



DRIVE



TR (Technical Report)

Ref. No : [Redacted]

Status : Closed

Responsible :

**Subject** 2016 A61/Titan Diesel Developed sudden loud engine knock - Post c/m incident

**General**

<b>Local Ref No.</b>	[Redacted]	<b>Incident Country</b>	United States	<b>Claim No.</b>	-
<b>Model</b>	A61	<b>Model Year</b>	2016	<b>Taskforce Report</b>	Yes
<b>No Action Reason</b>	-	<b>Info Source</b>	ER-FQI Engineer Request	<b>Classification</b>	-
<b>Explanation</b>	<u>Request</u> PI -Part Investigation <u>Priority &amp; request comments</u> (No Text)				
<b>Issue Coverage</b>	<input type="checkbox"/> 3MIS <input type="checkbox"/> 12MIS <input type="checkbox"/> Durability <input type="checkbox"/> QCS <input type="checkbox"/> IQS <input type="checkbox"/> Breakdown				

**Vehicle Details**

<b>VIN</b>	1N6BA1F40 [Redacted]	<b>Plant Code</b>	N-NNA (Canton)	<b>Color Code</b>	QAB
<b>Model Variation</b>	TXD	<b>Sold Date</b>	24/06/2016		
<b>Prod Date</b>	04/05/2016	<b>Engine No.</b>	[Redacted]		
<b>Engine Type</b>	CD50	<b>Transmission No.</b>	-	<b>Battery Pack No.</b>	-
<b>Transmission Type</b>	A	<b>DC Converter No.</b>	-	<b>On Board Charge No.</b>	-
<b>Inverter No.</b>	-	<b>E-PKB ECU No.</b>	-		
<b>PBW ECU No.</b>	-	<b>E-PKB ATR No.</b>	-		
<b>Electric Heater Unit No.</b>	-				

**Incident Details**

<b>Dealer No. - Name</b>	5431-Fenton Nissan of Knoxville	<b>County/State</b>	TN	<b>Contact</b>	-
<b>City/Town</b>	Knoxville				
<b>Date of Incident</b>	02/06/2017	<b>Incident Mileage</b>	8583 Miles		
<b>Customer Complaint</b>	I just purchased this truck a few days ago and when I was driving it today the engine started to make a terrible knock type noise.				
<b>Details of Incident</b>	1. How did the customer notice the incident While driving the recently purchased truck				
<b>Incident Conditions</b>	2. What are the incident conditions Engine suddenly developed a loud knocking noise				

**Field Investigation**

3. Inspection done & result  
 TSM informed of the incident by SQI and supplier engineers and was requested to scramble to inspect - the long engine had been replaced a last October 2016  
 TSM reviewed Tech Line file - see attachment  
 TSM arrived and discussed incident details with technician  
 He had indicated there was mixing of coolant oil in coolant reservoir bottle  
 TSM inspection showed nothing on cap or in bottle, or on radiator, or oil fill caps - OK  
 TSM easily confirmed loud knock noise when engine was running, cold or at normal operating temperature  
 Technician noted that the noise was getting progressively louder since the truck had been dropped off for inspection/repair  
 TSM performed DTC scan - none OK  
 Noted knock noise from left side of engine toward rear  
 Oil fluid level slightly below full mark - OK  
 Engine oil color dark, no smell - OK  
 Coolant - clean - OK (no oil cross contamination)  
 TSM took photo of engine block number  
 TSM discussed with SQI/Supplier engineers and dealer directed to remove lower engine oil pan - post c/m engine  
 Upon removal and draining off engine oil - copper and non-ferrous metal debris was found in bottom of engine oil pan  
 The debris was consistent with crankshaft/connecting rod bearing material  
 Incident determined to be post c/m internal incident - dealer instructed to replace and collect incident long engine for FQI and supplier analysis  
 TSM collected and delivered incident post c/m knocking long engine to FQI 6/2/17  
 Root causes of excessive engine knock noise is under investigation

**Repair Action & Results**

1. Repairs done  
 Verify, isolate, order-replace-collect incident OE long engine assembly for supplier inspection  
 Post c/m lower end incident
2. Results  
 Repairs in process

**Parts Details**

Part No.	Part Name	Quantity Available
1 10102	long engine assembly	1 delivered to FQC 6/2/17

**Coding Block**

PFP 10102=ENG ASSY-BARE Additional PFP - Tread Code 06=Engine & Engine Cooling  
 DTC -  
 f, s, s, s No  
 CS Code ZL=noise (except BC DD ZM) CT Code 32=internal failure

**Related Documents**

Status	Responsible	Elapsed Days
Closed	-	-
Closed	-	-
Closed	-	-
Closed	-	-
Closed	-	-
Closed	-	-
Closed	-	-
Closed	-	-
Closed	-	-
Closed	-	-
Closed	-	-
Closed	-	-

**Workflow & History**

Date	Old Status	Old Responsible	Action	New Responsible	New Status	Comments
13/09/2017	Linked	Mark MULLINS_NA_NNA_PEI	(close by MREP)		Closed	-
19/07/2017	Public	Mark MULLINS_NA_NNA_PEI	(Link to Project from Proj)	Mark MULLINS_NA_NNA_PEI	Linked	-
27/06/2017	Public	Ricky PARKER_NA_NNA_PEI	Reassign	Mark MULLINS_NA_NNA_PEI	Public	-
02/06/2017	Public	Jerry PUETZ_NA_NNA_PEI	Reassign	Ricky PARKER_NA_NNA_PEI	Public	-
02/06/2017	Public	Jerry PUETZ_NA_NNA_PEI	Reassign	Eli KOOREY_NA_NNA_PEI	Public	-
02/06/2017	Awaiting Approval	Jerry PUETZ_NA_NNA_PEI	Publish	Mark MULLINS_NA_NNA_PEI	Public	-
02/06/2017	Draft	Steve WELLS_NA_NNA_PEI	Request Approval	Jerry PUETZ_NA_NNA_PEI	Awaiting Approval	-
22/05/2017	Initiated	Steve WELLS_NA_NNA_PEI	Save	Steve WELLS_NA_NNA_PEI	Draft	-

**Project Member**

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 Published Date 27/06/2017  
 Pre-Select Destination -  
 Notification Mark Mullins(NA-NNA-FIELD QUALITY-TCS)  
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**Comment**