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**Case** [REDACTED]

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

**General**

|                          |            |                  |                           |
|--------------------------|------------|------------------|---------------------------|
| Caller Name              | [REDACTED] | Dealer           | BALISE NISSAN OF CAPE COD |
| NNAnet user ID           | TVA-04353  | Contact Name     |                           |
| Tech Preferred Phone     | [REDACTED] | Customer Name    |                           |
| Tech Preferred Email     | [REDACTED] | Case Record Type | TECH LINE Cases           |
| Preferred Contact Method | Email      | Case Owner       | Wesley Roberts            |
| Repair/Work Order        | 274361     | Mobile Phone     |                           |
| Job/Line Number          | A          | Texting Status   |                           |
| Created Day              | Tuesday    |                  |                           |

**Incident Information**

|                                      |                             |                             |                       |
|--------------------------------------|-----------------------------|-----------------------------|-----------------------|
| Customer Comments                    | LOUD KNOCKING NOISE         | Customer Name               | [REDACTED]            |
| Verified                             | Yes                         | Vehicle                     | 1N6BA1F41G [REDACTED] |
| Question for TECH LINE               | What test should I do next? | VIN                         | 1N6BA1F41G [REDACTED] |
| Service Manual General Section       | Engine                      | Archived VIN Make           |                       |
| Service Manual Specific Section      | Engine Mechanical           | Archived VIN Year           | 2016                  |
| Symptom Code Category                | Sounds                      | Archived VIN Model          | TITAN XD              |
| Symptom                              | CLUNK/KNOCK/POP/THUMP       | Incident/RO Date            | 7/8/2019              |
| When does this concern occur?        | ALL TIMES                   | Calculated Days Down        | 8                     |
| Is single occurrence or a pattern?   |                             | Additional Days Down        |                       |
| Repairs Made                         | NONE                        | Total Days Down             | 8                     |
| Observed Modifications & Accessories | NONE                        | Repair Attempts             | 1                     |
|                                      |                             | Current Mileage             | 56,904                |
|                                      |                             | Vehicle Mileage Prior Value |                       |
|                                      |                             | Vehicle Purchased Miles     |                       |

Primary DTC

Current DTC ECM P0263

Past DTC ECM P0601 ECM P2580 ECM P00AF

Other DTCs

**TECH LINE Information**

|                         |   |                            |                          |
|-------------------------|---|----------------------------|--------------------------|
| Subject                 | Loud knocking noise P0263 P0601 P00AF P2580 A61 | Resolution Action          | REPLACE                  |
| Status                  | Closed  | Resolution Object          | LONG BLOCK               |
| Confirmed Resolution    | Yes   | Field Inspection Indicator | <input type="checkbox"/> |
| Component Code Category | EM Engine Mechanical                            | NNA Field Inspection Date  |                          |
| Component Code Issue    | EMA ENGINE ASSEMBLY                             | FSSS                       | <input type="checkbox"/> |
| TECH LINE Template      | ECC Initial Response                            | FSSS Date                  |                          |
| TREAD Component         | 06  |                            |                          |
| Date/Time Closed        | 7/16/2019 7:16 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 for DTSM (Vehicle Concerns) |                          |                       | Notes to Agent:   |

**Activity History**

**Review dealer comment**

|                         |                                     |
|-------------------------|-------------------------------------|
| Name                    |                                     |
| Task                    | <input checked="" type="checkbox"/> |
| Due Date                | 7/31/2019                           |
| Assigned To             | Wesley Roberts                      |
| Last Modified Date/Time | 7/30/2019 10:27 AM                  |
| Comments                |                                     |

**Review dealer comment**

|                         |                                     |
|-------------------------|-------------------------------------|
| Name                    |                                     |
| Task                    | <input checked="" type="checkbox"/> |
| Due Date                | 7/31/2019                           |
| Assigned To             | Wesley Roberts                      |
| Last Modified Date/Time | 7/30/2019 10:27 AM                  |
| Comments                |                                     |

Email: Case 36382849; 2016 TITAN XD; Loud knocking noise P0263 P0601 P00AF P2580 A61 [ ref:\_00DA09j8L\_5002l1rXSO3:ref ]

Name

Task  
Due Date  
Assigned To  
Last Modified Date/Time

7/30/2019  
Wesley Roberts  
7/30/2019 1:51 PM  
Additional To [REDACTED]  
CC:  
BCC: wesley.roberts@nissan-usa.com  
Attachment:

Comments

Subject: Case 36382849; 2016 TITAN XD; Loud knocking noise P0263 P0601 P00AF P2580 A61 [ ref:\_00DA09j8L.\_5002l1rXSO3:ref ]  
Body:  
Joe,  
TECH LINE's latest case update is below.  
TSS Recommendation:

- Thank you for the update.
- You beat me to the next check, great job.
- If any further assistance is needed let me know and have a great day!

Thank you, \_\_\_\_\_ Wesley.RobertsTECH 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.  
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: 7/16/2019  
Customer name:  
VIN: 1N6BA1F41G [REDACTED] Mileage: 56,904  
Dealer code: 3816  
Dealer name: BALISE NISSAN OF CAPE COD  
ref:\_00DA09j8L.\_5002l1rXSO3:ref

Email: Case 36382849; 2016 TITAN XD; Loud knocking noise P0263 P0601 P00AF P2580 A61 [ ref:\_00DA09j8L.\_5002l1rXSO3:ref ]

---

Name  
Task  
Due Date  
Assigned To  
Last Modified Date/Time  
Comments

7/30/2019  
Wesley Roberts  
7/30/2019 11:55 AM  
Additional To [REDACTED]  
CC:  
BCC: wesley.roberts@nissan-usa.com  
Attachment:

Subject: Case 36382849; 2016 TITAN XD; Loud knocking noise P0263 P0601 P00AF P2580 A61 [ ref:\_00DA09j8L.\_5002l1rXSO3:ref ]  
Body:  
Joe,  
TECH LINE's latest case update is below.  
TSS Recommendation:

- Compare to KGV, verify we installed the linkage correctly.
- The P0601 was present before, so it is unlikely this will resolve that concern, but could be possible.
- If we disconnect linkage from actuator, can we move the RTCV in full range manually?
- Do we feel any binding, we would not expect to with a new turbo.

