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[REDACTED]

|                                     |                           |                                |                                  |
|-------------------------------------|---------------------------|--------------------------------|----------------------------------|
| <b>Title</b>                        | [REDACTED]                | <b>Request Date</b>            | [REDACTED]                       |
| <b>Status</b>                       | Completed                 | <b>DTSM Inspection Date</b>    | [REDACTED]                       |
| <b>Owner</b>                        | [REDACTED]                | <b>Report Date</b>             | [REDACTED]                       |
|                                     |                           | <b>Age</b>                     | 0                                |
| <b>Current Location Dealer Code</b> | 3473                      | <b>Request Type</b>            | DTS Dealer                       |
| <b>Current Location Dealer Name</b> | GERMAIN NISSAN            | <b>HK Request Type</b>         | Non-Consumer                     |
| <b>VIN</b>                          | [REDACTED]                | <b>Sub-Request Type</b>        | Dealer Managed                   |
| <b>Year/Model</b>                   | 2024.0 VERSA SEDAN        | <b>Legacy Requested Date</b>   |                                  |
| <b>Customer Name</b>                |                           | <b>Inspection Time/Notes</b>   |                                  |
| <b>Customer's Concern</b>           | Fail safe when car stalls | <b>Component Code Category</b> | EM Engine Mechanical             |
| <b>Threat Level #</b>               | 1                         | <b>Component Code Issue</b>    | EMF CYLINDER HEAD OR VALVE TRAIN |
| <b>CBB Eval Acceptance Time</b>     |                           |                                |                                  |
| <b>Repair Time</b>                  | 1,203                     |                                |                                  |
| <b>Final Submitted Date</b>         |                           |                                |                                  |
| <b>Setup Date</b>                   |                           |                                |                                  |
| <b>Setup Time</b>                   |                           |                                |                                  |
| <b>Setup Status</b>                 |                           |                                |                                  |
| <b>Hours to Respond</b>             | 0.00                      |                                |                                  |
| <b>Hours to Close</b>               | 0.00                      |                                |                                  |

**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>     |  |   |     |
| <b>Vehicle Findings</b>                  | 1.Complaint After driver stalls the ngien, Ca will not move well. Code [REDACTED] stored |   |     |

[REDACTED]

- Cause I discussed case with service team and is under engineering review with a software expected by july
- Correction
- Status

|                            |            |                       |             |
|----------------------------|------------|-----------------------|-------------|
| Repair Status              | In Process | ETA                   | [REDACTED]  |
| Did DTSM meet with Dealer? | Yes        | Dealer Representative | josh miller |
| Dealer Findings            |            |                       |             |
| 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  | Check engine light [REDACTED] |
| Requesting Agent     |                                     | Requesting Agent Phone Number |                               |
| Related CST          |                                     | Goodwill Offered?             | <input type="checkbox"/>      |
| Technician Name      | han chung                           | Goodwill Processed            | 0                             |
| Dealer Region        | 24                                  | Current Mileage               | 1,189                         |
| Dealer Address       | 4300 MORSE RD<br>COLUMBUS, OH 43230 | Vehicle Service Contract      |                               |
| Dealer Phone Number  | 6144184500                          | Is Validation Active?         | <input type="checkbox"/>      |

Dealer Fax Number

### Open Activities

#### Pending Repair

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|             |                                     |
|-------------|-------------------------------------|
| Name        |                                     |
| Task        | <input checked="" type="checkbox"/> |
| Due Date    |                                     |
| Status      | <b>Not Started</b>                  |
| Priority    | <b>Normal</b>                       |
| Assigned To | <b>Jason Rain</b>                   |
| Comments    | <b>Follow Up on Pending Repairs</b> |

### DTSM Field Inspection History

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|            |  |
|------------|--|
| User       | <b>Jason Rain</b>  |
| Connection |  |
| Action     | <b>Changed Report Date to [REDACTED] Changed Vehicle Findings. Changed Status from Active to Completed. Changed Did DTSM meet with Dealer? to Yes. Changed Dealer Representative to josh miller.</b> |

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|            |  |
|------------|--|
| User       | <b>Jason Rain</b>  |
| Connection |  |
| Action     | <b>Changed Vehicle Findings. Changed Threat Level to 1. Created.</b> |