



Case: [REDACTED]

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

General

Caller Name	[REDACTED]	Dealer	NISSAN OF ROCHESTER
NNAnet user ID	[REDACTED]	Contact Name	
Tech Preferred Phone	507614155	Customer Name	
Tech Preferred Email	scotts053@gmail.com	Case Record Type	TECH LINE Cases
Preferred Contact Method		Case Owner	Matthew Mead
Repair/Work Order	36006863	Mobile Phone	
Job/Line Number	1	Texting Status	
Created Day	Thursday		

Incident Information

Customer Comments	C/S THE VEHICLE STARTING LEAKING OIL. TOWED IN	Customer Name	
Verified	Yes	Vehicle	1N6BA1F3X [REDACTED]
Question for TECH LINE	What test should I do next?	VIN	1N6BA1F3X [REDACTED]
Service Manual General Section	Engine	Archived VIN Make	
Service Manual Specific Section	Engine Lubrication System	Archived VIN Year	2018
Symptom Code Category	Leaks	Archived VIN Model	Titan
Symptom		Incident/RO Date	
When does this concern occur?		Calculated Days Down	0
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made		Total Days Down	0
Observed Modifications & Accessories		Repair Attempts	
		Current Mileage	
		Vehicle Mileage Prior Value	
		Vehicle Purchased	

Miles
Primary DTC
Current DTC
Past DTC
Other DTCs

TECH LINE Information

Subject	A61 Oil leak, no start	Resolution Action	
Status	Pending Dealer Reply	Resolution Object	
Confirmed Resolution	Pending	Field Inspection Indicator	■
Component Code Category	EM Engine Mechanical	NNA Field Inspection Date	
Component Code Issue	EMS OIL SEALS	FSSS	■
TECH LINE Template	ECC Initial Response	FSSS Date	
TREAD Component	06		
Date/Time Closed	11/6/2020 11:08 AM		
Description			
Recommendation Detail			

DTS Information

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

Activity History

Email: Cas [REDACTED] 2018 TITAN XD; A61 Oil leak, no start [ref: _00DA09j8L_5002I2BxtzQ:ref]

Name	[REDACTED]
Task	<input checked="" type="checkbox"/>
Due Date	12/15/2020
Assigned To	Dennis Kent
Last Modified Date/Time	12/15/2020 3:17 PM
Comments	Additional To [REDACTED] CC: BCC: dennis.kent@nissan-usa.com Attachment: Subject: Cas [REDACTED] 2018 TITAN XD; A61 Oil leak, no start [ref: _00DA09j8L_5002I2BxtzQ:ref] Body: SCOTT SCHAEFER, TECH LINE's latest case update is below. Recommendation:

If we are unable to clean the components replacement of the component is recommended.

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

Thank you, _____ Dennis TECH LINE

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: 11/5/2020
Customer name: [REDACTED]
VIN: 1N6BA1F3 [REDACTED] Mileage:
Dealer code: 5820
Dealer name: NISSAN OF ROCHESTER

Customer's Concerns:
C/S THE VEHICLE STARTING LEAKING OIL. TOWED IN
Technician Findings:
Confirmed large oil leak, oil covered the underbody to the rear bumper. Unable to see where the oil came from. Crank no start. Oil is very metallic.:

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ref:_00DA09j8L._5002I2BxtzQ:ref

Email: Case 42397064; 2018 TITAN XD; A61 Oil leak, no start [ref:_00DA09j8L._5002I2BxtzQ:ref]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	11/6/2020
Assigned To	Matthew Mead
Last Modified Date/Time	11/6/2020 11:08 AM
Comments	Additional To [REDACTED] CC: BCC: Attachment: Subject: Case 42397064; 2018 TITAN XD; A61 Oil leak, no start [ref:_00DA09j8L._5002I2BxtzQ:ref] Body: SCOTT SCHAEFER, TECH LINE's latest case update is below. Recommendation: - We have seen excessive debris in the engine cause trauma to the turbochargers. - Please replace both the low pressure and high pressure turbochargers at the same time the long engine is replaced. The TECH LINE Survey can be accessed by: CLICKING HERE Thank you, _____ Matt MTECH LINE 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: 11/5/2020 Customer name: VIN: 1N6BA1F3 [REDACTED] leage: Dealer code: 5820 Dealer name: NISSAN OF ROCHESTER Customer's Concerns:

