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Case: [REDACTED]

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### General

Caller Name	[REDACTED]	Dealer	PRIORITY NISSAN CHANTILLY
NNAAnet user ID	TVA-42940	Contact Name	
Tech Preferred Phone	5408778872	Customer Name	
Tech Preferred Email	[REDACTED]	Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	Brandt Boster
Repair/Work Order	228133	Mobile Phone	
Job/Line Number	1	Texting Status	
Created Day	Wednesday		

### Incident Information

Customer Comments	ENGINE WAS KNOCKING	Customer Name	[REDACTED]
Verified	Yes	Vehicle	1N6BA1F36 [REDACTED]
Question for TECH LINE	Have you seen this before?	VIN	1N6BA1F36 [REDACTED]
Service Manual General Section	Engine	Archived VIN Make	
Service Manual Specific Section	Engine Mechanical	Archived VIN Year	2017
Symptom Code Category	Sounds	Archived VIN Model	TITAN XD
Symptom	CLUNK/KNOCK/POP/THUMP	Incident/RO Date	4/4/2019
When does this concern occur?	ALL TIMES	Calculated Days Down	6
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	CRANK POS SENSOR	Total Days Down	6
Observed Modifications & Accessories	BACK CAMERA	Repair Attempts	0
		Current Mileage	36,122
		Vehicle Mileage Prior Value	
		Vehicle Purchased Miles	

Primary DTC  
Current DTC ECM P0335  
Past DTC  
Other DTCs

**TECH LINE Information**

Subject	Engine knocking P0335 EMC A61	Resolution Action	REPLACE
Status	Pending Dealer Reply	Resolution Object	LONG BLOCK
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	4/10/2019 7:30 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)			

**Activity History**

Email: Case [REDACTED] 2017 TITAN XD; Engine knocking P0335 EMC A61 [ ref:\_00DA09j8L\_5002I1n4Bue:ref ]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	4/29/2019
Assigned To	[REDACTED]
Last Modified Date/Time	4/29/2019 3:29 PM
Comments	<b>Additional To:</b> [REDACTED] <b>CC:</b> <b>BCC:</b> brandt.boster@nissan-usa.com <b>Attachment:</b>  <b>Subject:</b> Case 35328116; 2017 TITAN XD; Engine knocking P0335 EMC A61 [ ref:_00DA09j8L_5002I1n4Bue:ref ] <b>Body:</b> Great work on this one Rich!  I appreciate the update and have added this to the case  Keep up the great work sir, enjoy the rest of your day!

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

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

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.

ref:\_00DA09j8L\_5002I1n4Bue:ref

Email: Case [REDACTED] 2017 TITAN XD; Engine knocking P0335 EMC A61 [ ref:\_00DA09j8L\_5002I1n4Bue:ref ]

Name

Task

Due Date 4/29/2019

Assigned To [REDACTED]

Last Modified Date/Time 4/29/2019 9:10 AM

Additional To: [REDACTED]

CC:

BCC: tony.ellis@nissan-usa.com

Attachment:

Subject: Case 35328116; 2017 TITAN XD; Engine knocking P0335 EMC A61 [ ref:\_00DA09j8L\_5002I1n4Bue:ref ]

Body:

rich,

The most recent case submitted for VIN (1N6BA1F36[REDACTED]) was a duplicate of existing case: [REDACTED]. Use case 35328116 for all future reference to this incident. TECH LINE's recommendation is below.

Description:

Transferred tech findings from duplicate case.

AFTER REPLACING LONG BLOCK IDLE IS HIGH ABOUT 1000RPM'S AND CODE P2263. TRIED RESET WITH CONSULT AND SEEMS LIKE IT IS NOT WORKING. WHAT IS THE CORRECT PROCEDURE?

P2263 TC SYSTEM-B1

Comments

Recommendation:

Please perform the hysteresis test per the ESM and watch the linkage on the RTCV actuator to confirm it does not make restrictive contact while in motion.

This link is easy to install upside down.

Also confirm all injector codes have been written to the ECM.

Follow the service manual for additional service when replacing long engine.

Let us know if you have any questions.

If additional assistance is needed for this case, simply reply to this email.

