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2016 Titan ENGINE LONGBLOCK APPROVAL CLATTERING BEARING FAILURE

Title	Ken Garff Ogden 2016 Titan ENGINE LONGBLOCK APPROVAL CLATTERING BEARING FAILURE	Request Date	11/27/2017 12:43 PM
Status	Completed	DTSM Inspection Date	11/27/2017 12:33 PM
Owner	[REDACTED]	Report Date	11/27/2017 12:43 PM
		Age	0
Current Location Dealer Code	3883	Request Type	DTS Dealer
Current Location Dealer Name	KEN GARFF NISSAN RIVERDALE	HK Request Type	Non-Consumer
VIN	1N6BA1F45 [REDACTED]	Sub-Request Type	[REDACTED]
Year/Model	2016 TITAN XD	Legacy Requested Date	[REDACTED]
Customer Name	[REDACTED]	Inspection Time/Notes	[REDACTED]
Customer's Concern	cust stated engine started making a loud clattering noise and then died, engine would not restart.	Component Code Category	[REDACTED]
Threat Level #	1	Component Code Issue	[REDACTED]
CBB Eval Acceptance Time	[REDACTED]		
Repair Time	54,991		
Final Submitted Date	[REDACTED]		
Setup Date	[REDACTED]		
Setup Time	[REDACTED]		
Setup Status	[REDACTED]		
Hours to Respond	0.00		
Hours to Close	0.17		

Case Report

Did DTSM and customer meet?	No	Customer Representative	[REDACTED]
Customer Meeting Summary	[REDACTED]		
DTSM physically inspected vehicle	[REDACTED]	Was DTSM able to duplicate concerns?	Yes
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**

Vehicle Findings

Tech reached out as he is unable to create a techline case for another vehicle and this one was found with alot of bearing material in the pan. The engine barely turns over. The lower pan was removed and lot of debri found, picture atatched.

Spoke with SM chad and verified servicing dealer has been performed the basic maintenance required.

DTS reccomending engine lock block replacement and inspection of turbos and intercooler for metal debris.

Repair Status

Complete

ETA

**Did DTSM meet with
Dealer?**

Yes

Dealer Representative

EM Todd Snow

Dealer Findings

MTR DTS TT approves engine lock block assembly to repair vehicle and 3 hrs straight time for removal of lower pan along with other checks of vehicle.

Comments

advised of asistance given and mstr not discuwsed.

Created By

Thomas Tejada, 11/27/2017 12:43 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	44	VCAN	<input type="checkbox"/>
Dealer Address	615 W RIVERDALE RD RIVERDALE, UT 84405	Current Mileage	0
Dealer Phone Number	8774522981	Vehicle Service Contract	
Dealer Fax Number		Is Validation Active?	<input type="checkbox"/>

Notes & Attachments

KGOgden XD engine metal in pan.JPG

KGOgden XD engine.JPG

Type	Attachment
Last Modified	[REDACTED]
Description	
	View file

Type	Attachment
Last Modified	[REDACTED]
Description	
	View file

DTSM Field Inspection History

11/27/2017 12:43 PM

User	[REDACTED]
Action	Changed Report Date to 11/27/2017 12:43 PM. Changed Threat Level to 1. Created.