



Case [REDACTED]

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

**General**

Caller Name	<span style="background-color: black; color: black;">[REDACTED]</span>	Dealer	SANDY SANSING NISSAN
NNAAnet user ID	DPERER10	Contact Name	Rafael Perez
Tech Preferred Phone	918505039663	Customer Name	
Tech Preferred Email	dperer87@gmail.com	Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	Matthew Mead
Repair/Work Order	574661	Mobile Phone	
Job/Line Number	1	Texting Status	
Created Day	Tuesday		

**Incident Information**

Customer Comments	C/S OIL LEAK	Customer Name	<span style="background-color: black; color: black;">[REDACTED]</span>
Verified	Yes	Vehicle	1N6BA1F40 <span style="background-color: black; color: black;">[REDACTED]</span>
Question for TECH LINE	Need a second opinion / Is my diagnosis correct?	VIN	1N6BA1F40 <span style="background-color: black; color: black;">[REDACTED]</span>
Service Manual General Section	Engine	Archived VIN Make	
Service Manual Specific Section	Engine Mechanical	Archived VIN Year	2019
Symptom Code Category	Leaks	Archived VIN Model	TITAN XD
Symptom	LEAKING	Incident/RO Date	5/12/2022
When does this concern occur?	ALL TIMES	Calculated Days Down	34
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	DYE IN OIL	Total Days Down	34
Observed Modifications & Accessories	NONE	Repair Attempts	3
		Current Mileage	73,309
		Vehicle Mileage Prior Value	
		Vehicle Purchased Miles	

Primary DTC

Current DTC

Past DTC

Other DTCs

### TECH LINE Information

Subject	Oil leaking from multiple engine oil seals - A61	Resolution Action	
Status	Pending Dealer Reply	Resolution Object	
Confirmed Resolution	Pending	Field Inspection Indicator	<input type="checkbox"/>
Component Code Category	EM Engine Mechanical	NNA Field Inspection Date	
Component Code Issue	EMS OIL SEALS	FSSS	<input type="checkbox"/>
TECH LINE Template	ECC Initial Response	FSSS Date	
TREAD Component	06		
Date/Time Closed	6/15/2022 3:06 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:

### Contact Information

Name	[REDACTED]	Phone	850-503-9663
Account Name	SANDY SANSING NISSAN	Mobile	
Contact Type	NNA Dealer Master	Email	[REDACTED]
Title	Service Technician	Email Opt Out	<input type="checkbox"/>
Customer ID.	2629DPERER10	Reports To	
		Contact Record Type	Contact
		Inactive Contact	<input type="checkbox"/>

### Address Information

Mailing Address	Other Address
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### Additional Information

Fax	Lead Source
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Home Phone

Birthdate

Work Phone

Department

Description

### System Information

Created By NNAETL, 7/30/2018 4:31 AM Contact Owner NNAETL  
 Last Modified By NNAETL, 3/4/2024 11:49 PM

### Activity History

#### Review Dealer Comment

Name  
 Task   
 Due Date 6/16/2022  
 Assigned To [REDACTED]  
 Last Modified Date/Time 6/15/2022 10:08 AM  
 Comments

Email: Case [REDACTED] 2019 TITAN XD; Oil leaking from multiple engine oil seals - A61 [ref:\_00DA09j8L\_5002I2T9Kvm:ref ]

Name  
 Task   
 Due Date 6/15/2022  
 Assigned To Matthew Mead  
 Last Modified Date/Time 6/15/2022 3:14 PM  
 Comments

Additional To [REDACTED]

CC:  
 BCC:  
 Attachment:

Subject: Case [REDACTED] 2019 TITAN XD; Oil leaking from multiple engine oil seals - A61 [ref:\_00DA09j8L\_5002I2T9Kvm:ref ]

Body:  
 RAFAEL PEREZ,  
 TECH LINE's latest case update is below.  
 Recommendation:

- Thank you for documenting the amount of thrust measured.
- It appears the thrust distance in the ESM is not applicable to this test.
- If a like equipped vehicle is available please compare this measurement to a like equipped vehicle.
- If the Crankshaft movement is not similar to a like equipped vehicle please replace the long engine assembly.

