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1N6BA1F44HN [REDACTED]

<b>Title</b>	1N6BA1F44HN [REDACTED]	<b>Request Date</b>	3/30/2017 10:20 AM
<b>Status</b>	Completed	<b>DTSM Inspection Date</b>	3/30/2017 8:00 AM
<b>Owner</b>	[REDACTED]	<b>Report Date</b>	3/30/2017 10:21 AM
		<b>Age</b>	0
<b>Current Location Dealer Code</b>	5518	<b>Request Type</b>	DTS Dealer
<b>Current Location Dealer Name</b>	HUTTIG NISSAN	<b>HK Request Type</b>	Non-Consumer
<b>VIN</b>	1N6BA1F44H [REDACTED]	<b>Sub-Request Type</b>	
<b>Year/Model</b>	2017 TITAN XD	<b>Legacy Requested Date</b>	
<b>Customer Name</b>	Jeff Sayles	<b>Inspection Time/Notes</b>	
<b>Customer's Concern</b>	Customer states that they were driving on a rural highway at approximately 60mph when the engine began making noise and oil pressure warning was illuminated. Engine stalled and wouldn't restart.	<b>Component Code Category</b>	
<b>Threat Level #</b>	1	<b>Component Code Issue</b>	
<b>CBB Eval Acceptance Time</b>			
<b>Repair Time</b>	60,780		
<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>	2.37		

**Case Report**

<b>Did DTSM and customer meet?</b>	No	<b>Customer Representative</b>	
<b>Customer Meeting Summary</b>			
<b>DTSM physically inspected vehicle</b>		<b>Was DTSM able to duplicate concerns?</b>	Yes
<b>Did you Road Test?</b>	No	<b>Ending Mileage</b>	15,725
<b>Starting Mileage</b>	15,725	<b>Non OE Mod's or Accy's</b>	No
<b>Vehicle Condition</b>	Good	<b>Mod's or Accy's Description</b>	
<b>Vehicle Condition Description</b>			

**Vehicle Findings**

The results of testing and inspection revealed:

- Engine Oil clean and full.
- Coolant Full and correct.
- No fluid leaks visible.
- Oil and Fuel samples sent to Blackstone for analysis. Nothing remarkable noted.
- Oil Filter present (LF17517), correct. Nothing remarkable noted.
- Drain plug present. Nothing remarkable noted.
- DTS instructed technician to drain oil, remove lower oil pan and inspect for debris. Metal debris consistent with bearing material present in pan, oil, and oil pickup tube.
- Visual inspection of Drivers Side Cylinder head through oil filler and inspection of the oil pan show no signs of sludge accumulation or lack of maintenance.
- Vehicle inspection shows no signs of abuse.
- Service history shows oil changes with intervals not exceeding 6,000 miles.
- No other service history found.
- No aftermarket modifications found.
- CIII+ revealed the following DTC's:
  - ECM, PO524-00, ENGINE OIL PRESSURE, CRNT
  - ENGINE, P2509-00, ECM/PCM power input signal, PAST
  - ALL MODE AWD/4WD, P181B, INCOMP SELF SHUT, PAST
  - ALL MODE AWD/4WD, P1867, INCOMPLETE SHIFT, PAST
- No applicable bulletins or campaigns.
- Visual safety inspection: Passed.

**Conclusion:**

- Engine failed internally.
- No evidence found to deny warranty coverage.
- DTS recommends Engine replacement and turbo replacement per FQI J.B. recommendations.
- DTS provided dealer with parts list provided from FQI J.B.
- DTS advised dealer that they must fill out pre-authorization form and contact PCC for approval.
- DTS attached images of oil pan, pick-up tube, oil filter, ff-data, All-Systems Diag, WO, Blackstone report and Maintenance records.

Inspection was performed on Huttig Nissan RO 93825 dated 3/13/17

<b>Repair Status</b>	Complete	<b>ETA</b>
<b>Did DTSM meet with Dealer?</b>	Yes	<b>Dealer Representative</b> Julie Huttig DP
<b>Dealer Findings</b>	DTS met with DP to discuss case. Dealer followed VRP by contacting techline for assistance in diagnosis. DTS advised DP that dealer should not wait for techline to reply and to contact techline for updates on open cases. Dealer has waited 17 days for a response for techline.	
<b>Comments</b>	DTS approved Engine and turbocharger replacement per FQI recommendation. DTS approve 2 hours S/T for oil pan removal and requested documentation.	
<b>Created By</b>	Michael Gorrill, 3/30/2017 10:20 AM	<b>Last Modified By</b> Managed Services, 11/23/2020 5:19 AM

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**Comments**

Internal Comments

External Comments

RO Approval  
Comment

Dealer  
Action/Observation

Problem Analysis

Initial  
Recommendation

### Vehicle Disposition

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

### Additional Information

Related Support Case	Related Support Case Subject
Requesting Agent	Requesting Agent Phone Number
Related CST	Goodwill Offered? <input type="checkbox"/>
Technician Name	Goodwill Processed 0
Dealer Region 26	VCAN <input type="checkbox"/>
Dealer Address 822 STATE ROUTE 3 PLATTSBURGH, NY 12901	Current Mileage 0
Dealer Phone Number 5185611210	Vehicle Service Contract
Dealer Fax Number	Is Validation Active? <input type="checkbox"/>

### Notes & Attachments

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**Oil Reports on 1N6BA1F44HN [REDACTED]  
 1N6BA1 [REDACTED] our lab numbers J20316-  
 J20333).msg**

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**DTSM Field Inspection History****3/30/2017 10:42 AM**

User **Michael Gorrill**  
 Action **Changed Vehicle Findings. Changed Comments.**

**3/30/2017 10:21 AM**

User **Michael Gorrill**  
 Action **Changed Report Date to 3/30/2017 10:21 AM. Changed Was DTSM able to duplicate concerns? to Yes. Changed Vehicle Findings. Changed Status from Active to Completed. Changed Did DTSM meet with Dealer? to Yes. Changed Did DTSM and customer meet? to No. Changed Dealer Representative to Julie Huttig DP. Changed Dealer Findings.**

**3/30/2017 10:20 AM**

User **Michael Gorrill**  
 Action **Changed Vehicle Findings. Created.**