



CA 36162548 [REDACTED] 5555

<b>Title</b>	CA 36162548 ADRIENNE PRUITT 5555	<b>Request Date</b>	6/28/2019 1:14 PM
<b>Status</b>	Completed	<b>DTSM Inspection Date</b>	7/10/2019 10:00 AM
<b>Owner</b>	John Howell	<b>Report Date</b>	7/10/2019 9:11 PM
		<b>Age</b>	12
<b>Current Location Dealer Code</b>	5555	<b>Request Type</b>	CA Inspection
<b>Current Location Dealer Name</b>	WAXAHACHIE [REDACTED]	<b>HK Request Type</b>	Consumer
<b>VIN</b>	1N6BA1F4X [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>	Appointment Time: 7/10/2019 10:00 AM CT

Notes to Agent: Requesting customer to be available to discuss and demonstrate concerns. Requesting lead technician to be available for inspection. Requesting a loaner to be available for customer, if needed.

<b>Customer's Concern</b>	ARBS-Janelle Cantrall requesting DTS per NNA not assisting with repurchase or replacement of the VEH.  VEH IS NOW AT WAXAHACHIE NISSAN, HAD BEEN WORKING AND SERVICING THE VEH AT CLAY COOLEY -5262  1) 6-9-17 OIL CHANGE @ 8,417 Miles 2) 9-8-17 RECALL ~ PC5110 @ R1719 / 15,279 Miles 3) 2-21-18 OIL CHANGE @ 23,877 Miles 4) 5-21-18 OIL CHANGE @ 30,755 Miles 5) 8-1-18 OIL CHANGE @ 36,689 Miles 6) 1.21.19 @ 46,355 Miles SES light on / repl. Strainer Ass'y... DAYS: 5 RO: 840092 7) 2.15.19 @ 46,567 Miles SES Light Came back On / Repl. Turbo Charger RO: 842036... DAYS: 28 8) 3.15.19 @ 47,029 Miles NO START / Repl. Starter Motor Ass'y... DAYS: 15 RO: 844655 RENTAL / Tow Credit \$150,00 9) 6.10.19 @ 51,321 Miles SES Light on / Reprogram Engine Control (Rental - \$150)... DAYS: 12 RO: 851936 10) 6.10.19 @ 51,321 Miles Driver Side Fender Cover is Starting to PEAL / Repl. Both Fender Flares 11) 6.10.19 @ 51,321 Miles Pass. Front	<b>Component Code Category</b>
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Door Area when having the Music on there is Static on one of the Speakers / Repl. One Front Door speaker unit

1 Warranty Case - J0001471368 ~ (11,21,18) 45,677 MILES ~ RO: 81868 @ WEST TEXAS NISSAN LLLP RE: :VEHICLE STALLED AND WILL NO LONGER START. TECH FOUND THE CRANK SHAFT BROKEN AND "WOBBLES" WHEN STARTING THE VEHICLE. DBS SHOWS MAINT RECORDS CURRENT. DUE TO THE BROKEN CRANK SHAFT LONG BLOCK ENGINE REPLACEMENT RECOMMENDED AT THIS TIME

<b>Threat Level #</b>	3	<b>Component Code Issue</b>
<b>CBB Eval Acceptance Time</b>		
<b>Repair Time</b>	41,097	
<b>Final Submitted Date</b>		
<b>Setup Date</b>		
<b>Setup Time</b>		
<b>Setup Status</b>		
<b>Hours to Respond</b>	6.12	
<b>Hours to Close</b>	11.19	

### Case Report

<b>Did DTSM and customer meet?</b>	No	<b>Customer Representative</b>	
<b>Customer Meeting Summary</b>	Customer chose not to be present for the inspection		
<b>DTSM physically inspected vehicle</b>		<b>Was DTSM able to duplicate concerns?</b>	Yes
<b>Did you Road Test?</b>	Yes	<b>Ending Mileage</b>	51,420
<b>Starting Mileage</b>	51,388	<b>Non OE Mod's or Accy's</b>	No
<b>Vehicle Condition</b>	Average	<b>Mod's or Accy's Description</b>	
<b>Vehicle Condition Description</b>	Body damage in the right rear body area		
<b>Vehicle Findings</b>	1.Complaint: SES light is On P0471, P2509, C1130, P2637, P1856 <ul style="list-style-type: none"> <li>• Cause: Initial issue has been resolved but other work is needed for new DTC P1451 - possible RTCV</li> <li>• Correction: Replace turbo assy w/RTCV</li> <li>• Status: Turbo assy w/RTCV has been replaced and issue has been resolved</li> </ul>		
<b>Repair Status</b>	Complete	<b>ETA</b>	
<b>Did DTSM meet with Dealer?</b>	Yes	<b>Dealer Representative</b>	Robert Malatia EM
<b>Dealer Findings</b>	Sent email		
<b>Comments</b>	Dealer had stated the vehicle had been repaired and no more DTCs were setting, but on the test drive, the vehicle		

felt sluggish. There is possible blockage in the DPF assy, as it was continuing to run a little hot as compared to normal operation.

