

Revisions to this document are noted by a stripe in the left-hand margin

SIL 34-1K2K-19, Rev. A
January 06, 2020
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SUBJECT: P2789 Clutch Adaptive Learning at Limit

MODELS AFFECTED: 1000/2000 Series™ Transmissions



NOTE: Reimbursement for this repair is limited to transmissions in the original warranty period or Extended Transmission Coverage, if applicable.

Description of Complaint:

In some low mileage vehicles, the **Check Transmission** lamp may illuminate along with setting DTC P2789 Clutch Adaptive Learn at Limit. The C1 clutch may show as "Not OK" in the Trans Health Indicator section of the "Prognostics" tab in the Allison DOC® software, [Figure 1](#) and [Figure 2](#).

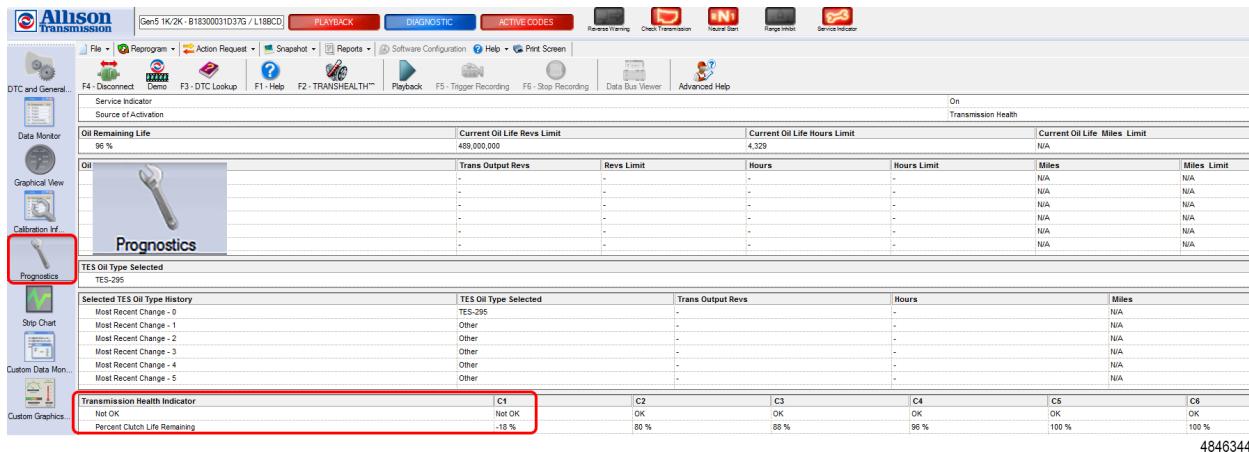


Figure 1. Trans Health Indicator Section

Transmission Health Indicator	C1
Not OK	Not OK
Percent Clutch Life Remaining	-18 %

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Figure 2. Transmission Health Indicator

WBD / SL8626EN

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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.

Service Channel Procedure:

When the **Check Transmission** lamp illuminates due to DTC P2789, perform the diagnostic steps as outlined in the Troubleshooting Manual, TS7138.

If this issue is not resolved after following the diagnostic steps in TS7138, then reprogram the TCM by performing the following steps:

1. Connect to the TCM with the Allison DOC® software to determine the TCM software level, [Figure 3](#). If the software is B191 or newer, an update is not required for resolution. If the software level is prior to B191, proceed to step 2.

TCM Information	Value
Cal ID	B18300031D37G
TCM Assembly Number	NA
Software Level	L18BCD_PC_86811

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Figure 3. TCM Software Level

2. Using the TCM Serial Number (S/N), download the B191 or newer calibration.
3. Select the calibration in the Calibrations to Load into ECU/TCM window at the bottom of Allison TCM Reflash™, select Load refer to [Figure 4](#).

