

TT8008EN
 March, 2017
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SUBJECT: P2789 Code in School Buses Equipped with Cummins ISB Natural Gas (NG) Engines

MODELS AFFECTED: School Buses Equipped with Cummins ISB Natural Gas (NG) and 1000/2000 Series Product Family Pupil Transport Series (PTS) Transmissions

Description of Complaint:

The check transmission light can illuminate due to Diagnostic Trouble Code (DTC) P2789 in Thomas Built school buses equipped with a 1000 or 2000 Series PTS transmission and a Cummins ISB Natural Gas (NG) engine. The C3 and C4 clutches may be reported as “Not OK” in the “Trans Health Indicator” section of the “Prognostics” tab in Allison DOC® For PC.

Cause:

In some cases, the Cummins ISB Natural Gas (NG) engine is reporting engine torque inaccurately. As a result, the Transmission Control Module (TCM) is unable to accurately adapt the shift causing a shift flare during the 1-2 and 2-3 up-shifts.

Service Channel Procedure:

If a customer complains that the check transmission light is illuminating due to DTC P2789 as described above, the Allison Service Outlet should reflash the TCM with 61BR0AB8 using the Allison TCM Reflash™ tool.

Warranty Information:

Allison Service Outlets shall submit an AWAARE claim for each vehicle completed under this Tech Tip TT8008. Any additional work shall be claimed separately even if performed simultaneously with another transmission repair; i.e., overhaul, solenoid replacement, etc.

AWAARE Claim Variable Values	
Claim Type	83
Special Activity Indicator	99999
Primary Failed Part	30
Complaint Code	FX01
Failure Code	BA07

AWAARE Claim Labor Variable Values		
Labor Operation Code	Labor Hours	Labor Operation Description
096501	1.0	TCM Recalibration