



## STAR ONLINE PUBLICATION



**Case Number: S2109000006**

**Release Date: July 2021**

**Symptom/Vehicle Issue:** Oil Leak From The Oil Pan Gasket.

**NOTE: For U.S. Dealers Only.**

**Discussion:** A small number of customers may experience an oil leak. Upon further investigation, a technician may narrow the concern down to the engine oil pan gasket.

If you receive a vehicle in with an oil leak from the oil pan gasket, engineering would like to collect some information from the vehicle. Please submit a ticket with the Star Center, and provide the following information.

1. Approximate location of the leak.
2. Detailed pictures of the leak if possible.
3. Approximate breakaway torque of the oil pan bolts.

Once submitted, continue with the repair as normal.

This document does not authorize warranty repairs. This communication documents a record of past experiences. STAR Online does not provide any conclusions about what is wrong with the vehicle. Rather, it captures all previous cases known that appear to be similar or related to the vehicle symptom / condition. You are the expert, and you are responsible for deciding on the appropriate course of action.

**Contact STAR Center, or your Technical Assistance Center Via TechCONNECT or eCONTACT ticket if no solution is found**