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Title	[REDACTED]	Request Date	5/24/2017 9:19 AM
Status	Completed	DTSM Inspection Date	5/23/2017 9:14 AM
Owner	[REDACTED]	Report Date	5/24/2017 9:21 AM
		Age	0
Current Location Dealer Code	5159	Request Type	DTS Dealer
Current Location Dealer Name	FONTANA NISSAN	HK Request Type	Non-Consumer
VIN	1N6BA1F47G [REDACTED]	Sub-Request Type	
Year/Model	2016 TITAN XD	Legacy Requested Date	
Customer Name	FONTANA NISSAN	Inspection Time/Notes	
Customer's Concern	no start, rod issue	Component Code Category	
Threat Level #	1	Component Code Issue	
CBB Eval Acceptance Time			
Repair Time	59,461		
Final Submitted Date			
Setup Date			
Setup Time			
Setup Status			
Hours to Respond	0.00		
Hours to Close	24.12		

Case Report

Did DTSM and customer meet?	No	Customer Representative	
Customer Meeting Summary			
DTSM physically inspected vehicle		Was DTSM able to duplicate concerns?	Yes
Did you Road Test?	No	Ending Mileage	
Starting Mileage		Non OE Mod's or Accy's	No
Vehicle Condition	Good	Mod's or Accy's Description	
Vehicle Condition Description			
Vehicle Findings	engine spun rod bearing. Has metal debris in pan. Tech removed valve cover and found cam bearing and cam cap scaring. DTS verified top end damage. Attached photos of pan debris and cam condition. Recommended replace long engine.		

Repair Status	Complete	ETA	
Did DTSM meet with Dealer?	Yes	Dealer Representative	Frank Bachman
Dealer Findings	recommend replace long engine due to rod damage and cam damage		
Comments	sent email to em		
Created By	Ray Rice, 5/24/2017 9:19 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

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
Requesting Agent	Requesting Agent Phone Number
Related CST	Goodwill Offered? <input type="checkbox"/>
Technician Name	Goodwill Processed 0
Dealer Region 44	VCAN <input type="checkbox"/>
Dealer Address 16444 S HIGHLAND AVE FONTANA, CA 92336	Current Mileage 0
Dealer Phone Number 9095742288	Vehicle Service Contract
Dealer Fax Number	Is Validation Active? <input type="checkbox"/>

Notes & Attachments

IMG_0133.JPG

Type **Attachment**
Last Modified **Ray Rice**
Description
[View file](#)

IMG_0130.JPG

Type **Attachment**
Last Modified **Ray Rice**
Description
[View file](#)

IMG_0129.JPG

Type **Attachment**
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IMG_0128.JPG

Type **Attachment**
Last Modified **Ray Rice**
Description
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IMG_0127.JPG

Type **Attachment**
Last Modified **Ray Rice**
Description
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DTSM Field Inspection History

5/24/2017 9:21 AM

User **Ray Rice**
Action **Changed Report Date to 5/24/2017 9:21 AM. Changed Status from Active to Completed.**

5/24/2017 9:19 AM

User **Ray Rice**
Action **Created.**