



Case: [REDACTED]

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

General

Caller Name	[REDACTED]	Dealer	FLOW NISSAN OF STATESVILLE
NNAnet user ID	XD189396	Contact Name	
Tech Preferred Phone	917049289370	Customer Name	
Tech Preferred Email	ezralambert@gmail.com	Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	Timothy Greaux
Repair/Work Order	98142	Mobile Phone	
Job/Line Number	A	Texting Status	
Created Day	Thursday		

Incident Information

Customer Comments	C/S dipstick has blown out of motor. Motor is consuming oil. CEL is on with engine reduced power	Customer Name	[REDACTED]
Verified	Yes	Vehicle	1N6BA1F41 [REDACTED]
Question for TECH LINE	Have you seen this before?	VIN	1N6BA1F41 [REDACTED]
Service Manual General Section	Engine	Archived VIN Make	
Service Manual Specific Section	Engine Mechanical	Archived VIN Year	2017
Symptom Code Category	Visual	Archived VIN Model	Titan XD
Symptom	DEBRIS IN/ON	Incident/RO Date	11/29/2021
When does this concern occur?	ALL TIMES	Calculated Days Down	4
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	None	Total Days Down	4
Observed Modifications & Accessories	none	Repair Attempts	0
		Current Mileage	54,007
		Vehicle Mileage Prior Value	

Vehicle Purchased Miles
 Primary DTC
 Current DTC ECM P2560
 Past DTC ECM P203F ECM P00B7
 Other DTCs

TECH LINE Information

Subject Metal debris in oil pan with oil consumption A61 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 EMA|ENGINE ASSEMBLY FSSS
 TECH LINE Template ECC Initial Response FSSS Date
 TREAD Component 06
 Date/Time Closed 12/3/2021 7:41 AM
 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; Metal debris in oil pan with oil consumption A61 [ref:_00DA09j8L_5002I2MszKb:ref]

Name
 Task
 Due Date 12/3/2021
 Assigned To Timothy Greaux
 Last Modified Date/Time 12/3/2021 7:40 AM
 Comments Additional To: ezralambert@gmail.com
 CC:
 BCC:
 Attachment:
 Subject: Case # [REDACTED] 2017 Titan XD; Metal debris in oil pan with oil consumption A61 [ref:_00DA09j8L_5002I2MszKb:ref]
 Body:
 Ezra,
 Thank you for the update. Typically excess crank case pressure is caused from excessive blow by gases. If additional diagnostic assistance is needed let us know. Have a great day!
 The TECH LINE Survey can be accessed by: [CLICKING HERE](#)

Thank you, _____ Timothy Greaux 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: 12/2/2021
Customer name: [REDACTED]
VIN: 1N6BA1F41H [REDACTED] Mileage: 54,007
Dealer code: 5830
Dealer name: FLOW NISSAN OF STATESVILLE

Customer's Concerns:

C/S dipstick has blown out of motor. Motor is consuming oil. CEL is on with engine reduced power
Technician Findings:

Drained engine oil from it and as I was going to put plug back into drain pan I found 'shrapnel' sticking out. Pulled it out and found a piece of what looks like bearing debris about 3 inches long. What could this be from and what would be my next move?:

This TECH LINE recommendation is given based solely on the information provided by the dealer. TECH LINE bases repair recommendations on time to repair, quality of repair, and ease of repair, regardless of who is paying for the repair or whether or not the vehicle is covered under warranty. Ultimately, it is the responsibility of the dealer to determine whether the work will be performed under warranty, a service contract, goodwill, customer pay, or dealer internal.