The dealer was asked to let it cool down and then remove the DPF assy for inspection. We will determine a course of action once the inspection has taken place.

Created By Madison Hendricks, 6/28/2019 1:14 PM

Last Modified By Managed Services, 11/23/2020 5:20 AM

## Comments

**Internal Comments** ARBS-Janelle Cantrall requesting DTS per NNA not assisting with repurchase or replacement of the VEH. VEH IS NOW AT WAXAHACHIE NISSAN, HAD BEEN WORKING AND SERVICING THE VEH AT CLAY COOLEY -5262 1) 6-9-17 OIL CHANGE @ 8,417 Miles 2) 9-8-17 RECALL ~ PC5110 @ R1719 / 15,279 Miles 3) 2-21-18 OIL CHANGE @ 23,877 Miles 4) 5-21-18 OIL CHANGE @ 30,755 Miles 5) 8-1-18 OIL CHANGE @ 36,689 Miles 6) 1.21.19 @ 46,355 Miles SES light on / repl. Strainer Ass'y... DAYS: 5 RO: 840092 7) 2.15.19 @ 46,567 Miles SES Light Came back On / Repl. Turbo Charger RO: 842036... DAYS: 28 8) 3.15.19 @ 47,029 Miles NO START / Repl. Starter Motor Ass'y... DAYS: 15 RO: 844655 RENTAL / Tow Credit \$150.00 9) 6.10.19 @ 51,321 Miles SES Light on / Reprogram Engine Control (Rental - \$150)... DAYS: 12 RO: 851936 10) 6.10.19 @ 51,321 Miles Driver Side Fender Cover is Starting to PEAL / Repl. Both Fender Flares 11) 6.10.19 @ 51,321 Miles Pass. Front Door Area when having the Music on there is Static on one of the Speakers / Repl. One Front Door speaker unit 1 Warranty Case - J0001471368 ~ (11,21,18) 45,677 MILES ~ RO: 81868 @ WEST TEXAS NISSAN LLLP RE: :VEHICLE STALLED AND WILL NO LONGER START. TECH FOUND THE CRANK SHAFT BROKEN AND " WOBBLER" WHEN STARTING THE VEHICLE. DBS SHOWS MAINT RECORDS CURRENT. DUE TO THE BROKEN CRANK SHAFT LONG BLOCK ENGINE REPLACEMENT RECOMMENDED AT THIS TIME

## External Comments

RO Approval  
Comment

Dealer  
Action/Observation C contacted Nissan CA requesting assistance with veh repurchase.  
SMS-LR cloning case for escalation.

Problem Analysis

Initial  
Recommendation

Latest Update RCAS-MH submitted request to DTS-John Howell for the further inspection.

## 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	36162548	Related Support Case Subject	CUSTOMER: ADRIENNE PRUITT PHONE: VIN: 1N6BA1F4XHN525651
Requesting Agent	Madison Hendricks	Requesting Agent Phone Number	(615) 725-7208
Related CST		Goodwill Offered?	<input type="checkbox"/>
Technician Name		Goodwill Processed	0
Dealer Region	32	VCAN	<input type="checkbox"/>
Dealer Address	1900 W HWY 287 BYPASS WAXAHACHIE, TX 75167	Current Mileage	51,335
Dealer Phone Number	9729380444	Vehicle Service Contract	
Dealer Fax Number		Is Validation Active?	<input type="checkbox"/>

## Notes & Attachments

### ADRIENNE PRUITT.msg

Type	Attachment
Last Modified	[REDACTED]
Description	
	<a href="#">View file</a>

## DTSM Field Inspection History

7/23/2019 5:25 PM

User [REDACTED]  
Action Changed Vehicle Findings.

7/10/2019 9:11 PM

User John Howell  
Action Changed Report Date to 7/10/2019 9:11 PM. Changed Repair Status to Complete. Changed Ending Mileage to 51,420. Changed Was DTSM able to duplicate concerns? to Yes. Changed Vehicle Findings. Changed Status from Active to Completed. Changed Did DTSM meet with Dealer? to Yes. Changed Did DTSM and customer meet? to No. Changed Dealer Representative to Robert Malatia EM. Changed Dealer Findings. Changed Comments.

6/30/2019 7:08 PM

User John Howell  
Action Changed Title from 36162548 ADRIENNE PRUITT 5555 to CA 36162548 ADRIENNE PRUITT 5555.

6/28/2019 1:14 PM

User Madison Hendricks  
Action Changed Vehicle Findings. Changed Threat Level to 3. Changed HK Request Type to Consumer. Created.