



Case: [REDACTED]

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

General

Caller Name	BEN SEGUIN	Dealer	JACKIE COOPER NISSAN
NNAnet user ID	TVA-14595	Contact Name	
Tech Preferred Phone	9183441931	Customer Name	
Tech Preferred Email	bseguin@jcitulsa.com	Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	John Seaborn
Repair/Work Order	926052	Mobile Phone	
Job/Line Number	1	Texting Status	
Created Day	Friday		

Incident Information

Customer Comments	CUST STATES A NOISE STARTED A FEW DAYS AGO BUT THE VEHICLE WAS RUNNING FINE. HE STATES TODAY DRIVING ON THE HIGHWAY THE NOISE BECAME SUPER LOUD AND THEN THE VEHICLE DIED AND THE STEERING BECAME REALLY HARD.	Customer Name	[REDACTED]
Verified	Yes	Vehicle	1N6BA1F46J [REDACTED]
Question for TECH LINE	Have you seen this before?	VIN	1N6BA1F46J [REDACTED]
Service Manual General Section	Transmission & Drive-Line	Archived VIN Make	
Service Manual Specific Section	Transaxle & Transmission	Archived VIN Year	2018
Symptom Code Category	Leaks	Archived VIN Model	TITAN XD
Symptom	LEAKING	Incident/RO Date	5/14/2021
When does this concern occur?	ALL TIMES	Calculated Days Down	39
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	REPLACED ENGINE ASSE.	Total Days Down	39
Observed Modifications & Accessories	NONE	Repair Attempts	0

Current Mileage 31,567
 Vehicle Mileage Prior Value
 Vehicle Purchased Miles
 Primary DTC
 Current DTC
 Past DTC
 Other DTCs

TECH LINE Information

Subject Vehicle is leaking fluid at the bellhousing. -A61- Resolution Action REPLACE
 Status Closed Resolution Object TRANSMISSION
 Confirmed Resolution Yes Field Inspection Indicator
 Component Code Category AT|Automatic Trans NNA Field Inspection Date
 Component Code Issue ATH|Case, Fitting, Line, and Torque Converter FSSS
 TECH LINE Template ECC Initial Response FSSS Date
 TREAD Component 10
 Date/Time Closed 6/22/2021 2:06 PM
 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] 2018 TITAN XD; Vehicle is leaking fluid at the bellhousing. -A61- [ref:_00DA09j8L_5002I2Iznfh:ref]

Name
 Task
 Due Date 6/22/2021
 Assigned To John Seaborn
 Last Modified Date/Time 6/22/2021 2:10 PM
 Comments Additional To: bseguin@jcitulsa.com
 CC:
 BCC: john.seaborniii@nissan-usa.com
 Attachment:
 Subject: Case 43998357; 2018 TITAN XD; Vehicle is leaking fluid at the bellhousing. -A61- [ref:_00DA09j8L_5002I2Iznfh:ref]
 Body:
 Ben,

TECH LINE's latest case update is below.
Recommendation

Ben, very well done, thank you for the vehicle resolution feedback & keep up the great work!!

Tech to reply to all on email response, if additional technical assistance is required.

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

Thank you, _____ John S.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: 6/4/2021
Customer name: [REDACTED]
VIN: 1N6BA1F46J [REDACTED] Mileage: 31,567
Dealer code: 3007
Dealer name: JACKIE COOPER NISSAN

Customer's Concerns:

CUST STATES A NOISE STARTED A FEW DAYS AGO BUT THE VEHICLE WAS RUNNING FINE. HE STATES TODAY DRIVING ON THE HIGHWAY THE NOISE BECAME SUPER LOUD AND THEN THE VEHICLE DIED AND THE STEERING BECAME REALLY HARD.

