



FIELD ACTION LETTER



Revisions to this document are noted
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2015FA06, Rev. B
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SUBJECT: Global Customer Satisfaction Field Action - Torque Converter Backing Plate Bolt (3000 Series™ Product Family).

MODELS AFFECTED: B300, B400, T260, T270, T280, T310, T325, T350, T375, T390, 3000 Series™ Product Family

VOCATIONS AFFECTED: Transit Bus, Dock Spotter

Introduction:

Allison Transmission, Inc. has identified a condition whereby a bolt (P/N 29537507) internal to the torque converter of B300, B400, T260, T270, T280, T310, T325, T350, T375, and T390 transmission models and 3000 Series™ Product Family transmissions installed in Dock Spotter Vocations, may impact the torque converter turbine and backing plate, resulting in internal debris.

The purpose of this field action is to provide a proactive repair (for units that have not failed) of the covered condition for transit and dock spotter applications. Pre-approval must be obtained as outlined in the instructions below, before a proactive repair can be made. Refer to the following instructions to identify the affected transmissions, obtain authorization to perform the repair, and submit the proper warranty claim.

Effects of the Condition:

Loose and broken bolts can impact the torque converter turbine and backing plate resulting in noise and internal debris. Noise, high transmission fluid temperature, and DTC P088A are some of the most common symptoms reported. Other reported symptoms have included vehicle limp mode, engine stall during stationary shifts, engine lug at low speeds, illumination of **Transmission Service Indicator Light**, and **Check Transmission Light**. Failure requires a transmission overhaul.

Table 1. Affected Serial Number Range, Models, Vocations and Restrictions

Global Customer Satisfaction Initiative (CSI) Special Coverage 3000 Series Torque Converter Backing Plate Bolts Transit Bus & Dock Spotter Vocations Only		 Allison Transmission Indianapolis, Indiana, USA  OOA00 TIDA S/N 6511XXXXXX XXXXXX XXXXXX 3011607	
Eligibility for this CSI expires five years after vehicle in-service date.			
Exclusions to eligibility for this CSI include transmissions with previous failure and repair, or Field Action Investigation of the subject part number, or transmissions with a torque converter installed, manufactured on a date with no documented failure of that individual manufacture date.			
Product Code	Affected Serial Number (S/N) Range	Affected Transmission Models	Affected Vocations
Starts with S/N 651	6511146064 - 6511297051	B300, B400, T260, T270, T280, T310, T325, T350, T375, T390, 3000 Series in Dock Spotters	Transit, Dock Spotter

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/bom/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 Email: Allison.TAC@allisontransmission.com.



NOTE: This Field Action applies only to Transit and Dock Spotter 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.

Allison Service Outlets Field Action Responsibility:

When a Transit or Dock Spotter Customer requests proactive service of vehicles in their fleet, the service outlet shall take the following steps to support the customer:

1. Obtain a fleet profile of the customer's fleet. Confirm each Vehicle Vocation is Transit or Dock Spotter.
2. Confirm each Transmission is within the affected Serial Number range shown in [Table 1](#).
3. Check AWAARE to verify there is no previous warranty claim for Primary Failed Part number 29537507 for each transmission in the fleet profile.
4. Fleet Profile must be submitted to Allison.TAC@allisontransmission.com. An authorization number may be issued once the Fleet Profile has been reviewed and approved. The transmission S/N will then be added to Allison Warranty Administration and Analysis Reporting Environment (AWAARE) in order to obtain a Field Action Number.

5. Verify each vehicle is eligible for 2015FA06 coverage by requesting an authorization number prior to performing service work.
6. Before starting service:
 - a. Verify the vehicle's transmission serial number matches the serial number for the authorization number issued.
 - b. Verify the transmission nameplate does not have the "X" Identification Mark indicating Field Action service work has already been completed. Refer to [Figure 1](#).
 - c. Verify the service parts shown in [Table 2](#) are in inventory to support the service work.
7. Remove transmission cooler lines, capping cooler lines and plugging transmission cooler in and cooler out ports to minimize transmission fluid loss.
8. Remove transmission from vehicle.
9. **Record Torque Converter serial number for the warranty claim narrative when submitting a claim in AWAARE.**
10. Remove Torque Converter from transmission (per Service Manual SM4013).
11. Mark alignment of Torque Converter Cover to Pump Assembly for reference during reassembly.
12. Disassemble Torque Converter Pump Assembly from Cover
13. Remove and discard 30 part number 29537507 Bolts from Cover Assembly.
14. Mark Backing Plate and Cover with reference mark for orientation.
15. Remove Backing Plate, Damper, and Piston.
16. Remove Sealring from Piston and discard.
17. Remove Sealring from Cover and discard.
18. Thoroughly clean the Torque Converter Cover and Backing Plate.
19. Reassemble Torque Converter Cover Assembly with new Sealrings P/N's 29546166 & 29546165. Install Backing Plate in same orientation as original.



