



Case: 4 [REDACTED]

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

General

Caller Name	[REDACTED]	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	[REDACTED]	Customer Name	[REDACTED]
Verified	Yes	Vehicle	1N6BA1F40 [REDACTED]
Question for TECH LINE	Need a second opinion / Is my diagnosis correct?	VIN	1N6BA1F40 [REDACTED]
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	Rafael Perez	Phone	<input type="checkbox"/>
Account Name	SANDY SANSING NISSAN	Mobile	<input type="checkbox"/>
Contact Type	NNA Dealer Master	Email	<input type="checkbox"/>
Title	Service Technician	Email Opt Out	<input type="checkbox"/>
Customer ID.	<input type="checkbox"/>	Reports To	<input type="checkbox"/>
		Contact Record Type	Contact
		Inactive Contact	<input type="checkbox"/>

Address Information

Mailing Address	Other Address
-----------------	---------------

Additional Information

Fax	Lead Source
-----	-------------

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 **Matthew Mead**
 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: dperer87@gmail.com**

CC:
BCC:
Attachment:

Subject: Case [REDACTED] 019 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: 1N6BA1F4 [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.:

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.

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._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	<p>Additional To: [REDACTED]</p> <p>CC:</p> <p>BCC:</p> <p>Attachment: Thrust Distance ESM photo.PNG</p> <p>Subject: Case [REDACTED] 019 TITAN XD; Oil leaking from multiple engine oil seals - A61 [ref:_00DA09j8L._5002I2T9KVm:ref]</p> <p>Body: RAFAEL PEREZ, TECH LINE's latest case update is below. Recommendation:</p> <ul style="list-style-type: none">- 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. <p>The TECH LINE Survey can be accessed by: CLICKING HERE</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 Customer name: SANDY SANSING NISSAN</p>

VIN: 1N6BA1 [REDACTED] 3 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.:

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.

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._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	5/17/2022
Assigned To	Matthew Mead
Last Modified Date/Time	5/17/2022 5:32 PM
Comments	<p>Additional To: dperer87@gmail.com CC: BCC: Attachment:</p> <p>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:</p> <ul style="list-style-type: none">- 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. 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. <p>The TECH LINE Survey can be accessed by: CLICKING HERE</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[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.:

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.

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._5002I2T9KVm:ref

An email was sent to the Caller Name

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

Attachments

20220615_075706 (3).mp4

Size	2.47MB
Ownership	Managed Services
View	View file
Last Modified	6/15/2022 8:34 AM

LEW5.jpg

Size	93KB
Ownership	Managed Services
View	View file
Last Modified	6/15/2022 8:33 AM

LEW4.jpg

Size	110KB
Ownership	Managed Services
View	View file
Last Modified	6/15/2022 8:33 AM

LEW3.jpg

Size	93KB
Ownership	Managed Services
View	View file
Last Modified	6/15/2022 8:33 AM

LEW2.jpg

Size	129KB
Ownership	Managed Services
View	View file
Last Modified	6/15/2022 8:33 AM

LEW1.mp4

Size	1.87MB
Ownership	Managed Services
View	View file
Last Modified	6/15/2022 8:33 AM

lew77.jpg

Size	132KB
Ownership	Managed Services
View	View file
Last Modified	6/15/2022 8:27 AM

Emails

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

Message Date 6/15/2022 3:14 PM
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 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

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: 1N6BA1F [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.:

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.

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.

Re: Case [REDACTED] 2019 TITAN XD; Oil leaking from multiple engine oil seals - A61 [ref:_00DA09j8L_5002I2T9KVm:ref]

Message Date 6/15/2022 2:57 PM

Has Attachment

Email Address [REDACTED]

Status Read

Subject Re: Case [REDACTED] 019 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](#)

> 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._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.

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: 1N6BA1F4 [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.:

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.

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 [REDACTED] 019 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] 019 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.

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.

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: 1N6BA1F [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.:

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.

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

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

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

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

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

User **Matthew Mead**

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

5/17/2022 4:56 PM

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

User **Survey Site Guest User**

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