- Did we physically watch for movement when calibrating?
- How many attempts have been performed?
- 
- The RTCV calibration will not change from "calibrate" on the C3+ display.
- Once RTCV calibration procedure is selected, the actuator makes a sweep and the process is completed.
- There is no indication on the C3+ that the procedure has completed successfully.
- After RTCV calibration completed, inspect ECM data monitors TRTCV INSTALL/CALIB STATUS, RTCV ACTUATOR POS, and RTCV HYSTERESIS STATUS
- RTCV linkage must be replaced after 5 attempted calibrations.
- Keep me posted.

Thank you, \_\_\_\_\_ Wesley.RobertsTECH LINE

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Closed TECH LINE cases can be reopened.

Case #: [REDACTED]

Date Created: 7/16/2019

Customer name:

VIN: 1N6BA1F41G [REDACTED] Mileage: 56,904

Dealer code: 3816

Dealer name: BALISE NISSAN OF CAPE COD

ref:\_00DA09j8L\_5002I1rXSO3:ref

Email: Case 36382849; 2016 TITAN XD; Loud knocking noise P0263 P0601 P00AF P2580 A61 [ ref:\_00DA09j8L\_5002I1rXSO3:ref ]

|                         |  |
|-------------------------|--|
| Name                    |  |
| Task                    | <input checked="" type="checkbox"/>  |
| Due Date                | 7/30/2019  |
| Assigned To             | Wesley Roberts   |
| Last Modified Date/Time | 7/30/2019 10:29 AM   |
| Comments                | <p>Additional [REDACTED]</p> <p>CC:</p> <p>BCC: wesley.roberts@nissan-usa.com</p> <p>Attachment:</p> <p>Subject: Case 36382849; 2016 TITAN XD; Loud knocking noise P0263 P0601 P00AF P2580 A61 [ ref:_00DA09j8L_5002I1rXSO3:ref ]</p> <p>Body:</p> <p>Joe,</p> <p>TECH LINE's latest case update is below.</p> <p>TSS Recommendation:</p> <ul style="list-style-type: none"> <li>• Please replace the ECM.</li> <li>• We have seen some cases where the saved ECM data (VIN, Engine serial number, and injector codes) will not write after saving.</li> <li>• Print a copy of the injector codes and serial number in case we have to manually write the codes after replacement.</li> <li>• Keep me posted.</li> </ul> <p>Thank you, _____ Wesley.RobertsTECH LINE</p> |

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Closed TECH LINE cases can be reopened.  
Case #: 36382849  
Date Created: 7/16/2019  
Customer name: [REDACTED]  
VIN: 1N6BA1F41 [REDACTED] Mileage: 56,904  
Dealer code: 3816  
Dealer name: BALISE NISSAN OF CAPE COD  
  
ref:\_00DA09j8L.\_5002I1rXSO3:ref

Email: Case 36382849; 2016 TITAN XD; Loud knocking noise P0263 P0601 P00AF P2580 A61 [ ref:\_00DA09j8L.\_5002I1rXSO3:ref ]

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|  |  |
|--|--|
| Name                                     |  |
| Task                                     | <input checked="" type="checkbox"/>  |
| Due Date                                 | 7/19/2019  |
| Assigned To                              | Wesley Roberts   |
| Last Modified Date/Time                  | 7/19/2019 1:52 PM  |
| Additional To                            | [REDACTED]   |
| CC:                                      |  |
| BCC:                                     | wesley.roberts@nissan-usa.com  |
| Attachment:                              |  |
| Subject:                                 | Case 36382849; 2016 TITAN XD; Loud knocking noise P0263 P0601 P00AF P2580 A61 [ ref:_00DA09j8L._5002I1rXSO3:ref ]  |
| Body:                                    |  |
| Joe,                                     |  |
| TECH LINE's latest case update is below. |  |
| TSS Recommendation:                      |  |
|  | <ul style="list-style-type: none"><li>• Thank you for the information.</li><li>• Let's replace the long block on this one.</li><li>• I believe it comes with turbos, but if not let's get them since metal debris went through our lubrication circuit.</li><li>• Keep me posted on final repair.</li></ul>  |
| Comments                                 |  |
|  | Thank you, _____ Wesley.RobertsTECH LINE   |
|  | The TECH LINE Survey can be accessed by: <a href="#">CLICKING HERE</a><br>Updating a TECH LINE Case:Technician: Reply to this email; do not change the email subject line.<br>Email file attachments are limited to 6MB.<br>From ASIST, Select TECH LINE Support Request, Enter your dealer code and select Update a Case.<br>If no response, we will assume additional assistance is not required and the case will be closed.<br>Closed TECH LINE cases can be reopened.<br>Case #: 36382849<br>Date Created: 7/16/2019<br>Customer name:<br>VIN: 1N6BA1F41GN507912Mileage: 56,904<br>Dealer code: 3816<br>Dealer name: BALISE NISSAN OF CAPE COD<br><br>ref:_00DA09j8L._5002I1rXSO3:ref |

Email: Case 36382849; 2016 TITAN XD; Loud knocking noise P0263 P0601 P00AF P2580 A61 [ ref:\_00DA09j8L.\_5002I1rXSO3:ref ]

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|      |                                     |
|------|-------------------------------------|
| Name |                                     |
| Task | <input checked="" type="checkbox"/> |

Due Date 7/18/2019  
Assigned To Wesley Roberts  
Last Modified Date/Time 7/18/2019 3:25 PM

Additional To [REDACTED]  
CC:  
BCC: wesley.roberts@nissan-usa.com  
Attachment:

Subject: Case 36382849; 2016 TITAN XD; Loud knocking noise P0263 P0601 P00AF P2580 A61 [ ref:\_00DA09j8L.\_5002I1rXSO3:ref ]

Body:

Joe,  
TECH LINE's latest case update is below.  
TSS Recommendation:

- We have not received any photos.
- Typically with debris it is obvious we have bearing material.
- Did we not see it when pan was initially dropped?

