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## Price Leblanc 3306 Region Goodwill Consultation 1N6BA1F48 [REDACTED]

<b>Title</b>	Price Leblanc 3306 Region Goodwill Consultation 1N6BA1F48 [REDACTED]	<b>Request Date</b>	4/8/2022 2:40 PM
<b>Status</b>	Completed	<b>DTSM Inspection Date</b>	4/8/2022 2:36 PM
<b>Owner</b>	[REDACTED]	<b>Report Date</b>	4/8/2022 2:40 PM
		<b>Age</b>	0
<b>Current Location Dealer Code</b>	3306	<b>Request Type</b>	DTS Field Support
<b>Current Location Dealer Name</b>	PRICE LEBLANC NISSAN	<b>HK Request Type</b>	Non-Consumer
<b>VIN</b>	1N6BA1F48 [REDACTED]	<b>Sub-Request Type</b>	Dealer Consultation
<b>Year/Model</b>	2017 TITAN XD	<b>Legacy Requested Date</b>	
<b>Customer Name</b>	[REDACTED]	<b>Inspection Time/Notes</b>	
<b>Customer's Concern</b>		<b>Component Code Category</b>	EM Engine Mechanical
<b>Threat Level #</b>	1	<b>Component Code Issue</b>	EMA ENGINE ASSEMBLY
<b>CBB Eval Acceptance Time</b>			
<b>Repair Time</b>	16,737		
<b>Final Submitted Date</b>			
<b>Setup Date</b>			
<b>Setup Time</b>			
<b>Setup Status</b>			
<b>Hours to Respond</b>	0.00		
<b>Hours to Close</b>	0.07		

### Case Report

<b>Did DTSM and customer meet?</b>	No	<b>Customer Representative</b>	[REDACTED]
<b>Customer Meeting Summary</b>			
<b>DTSM physically inspected vehicle</b>	No	<b>Was DTSM able to duplicate concerns?</b>	Yes
<b>Did you Road Test?</b>	No	<b>Ending Mileage</b>	
<b>Starting Mileage</b>		<b>Non OE Mod's or Accy's</b>	No
<b>Vehicle Condition</b>	Average	<b>Mod's or Accy's Description</b>	
<b>Vehicle Condition Description</b>			
<b>Vehicle Findings</b>	CR agreed to GW assist an engine replacement on this vehicle due to a seized crankshaft. DTSM spoke with the technician on methods to remove this engine without the ability to rotate the crankshaft. DTSM		

advised that engine removal with the torque converter attached would damage the transmission front seal. The front seal is not available separately from the transmission assembly. Because of the dollar amount on this GW claim already, FOM-JB asked for an explanation for CR personnel on why a transmission replacement would also be required. Email attached.

<b>Repair Status</b>	Complete	<b>ETA</b>	
<b>Did DTSM meet with Dealer?</b>	Yes	<b>Dealer Representative</b>	GM Rick Davis
<b>Dealer Findings</b>			
<b>Comments</b>			
<b>Created By</b>	██████████	<b>Last Modified By</b>	██████████
	4/8/2022 2:40 PM		4/8/2022 2:40 PM

### Comments

Internal Comments

External Comments

RO Approval Comment

Dealer Action/Observation

Problem Analysis

Initial Recommendation

Latest Update

### Vehicle Disposition

<b>Current Possession</b>	<b>CST Vendor Case Number</b>
<b>Contact</b>	
<b>CBB Dealer Contact Phone</b>	<b>Approval Type</b>
<b>CBB Vehicle Disposition</b>	<b>Vendor Approval Status</b>
<b>CBB Findings</b>	<b>CBB Eval Acceptance Date</b>
<b>Morley Managed Follow-Up Instructions</b>	<b>CBB Eval Rejection Count</b> 0
<b>RO Approval Status</b>	<b>Vendor Repair Status</b>
<b>Vendor Repair Accepted Date</b>	

### Additional Information

<b>Related Support Case</b>	<b>Related Support Case Subject</b>
<b>Requesting Agent</b> <input type="checkbox"/>	<b>Requesting Agent Phone Number</b>
<b>Related CST</b>	<b>Goodwill Offered?</b> <input type="checkbox"/>
<b>Technician Name</b> <input type="checkbox"/>	<b>Goodwill Processed</b> <input type="checkbox"/> 0
<b>Dealer Region</b> <input type="checkbox"/> 32	<b>VCAN</b> <input type="checkbox"/>
<b>Dealer Address</b> 14295 AIRLINE HWY GONZALES, LA 70737	<b>Current Mileage</b> 0

Dealer Phone Number 2256477261

Vehicle Service  
Contract

Dealer Fax Number

Is Validation Active?

## Notes & Attachments

**RE GOODWILL REQUEST HENRI FAUCHEUX  
1N6BA1F48HN509108.msg**

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Type **Attachment**

Last Modified XXXXXXXXXX

Description

[View file](#)

## DTSM Field Inspection History

**4/8/2022 2:40 PM**

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User **Jared Deskins**

Action **Changed Report Date to 4/8/2022 2:40 PM. Changed Threat Level to 1. Created.**