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1N6BA1F44H [REDACTED]

Title	1N6BA1F44H [REDACTED]	Request Date	3/30/2017 10:20 AM
Status	Completed	DTSM Inspection Date	3/30/2017 8:00 AM
Owner	[REDACTED]	Report Date	3/30/2017 10:21 AM
		Age	0
Current Location Dealer Code	5518	Request Type	DTS Dealer
Current Location Dealer Name	HUTTIG NISSAN	HK Request Type	Non-Consumer
VIN	1N6BA1F44 [REDACTED]	Sub-Request Type	
Year/Model	2017 TITAN XD	Legacy Requested Date	
Customer Name	[REDACTED]	Inspection Time/Notes	
Customer's Concern	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.	Component Code Category	
Threat Level #	1	Component Code Issue	
CBB Eval Acceptance Time			
Repair Time	60,780		
Final Submitted Date			
Setup Date			
Setup Time			
Setup Status			
Hours to Respond	0.00		
Hours to Close	2.37		

Case Report

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

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

Repair Status	Complete	ETA
Did DTSM meet with Dealer?	Yes	Dealer Representative Julie Huttig DP
Dealer Findings	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.	
Comments	DTS approved Engine and turbocharger replacement per FQI recommendation. DTS approve 2 hours S/T for oil pan removal and requested documentation.	
Created By	Michael Gorrill, 3/30/2017 10:20 AM	Last Modified By Managed Services, 11/23/2020 5:19 AM

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 1N6BA1F44HN5 [REDACTED]
1N6BA [REDACTED] (our lab numbers J20316-
J20333).msg**

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DTSM Field Inspection History

3/30/2017 10:42 AM

User [REDACTED]
Action **Changed Vehicle Findings. Changed Comments.**

3/30/2017 10:21 AM

User [REDACTED]
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 [REDACTED]
Action **Changed Vehicle Findings. Created.**