



Case [REDACTED]

Content cannot be displayed: You do not have sufficient privileges to access the page: /apex/TLAlertPage

**General**

Caller Name	[REDACTED]	Dealer	GREENWAY NISSAN BRUNSWICK
NNAnet user ID	dgeorm28	Contact Name	
Tech Preferred Phone	919122425480	Customer Name	
Tech Preferred Email	mikegeorgenissantech@gmail.com	Case Record Type	TECH LINE Cases
Preferred Contact Method	Email	Case Owner	Adam Hoff
Repair/Work Order	46449	Mobile Phone	
Job/Line Number	b	Texting Status	
Created Day	Monday		

**Incident Information**

Customer Comments	truck shut off on highway and wouldnt restart	Customer Name	[REDACTED]
Verified	Yes	Vehicle	1N6BA1R92 [REDACTED]
Question for TECH LINE	What is the most likely cause for this incident?	VIN	1N6BA1R92 [REDACTED]
Service Manual General Section	Transmission & Drive-Line	Archived VIN Make	
Service Manual Specific Section	Transaxle & Transmission	Archived VIN Year	2017
Symptom Code Category	Leaks	Archived VIN Model	TITAN XD
Symptom	LEAKING	Incident/RO Date	10/18/2021
When does this concern occur?	ALL TIMES	Calculated Days Down	24
Is single occurrence or a pattern?		Additional Days Down	
Repairs Made	long block replaced	Total Days Down	24
Observed Modifications & Accessories	none found	Repair Attempts	0
		Current Mileage	67,353
		Vehicle Mileage Prior Value	

Vehicle Purchased  
Miles

Primary DTC

Current DTC ECM p0700 TCM p0732 ECM p00b7-00

Past DTC ECM p2560-00

Other DTCs

### TECH LINE Information

Subject	P0732 after long block replacement. A61	Resolution Action
Status	Closed	Resolution Object
Confirmed Resolution	Yes	Field Inspection Indicator <input type="checkbox"/>
Component Code Category	AT Automatic Trans	NNA Field Inspection Date
Component Code Issue	ATH Case, Fitting, Line, and Torque Converter	FSSS <input type="checkbox"/>
TECH LINE Template	ECC Initial Response	FSSS Date
TREAD Component	10	
Date/Time Closed	11/11/2021 8:18 AM	
Description		
Recommendation Detail		

### DTS Information

DTSM Inspection Date		DTSM Request Type	
DTSM Inspection Date Confirmed?	<input type="checkbox"/>	Inspection Time/Notes	Appointment Time:
Notes for DTSM (Vehicle Concerns)			Notes to Agent:

### Activity History

Email: Case [REDACTED] 2017 TITAN XD; P0732 after long block replacement. A61 [ ref:\_00DA09j8L.\_5002I2MpxeY:ref ]

Name	
Task	<input checked="" type="checkbox"/>
Due Date	11/11/2021
Assigned To	Adam Hoff
Last Modified Date/Time	11/11/2021 8:19 AM
Comments	<b>Additional To: mikegeorgenissantech@gmail.com</b> <b>CC:</b> <b>BCC: adam.hoff@nissan-usa.com</b> <b>Attachment:</b>  <b>Subject: Case [REDACTED] 2017 TITAN XD; P0732 after long block replacement. A61 [ ref:_00DA09j8L._5002I2MpxeY:ref ]</b> <b>Body:</b> <b>Mike George,</b> <b>TECH LINE's latest case update is below.</b> <b>Email response from dealer:</b>  <b>On the diesel there isn't a torque converter bushing. The end of the</b> <b>crankshaft is machined to accept the torque converter. Both cranks looked</b>

identical. I replaced the trans and resolved these issues. Thanks, have a

good day!

The TECH LINE Survey can be accessed by: [CLICKING HERE](#)

Thank you, \_\_\_\_\_ Adam HTECH LINE

Updating a TECH LINE Case: Technician: Reply to this email; do not change the email subject line. Email file attachments are limited to 6MB. From ASIST, Select TECH LINE Support Request, Enter your dealer code and select Update a Case. If no response, we will assume additional assistance is not required and the case will be closed. Closed TECH LINE cases can be reopened.

