

TT7101EN
May, 2012
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SUBJECT: Leaking/Cracked 1000/2000 Product Family Torque Converter

MODELS AFFECTED: International 4200, 4300 Trucks Equipped with DT466 Engines and Ford F650, F750 Trucks Equipped with Cummins 6.7L Engines.

Issue:

Leak from 1000/2000 product family transmission converter housing of MY 2011 (and newer) International and Ford vehicles.

Cause:

Cracked torque converter pilot:

- Result of torque converter pilot being forced against one side of the crankshaft hub bore
- Misalignment during installation



NOTE: Other possible causes of transmission front end leaks to be considered:

- Torque Converter Attachment Lug Weld Leak, Refer to TT5794EN
- Front Seal Leak
- Leaks from torque converter housing retaining bolt(s)

Corrective Action:

– If the torque converter pilot appears to be worn possibly resulting in leak:

- Verify that the fluid leak originates from the torque converter pilot by conducting a Torque Converter Leak Test as described in 1000/2000 Product Families Service Manuals (SM5818 or SM4006).
- Identify area of crack on torque converter pilot with paint marker or Dykem®.
- Notify your OEM Field Service Representative to initiate discussion and receive compensation.
- Notify Allison TAC at 1-800-252-5283 to open a case and record the appropriate information.
- Photograph the torque converter pilot (showing crack) and inside diameter of crankshaft hub bore. Send pictures of the damaged areas to Allison TAC, so they can be attached to your case. Refer to [Figure 1](#) and [Figure 2](#).
- Remove and inspect the charging pump for damage if the torque converter pump drive hub is damaged.
- Replace original torque converter with a new assembly.

Recommended Procedure for Installation of Flexplate-to-Flexplate Adapter Bolts:



CAUTION: Regardless of the procedure used, do not tighten the flexplate-to-flexplate adapter bolts if the flexplate is not in full contact with the flexplate adapter. This contact position confirms that the nose of the torque converter is properly piloted and engaged in the hub adapter or flywheel pilot. If the pilot engagement position is not properly attained, tightening the bolts to force this engagement can damage the transmission or the engine.

- Install and finger-tighten one adapter bolt.
- Rotate the engine 180°.
- Install and finger-tighten another adapter bolt.
- Install and finger-tighten all remaining adapter bolts.
- Torque all of the flexplate-to-flexplate adapter bolts to OEM or Engine Manufacturer specification.



NOTE: Allison Warranty/ETC does not cover anything other than defects in Allison Transmission materials or workmanship.

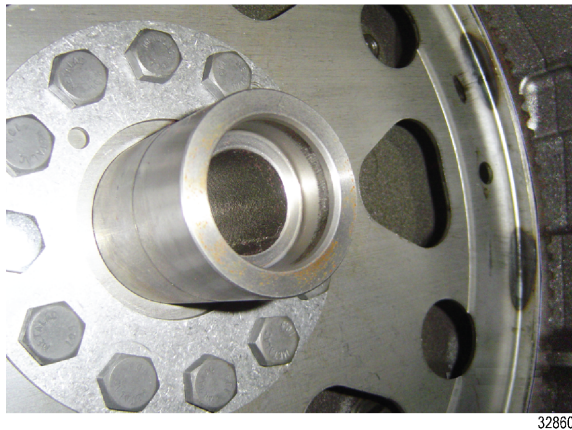


Figure 1. Crankshaft Hub Bore (Damaged)



Figure 2. Torque Converter Pilot (Damaged)