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Red Rock Nissan 2016 Titan Engine knocking ENGINE longblock APPROVAL

Title	Red Rock Nissan 2016 Titan Engine knocking ENGINE longblock APPROVAL	Request Date	1/8/2019 5:52 PM
Status	Completed	DTSM Inspection Date	1/8/2019 5:26 PM
Owner	[REDACTED]	Report Date	1/8/2019 5:52 PM
		Age	0
Current Location Dealer Code	5618	Request Type	DTS Dealer
Current Location Dealer Name	RED ROCK NISSAN	HK Request Type	Non-Consumer
VIN	1N6BA1F48G [REDACTED]	Sub-Request Type	
Year/Model	2016 TITAN XD	Legacy Requested Date	
Customer Name	[REDACTED]	Inspection Time/Notes	
Customer's Concern	engine started ticking then turned into a louder knocking noise	Component Code Category	
Threat Level #	1	Component Code Issue	
CBB Eval Acceptance Time			
Repair Time	45,196		
Final Submitted Date			
Setup Date			
Setup Time			
Setup Status			
Hours to Respond	0.00		
Hours to Close	0.44		

Case Report

Did DTSM and customer meet?	No	Customer Representative	[REDACTED]
Customer Meeting Summary			
DTSM physically inspected vehicle		Was DTSM able to duplicate concerns?	Yes
Did you Road Test?	No	Ending Mileage	
Starting Mileage		Non OE Mod's or Accy's	No
Vehicle Condition	Good	Mod's or Accy's Description	
Vehicle Condition Description			
Vehicle Findings	Verified engine knock and not able to diagnose down to a specific cylinder as the noise is constant and the pan was found to have next to no metal in the pan.		

Repair Status	Complete	ETA	
Did DTSM meet with Dealer?	Yes	Dealer Representative	EM Bryan Knight
Dealer Findings	MTR DTS TT approves engine long block assembly due to internal bearing failure related to either lower or upper rod bearing failure.		
Comments	Advised of help		
Created By	Thomas Tejada, 1/8/2019 5:52 PM	Last Modified By	Managed Services, 11/23/2020 5:20 AM

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 2582 HWY 6 AND 50 GRAND JUNCTION, CO 81501	Current Mileage 0
Dealer Phone Number 9706448020	Vehicle Service Contract
Dealer Fax Number	Is Validation Active? <input type="checkbox"/>

Notes & Attachments

Engine knock red rock.jpg

Type Attachment

Last Modified [REDACTED]

Description

[View file](#)

DTSM Field Inspection History

1/8/2019 5:52 PM

User [REDACTED]

Action Changed Report Date to 1/8/2019 5:52 PM. Changed Threat Level to 1. Created.
