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1N6BA1F41G [REDACTED]

Title	1N6BA1F41G [REDACTED] JR	Request Date	1/24/2018 3:05 PM
Status	Completed	DTSM Inspection Date	1/24/2018 8:00 AM
Owner	[REDACTED]	Report Date	1/24/2018 3:08 PM
		Age	0
Current Location Dealer Code	5518	Request Type	DTS Dealer
Current Location Dealer Name	HUTTIG NISSAN	HK Request Type	Non-Consumer
VIN	1N6BA1F41G [REDACTED]	Sub-Request Type	
Year/Model	2016 TITAN XD	Legacy Requested Date	
Customer Name	[REDACTED]	Inspection Time/Notes	
Customer's Concern	C/S engine will not turn over.	Component Code Category	
Threat Level #	1	Component Code Issue	
CBB Eval Acceptance Time			
Repair Time	53,575		
Final Submitted Date			
Setup Date			
Setup Time			
Setup Status			
Hours to Respond	0.00		
Hours to Close	7.14		

**Case Report**

Did DTSM and customer meet?	Yes	Customer Representative	ALEX CHENEY JR
Customer Meeting Summary	DTS contacted customer by phone at the time of inspection.		
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	Yes
Vehicle Condition	Good	Mod's or Accy's Description	See report
Vehicle Condition Description			
Vehicle Findings	The vehicle was inspected on Huttig Nissan RO 98722 dated 1/16/18. Customer concerns:		

- Customer states that the Engine locked up while driving 60-65 mph.
- Customer states: "im not going to lie, I had a tuner on the truck".
- Customer states that he took the truck to the drag strip in Naperville (Canada) and made 2 passes the day the engine failed in November 2017.
- Customer states that on the way home the engine failed.
- Customer denies MIL illumination prior to or at the time of the incident.

The results of testing and inspection revealed:

- Upon inspection, engine would not crank.
- Engine would not turn by hand using STT J-54424 and a breaker bar.
- Engine oil full. Oil recently changed at dealer.
- DTS advised technician to remove lower oil pan and inspect for debris. Foreign material, metal consistent with bearing material, present in the oil pan.
- No visible signs of sludge or maintenance neglect.
- Found aftermarket track bars, aftermarket radiator hoses, aftermarket rear differential cover.
- Tail pipe missing.
- DTS found multiple connector locking tabs not in the locked position on components mounted on or around the intake manifold. These include connectors for the following: EGR Cooler Bypass Valve, EGR Temperature Sensor, Air Intake Manifold Temperature Sensor, Charge Air Cooler Outlet Pressure/Temperature Sensor, and Low pressure turbocharger boost pressure sensor.
- DTS found multiple harness retainers broken on harnesses around the intake manifold and related components.
- DTS found Engine Oil dipstick tube to Intake Manifold fastener missing.
- DTS found witness marks on Intake Manifold, EGR Cooler fasteners.
- DTS found aftermarket nuts on Exhaust where the DOC bolts to the front pipe.
- DTS found multiple holes drilled into the dash to left of the steering column.
- DTS found no soot build up in AOC when inspecting the Rear of the AOC assembly.
- CIII+ All Systems Diagnosis revealed multiple DTC's present in multiple systems. See attached.
- No applicable bulletins or campaigns.

<b>Repair Status</b>	Complete	<b>ETA</b>	
<b>Did DTSM meet with Dealer?</b>	Yes	<b>Dealer Representative</b>	Julie Huttig DP
<b>Dealer Findings</b>	DTS met with DP to discuss the case and thanked dealer for contacting NNA for assistance.		
<b>Comments</b>			
<b>Created By</b>	Michael Gorrill, 1/24/2018 3:05 PM	<b>Last Modified By</b>	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 0

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?

Technician Name

Goodwill Processed 0

Dealer Region 26

VCAN

Dealer Address 822 STATE ROUTE 3  
PLATTSBURGH, NY 12901

Current Mileage 0

Dealer Phone Number 5185611210

Vehicle Service Contract

Dealer Fax Number

Is Validation Active?

**Notes & Attachments**

**IMG\_2529.JPG**

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

**IMG\_2530.JPG**

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**IMG\_2559.JPG**

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**Cheney-Dragslip.pdf**

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**Cheney2.png**

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**Cheney7.png**

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**Cheney5.png**

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Description [Redacted]

**A61\_1N6BA1F41GN501298\_AIIDTCReading\_20180124-091858.asd**

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Description

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## DTSM Field Inspection History

**1/24/2018 3:08 PM**

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User **Michael Gorrill**

Action **Changed Report Date to 1/24/2018 3:08 PM. Changed Was DTSM able to duplicate concerns? to Yes. Changed Vehicle Findings. Changed Status from Active to Completed. Changed Did DTSM meet with Dealer? to Yes. Changed Did DTSM and customer meet? to Yes. Changed Dealer Representative to Julie Huttig DP. Changed Dealer Findings. Changed Customer Representative to ALEX CHENEY JR.**

**1/24/2018 3:05 PM**

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User **Michael Gorrill**

Action **Changed Vehicle Findings. Changed Threat Level to 1. Created.**