



Product Improvement Campaign

No: C1005510

Issued: 11/1/2012

Re: DUONIC Transmissions Below ZF31446

Group: 22 **Models:** FE/FG

Expires: 11/1/2013

SUBJECT:

Customer Confidence Program C1005510 - DUONIC Transmissions Below Serial # ZF31446

MODELS:

FEC52, FEC72, FEC92, FGB72

VEHICLES INVOLVED:

Certain 2012 model year FEC52, FEC72, FEC92 and FGB72 trucks produced from April 8, 2011 through October 8, 2011 with DUONIC transmission serial numbers below ZF31446.

PROGRAM:

As an important part of the Fuso Customer Confidence Program, the DUONIC transmission assembly will be replaced with an updated assembly.

OWNER NOTIFICATION:

The replacement transmission aspect of the Customer Confidence Program will be released in controlled segments to ensure a continuous availability of updated DUONIC transmission assemblies. Customers will be notified by MFTA that a product performance enhancement is available from their local Fuso dealer. Dealers may feel free to begin scheduling a customer appointment once the truck's VIN appears on the dealer's "Open Campaigns" report beginning December 1, 2012.

MODIFICATION:

The DUONIC transmission serial number and ATF level in the front reservoir must first be inspected. If the serial number is below **ZF31446**, follow the instructions in this bulletin to replace transmission assembly. The transmission assembly will be replaced to prevent front seal leaks and/or excessive gear noise. If the serial number is above **ZF31446**, follow the instructions in bulletin C1005320.

Updated DUONIC transmission assemblies must be ordered through Fusonet using the DUONIC Transmission Order Form found under the Parts tab. MFTA Parts will ship part number **ME539591XN** for unsold FE vehicles (stock units), **ME539591XR** for sold FE vehicles, **ME539597XN** for unsold FG vehicles and **ME539597XR** for sold FG vehicles. **Please Note: Updated transmissions ending in "XR" are units that have been removed from sold trucks and updated by the rebuilder. Since federal law prohibits installing used components in new vehicles, Dealers are prohibited from installing an ME539591XR or ME539597XR transmission assembly in any unsold vehicle. Assemblies ending in "XN" are updated new transmissions that must be used on unsold trucks.**

CAMPAIGN PARTS:

| Campaign Parts | | | |
|----------------|------------------------------------|------|--|
| Part # | Part Name | Qty. | Remarks |
| 4032610 | SPIII Automatic Transmission Fluid | 4L | 200 cc per inspection / 20 inspections per container |
| ME539591XN | DUONIC Transmission Assembly | 1 | Unsold FE Models |
| ME539591XR | | | Sold FE Models |
| ME539597XN | | | Unsold FG Models |
| ME539597XR | | | Sold FG Models |

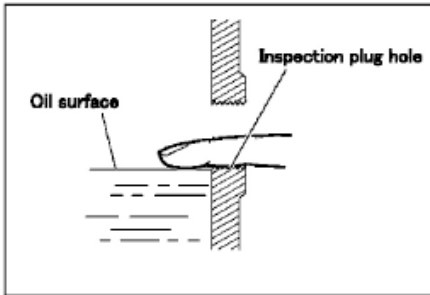
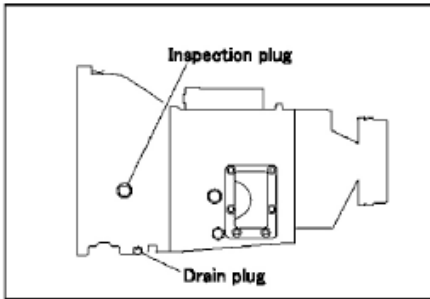
PARTS PRICING ADJUSTMENT TABLE:

| Part # | Part Name | Qty | Dealer Net | 33% Mark Up | Recall Reimbursement |
|--------------------------------|---------------------|-----|-------------|-------------|----------------------|
| 4032610 | SPIII ATF | 4L | US\$30.13 | US\$40.07 | US\$2.01 per truck |
| ME539591XN/XR ME539597XN/XR | DUONIC Transmission | 1 | US\$1515.75 | US\$2015.95 | US\$2015.95 |

C1005510 DUONIC Customer Confidence Program Below Serial # ZF31446

REPAIR PROCEDURE:

1. Park the vehicle on a flat, level surface, turn off the engine, apply the parking brake and chock the wheels.
CAUTION! Do not remove the wheel chocks until all modification work has been completed.
2. Inspect the DUONIC transmission serial # and confirm that it is **ZF31446** or lower.
3. Check the ATF level using the following procedure:
 - Start the engine and raise the transmission fluid temperature to approximately 120°F (50°C) [using FUSO Diagnostics to monitor the transmission fluid temperature].
 - Perform the following procedure to fill the hydraulic circuit with ATF.



Fill the hydraulic circuit with automatic transmission fluid (ATF) as follows:

- Start the engine.
- While depressing the brake pedal, move the gearshift lever between the "R" and "D" positions, holding the lever in each position for three to five seconds. Repeat this operation three times, then place the gearshift lever firmly into the "P" position.
- Turn off the engine.

Remove the inspection plug and check the ATF level to determine if the fluid is filled to the bottom of the plug hole.

- When the inspection is complete, reinstall the inspection plug and gasket and tighten the plug to proper specifications.

