



Case: [REDACTED]

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

General

Caller Name	adan martin	Dealer	EMPIRE LITTLETON NISSAN
NNAnet user ID	tva-44873	Contact Name	
Tech Preferred Phone	3038956799	Customer Name	
Tech Preferred Email	[REDACTED]	Case Record Type	TECH LINE Cases
Preferred Contact Method		Case Owner	Dave Sattler
Repair/Work Order	26012884	Mobile Phone	
Job/Line Number	1	Texting Status	
Created Day	Friday		

Incident Information

Customer Comments	died while driving	Customer Name	[REDACTED]
Verified	Yes	Vehicle	1N6BA1F43H [REDACTED]
Question for TECH LINE	Other - Ask Question in Technician Findings	VIN	1N6BA1F43H [REDACTED]
Service Manual General Section	Engine	Archived VIN Make	
Service Manual Specific Section	Engine Mechanical	Archived VIN Year	2017
Symptom Code Category	Experience/Occurrence	Archived VIN Model	TITAN XD
Symptom	HARD TO START/EXCESS CRANK TIME	Incident/RO Date	1/28/2020
When does this concern occur?	ALL TIMES	Calculated Days Down	3
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	none	Total Days Down	3
Observed Modifications & Accessories	none	Repair Attempts	0
		Current Mileage	34,268
		Vehicle Mileage Prior Value	

Vehicle Purchased Miles
 Primary DTC
 Current DTC ECM p0335
 Past DTC
 Other DTCs

TECH LINE Information

Subject Loud knocking from engine when operating, p0335 crank pos sensor DTC Resolution Action
 Status Closed Resolution Object
 Confirmed Resolution Pending Field Inspection Indicator
 Component Code Category EM|Engine Mechanical NNA Field Inspection Date
 Component Code Issue EMC|CRANKSHAFT & OIL PAN FSSS
 TECH LINE Template ECC Initial Response FSSS Date
 TREAD Component 06
 Date/Time Closed 1/31/2020 2:44 PM
 Description
 Recommendation Detail

DTS Information

DTSM Inspection Date DTSM Request Type
 DTSM Inspection Date Confirmed? Inspection Time/Notes Appointment Time:
 Notes to Agent:
 Notes for DTSM (Vehicle Concerns)

Activity History

Email: Case [REDACTED] 2017 TITAN XD; Loud knocking from engine when operating, p0335 crank pos sensor DTC [ref:_00DA09j8L_5002I223mLh:ref]

Name
 Task
 Due Date 2/5/2020
 Assigned To Dave Sattler
 Last Modified Date/Time 2/5/2020 7:38 AM
 Comments Additional To: [REDACTED]
 CC:
 BCC: dave.sattler@nissan-usa.com
 Attachment:
 Subject: Case [REDACTED] 2017 TITAN XD; Loud knocking from engine when operating, p0335 crank pos sensor DTC [ref:_00DA09j8L_5002I223mLh:ref]
 Body:
 adan martin,
 TECH LINE's latest case update is below.
 Recommendation:
 Thank you for the case update Adan.

With the current findings with pan removed.

Replace long engine assy. due to separated crankshaft.

If further assistance is needed contact TECH LINE anytime

Thank you, _____ Dave STECH 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 #: _____

Date Created: 1/31/2020

Customer name:

VIN: 1N6BA1F43H _____ Mileage: 34,268

Dealer code: 5716

Dealer name: EMPIRE LITTLETON NISSAN

Customer's Concerns:

died while driving

Technician Findings:

truck came in died while driving check codes found code for crank sensor p0335. tried to start truck it was knocking really bad would not start. replaced my crank sensor and cleared codes still no start horrible knock. check sensor wiring is good check voltage at sensor have 4.9 volts at sensor signal wire tested good and ground side tested good. cleared codes got it to start still knocking horrible still rpms were reading. code comes back p0335. un plugged all injectors crank it over still knocking. checked oil level is good checked quality is good no metal in oil tried to turn by hand and a certain point motor is hard to turn by hand and feel and hear a solid thud.:

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.

ref:_00DA09j8L._5002I223mLh:ref

Email: Cas _____ 017 TITAN XD; Loud knocking from engine when operating, p0335 crank pos sensor DTC [ref:_00DA09j8L._5002I223mLh:ref]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	1/31/2020
Assigned To	Dave Sattler
Last Modified Date/Time	1/31/2020 2:45 PM
Comments	Additional To: _____ CC: BCC: dave.sattler@nissan-usa.com Attachment: Subject: _____ 017 TITAN XD; Loud knocking from engine when operating _____ pos sensor DTC [ref:_00DA09j8L._5002I223mLh:ref] Body: adan martin, TECH LINE's latest case update is below. Recommendation: Thank you for the case information Adan We have a vehicle that was towed in due to engine stopping. We have inspected for DTC and found P0335 CKPS SEN/CIR (POS/OBD) Attempted to start engine and loud knocking from engine heard.