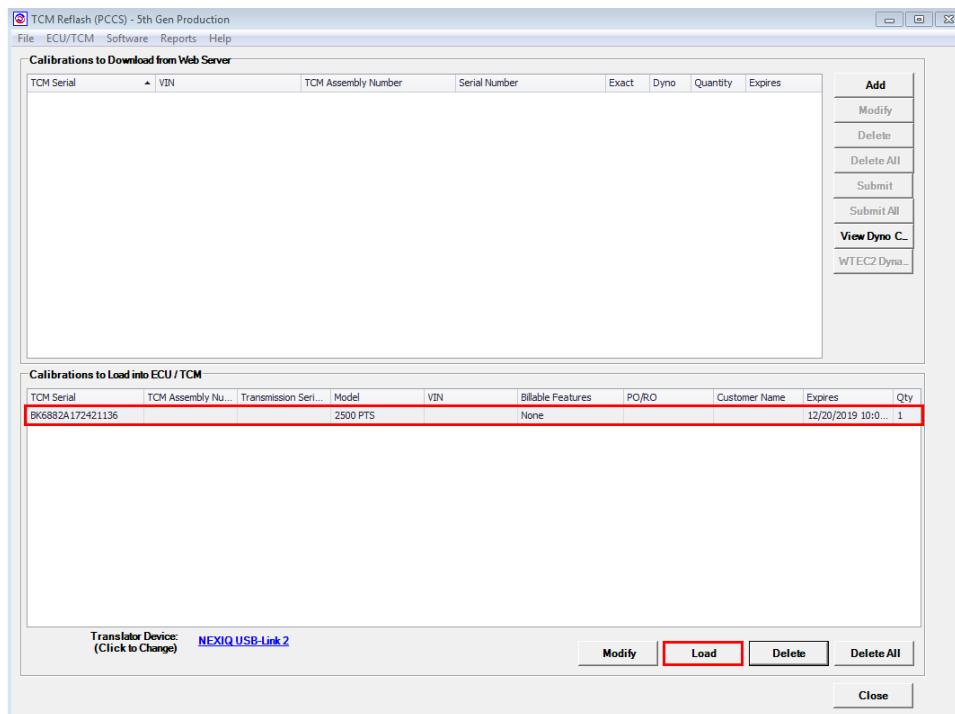
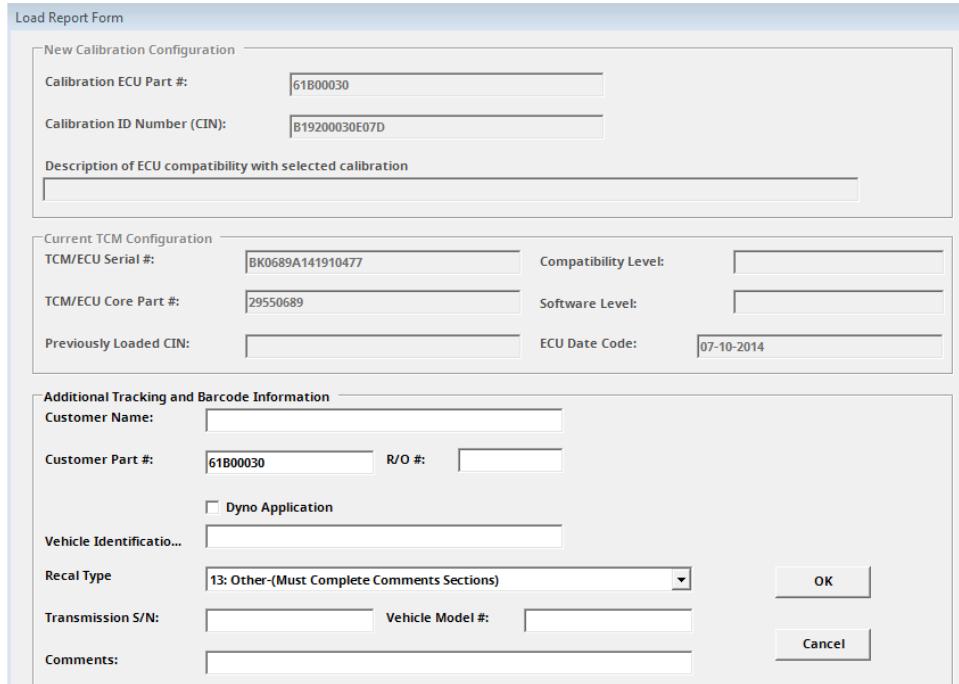


