

Revisions to this document are noted
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SIL 24-TR-13, Rev. A
June, 2017
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SUBJECT: DTC P0711 – Transmission Fluid Temperature Sensor Circuit Performance

MODELS AFFECTED: 1000/2000/3000/4000 Product Families Transmissions, T100/T200/T300/T400 Series Transmissions, and B300/B400 Series Transmissions

Introduction:

DTC P0711 became available with 5th Generation controls. Vehicle operation is not inhibited when DTC P0711 becomes active. The **Check Transmission** indicator will illuminate when DTC P0711 becomes active.

Issue:

DTC P0711 has been discovered to falsely become active with properly functioning fluid temperature sensors and circuitry.

Resolution:

Beginning on January 6, 2014, DTC P0711 will be disabled in all calibrations. A customer experiencing the activation of DTC P0711 in a vehicle should schedule an appointment with their Allison distributor/dealer on or after January 6, 2014, to have the TCM calibration updated.

Warranty:

Only vehicles that have an active or inactive DTC P0711 and a "Cal ID" beginning with B132, B133, B134, C132, C133, or C134 are eligible to have the TCM calibration updated. The Cal ID may be determined on the DTC and General Information page of Allison DOC®. Labor to perform recalibration will be the Labor Time Guide allowance.

The submitted claim must include an attached Allison DOC® screen capture of the DTC along with the General Information page. Refer to [Figure 1](#).

Claims are to be submitted as Claim Type 1, 2, or 9. Primary Failed Part is 400. DTC P0711 must be recorded in the "Diagnostic Codes" section of the AWAARE claim.

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Please Note: Allison Transmission Service Information Letters are intended for use by professional, trained technicians, not for the "do-it-yourselfer." They are written to inform those technicians of conditions that may occur on some transmission models (or serial numbers ranges) or to provide information that could assist in the proper servicing of a specific Allison transmission. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, do not assume that the Service Information Letter applies to your transmission, or that your transmission has the condition described. Product evolution and information updates are inevitable. Please see your authorized Allison Transmission service dealer or distributor to understand if your particular transmission may benefit from the information contained within the Service Information Letter.

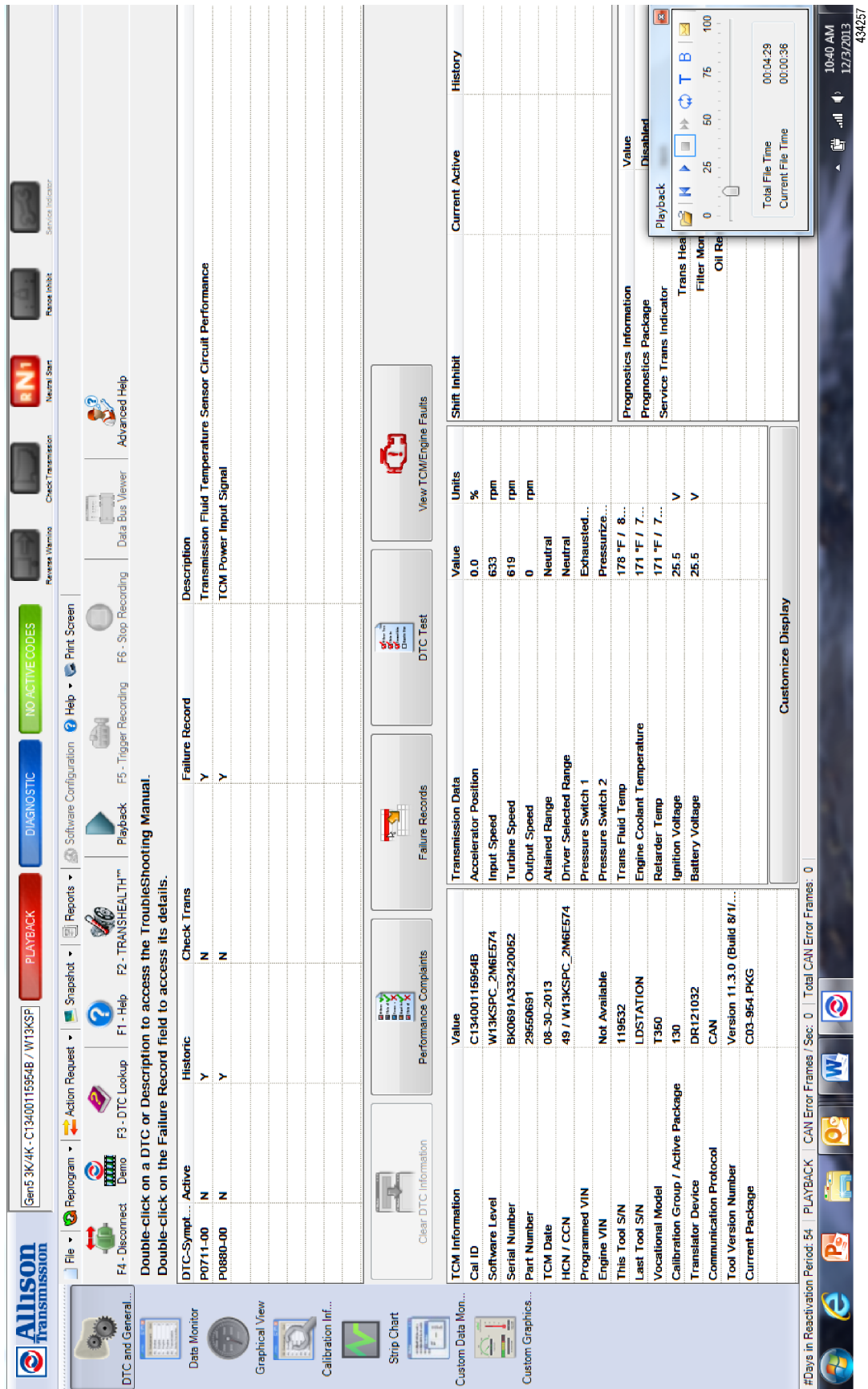


Figure 1. Screen Capture of Allison DOC® – DTC P0711