Case # [REDACTED]  
Date Created: 11/1/2021  
Customer name: [REDACTED]  
VIN: 1N6BA1R92 [REDACTED] Mileage: 67,353  
Dealer code: 5625  
Dealer name: GREENWAY NISSAN BRUNSWICK

**Customer's Concerns:**  
truck shut off on highway and wouldnt restart  
**Technician Findings:**

replaced long block for broken crankshaft. Upon starting the truck I have trans fluid leaking from between the bell housing and transmission. Engine was not locked up so the torque convertor stayed on the transmission. I did make sure torque converter was fully seated. I am also getting a P0732 2gr incorrect ratio dtc now. I am thinking when the crankshaft broke it must have shook the trans pretty hard and damaged the seal and possibly some trans internals. The truck did shut off at highway speeds originally.:

This TECH LINE recommendation is given based solely on the information provided by the dealer. TECH LINE bases repair recommendations on time to repair, quality of repair, and ease of repair, regardless of who is paying for the repair or whether or not the vehicle is covered under warranty. Ultimately, it is the responsibility of the dealer to determine whether the work will be performed under warranty, a service contract, goodwill, customer pay, or dealer internal.

This communication may contain information that is proprietary, privileged, confidential, or otherwise legally protected from disclosure, and is intended to be received and read only by certain individuals. If it has been misdirected, or if you suspect you have received this in error, you are not authorized to read, print, retain, copy, or disseminate this message or any part of it. Please notify the sender immediately and delete all copies of the message.

ref:\_00DA09j8L.\_5002I2MpxeY:ref

Email: Case [REDACTED] 2017 TITAN XD; P0732 after long block replacement. A61 [ ref:\_00DA09j8L.\_5002I2MpxeY:ref ]

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Name	
Task	<input checked="" type="checkbox"/>
Due Date	11/1/2021
Assigned To	Adam Hoff
Last Modified Date/Time	11/1/2021 10:36 AM
Comments	<b>Additional To:</b> mikegeorgenissantech@gmail.com <b>CC:</b> <b>BCC:</b> adam.hoff@nissan-usa.com <b>Attachment:</b>  <b>Subject:</b> Case 45055222; 2017 TITAN XD; P0732 after long block replacement. A61 [ ref:_00DA09j8L._5002I2MpxeY:ref ] <b>Body:</b> Mike George, TECH LINE's latest case update is below. TSS recommendation:  Thank you for the case information.

It is possible that we could have resulting transmission trauma and the code indicates this is likely.

We have also heard of concerns with the bushings for the torque converter snout in the rear of the crankshaft having concerns such not being installed correctly or fully which is also possible could be resulting in the fluid loss.

If you still have the original engine this will give a comparison once transmission is removed for replacement.

We recommend continuing with transmission replacement on this one.

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Thank you, \_\_\_\_\_ Adam HTECH LINE

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Closed TECH LINE cases can be reopened.

Case # [REDACTED]  
Date Created: 11/11/2021

Customer name:

VIN: 1N6BA1 [REDACTED] Mileage: 67,353

Dealer code: 5025

Dealer name: GREENWAY NISSAN BRUNSWICK

Customer's Concerns:

truck shut off on highway and wouldnt restart

Technician Findings:

replaced long block for broken crankshaft. Upon starting the truck I have trans fluid leaking from between the bell housing and transmission. Engine was not locked up so the torque convertor stayed on the transmission. I did make sure torque converter was fully seated. I am also getting a P0732 2gr incorrect ratio dtc now. I am thinking when the crankshaft broke it must have shook the trans pretty hard and damaged the seal and possibly some trans internals. The truck did shut off at highway speeds originally.:

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ref:\_00DA09j8L.\_5002I2MpxeY:ref

## Emails

Case # [REDACTED] 2017 TITAN XD; P0732 after long block replacement. A61 [ ref:\_00DA09j8L.\_5002I2MpxeY:ref ]

Message Date 11/11/2021 8:19 AM

Has Attachment

Email Address mikegeorgenissantech@gmail.com

Status Sent

Subject Case # [REDACTED] 2017 TITAN XD; P0732 after long block replacement. A61 [ ref:\_00DA09j8L.\_5002I2MpxeY:ref ]

Text Body Mike George,

TECH LINE's latest case update is below.