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ref:_00DA09j8L._5002l2BxtzQ:ref

Email: Cas [REDACTED] 18 TITAN XD; A61 Oil leak, no start [ref:_00DA09j8L._5002l2BxtzQ:ref]

Name
Task
Due Date
Assigned To
Last Modified Date/Time

[REDACTED]

11/6/2020
Matthew Mead
11/6/2020 10:45 AM
Additional T [REDACTED]
CC:
BCC:
Attachment:
Subject: Cas [REDACTED] 2018 TITAN XD; A61 Oil leak, no start [ref:_00DA09j8L._5002l2BxtzQ:ref]
Body:
SCOTT SCHAEFER,
TECH LINE's latest case update is below.
Recommendation:

- Thank you for sending in the photos of the oil pan.
- With the excessive metal found in the oil pan engine replacement is the next step. Please replace the long engine assembly.
- TECH LINE does not determine warranty. Please review questions about warranty coverage with the Service Manager or Warranty Administrator.

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

Thank you, _____ Matt MTECH LINE

Comments

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Date Created: 11/5/2020
Customer name [REDACTED]
VIN: 1N6BA1F3X [REDACTED] eage:
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ref:_00DA09j8L._5002l2BxtzQ:ref

Name
Task
Due Date 11/5/2020
Assigned To Regan Herron
Last Modified Date/Time 11/5/2020 11:51 AM

Additional To [REDACTED]
CC:
BCC: regan.herron@nissan-usa.com
Attachment:

Subject: Case [REDACTED] 2018 TITAN XD; A61 Oil leak, no start [ref:_00DA09j8L._5002I2BxtzQ:ref]
Body:
SCOTT SCHAEFER,
TECH LINE's latest case update is below.
Recommendation

I am finding 3 similar cases to yours. I have a few areas you can check.

We have seen separation at the rocker arms, separation at the crankshaft, and oil leaking from the block stiffening plate above the oil pan.

Start by looking at the valve cover where you already see oil leaking from.

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

Thank you, _____ ReganTECH LINE

Comments 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: 11/5/2020 Customer name [REDACTED] VIN: 1N6BA1[REDACTED] Mileage: Dealer code: 5820 Dealer name: NISSAN OF ROCHESTER

Customer's Concerns:
C/S THE VEHICLE STARTING LEAKING OIL, TOWED IN
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ref:_00DA09j8L._5002I2BxtzQ:ref

Attachments

image5.jpeg		image4.jpeg	
Size	1.02MB	Size	1.03MB
Ownership	Matthew Mead	Ownership	Matthew Mead
View	View file	View	View file
Last Modified	11/6/2020 10:43 AM	Last Modified	11/6/2020 10:43 AM
image2.jpeg			
Size	975KB		

Ownership **Matthew Mead**
View [View file](#)
Last Modified **11/6/2020 10:43 AM**

Emails

Case **[REDACTED]** 2018 TITAN XD; A61 Oil leak, no start [ref:_00DA09j8L_5002I2BxtzQ:ref]

Message Date **12/15/2020 3:17 PM**

Has Attachment **[REDACTED]**

Email Address **[REDACTED]**

Status **Sent**

Subject **Case [REDACTED] 2018 TITAN XD; A61 Oil leak, no start [ref:_00DA09j8L_5002I2BxtzQ:ref]**

Text Body **SCOTT SCHAEFER,**

TECH LINE's latest case update is below.

Technician chatted in:

I've got the engine out and I am in the process of removing everything to swap onto the replacement long block. I pulled the intake manifold off and found large amounts of debris in the intake runners.

Should I replace the EGR assembly and the intake manifold because of the debris? I'm unsure as to how clean I'll be able to get all the insides.

Recommendation:

If we are unable to clean the components replacement of the component is recommended.