Replaced crank sensor and no change knocking still present.

Remove lower oil pan and insect for debris.

With pan off look of possible source of knocking.

What is the condition of this vehicle?

Has anything been assed or modified on this vehicle?

If further assistance is needed contact TECH LINE anytime.

Thank you, _____ Dave STECH LINE

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Case #: _____

Date Created: 1/31/2020

Customer name:

VIN: 1N6BA1F43H _____ Mileage: 34,268

Dealer code: 5716

Dealer name: EMPIRE LITTLETON NISSAN

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ref:_00DA09j8L._5002I223mLh:ref

Emails

Case _____ 2017 TITAN XD; Loud knocking from engine when operating, p0335 crank pos sensor DTC [ref:_00DA09j8L._5002I223mLh:ref]

Message Date 2/5/2020 7:38 AM

Has Attachment

Email Address _____

Status Sent

Subject Case _____ 2017 TITAN XD; Loud knocking from engine when operating, p0335 crank pos sensor DTC [ref:_00DA09j8L._5002I223mLh:ref]

Text Body adan martin,

TECH LINE's latest case update is below.

Recommendation:

Thank you for the case update Adan.

With the current findings with pan removed.

Replace long engine assy. due to separated crankshaft.

If further assistance is needed contact TECH LINE anytime

Thank you,

Dave S

TECH LINE

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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: 1/31/2020
Customer name:
VIN: 1N6BA1F43 [REDACTED]

Mileage: 34,268

Dealer code: 5716

Dealer name: EMPIRE LITTLETON NISSAN

Customer's Concerns:
died while driving

Technician Findings:

truck came in died while driving check codes found code for crank sensor p0335. tried to start truck it was knocking really bad would not start. replaced my crank sensor and cleared codes still no start horrible knock. check sensor wiring is good check voltage at sensor have 4.9 volts at sensor signal wire tested good and ground side tested good. cleared codes got it to start still knocking horrible still rpms were reading. code comes back p0335. un plugged all injectors crank it over still knocking. checked oil level is good checked quality is good no metal in oil tried to turn by hand and a certain point motor is hard to turn by hand and feel and hear a solid thud.:

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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; Loud knocking from engine when operating, p0335 crank pos sensor DTC [ref:_00DA09j8L_5002I223mLh:ref]

Message Date 2/4/2020 6:08 PM

Has Attachment 

Email Address [REDACTED]

Status Read

Subject Re: Case [REDACTED] 2017 TITAN XD; Loud knocking from engine when operating, p0335 crank pos sensor DTC [ref:_00DA09j8L_5002I223mLh:ref]

Text Body Pull lower pan and found rear part of crank broke cylinder 7 and 8 while the rest of it turns

Sent from Adan Martin's iPhone

> On Jan 31, 2020, at 1:45 PM, TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:

>

>

>

> adan martin,

>

> TECH LINE's latest case update is below.

>

> Recommendation:

> Thank you for the case information Adan

> We have a vehicle that was towed in due to engine stopping.

> We have inspected for DTC and found P0335 CKPS SEN/CIR (POS/OBD)

> Attempted to start engine and loud knocking from engine heard.

> Replaced crank sensor and no change knocking still present.

> Remove lower oil pan and insect for debris.

> With pan off look of possible source of knocking.

> What is the condition of this vehicle?

> Has anything been assed or modified on this vehicle?

> If further assistance is needed contact TECH LINE anytime.

>

>

> Thank you,

>

> [REDACTED]

> TECH LINE

>

>

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

>

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> 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: 1/31/2020

> Customer name:

> VIN: 1N6BA1F4[REDACTED]

> Mileage: 34,268

> Dealer code: 5716

> Dealer name: EMPIRE LITTLETON NISSAN

>

> Customer's Concerns:

> died while driving

>

> Technician Findings:

> truck came in died while driving check codes found code for crank sensor p0335. tried to start truck it was knocking really bad would not start. replaced my crank sensor and cleared codes still no start horrible knock. check sensor wiring is good check voltage at sensor have 4.9 volts at sensor signal wire tested good and ground side tested good. cleared codes got it to start still knocking horrible still rpms were reading. code comes back p0335. un plugged all injectors crank it over still knocking. checked oil level is good checked quality is good no metal in oil tried to turn by hand and a certain point motor is hard to turn by hand and feel and hear a solid thud.:

