2012FA02
January, 2013
Product Code(s): 65, 66, 93, 94

SUBJECT: Global Customer Satisfaction Field Action - Shift Valve Trim Spring Replacement

MODELS AFFECTED: 3000 Series Product Family, B300, B400, B500 and T Models

VOCATIONS AFFECTED: Dock Spotter and Transit Bus

Introduction:

Allison Transmission, Inc. has identified a potential concern with the Shift Valve Trim Springs in Dock Spotter and Transit Bus vocations. As a Global Customer Satisfaction initiative, Allison Transmission, Inc. will replace, without charge, the Shift Valve Trim Springs in the serial number range identified in the following table.

Broken Shift Valve Trim Springs could create the following symptoms:

- Harsh shifts
- Engine speed flare during the shift
- DTC is often recorded but not in all cases
  - Possible DTCs P0722, P0729, P0732, P0734, P0735, P0769, P0776, P0777, P0796, P0842, P0843, P2714, P2715
- **CHECK TRANS** illuminates if DTC is recorded
- May inhibit shift and hold to a certain range

NOTE: Cycling the ignition can clear the codes if the Shift Valve is in correct location. If the Shift Valve is NOT in correct location, range shift is prevented.

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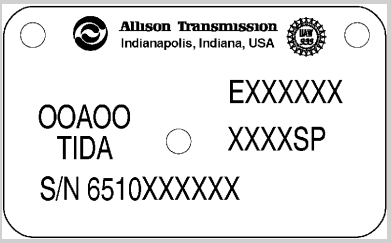
Affected Serial Number Range, Models and Vocations:

Global Customer Satisfaction Initiative Trim Spring Replacement Dock Spotter and Transit Bus Vocations Only			
Product Code	**Affected Serial Number (S/N) Range**	**Affected Transmission Models**	**Affected Vocations**
Starts with S/N 651	6511022877 - 6511101873	3000 Series, B300, B400	Dock Spotter, Transit Bus
Starts with S/N 652	6520130735 - 6520139206	3000 Series, B300, T200, T300	Dock Spotter, Transit Bus
Starts with S/N 661	6610327450 - 6610354224	B500	Dock Spotter, Transit Bus
Starts with S/N 662	6620013200 - 6620016062	B500, T400, T500	Dock Spotter, Transit Bus
Starts with S/N 932	9320011313 - 9320012092	B400	Dock Spotter, Transit Bus
Starts with S/N 937	9370011858 - 9370012729	3000 Series	Dock Spotter, Transit Bus
Starts with S/N 942	9420011426 - 9420011969	B500	Dock Spotter, Transit Bus

Field Action Transmission Identification:

Prior to the repair of a suspect transmission, verify that the field action repair has NOT already been performed. Login to *https://sap.allisontransmission.com/extranet/fieldactions*, enter the transmission serial number and vehicle vocation code, and request an authorization. If you receive an authorization number, then this is the confirmation that the field action has NOT been performed. If the field action has NOT been performed, proceed with the repair. Include the authorization number in the warranty claim narrative prior to submitting the claim. If you are unable to obtain an authorization number, and you believe the transmission qualifies for the field action based on the serial number range and vehicle vocation, contact the Allison Technical Assistance Center (TAC) at 1-800-252-5283 or 317-242-0700 or E-mail: Allison.TAC@allisontransmission.com.

NOTE: This field action applies only to Dock Spotter and Transit Bus vocations. It is possible for an authorization number to be issued and your warranty claim denied because the vehicle vocation did not qualify for the field action. This Field Action Letter is the master document in determining whether a unit qualifies for the field action.

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Allison Service Outlets Field Action Responsibility:

When a Dock Spotter or Transit Bus Customer has vehicles in the affected serial number range that display the symptoms previously listed, the service outlet shall take the following steps to support the customer:

1. Order required parts for Field Action per Table 1, Table 2, Table 3, and Table 4.
2. Confirm Vehicle is a Dock Spotter or Transit Bus.
3. Confirm Transmission is within the affected Serial Number range.
4. Verify the Shift Valve Trim Springs have NOT already been replaced when requesting an authorization number for confirmation to repair.
5. If the Field Action or Shift Valve Trim Springs have NOT already been performed, replace Shift Valve Trim Springs using the parts listed in Table 1, Table 2, Table 3, or Table 4 per the Service Manual Control Module Overhaul procedures:
   a. Use Table 1 to support Product Codes 65 and 93 with Prognostics Control Module.
   b. Use Table 2 to support Product Code 93 with NON Prognostics Control Module.
   c. Use Table 3 to support Product Codes 66 and 94 with Prognostics Control Module.
   d. Use Table 4 to support Product Code 94 with NON Prognostics Control Module.
6. When repairing a transmission that contains broken Shift Valve Trim Springs, reset the shift adaptives to “fast” with Allison DOC® after the repair, and prior to releasing the vehicle to the customer.
7. When repairing a transmission without any broken Shift Valve Trim Springs, DO NOT reset the shift adaptives to “fast”.
8. Fill transmission with the same type of fluid that was drained.
9. File AWAARE claim per Table 5, Table 6, and Table 7.

