FA
FIELD ACTION LETTER

Allison Transmission

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

2020FA01, Rev. A
May 28, 2020
Product Code(s): 65, 66

SUBJECT: Special Coverage for TIDB Main Regulator Valve P/N 29563501 – Reactive

MODELS AFFECTED: 3000, 4000 Series, B200™, B300™, B3400 xFE™, B400™, B500™, T200™, T300™, T400™, T500™ Models

VOCATIONS AFFECTED: All Vocations

Introduction:

Allison Transmission, Inc. has identified a potential concern with the TIDB Main Regulator Valve P/N 29563501. The concern is related to a manufacturing burr on the valve OD (refer to Figure 1 and Figure 2 in this document or SIL 01-WT-20 for additional detail). As a Global Customer Satisfaction initiative, Allison Transmission, Inc. will support the reactive repair of units with symptoms attributable to the subject part in the serial number ranges identified in Table 1 for five years from the in-service date of the vehicle. This Field Action does not cover transmission service work unrelated to the symptoms described within.

NOTE: The purpose of this Field Action is to provide a reactive repair (after a failure has occurred) of the covered condition. Refer to the following instructions to identify affected transmissions, obtain authorization to perform the repair, and submit the proper warranty claim.

The following symptoms may be present with a defective P/N 29563501 TIDB Main Regulator Valve:

- Harsh upshifts when C2 clutch is oncoming (6 speed: 3-4 upshift, 7 speed: 3-4 or 4-5 upshift)
- Premature P088A Transmission Filter Maintenance Alert, and/or P088B Transmission Filter Maintenance Required DTCs
- Premature P2789 Transmission Clutch Life Expired (Clutch Adaptive Learning at Limit) DTC
- Premature TRANSHEALTH Transmission Health Monitor failure

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Table 1. Affected Serial Number Range, Models and Vocations

Global Customer Satisfaction Initiative TIDB Main Regulator Valve			
Product Code	**Affected Serial Number (S/N) Range**	**Affected Transmission Models**	**Affected Vocations**
Starts with S/N 651	6511680892 6511697317	3000 Series™, B200™, B300™, B400™, T200™, T300™	All
Starts with S/N 651	6511687929 6511696694	3700	All
Starts with S/N 652	6520222682 6520223344	3000 Series™, B300™, T200™, T300™	All
Starts with S/N 661	6610578391 6610586710	4000 Series™, B500™, T400™	All
Starts with S/N 661	6610578499 6610586395	4700/4800	All
Starts with S/N 662	6620036701 6620036833	4000 Series™, B500™, T500™	All
Starts with S/N 662	6620036703 6620036815	4700/4800	All

NOTE: There are a number of transmissions within the affected serial number ranges that were contained and certified at the factory for the subject condition. Those serial numbers are ineligible for this Field Action. The Field Action Authorization Tool will not return an authorization number for those units.

NOTE: All 6-speed serial number ranges eligible for this Field Action span implementation of the current P/N 29562588 Filter Life Indicator (FLI) Spring. The parts lists in this Field Action letter show replacement of the FLI Spring “As-Required”. If former P/N 29546549 (blue color) is present, replace with current P/N 29562588 (red color) as-required. Refer to Table 2 or SIL 32-WT-19 for implementation serial numbers.

NOTE: Prior to performing work, please read SIL 01-WT-20 related to inspection of the Main Regulator Valve for the subject manufacturing burr condition.

Table 2. P/N 29562588 Filter Life Indicator (FLI) Spring Implementation

Product Code	P/N 29562588 Implementation Serial Number
Starts with S/N 651	6511686527
Starts with S/N 652	6520222919
Starts with S/N 661	6610581945
Starts with S/N 662	6620036741

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/fieldactions*. Enter the transmission serial number, vehicle

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vocation code, and request an authorization. If you receive an authorization number, then this is 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, contact the Allison Technical Assistance Center (TAC) at 1-800-252-5283 or 317-242-0700 or E-mail: Allison.TAC@allisontransmission.com.