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: 5/17/2022  
 Customer name: SANDY SANSING NISSAN  
 VIN: 1N6BA1F40 [REDACTED] Mileage: 73,309  
 Dealer code: 2629

Dealer name: SANDY SANSING NISSAN

**Customer's Concerns:**

**C/S OIL LEAK**

**Technician Findings:**

**MASSIVE OIL LEAKS ALL AROUND ENGINE. CLEAN ENGINE, PUT DYE. VEH RETURNED AFTER 1K. OIL EVERYWHERE. FROM REAR MAIN MAINLY AND SOME AT FRONT AND SIDES. CRANKSHAFT PULLEY HAS WOBBLE. CRANKSHAFT IMBALANCE. I HAVE SEEN THIS BEFORE, ENGINE REPLACEMENT WAS THE ONLY FIX. I TOOK VIDEOS.:**

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ref:\_00DA09j8L.\_5002I2T9KVm:ref

Email: Case [REDACTED] 2019 TITAN XD; Oil leaking from multiple engine oil seals - A61 [ref:\_00DA09j8L.\_5002I2T9KVm:ref ]

---

Name	
Task	<input checked="" type="checkbox"/>
Due Date	6/15/2022
Assigned To	Matthew Mead
Last Modified Date/Time	6/15/2022 10:33 AM
Comments	<b>Additional To</b> [REDACTED] <b>CC:</b> [REDACTED] <b>BCC:</b> <b>Attachment:</b> Thrust Distance ESM photo.PNG  <b>Subject:</b> Case [REDACTED] 2019 TITAN XD; Oil leaking from multiple engine oil seals - A61 [ref:_00DA09j8L._5002I2T9KVm:ref ] <b>Body:</b> RAFAEL PEREZ, TECH LINE's latest case update is below. <b>Recommendation:</b>  - Thank you for your time on the phone call Rafael.  - Please inspect the thrust distance per the ESM here:  - ENGINE - ENGINE MECHANICAL - CUMMINS 5.0L - SERVICE DATA AND SPECIFICATIONS (SDS) - SERVICE DATA AND SPECIFICATIONS (SDS) - THRUST DISTANCE  - We can use a pry bar to move the crankshaft pulley and measure the thrust distance.  - If the thrust distance is out of specification please replace the long engine assembly.  The TECH LINE Survey can be accessed by: <a href="#">CLICKING HERE</a>  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: 5/17/2022 Customer name: SANDY SANSING NISSAN

VIN: 1N6BA1F40[REDACTED] Mileage: 73,309  
Dealer code: 2629  
Dealer name: SANDY SANSING NISSAN

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ref:\_00DA09j8L.\_5002I2T9KVm:ref

Email: Case [REDACTED] 2019 TITAN XD; Oil leaking from multiple engine oil seals - A61 [ref:\_00DA09j8L.\_5002I2T9KVm:ref ]

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Name	
Task	<input checked="" type="checkbox"/>
Due Date	5/17/2022
Assigned To	Matthew Mead
Last Modified Date/Time	5/17/2022 5:32 PM
Comments	<p><b>Additional To:</b> [REDACTED] <b>CC:</b> <b>BCC:</b> <b>Attachment:</b></p> <p><b>Subject:</b> Case [REDACTED] 2019 TITAN XD; Oil leaking from multiple engine oil seals - A61 [ref:_00DA09j8L._5002I2T9KVm:ref ] <b>Body:</b> RAFAEL PEREZ, TECH LINE's latest case update is below. <b>Recommendation:</b></p> <ul style="list-style-type: none"><li>- Thank you for documenting the crankshaft pulley has excessive wobble/movement.</li><li>- We have seen similar concerns resolved with long engine replacement.</li><li>- Please send in the video of the concern and remove the engine oil pan. If excessive debris is found in the oil pan please replace the long engine assembly. We noticed your Dealer is equipped with the Nissan Lenz Headset. If you would like to use the Lenz in this case please reply to this email with the best time for a phone call.</li></ul> <p>The TECH LINE Survey can be accessed by: <a href="#">CLICKING HERE</a></p> <p>Thank you, _____ Matt MTECH LINE</p> <p>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: 5/17/2022</p>