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

Thank you,

Dennis

TECH LINE

Updating a TECH LINE Case:

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TECH LINE cases can be reopened.

Case # [REDACTED]
Date Created: 11/5/2020
Customer name [REDACTED]
VIN: 1N6BA1F [REDACTED]

Mileage:

Dealer code: 5820

Dealer name: NISSAN OF ROCHESTER

Customer's Concerns:
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Case # [REDACTED] 2018 TITAN XD; A61 Oil leak, no start [ref:_00DA09j8L_5002I2BxtzQ:ref]

Message Date 11/6/2020 11:08 AM

Has Attachment [REDACTED]

Email Address [REDACTED]

Status **Sent**

Subject **Case 42397064; 2018 TITAN XD; A61 Oil leak, no start [ref:_00DA09j8L_5002I2BxtzQ:ref]**

Text Body **SCOTT SCHAEFER,**

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Recommendation:

- We have seen excessive debris in the engine cause trauma to the turbochargers.
- Please replace both the low pressure and high pressure turbochargers at the same time the long engine is replaced.

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Thank you,

Matt M

TECH LINE

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Date Created: 11/5/2020
Customer name [REDACTED]
VIN: 1N6BA1F3 [REDACTED]

Mileage:

Dealer code: 5820

Dealer name: NISSAN OF ROCHESTER

Customer's Concerns:
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Re: Case [REDACTED] **2018 TITAN XD; A61 Oil leak, no start [ref:_00DA09j8L._5002I2BxtzQ:ref]**

Message Date 11/6/2020 11:05 AM

Has Attachment [REDACTED]

Email Address [REDACTED]

Status Read

Subject **Re: Case 42397064; 2018 TITAN XD; A61 Oil leak, no start [ref:_00DA09j8L._5002I2BxtzQ:ref]**

>
> ref:_00DA09j8L._5002I2BxtzQ:ref

Case # [REDACTED] 2018 TITAN XD; A61 Oil leak, no start [ref:_00DA09j8L._5002I2BxtzQ:ref]

Message Date 11/6/2020 10:45 AM

Has Attachment [REDACTED]

Email Address [REDACTED]

Status **Sent**

Subject **Case 42397064; 2018 TITAN XD; A61 Oil leak, no start [ref:_00DA09j8L._5002I2BxtzQ:ref]**

Text Body **SCOTT SCHAEFER,**

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Recommendation:

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Thank you,

Matt M

TECH LINE

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Case # [REDACTED]
Date Created: 11/5/2020
Customer name: [REDACTED]
VIN: 1N6BA1F3XJ [REDACTED]

Mileage:

Dealer code: 5820

Dealer name: NISSAN OF ROCHESTER

Customer's Concerns:

C/S THE VEHICLE STARTING LEAKING OIL. TOWED IN

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Re: Case [REDACTED] 18 TITAN XD; A61 Oil leak, no start [ref:_00DA09j8L._5002I2BxtzQ:ref]

Message Date **11/6/2020 9:33 AM**

Has Attachment

Email Address [REDACTED]

Status **Read**

Subject **Re: Case 42397064; 2018 TITAN XD; A61 Oil leak, no start [ref:_00DA09j8L._5002I2BxtzQ:ref]**

Text Body **Good morning Tech line,**

I cleaned off the engine as much as possible and cranked the engine 2 times. Inspected and found the driver side valve cover gasket is leaking near the front of the cylinder head just above the exhaust manifold. Unable to determine if the gasket is flipped in or anything without removing the cover. Drained the engine oil and removed the oil pan. Manually turning the crankshaft and it spins with a shorter 1/2 ratchet. Not a lot of force is needed to turn it over but from what I can see, the rods and pistons are moving. Found a very large buildup of metal chunks and debris in the oil pan. The chunks will get picked up by a magnet but most of the really fine stuff will not. I'll attach pictures of the pan and the best I could get of the balance cover area. How would you like me to proceed? Is this a warrantable repair due to the previous repair attempt at another dealer? Thanks for your time and have a great day!

Sent from my iPhone

> On Nov 5, 2020, at 11:51 AM, TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:

>

>

>

> SCOTT SCHAEFER,

>

> TECH LINE's latest case update is below.

