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1N6BA1F2XGN [REDACTED] [REDACTED]

Title	1N6BA1F2XGN [REDACTED]	Request Date	11/9/2021 3:19 PM
Status	Completed	DTSM Inspection Date	11/9/2021 3:17 PM
Owner	[REDACTED]	Report Date	11/9/2021 3:19 PM
		Age	0
Current Location Dealer Code	3512	Request Type	DTS Dealer
Current Location Dealer Name	EDDIE TOURELLE'S NORTHPARK NISSAN	HK Request Type	Non-Consumer
VIN	1N6BA1F2XGN505543	Sub-Request Type	DTS Managed
Year/Model	2016 TITAN XD	Legacy Requested Date	
Customer Name	[REDACTED]	Inspection Time/Notes	
Customer's Concern	There's a tapping noise in the engine area when stepping on the gas.	Component Code Category	EM Engine Mechanical
Threat Level #	1	Component Code Issue	EMD PISTONS & CONNECTING RODS
CBB Eval Acceptance Time			
Repair Time	20,335		
Final Submitted Date			
Setup Date			
Setup Time			
Setup Status			
Hours to Respond	0.00		
Hours to Close	0.04		

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	80,138	Non OE Mod's or Accy's	Yes
Vehicle Condition	Average	Mod's or Accy's Description	DPF/DEF delete, programmer, pedal commander, suspension, air intake
Vehicle Condition Description			
Vehicle Findings	1.Complaint Engine has a knock that increases with engine speed. SM-SJ requested DTS inspection due to recent repairs and vehicle condition.		

Dealer replaced the long engine for a broken crankshaft at 79,429 miles(17 days and 709mi since). Fuel filler neck has evidence of contamination.

Vehicle has multiple aftermarket modifications: Pedal commander which modifies accelerator pedal input to the ECM; an unknown brand programmer which intercepts the crankcase pressure sensor signal as well as ties into the Cummins data link connector and the OBD2 DLC; air intake; and DPF/DEF delete.

- Cause Used cylinder balance test to isolate noise to cylinder 2. Found debris in upper and lower oil pans. Failed component, cylinder 2 rod bearing.
- Correction Recommend replacement of long engine, both turbos, and turbo feed lines. DTS deferring to PCC for situational warrantability of this concern.
- Status Inspection complete.

Photos attached of modifications and pan debris.

Repair Status	Complete	ETA	
Did DTSM meet with Dealer?	Yes	Dealer Representative	EM Tyler Tourelle
Dealer Findings	Discussed OFS Q16 and Q29 w/ SM-SJ.		
Comments	Dealer to contact PCC for possible approval.		
Created By	[REDACTED]	Last Modified By	Jared Deskins, 11/9/2021 3:45 PM

Comments

Internal Comments

External Comments

RO Approval
Comment [REDACTED]

Dealer
Action/Observation

Problem Analysis [REDACTED]

Initial
Recommendation [REDACTED]