



**DTS-AW** [REDACTED] **3264**

<b>Title</b>	DTS-AW 40148982 SAMUEL MARTINEZ 3264	<b>Request Date</b>	8/13/2020 5:59 PM
<b>Status</b>	Completed	<b>DTSM Inspection Date</b>	8/13/2020 4:30 PM
<b>Owner</b>	[REDACTED]	<b>Report Date</b>	8/13/2020 6:04 PM
		<b>Age</b>	0
<b>Current Location Dealer Code</b>	3264	<b>Request Type</b>	DTS TL
<b>Current Location Dealer Name</b>	GULF COAST NISSAN	<b>HK Request Type</b>	Consumer
<b>VIN</b>	1N6BA1F41G [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>	Engine was knocking loud and abruptly quit running.	<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>	31,205		
<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>	1.57		

**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>	48,899
<b>Starting Mileage</b>	48,899	<b>Non OE Mod's or Accy's</b>	No
<b>Vehicle Condition</b>	Average	<b>Mod's or Accy's Description</b>	N/A
<b>Vehicle Condition Description</b>	Average		
<b>Vehicle Findings</b>	<b>&gt;&gt; DTS-AW Assistance 08/13/2020 R.O. 217428 (Copy Attached).</b>		
	1.Complaint: Engine was knocking loud and abruptly quit running.		

- Cause: **The engine has debris in the oil pan (Photo attached). The #1 main bearing is blued from overheating and the engine is seized with no movement.**
- Correction: **The engine long block needs replaced.**
- Status: **The dealer is evaluating approvals for the engine long block replace.**

Repair Status	Complete	ETA	
Did DTSM meet with Dealer?	Yes	Dealer Representative	Mark Holian EM
Dealer Findings	- Dealer requested assistance with vehicle.		
Comments	DTS agrees that the engine long block replacement is needed. The dealer will need to complete the ASIST form and contact the PCC for VCAN / Approvals.		
Created By	Allen Wendell, 8/13/2020 5:59 PM	Last Modified By	Managed Services, 11/23/2020 5:20 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	40148982	Related Support Case Subject	Engine will not start P008A P00C6 FEE A61
Requesting Agent		Requesting Agent Phone Number	
Related CST		Goodwill Offered?	<input type="checkbox"/>
Technician Name	CURTIS	Goodwill Processed	0

Dealer Region 32

VCAN

Dealer Address 3000 NORTH 288 FREEWAY  
ANGLETON, TX 77515

Current Mileage 46,194

Dealer Phone Number 8888287200

Vehicle Service  
Contract

Dealer Fax Number

Is Validation Active?

### Notes & Attachments

#### Oil pan Photo 2.jpg

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Type Attachment

Last Modified [REDACTED]

Description Oil pan Photo 2.jpg

[View file](#)

#### Oil Pan Debris Photo.jpeg

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Type Attachment

Last Modified [REDACTED]

Description Oil Pan Debris Photo.jpeg

[View file](#)

#### R.O. 217428.jpeg

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Type Attachment

Last Modified [REDACTED]

Description R.O. 217428.jpeg

[View file](#)

### DTSM Field Inspection History

8/14/2020 10:01 AM

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User [REDACTED]

Action Changed Request Type from DTS Dealer to DTS TL. Changed HK Request Type from Non-Consumer to Consumer.

8/13/2020 6:04 PM

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User [REDACTED]

Action Changed Report Date to 8/13/2020 6:04 PM. Changed Repair Status to Complete. Changed Status from Active to Completed.

8/13/2020 5:59 PM

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User [REDACTED]

Action Changed Threat Level to 1. Created.