Required Service Parts:

The following tables provide the required service parts for this Global Customer Satisfaction Field Action 2012FA02 initiative.

Table 1. 3000, B300, B400, T200, T300 Series – Product Codes 65 and 93 (Production and ReTran® with Prognostics Controls)

Part Number	Part Name	Quantity
29554915	Control Module Overhaul Kit*	1
23019664	Drain Plug O-Ring	1
29524449	Filter Cover Gaskets	2
29507437	Filter Cover O-Rings	2
29548953	Filter Cover O-Rings	2
*Prognostics Gen 4 Kit Only		

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Table 2. 3000, B300, B400 Series – Product Code 93 (ReTran® Only with NON Prognostics Controls)

Part Number	Part Name	Quantity
29554917	Control Module Overhaul Kit*	1
23019664	Drain Plug O-Ring	1
29524449	Filter Cover Gaskets	2
29507437	Filter Cover O-Rings	2
29548953	Filter Cover O-Rings	2
*NON Prognostics Gen 4 Kit Only		

Table 3. B500, T400, T500 Series – Product Codes 66 and 94 (Production and ReTran® with Prognostics Controls)

Part Number	Part Name	Quantity
29554916	Control Module Overhaul Kit*	1
23019664	Drain Plug O-Ring	1
29524449	Filter Cover Gaskets	2
29507437	Filter Cover O-Rings	2
29548953	Filter Cover O-Rings	2
*Prognostics Gen 4 Kit Only		

Table 4. B500 Series – Product Code 94 (ReTran® Only with NON Prognostics Controls)

Part Number	Part Name	Quantity
29554918	Control Module Overhaul Kit*	1
23019664	Drain Plug O-Ring	1
29524449	Filter Cover Gaskets	2
29507437	Filter Cover O-Rings	2
29548953	Filter Cover O-Rings	2
*NON Prognostics Gen 4 Kit Only		

Reset Shift Adaptives:

When repairing a transmission that contains broken Shift Valve Trim Springs, reset the shift adaptives to “fast” with Allison DOC® after the repair and prior to releasing the vehicle to the customer. Shift adaptives will try to compensate for a broken Shift Valve Trim Spring.

NOTE: If the Shift Valve Trim Springs are replaced and the adaptives are NOT reset, this can cause shift quality complaints. When repairing a transmission without broken Shift Valve Trim Spring DO NOT reset shift adaptives to “fast”.

Transmission Fluid:

After the repair is completed, fill the transmission with the same type of fluid that was drained.

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Warranty Information:

Allison service outlets shall submit an AWAARE claim on each vehicle completed under the Field Action. Claim any field action work separately even if performed simultaneously with another transmission repair, such as an overhaul or solenoid replacement.

Claim Submittal Information:

Approved authorized Allison service outlets must submit work performed per this field action as outlined in Table 5, Table 6, and Table 7. This Global Customer Satisfaction Field Action initiative remains active until December 31, 2015.

Table 5.

Claim Type	4
Special Activity Indicator	2012FA02
Primary Failed Part	29549722
Complaint Code	AT02
Failure Code	C03
Field Action Authorization Number	*
*Provided from Extranet, must be listed in claim narrative	

Table 6.

Product Codes 65 and 93		
Labor Operation Code	**Labor Hours**	**Labor Operation Description**
00094700	1.0	R&R Control Module
00096100	2.0	Overhaul Control Module with Kit
00094005	0.2	Steam Clean (Control Module Area ONLY)
00096900	0.1	Reset Shift Adaptives to ”Fast” (If Required)

Table 7.

Product Codes 66 and 94		
Labor Operation Code	**Labor Hours**	**Labor Operation Description**
00094700	1.2	R&R Control Module
00096100	2.0	Overhaul Control Module with Kit
00094005	0.2	Steam Clean (Control Module Area ONLY)
00096900	0.1	Reset Shift Adaptives to ”Fast” (If Required)

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This is a Global Customer Satisfaction Field Action. The intent is that the customer will bring their vehicle to an authorized Allison service outlet for the applicable repairs. If the authorized Allison service outlet determines the overall cost to Allison would be less if the repairs were performed at the customer location, a travel expense will be allowed. However, this justification must be clearly explained on the claim.

Any additional parts, labor, or travel costs deemed necessary to complete this field action must be described in detail in the claim narrative; if not, they will be deducted from the claim. Allison service outlets must follow the published Allison Transmission current labor time guide for work performed when adding any additional charges.

Contact Information:

Questions concerning this Global Customer Satisfaction initiative please contact:

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