>

> Recommendation

>

> I am finding 3 similar cases to yours. I have a few areas you can check.

> We have seen separation at the rocker arms, separation at the crankshaft, and oil leaking from the block stiffening plate above the oil pan.

> Start by looking at the valve cover where you already see oil leaking from.
>
>
> The TECH LINE Survey can be accessed by: [CLICKING HERE](#)
>
>
>
> Thank you,
>
> _____
> Regan
> TECH LINE
>
>
> Updating a TECH LINE Case:
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>
> From ASIST, Select TECH LINE Support Request, Enter your dealer code and select Update a Case.
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>
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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: 11/5/2020
> Customer name [REDACTED]
> VIN: 1N6BA1F3[REDACTED]
> Mileage:
> Dealer code: 5820
> Dealer name: NISSAN OF ROCHESTER
>
> Customer's Concerns:
> C/S THE VEHICLE STARTING LEAKING OIL. TOWED IN
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>
>
> ref:_00DA09j8L._5002I2BxtzQ:ref

Case 42397064; 2018 TITAN XD; A61 Oil leak, no start [ref:_00DA09j8L._5002I2BxtzQ:ref]

Message Date 11/5/2020 11:51 AM
Has Attachment [REDACTED]
Email Address [REDACTED]
Status Sent
Subject Case [REDACTED] 2018 TITAN XD; A61 Oil leak, no start [ref:_00DA09j8L._5002I2BxtzQ:ref]
Text Body SCOTT SCHAEFER,

TECH LINE's latest case update is below.

Recommendation

I am finding 3 similar cases to yours. I have a few areas you can check.
We have seen separation at the rocker arms, separation at the crankshaft, and oil leaking from the block

stiffening plate above the oil pan.
Start by looking at the valve cover where you already see oil leaking from.

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

Thank you,

Regan

TECH LINE

Updating a TECH LINE Case:

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Case [REDACTED]
Date Created: 11/5/2020
Customer name:
VIN: 1N6BA1F [REDACTED]

Mileage:

Dealer code: 5820

Dealer name: NISSAN OF ROCHESTER

Customer's Concerns:
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Case Comments

12/15/2020 3:16 PM

11/6/2020 11:08 AM

User **Dennis Kent**
Public

Technician chatted in:

I've got the engine out and I am in the process of removing everything to swap onto the replacement long block. I pulled the intake manifold off and found large amounts of debris in the intake runners.

Comment

Should I replace the EGR assembly and the intake manifold because of the debris? I'm unsure as to how clean I'll be able to get all the insides.

Recommendation:

If we are unable to clean the components replacement of the component is recommended.

User **Matthew Mead**
Public

Comment

Recommendation:

- We have seen excessive debris in the engine cause trauma to the turbochargers.
- Please replace both the low pressure and high pressure turbochargers at the same time the long engine is replaced.

11/6/2020 10:45 AM

User **Matthew Mead**
Public

Comment

Recommendation:

- Thank you for sending in the photos of the oil pan.
- With the excessive metal found in the oil pan engine replacement is the next step. Please replace the long engine assembly.
- TECH LINE does not determine warranty. Please review questions about warranty coverage with the Service Manager or Warranty Administrator.

11/6/2020 11:07 AM

User **Matthew Mead**
Public

Comment

Description:
Tech line,

Is there anything to worry about for the metallic oil going through the turbo or anything else? I assume I need to put together a price list and contact PCC to approval? Thanks!

11/5/2020 11:43 AM

User **Dennis Kent**
Public

Comment

Recommendation

I am finding 3 similar cases to yours. I have a few areas you can check,
We have seen separation at the rocker arms, separation at the crankshaft, and oil leaking from the block stiffening plate above the oil pan. Start by looking at the valve cover where you already see oil leaking from.

