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SUBJECT: Inability to Check Oil Level via Pushbutton Shift Selector on Kenworth and Peterbilt Trucks

MODELS AFFECTED: 3000 Series and 4000 Series Product Family Transmissions

VOCATIONS AFFECTED: Kenworth Models T680 and T880 and Peterbilt Models 579 and 567

Description of Complaint:

Customers have complained of not being able to read the oil level using the Pushbutton Shift Selector (PBSS) on some Kenworth and Peterbilt models. The shifter will skip the oil level check and proceed to Prognostics. The Kenworth T680 and T880 models and Peterbilt 579 and 567 models are affected by this issue.

Cause:

The Kenworth and Peterbilt models listed above have been built without a wire for the oil level sensor (OLS) in a portion of the OEM harness. Wire 116 may be present from the transmission to a bulkhead connector, but it may be missing on the other side of the bulkhead.

Symptoms:

The symptoms of the missing wire are:

- Inability to check oil level using the Pushbutton Shift Selector (skips to Prognostics).
- Very low (e.g. -6.0 Quarts) or no oil reading for "Oil Level Deviation" in the Data Monitor tab of the Universal Allison DOC® service tool. Refer to [Figure 1](#).

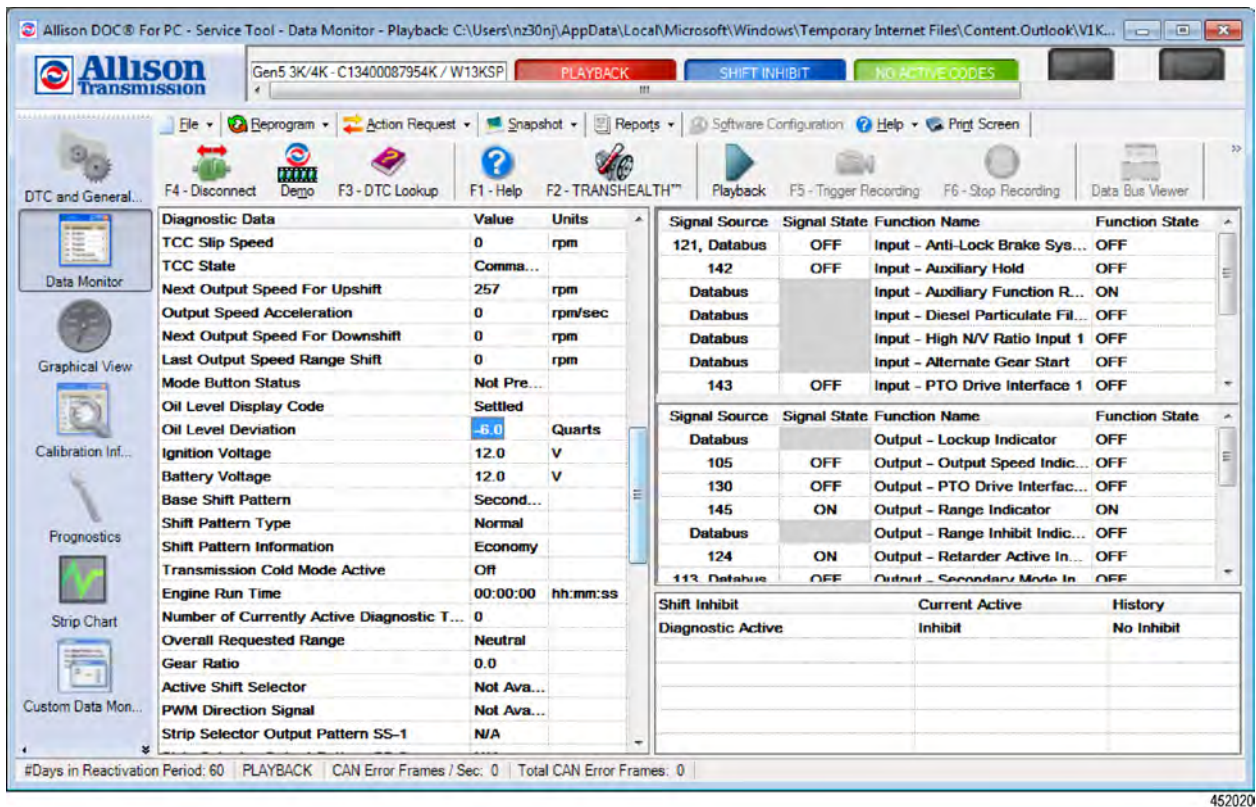


Figure 1. Oil Level Deviation Reading



NOTE: When viewing the Calibration Information screen in the Universal Allison DOC® service tool software, the OIL LEVEL SENSOR parameter will still show “AUTODETECT”. Refer to [Figure 2](#).