Comments

Thank you, \_\_\_\_\_ Wesley.RobertsTECH 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. 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 #: 36382849

Date Created: 7/16/2019

Customer name:

VIN: 1N6BA1F41GN507912 Mileage: 56,904

Dealer code: 3816

Dealer name: BALISE NISSAN OF CAPE COD

ref:\_00DA09j8L.\_5002I1rXSO3:ref

Email: Case 36382849; 2016 TITAN XD; Loud knocking noise P0263 P0601 P00AF P2580 A61 [ ref:\_00DA09j8L.\_5002I1rXSO3:ref ]

---

Name

Task

Due Date 7/18/2019

Assigned To Wesley Roberts

Last Modified Date/Time 7/18/2019 11:21 AM

Comments Additional To: [REDACTED]  
CC:  
BCC: wesley.roberts@nissan-usa.com  
Attachment:

Subject: Case 36382849; 2016 TITAN XD; Loud knocking noise P0263 P0601 P00AF P2580 A61 [ ref:\_00DA09j8L.\_5002I1rXSO3:ref ]

Body:

Joe,  
TECH LINE's latest case update is below.  
TSS Recommendation:

- Typically with a mechanical issue we see debris.
- With knocking present and no debris let's replace #1 injector, make sure to get trim code before installing.
- We have seen over fueling concerns from out of spec injectors cause a fuel knock.
- Over fueling can also lead to regens needing performed more often and DPF concerns.

- We see in service history we recently had to perform a regen for DPF restrictions DTCs.
- Keep me posted.

Thank you, \_\_\_\_\_ Wesley.RobertsTECH LINE

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 Case #: [REDACTED]  
 Date Created: 7/16/2019  
 Customer name:  
 VIN: 1N6BA1F41 [REDACTED] Mileage: 56,904  
 Dealer code: 3816  
 Dealer name: BALISE NISSAN OF CAPE COD

ref:\_00DA09j8L.\_5002I1rXSO3:ref

Email: Case [REDACTED] 2016 TITAN XD; Loud knocking noise P0263 P0601 P00AF P2580 A61 [ ref:\_00DA09j8L.\_5002I1rXSO3:ref ]

|                         |   |
|-------------------------|---|
| Name                    |   |
| Task                    | <input checked="" type="checkbox"/>   |
| Due Date                | 7/16/2019   |
| Assigned To             | Wesley Roberts  |
| Last Modified Date/Time | 7/16/2019 10:23 AM  |
| Additional To:          | [REDACTED]  |
| CC:                     |   |
| BCC:                    | wesley.roberts@nissan-usa.com   |
| Attachment:             |   |
| Subject:                | Case [REDACTED] 2016 TITAN XD; Loud knocking noise P0263 P0601 P00AF P2580 A61 [ ref:_00DA09j8L._5002I1rXSO3:ref ]  |
| Body:                   | <p>Joe,<br/>         TECH LINE's latest case update is below.<br/>         TSS Recommendation:</p> <ul style="list-style-type: none"> <li>• If found attach photos.</li> <li>• Keep me posted.</li> </ul> <p>Thank you, _____ Wesley.RobertsTECH LINE</p> <p>The TECH LINE Survey can be accessed by: <a href="#">CLICKING HERE</a><br/>         Updating a TECH LINE Case:Technician: Reply to this email; do not change the email subject line.<br/>         Email file attachments are limited to 6MB.<br/>         From ASIST, Select TECH LINE Support Request, Enter your dealer code and select Update a Case.<br/>         If no response, we will assume additional assistance is not required and the case will be closed.<br/>         Closed TECH LINE cases can be reopened.<br/>         Case #: [REDACTED]<br/>         Date Created: 7/16/2019<br/>         Customer name:<br/>         VIN: 1N6BA1F41 [REDACTED] Mileage: 56,904<br/>         Dealer code: 3816<br/>         Dealer name: BALISE NISSAN OF CAPE COD</p> <p>ref:_00DA09j8L._5002I1rXSO3:ref</p> |
| Comments                |   |

Email: Case 36382849; 2016 TITAN XD; Loud knocking noise P0263 P0601 P00AF P2580 A61 [ ref:\_00DA09j8L.\_5002I1rXSO3:ref ]

|      |                                     |
|------|-------------------------------------|
| Name |                                     |
| Task | <input checked="" type="checkbox"/> |

Due Date 7/16/2019  
Assigned To Wesley Roberts  
Last Modified Date/Time 7/16/2019 7:16 AM

Additional To [REDACTED]  
CC:  
BCC: wesley.roberts@nissan-usa.com  
Attachment:

Subject: Case 36382849; 2016 TITAN XD; Loud knocking noise P0263 P0601 P00AF P2580 A61 [ ref:\_00DA09j8L.\_5002I1rXSO3:ref ]

Body:  
Joe,  
TECH LINE's latest case update is below.  
TSS Recommendation:

Comments

- Does the knocking subside any when cylinder 1 is shut off?
- Inspect oil pan for debris
- Keep me posted.

Thank you, \_\_\_\_\_ Wesley.RobertsTECH LINE

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Updating a TECH LINE Case: Technician: Reply to this email; do not change the email subject line.  
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From ASIST, Select TECH LINE Support Request, Enter your dealer code and select Update a Case.  
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Closed TECH LINE cases can be reopened.  
Case # [REDACTED]  
Date Created: 7/16/2019  
Customer name:  
VIN: 1N6BA1F41 [REDACTED] Mileage: 56,904  
Dealer code: 3816  
Dealer name: BALISE NISSAN OF CAPE COD  
  
ref:\_00DA09j8L.\_5002I1rXSO3:ref

#### Attachments

**oil pan debris.jpeg**

---

Size 83KB  
Ownership Wesley Roberts  
View [View file](#)  
Last Modified 7/19/2019 1:52 PM

#### Emails

Case 36382849; 2016 TITAN XD; Loud knocking noise P0263 P0601 P00AF P2580 A61 [ ref:\_00DA09j8L.\_5002I1rXSO3:ref ]

---

Message Date 7/30/2019 1:51 PM

Has Attachment

Email Address [REDACTED]

Status Sent

Subject Case 36382849; 2016 TITAN XD; Loud knocking noise P0263 P0601 P00AF P2580 A61 [ ref:\_00DA09j8L.\_5002I1rXSO3:ref ]

Text Body Joe,

TECH LINE's latest case update is below.

TSS Recommendation:

- Thank you for the update.
- You beat me to the next check, great job.
- If any further assistance is needed let me know and have a great day!

