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## DTS Dealer [REDACTED] 6 XDD 5220 Pischke Nissan

<b>Title</b>	DTS Dealer Ricky Thompson 16 XDD 5220 Pischke Nissan	<b>Request Date</b>	4/12/2018 8:15 PM
<b>Status</b>	Completed	<b>DTSM Inspection Date</b>	4/12/2018 2:30 PM
<b>Owner</b>	David Schend	<b>Report Date</b>	4/12/2018 9:39 PM
		<b>Age</b>	0
<b>Current Location Dealer Code</b>	5220	<b>Request Type</b>	DTS Dealer
<b>Current Location Dealer Name</b>	PISCHKE MOTORS NISSAN	<b>HK Request Type</b>	Non-Consumer
<b>VIN</b>	1N6BA1F49G [REDACTED]	<b>Sub-Request Type</b>	
<b>Year/Model</b>	2016 TITAN XD	<b>Legacy Requested Date</b>	
<b>Customer Name</b>	[REDACTED]	<b>Inspection Time/Notes</b>	
<b>Customer's Concern</b>		<b>Component Code Category</b>	
<b>Threat Level #</b>	1	<b>Component Code Issue</b>	
<b>CBB Eval Acceptance Time</b>			
<b>Repair Time</b>	51,698		
<b>Final Submitted Date</b>			
<b>Setup Date</b>			
<b>Setup Time</b>			
<b>Setup Status</b>			
<b>Hours to Respond</b>	0.00		
<b>Hours to Close</b>	7.15		

### Case Report

<b>Did DTSM and customer meet?</b>	No	<b>Customer Representative</b>	[REDACTED]
<b>Customer Meeting Summary</b>			
<b>DTSM physically inspected vehicle</b>		<b>Was DTSM able to duplicate concerns?</b>	Yes
<b>Did you Road Test?</b>	No	<b>Ending Mileage</b>	
<b>Starting Mileage</b>		<b>Non OE Mod's or Accy's</b>	No
<b>Vehicle Condition</b>	Good	<b>Mod's or Accy's Description</b>	
<b>Vehicle Condition Description</b>			
<b>Vehicle Findings</b>	1.Complaint - engine lost power while driving, and stalled. Vehicle towed in.		
	<ul style="list-style-type: none"> <li>• Cause - serious mechanical issue</li> </ul>		

- Correction - long block
- Status - dealer to submit form to PCC for long engine replacement, and reference DTS on-site involvement. SM-Josh states already contacted WCC for straight time preapproval

DS discussed incident telephonically with FQI-Resident Engineer-JB. JB states incident is likely crankshaft separation and long block is recommended.

<b>Repair Status</b>	Complete	<b>ETA</b>	
<b>Did DTSM meet with Dealer?</b>	Yes	<b>Dealer Representative</b>	EM - Travis Tilton
<b>Dealer Findings</b>	DS reviewed DTS Dealer Dashboard via phone with SM-Josh. DS presented overview of new Vehicle Repair Process to technician meeting at the end of the day. DS met EM-Travis Tilton and explained reason for DTS on-site, and DTS Dealer Dashboard.		
<b>Comments</b>	█		
<b>Created By</b>	David Schend, 4/12/2018 8:15 PM	<b>Last Modified By</b>	NNAETL, 4/4/2023 2:14 AM

### Comments

Internal Comments

External Comments

RO Approval  
Comment

Dealer  
Action/Observation █

Problem Analysis

Initial  
Recommendation

Latest Update █

### Vehicle Disposition

<b>Current Possession</b>	<b>CST Vendor Case Number</b>
<b>Contact</b> █	
<b>CBB Dealer Contact Phone</b>	<b>Approval Type</b>
<b>CBB Vehicle Disposition</b>	<b>Vendor Approval Status</b>
<b>CBB Findings</b>	<b>CBB Eval Acceptance Date</b>
<b>Morley Managed Follow-Up Instructions</b>	<b>CBB Eval Rejection Count</b> 0
<b>RO Approval Status</b> █	<b>Vendor Repair Status</b>
<b>Vendor Repair Accepted Date</b>	

### Additional Information

<b>Related Support Case</b> █	<b>Related Support Case Subject</b>
<b>Requesting Agent</b>	<b>Requesting Agent Phone Number</b>
<b>Related CST</b>	<b>Goodwill Offered?</b> █ <input type="checkbox"/>
<b>Technician Name</b>	<b>Goodwill Processed</b> 0
<b>Dealer Region</b> 24	<b>VCAN</b> <input type="checkbox"/>

Dealer Address ■ 517 SOUTH 3RD STREET  
LA CROSSE, WI 54601

Current Mileage ■ 0

Dealer Phone Number 6087913000

Vehicle Service  
Contract

Dealer Fax Number

Is Validation Active?

## Notes & Attachments

**DTS Dealer Dashboard V5 - Pischke Nissan 4 12 18.pdf**

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Type **Attachment**

Last Modified ■■■■■■

Description

[View file](#)

## DTSM Field Inspection History

**4/12/2018 9:39 PM**

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User ■■■■■■

Action **Changed Report Date to 4/12/2018 9:39 PM. Changed Status from Active to Completed. Changed Dealer Representative to EM - Travis Tilton. Changed Dealer Findings.**

**4/12/2018 8:33 PM**

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User ■■■■■■

Action **Changed Vehicle Findings.**

**4/12/2018 8:15 PM**

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User ■■■■■■

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