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Title	[REDACTED]	Request Date	[REDACTED]
Status	Completed	DTSM Inspection Date	[REDACTED]
Owner	Marvin Velasquez	Report Date	[REDACTED]
		Age	0
Current Location Dealer Code	[REDACTED]	Request Type	DTS Dealer
Current Location Dealer Name	PUENTE HILLS NISSAN	HK Request Type	Non-Consumer
VIN	[REDACTED]	Sub-Request Type	DTS Managed
Year/Model	2022 VERSA SEDAN	Legacy Requested Date	
Customer Name	[REDACTED]	Inspection Time/Notes	
Customer's Concern	C/s vehicle has no power & check engine light is on.	Component Code Category	N/A Not Applicable
Threat Level #	1	Component Code Issue	N/A NOT APPLICABLE
CBB Eval Acceptance Time			
Repair Time	7,987		
Final Submitted Date			
Setup Date			
Setup Time			
Setup Status			
Hours to Respond	0.00		
Hours to Close	0.01		

Case Report

Did DTSM and customer meet?	No	Customer Representative	
Customer Meeting Summary			
DTSM physically inspected vehicle	No	Was DTSM able to duplicate concerns?	No
Did you Road Test?	No	Ending Mileage	7,752
Starting Mileage	7,752	Non OE Mod's or Accy's	No
Vehicle Condition	Good	Mod's or Accy's Description	No Visual Modifications Observed
Vehicle Condition Description	Performed vehicle walk around and inspected condition (Good)		
Vehicle Findings	1.Complaint: C/s vehicle has no power & check engine light is on.		

Update [REDACTED]: After EGI harness replacement vehicle operated as intended.

Dealer inspected INT/V data during cold startup & performed wiggle test on harness connector F70 tech noted data functionals. Inspected pin fitment no abnormalities noted. Dtsm authorizes EGI harness replacement.

- Cause: C/s vehicle has no power & check engine light is on.
- Correction: Dtsm authorizes EGI harness replacement.
- Status: Complete

Repair Status	Complete	ETA	[REDACTED]
Did DTSM meet with Dealer?	Yes	Dealer Representative	Grant Odell
Dealer Findings			
Comments	Dtsm authorizes EGI harness replacement. Dtsm authorizes 2.0hrs straight time for diagnosis.		
Created By	[REDACTED]	Last Modified By	[REDACTED]

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	[REDACTED]	Related Support Case	[REDACTED]
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Subject

Requesting Agent

Requesting Agent
Phone Number

Related CST

Goodwill Offered?

Technician Name CRUZ HERNANDEZ

Goodwill Processed 0

Dealer Region 44

Current Mileage 7,720

Dealer Address 17320 E GALE AVENUE
CITY OF INDUSTRY, CA 91748
United States

Vehicle Service
Contract

Dealer Phone Number 6266262600

Is Validation Active?

Dealer Fax Number

Notes & Attachments

F70

Data

Type	File
Last Modified	[REDACTED]
Description	[REDACTED]
	Download

Type	File
Last Modified	[REDACTED]
Description	[REDACTED]
	Download

DTSM Field Inspection History

User	[REDACTED]
Connection	[REDACTED]
Action	Changed Vehicle Findings.

User	[REDACTED]
Connection	[REDACTED]
Action	Changed Report Date to [REDACTED]. Changed Threat Level to 1. Created.

Activity History

Pending Repair	
Name	Task
[REDACTED]	<input checked="" type="checkbox"/>
Due	[REDACTED]
[REDACTED]	
Comments	Follow Up on Pending Repairs