Thank you,

---

Wesley.Roberts

**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:** 7/16/2019  
**Customer name:** [REDACTED]  
**VIN:** 1N6BA1F4 [REDACTED]

**Mileage:** 56,904

**Dealer code:** 3816

**Dealer name:** BALISE NISSAN OF CAPE COD

**Customer's Concerns:**  
**LOUD KNOCKING NOISE**


**Technician Findings:**  
**CODE PO263, P0601, P00AF,P2580 ENGINE KNOCKING AND MISFIRING. CLEAR CODES AND PO263 RETURNS. . CYLINDER SHUTDOWN TEST REVEALS NOT MUCH NOTICEABLE DIFFERENCE B/W ALL CYLS AS ALL AFFECT RPM BUT CYL 1 AFFECTS THE MOST.. .:**

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] 2016 TITAN XD; Loud knocking noise P0263 P0601 P00AF P2580 A61 [ref:\_00DA09j8L\_5002l1rXSO3:ref ]

---

Message Date 7/30/2019 1:37 PM

Has Attachment 

Email Address [REDACTED]

Status Read

Subject Re: Case 36382849; 2016 TITAN XD; Loud knocking noise P0263 P0601 P00AF P2580 A61 [ref:\_00DA09j8L\_5002l1rXSO3:ref ]

Text Body Performed hard reset and got actuator to reset. Cleared codes and drove and ok

Sent from my iPhone

> On Jul 30, 2019, at 12:55 PM, TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:

>

>

>

> Joe,

>

> TECH LINE's latest case update is below.

>

> TSS Recommendation:

> • Compare to KGV, verify we installed the linkage correctly.

> • The P0601 was present before, so it is unlikely this will resolve that concern, but could be possible.

> • If we disconnect linkage from actuator, can we move the RTCV in full range manually?

> • Do we feel any binding, we would not expect to with a new turbo.

> • Did we physically watch for movement when calibrating?

> • How many attempts have been performed?

> •

> • The RTCV calibration will not change from "calibrate" on the C3+ display.

> • Once RTCV calibration procedure is selected, the actuator makes a sweep and the process is completed.

> • There is no indication on the C3+ that the procedure has completed successfully.

> • After RTCV calibration completed, inspect ECM data monitors TRTCV INSTALL/CALIB STATUS, RTCV ACTUATOR POS, and RTCV HYSTERESIS STATUS

> • RTCV linkage must be replaced after 5 attempted calibrations.

> • Keep me posted.

>

>

> Thank you,

>

> Wesley.Roberts

> 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.

>

> 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: 7/16/2019

> Customer name: [REDACTED]

> VIN: 1N6BA1F [REDACTED]

> Mileage: 56,904

> Dealer code: 3816

> Dealer name: BALISE NISSAN OF CAPE COD

>

>

>

>  
> ref:\_00DA09j8L\_5002I1rXSO3:ref

Re: Case [REDACTED] 2016 TITAN XD; Loud knocking noise P0263 P0601 P00AF P2580 A61 [  
ref:\_00DA09j8L\_5002I1rXSO3:ref ]

---

Message Date 7/30/2019 12:51 PM

Has Attachment 

Email Address [REDACTED]

Status Read

Subject Re: Ca [REDACTED] 2016 TITAN XD; Loud knocking noise P0263 P0601 P00AF P2580 A61 [  
ref:\_00DA09j8L\_5002I1rXSO3:ref ]

Text Body The p00af code was also present before engine replacement. It doesn't sweep during procedure. No binding and it's new linkage that came with new turbo. Unfortunately I think I have attempted to calibrate it more than 5 times  
Maybe replace ecm 1st and retry calibration after?  
Sent from my iPhone

> On Jul 30, 2019, at 12:55 PM, TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:

>

>

>

> Joe,

>

> TECH LINE's latest case update is below.

>

> TSS Recommendation:

> • Compare to KGV, verify we installed the linkage correctly.

> • The P0601 was present before, so it is unlikely this will resolve that concern, but could be possible.

> • If we disconnect linkage from actuator, can we move the RTCV in full range manually?

> • Do we feel any binding, we would not expect to with a new turbo.

> • Did we physically watch for movement when calibrating?

> • How many attempts have been performed?

> •

> • The RTCV calibration will not change from "calibrate" on the C3+ display.

> • Once RTCV calibration procedure is selected, the actuator makes a sweep and the process is completed.

> • There is no indication on the C3+ that the procedure has completed successfully.

> • After RTCV calibration completed, inspect ECM data monitors TRTCV INSTALL/CALIB STATUS, RTCV ACTUATOR POS, and RTCV HYSTERESIS STATUS

> • RTCV linkage must be replaced after 5 attempted calibrations.

> • Keep me posted.

>

>

> Thank you,

>

> Wesley.Roberts

> 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.

>

> 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: 7/16/2019

> Customer name:

> VIN: 1N6BA1F41[REDACTED]

> Mileage: 56,904

> Dealer code: 3816

> Dealer name: BALISE NISSAN OF CAPE COD  
>  
>  
>  
>  
> ref:\_00DA09j8L.\_5002I1rXSO3:ref

Case 36382849; 2016 TITAN XD; Loud knocking noise P0263 P0601 P00AF P2580 A61 [  
ref:\_00DA09j8L.\_5002I1rXSO3:ref ]

---

Message Date 7/30/2019 11:55 AM

Has Attachment 

Email Address [REDACTED]

Status Sent

Subject Case 36382849; 2016 TITAN XD; Loud knocking noise P0263 P0601 P00AF P2580 A61 [  
ref:\_00DA09j8L.\_5002I1rXSO3:ref ]

Text Body JOE SEARS,

TECH LINE's latest case update is below.

**TSS Recommendation:**

- Compare to KGV, verify we installed the linkage correctly.
- The P0601 was present before, so it is unlikely this will resolve that concern, but could be possible.
- If we disconnect linkage from actuator, can we move the RTCV in full range manually?
- Do we feel any binding, we would not expect to with a new turbo.
- Did we physically watch for movement when calibrating?
- How many attempts have been performed?
- 
- The RTCV calibration will not change from "calibrate" on the C3+ display.
- Once RTCV calibration procedure is selected, the actuator makes a sweep and the process is completed.
- There is no indication on the C3+ that the procedure has completed successfully.
- After RTCV calibration completed, inspect ECM data monitors TRTCV INSTALL/CALIB STATUS, RTCV ACTUATOR POS, and RTCV HYSTERESIS STATUS
- RTCV linkage must be replaced after 5 attempted calibrations.
- Keep me posted.