Customer name: SANDY SANSING NISSAN  
VIN: 1N6BA1F40 Mileage: 73,309  
Dealer code: 2629  
Dealer name: SANDY SANSING NISSAN

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ref:\_00DA09j8L.\_5002I2T9KVm:ref

**An email was sent to the Caller Name**

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Name	
Task	<input checked="" type="checkbox"/>
Due Date	
Assigned To	<b>Matthew Mead</b>
Last Modified Date/Time	<b>5/28/2022 1:24 AM</b>
Comments	

**Attachments**

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**20220615\_075706 (3).mp4**

Size **2.47MB**  
Ownership **Managed Services**  
View [View file](#)  
Last Modified **6/15/2022 8:34 AM**

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**LEW5.jpg**

Size **93KB**  
Ownership **Managed Services**  
View [View file](#)  
Last Modified **6/15/2022 8:33 AM**

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**LEW4.jpg**

Size **110KB**  
Ownership **Managed Services**  
View [View file](#)  
Last Modified **6/15/2022 8:33 AM**

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**LEW3.jpg**

Size **93KB**  
Ownership **Managed Services**  
View [View file](#)  
Last Modified **6/15/2022 8:33 AM**

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**LEW2.jpg**

Size **129KB**  
Ownership **Managed Services**  
View [View file](#)  
Last Modified **6/15/2022 8:33 AM**

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**LEW1.mp4**

Size **1.87MB**  
Ownership **Managed Services**  
View [View file](#)  
Last Modified **6/15/2022 8:33 AM**

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**lew77.jpg**

Size **132KB**  
Ownership **Managed Services**  
View [View file](#)  
Last Modified **6/15/2022 8:27 AM**

**Emails**

Cas [REDACTED] 2019 TITAN XD; Oil leaking from multiple engine oil seals - A61 [ ref:\_00DA09j8L.\_5002I2T9KVm:ref ]

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Message Date 6/15/2022 3:14 PM  
Has Attachment   
Email Address dperer87@gmail.com  
Status Sent  
Subject Cas [REDACTED] 2019 TITAN XD; Oil leaking from multiple engine oil seals - A61 [ ref:\_00DA09j8L.\_5002I2T9KVm:ref ]  
Text Body RAFAEL PEREZ,

TECH LINE's latest case update is below.

- Recommendation:**
- Thank you for documenting the amount of thrust measured.
  - It appears the thrust distance in the ESM is not applicable to this test.
  - If a like equipped vehicle is available please compare this measurement to a like equipped vehicle.
  - If the Crankshaft movement is not similar to a like equipped vehicle please replace the long engine assembly.

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

Thank you,

---

**Matt M**

TECH LINE

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Customer name: SANDY SANSING NISSAN  
VIN: 1N6BA1F40[REDACTED]

Mileage: 73,309

Dealer code: 2629

Dealer name: SANDY SANSING NISSAN

Customer's Concerns:  
C/S OIL LEAK

Technician Findings:

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Re: Case [REDACTED] 2019 TITAN XD; Oil leaking from multiple engine oil seals - A61 [ref:\_00DA09j8L\_5002I2T9KVm:ref ]

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Message Date 6/15/2022 2:57 PM  
Has Attachment   
Email Address [REDACTED]  
Status Read  
Subject Re: Case [REDACTED] 2019 TITAN XD; Oil leaking from multiple engine oil seals - A61 [ref:\_00DA09j8L\_5002I2T9KVm:ref ]  
Text Body Hi. Measuring about .012 of play. .0 goes 12/13 on dial indicator.