11/6/2020 10:39 AM

User **Matthew Mead**
Public

Description:
Good morning Tech line,

I cleaned off the engine as much as possible and cranked the engine 2 times. Inspected and found the driver side valve cover gasket is leaking near the front of the cylinder head just above the exhaust manifold. Unable to determine if the gasket is flipped in or anything without removing the cover. Drained the engine oil and removed the oil pan. Manually turning the crankshaft and it spins with a shorter 1/2 ratchet. Not a lot of force is needed to turn it over but from what I can see, the rods and pistons are moving. Found a very large buildup of metal chunks and debris in the oil pan. The chunks will get picked up by a magnet but most of the really fine stuff will not. I'll attach pictures of the pan and the best I could get of the balance cover area. How would you like me to proceed? Is this a warrant-able repair due to the previous repair attempt at another dealer? Thanks for your time and have a great day

11/5/2020 11:22 AM

User **Dennis Kent**
Public

Comment

Customer Comments: C/S THE VEHICLE STARTING LEAKING OIL. TOWED IN

□ Technician Findings: Confirmed large oil leak, oil covered the underbody to the rear bumper. Unable to see where the oil came from. Crank no start. Oil is very metallic.

11/5/2020 11:40 AM

User **Dennis Kent**

Public

CHAT COMMENTS

It's a diesel titan. The vehicle was towed in with a no start issue.

It must have been leaking oil for quite a while, there is oil sprayed back to the rear bumper I drained what was left in the pan and got approx. 4 qts out. It's very metallic. I put in 10qts and cranked the engine for a bit.

RPM shows 178rpm while cranking and 6 psi oil pressure.

The engine sounds odd when cranking.

I haven't run into to many diesel issues so I'm kinda looking for a direction to take.

I'd take a compression test but I don't think I have a compression tester that would work and we don't have an amp clamp for the scope.

Also the customer said it was leaking oil and stalled.

Comment He added oil and attempted to restart and the engine wouldn't start

DTCs stored

P04db-00 crankcase ventilation system

P0524-00 Engine oil pressure

P053e-00 crankcase pressure

P0671-00 cylinder 1 glow plug

P203f-00 reductant level-past

P2201-00 NOX sensor b1 s1

It almost looks like it blew oil out of the top of the valve cover near a diaphragm on the top of it.

There is also oil around a pressure sensor on the driver side of the engine block that has a drip off of it.

The customer must have spilled a little oil when trying to add. there's a few runs down the oil fill cap area

This truck is from Dave Wright Nissan in Iowa.

I saw that at 82501 miles, they repaired an oil leak?

It says front cover and it looks like it was recently off. the truck currently has 88791 miles

Chat Transcripts

01307531

Owner **D.Kent**

Start Time **11/5/2020 10:59 AM**

End Time **11/5/2020 11:26 AM**

Status **Completed**

01320736

Owner **D.Kent**

Start Time **12/15/2020 3:05 PM**

End Time **12/15/2020 3:16 PM**

Status **Completed**

Case History

11/6/2020 11:08 AM

User **Matthew Mead**

Action **Changed Status from Pending TECH LINE to Pending Dealer Reply. Closed.**

11/6/2020 11:05 AM

User **Managed Services**

Action **Changed Reopen Date from 11/6/2020 9:33 AM to 11/6/2020 11:05 AM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

11/6/2020 10:40 AM

User **Matthew Mead**

Action **Changed Status from Pending TECH LINE to Pending Dealer Reply. Closed.**

11/6/2020 10:38 AM

User **Matthew Mead**

Action **Changed Case Owner from TECH LINE Initial to Matthew Mead.**

11/6/2020 10:38 AM

User **Regan Herron**

Action **Changed Case Owner from Dennis Kent to TECH LINE Initial.**

11/6/2020 9:33 AM

User **Managed Services**

Action **Changed First Call Resolution from Yes to No. Changed Reopen Date to 11/6/2020 9:33 AM. Changed Status from Closed to Pending TECH LINE.**

11/5/2020 11:51 AM

User **Dennis Kent**

Action **Changed Status from Open to Closed. Closed.**

11/5/2020 11:49 AM

User **Dennis Kent**

Action **Changed Subject to A61 Oil leak, no start.**

11/5/2020 11:22 AM

User **Dennis Kent**

Action **Created.**