Allison Service Outlet Field Action Responsibility:

When a Customer has a vehicle in the affected S/N range that displays the symptoms previously listed, the service outlet shall take the following steps to support the customer:

1. Confirm the transmission is within the affected S/N range per Table 1.
2. Verify the transmission nameplate does not have the “X” Identification Mark indicating Field Action service work has already been performed (refer to Figure 3).
3. Request a 2020FA01 authorization number for the transmission serial number to be repaired.
4. Verify the required service parts shown in Table 3, Table 4, Table 5, or Table 6 are in inventory to support the required service work.
   - Use Table 3 to support a Product Code 65 3000 Series™ 6-speed unit
   - Use Table 4 to support a Product Code 65 3000 Series™ 7-speed unit
   - Use Table 5 to support a Product Code 66 4000 Series™ 6-speed unit
   - Use Table 6 to support a Product Code 66 4000 Series™ 7-speed unit
5. Replace parts listed in Table 3, Table 4, Table 5, or Table 6 per the Service Manual SM4013 or SM4014 Control Module Overhaul procedures.

NOTE: Prior to re-using the PS1 Switch Assembly or PS2 Switch Assembly, closely inspect the O-ring of each switch for damage. If either O-ring is questionable, replace the part.

NOTE: Closely inspect the Main Regulator Valve P/N 29563501 for the presence of a manufacturing burr shown in Figure 1 and Figure 2 below. See SIL 01-WT-20 for additional clarification.

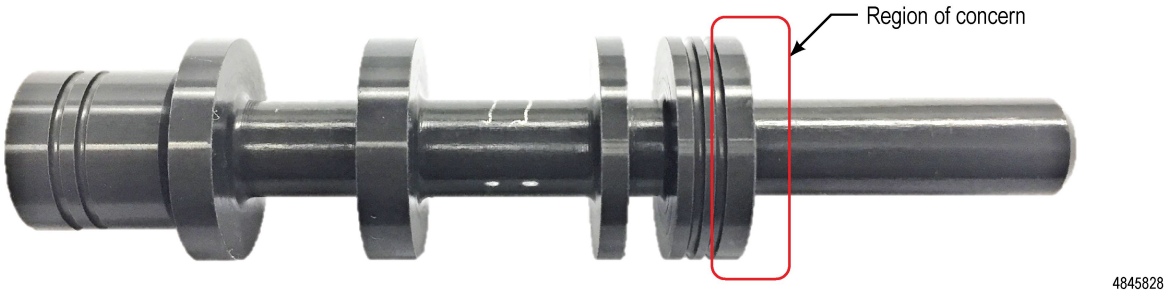

Figure 1.