Thank you,

---

Wesley.Roberts

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: 7/16/2019  
Customer name: [REDACTED]  
VIN: 1N6BA1F41 [REDACTED]

Mileage: 56,904

Dealer code: 3816

Dealer name: BALISE NISSAN OF CAPE COD

Customer's Concerns:  
LOUD KNOCKING NOISE

Technician Findings:  
CODE P0263, P0601, P00AF, P2580 ENGINE KNOCKING AND MISFIRING. CLEAR CODES AND P0263 RETURNS. . CYLINDER SHUTDOWN TEST REVEALS NOT MUCH NOTICEABLE DIFFERENCE B/W ALL CYLS AS ALL AFFECT RPM BUT CYL 1 AFFECTS THE MOST.. .:

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Re: Case [REDACTED] 2016 TITAN XD; Loud knocking noise P0263 P0601 P00AF P2580 A61 [ref:\_00DA09j8L.\_5002|1rXSO3:ref ]

Message Date 7/30/2019 11:02 AM

Has Attachment 

Email Address [REDACTED]

Status Read

Subject Re: Cas [REDACTED] 2016 TITAN XD; Loud knocking noise P0263 P0601 P00AF P2580 A61 [ref:\_00DA09j8L.\_5002|1rXSO3:ref ]

Text Body Don't know if you saw last case update but also has p00af code and actuator won't calibrate. Spooling turbo at idle. Should I try a new actuator first or ecm?

Sent from my iPhone

> On Jul 30, 2019, at 11:29 AM, TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:

>  
>  
>

> Joe,

>

> TECH LINE's latest case update is below.

>

> TSS Recommendation:

> • Please replace the ECM.

> • We have seen some cases where the saved ECM data (VIN, Engine serial number, and injector codes) will not write after saving.

> • Print a copy of the injector codes and serial number in case we have to manually write the codes after replacement.

> • Keep me posted.  
>  
>  
> Thank you,  
>  
> \_\_\_\_\_  
> Wesley.Roberts  
> 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.  
>  
> 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: 7/16/2019  
> Customer name:  
> VIN: 1N6BA1F4 [REDACTED]  
> Mileage: 56,904  
> Dealer code: 3816  
> Dealer name: BALISE NISSAN OF CAPE COD  
>  
>  
>  
> ref:\_00DA09j8L.\_5002I1rXSO3:ref

Case 36382849; 2016 TITAN XD; Loud knocking noise P0263 P0601 P00AF P2580 A61 [  
ref:\_00DA09j8L.\_5002I1rXSO3:ref ]

---

Message Date 7/30/2019 10:29 AM  
Has Attachment   
Email Address [REDACTED]  
Status Sent  
Subject Case 36382849; 2016 TITAN XD; Loud knocking noise P0263 P0601 P00AF P2580 A61 [  
ref:\_00DA09j8L.\_5002I1rXSO3:ref ]  
Text Body JOE SEARS,

TECH LINE's latest case update is below.

**TSS Recommendation:**

- Please replace the ECM.
- We have seen some cases where the saved ECM data (VIN, Engine serial number, and injector codes) will not write after saving.
- Print a copy of the injector codes and serial number in case we have to manually write the codes after replacement.
- Keep me posted.

Thank you,

\_\_\_\_\_  
Wesley.Roberts

**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:** 7/16/2019  
**Customer name:**  
**VIN:** 1N6BA1F41 [REDACTED]

**Mileage:** 56,904

**Dealer code:** 3816

**Dealer name:** BALISE NISSAN OF CAPE COD

**Customer's Concerns:**  
**LOUD KNOCKING NOISE**

**Technician Findings:**  
**CODE PO263, P0601, P00AF,P2580 ENGINE KNOCKING AND MISFIRING. CLEAR CODES AND PO263 RETURNS. . CYLINDER SHUTDOWN TEST REVEALS NOT MUCH NOTICEABLE DIFFERENCE B/W ALL CYLS AS ALL AFFECT RPM BUT CYL 1 AFFECTS THE MOST.. .:**

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**Case** [REDACTED] **2016 TITAN XD; Loud knocking noise P0263 P0601 P00AF P2580 A61 [**  
**ref:\_00DA09j8L\_5002I1rXSO3:ref ]**

---

**Message Date** 7/19/2019 1:52 PM

**Has Attachment** 

**Email Address** [REDACTED]

**Status** **Sent**

Subject Case 36382849; 2016 TITAN XD; Loud knocking noise P0263 P0601 P00AF P2580 A61 [ ref:\_00DA09j8L\_500211rXSO3:ref ]

Text Body Joe,

TECH LINE's latest case update is below.

**TSS Recommendation:**

- Thank you for the information.
- Let's replace the long block on this one.
- I believe it comes with turbos, but if not let's get them since metal debris went through our lubrication circuit.
- Keep me posted on final repair.

Thank you,

---

Wesley.Roberts

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:** 7/16/2019  
**Customer name:**  
**VIN:** 1N6BA1F41[REDACTED]

**Mileage:** 56,904

**Dealer code:** 3816

**Dealer name:** BALISE NISSAN OF CAPE COD

**Customer's Concerns:**  
**LOUD KNOCKING NOISE**

**Technician Findings:**

CODE P0263, P0601, P00AF,P2580 ENGINE KNOCKING AND MISFIRING. CLEAR CODES AND P0263 RETURNS. . CYLINDER SHUTDOWN TEST REVEALS NOT MUCH NOTICEABLE DIFFERENCE B/W ALL CYLS AS ALL AFFECT RPM BUT CYL 1 AFFECTS THE MOST.. .:

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Re: Case [REDACTED] 2016 TITAN XD; Loud knocking noise P0263 P0601 P00AF P2580 A61 [ ref:\_00DA09j8L\_5002I1rXSO3:ref ]

Message Date 7/19/2019 1:12 PM

Has Attachment

Email Address [REDACTED]

Status Read

Subject Re: Case 36382849; 2016 TITAN XD; Loud knocking noise P0263 P0601 P00AF P2580 A61 [ ref:\_00DA09j8L\_5002I1rXSO3:ref ]

Text Body Initially I didn't see it as there still was maybe 10oz of oil still in the lower section of pan. Went to clean it for reinstall and saw bearing debris when draining rest of oil. I guess I was expecting a lot more material all throughout pan from how loud engine was/is knocking. Sent photo

Sent from my iPhone

> On Jul 18, 2019, at 4:25 PM, TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:

>

>

>

> Joe,

>

> TECH LINE's latest case update is below.

>

> TSS Recommendation:

> • We have not received any photos.

> • Typically with debris it is obvious we have bearing material.

> • Did we not see it when pan was initially dropped?

>

>

> Thank you,

>

> Wesley.Roberts

> 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.