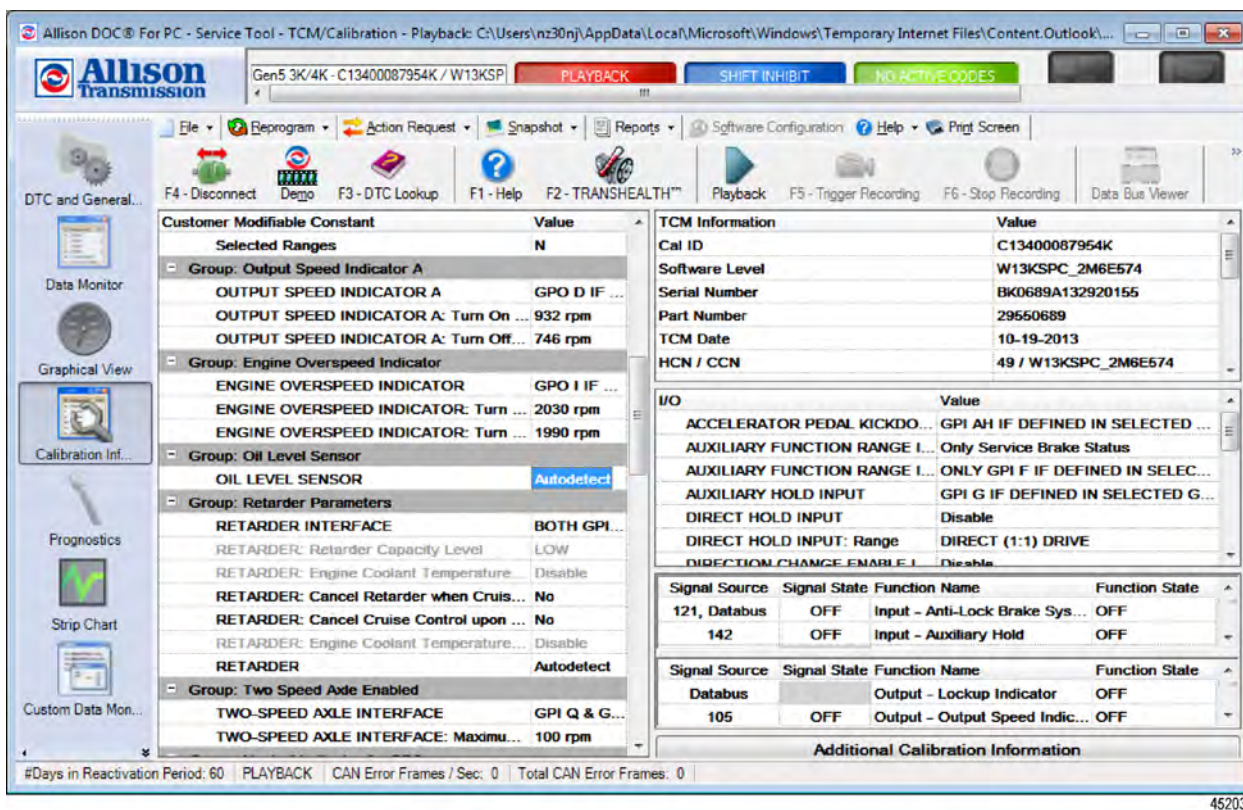


Figure 2. Oil Level Sensor Parameter

Service Channel Procedure:

If an Allison customer brings their vehicle to your shop with complaint of this issue, or if this issue is discovered while performing customer maintenance or repair, please inform the customer that he or she should schedule an appointment with a Kenworth or Peterbilt dealer to address the issue.



NOTE: This issue is the responsibility of the OEM, and as such will not be repaired under Allison Transmission product warranty.



NOTE: After Wire 116 is added to correct the oil level display issue, the oil level sensor auto-detect must be reset using the "Reset Auto-Detect Oil Level Sensor" feature in Universal Allison DOC® "Action Requests" menu for 5th Gen Controls, or "Reset Auto-Detect" for 4th Gen Controls.