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**DTS-AW** [REDACTED] **3529**

<b>Title</b>	DTS-AW CESAR ZAMUDIO 3529	<b>Request Date</b>	12/15/2020 4:04 PM
<b>Status</b>	Completed	<b>DTSM Inspection Date</b>	12/15/2020 8:30 AM
<b>Owner</b>	[REDACTED]	<b>Report Date</b>	12/15/2020 4:10 PM
		<b>Age</b>	0
<b>Current Location Dealer Code</b>	3529	<b>Request Type</b>	DTS Dealer
<b>Current Location Dealer Name</b>	MIKE SMITH NISSAN	<b>HK Request Type</b>	Non-Consumer
<b>VIN</b>	1N6BA1F27 [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>	Vehicle has no power on acceleration and noises from the motor.	<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>	28,230		
<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>	7.68		

**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>	87,961
<b>Starting Mileage</b>	87,961	<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 Inspection 12/15/2020 R.O. 64329 (Copy Attached)</b>		
	1.Complaint: <b>Vehicle has no power on acceleration and noises from the motor.</b>		

- Cause: **The engine crank shaft (front balancer) is fractured in the motor and knocking around and wobbling.**
- Correction: **The crank shaft is broken and vehicle needs a long block to address.**
- Status: **Vehicle needs a long block replaced, Dealer reviewing warrantable repair options.**

Repair Status	Complete	ETA	
Did DTSM meet with Dealer?	Yes	Dealer Representative	Matt kilner GM
Dealer Findings	- Dealer requested assistance with the vehicle issue.		
Comments	DTS-AW agrees engine long block needs replaced to address. Dealer advised to review with warranty and PCC for any needed approvals.		
Created By	Allen Wendell, 12/15/2020 4:04 PM	Last Modified By	Allen Wendell, 12/15/2020 4:10 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	Related Support Case Subject
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 | 1515 I-10 SOUTH  
BEAUMONT, TX 77701

Current Mileage | 0

Dealer Phone Number 4098337100

Vehicle Service  
Contract

Dealer Fax Number

Is Validation Active?

### Notes & Attachments

R.O. 64329.jpg

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Type Attachment

Last Modified [REDACTED]

Description

[View file](#)

### DTSM Field Inspection History

12/15/2020 4:10 PM

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User [REDACTED]

Action Changed Report Date to 12/15/2020 4:10 PM. Changed Repair Status to Complete. Changed Status from Active to Completed. Changed Dealer Representative to Matt kilner GM.

12/15/2020 4:04 PM

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User [REDACTED]

Action Changed Threat Level to 1. Created.