>

> 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: 7/16/2019

> Customer name:

> VIN: 1N6BA1F41 [REDACTED]

> Mileage: 56,904  
> Dealer code: 3816  
> Dealer name: BALISE NISSAN OF CAPE COD  
>  
>  
>  
>  
> ref:\_00DA09j8L.\_5002I1rXSO3:ref

Re: Case [REDACTED]; 2016 TITAN XD; Loud knocking noise P0263 P0601 P00AF P2580 A61 [  
ref:\_00DA09j8L.\_5002I1rXSO3:ref ]

---

Message Date 7/19/2019 1:09 PM

Has Attachment

Email Address [REDACTED]

Status Read

Subject Re: Case 36382849; 2016 TITAN XD; Loud knocking noise P0263 P0601 P00AF P2580 A61 [  
ref:\_00DA09j8L.\_5002I1rXSO3:ref ]

Sent from my iPhone

> On Jul 18, 2019, at 4:25 PM, TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:

>

>

>

>

> Joe,

>

> TECH LINE's latest case update is below.

>

> TSS Recommendation:

> • We have not received any photos.

> • Typically with debris it is obvious we have bearing material.

> • Did we not see it when pan was initially dropped?

>

>

> Thank you,

>

> Wesley.Roberts

> 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.

>

>

>

>

> 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: 7/16/2019

> Customer name: [REDACTED]

> VIN: 1N6BA1F41 [REDACTED]

> Mileage: 56,904

> Dealer code: 3816

> Dealer name: BALISE NISSAN OF CAPE COD

>

>

>

>

> ref:\_00DA09j8L.\_5002I1rXSO3:ref

Text Body

Case [REDACTED] 2016 TITAN XD; Loud knocking noise P0263 P0601 P00AF P2580 A61 [ref:\_00DA09j8L\_5002l1rXSO3:ref ]

---

Message Date 7/18/2019 3:25 PM

Has Attachment 

Email Address [REDACTED]

Status **Sent**

Subject **Case 36382849; 2016 TITAN XD; Loud knocking noise P0263 P0601 P00AF P2580 A61 [ref:\_00DA09j8L\_5002l1rXSO3:ref ]**

Text Body **Joe,**

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

**TSS Recommendation:**

- **We have not received any photos.**
- **Typically with debris it is obvious we have bearing material.**
- **Did we not see it when pan was initially dropped?**

Thank you,

---

**Wesley.Roberts**

**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: 7/16/2019  
Customer name: [REDACTED]  
VIN: 1N6BA1F41 [REDACTED]**

**Mileage: 56,904**

**Dealer code: 3816**

**Dealer name: BALISE NISSAN OF CAPE COD**

**Customer's Concerns:  
LOUD KNOCKING NOISE**

**Technician Findings:  
CODE P0263, P0601, P00AF,P2580 ENGINE KNOCKING AND MISFIRING. CLEAR CODES AND P0263 RETURNS. . CYLINDER SHUTDOWN TEST REVEALS NOT MUCH NOTICEABLE DIFFERENCE B/W ALL CYLS AS ALL AFFECT RPM BUT CYL 1 AFFECTS THE MOST.. .:**

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**Re: Case [REDACTED] 2016 TITAN XD; Loud knocking noise P0263 P0601 P00AF P2580 A61 [ ref:\_00DA09j8L.\_5002I1rXSO3:ref ]**

---

Message Date 7/18/2019 12:55 PM

Has Attachment 

Email Address [REDACTED]

Status **Read**

Subject **Re: Case [REDACTED] 2016 TITAN XD; Loud knocking noise P0263 P0601 P00AF P2580 A61 [ ref:\_00DA09j8L.\_5002I1rXSO3:ref ]**

Text Body **Went to clean oil pan to reinstall and did find bearing material . Advisor is sending pic to case**

**Sent from my iPhone**

> On Jul 18, 2019, at 12:21 PM, TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:

>

>

>

> Joe,

>

> TECH LINE's latest case update is below.

>

> TSS Recommendation:

> • Typically with a mechanical issue we see debris.

> • With knocking present and no debris let's replace #1 injector, make sure to get trim code before installing.

> • We have seen over fueling concerns from out of spec injectors cause a fuel knock.

> • Over fueling can also lead to regens needing performed more often and DPF concerns.

> • We see in service history we recently had to perform a regen for DPF restrictions DTCs.

> • Keep me posted.

>

>

> Thank you,

>

> Wesley.Roberts

> 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.

>

> 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: 7/16/2019

> Customer name:

> VIN: 1N6BA1F4 [REDACTED]

> Mileage: 56,904

> Dealer code: 3816

> Dealer name: BALISE NISSAN OF CAPE COD

>

>

>

>

> ref:\_00DA09j8L.\_5002I1rXSO3:ref

Case [REDACTED] 2016 TITAN XD; Loud knocking noise P0263 P0601 P00AF P2580 A61 [  
ref:\_00DA09j8L.\_5002I1rXSO3:ref ]

---

Message Date 7/18/2019 11:21 AM

Has Attachment

Email Address [REDACTED]

Status **Sent**

Subject **Case 36382849; 2016 TITAN XD; Loud knocking noise P0263 P0601 P00AF P2580 A61 [  
ref:\_00DA09j8L.\_5002I1rXSO3:ref ]**

Text Body **Joe,**

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

**TSS Recommendation:**

- Typically with a mechanical issue we see debris.
- With knocking present and no debris let's replace #1 injector, make sure to get trim code before installing.
- We have seen over fueling concerns from out of spec injectors cause a fuel knock.
- Over fueling can also lead to regens needing performed more often and DPF concerns.
- We see in service history we recently had to perform a regen for DPF restrictions DTCs.
- Keep me posted.

Thank you,

---

**Wesley.Roberts**

**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: 7/16/2019  
Customer name: [REDACTED]  
VIN: 1N6BA1F410 [REDACTED]

Mileage: 56,904

Dealer code: 3816

Dealer name: BALISE NISSAN OF CAPE COD

Customer's Concerns:  
LOUD KNOCKING NOISE

Technician Findings:  
CODE P0263, P0601, P00AF,P2580 ENGINE KNOCKING AND MISFIRING. CLEAR CODES AND P0263 RETURNS. . CYLINDER SHUTDOWN TEST REVEALS NOT MUCH NOTICEABLE DIFFERENCE B/W ALL CYLS AS ALL AFFECT RPM BUT CYL 1 AFFECTS THE MOST.. .:

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Re: Case [REDACTED] 2016 TITAN XD; Loud knocking noise P0263 P0601 P00AF P2580 A61 [ref:\_00DA09j8L.\_5002|1rXSO3:ref ]

---

Message Date 7/18/2019 10:55 AM

Has Attachment 

Email Address [REDACTED]

Status Read

Subject Re: Case [REDACTED] 2016 TITAN XD; Loud knocking noise P0263 P0601 P00AF P2580 A61 [ref:\_00DA09j8L.\_5002|1rXSO3:ref ]

Text Body Removed oil pan and inspect. No debri found. What would be next step?