Email response from dealer:

On the diesel there isn't a torque converter bushing. The end of the

crankshaft is machined to accept the torque converter. Both cranks looked identical. I replaced the trans and resolved these issues. Thanks, have a good day!

The TECH LINE Survey can be accessed by: [CLICKING HERE](#)

Thank you,

---

Adam H

TECH LINE

Updating a TECH LINE Case:

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Case [REDACTED]  
Date Created: 11/1/2021  
Customer name [REDACTED]  
VIN: 1N6BA1R [REDACTED]

Mileage: 67,353

Dealer code: 5625

Dealer name: GREENWAY NISSAN BRUNSWICK

Customer's Concerns:  
truck shut off on highway and wouldnt restart

Technician Findings:  
replaced long block for broken crankshaft. Upon starting the truck I have trans fluid leaking from between the bell housing and transmission. Engine was not locked up so the torque convertor stayed on the transmission. I did make sure torque converter was fully seated. I am also getting a P0732 2gr incorrect ratio dtc now. I am thinking when the crankshaft broke it must have shook the trans pretty hard and damaged the seal and possibly some trans internals. The truck did shut off at highway speeds originally.:

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Adam Hoff  
Technical Support Specialist  
Aftersales Dealer Support

Nissan North America, Inc.  
610 Enon Springs Road East



Re: C [redacted] 2017 TITAN XD; P0732 after long block replacement. A61 [ ref:\_00DA09j8L.\_5002l2MpxeY:ref ]

Message Date 11/11/2021 8:13 AM

Has Attachment

Email Address [redacted]

Status Read

Subject Re: Case [redacted] 2017 TITAN XD; P0732 after long block replacement. A61 [ ref:\_00DA09j8L.\_5002l2MpxeY:ref ]

Text Body On the diesel there isn't a torque converter bushing. The end of the crankshaft is machined to accept the torque converter. Both cranks looked identical. I replaced the trans and resolved these issues. Thanks, have a good day!

On Mon, Nov 1, 2021 at 11:36 AM TECH LINE Email to Case <techlinesfdc@nissan-usa.com> wrote:

- > Mike George,
- >
- > TECH LINE's latest case update is below.
- >
- >
- > TSS recommendation:
- > Thank you for the case information.
- > It is possible that we could have resulting transmission trauma and the
- > code indicates this is likely.
- > We have also heard of concerns with the bushings for the torque converter
- > snout in the rear of the crankshaft having concerns such not being
- > installed correctly or fully which is also possible could be resulting in
- > the fluid loss.
- > If you still have the original engine this will give a comparison once
- > transmission is removed for replacement.
- > We recommend continuing with transmission replacement on this one.
- >
- >



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- >

> Thank you,  
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> \_\_\_\_\_  
>  
> Adam H  
>  
> TECH LINE  
>  
>  
>  
> \*Updating a TECH LINE Case:\*>  
> Technician: Reply to this email; do not change the email subject line.  
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> select Update a Case.  
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> the case will be closed. Closed TECH LINE cases can be reopened.\*  
>  
>  
> Case [REDACTED]  
> Date Created: 11/1/2021  
> Customer name:  
> VIN: 1N6BA1R [REDACTED]  
>  
> Mileage: 67,353  
>  
> Dealer code: 5625  
>  
> Dealer name: GREENWAY NISSAN BRUNSWICK  
>  
> Customer's Concerns:  
> truck shut off on highway and wouldnt restart  
>  
>  
> Technician Findings:  
> replaced long block for broken crankshaft. Upon starting the truck I have  
> trans fluid leaking from between the bell housing and transmission. Engine  
> was not locked up so the torque convertor stayed on the transmission. I did  
> make sure torque converter was fully seated. I am also getting a P0732 2gr  
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> ref:\_00DA09j8L.\_5002I2MpxeY:ref  
>

Case [REDACTED] 2017 TITAN XD; P0732 after long block replacement. A61 [ ref:\_00DA09j8L.\_5002I2MpxeY:ref ]

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Message Date 11/1/2021 10:36 AM  
Has Attachment   
Email Address mikegeorgenissantech@gmail.com  
Status Sent  
Subject Case [REDACTED] 2017 TITAN XD; P0732 after long block replacement. A61 [ ref:\_00DA09j8L.\_5002I2MpxeY:ref ]  
Text Body Mike George,

TECH LINE's latest case update is below.

