



DR HN536792 [REDACTED] 5125

Title	DR HN536792 Gilbert Gutierrez 5125	Request Date	[REDACTED] 4/25/2018 10:28 PM
Status	Completed	DTSM Inspection Date	[REDACTED] 4/25/2018 1:00 PM
Owner	[REDACTED]	Report Date	[REDACTED] 4/25/2018 10:35 PM
		Age	[REDACTED] 0
Current Location Dealer Code	5125	Request Type	[REDACTED] DTS Dealer
Current Location Dealer Name	TEXAS NISSAN OF GRAPEVINE	HK Request Type	Non-Consumer
VIN	[REDACTED] 1N6BA1F [REDACTED]	Sub-Request Type	[REDACTED]
Year/Model	[REDACTED] 2017 Titan XD	Legacy Requested Date	
Customer Name	[REDACTED]	Inspection Time/Notes	[REDACTED]
Customer's Concern	Hears a grinding noise from behind the dash that sounds like an older car with a bad speedometer cable	Component Code Category	
Threat Level #	1	Component Code Issue	
CBB Eval Acceptance Time			
Repair Time	51,423		
Final Submitted Date			
Setup Date			
Setup Time			
Setup Status			
Hours to Respond	0.00		
Hours to Close	9.59		

Case Report

Did DTSM and customer meet?	Yes	Customer Representative	[REDACTED] Gilbert Gutierrez
Customer Meeting Summary	Customer came down for a test drive when asked and was willing to help but unable to duplicate his concern		
DTSM physically inspected vehicle		Was DTSM able to duplicate concerns?	No
Did you Road Test?	Yes	Ending Mileage	19,321
Starting Mileage	19,317	Non OE Mod's or Accy's	Yes
Vehicle Condition	Average	Mod's or Accy's Description	Aftermarket air intake
Vehicle Condition Description	Good for age and mileage		

Vehicle Findings 1.Complaint: Hears a grinding noise from behind the dash that sounds like an older car with a bad speedometer cable

- Cause: Unable to duplicate
- Correction: No repairs recommended at this time
- Status: Customer to try and determine a pattern that can be duplicated

Repair Status Complete

ETA

Did DTSM meet with Dealer? Yes

Dealer Representative Johnny Cantrell EM

Dealer Findings Sent Email

Comments The technician called and sent videos of a noise in the engine area that sounded unusual to him. He stated that at highway speeds the noise is rapid and seems to be what the customer is concerned about. An aftermarket air intake was noticed on the vehicle and there seems to be a lot of noise echoing inside the assy, which is all that I was hearing. Had the SA call the customer for clarification and for a possible test drive to ensure the correct concern was being looked at. The customer came down for a test drive and was unable to duplicate their concern at this time. He will try and find a pattern to when the vehicle makes the noise.

Created By John Howell, 4/25/2018 10:28 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 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?	<input checked="" type="checkbox"/>	
Technician Name		Goodwill Processed	0	
Dealer Region	32	VCAN	<input type="checkbox"/>	
Dealer Address	█ 1401 W STATE HIGHWAY 114 GRAPEVINE, TX 76051		Current Mileage	█ 0
Dealer Phone Number	8173804082		Vehicle Service Contract	
Dealer Fax Number			Is Validation Active?	<input type="checkbox"/>

Notes & Attachments

Gilbert Gutierrez.msg

RO.JPG

Type	Attachment
Last Modified	█
Description	
	View file

Type	Attachment
Last Modified	█
Description	
	View file

DTSM Field Inspection History

4/25/2018 10:35 PM

User	█
Action	Changed Report Date to 4/25/2018 10:35 PM. Changed Was DTSM able to duplicate concerns? to No. 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 Johnny Cantrell EM. Changed Dealer Findings. Changed DTSM Inspection Date to 4/25/2018 1:00 PM. Changed Customer Representative to Gilbert Gutierrez. Changed Comments.

4/25/2018 10:28 PM

User	█
Action	Changed Vehicle Findings. Changed Threat Level to 1. Created.