NOTE: Upon reassembly of the torque converter cover assembly, torque thirty (30) new part number 29537507 backing plate bolts to final torque of 35 - 40 N·m, target 37.5 N·m (26 - 30 lb ft, target 28 lb ft).

20. Reassemble Torque Converter Pump to Cover using new O-ring P/N 23049377. Align Cover to Pump reference marks to ensure assembly balance (per Service Manual).
21. Thoroughly clean Torque Converter Housing of spilled transmission fluid.
22. Inspect Input Seal lip and Torque Converter Pump Hub for cleanliness. Clean as required.
23. Reinstall torque converter using original Turbine Shaft Shim (per Service Manual).
24. Reinstall Torque Converter plug using new O-ring P/N 29503208 (per Service Manual).
25. Stamp or etch an "X" identification mark into the transmission nameplate in the location shown in [Figure 1](#).
26. Reinstall transmission into vehicle.
27. Start the engine and pre-fill with transmission fluid (same type fluid that was drained) to cold band on dipstick.
28. Run the engine to warm the transmission fluid. After achieving a transmission sump temperature suitable to verify transmission fluid level, set final transmission fluid level.



4345312

Figure 1. Identification Mark

Required Service Parts:

[Table 2](#) provides the required service parts for this Customer Satisfaction Field Action Initiative.

Table 2. Required Service Parts

Part Number	Part Name	Quantity
29503208	O-ring, 34.6 mm ID	1
29537507	Bolt, M8 x 1.25 x 20	30
29546165	Sealring, Lockup Piston, 279.9 mm ID	1
29546166	Sealring, Lockup Piston, 86.9 mm ID	1
23049377	O-ring, 368.3 mm ID	1

Transmission Fluid:

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

Claim Submittal Information:

Approved authorized Allison service outlets must submit work performed per this field action as outlined in [Table 3](#) and [Table 4](#). This Customer Satisfaction Initiative remains active until five years from the in-service date of each vehicle.

Table 3. Claim Information

Claim Type	04
Special Activity Indicator	2015FA06
Primary Failed Part	29537507
Complaint Code	AT02
Failure Code	CC03
Torque Converter Serial Number	*
Field Action Authorization Number	**
* Failed torque converter serial number must be listed in claim narrative. See example below. ** Provided from Extranet, must be listed in claim narrative. See example below	

Table 4. Labor Codes

Labor Operation Code	Labor Hours	Labor Operation
Refer to Section 1 of the Labor Time Guide		R&R Transmission
940000	6.0	R&R Transmission if unspecified in Labor Time Guide
00095300	1.9	Converter Service
00094006	0.5	Steam Clean Transmission (Only if required)

Claim Narrative Example (applicable to Claim Types 01, 02, 04, 09)

Include Torque Converter Serial number in format shown in first line.

Include Field Action Authorization Number in format shown in second line.

Include additional narrative information afterward, as shown in [Figure 2](#).



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Figure 2. Claim Narrative Example

Any additional parts, labor, or travel costs deemed necessary to complete this Investigation must be described in detail in the claim narrative; if not, they will be deducted from the claim.

The Allison Distributor must follow the published Allison Transmission current labor time guide for work performed when adding any additional charges.



NOTE: If a Customer believes they have experienced an unacceptable failure rate within their fleet and requests proactive repair on their entire fleet, collect fleet profile data for the individual fleet (single customer and location) and send to Allison.TAC@allisontransmission.com for consideration. A fleet profile form may be obtained upon request at Allison.TAC@allisontransmission.com.

Contact Information:

Questions concerning this Global Customer Satisfaction initiative please contact:

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