



knocking

Title	2016 A61 Engine knocking	Request Date	4/8/2021 12:35 PM
Status	Completed	DTSM Inspection Date	4/8/2021 12:36 PM
Owner	Alejandro Brown	Report Date	4/8/2021 12:48 PM
		Age	0
Current Location Dealer Code	5193	Request Type	DTS Dealer
Current Location Dealer Name	TOWN NISSAN	HK Request Type	Non-Consumer
VIN	1N6BA1F46 [REDACTED]	Sub-Request Type	DTS Managed
Year/Model	2016 TITAN XD	Legacy Requested Date	
Customer Name		Inspection Time/Notes	
Customer's Concern		Component Code Category	EM Engine Mechanical
Threat Level #	1	Component Code Issue	EMA ENGINE ASSEMBLY
CBB Eval Acceptance Time			
Repair Time	25,499		
Final Submitted Date			
Setup Date			
Setup Time			
Setup Status			
Hours to Respond	0.00		
Hours to Close	0.20		

Case Report

Did DTSM and customer meet?	No	Customer Representative	
Customer Meeting Summary			
DTSM physically inspected vehicle	Yes	Was DTSM able to duplicate concerns?	Yes
Did you Road Test?	No	Ending Mileage	
Starting Mileage	73,227	Non OE Mod's or Accy's	No
Vehicle Condition	Good	Mod's or Accy's Description	
Vehicle Condition Description			
Vehicle Findings	1.Complaint - C/S he was going over a pass when he got a red warning stating reduced engine power and the engine started knocking. Truck was towed to dealer.		

- Cause - DTS verified concern, engine is knocking badly and crank pulley is wobbling excessively indicating a separated crankshaft. Technician removed lower oil pan and found excessive metal debris, photo attached.
- Correction - DTS advised dealer to replace long block to ensure a complete repair and customer satisfaction.
- Status - Dealer is seeking PCC approval and will verify with PCC this failure was not due to LOM.
- **Dealer has one Diesel Certified technician Roberto Morales who is on light duty due to physical limitations. Technician Kerry Mazur has the knowledge and experience to successfully complete this repair under the supervision of Roberto and support of DTS-AB. DTS approves technician Kerry to complete repair. DTS discussed training plan with SM to get Kerry Diesel certified ASAP.**

Repair Status	Complete	ETA	4/16/2021
Did DTSM meet with Dealer?	No	Dealer Representative	
Dealer Findings			
Comments			
Created By	[REDACTED]	4/8/2021 12:35 PM	Last Modified By Alejandro Brown, 5/10/2021 4:09 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	44	VCAN	<input type="checkbox"/>
Dealer Address	555 3RD STREET SE EAST WENATCHEE, WA 98802	Current Mileage	0
Dealer Phone Number	5096625125	Vehicle Service Contract	
Dealer Fax Number		Is Validation Active?	<input type="checkbox"/>

Notes & Attachments

IMG_0918.JPG

Type	Attachment
Last Modified	[REDACTED]
Description	
	View file

DTSM Field Inspection History

5/10/2021 4:09 PM

User	[REDACTED]
Action	Changed Repair Status from In Process to Complete.

4/8/2021 12:48 PM

User	[REDACTED]
Action	Changed Report Date to 4/8/2021 12:48 PM. Changed Repair Status to In Process. Changed Vehicle Findings. Changed Status from Active to Completed. Changed Did DTSM meet with Dealer? to No.

4/8/2021 12:35 PM

User	[REDACTED]
Action	Changed DTSM Inspection Date to 4/8/2021 12:36 PM.

4/8/2021 12:35 PM

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

Activity History

Pending Repair 2016 A61 Engine knocking

Name	
Task	<input checked="" type="checkbox"/>
Due Date	4/16/2021
Assigned To	Alejandro Brown
Last Modified Date/Time	5/10/2021 4:09 PM
Comments	Follow Up on Pending Repairs