Updating a TECH LINE Case:Technician: Reply to this email; do not change the email subject line. Service Manager: Make a comment on the case from the CA COMM tool found on nnet.com. If no response, we will assume additional assistance is not required and the case will be closed. Closed TECH LINE cases can be reopened.

Thank you, \_\_\_\_\_ Tony ETECH LINE

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

ref:\_00DA09j8L\_5002I1n4Bue:ref

Email: Case [REDACTED] 2017 TITAN XD; [ ref:\_00DA09j8L.\_5002I1n4Bue:ref ]

---

Name  
Task   
Due Date 4/10/2019  
Assigned To [REDACTED]  
Last Modified Date/Time

Additional To: [REDACTED]  
CC:  
BCC: brandt.boster@nissan-usa.com  
Attachment:  
  
Subject: Case [REDACTED]; 2017 TITAN XD; [ ref:\_00DA09j8L.\_5002I1n4Bue:ref ]  
Body:  
Thank you for the information on this one Richard.

We have seen some cases with crankshaft separation on this model.  
  
- We also have cases with Injector codes (causes knock type noise on this engine)

We can normally identify the crankshaft separation by observing the harmonic balancer while the engine is cranked over  
  
- Inspect for abnormal movement.

Comments With the knocking present while cranking, let's also inspect the lower engine pan for debris.

If crankshaft separation or excessive debris is identified  
  
- Replacement of the Long Engine Assembly is recommended

Be sure to follow up with any findings, or if further assistance can be provided

Have a great rest of your day Richard!

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

The TECH LINE Survey can be accessed by: [CLICKING HERE](#)  
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.  
  
ref:\_00DA09j8L.\_5002I1n4Bue:ref

## Emails

Case [REDACTED]; 2017 TITAN XD; Engine knocking P0335 EMC A61 [ ref:\_00DA09j8L.\_5002I1n4Bue:ref ]

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Message Date 4/29/2019 3:29 PM

Has Attachment

Email Address [REDACTED]

Status Sent

Subject Case 35328116; 2017 TITAN XD; Engine knocking P0335 EMC A61 [ ref:\_00DA09j8L.\_5002I1n4Bue:ref ]

Text Body rich,

TECH LINE's latest case update is below.

**Tech replied by email:  
Took it for a road test and it all.  
Came into specs and code did not return. Thanks**

**Recommendation:  
Great work on this one Rich!**

**I appreciate the update and have added this to the case**

**Keep up the great work sir, enjoy the rest of your day!**

Thank you,

---

**Brandt B**

**TECH LINE**

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

**Updating a TECH LINE Case:**

**Technician: Reply to this email; do not change the email subject line. Email file attachments are limited to 6MB.**

**Service Manager: Make a comment on the case from the CA COMM tool found on nnanet.com.**

**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: 4/10/2019  
Customer name:  
VIN: 1N6BA1F3 [REDACTED]**

**Mileage: 36,122**

**Dealer code: 5480**

**Dealer name: PRIORITY NISSAN CHANTILLY**

**Customer's Concerns:  
ENGINE WAS KNOCKING**

**Technician Findings:  
ENGINE WILL NOT START VERY LOUD KNOCKING NOISE WHEN CRANKING AND KICKS P0335 CODE EVERY TIME IT'S CRANKED OVER PIN TESTS BETWEEN SENSO AND ECM IS GOOD:**

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.

**RE: Case [REDACTED] 2017 TITAN XD; Engine knocking P0335 EMC A61 [ ref:\_00DA09j8L.\_50021n4Bue:ref ]**

---

Message Date 4/29/2019 1:49 PM

Has Attachment 

Email Address [REDACTED]

Status Read

Subject RE: Case [REDACTED] 2017 TITAN XD; Engine knocking P0335 EMC A61 [ ref:\_00DA09j8L.\_50021n4Bue:ref ]

Took it for a road test and it all.came into specs and code did not return. Thanks !Sent from my Sprint Phone.----- Original message -----From: TECH LINE Email to Case <techlinesfdc@nissan-usa.com> Date: 4/29/2019 10:10 AM (GMT-05:00) To: [REDACTED] Subject: Case 35328116; 2017 TITAN XD; Engine knocking P0335 EMC A61 [ ref:\_00DA09j8L.\_50021n4Bue:ref ] rich,The most recent case submitted for VIN (1N6BA1F36H [REDACTED]) was a duplicate of existing case: [REDACTED] Use case [REDACTED] for all future reference to this incident.TECH LINE's recommendation is below.