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ref:_00DA09j8L._5002I2MszKb:ref

Email: Case [REDACTED] 2017 Titan XD; Metal debris in oil pan with oil consumption A61 [ref:_00DA09j8L._5002I2MszKb:ref]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	12/2/2021
Assigned To	Timothy Greaux
Last Modified Date/Time	12/2/2021 7:14 AM
Comments	Additional To [REDACTED] CC: [REDACTED] BCC: Attachment: Subject: Case [REDACTED] 2017 Titan XD; Metal debris in oil pan with oil consumption A61 [ref:_00DA09j8L._5002I2MszKb:ref] Body: Ezra, Thank you for contacting TECH LINE. With the dip stick being pushed out and debris in the oil pan points to internal engine trauma causing excessive crank case pressure. Replace the long block assembly. If additional diagnostic assistance is needed let us know. Have a great day! The TECH LINE Survey can be accessed by: CLICKING HERE Thank you, _____ Timothy Greaux 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: 12/2/2021

Customer name: [REDACTED]
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Technician Findings:

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sticking out. Pulled it out and found a piece of what looks like bearing debris about 3 inches long.
What could this be from and what would be my next move?:

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ref:_00DA09j8L._5002I2MszKb:ref

Attachments

IMG-2754.jpg

Size **3.23MB**
Ownership **Managed Services**
View [View file](#)
Last Modified **12/2/2021 6:46 AM**

Emails

Case [REDACTED] 2017 Titan XD; Metal debris in oil pan with oil consumption A61 [ref:_00DA09j8L._5002I2MszKb:ref]

Message Date **12/3/2021 7:40 AM**

Has Attachment [REDACTED]

Email Address [REDACTED]

Status **Sent**

Subject **Case [REDACTED] 2017 Titan XD; Metal debris in oil pan with oil consumption A61 [ref:_00DA09j8L._5002I2MszKb:ref]**

Text Body **Ezra Lambert,**

TECH LINE's latest case update is below.

Recommendation:

Thank you for the update. Typically excess crank case pressure is caused from excessive blow by gases. If additional diagnostic assistance is needed let us know. Have a great day!

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

Thank you,

Timothy Greaux

TECH LINE

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Customer name:
VIN: 1N6BA1F41 [REDACTED]

Mileage: 54,007

Dealer code: 5830

Dealer name: FLOW NISSAN OF STATESVILLE

Customer's Concerns:

C/S dipstick has blown out of motor. Motor is consuming oil. CEL is on with engine reduced power

Technician Findings:

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Regards,

Timothy G.

Technical Support Specialist
Aftersales Dealer Support – TECH LINE

Re: Cas [REDACTED] 2017 Titan XD; Metal debris in oil pan with oil consumption A61 [ref:_00DA09j8L._5002I2MszKb:ref]

Message Date 12/2/2021 1:38 PM

Has Attachment [REDACTED]

Email Address ezralambert@gmail.com

Status Read

Subject Re: Case [REDACTED] 2017 Titan XD; Metal debris in oil pan with oil consumption A61 [ref:_00DA09j8L._5002I2MszKb:ref]

Text Body Quick question? What could cause the build up of pressure inside the crank case?

On Thu, Dec 2, 2021 at 8:20 AM Ezra Lambert <ezralambert@gmail.com> wrote:

> Thank you for the info I appreciate it

>

> On Thu, Dec 2, 2021 at 8:14 AM TECH LINE Email to Case <

> techlinesfdc@nissan-usa.com> wrote:

>

>> Ezra,

>>

>> Thank you for contacting TECH LINE. With the dip stick being pushed out

>> and debris in the oil pan points to internal engine trauma causing

>> excessive crank case pressure. Replace the long block assembly. If

>> additional diagnostic assistance is needed let us know. Have a great day!

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>> Thank you,

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>> Timothy Greaux

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>> TECH LINE

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>> *Updating a TECH LINE Case:*

>>

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>> the case will be closed. Closed TECH LINE cases can be reopened.*

>>

>>

>> Case # [REDACTED]
>> Date Created: 12/2/2021
>> Customer name:
>> VIN: 1N6BA [REDACTED]
>>
>> Mileage: 54,007
>>
>> Dealer code: 5830
>>
>> Dealer name: FLOW NISSAN OF STATESVILLE
>>
>> Customer's Concerns:
>> C/S dipstick has blown out of motor. Motor is consuming oil. CEL is on
>> with engine reduced power
>>
>>
>> Technician Findings:
>> Drained engine oil from it and as I was going to put plug back into drain
>> pan I found 'shrapnel' sticking out. Pulled it out and found a piece of
>> what looks like bearing debris about 3 inches long. What could this be from
>> and what would be my next move?:
>>
>>
>>
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>>
>> ref:_00DA09j8L_5002I2MszKb:ref
>>
>

