FA

FIELD ACTION LETTER

Allison Transmission

SUBJECT: Special Coverage - 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 potential condition whereby a bolt (P/N 29537507) internal to the torque converter of transmission models B300, B400, T260, T270, T280, T310, T325, T350, T375, and T390 transmission models installed in bus applications and 3000 series™ transmissions installed in Dock Spotter Vocations, may impact the torque converter turbine and backing plate, resulting in internal debris.

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.

The purpose of this field action is to provide a reactive repair (after a failure has occurred) of the covered condition for transit and dock spotter applications. Refer to the following instructions to identify the affected transmissions, obtain authorization to perform the repair, and submit the proper warranty claim.

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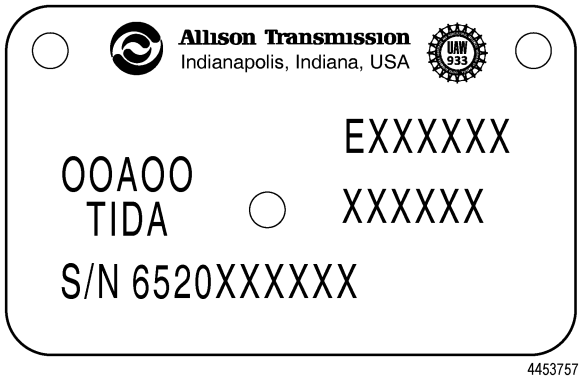
Table 1. Affected Serial Number Range, Models, Vocations and Restrictions

Global Customer Satisfaction Initiative (CSI) Special Coverage 3000 Series Torque Converter Backing Plate Bolts Transit Bus & Dock Spotter Vocations Only. **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.**	 4453757

Product Code	Affected Serial Number (S/N) Range	Affected Transmission Models	Affected Vocations
Starts with S/N 652	6520116424 - 6520210466	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 that have experienced broken backing plate bolts P/N 29537507. 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.

Allison Service Outlets Field Action Responsibility:

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

1. Check in-service date and determine status of original transmission coverage. If CT01 or CT02 coverage has expired determine status of potential 2018FA08 coverage – limited to 5 years from vehicle in-service date.
2. Confirm Vehicle Vocation is Transit or Dock Spotter.
3. Confirm Transmission is within the affected Serial Number range shown in Table 1.
4. Verify the transmission nameplate does not have the “X” Identification Mark indicating Field Action service work has already been completed. Refer to Figure 1.
5. Check AWAARE to verify there is no previous warranty claim for Primary Failed Part Number 29537507.

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6. Verify the vehicle is eligible for 2018FA08 coverage by requesting an authorization number for confirmation to repair.
7. Under 2018FA08, repair as under normal warranty, damage related to failure of part number 29537507 torque converter backing plate bolt. Refer to Table 2 for clarification.
8. **Record Torque Converter serial number for the warranty claim narrative when submitting a claim in Allison Warranty Administration and Analysis Reporting Environment (AWAARE).**
9. Perform all service repair work as directed by SM4013 Service Manual, with exception of torque converter cover reassembly.

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).

10. Fill transmission with the same type of fluid that was drained.
11. Upon completion of repairs, stamp or etch an “X” identification mark into the transmission nameplate in the location shown in Figure 1.

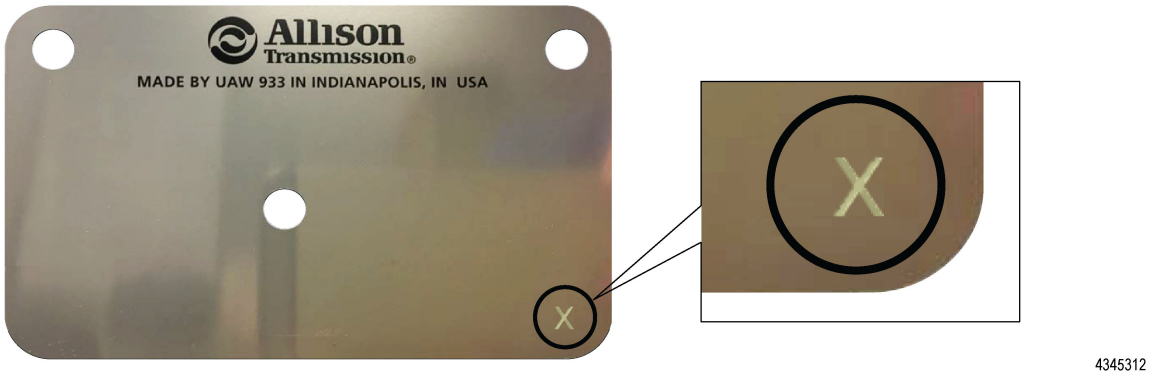

Figure 1. Identification Mark

12. File AWAARE claim per Table 2.

Transmission Fluid:

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

Warranty Information:

Allison Repair Outlets shall submit an AWAARE Claim for each vehicle completed under the Field Action. Claims submitted, regardless of claim type, must be submitted as outlined in Table 2. This Customer Satisfaction Initiative (CSI) remains active until five years from the in-service date of each eligible vehicle.