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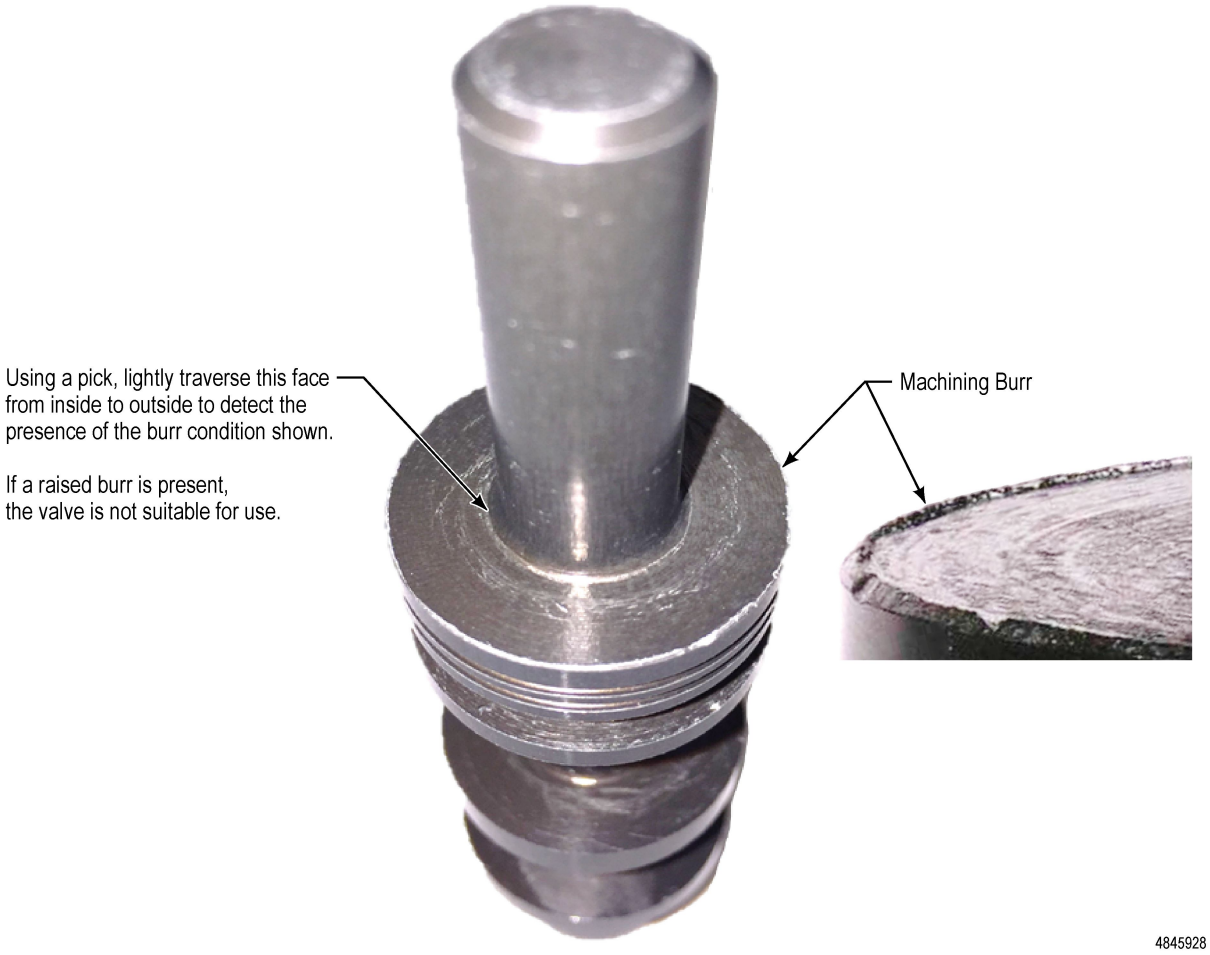

Figure 2.

6. Use the Allison DOC® Action Request command Clear All Shift Adaptive Data to force Fast Adapted shifts.

NOTE: The Clear All Shift Adaptive Data Action Request forces the TCM to use the Fast Adaptive algorithm to adapt shifts.

7. Fill transmission with the same type of fluid that was drained. Reset Fluid Life Monitor as-required.
8. Stamp or etch an “X” identification mark into the transmission nameplate in the location shown in Figure 3.

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Figure 3. Identification Mark

9. File AWAARE claim per Table 7, Table 8, Table 9, or Table 10.

Required Service Parts:

The following tables provide the required service parts for this Global Customer Satisfaction Field Action 2020FA01 initiative.

Table 3. Product Code 65 – 3000 Series™, B200™, B300™, B400™, T200™, T300™ Models

Mandatory/As-Required	Part Number	Part Name	Quantity
Mandatory	23019664	Drain Plug O-ring	1
Mandatory	23046376	Seal, Face	3
Mandatory	29503283	Gasket, Case	1
Mandatory	29503382	O-ring, 14.0 mm ID	1
Mandatory	29503384	O-ring, 18.8 mm ID	1
Mandatory	29507437	Filter Cover O-ring	2
Mandatory	29512863	O-ring, Standoff, 47.2 mm ID	1
Mandatory	29524449	Filter Cover Gasket	2
Mandatory	29535518	O-ring, 13.0 mm ID	6
Mandatory	29537066	Gasket, Suction Filter	1
Mandatory	29542976	O-ring, 10.5 mm ID	6
Mandatory	29542991	Seal, Face	1
Mandatory	29548953	Filter Cover O-ring	2
As-Required	29549658	Switch Assembly, Pressure (PS2)	1
As-Required	29552364	Switch Assembly, Pressure (PS1)	1
Mandatory	29557154	Body, Main Control Valve	1
Mandatory	29557345	Gasket, Channel Plate	1
As-Required	29562588	FLI Spring	1
Mandatory	29563501	Valve, Main Regulator	1