Sent from my iPhone

> On Jul 16, 2019, at 11:23 AM, TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:  
>  
>  
>  
> Joe,  
>  
> TECH LINE's latest case update is below.  
>  
> TSS Recommendation:  
> • If found attach photos.  
> • Keep me posted.  
>  
>  
> Thank you,

>  
> Wesley.Roberts  
> 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.  
>  
> 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: 7/16/2019  
> Customer name [REDACTED]  
> VIN: 1N6BA1F4 [REDACTED]  
> Mileage: 56,904  
> Dealer code: 3816  
> Dealer name: BALISE NISSAN OF CAPE COD  
>  
>  
>  
> ref:\_00DA09j8L.\_5002I1rXSO3:ref

Case [REDACTED] 2016 TITAN XD; Loud knocking noise P0263 P0601 P00AF P2580 A61 [  
ref:\_00DA09j8L.\_5002I1rXSO3:ref ]

---

Message Date 7/16/2019 10:23 AM

Has Attachment

Email Address [REDACTED]

Status Sent

Subject Case [REDACTED] 2016 TITAN XD; Loud knocking noise P0263 P0601 P00AF P2580 A61 [  
ref:\_00DA09j8L.\_5002I1rXSO3:ref ]

Text Body Joe,

TECH LINE's latest case update is below.

TSS Recommendation:

- If found attach photos.
- Keep me posted.

Thank you,

---

Wesley.Roberts

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:** 7/16/2019  
**Customer name:**  
**VIN:** 1N6BA1F41 [REDACTED]

**Mileage:** 56,904

**Dealer code:** 3816

**Dealer name:** BALISE NISSAN OF CAPE COD

**Customer's Concerns:**  
**LOUD KNOCKING NOISE**

**Technician Findings:**  
**CODE PO263, P0601, P00AF,P2580 ENGINE KNOCKING AND MISFIRING. CLEAR CODES AND PO263 RETURNS. . CYLINDER SHUTDOWN TEST REVEALS NOT MUCH NOTICEABLE DIFFERENCE B/W ALL CYLS AS ALL AFFECT RPM BUT CYL 1 AFFECTS THE MOST.. .:**

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**Re: Case [REDACTED] 2016 TITAN XD; Loud knocking noise P0263 P0601 P00AF P2580 A61 [ ref:\_00DA09j8L.\_5002I1rXSO3:ref ]**

---

Message Date 7/16/2019 9:21 AM

Has Attachment 

Email Address [REDACTED]

Status Read

Subject **Re: Case [REDACTED] 2016 TITAN XD; Loud knocking noise P0263 P0601 P00AF P2580 A61 [ ref:\_00DA09j8L.\_5002I1rXSO3:ref ]**

Text Body **Strangely it is noisiest with cylinder 1 off, quietest with 5 off. Will inspect pan for debris next**

**Sent from my iPhone**

> On Jul 16, 2019, at 8:16 AM, TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:  
>  
>

>  
> Joe,  
>  
> TECH LINE's latest case update is below.  
>  
> TSS Recommendation:  
> • Does the knocking subside any when cylinder 1 is shut off?  
> • Inspect oil pan for debris  
> • Keep me posted.  
>  
>  
> Thank you,  
>  
> \_\_\_\_\_  
> Wesley.Roberts  
> 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.  
>  
> 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: 7/16/2019  
> Customer name:  
> VIN: 1N6BA1F [REDACTED]  
> Mileage: 56,904  
> Dealer code: 3816  
> Dealer name: BALISE NISSAN OF CAPE COD  
>  
>  
>  
> ref:\_00DA09j8L.\_5002l1rXSO3:ref

Case [REDACTED] 2016 TITAN XD; Loud knocking noise P0263 P0601 P00AF P2580 A61 [ref:\_00DA09j8L.\_5002l1rXSO3:ref ]

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Message Date 7/16/2019 7:16 AM

Has Attachment

Email Address [REDACTED]

Status Sent

Subject Case 36382849; 2016 TITAN XD; Loud knocking noise P0263 P0601 P00AF P2580 A61 [ref:\_00DA09j8L.\_5002l1rXSO3:ref ]

Text Body Joe,

TECH LINE's latest case update is below.

TSS Recommendation:

- Does the knocking subside any when cylinder 1 is shut off?
- Inspect oil pan for debris
- Keep me posted.

Thank you,

---

Wesley.Roberts

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: 7/16/2019

Customer name: [REDACTED]

VIN: 1N6BA1F41 [REDACTED]

Mileage: 56,904

Dealer code: 3816

Dealer name: BALISE NISSAN OF CAPE COD

Customer's Concerns:  
LOUD KNOCKING NOISE

Technician Findings:

CODE P0263, P0601, P00AF,P2580 ENGINE KNOCKING AND MISFIRING. CLEAR CODES AND P0263 RETURNS. . CYLINDER SHUTDOWN TEST REVEALS NOT MUCH NOTICEABLE DIFFERENCE B/W ALL CYLS AS ALL AFFECT RPM BUT CYL 1 AFFECTS THE MOST.. .:

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.

**Case Comments**

7/30/2019 1:51 PM

7/30/2019 1:51 PM

User **Wesley Roberts**  
Public

User **Wesley Roberts**  
Public

Comment  
TSS Recommendation:  
• Thank you for the update.  
• You beat me to the next check, great job.  
• If any further assistance is needed let me know and have a great day!

7/30/2019 11:55 AM

User Wesley Roberts

Public

Comment  
TSS Recommendation:  
• Compare to KGV, verify we installed the linkage correctly.  
• The P0601 was present before, so it is unlikely this will resolve that concern, but could be possible.  
• If we disconnect linkage from actuator, can we move the RTCV in full range manually?  
• Do we feel any binding, we would not expect to with a new turbo.  
• Did we physically watch for movement when calibrating?  
• How many attempts have been performed?  
•  
• The RTCV calibration will not change from "calibrate" on the C3+ display.  
• Once RTCV calibration procedure is selected, the actuator makes a sweep and the process is completed.  
• There is no indication on the C3+ that the procedure has completed successfully.  
• After RTCV calibration completed, inspect ECM data monitors TRTCV INSTALL/CALIB STATUS, RTCV ACTUATOR POS, and RTCV HYSTERESIS STATUS  
• RTCV linkage must be replaced after 5 attempted calibrations.  
• Keep me posted.