**TSS recommendation:**

Thank you for the case information.

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We recommend continuing with transmission replacement on this one.

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Thank you,

---

Adam H

TECH LINE

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Case #: [REDACTED]  
Date Created: 11/11/2021  
Customer name: [REDACTED]  
VIN: 1N6BA1R9 [REDACTED]

Mileage: 67,353

Dealer code: 5625

Dealer name: GREENWAY NISSAN BRUNSWICK

Customer's Concerns:  
truck shut off on highway and wouldnt restart

Technician Findings:  
replaced long block for broken crankshaft. Upon starting the truck I have trans fluid leaking from between the bell housing and transmission. Engine was not locked up so the torque converter stayed on the transmission. I did make sure torque converter was fully seated. I am also getting a P0732 2gr incorrect ratio dtc now. I am thinking when the crankshaft broke it must have shook the trans pretty hard and damaged the seal and possibly some trans internals. The truck did shut off at highway speeds originally.:

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Adam Hoff  
Technical Support Specialist  
Aftersales Dealer Support

Nissan North America, Inc.  
610 Enon Springs Road East  
Smyrna, [REDACTED]  
Phone: [REDACTED]

**Case Comments**

11/11/2021 8:18 AM

11/1/2021 10:36 AM

User	Adam Hoff	User	Adam Hoff
Public	<input checked="" type="checkbox"/>	Public	<input checked="" type="checkbox"/>
Comment	Email response from dealer: On the diesel there isn't a torque converter bushing. The end of the crankshaft is machined to accept the torque converter. Both cranks looked identical. I replaced the trans and resolved these issues. Thanks, have a good day!	Comment	TSS recommendation: Thank you for the case information. It is possible that we could have resulting transmission trauma and the code indicates this is likely. We have also heard of concerns with the bushings for the torque converter snout in the rear of the crankshaft having concerns such not being installed correctly or fully which is also possible could be resulting in the fluid loss. If you still have the original engine this will give a comparison once transmission is removed for replacement.
	11/1/2021 10:35 AM		
User	Adam Hoff		

Public

We recommend continuing with transmission replacement on this one.

Comment P0732 A/T 2ND GEAR FUNCTION - OR - 2GR  
INCORRECT RATIO  
P0700 TCM  
P00b7 engine coolant flow  
P2560 ENGINE COOLANT LEVEL LOW

11/1/2021 10:16 AM

User Survey Site Guest User

Public

Comment .

11/1/2021 10:15 AM

User Survey Site Guest User

Public

Comment Customer Comments: truck shut off on highway and wouldnt restart  
 Technician Findings: replaced long block for broken crankshaft. Upon starting the truck I have trans fluid leaking from between the bell housing and transmission. Engine was not locked up so the torque convertor stayed on the transmission. I did make sure torque converter was fully seated. I am also getting a P0732 2gr incorrect ratio dtc now. I am thinking when the crankshaft broke it must have shook the trans pretty hard and damaged the seal and possibly some trans internals. The truck did shut off at highway speeds originally.  
 Repairs Made: long block replaced  
 Verified: Yes  
 Current DTC: ECM p0700 TCM p0732 ECM p00b7-00  
 Past DTC: ECM p2560-00  
 Question for TECH LINE: What is the most likely cause for this incident?

### Case History

11/11/2021 8:18 AM

User Adam Hoff

Action Changed Status from Pending TECH LINE to Closed. Closed.

11/11/2021 8:13 AM

User Managed Services

Action Changed First Call Resolution from Yes to No. Changed Reopen Date to 11/11/2021 8:13 AM. Changed Status from Pending Dealer Reply to Pending TECH LINE.

11/1/2021 10:36 AM

User Adam Hoff

Action Changed Subject to P0732 after long block replacement. A61. Changed Status from Pending TECH LINE to Pending Dealer Reply. Closed.

11/1/2021 10:30 AM

User Adam Hoff

Action Changed Case Owner from TECH LINE Initial to Adam Hoff.

11/1/2021 10:16 AM

User Survey Site Guest User

Action Changed Preferred Contact Method to Email. Changed Case Owner from TECH LINE Stage to TECH LINE Initial.

11/1/2021 10:15 AM

User Survey Site Guest User

Action Changed Status from Open to Pending TECH LINE. Created.

