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Title	[REDACTED]	Request Date	[REDACTED]
Status	Completed	DTSM Inspection Date	[REDACTED]
Owner	[REDACTED]	Report Date	[REDACTED]
		Age	0
Current Location Dealer Code	[REDACTED]	Request Type	DTS Dealer
Current Location Dealer Name	DUTRO NISSAN	HK Request Type	Non-Consumer
VIN	[REDACTED]	Sub-Request Type	Dealer Managed
Year/Model	2024.0 VERSA SEDAN	Legacy Requested Date	
Customer Name		Inspection Time/Notes	
Customer's Concern		Component Code Category	EM Engine Mechanical
Threat Level #	1	Component Code Issue	EME CAMSHAFT, DRIVE SYSTEM, & TIMING BELT
CBB Eval Acceptance Time			
Repair Time	1,417		
Final Submitted Date			
Setup Date			
Setup Time			
Setup Status			
Hours to Respond	0.00		
Hours to Close	0.23		

Case Report

Did DTSM and customer meet?	No	Customer Representative	
Customer Meeting Summary			
DTSM physically inspected vehicle	No	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	1.Complaint Customer has returned with car entering failsafe/limp mode after shifting. Past codes with [REDACTED]		



- Cause tech has replaced engine and electrical components. They requested my involvement.
- Correction Engineering is aware of concern and is working on ecm software change. Car can be driven if not shifted aggressive. I advised for dealer to discuss concern with customer and if customer wants to drive until dsoftware is available.
- Status

Repair Status	In Process	ETA	[REDACTED]
Did DTSM meet with Dealer?	Yes	Dealer Representative	Brian Cartwright
Dealer Findings	Discussed reason for visit and other cases		
Comments			
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 Subject	Lack of power, RPM's will not increase, N18
Requesting Agent		Requesting Agent Phone Number	
Related CST		Goodwill Offered?	<input type="checkbox"/>
Technician Name	Chris Moore	Goodwill Processed	0
Dealer Region	24	Current Mileage	0

Dealer Address 131 S 5TH ST
ZANESVILLE, OH 43701

Vehicle Service
Contract

Dealer Phone Number 7404526334

Is Validation Active?

Dealer Fax Number

Open Activities

Pending Repair

Name [Redacted]
 Task
 Due Date [Redacted]
 Status **Not Started**
 Priority **Normal**
 Assigned To **Jason Rain**
 Comments **Follow Up on Pending Repairs**

DTSM Field Inspection History

User **Jason Rain**
 Connection
 Action **Changed Report Date to [Redacted]. Changed Vehicle Findings. Changed Status from Active to Completed.**

User **Jason Rain**
 Connection
 Action **Changed Vehicle Findings. Changed Threat Level to 1. Created.**