Technician Findings:

WE REPLACED ENGINE ASSE. DURING THE CRANKSHAFT SEPERATING. WE FOUND THE

REAR PORTION OF THE CRANKSHAFT HAS BROKEN AN THE FLEXPLATE MATING

FLANGE CAN BE MOVED BY HAND AND HAS EXCESSIVE FREEPLAY. INSPECTED TORQUE CONVERTOR AND TRASN SEAL FOR DAMAGE. THEY VISUALLY LOOKED OKAY.

INSTALLED NEW ENGINE AN WHEN SETTING FLUID LEVEL NOTICED WHILE SITTING AT

IDLE THERE IS A ACTIVE FLUID LEAK AT WHERE THE TRANS AND ENGINE MATE.:

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ref:_00DA09j8L._5002I2IZnfh:ref

Email: Case [REDACTED] 018 TITAN XD; Vehicle is leaking fluid at the bellhousing. -A61- [
ref:_00DA09j8L._5002I2IZnfh:ref]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	6/8/2021
Assigned To	John Seaborn
Last Modified Date/Time	6/8/2021 2:16 PM
Comments	Additional To: bseguin@jcitulsa.com CC: BCC: john.seaborniii@nissan-usa.com Attachment: Subject: Case [REDACTED] 018 TITAN XD; Vehicle is leaking fluid at the bellhousing. -A61- [ref:_00DA09j8L._5002I2IZnfh:ref] Body: Ben, TECH LINE's latest case update is below. Ben, 1) Thanks for the case update!

2) As our next step, please replace the transmission.

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Case #: [REDACTED]
Date Created: 6/4/2021
Customer name [REDACTED]
VIN: 1N6BA1F46 [REDACTED] eage: 31,567
Dealer code: 30 [REDACTED]
Dealer name: JACKIE COOPER NISSAN

Customer's Concerns:
CUST STATES A NOISE STARTED A FEW DAYS AGO BUT THE VEHICLE WAS RUNNING FINE. HE STATES TODAY DRIVING ON THE HIGHWAY THE NOISE BECAME SUPER LOUD AND THEN THE VEHICLE DIED AND THE STEERING BECAME REALLY HARD.

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ref:_00DA09j8L_5002I2IZnfh:ref

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Name	
Task	<input checked="" type="checkbox"/>
Due Date	6/4/2021
Assigned To	John Seaborn
Last Modified Date/Time	6/4/2021 3:54 PM
Comments	Additional To: bseguin@jcitulsa.com CC: BCC: john.seaborniii@nissan-usa.com Attachment: Subject: Case [REDACTED] 2018 TITAN XD; Vehicle is leaking fluid at the bellhousing. -A61- [ref:_00DA09j8L_5002I2IZnfh:ref] Body: Ben, TECH LINE's latest case update is below. Ben,

1) To answer the question for Tech Line, yes, we have seen this before.

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would require transmission replacement.

3) If the leaking fluid is engine oil, please add dye to the engine oil and isolate the leak source.

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Case #: [REDACTED]

Date Created: 6/4/2021

Customer name: [REDACTED]

VIN: 1N6BA1F46 [REDACTED] Mileage: 31,567

Dealer code: 3007

Dealer name: JACKIE COOPER NISSAN

Customer's Concerns:

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ref:_00DA09j8L._5002I2IZnfh:ref

Attachments

thumbnail_IMG_5510.jpg	thumbnail_IMG_5509.jpg
Size 90KB	Size 76KB
Ownership John Seaborn	Ownership John Seaborn
View View file	View View file
Last Modified 6/22/2021 2:06 PM	Last Modified 6/22/2021 2:06 PM
thumbnail_IMG_5515.jpg	thumbnail_IMG_5512.jpg
Size 92KB	Size 78KB
Ownership John Seaborn	Ownership John Seaborn
View View file	View View file
Last Modified 6/22/2021 2:06 PM	Last Modified 6/22/2021 2:06 PM
thumbnail_IMG_5513.jpg	TITAN DEI CRANK.MOV
Size 67KB	Size 8.35MB
Ownership John Seaborn	Ownership Managed Services
View View file	View View file
Last Modified 6/22/2021 2:06 PM	Last Modified 6/4/2021 3:48 PM

