



GN [REDACTED]

Title	GN [REDACTED]	Request Date	4/3/2017 6:44 PM
Status	Completed	DTSM Inspection Date	4/3/2017 3:00 PM
Owner	John Howell	Report Date	4/3/2017 7:23 PM
		Age	0
Current Location Dealer Code	3225	Request Type	DTS Dealer
Current Location Dealer Name	DON DAVIS NISSAN	HK Request Type	Non-Consumer
VIN	1N6BA1F40 [REDACTED]	Sub-Request Type	
Year/Model	2016 TITAN XD	Legacy Requested Date	
Customer Name	ROBYN WILSON	Inspection Time/Notes	
Customer's Concern	Knocking noise in engine and engine won't start	Component Code Category	
Threat Level #	1	Component Code Issue	
CBB Eval Acceptance Time			
Repair Time	60,676		
Final Submitted Date			
Setup Date			
Setup Time			
Setup Status			
Hours to Respond	0.00		
Hours to Close	4.39		

Case Report

Did DTSM and customer meet?	No	Customer Representative	
Customer Meeting Summary	Vehicle was already at the dealership		
DTSM physically inspected vehicle		Was DTSM able to duplicate concerns?	Yes
Did you Road Test?	No	Ending Mileage	17,444
Starting Mileage	17,444	Non OE Mod's or Accy's	No
Vehicle Condition	Average	Mod's or Accy's Description	
Vehicle Condition Description	Good for age and mileage		
Vehicle Findings	1.Complaint: Knocking noise in engine and engine won't start		
	<ul style="list-style-type: none"> • Cause: Bearing coming apart in the engine assy - debris throughout 		

- Correction: Replace long engine assy
- Status: Long engine assy was approved and parts ordered

Repair Status	Complete	ETA	
Did DTSM meet with Dealer?	Yes	Dealer Representative	Jason Barling EM
Dealer Findings	Sent Email		
Comments	DTS-JH authorizes a long engine assy due to main bearing failure, a large amount of debris in the engine because of the bearing failure, and an inability to perform an oil consumption test. A short block would not be recommended due to the vehicle's failure to start, the large amount of debris in the engine assy on a vehicle that has an In Service date of May 2016 and had the first oil change performed at a Nissan dealer in September 2016 at 5331 miles, and other potential internal issues with engine.		
Created By	John Howell, 4/3/2017 6:44 PM	Last Modified By	NNAETL, 4/2/2022 2:17 AM

Comments

- Internal Comments
- External Comments
- RO Approval Comment
- Dealer Action/Observation
- Problem Analysis
- Initial Recommendation
- Latest Update

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
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Requesting Agent		Requesting Agent Phone Number	
Related CST		Goodwill Offered?	<input type="checkbox"/>
Technician Name		Goodwill Processed	0
Dealer Region	32	VCAN	<input type="checkbox"/>
Dealer Address	1320 E INTERSTATE 20 ARLINGTON, TX 76018	Current Mileage	0
Dealer Phone Number	8175885475	Vehicle Service Contract	
Dealer Fax Number		Is Validation Active?	<input type="checkbox"/>

DTSM Field Inspection History

4/4/2017 8:47 PM

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

4/3/2017 7:41 PM

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

4/3/2017 7:39 PM

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

4/3/2017 7:35 PM

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

4/3/2017 7:23 PM

User [REDACTED]
Action **Changed Report Date to 4/3/2017 7:23 PM. Changed Was DTSM able to duplicate concerns? to Yes. Changed Vehicle Findings. Changed Status from Active to Completed. Changed Related Support Case to 25893173. Changed Did DTSM meet with Dealer? to Yes. Changed Did DTSM and customer meet? to No. Changed Dealer Representative to Jason Barling EM. Changed Dealer Findings. Changed DTSM Inspection Date to 4/3/2017 3:00 PM. Changed Comments.**

4/3/2017 6:44 PM

User **John Howell**
Action **Changed Vehicle Findings. Created.**