

NOTE: The information contained in this document is intended for use by trained, professional technicians with the knowledge, tools, and equipment to properly and safely perform diagnoses and repairs. It informs service technicians about conditions that may occur in some vehicles, or provides information that could assist in proper vehicle diagnosis, service, or repair, and does not indicate that a defect is present. DO NOT assume that a symptom or condition, or a described cause of a symptom or condition, affects any particular vehicle or that a described repair applies to any particular vehicle. There can be multiple causes resulting in the same symptoms or conditions, and trained professional service technicians must use their diagnostic skills to make evaluations on a case-by-case basis.

SUBJECT:

AISIN Transmission Repeat Failure Diagnosis Process

MODELS:

FE639, FE640, FE649, FG639, FH210, FE83D, FE84D, and FE85D

DESCRIPTION:

This process must be followed for any AISIN transmission assembly that fails during the 12 month/unlimited mileage Parts Warranty. This will help the dealer; MFTA and AWTEC ensure that all installation procedures were followed and that the recently installed transmission is properly diagnosed before another transmission assembly is installed.

If an AISIN transmission has a perceived failure after installation, the dealer technician must do the following:

1. Open a Technical Assistance Request (TAR) with the Technical Support Center (TSC) to begin diagnostic support.
2. Attach all documentation, including DTCs, AISIN Transmission Diagnostic Information Form (ATDI0101) and photos/videos as needed.
3. The TSC and AWTEC will review the documentation and if additional diagnostic support is needed, MFTA will dispatch a Product Support Manager to assist with the repair onsite.
4. After thorough diagnosis, and agreement between the dealer, MFTA and AWTEC that the transmission has an internal defect, the TSC will authorize installation of another AISIN transmission assembly.

Please initial and route to the following personnel before filing.

Service Mgr.		Warranty Mgr.		Service Technicians - Initial in boxes below.								
Shop Foreman		Parts Mgr.										

This Service Information Bulletin is supplied for information purposes only and is not an authorization for any repairs.

