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[REDACTED] will Not start

Title	09080 A61 Cranks will Not start	Request Date	12/13/2023 8:27 PM
Status	Completed	DTSM Inspection Date	12/13/2023 11:30 PM
Owner	[REDACTED]	Report Date	12/13/2023 8:27 PM
		Age	0
Current Location Dealer Code	09080	Request Type	DTS Dealer
Current Location Dealer Name	[REDACTED]	HK Request Type	Non-Consumer
VIN	1N6BA1F47 [REDACTED]	Sub-Request Type	DTS Managed
Year/Model	2019 Titan XD	Legacy Requested Date	
Customer Name	[REDACTED]	Inspection Time/Notes	
Customer's Concern	Customer states engine began losing power and eventually stalled and would not restart.	Component Code Category	EM Engine Mechanical
Threat Level #	1	Component Code Issue	EMC CRANKSHAFT & OIL PAN
CBB Eval Acceptance Time			
Repair Time	1,994		
Final Submitted Date			
Setup Date			
Setup Time			
Setup Status			
Hours to Respond	0.00		
Hours to Close	0.00		

Case Report

Did DTSM and customer meet?	No	Customer Representative	[REDACTED]
Customer Meeting Summary			
DTSM physically inspected vehicle	Yes	Was DTSM able to duplicate concerns?	Yes
Did you Road Test?	No	Ending Mileage	
Starting Mileage	41,095	Non OE Mod's or Accy's	No
Vehicle Condition	Good	Mod's or Accy's Description	
Vehicle Condition Description			

Vehicle Findings

1.Complaint: Customer states engine began losing power and eventually stalled and would not restart.

- Cause: DTSM was contacted by dealer in regard to customer concern vehicle had been in previously to have some oil leaks repaired on the vehicle after the oil leaks were repaired the vehicle developed a fuel leak and had the fuel injector seals and fuel injectors replaced after two separate visits then the vehicle was towed in with the current concern. DTSM advised to inspect the crankshaft he had broken due to this being a common issue on this particular engine with this type of concern. Dealer contacted DTSM and was uncertain if crankshaft had broken DTSM performed onsite inspection of the vehicle and while cranking DTSM was able to observe the balancer out of round whilst engine cranking over indicating problem with the crankshaft the vehicle has no stored trouble codes DTSM is recommending replacing of long block assembly. DTSM was also contacted by consumer affairs the vehicle has been down for an extended is getting frustrated. DTSM advised dealer to order long block and get vehicle repaired to help sustain customer confidence and satisfaction.
- Update: DTSM was contacted and informed PCC is requesting photos of engine with oil pan removed DTSM advised to follow all PCC recommendations. DTSM was contacted regarding vehicle and engine removal and advised they are having difficulty removing torque converter bolts DTSM advised to do what is necessary. DTSM was contacted after bolt removal and advised torque converter was stuck in crank shaft DTSM advised again to do what is necessary and inform DTSM of status if additional components need replaced.
- Correction: Replace long block.
- Status: Complete.

Repair Status	Complete	ETA
Did DTSM meet with Dealer?	Yes	Dealer Representative Matt McDermott
Dealer Findings	DTSM met with SM to discuss vehicle concern and introduce RTSM DTSM was unable to meet and speak with EM Jason Motts who was not onsite during visit.	
Comments	<p>DTSM KR approves long block engine replacement due to days down, customer confidence and satisfaction.</p> <p>DTSM KR approves replacement of all fuel injectors and fuel return line.</p> <p>DTSM KR approves 8.0 hours straight time for DTSM advised tests, diagnostics and documentation requested, also for additional time needed for compromised engine removal and stuck components.</p> <p>DTSM advised dealer to follow all necessary pre-authorization approval requirements for repairs needed.</p>	

Created By Kevin Ritchie, 12/13/2023 8:27 PM

Last Modified By Kevin Ritchie, 12/30/2023 12:36 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 49871551

Related Support Case
Subject Engine cranks but will not start - A61

Requesting Agent

Requesting Agent
Phone Number

Related CST

Goodwill Offered?

Technician Name MARTY REESE

Goodwill Processed 0

Dealer Region 24

VCAN

Dealer Address 3259 ROUTE 611
BARTONSVILLE, PA 18321
United States

Current Mileage 41,094

Dealer Phone Number 5705170200

Vehicle Service
Contract

Dealer Fax Number

Is Validation Active?

Notes & Attachments

straight time and tech story (1)

Type	File
Last Modified	Kevin Ritchie
Description	Download

DTSM Field Inspection History

12/30/2023 12:36 PM

User [REDACTED]

Action **Changed Vehicle Findings. Changed Comments.**

12/13/2023 8:44 PM

User [REDACTED]

Action **Changed Vehicle Findings.**

12/13/2023 8:27 PM

User [REDACTED]

Action **Changed Report Date to 12/13/2023 8:27 PM. Changed Threat Level to 1. Created.**
