSING, AND INJECTOR #5 SEALING COPPER GOT BOUND INSIDE INJECTOR BORE. BOTH O-RING ON INJECTOR #7, AND INJECTOR #7 ARE DAMAGED, AND INJECTOR #5 WAS BOUND HARD TO REMOVE (EXCESSIVE CARBON BUILD UP ON INJECTOR).:  
  
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.



**An email was sent to the Caller Name**

Name  
Task   
Due Date  
Assigned To **Michael Lemmons**  
Last Modified Date/Time **6/3/2023 1:24 AM**  
Comments

**Attachments**

Size <b>7.55MB</b>	Size <b>861KB</b>
Ownership <b>Managed Services</b>	Ownership <b>Managed Services</b>
View	View
Last Modified <b>5/23/2023 11:26 AM</b>	Last Modified <b>5/23/2023 11:26 AM</b>
Size <b>349KB</b>	Size <b>343KB</b>
Ownership <b>Managed Services</b>	Ownership <b>Managed Services</b>
View	View
Last Modified <b>5/23/2023 11:26 AM</b>	Last Modified <b>5/23/2023 11:26 AM</b>
Size <b>73KB</b>	
Ownership <b>Managed Services</b>	
View	
Last Modified <b>5/23/2023 11:26 AM</b>	

**Emails**

Case 2016 TITAN XD;

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Message Date **5/23/2023 12:10 PM**  
Has Attachment   
Email Address   
Status **Sent**  
Subject **Case 2016 TITAN XD**   
Text Body **HORACIO,**

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

**Recommendation:**  
Thank you for the details and pictures.  
We have seen similar cases before.  
If unable to remove the copper washer from the injector bore then it may be necessary to remove the head in order to clean out the passage and free the washers to remove them.  
Both injector 5 and 7 will need to be replaced.

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

Thank you,

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Michael L.

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: 5/23/2023  
Customer name: NISSAN OF MCKINNEY  
VIN: 1N6BA1F48 [REDACTED]

Mileage: 119,134

Dealer code: 3939

Dealer name: NISSAN OF MCKINNEY

Customer's Concerns:

C/S: TICKING NOISE COMING FROM CYLINDER 7 POSSIBLY

Technician Findings:

TECH VERIFIED EXCESSIVE BLOW BY FROM CYLINDER #7. FOUND INJECTOR NOT SEALING PROPERLY. TRIED TO TIGHTEN INJECTOR RETAINING BRACKET, NO CHANGE. TECH RMEOVED INJECTOR #7 AND #5. TECH FOUND INJECTOR #7 LOOKS LIKE SEALING COPPER WASHER IS MISSING, AND INJECTOR #5 SEALING COPPER GOT BOUND INSIDE INJECTOR BORE. BOTH O-RING ON INJECTOR #7, AND INJECTOR #7 ARE DAMAGED, AND INJECTOR #5 WAS BOUND HARD TO REMOVE (EXCESSIVE CARBON BUILD UP ON INJECTOR):

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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Michael Lemmons  
Nissan North America, Inc.  
Technical Support Specialist, TECH LINE  
Michael.Lemmons@nissan-usa.com  
phone: +1 615-223-4856  
fax: +1 615-967-3314

## Case Comments

5/23/2023 12:10 PM

5/23/2023 11:27 AM

User **Michael Lemmons**  
Public   
Comment **Recommendation:**  
Thank you for the details and pictures.  
We have seen similar cases before.  
If unable to remove the copper washer from the injector bore then it may be necessary to remove the head in order to clean out the passage and free the washers to remove them.  
Both injector 5 and 7 will need to be replaced.

User **Survey Site Guest User**  
Public   
Comment **ATTACHED ARE PICTURES OF INJECTOR #5 AND #7. AND A VIDEO OF INJECTOR BORE #7**

5/23/2023 11:25 AM

User **Survey Site Guest User**  
Public   
Comment **Customer Comments: C/S: TICKING NOISE COMING FROM CYLINDER 7 POSSIBLY**  
 **Technician Findings: TECH VERIFIED EXCESSIVE BLOW BY FROM CYLINDER #7. FOUND INJECTOR NOT SEALING PROPERLY. TRIED TO TIGHTEN INJECTOR RETAINING BRACKET, NO CHANGE. TECH RMOVED INJECTOR #7 AND #5, TECH FOUND INJECTOR #7 LOOKS LIKE SEALING COPPER WASHER IS MISSING, AND INJECTOR #5 SEALING COPPER GOT BOUND INSIDE INJECTOR BORE. BOTH O-RING ON INJECTOR #7, AND INJECTOR #7 ARE DAMAGED, AND INJECTOR #5 WAS BOUND HARD TO REMOVE (EXCESSIVE CARBON BUILD UP ON INJECTOR).**  
 **Repairs Made: NONE**  
 **Verified: Yes**  
 **Question for TECH LINE: What test should I do next?**

## Case History

5/23/2023 12:13 PM

User **Michael Lemmons**  
Action **Changed Subject to Injector leaking compression by seals A61. Changed Status from Pending TECH LINE to Pending Dealer Reply.**

5/23/2023 11:29 AM

User **Michael Lemmons**  
Action **Changed Case Owner from TECH LINE Initial 1 to Michael Lemmons.**

5/23/2023 11:27 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.**

**5/23/2023 11:25 AM**

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User **Survey Site Guest User**

Action **Changed Status from Open to Pending TECH LINE. Changed Account Name to NISSAN OF MCKINNEY. Created.**

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