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Case: [REDACTED]

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### General

Caller Name	[REDACTED]	Dealer	STRAUB NISSAN
NNAAnet user ID	TVA-06760	Contact Name	
Tech Preferred Phone	[REDACTED]	Customer Name	
Tech Preferred Email	[REDACTED]	Case Record Type	TECH LINE Cases
Preferred Contact Method	Phone	Case Owner	Brandt Boster
Repair/Work Order	6058651	Mobile Phone	
Job/Line Number	1	Texting Status	
Created Day	Friday		

### Incident Information

Customer Comments	had a knocking noise, low oil light came on and checked dip stick and oil was low. oil is coming out of the housing. he did add oil to get vehicle off the highway,	Customer Name	[REDACTED]
Verified	Yes	Vehicle	1N6BA1F37 [REDACTED]
Question for TECH LINE	What test should I do next?	VIN	1N6BA1F37 [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	3/28/2019
When does this concern occur?	ALL TIMES	Calculated Days Down	8
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	replaced rear main seal and rear block plug o ring. replaced def line for unrelated	Total Days Down	8
Observed Modifications & Accessories	lift kit, frt bumper, fog lamps, transfer pump	Repair Attempts	0
		Current Mileage	60,966

Vehicle Mileage Prior Value

Vehicle Purchased Miles

Primary DTC

Current DTC

Past DTC

Other DTCs

### TECH LINE Information

Subject	Knock from engine EMC A61	Resolution Action	REPLACE
Status	Closed	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	4/5/2019 12:26 PM		
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

Email: Case [REDACTED]; [ ref:\_00DA09j8L.\_5002I1n2cqT:ref ]

Name	[REDACTED]
Task	<input checked="" type="checkbox"/>
Due Date	4/5/2019
Assigned To	[REDACTED]
Last Modified Date/Time	4/5/2019 12:26 PM
Comments	<b>Additional To:</b> [REDACTED] m <b>CC:</b> <b>BCC:</b> brandt.boster@nissan-usa.com <b>Attachment:</b>  <b>Subject:</b> Case [REDACTED]; 2016 TITAN XD; [ ref:_00DA09j8L._5002I1n2cqT:ref ] <b>Body:</b> Thank you for the information on this one Andy

We have seem similar concerns previously when the crankshaft has separated.

- This causes a rear main seal leak

Let's inspect the harmonic balancer as the engine runs

- Inspect for any abnormal movement/distortion

Let's also inspect the lower oil pan for concerns that would help us confirm this concern.

If separated crankshaft or excessive debris is identified

- Provide a couple photos to documented this

- Replacement of the Long Engine assembly would be recommended

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

Have a great rest of your day Andy!

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.\_5002I1n2cqT:ref

## Emails

Case [REDACTED], 2016 TITAN XD; [ ref:\_00DA09j8L.\_5002I1n2cqT:ref ]

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Message Date 4/5/2019 12:26 PM  
Has Attachment   
Email Address [REDACTED]  
Status Sent  
Subject Case [REDACTED], 2016 TITAN XD; [ ref:\_00DA09j8L.\_5002I1n2cqT:ref ]  
Text Body andy gero,

TECH LINE's latest case update is below.

Thank you for the information on this one Andy

We have seem similar concerns previously when the crankshaft has separated.

- This causes a rear main seal leak

Let's inspect the harmonic balancer as the engine runs

- Inspect for any abnormal movement/distortion

Let's also inspect the lower oil pan for concerns that would help us confirm this concern.

If separated crankshaft or excessive debris is identified

- Provide a couple photos to documented this

- Replacement of the Long Engine assembly would be recommended

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

Have a great rest of your day Andy!

Thank you,

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**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:** 4/5/2019  
**Customer name:** [REDACTED]  
**VIN:** 1N6BA1F37G [REDACTED]

**Mileage:** 60,966

**Dealer code:** 5233

**Dealer name:** STRAUB NISSAN

**Customer's Concerns:**

had a knocking noise, low oil light came on and checked dip stick and oil was low. oil is coming out of the housing. he did add oil to get vehicle off the highway,

**Technician Findings:**

vehicle came in with oil leak at rear main seal and low oil pressure dtc p0524-00. replaced rear main seal and rear block plug oring. after start up engine knock returns.:

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**

4/5/2019 12:26 PM

4/5/2019 11:29 AM

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User	[REDACTED]	User	Survey Site Guest User
Public	<input checked="" type="checkbox"/>	Public	<input checked="" type="checkbox"/>
Comment	<p>Thank you for the information on this one Andy</p> <p>We have seen similar concerns previously when the crankshaft has separated.</p> <ul style="list-style-type: none"> <li>- This causes a rear main seal leak</li> </ul> <p>Let's inspect the harmonic balancer as the engine runs</p> <ul style="list-style-type: none"> <li>- Inspect for any abnormal movement/distortion</li> </ul> <p>Let's also inspect the lower oil pan for concerns that would help us confirm this concern.</p> <p>If separated crankshaft or excessive debris is identified</p> <ul style="list-style-type: none"> <li>- Provide a couple photos to documented this</li> <li>- Replacement of the Long Engine assembly would be recommended</li> </ul> <p>Be sure to follow up with any findings, or if further assistance can be provided</p> <p>Have a great rest of your day Andy!</p>	<p>Customer Comments: had a knocking noise, low oil light came on and checked dip stick and oil was low. oil is coming out of the housing. he did add oil to get vehicle off the highway,</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Technician Findings: vehicle came in with oil leak at rear main seal and low oil pressure dtc p0524-00. replaced rear main seal and rear block plug oring. after start up engine knock returns.</li> <li><input type="checkbox"/> Repairs Made: replaced rear main seal and rear block plug o ring. replaced def line for unrelated</li> </ul>	

### Case History

4/5/2019 12:27 PM

User [REDACTED]  
 Action Changed Status from Pending Dealer Reply to Closed. Closed.

4/5/2019 12:26 PM

User [REDACTED]  
 Action Changed Subject to Knock from engine EMC A61. Changed Status from Open to Pending Dealer Reply. Closed.

4/5/2019 12:21 PM

User [REDACTED]  
 Action Changed Case Owner from TECH LINE Initial 1 to Brandt Boster.

4/5/2019 11:29 AM

User Survey Site Guest User  
 Action Changed Case Owner from Survey Site Guest User to TECH LINE Initial 1. Changed VIN from 1n6ba1f37g[REDACTED] to 1N6BA1F37[REDACTED] Created.