



<b>Title</b>	[REDACTED]	<b>Request Date</b>	1/12/2022 10:02 AM
<b>Status</b>	Completed	<b>DTSM Inspection Date</b>	1/12/2022 10:02 AM
<b>Owner</b>	[REDACTED]	<b>Report Date</b>	1/12/2022 10:32 AM
		<b>Age</b>	0
<b>Current Location Dealer Code</b>	5572	<b>Request Type</b>	DTS Dealer
<b>Current Location Dealer Name</b>	MAUS NISSAN OF CRYSTAL RIVER	<b>HK Request Type</b>	Consumer
<b>VIN</b>	1N6BA1F41 [REDACTED]	<b>Sub-Request Type</b>	Dealer Managed
<b>Year/Model</b>	2019 TITAN XD	<b>Legacy Requested Date</b>	
<b>Customer Name</b>		<b>Inspection Time/Notes</b>	Appointment Time: Notes to Agent:
<b>Customer's Concern</b>	Dir F1 DTS request.	<b>Component Code Category</b>	EM Engine Mechanical
<b>Threat Level #</b>	1	<b>Component Code Issue</b>	EMC CRANKSHAFT & OIL PAN
<b>CBB Eval Acceptance Time</b>			
<b>Repair Time</b>	18,826		
<b>Final Submitted Date</b>			
<b>Setup Date</b>			
<b>Setup Time</b>			
<b>Setup Status</b>			
<b>Hours to Respond</b>	0.01		
<b>Hours to Close</b>	0.50		

### Case Report

<b>Did DTSM and customer meet?</b>	No	<b>Customer Representative</b>	
<b>Customer Meeting Summary</b>			
<b>DTSM physically inspected vehicle</b>	No	<b>Was DTSM able to duplicate concerns?</b>	Yes
<b>Did you Road Test?</b>	No	<b>Ending Mileage</b>	
<b>Starting Mileage</b>		<b>Non OE Mod's or Accy's</b>	No
<b>Vehicle Condition</b>	Good	<b>Mod's or Accy's Description</b>	
<b>Vehicle Condition Description</b>			

**Vehicle Findings** 1.Complaint: Crankshaft is seized while towing on the highway.

DTS's recommendations:

- Follow TL recommendations, replace the engine L/B and turbos.
- In addition, inspect the trans for consequent engine seizer damage.

- Cause: Crankshaft
- Correction: Replace the engine L/B with turbos.
- Inspect the transmission for consequent engine seizer damage.
- Status: Resolved

**Repair Status** Complete

ETA

**Did DTSM meet with Dealer?** Yes

**Dealer Representative** E/M David Maus Jr.

**Dealer Findings**

**Comments**

DTS claims support:

- Replace the engine L/B with both turbos.
- Additional S/T allowance due to the seized engine, unable to rotate the crank.
- The engine crank carriers will have to be removed in order to rotate the engine to access the transmission T/C bolts. S/T allowance up to 4 hrs.
- Inspect the transmission for consequent seized engine damage. In the event if damage has occurred, tech to replace the transmission.
- Post closing update.
- Dir reported T/C discoloration and fluid leak.
- No other transmission physical damage reported.
- DTS requested Dir to replace the transmission T/C as part of the engine L/B replacement.

**Created By** Tom Osborn, 1/12/2022 10:02 AM

**Last Modified By** Tom Osborn, 1/14/2022 1:49 PM

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**Comments**

**Internal Comments** Dir F1 DTS request.

**External Comments**

**RO Approval Comment**

**Dealer Action/Observation**

**Problem Analysis** What?

Where?

When?

Extent?

**Initial Recommendation**

**Latest Update** John Seaborn - 2022-01-11 20:15:39

Recommendation

Oliver,

- 1) Thanks for the engine oil pan debris photos attached.
- 2) To answer the question, agreed, our next step is replacement of the long block.
- 3) In addition, please replace the high & low pressure turbochargers, as they are no longer available as an

assembly (NTB20-070), while concurrently performing NTB 19-017.  
 4) Please confirm the engine no longer misfires after repairs.  
 Tech to reply to all on email response, if additional technical assistance is required.

### 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	45504096	Related Support Case Subject	Engine does not rotate. -A61-
Requesting Agent	John Seaborn	Requesting Agent Phone Number	615-223-4851
Related CST		Goodwill Offered?	<input type="checkbox"/>
Technician Name	oliver rios	Goodwill Processed	0
Dealer Region	34	VCAN	<input type="checkbox"/>
Dealer Address	937 S SUNCOAST BLVD HOMOSASSA, FL 34448	Current Mileage	39,196
Dealer Phone Number	3526284300	Vehicle Service Contract	
Dealer Fax Number		Is Validation Active?	<input type="checkbox"/>

### DTSM Field Inspection History

1/14/2022 1:49 PM

User [REDACTED]  
 Action Changed Comments.

1/12/2022 10:32 AM

User [REDACTED]  
 Action Changed Report Date to 1/12/2022 10:32 AM. Changed Repair Status to Complete. Changed Was DTSM able to duplicate concerns? to Yes. Changed Vehicle Findings. Changed Sub-Request Type to Dealer Managed. Changed Status from Active to Completed. Changed Problem Analysis. Changed Did DTSM meet with Dealer? to Yes. Changed Did DTSM and customer meet? to No. Changed Dealer Representative to E/M David Maus Jr.. Changed Comments.

1/12/2022 10:02 AM

User [REDACTED]  
 Action Changed Vehicle Findings. Changed Threat Level to 1. Changed HK Request Type to Consumer. Created.