Emails

Case [REDACTED] 2018 TITAN XD; Vehicle is leaking fluid at the bellhousing. -A61- [ref:_00DA09j8L._5002I2IZnfh:ref]

Message Date 6/22/2021 2:10 PM
Has Attachment
Email Address bseguin@jcitulsa.com
Status Sent
Subject Cas [REDACTED] 2018 TITAN XD; Vehicle is leaking fluid at the bellhousing. -A61- [ref:_00DA09j8L._5002I2IZnfh:ref]
Text Body BEN SEGUIN,

TECH LINE's latest case update is below.

Recommendation
Ben, very well done, thank you for the vehicle resolution feedback & keep up the great work!!
Tech to reply to all on email response, if additional technical assistance is required.

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Thank you,

John S.

TECH LINE

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Case #: [REDACTED]
Date Created: 6/4/2021
Customer name: [REDACTED]
VIN: 1N6BA1F4 [REDACTED]
Mileage: 31,567

Dealer code: 3007

Dealer name: JACKIE COOPER NISSAN

Customer's Concerns:

CUST STATES A NOISE STARTED A FEW DAYS AGO BUT THE VEHICLE WAS RUNNING FINE. HE STATES TODAY DRIVING ON THE HIGHWAY THE NOISE BECAME SUPER LOUD AND THEN THE VEHICLE DIED AND THE STEERING BECAME REALLY HARD.

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RE: Case [REDACTED] 2018 TITAN XD; Vehicle is leaking fluid at the bellhousing. -A61- [ref:_00DA09j8L_5002I2IZnfh:ref]

Message Date 6/22/2021 2:00 PM
Has Attachment
Email Address bseguin@jcitulsa.com
Status Read
Subject RE: Case [REDACTED] 2018 TITAN XD; Vehicle is leaking fluid at the bellhousing. -A61- [ref:_00DA09j8L_5002I2IZnfh:ref]
Text Body HERE ARE THE PIC OF THE TRANSMISSION INPUT SHAFT ASSE. THANK YOU FOR THE HELP. AT THIS TIME THE NEW TRANS IS INSTALED AND THE VHEICLE IS OPERATING PROPERLY WITHOUT FLUID LEAKS.

From: TECH LINE Email to Case <techlinesfdc@nissan-usa.com>
Sent: Tuesday, June 08, 2021 2:16 PM
To: Benjamin Seguin <bseguin@jcitulsa.com>
Subject: Case 43998357; 2018 TITAN XD; Vehicle is leaking fluid at the bellhousing. -A61- [ref:_00DA09j8L_5002I2IZnfh:ref]

TECH LINE's latest case update is below.

Ben,

- 1) Thanks for the case update!
 - 2) As our next step, please replace the transmission.
- Tech to reply to all on email response, if additional technical assistance is required.

Thank you,

John S.

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Case # [REDACTED]

Date Created: 6/4/2021

Customer name [REDACTED]

VIN: 1N6BA1 [REDACTED]

Mileage: 31,567

Dealer code: 3007

Dealer name: JACKIE COOPER NISSAN

Customer's Concerns:

CUST STATES A NOISE STARTED A FEW DAYS AGO BUT THE VEHICLE WAS RUNNING FINE. HE STATES TODAY DRIVING ON THE HIGHWAY THE NOISE BECAME SUPER LOUD AND THEN THE VEHICLE DIED AND THE STEERING BECAME REALLY HARD.

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ref:_00DA09j8L._5002I2IZnfh:ref

Cas [REDACTED]; 2018 TITAN XD; Vehicle is leaking fluid at the bellhousing. -A61- [ref:_00DA09j8L._5002I2IZnfh:ref]

Message Date 6/8/2021 2:16 PM
Has Attachment
Email Address bseguin@jcitulsa.com
Status Sent
Subject Case [REDACTED] 18 TITAN XD; Vehicle is leaking fluid at the bellhousing. -A61- [ref:_00DA09j8L._5002I2IZnfh:ref]
Text Body **BEN SEGUIN,**

TECH LINE's latest case update is below.

