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F1: DTS-AW [REDACTED]

Title	F1: DTS-AW JOSE RODRIGUEZ 5378	Request Date	10/20/2017 1:37 PM
Status	Completed	DTSM Inspection Date	10/20/2017 8:00 AM
Owner	[REDACTED]	Report Date	10/20/2017 1:42 PM
		Age	0
Current Location Dealer Code	5378	Request Type	DTS Dealer
Current Location Dealer Name	PALMETTO57 NISSAN	HK Request Type	Non-Consumer
VIN	1N6BA1F27 [REDACTED]	Sub-Request Type	
Year/Model	2016 TITAN XD	Legacy Requested Date	
Customer Name	[REDACTED]	Inspection Time/Notes	
Customer's Concern	Noise from the motor.	Component Code Category	
Threat Level #	1	Component Code Issue	
CBB Eval Acceptance Time			
Repair Time	55,881		
Final Submitted Date			
Setup Date			
Setup Time			
Setup Status			
Hours to Respond	0.00		
Hours to Close	5.71		

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	7,308
Starting Mileage	7,308	Non OE Mod's or Accy's	No
Vehicle Condition	Good	Mod's or Accy's Description	N/A
Vehicle Condition Description	Good		
Vehicle Findings	>> DTS-AW DTS inspection 10/20/2017 R.O 269269		
	1.Complaint: Noise from the motor.		

- Cause: **The engine has a knocking noise (see attached video). The fuel quality was checked = appeared good. The fuel filters were replaced, all were clean but made no change. The engine lower oil pan was removed and found bearing debris (See attached photos).**
- Correction: **The long block assembly needs replaced to address.**
- Status: **Replacing the engine long block to resolve.**

NOTE: Per engineering advised to include a fuel sample with engine assembly when returned.

Repair Status	Complete	ETA	
Did DTSM meet with Dealer?	Yes	Dealer Representative	Frank Fernandez GM
Dealer Findings	- Dealer requested review of the situation.		
Comments	DTS-AW authorized long block replacement due to bearing debris and knock noise. - Dealer will need to complete the ASIST form and contact PCC for VACAN.		
Created By	Allen Wendell, 10/20/2017 1:37 PM	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	34	VCAN	<input type="checkbox"/>
Dealer Address	16725 NW 57TH AVENUE MIAMI, FL 33055	Current Mileage	0
Dealer Phone Number	3056262600	Vehicle Service Contract	
Dealer Fax Number		Is Validation Active?	<input type="checkbox"/>

Notes & Attachments

IMG9530551[1].jpg

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

IMG9530541[1].jpg

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

IMG9530531[1].3gp

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

DTSM Field Inspection History

10/20/2017 1:44 PM

User **Allen Wendell**
 Action **Changed Vehicle Findings.**

10/20/2017 1:42 PM

User [REDACTED]
 Action **Changed Report Date to 10/20/2017 1:42 PM. Changed Status from Active to Completed. Changed Dealer Representative to Frank Fernandez GM.**

10/20/2017 1:37 PM

User [REDACTED]
 Action **Changed Threat Level to 1. Created.**