**Description:**

Transferred tech findings from duplicate case.

AFTER REPLACING LONG BLOCK IDLE IS HIGH ABOUT 1000RPM'S AND CODE P2263. TRIED RESET WITH CONSULT AND SEEMS LIKE IT IS NOT WORKING. WHAT IS THE CORRECT PROCEDURE?

Text Body P2263 TC SYSTEM-B1

**Recommendation:**

Please perform the hysteresis test per the ESM and watch the linkage on the RTCV actuator to confirm it does not make restrictive contact while in motion.

This link is easy to install upside down.

Also confirm all injector codes have been written to the ECM.

Follow the service manual for additional service when replacing long engine.

Let us know if you have any questions.

If additional assistance is needed for this case, simply reply to this email.Updating a TECH LINE

Case:Technician: Reply to this email; do not change the email subject line. Service Manager: Make a

comment on the case from the CA COMM tool found on nnet.com. If no response, we will assume

additional assistance is not required and the case will be closed. Closed TECH LINE cases can be

reopened.Thank you, [REDACTED] Tony ETECH LINEThe TECH LINE Survey can be accessed

by: CLICKING HERE ref:\_00DA09j8L.\_50021n4Bue:ref

**Case [REDACTED] 2017 TITAN XD; Engine knocking P0335 EMC A61 [ ref:\_00DA09j8L.\_50021n4Bue:ref ]**

---

Message Date 4/29/2019 9:10 AM

Has Attachment 

Email Address [REDACTED]

Status Sent

Subject Case [REDACTED] 2017 TITAN XD; Engine knocking P0335 EMC A61 [ ref:\_00DA09j8L.\_50021n4Bue:ref ]

Text Body rich,

The most recent case submitted for VIN (1N6BA1F36 [REDACTED]) was a duplicate of existing case: [REDACTED]

Use case [REDACTED] for all future reference to this incident.

TECH LINE's recommendation is below.

**Description:**

Transferred tech findings from duplicate case.

**AFTER REPLACING LONG BLOCK IDLE IS HIGH ABOUT 1000RPM'S AND CODE P2263. TRIED RESET WITH CONSULT AND SEEMS LIKE IT IS NOT WORKING. WHAT IS THE CORRECT PROCEDURE?  
P2263 TC SYSTEM-B1**

**Recommendation:**

Please perform the hysteresis test per the ESM and watch the linkage on the RTCV actuator to confirm it does not make restrictive contact while in motion.

This link is easy to install upside down.

Also confirm all injector codes have been written to the ECM.

Follow the service manual for additional service when replacing long engine.

Let us know if you have any questions.

If additional assistance is needed for this case, simply reply to this email.

**Updating a TECH LINE Case:**

**Technician: Reply to this email; do not change the email subject line.**

**Service Manager: Make a comment on the case from the CA COMM tool found on nnanet.com.**

**If no response, we will assume additional assistance is not required and the case will be closed. Closed TECH LINE cases can be reopened.**

Thank you,

---

Tony E

TECH LINE

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

Case #: [REDACTED]

Date Created: 4/10/2019

Customer name:

VIN: 1N6BA1F36F-[REDACTED]

Mileage: 36,122

Dealer code: 5480

Dealer name: PRIORITY NISSAN CHANTILLY

Customer's Concerns:

**ENGINE WAS KNOCKING**

Technician Findings:

**ENGINE WILL NOT START VERY LOUD KNOCKING NOISE WHEN CRANKING AND KICKS P0335 CODE EVERY TIME IT'S CRANKED OVER PIN TESTS BETWEEN SENSO AND ECM IS GOOD:**

Message Date 4/10/2019 7:30 AM

Has Attachment 

Email Address [REDACTED]

Status Sent

Subject Case [REDACTED]; 2017 TITAN XD; [ ref:\_00DA09j8L.\_5002I1n4Bue:ref ]