CAUTION ⚠

- **After filling the ATF reservoir, promptly reinstall the inspection plug to prevent dirt and dust from entering the clutch housing.**

- Ensure that the parking brake remains fully applied before exiting the cab and check the fluid level **within 10 minutes** of performing the above steps to ensure that the ATF has not drained out of the hydraulic circuit.
- If ATF flows from the inspection plug hole, or if the ATF level is at the bottom of the hole, record the level as **Correct** on the DUONIC Core Preparation Worksheet DCP1209.
- If the ATF level is lower than the bottom of the hole, fill the reservoir with 200cc of new DUONIC SP III ATF using the supplied, graduated bottle. Stop filling if ATF flows from the inspection hole and record the level at **Correct**. If the reservoir holds the entire 200cc of ATF without it flowing from the hole, record the fluid level as **Low**. Note: Accurate ATF level reporting is essential to the core handling process.
- Reinstall the inspection plug and gasket and tighten to 60 ft.lbs. (81 Nm).

CAMPAIGN CLAIM SUBMITTAL:

Submit for reimbursement of the ATF level inspection via Fusonet using the Recall Claim Entry screen. Enter all requested information, including the Campaign Number. The system will apply the labor allowance and parts pricing adjustment shown.

| Campaign Reimbursement | | | | | |
|------------------------|----------------------------------|---------------|----------|---|-------------|
| Campaign Number | Models | Allowances | | Labor Description | Part Number |
| C1005511 | FEC52 FEC72 FEC92 FGB72 | Labor Time | 0.9 hour | Check ATF fluid level in front reservoir and record findings in the DCP1209 DUONIC Core Preparation Worksheet (No ATF Used) | N/A |
| | | Parts Pricing | N/A | | |
| C1005512 | FEC52 FEC72 FEC92 FGB72 | Labor Time | 1.0 hour | Check ATF fluid level in front reservoir, fill reservoir with 200 CC ATF and record findings in the DCP1209 DUONIC Core Preparation Worksheet | 4032610 |
| | | Parts Pricing | US\$2.01 | | |

REPAIR PROCEDURE Cont'd:

4. Completely drain both the front and rear fluid reservoirs, then remove and replace the DUONIC transmission assembly following the procedures outlined in Section 22 of the 2012 Canter FE/FG Service Manual. ON FG MODELS, THE TRANSFER CASE MUST BE REMOVED AND INSTALLED ONTO THE UPDATED TRANSMISSION FOLLOWING THE PROCEDURES OUTLINED IN SECTION 24 OF THE MANUAL. **Note: The Prior Work Authorization (PWA) number for mandatory replacement transmissions is 900000.**
5. Confirm proper ATF fluid level in the installed transmission using Service Information Bulletin **12-003**.
6. Complete the DUONIC Core Preparation Worksheet **DCP1209**.
 - This worksheet must be completed on all transmission replacements in order to provide timely and accurate failure determination to the rebuilder.

Failure to complete the worksheet and include it in the DTT1209 DUONIC Transmission Identification Tag envelope with the return core may result in delay or denial of warranty claim reimbursement.

WARRANTY CLAIM SUBMITTAL FOR TRANSMISSION REPLACEMENT:

Submit a regular Warranty Service Claim A via Fusonet for the transmission replacement. Enter all requested header information, including the information listed below. Both the removed and installed transmission serial numbers must be recorded.

| Warranty Service Claim Header Entry | |
|-------------------------------------|--|
| Claim Type | X |
| PWA Number | 900000 |
| Failed Labor Operation Number | C1005510 |
| A Code | 99 |
| B Code | 99 |
| Failed Part Number | NPN |
| Failed Component Serial # | Serial # of transmission being removed |
| New Component Serial # | Serial # of transmission being installed |

| Warranty Service Claim Labor and Parts Entry and Failure Work Description for FE Models | |
|---|--|
| Labor Operation / Work Code / Quantity / Labor Time | 222010 / 99 / 1 / 4.1 hours |
| DUONIC Assembly Part # / Quantity / Amount | ME539591XN or ME539591XR / 1 / US\$2015.95 |
| Failure Work Description | "Perform C1005510 Campaign" |

| Warranty Service Claim Labor and Parts Entry and Failure Work Description for FG Models | |
|---|--|
| Labor Operation / Work Code / Quantity / Labor Time | 222010 / 99 / 1 / 7.7 hours |
| DUONIC Assembly Part # / Quantity / Amount | ME539597XN or ME539597XR / 1 / US\$2015.95 |
| Failure Work Description | "Perform C1005520 Campaign" |

MFTA Warranty will process the WSC and place it on hold until the core is received by the repair facility. Please follow the core return procedure outlined in Warranty Update Bulletin **WUB042** and return the core in a timely manner, to ensure continued updated transmission availability.

When the repair facility reports to MFTA Warranty that the core has been received, the WSC will be converted into a campaign claim by MFTA for dealer reimbursement, using the repair order number and repair date reported on the WSC.

CAMPAIGN CLAIM CONVERSION:

MFTA Warranty will convert the WSC to match one of the Campaign entries below:

| Campaign Reimbursement | | | | | |
|------------------------|-------------------------|---------------|-------------|--|--------------------------------|
| Campaign Number | Models | Allowances | | Labor Description | Part Number |
| C1005510 | FEC52 FEC72 FEC92 | Labor Time | 4.1 hours | Replace DUONIC transmission assembly | ME539591XN or ME539591XR |
| | | Parts Pricing | US\$2015.95 | | |
| C1005520 | FGB72 | Labor Time | 7.7 hours | Replace DUONIC transmission assembly and reinstall transfer case | ME539597XN or ME539597XR |
| | | Parts Pricing | US\$2015.95 | | |