Ben,

1) Thanks for the case update!

2) As our next step, please replace the transmission.

Tech to reply to all on email response, if additional technical assistance is required.

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Thank you,

John S.

TECH LINE

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Case # [REDACTED]
Date Created: 6/4/2021
Customer name:
VIN: 1N6BA1F [REDACTED]

Mileage: 31,567

Dealer code: 3007

Dealer name: JACKIE COOPER NISSAN

Customer's Concerns:

CUST STATES A NOISE STARTED A FEW DAYS AGO BUT THE VEHICLE WAS RUNNING FINE. HE STATES TODAY DRIVING ON THE HIGHWAY THE NOISE BECAME SUPER LOUD AND THEN THE VEHICLE DIED AND THE STEERING BECAME REALLY HARD.

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RE: Case [REDACTED] 2018 TITAN XD; Vehicle is leaking fluid at the bellhousing. -A61- [ref:_00DA09j8L_5002I2Iznfh:ref]

Message Date 6/8/2021 1:27 PM
Has Attachment
Email Address bseguin@jcitulsa.com
Status Read
Subject RE: Case 43998357; 2018 TITAN XD; Vehicle is leaking fluid at the bellhousing. -A61- [ref:_00DA09j8L_5002I2Iznfh:ref]
Text Body SORRY FOR THE LATE REPLY. YES WE HAVE BEEN ABLE TO ISOLATE THE LEAK TO THE SHAFT SEAL OF THE BELL HOUSING.

From: TECH LINE Email to Case <techlinesfdc@nissan-usa.com>
Sent: Friday, June 04, 2021 3:54 PM
To: Benjamin Seguin <bseguin@jcitulsa.com>
Subject: Case [REDACTED] 018 TITAN XD; Vehicle is leaking fluid at the bellhousing. -A61- [ref:_00DA09j8L_5002I2Iznfh:ref]

[REDACTED]

TECH LINE's latest case update is below.

Ben,

- 1) To answer the question for Tech Line, yes, we have seen this before.
 - 2) If the leaking fluid is transmission fluid, we likely have TC bushing abnormal wear / trauma, which would require transmission replacement.
 - 3) If the leaking fluid is engine oil, please add dye to the engine oil and isolate the leak source.
- Tech to reply to all on email response, if additional technical assistance is required.

Thank you,

John S.

TECH LINE

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Case

Date Created: 6/4/2021

Customer name:

VIN: 1N6BA1F4

Mileage: 31,567

Dealer code: 3007

Dealer name: JACKIE COOPER NISSAN

Customer's Concerns:

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Case [REDACTED] 2018 TITAN XD; Vehicle is leaking fluid at the bellhousing. -A61- [ref:_00DA09j8L._5002I2Iznfh:ref]

Message Date 6/4/2021 3:54 PM
Has Attachment
Email Address bseguin@jcitulsa.com
Status Sent
Subject Case [REDACTED] 2018 TITAN XD; Vehicle is leaking fluid at the bellhousing. -A61- [ref:_00DA09j8L._5002I2Iznfh:ref]
Text Body BEN SEGUIN,

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Case # [REDACTED]
Date Created: 6/4/2021
Customer name:
VIN: 1N6BA1F46 [REDACTED]

Mileage: 31,567

Dealer code: 3007

Dealer name: JACKIE COOPER NISSAN

Customer's Concerns:

CUST STATES A NOISE STARTED A FEW DAYS AGO BUT THE VEHICLE WAS RUNNING FINE. HE STATES TODAY DRIVING ON THE HIGHWAY THE NOISE BECAME SUPER LOUD AND THEN THE VEHICLE DIED AND THE STEERING BECAME REALLY HARD.