7/30/2019 10:27 AM

User Wesley Roberts

Public

Comment  
TSS Recommendation:  
• Please replace the ECM.  
• We have seen some cases where the saved ECM data (VIN, Engine serial number, and injector codes) will not write after saving.  
• Print a copy of the injector codes and serial number in case we have to manually write the codes after replacement.  
• Keep me posted.

7/30/2019 9:16 AM

User Survey Site Guest User

Public

Comment  
REPLACED LONG BLOCK AND TURBO. COMPLETE. CODE P0601 IN ENGINE SETS CURRENT AND RETURNS IF CLEARED. WAS A STORED CODE BEFORE WORK. REPLACE ECM?

7/19/2019 1:52 PM

User Wesley Roberts

Public

Tech Description:  
• The p00af code was also present before engine replacement.  
• It doesn't sweep during procedure.  
• No binding and it's new linkage that came with new turbo.

Comment  
• Unfortunately I think I have attempted to calibrate it more than 5 times  
• Maybe replace ECM 1st and retry calibration after?  
• 2nd email:  
• Performed hard reset and got actuator to reset.  
• Cleared codes and drove and ok

7/30/2019 11:55 AM

User Wesley Roberts

Public

Comment  
Tech Description:  
• Don't know if you saw last case update but also has p00af code and actuator won't calibrate.  
• Spooling turbo at idle.  
• Should I try a new actuator first or ECM?

7/30/2019 10:10 AM

User Survey Site Guest User

Public

Comment  
ALSO WILL SET P00AF CODE. ATTEMPT TO CALIBRATE TURBO ACTUATOR BUT WILL NOT AFTER SEVERAL ATTEMPTS. PIN FITS OK. SOUNDS LIKE TURBO SPOOLING SLIGHT AT IDLE AND VERY/TOO NOISE IF DRIVEN. IS ECM CAUSING THIS OR ACTUATOR??

7/19/2019 1:52 PM

User Wesley Roberts

Public

Comment  
TSS Recommendation:  
• Thank you for the information.  
• Let's replace the long block on this one.  
• I believe it comes with turbos, but if not let's get them since metal debris went through our lubrication circuit.  
• Keep me posted on final repair.

7/18/2019 3:25 PM

User Wesley Roberts

Public

Comment  
TSS Recommendation:  
• We have not received any photos.  
• Typically with debris it is obvious we have bearing material.  
• Did we not see it when pan was initially dropped?

7/18/2019 11:21 AM

User Wesley Roberts

Public

Comment  
TSS Recommendation:  
• Typically with a mechanical issue we see debris.  
• With knocking present and no debris let's replace #1 injector, make sure to get trim code before installing.

Comment  
Tech Description:  
• Initially I didn't see it as there still was maybe 10oz of oil still in the lower section of pan.  
• Went to clean it for reinstall and saw bearing debris when draining rest of oil.  
• I guess I was expecting a lot more material all throughout pan from how loud engine was/is knocking.  
• Sent photo

• We have seen over fueling concerns from out of spec injectors cause a fuel knock.  
• Over fueling can also lead to regens needing performed more often and DPF concerns.  
• We see in service history we recently had to perform a regen for DPF restrictions DTCs.  
• Keep me posted.

7/16/2019 10:23 AM

User Wesley Roberts  
Public   
Comment TSS Recommendation:  
• If found attach photos.  
• Keep me posted.

7/18/2019 3:24 PM

User Wesley Roberts  
Public   
Comment Tech Description:  
• Went to clean oil pan to reinstall and did find bearing material.  
• Advisor is sending pic to case

7/16/2019 7:16 AM

User Wesley Roberts  
Public   
Comment TSS Recommendation:  
• Does the knocking subside any when cylinder 1 is shut off?  
• Inspect oil pan for debris  
• Keep me posted.

7/18/2019 11:21 AM

User Wesley Roberts  
Public   
Comment Tech Description:  
• Removed oil pan and inspect. No debris found.  
• What would be next step?

7/16/2019 7:05 AM

User Survey Site Guest User  
Public   
Comment Customer Comments: LOUD KNOCKING NOISE  
 Technician Findings: CODE P0263, P0601, P00AF,P2580 ENGINE KNOCKING AND MISFIRING. CLEAR CODES AND P0263 RETURNS. .  
CYLINDER SHUTDOWN TEST REVEALS NOT MUCH NOTICEABLE DIFFERENCE B/W ALL CYLS AS ALL AFFECT RPM BUT CYL 1 AFFECTS THE MOST..  
 Repairs Made: NONE

7/16/2019 10:22 AM

User Wesley Roberts  
Public   
Comment Tech Description:  
• Strangely it is noisiest with cylinder 1 off, quietest with 5 off.  
• Will inspect pan for debris next

7/16/2019 7:16 AM

User Wesley Roberts  
Public   
Comment Tech Description:  
• P0263 CYLINDER 1 CONTRIBUTION/BALANCE  
• P0601 MEMORY CHECK SUM  
• P00AF TURBOCHARGER/SUPERCHARGER BOOST CONTROL "A" MODULE PERFORMANCE  
• P2580 TURBOCHARGER SPEED SENSOR "A" CIRCUIT LOW

## Case History

7/30/2019 11:56 AM

User Wesley Roberts  
Action Changed Caller Name from JOE SEARS to Joe.

7/30/2019 9:15 AM

User Survey Site Guest User  
Action Changed Caller Name from Joe to JOE SEARS.

7/19/2019 1:53 PM

User Wesley Roberts  
Action Changed Status from Pending Dealer Reply to Closed. Closed.

7/16/2019 7:17 AM

User **Wesley Roberts**

Action **Changed Status from Open to Pending Dealer Reply. Closed.**

**7/16/2019 7:14 AM**

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User **Wesley Roberts**

Action **Changed Caller Name from JOE SEARS to Joe. Changed Subject to Loud knocking noise P0263 P0601 P00AF P2580 A61.**

**7/16/2019 7:13 AM**

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User **Wesley Roberts**

Action **Changed Case Owner from TECH LINE Initial to Wesley Roberts.**

**7/16/2019 7:05 AM**

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User **Survey Site Guest User**

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

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