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Table 4. Product Code 65 – 3700 Model

Mandatory/As-Required	Part Number	Part Name	Quantity
Mandatory	23019664	Drain Plug O-ring	1
Mandatory	23046376	Seal, Face	3
Mandatory	29503283	Gasket, Case	1
Mandatory	29503382	O-ring, 14.0 mm ID	1
Mandatory	29503384	O-ring, 18.8 mm ID	1
Mandatory	29507437	Filter Cover O-ring	2
Mandatory	29512863	O-ring, Standoff, 47.2 mm ID	1
Mandatory	29524449	Filter Cover Gasket	2
Mandatory	29535518	O-ring, 13.0 mm ID	6
Mandatory	29537066	Gasket, Suction Filter	1
Mandatory	29542976	O-ring, 10.5 mm ID	6
Mandatory	29542991	Seal, Face	1
Mandatory	29548953	Filter Cover O-ring	2
As-Required	29552364	Switch Assembly, Pressure (PS1)	1
Mandatory	29557155	Body, Main Control Valve	1
Mandatory	29557346	Gasket, Channel Plate	1
Mandatory	29563501	Valve, Main Regulator	1

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Table 5. Product Code 66 – 4000 Series™, B500™, T400™, T500™ Models

Mandatory/As-Required	Part Number	Part Name	Quantity
Mandatory	23019664	Drain Plug O-ring	1
Mandatory	23046376	Seal, Face	3
Mandatory	29501099	Gasket, Case	1
Mandatory	29503382	O-ring, 14.0 mm ID	1
Mandatory	29503384	O-ring, 18.8 mm ID	1
Mandatory	29507437	Filter Cover O-ring	2
Mandatory	29512863	O-ring, Standoff, 47.2 mm ID	1
Mandatory	29524449	Filter Cover Gasket	2
Mandatory	29535518	O-ring, 13.0 mm ID	6
Mandatory	29537066	Gasket, Suction Filter	1
Mandatory	29542976	O-ring, 10.5 mm ID	6
Mandatory	29542991	Seal, Face	1
Mandatory	29548953	Filter Cover O-ring	2
As-Required	29549658	Switch Assembly, Pressure (PS2)	1
As-Required	29552364	Switch Assembly, Pressure (PS1)	1
Mandatory	29557154	Body, Main Control Valve	1
Mandatory	29557347	Gasket, Channel Plate	1
As-Required	29562588	FLI Spring	1
Mandatory	29563501	Valve, Main Regulator	1

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Table 6. Product Code 66 – 4700, 4800 Models

Mandatory/As-Required	Part Number	Part Name	Quantity
Mandatory	23019664	Drain Plug O-ring	1
Mandatory	23046376	Seal, Face	3
Mandatory	29501099	Gasket, Case	1
Mandatory	29503382	O-ring, 14.0 mm ID	1
Mandatory	29503384	O-ring, 18.8 mm ID	1
Mandatory	29507437	Filter Cover O-ring	2
Mandatory	29512863	O-ring, Standoff, 47.2 mm ID	1
Mandatory	29524449	Filter Cover Gasket	2
Mandatory	29535518	O-ring, 13.0 mm ID	6
Mandatory	29537066	Gasket, Suction Filter	1
Mandatory	29542976	O-ring, 10.5 mm ID	6
Mandatory	29542991	Seal, Face	1
Mandatory	29548953	Filter Cover O-ring	2
As-Required	29552364	Switch Assembly, Pressure (PS1)	1
Mandatory	29557155	Body, Main Control Valve	1
Mandatory	29557348	Gasket, Channel Plate	1
Mandatory	29563501	Valve, Main Regulator	1

Warranty Information:

Allison service outlets shall submit an AWAARE claim for each transmission serial number completed under the Field Action.

In each Field Action AWAARE claim, any parts, labor, or travel cost beyond the scope of the Field Action letter but necessitated by the Field Action must be explained and justified in the claim Narrative–otherwise they will be deducted from the claim.