On Wed, Jun 15, 2022, 10:33 AM TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:

> RAFAEL PEREZ,  
>  
> TECH LINE's latest case update is below.  
>  
>  
> Recommendation:  
> - Thank you for your time on the phone call Rafael.  
> - Please inspect the thrust distance per the ESM here:  
> - ENGINE - ENGINE MECHANICAL - CUMMINS 5.0L - SERVICE DATA AND  
> SPECIFICATIONS (SDS) - SERVICE DATA AND SPECIFICATIONS (SDS) - THRUST  
> DISTANCE  
> - We can use a pry bar to move the crankshaft pulley and measure the  
> thrust distance.  
> - If the thrust distance is out of specification please replace the long  
> engine assembly.  
>  
>  
>  
> The TECH LINE Survey can be accessed by: [CLICKING HERE](#)



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> ref:\_00DA09j8L.\_5002I2T9KVm:ref  
>

Case [REDACTED] 2019 TITAN XD; Oil leaking from multiple engine oil seals - A61 [ ref:\_00DA09j8L.\_5002I2T9KVm:ref ]

---

Message Date 6/15/2022 10:33 AM  
Has Attachment   
Email Address [REDACTED]  
Status Sent  
Subject Case [REDACTED] 2019 TITAN XD; Oil leaking from multiple engine oil seals - A61 [ ref:\_00DA09j8L.\_5002I2T9KVm:ref ]  
Text Body RAFAEL PEREZ,

TECH LINE's latest case update is below.

**Recommendation:**

- Thank you for your time on the phone call Rafael.
- Please inspect the thrust distance per the ESM here:
- ENGINE - ENGINE MECHANICAL - CUMMINS 5.0L - SERVICE DATA AND SPECIFICATIONS (SDS) - SERVICE DATA AND SPECIFICATIONS (SDS) - THRUST DISTANCE
- We can use a pry bar to move the crankshaft pulley and measure the thrust distance.
- If the thrust distance is out of specification please replace the long engine assembly.

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

Thank you,

---

**Matt M**

**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.**

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Case # [REDACTED]  
Date Created: 5/17/2022  
Customer name: SANDY SANSING NISSAN  
VIN: 1N6BA1F40 [REDACTED]

Mileage: 73,309

Dealer code: 2629

Dealer name: SANDY SANSING NISSAN

Customer's Concerns:  
C/S OIL LEAK

Technician Findings:  
MASSIVE OIL LEAKS ALL AROUND ENGINE. CLEAN ENGINE, PUT DYE. VEH RETURNED AFTER 1K. OIL EVERYWHERE. FROM REAR MAIN MAINLY AND SOME AT FRONT AND SIDES. CRANKSHAFT PULLEY HAS WOBBLE. CRANKSHAFT IMBALANCE. I HAVE SEEN THIS BEFORE, ENGINE REPLCEMENT WAS THE ONLY FIX. I TOOK VIDEOS.:

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Case # [REDACTED]; 2019 TITAN XD; Oil leaking from multiple engine oil seals - A61 [ ref:\_00DA09j8L.\_5002I2T9KVm:ref ]

Message Date 5/17/2022 5:32 PM

Has Attachment

Email Address [REDACTED]

Status Sent

Subject Case # [REDACTED] 19 TITAN XD; Oil leaking from multiple engine oil seals - A61 [ ref:\_00DA09j8L.\_5002I2T9KVm:ref ]

Text Body RAFAEL PEREZ,

TECH LINE's latest case update is below.

Recommendation:

- Thank you for documenting the crankshaft pulley has excessive wobble/movement.
- We have seen similar concerns resolved with long engine replacement.
- Please send in the video of the concern and remove the engine oil pan. If excessive debris is found in the oil pan please replace the long engine assembly.

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Thank you,

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**Matt M**

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**Case #:** [REDACTED]  
**Date Created:** 5/17/2022  
**Customer name:** SANDY SANSING NISSAN  
**VIN:** 1N6BA1F4 [REDACTED]

**Mileage:** 73,309

**Dealer code:** 2629

**Dealer name:** SANDY SANSING NISSAN

**Customer's Concerns:**  
**C/S OIL LEAK**

**Technician Findings:**  
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## Case Comments

6/15/2022 3:14 PM

User **Matthew Mead**  
Public   
Comment  
**Recommendation:**  
- Thank you for documenting the amount of thrust measured.  
- It appears the thrust distance in the ESM is not applicable to this test.  
- If a like equipped vehicle is available please compare this measurement to a like equipped vehicle.  
- If the Crankshaft movement is not similar to a like equipped vehicle please replace the long engine assembly.