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Case Comments

6/22/2021 2:08 PM

User John Seaborn
Public
Comment Recommendation
Ben, very well done, thank you for the vehicle resolution feedback & keep up the great work!! Tech to reply to all on email response, if additional technical assistance is required.

6/22/2021 2:07 PM

User John Seaborn
Public
Comment Email response received with attached photos. "HERE ARE THE PIC OF THE TRANSMISSION INPUT SHAFT ASSE. THANK YOU FOR THE HELP. AT THIS TIME THE NEW TRANS IS INSTALED AND THE VEHICLE IS OPERATING PROPERLY WITHOUT FLUID LEAKS."

6/8/2021 2:15 PM

User John Seaborn
Public

6/8/2021 2:14 PM

User John Seaborn

Comment **Ben,**
1) Thanks for the case update!
2) As our next step, please replace the transmission.
Tech to reply to all on email response, if additional technical assistance is required.

Public
Comment **Email response received.**
"SORRY FOR THE LATE REPLY. YES WE HAVE BEEN ABLE TO ISOLATE THE LEAK TO THE SHAFT SEAL OF THE BELL HOUSING."

6/4/2021 3:53 PM

User **John Seaborn**
Public
Comment **Ben,**
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Tech to reply to all on email response, if additional technical assistance is required.

6/4/2021 3:48 PM

User **Survey Site Guest User**
Public
Comment **PLEASE SEE THE ATT VIDEO OF THE CRANK SHAFT FREEPLAY FROM THE REMOVED ENGINE**

6/4/2021 3:47 PM

User **Survey Site Guest User**
Public
Comment **Customer Comments: CUST STATES A NOISE STARTED A FEW DAYS AGO BUT THE VEHICLE WAS RUNNING FINE. HE STATES TODAY DRIVING ON THE HIGHWAY THE NOISE BECAME SUPER LOUD AND THEN THE VEHICLE DIED AND THE STEERING BECAME REALLY HARD.**
 Technician Findings: WE REPLACED ENGINE ASSE. DURING THE CRANKSHAFT SEPERATING. WE FOUND THE REAR PORTION OF THE CRANKSHAFT HAS BROKEN AN THE FLEXPLATE MATING FLANGE CAN BE MOVED BY HAND AND HAS EXCESSIVE FREEPLAY. INSPECTED TORQUE CONVERTOR AND TRASN SEAL FOR DAMAGE. THEY VISUALLY LOOKED OKAY. INSTALLED NEW ENGINE AN WHEN SETTING FLUID LEVEL NOTICED WHILE SITTING AT IDLE THERE IS A ACTIVE FLUID LEAK AT WHERE THE TRANS AND ENGINE MATE.
 Repairs Made: REPLACED ENGINE ASSE.
 Verified: Yes
 Question for TECH LINE: Have you seen this before?

Case History

6/22/2021 2:06 PM

User **John Seaborn**
Action **Changed Status from Pending TECH LINE to Closed. Closed.**

6/22/2021 2:00 PM

User **Managed Services**
Action **Changed Reopen Date from 6/8/2021 1:27 PM to 6/22/2021 2:00 PM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

6/8/2021 2:14 PM

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

6/8/2021 1:27 PM

User **Managed Services**
Action **Changed First Call Resolution from Yes to No. Changed Reopen Date to 6/8/2021 1:27 PM. Changed Status from Pending Dealer Reply to Pending TECH LINE.**

6/4/2021 3:54 PM

User **John Seaborn**
Action **Changed Subject to Vehicle is leaking fluid at the bellhousing. -A61-. Changed Status from Pending TECH LINE to Pending Dealer Reply. Closed.**

6/4/2021 3:50 PM

User **John Seaborn**
Action **Changed Case Owner from TECH LINE Initial to John Seaborn.**

6/4/2021 3:47 PM

User **Survey Site Guest User**
Action **Changed Case Owner from Managed Services to TECH LINE Initial. Changed Status from Open to Pending TECH LINE. Created.**