For each repair covered by this CSI, a Field Action Authorization number must be included with each AWAARE claim.

Failed transmissions with remaining Standard Warranty (CT01), Extended Transmission Coverage (ETC) (CT02) must have AWAARE claims for repair submitted under the applicable existing coverage – not under 2018FA08.

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AWAARE Warranty Claim Submittal Information:

Approved authorized Allison service outlets must submit work performed per this field action as outlined in Table 2.

This Global Customer Satisfaction Field Action initiative remains active until five years from the in-service date of the vehicle. The Claim Type and related details are determined based on the coverage that is available at the time of service.

Table 2. Claim Type and Related Details

Does Unit Have ETC or Standard Coverage Still In Effect?	No	Yes
Claim Type	04	Available Claim Type (01 or 02)
Special Activity Indicator	2018FA08	2018FA08
Primary Failed Part	29537507	29537507
Complaint Code	AT02	AT02
Failure Code	CC03	CC03
Torque Converter Serial Number	*	*
Field Action Authorization Number	**	None

* 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.

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

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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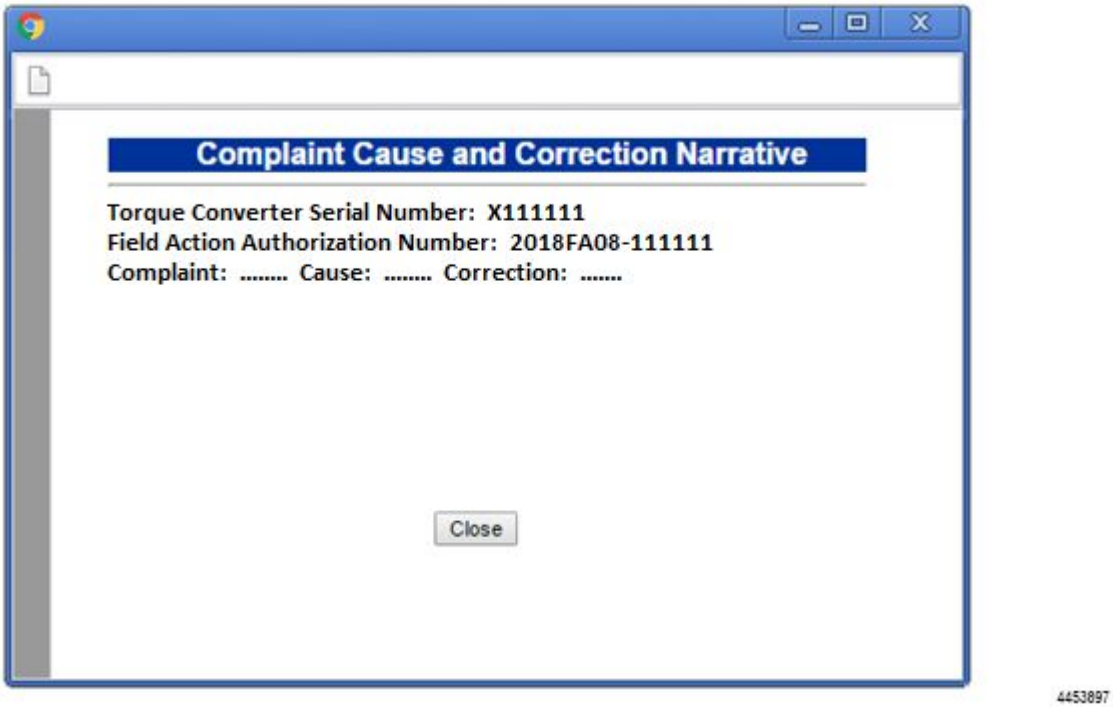

Figure 2. Claim Narrative Example

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.

Contact Information:

Questions concerning this Global Customer Satisfaction initiative please contact:

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