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> ref:_00DA09j8L._5002I223mLh:ref

Case [REDACTED] 2017 TITAN XD; Loud knocking from engine when operating, p0335 crank pos sensor DTC [ref:_00DA09j8L._5002I223mLh:ref]

Message Date 1/31/2020 2:45 PM

Has Attachment 

Email Address [REDACTED]

Status Sent

Subject Case [REDACTED] 2017 TITAN XD; Loud knocking from engine when operating, p0335 crank pos sensor DTC [ref:_00DA09j8L._5002I223mLh:ref]

Text Body adan martin,

TECH LINE's latest case update is below.

Recommendation:

Thank you for the case information Adan
We have a vehicle that was towed in due to engine stopping.
We have inspected for DTC and found P0335 CKPS SEN/CIR (POS/OBD)
Attempted to start engine and loud knocking from engine heard.
Replaced crank sensor and no change knocking still present.
Remove lower oil pan and insect for debris.
With pan off look of possible source of knocking.
What is the condition of this vehicle?
Has anything been assed or modified on this vehicle?
If further assistance is needed contact TECH LINE anytime.

Thank you,

Dave S

TECH LINE

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Case [REDACTED]
Date Created: 1/31/2020
Customer name:
VIN: 1N6BA1F43 [REDACTED]

Mileage: 34,268

Dealer code: 5716

Dealer name: EMPIRE LITTLETON NISSAN

Customer's Concerns:
died while driving

Technician Findings:
truck came in died while driving check codes found code for crank sensor p0335. tried to start truck it was knocking really bad would not start. replaced my crank sensor and cleared codes still no start horrible knock. check sensor wiring is good check voltage at sensor have 4.9 volts at sensor signal wire tested good and ground side tested good. cleared codes got it to start still knocking horrible still rpms were reading. code comes back p0335. un plugged all injectors crank it over still knocking. checked oil level is good checked quality is good no metal in oil tried to turn by hand and a certain point motor is hard to turn by hand and feel and hear a solid thud.:

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Case Comments

2/5/2020 7:38 AM

User **Dave Sattler**
Public
Comment **Recommendation:**
Thank you for the case update Adan.
With the current findings with pan removed.
Replace long engine assy. due to separated crankshaft.
If further assistance is needed contact TECH LINE anytime

1/31/2020 2:42 PM

User **Dave Sattler**
Public

2/5/2020 7:35 AM

User **Dave Sattler**
Public
Comment **Description:**
Tech sent a case email update.
Pull lower pan and found rear part of crank broke cylinder 7 and 8 while the rest of it turns.

1/31/2020 2:30 PM

User **Survey Site Guest User**
Public
Comment **Customer Comments: died while driving**
 Technician Findings: truck came in died while driving check codes found code for crank sensor

Recommendation:

Thank you for the case information Adan
We have a vehicle that was towed in due to engine stopping.

We have inspected for DTC and found P0335 CKPS SEN/CIR (POS/OBD)

Attempted to start engine and loud knocking from engine heard.

Comment Replaced crank sensor and no change knocking still present.

Remove lower oil pan and insect for debris.

With pan off look of possible source of knocking.

What is the condition of this vehicle?

Has anything been assed or modified on this vehicle?

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p0335. tried to start truck it was knocking really bad would not start. replaced my crank sensor and cleared codes still no start horrible knock. check sensor wiring is good check voltage at sensor have 4.9 volts at sensor signal wire tested good and ground side tested good. cleared codes got it to start still knocking horrible still rpms were reading. code comes back p0335. un plugged all injectors crank it over still knocking. checked oil level is good checked quality is good no metal in oil tried to turn by hand and a certain point motor is hard to turn by hand and feel and hear a solid thud.

Repairs Made: none

Case History

1/31/2020 2:44 PM

User Dave Sattler

Action Changed Subject to Loud knocking from engine when operating, p0335 crank pos sensor DTC. Changed Status from Open to Closed. Closed.

1/31/2020 2:32 PM

User Dave Sattler

Action Changed Case Owner from TECH LINE Initial to Dave Sattler.

1/31/2020 2:30 PM

User Survey Site Guest User

Action Changed Case Owner from Survey Site Guest User to TECH LINE Initial. Changed VIN from 1n6ba1f43hr [REDACTED] to 1N6BA1F43 [REDACTED] Created.