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DTS-AW [REDACTED] **Company 5786**

Title	DTS-AW 42608977 Bnsf Railway Company 5786	Request Date	12/8/2020 2:47 PM
Status	Completed	DTSM Inspection Date	12/8/2020 2:00 PM
Owner	[REDACTED]	Report Date	12/8/2020 2:58 PM
		Age	0
Current Location Dealer Code	5786	Request Type	DTS CA
Current Location Dealer Name	SOUTH HOUSTON NISSAN	HK Request Type	Consumer
VIN	1N6BA1F38 [REDACTED]	Sub-Request Type	
Year/Model	2018 TITAN XD	Legacy Requested Date	
Customer Name	Bnsf Railway Company X	Inspection Time/Notes	
Customer's Concern	Vehicle quit running and was then a no crank no start.	Component Code Category	EM Engine Mechanical
Threat Level #	1	Component Code Issue	EMA ENGINE ASSEMBLY
CBB Eval Acceptance Time			
Repair Time	28,421		
Final Submitted Date			
Setup Date			
Setup Time			
Setup Status			
Hours to Respond	0.00		
Hours to Close	0.97		

Case Report

Did DTSM and customer meet?	No	Customer Representative	
Customer Meeting Summary			
DTSM physically inspected vehicle		Was DTSM able to duplicate concerns?	Yes
Did you Road Test?	No	Ending Mileage	11,212
Starting Mileage	11,212	Non OE Mod's or Accy's	Yes
Vehicle Condition	Average	Mod's or Accy's Description	Altered full vehicle roll cage.
Vehicle Condition Description	Vehicle is a rail yard unit.		
Vehicle Findings	>> DTS-AW 12/08/2020 Follow Up R.O. 102970 (Copy Attached). 1.Complaint: Vehicle quit running and was then a no crank no start.		

- Cause: **The vehicle engine is locked up and induced the starter motor get hot when a re-start was attempted. The engine lower pan was removed and there is bearing material and black sludge (Photos attached).**
- Correction: **Vehicle needs a long block replace and due to the oil condition the turbos are most likely damaged also.**
- Status: **Customer reviewing their repair options.**

Repair Status	Complete	ETA	
Did DTSM meet with Dealer?	Yes	Dealer Representative	Armando Tello GM
Dealer Findings	- Dealer requested the review		
Comments			
Created By	Allen Wendell, 12/8/2020 2:47 PM	Last Modified By	Allen Wendell, 12/8/2020 4:06 PM

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	42608977	Related Support Case Subject	CUSTOMER: Brandon Dyall PHONE: 7138757011 VIN: 1N6BA1F38JN527119
Requesting Agent		Requesting Agent Phone Number	
Related CST		Goodwill Offered?	<input type="checkbox"/>
Technician Name		Goodwill Processed	0
Dealer Region	32	VCAN	<input type="checkbox"/>

Dealer Address 11911 GULF FWY
HOUSTON, TX 77034

Current Mileage 30,000

Dealer Phone Number 7139410600

Vehicle Service
Contract

Dealer Fax Number

Is Validation Active?

Notes & Attachments

Oil Pan Photo 3.jpg

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

Oil Pan Photo 2.jpg

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

Oil Pan Photo 1.jpg

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

Oil Drain Photo.jpg

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

Starter Photo.jpg

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

Oil Sludge.jpg

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

R.O. 102970.jpg

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

DTSM Field Inspection History

12/8/2020 4:06 PM

User [REDACTED]
Action **Changed Request Type from DTS Dealer to DTS CA. Changed HK Request Type from Non-Consumer to Consumer.**

12/8/2020 2:58 PM

User [REDACTED]
Action **Changed Report Date to 12/8/2020 2:58 PM. Changed Repair Status to Complete. Changed Status from Active to Completed.**

12/8/2020 2:47 PM

User [REDACTED]
Action **Changed Threat Level to 1. Created.**