



- [Close Window](#)
- [Print This Page](#)
- [Expand All](#) | [Collapse All](#)

Nissan Omaha 2016 A61 Rod Knock Cyl 7

Title	Nissan Omaha 2016 A61 Rod Knock Cyl 7	Request Date	6/16/2017 9:42 AM
Status	Completed	DTSM Inspection Date	6/16/2017 9:25 AM
Owner	[REDACTED]	Report Date	6/16/2017 9:42 AM
		Age	0
Current Location Dealer Code	5004	Request Type	DTS Dealer
Current Location Dealer Name	NISSAN OF OMAHA	HK Request Type	Consumer
VIN	1N6BA1F47G [REDACTED]	Sub-Request Type	[REDACTED]
Year/Model	2016 TITAN XD	Legacy Requested Date	[REDACTED]
Customer Name	[REDACTED]	Inspection Time/Notes	[REDACTED]
Customer's Concern	loud noise from engine like no oil	Component Code Category	[REDACTED]
Threat Level #	1	Component Code Issue	[REDACTED]
CBB Eval Acceptance Time	[REDACTED]		
Repair Time	58,909		
Final Submitted Date	[REDACTED]		
Setup Date	[REDACTED]		
Setup Time	[REDACTED]		
Setup Status	[REDACTED]		
Hours to Respond	0.00		
Hours to Close	0.28		

Case Report

Did DTSM and customer meet?	No	Customer Representative	[REDACTED]
Customer Meeting Summary	[REDACTED]		
DTSM physically inspected vehicle		Was DTSM able to duplicate concerns?	No
Did you Road Test?	No	Ending Mileage	[REDACTED]
Starting Mileage	[REDACTED]	Non OE Mod's or Accy's	No
Vehicle Condition	Good	Mod's or Accy's Description	[REDACTED]
Vehicle Condition Description	[REDACTED]		
Vehicle Findings	Tech reached out yesterday as techline is recommending tech to remove cyl 7 rod cap to inspect and the amount of work required would be exhaustive and would require stripping half the engine down.		

DTS directed tech to stop and replace engine long block assembly as he has verified using balance test cyl 7 is the cyl causing the noise/knock. DTS advised it will be better to stop and let cummins/fqi to tear into engine further to verify true root cause for product analysis due to age and mileage. Tech also found a long sliver of bearing material in oil pan and strainer.

Repair Status	Complete	ETA	
Did DTSM meet with Dealer?	Yes	Dealer Representative	EM Jason Jones
Dealer Findings	M.R. DTS TT APPROVES AND DIRECTS engine long block replacement due to cyl 7 rod knock. DTS TT also approves 6.6 hrs of straight time for diagnosis and removal and reisntall of oil pan verifying metal in pan.		
Comments	Advised of assistance given, MSTR not discussed		
Created By	[REDACTED] 6/16/2017 9:42 AM	Last Modified By	Managed Services, 11/23/2020 5:18 AM

Comments

Internal Comments

External Comments

RO Approval Comment [REDACTED]

Dealer Action/Observation

Problem Analysis [REDACTED]

Initial Recommendation [REDACTED]

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 [REDACTED]	Requesting Agent Phone Number
Related CST	Goodwill Offered? <input type="checkbox"/>
Technician Name [REDACTED]	Goodwill Processed [REDACTED] 0
Dealer Region [REDACTED] 24	VCAN [REDACTED] <input type="checkbox"/>

Dealer Address 17410 BURT STREET
OMAHA, NE 68118

Current Mileage 0

Dealer Phone Number 4024934000

Vehicle Service Contract

Dealer Fax Number

Is Validation Active?

Notes & Attachments

Sliver.JPG

Type Attachment
Last Modified [REDACTED]
Description
[View file](#)

Oil strainer.JPG

Type Attachment
Last Modified Thomas Tejada
Description
[View file](#)

Cyl Balance test readings.JPG

Type Attachment
Last Modified [REDACTED]
Description
[View file](#)

Consult Print.JPG

Type Attachment
Last Modified Thomas Tejada
Description
[View file](#)

5004 Dealer Dashboard - Nissan.pdf

Type Attachment
Last Modified [REDACTED]
Description
[View file](#)

DTSM Field Inspection History

6/16/2017 9:42 AM

User Thomas Tejada
Action Changed Dealer Representative to EM Jason Jones.

6/16/2017 9:42 AM

User [REDACTED]
Action Changed Report Date to 6/16/2017 9:42 AM. Changed Threat Level to 1. Changed HK Request Type to Consumer. Created.