Example: Damage to the internal wiring harness u-channel, resulting from removal to perform the Field Action. Replacement of the internal wiring harness is beyond Field Action scope, but is justified because the damage occurred only as a result of performing the Field Action. Replacement of the internal wiring harness must be explained and justified in the AWAARE Claim Narrative.

Work unrelated to the scope of the Field Action must have a separate dedicated AWAARE claim submitted.

Example: The scope of the Field Action is limited to the group 16 control valve assembly. As part of the service work, a leaking output seal is discovered and warrantable. The output seal repair should be filed as a separate AWAARE claim.

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

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NOTE: If a Customer requests reimbursement for a "Customer paid Main Regulator Valve replacement" on a transmission listed in Table 1 of this Field Action, the authorized Allison service outlet that performed the repair may request reimbursement for these repairs via AWAARE. The service outlet shall follow all applicable procedures outlined in the above Field Action Letter and attach the original customer paid invoice to the AWAARE claim. Total reimbursement to the service outlet will not exceed the standard labor and parts identified in Field Action 2020FA01. A Claim Type 4 reimbursement from Allison shall be credited back to the customer from the authorized Allison service outlet. Customer reimbursement credit documents must be retained for Allison audit.

NOTE: If a Customer believes they have experienced an unacceptable failure rate within their fleet and requests proactive replacement of the transmission main valve body, see Field Action Letter **2020FA02 – Special Coverage for TIDB Main Regulator Valve P/N 29563501 – Proactive.**

Claim Submittal Information:

Approved authorized Allison service outlets must submit work performed per this Field Action as outlined in Table 7, Table 8, Table 9, or Table 10. 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 7. Claim Information

Does Unit Have ETC, Standard or Edge Coverage Still in Effect?	No	Yes
Claim Type	04	Available Claim Type (01, 02, 09)
Special Activity Indicator	2020FA01	2020FA01
Primary Failed Part	29563501	29563501
Complaint Code	Applicable Customer Complaint	Applicable Customer Complaint
Failure Code	AD15	AD15
Field Action Authorization Number	*	*

* Provided from Extranet, must be listed in claim narrative.

Table 8. Labor Codes/Hours

Product Code 65 – 3000 Series™, B, T Models		
Labor Operation Code	**Labor Hours**	**Labor Operation Description**
00094006	0.2	Steam Clean (Control Module Area ONLY)
00094700	1.0	R&R Control Module
00096100	2.0	Overhaul Control Module
00096900	0.5	Clear All Shift Adaptive Data

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Table 9. Labor Codes/Hours

Product Code 65 – 3700 Model		
Labor Operation Code	**Labor Hours**	**Labor Operation Description**
00094006	0.2	Steam Clean (Control Module Area ONLY)
00094700	2.0	R&R Control Module
00096100	2.0	Overhaul Control Module
00096900	0.5	Clear All Shift Adaptive Data

Table 10. Labor Codes/Hours

Product Code 66 – 4000 Series™, B, T 4700, 4800 Models		
Labor Operation Code	**Labor Hours**	**Labor Operation Description**
00094006	0.2	Steam Clean (Control Module Area ONLY)
00094700	1.2	R&R Control Module
00096100	2.0	Overhaul Control Module
00096900	0.5	Clear All Shift Adaptive Data

Claim Narrative Example:

1. As shown in Figure 4, include the 2020FA01 authorization number in the first line of the AWAARE Claim Narrative.

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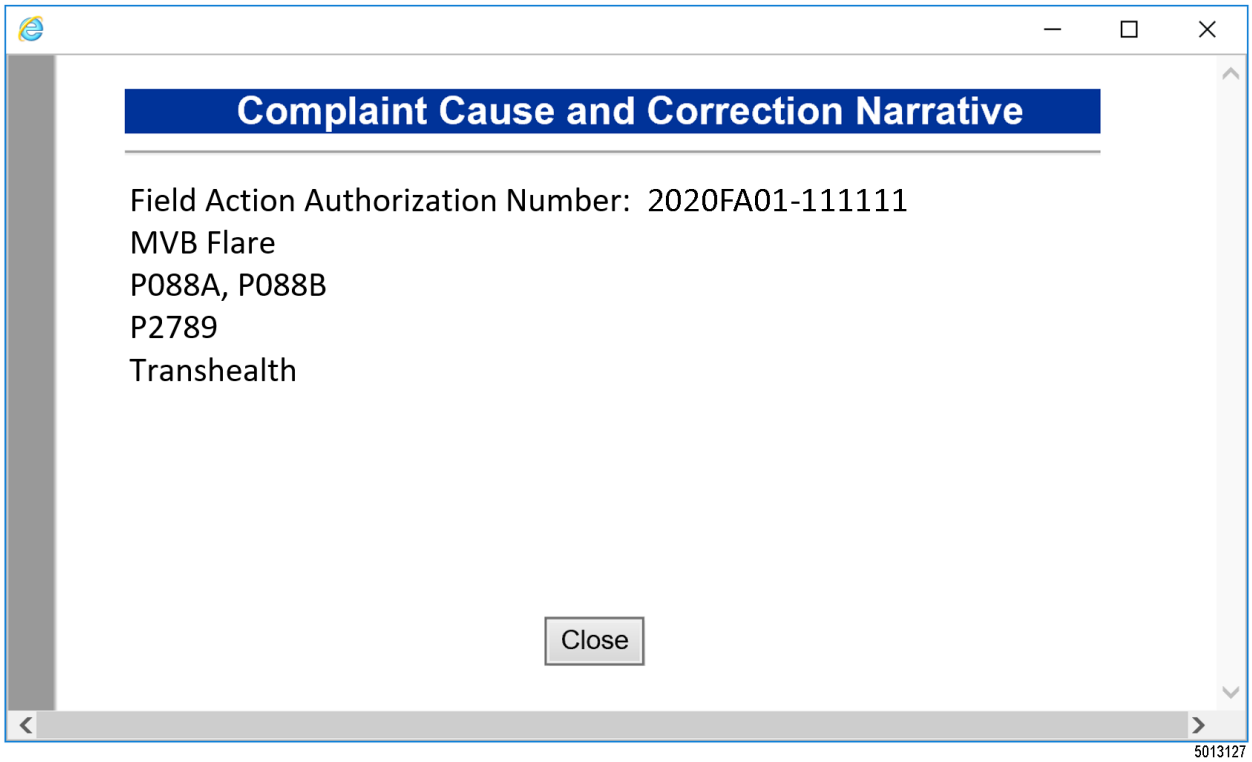

Figure 4. Claim Narrative Example

- For a harsh upshift when C2 clutch is oncoming, include “MVB Flare” in the next line of the Claim Narrative
- For a P088A and/or P088B DTCs, include the applicable DTCs in the next line of the Claim Narrative separated by a comma and single space as required
- For a P2789 DTC, include “P2789” in the next line of the Claim Narrative
- For a TRANSHEALTH Red failure, include “Transhealth” in the next line of the Claim Narrative

2. Omit lines of any symptoms that do not apply to the unit being repaired.

Replaced Parts:

Tag replaced parts with transmission serial number and hold until the AWAARE claim is approved. Scrap held parts after AWAARE claim approval.

This is a Global Customer Satisfaction Field Action. The intent is that the customer will bring their vehicle to an authorized Allison service outlet for the applicable repairs. If the authorized Allison service outlet determines the overall cost to Allison would be less if the repairs were performed at the customer location, a travel expense will be allowed. However, this justification must be clearly explained on the claim.

Allison service outlets shall submit an AWAARE claim for each transmission serial number completed under the Field Action.

In each Field Action AWAARE claim, any parts, labor, or travel cost beyond the scope of the Field Action letter but necessitated by the Field Action must be explained and justified in the claim Narrative–otherwise they will be deducted from the claim.

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

Contact Information:

For questions concerning this Global Customer Satisfaction initiative, please contact:

Allison Transmission, Inc.
Attn: 3000/4000 Service Group
P.O. Box 894
Indianapolis, IN 46206-0894
1-800-252-5283
FAX: 317–242–2712
Allison.TAC@allisontransmission.com

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