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## COVID [REDACTED]

<b>Title</b>	COVID HN534152 Turbo	<b>Request Date</b>	6/22/2020 5:27 PM
<b>Status</b>	Completed	<b>DTSM Inspection Date</b>	6/22/2020 5:27 PM
<b>Owner</b>	[REDACTED]	<b>Report Date</b>	6/22/2020 5:31 PM
		<b>Age</b>	0
<b>Current Location Dealer Code</b>	2624	<b>Request Type</b>	DTS Dealer
<b>Current Location Dealer Name</b>	CORNHUSKER NISSAN OF NORFOLK	<b>HK Request Type</b>	Non-Consumer
<b>VIN</b>	1N6BA1F35H [REDACTED]	<b>Sub-Request Type</b>	
<b>Year/Model</b>	2017 Titan XD	<b>Legacy Requested Date</b>	
<b>Customer Name</b>	[REDACTED]	<b>Inspection Time/Notes</b>	
<b>Customer's Concern</b>	Engine making a knocking noise	<b>Component Code Category</b>	EM Engine Mechanical
<b>Threat Level #</b>	1	<b>Component Code Issue</b>	EMA ENGINE ASSEMBLY
<b>CBB Eval Acceptance Time</b>			
<b>Repair Time</b>	32,454		
<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>	0.08		

### 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>	No
<b>Did you Road Test?</b>	No	<b>Ending Mileage</b>	
<b>Starting Mileage</b>	21,620	<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 is making knocking noise <ul style="list-style-type: none"> <li>• Cause: Engine bearing is damaged, debris in oil pan</li> <li>• Correction: Replace engine assembly</li> </ul>		

- Status: Complete

<b>Repair Status</b>	Complete	<b>ETA</b>	
<b>Did DTSM meet with Dealer?</b>	No	<b>Dealer Representative</b>	
<b>Dealer Findings</b>			
<b>Comments</b>	DTS involved in researching parts needed for engine repair at the request of the dealer. DTS MS approves turbo and turbo pressure sensor for replacement		
<b>Created By</b>	Michael Stefancic, 6/22/2020 5:27 PM	<b>Last Modified By</b>	Michael Stefancic, 6/22/2020 5:31 PM

### 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"/>
<b>Dealer Address</b>	307 E NORFOLK AVE	<b>Current Mileage</b>	0

NORFOLK, NE 68701

Dealer Phone Number 4023713002

Vehicle Service Contract

Dealer Fax Number

Is Validation Active?

### DTSM Field Inspection History

6/22/2020 5:31 PM

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User [REDACTED]

Action **Changed Report Date to 6/22/2020 5:31 PM. Changed Status from Active to Completed.**

6/22/2020 5:31 PM

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User [REDACTED]

Action **Changed Repair Status to Complete. Changed Was DTSM able to duplicate concerns? to No. Changed Vehicle Findings. Changed Did DTSM meet with Dealer? to No. Changed Did DTSM and customer meet? to No. Changed Comments.**

6/22/2020 5:28 PM

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User [REDACTED]

Action **Changed DTSM Inspection Date to 6/22/2020 5:27 PM.**

6/22/2020 5:27 PM

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User [REDACTED]

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