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HYMAN [REDACTED] TITAN COVID 19

Title	HYMAN BROS NISSAN 2016 TITAN COVID 19	Request Date	[REDACTED] 4/9/2020 2:30 PM
Status	Completed	DTSM Inspection Date	[REDACTED] 4/9/2020 12:30 PM
Owner	Peter Rusin	Report Date	[REDACTED] 4/9/2020 2:30 PM
		Age	[REDACTED] 0
Current Location Dealer Code	5485	Request Type	[REDACTED] DTS Dealer
Current Location Dealer Name	HYMAN BROS. NISSAN	HK Request Type	Non-Consumer
VIN	[REDACTED] 1N6BA1F4 [REDACTED]	Sub-Request Type	[REDACTED]
Year/Model	[REDACTED] 2016 TITAN XD	Legacy Requested Date	
Customer Name	[REDACTED]	Inspection Time/Notes	[REDACTED] SM contacted DTS for repair guidance since vehicle is a used vehicle.
Customer's Concern	Engine stopped running and would not turn over	Component Code Category	EM Engine Mechanical
Threat Level #	1	Component Code Issue	EMA ENGINE ASSEMBLY
CBB Eval Acceptance Time			
Repair Time	34,254		
Final Submitted Date			
Setup Date			
Setup Time			
Setup Status			
Hours to Respond	0.00		
Hours to Close	2.01		

Case Report

Did DTSM and customer meet?	No	Customer Representative	[REDACTED]
Customer Meeting Summary			
DTSM physically inspected vehicle		Was DTSM able to duplicate concerns?	No
Did you Road Test?	No	Ending Mileage	
Starting Mileage		Non OE Mod's or Accy's	No
Vehicle Condition	Average	Mod's or Accy's Description	
Vehicle Condition Description	average		

Vehicle Findings

1) **Complaint: Engine stopped running and would not turn over. SM contacted DTS for repair guidance since vehicle is a used vehicle.**

- Cause: Engine would not turn over using turning tool on crankshaft bolt
- No excessive loss of coolant
- No excessive fuel in oil
- Will not turn over with drive belt off
- Excessive debris found in oil pan

- Correction: DTS recommends replacing Long Engine Assembly
 - Follow all engine preapproval procedures
 - Be mindful of 1 time use parts

- Status: Parts ordered

Repair Status	In Process	ETA	4/15/2020
Did DTSM meet with Dealer?	No	Dealer Representative	█
Dealer Findings	█		
Comments	█		
Created By	█ 4/9/2020 2:30 PM	Last Modified By	Peter Rusin, 4/9/2020 2:30 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 [REDACTED]

Related Support Case Subject

Requesting Agent

Requesting Agent Phone Number

Related CST

Goodwill Offered?

Technician Name

Goodwill Processed 0

Dealer Region 34

VCAN

Dealer Address [REDACTED] 11841 MIDLOTHIAN TURNPIKE
MIDLOTHIAN, VA 23113

Current Mileage [REDACTED] 0

Dealer Phone Number 8043783000

Vehicle Service Contract

Dealer Fax Number

Is Validation Active?

DTSM Field Inspection History

4/9/2020 2:30 PM

User [REDACTED]

Action **Changed Report Date to 4/9/2020 2:30 PM. Changed Vehicle Findings. Changed Status from Active to Completed.**

4/9/2020 2:30 PM

User [REDACTED]

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

Activity History

Pending Repair HYMAN BROS NISSAN 2016 TITAN COVID 19

Name

Task

Due Date 4/15/2020

Assigned To Peter Rusin

Last Modified Date/Time 4/13/2020 11:35 AM

Comments **Follow Up on Pending Repairs**