Figure 4. Allison TCM Reflash™ Calibrations to Load into ECU/TCM

4. The Load Report form, [Figure 5](#) will appear



The Load Report Form window is divided into several sections:

- New Calibration Configuration:** Contains fields for "Calibration ECU Part #: 61B00030" and "Calibration ID Number (CIN): B19200030E07D".
- Description of ECU compatibility with selected calibration:** A text input field.
- Current TCM Configuration:** Contains fields for "TCM/ECU Serial #: BK0689A141910477", "Compatibility Level" (empty), "TCM/ECU Core Part #: 29550689", "Software Level" (empty), "Previously Loaded CIN" (empty), and "ECU Date Code: 07-10-2014".
- Additional Tracking and Barcode Information:** Contains fields for "Customer Name" (empty), "Customer Part #: 61B00030", "R/O #: (empty)", and "Dyno Application" (unchecked). It also includes "Vehicle Identification..." (empty), "Recal Type" (dropdown menu set to "13: Other-(Must Complete Comments Sections)"), "Transmission S/N:" (empty), "Vehicle Model #: (empty)", and "Comments" (empty).
- Buttons:** "OK" and "Cancel" buttons.

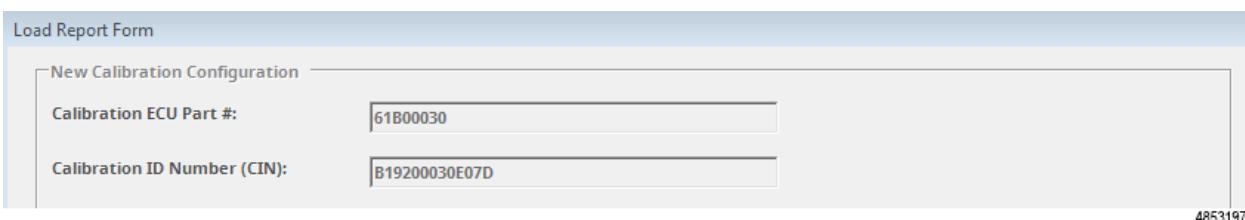
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Figure 5. Allison TCM Reflash™ Load Report Form Window

5. In the top of the New Calibration section, [Figure 6](#) if the Calibration ID begins with B191 or newer, load the calibration into the TCM.



NOTE: If the calibration is earlier than B191, the software level for specific TCM is being held to an older level. In this case, contact calibration_support@allisontransmission.com to request an update to B191 or newer calibration.



The Load Report Form window is shown with the following details in the "New Calibration Configuration" section:

- Calibration ECU Part #: 61B00030
- Calibration ID Number (CIN): B19200030E07D

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Figure 6. Top of the Load Report Form

6. Once the TCM has been successfully reprogrammed, connect with the Allison DOC® software and confirm that B191 or newer was loaded.

If after loading the B191 or newer calibration into the TCM does not resolve the P2789 issue, call the Allison Technical Assistance Center, TAC 1-800-252-5283

Warranty Claim Submittal:

Authorized Allison Service Outlets shall submit an AWAARE claim type 1 for each vehicle completed under this SIL. Any additional work shall be claimed separately, even if performed simultaneously with another transmission repair, e.g., overhaul solenoid replacement, etc.

AWAARE Claim Values	
Claim Type	1
Authorization Number	Attach copy of this SIL to the claim
Special Activity Number	SIL 34-1K2K-19
Primary Failed Part	400
Complaint Code	FS10
Failure Code	BA04

AWAARE Claim Labor Times		
Labor Operation Code	Labor Hours	Labor Operation Description
096501	1.0	TCM Recalibration and Verify
096400	0.5	Test Drive