6/15/2022 10:32 AM

User **Matthew Mead**  
Public   
Comment  
**Recommendation:**  
- Thank you for your time on the phone call Rafael.  
- Please inspect the thrust distance per the ESM here:  
- ENGINE - ENGINE MECHANICAL - CUMMINS 5.0L  
- SERVICE DATA AND SPECIFICATIONS (SDS) - SERVICE DATA AND SPECIFICATIONS (SDS) - THRUST DISTANCE  
- We can use a pry bar to move the crankshaft pulley and measure the thrust distance.  
- If the thrust distance is out of specification please replace the long engine assembly.

6/15/2022 8:35 AM

User **Survey Site Guest User**  
Public   
Comment **VIDS AND PICS.**

5/17/2022 5:32 PM

User **Matthew Mead**  
Public   
Comment  
**Recommendation:**  
- Thank you for documenting the crankshaft pulley has excessive wobble/movement.  
- We have seen similar concerns resolved with long engine replacement.  
- Please send in the video of the concern and remove the engine oil pan. If excessive debris is found in the oil pan please replace the long engine assembly.

6/15/2022 3:06 PM

User **Matthew Mead**  
Public   
Comment  
**Description:**  
- Hi. Measuring about .012 of play. .0 goes 12/13 on dial indicator.

6/15/2022 10:25 AM

User **Matthew Mead**  
Public   
Comment  
**Description:**  
- Outbound call to technician.  
- The Dealer's Lenz is not operating at this time.  
- TSS advised to inspect the thrust distance per the ESM.

5/17/2022 5:33 PM

User **Matthew Mead**  
Public   
Comment  
**Recommendation:**  
- We noticed your Dealer is equipped with the Nissan Lenz Headset. If you would like to use the Lenz in this case please reply to this email with the best time for a phone call.

5/17/2022 4:56 PM

User **Survey Site Guest User**  
Public   
Comment  
**Customer Comments: C/S OIL LEAK**  
 Technician Findings: MASSIVE OIL LEAKS ALL AROUND ENGINE, CLEAN ENGINE, PUT DYE, VEH RETURNED AFTER 1K. OIL EVERYWHERE. FROM REAR MAIN MAINLY AND SOME AT FRONT AND SIDES. CRANKSHAFT PULLEY HAS WOBBLE. CRANKSHAFT IMBALANCE. I HAVE SEEN THIS BEFORE, ENGINE REPLACEMENT WAS THE ONLY FIX. I TOOK VIDEOS.  
 Repairs Made: DYE IN OIL  
 Verified: Yes  
 Question for TECH LINE: Need a second opinion / Is my diagnosis correct?

## Case History

6/15/2022 3:06 PM

User **Matthew Mead**

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

**6/15/2022 2:57 PM**

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User **Managed Services**

Action **Changed Reopen Date from 6/15/2022 8:35 AM to 6/15/2022 2:57 PM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

**6/15/2022 10:08 AM**

---

User **Matthew Mead**

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

**6/15/2022 8:35 AM**

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User **Survey Site Guest User**

Action **Changed First Call Resolution from Yes to No. Changed Reopen Date to 6/15/2022 8:35 AM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

**5/17/2022 5:30 PM**

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User **Matthew Mead**

Action **Changed Subject to Oil leaking from multiple engine oil seals - A61. Changed Status from Pending TECH LINE to Pending Dealer Reply. Closed.**

**5/17/2022 5:29 PM**

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User **Matthew Mead**

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

**5/17/2022 4:56 PM**

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User **Survey Site Guest User**

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

**5/17/2022 4:56 PM**

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User **Survey Site Guest User**

Action **Changed Status from Open to Pending TECH LINE. Changed Account Name to SANDY SANSING NISSAN. Created.**