Re: Case [REDACTED] 2017 Titan XD; Metal debris in oil pan with oil consumption A61 [
ref:_00DA09j8L_5002I2MszKb:ref]

Message Date 12/2/2021 7:20 AM
Has Attachment [REDACTED]
Email Address [REDACTED]
Status Read
Subject Re: [REDACTED] 2017 Titan XD; Metal debris in oil pan with oil consumption A61 [
ref:_00DA09j8L_5002I2MszKb:ref]
Text Body Thank you for the info I appreciate it

On Thu, Dec 2, 2021 at 8:14 AM TECH LINE Email to Case <
techlinesfdc@nissan-usa.com> wrote:

> Ezra,
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> Thank you for contacting TECH LINE. With the dip stick being pushed out
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Email Address [REDACTED]

Status Sent

Subject Case [REDACTED] 2017 Titan XD; Metal debris in oil pan with oil consumption A61 [ref:_00DA09j8L._5002I2MszKb:ref]

Text Body Ezra Lambert,

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Recommendation:

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Thank you,

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Regards,

Timothy G.
Technical Support Specialist
Aftersales Dealer Support – TECH LINE

Case Comments

12/3/2021 7:40 AM

User Timothy Greaux
Public
Comment Recommendation:
Thank you for the update. Typically excess crank case pressure is caused from excessive blow by gases. If additional diagnostic assistance is needed let us know. Have a great day!

12/3/2021 7:39 AM

User Timothy Greaux
Public
Comment Tech's reply:
Quick question? What could cause the build up of pressure inside the crank case?

12/2/2021 7:12 AM

User Timothy Greaux
Public
Comment Recommendation:
Thank you for contacting TECH LINE. With the dip

12/2/2021 6:47 AM

User Survey Site Guest User
Public
Comment Debris

stick being pushed out and debris in the oil pan points to internal engine trauma causing excessive crank case pressure. Replace the long block assembly. If additional diagnostic assistance is needed let us know. Have a great day!

12/2/2021 6:45 AM

User Survey Site Guest User
Public
Comment **Customer Comments: C/S dipstick has blown out of motor. Motor is consuming oil. CEL is on with engine reduced power**
 Technician Findings: Drained engine oil from it and as I was going to put plug back into drain pan I found 'shrapnel' sticking out. Pulled it out and found a piece of what looks like bearing debris about 3 inches long. What could this be from and what would be my next move?
 Repairs Made: None
 Verified: Yes
 Current DTC: ECM P2560
 Past DTC: ECM P203F ECM P00B7
 Question for TECH LINE: Have you seen this before?

Case History

12/3/2021 7:41 AM

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

12/2/2021 1:38 PM

User **Managed Services**
Action **Changed Reopen Date from 12/2/2021 7:20 AM to 12/2/2021 1:38 PM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

12/2/2021 8:04 AM

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

12/2/2021 7:20 AM

User **Managed Services**
Action **Changed First Call Resolution from Yes to No. Changed Reopen Date to 12/2/2021 7:20 AM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

12/2/2021 7:13 AM

User Timothy Greaux
Action **Changed Subject to Metal debris in oil pan with oil consumption A61. Changed Status from Pending TECH LINE to Pending Dealer Reply. Closed.**

12/2/2021 6:48 AM

User Timothy Greaux
Action **Changed Case Owner from TECH LINE Initial to Timothy Greaux.**

12/2/2021 6:47 AM

User Survey Site Guest User
Action **Changed Preferred Contact Method to Email. Changed Case Owner from TECH LINE Stage to TECH LINE Initial.**

12/2/2021 6:45 AM

User **Survey Site Guest User**

Action **Changed Status from Open to Pending TECH LINE. Created.**

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