Text Body rich,

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

**Recommendation:**

**Thank you for the information on this one Richard.**

**We have seen some cases with crankshaft separation on this model.**

**- We also have cases with Injector codes (causes knock type noise on this engine)**

**We can normally identify the crankshaft separation by observing the harmonic balancer while the engine is cranked over**

**- Inspect for abnormal movement.**

**With the knocking present while cranking, let's also inspect the lower engine pan for debris.**

**If crankshaft separation or excessive debris is identified**

**- Replacement of the Long Engine Assembly is recommended**

**Be sure to follow up with any findings, or if further assistance can be provided**

**Have a great rest of your day Richard!**

Thank you,

---

**Brandt B**

**TECH LINE**

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

**Updating a TECH LINE Case:**

**Technician: Reply to this email; do not change the email subject line. Email file attachments are limited to 6MB.**

**Service Manager: Make a comment on the case from the CA COMM tool found on nnanet.com.**

**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: 4/10/2019**

Customer name: [REDACTED]  
VIN: 1N6BA1F36[REDACTED]

Mileage: 36,122

Dealer code: 5480

Dealer name: PRIORITY NISSAN CHANTILLY

Customer's Concerns:  
ENGINE WAS KNOCKING

Technician Findings:  
ENGINE WILL NOT START VERY LOUD KNOCKING NOISE WHEN CRANKING AND KICKS P0335 CODE EVERY TIME IT'S CRANKED OVER PIN TESTS BETWEEN SENSO AND ECM IS GOOD:

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#### Case Comments

4/29/2019 3:29 PM

4/29/2019 9:08 AM

User **Brandt Boster**  
Public

Comment  
**Tech replied by email:  
Took it for a road test and it all.  
Came into specs and code did not return. Thanks**

Comment  
**Recommendation:  
Great work on this one Rich!**

**I appreciate the update and have added this to the case**

**Keep up the great work sir, enjoy the rest of your day!**

User **Tony Ellis**  
Public

Comment  
**Description:  
Transferred tech findings from duplicate case.  
AFTER REPLACING LONG BLOCK IDLE IS HIGH ABOUT 1000RPM'S AND CODE P2263. TRIED RESET WITH CONSULT AND SEEMS LIKE IT IS NOT WORKING. WHAT IS THE CORRECT PROCEDURE?  
P2263 TC SYSTEM-B1**

Comment  
**Recommendation:  
Please perform the hysteresis test per the ESM and watch the linkage on the RTCV actuator to confirm it does not make restrictive contact while in motion.  
This link is easy to install upside down.  
Also confirm all injector codes have been written to the ECM.  
Follow the service manual for additional service when replacing long engine.  
Let us know if you have any questions.  
If additional assistance is needed for this case, simply reply to this email.**

4/10/2019 7:29 AM

User **Brandt Boster**  
Public

Comment  
**Recommendation:  
Thank you for the information on this one Richard.**

**We have seen some cases with crankshaft separation on this model.  
- We also have cases with Injector codes (causes knock type noise on this engine)**

**We can normally identify the crankshaft separation by observing the harmonic balancer while the engine is cranked over  
- Inspect for abnormal movement.**

**With the knocking present while cranking, let's also inspect the lower engine pan for debris.**

4/10/2019 6:27 AM

User **Survey Site Guest User**  
Public

Comment  
**Customer Comments: ENGINE WAS KNOCKING  
 Technician Findings: ENGINE WILL NOT START VERY LOUD KNOCKING NOISE WHEN CRANKING AND KICKS P0335 CODE EVERY TIME IT'S CRANKED OVER PIN TESTS BETWEEN SENSO**

If crankshaft separation or excessive debris is identified

- Replacement of the Long Engine Assembly is recommended

AND ECM IS GOOD

Repairs Made: CRANK POS SENSOR

Be sure to follow up with any findings, or if further assistance can be provided

Have a great rest of your day Richard!

## Case History

4/10/2019 7:30 AM

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User [REDACTED]

Action Changed Subject to Engine knocking P0335 EMC A61. Changed Status from Open to Pending Dealer Reply. Closed.

4/10/2019 7:24 AM

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User [REDACTED]

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

4/10/2019 6:27 AM

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User Survey Site Guest User

Action Changed Case Owner from Survey Site Guest User to TECH LINE Initial 1. Created.