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SUBJECT: Transmission Torque Converter Housings Leaks - Torque Converter Attachment Lug Leaks

MODELS AFFECTED: All 1000 Series™ and 2000 Series™

Introduction:

In an effort to investigate potential adaptation/system integration issues, Allison may request the return of specific components when the presence of a torque converter attachment lug weld leak is confirmed. This activity will be effective immediately through December 31, 2021 for North American service outlet locations only.

In the scenario of an attachment lug weld leak, the area adjacent to the attachment lug weld on the torque converter may be cracked, causing a fluid leak. This will eventually manifest itself in transmission fluid leaking from the torque converter housing.

The following tech tips were introduced to address findings from torque converter leaks and may assist you in confirming whether an attachment lug leak is present.

- Tech Tip: TT8470EN – Torque Converter Leaks
- Tech Tip: TT5794EN – Torque Converter Attachment Lug Weld Leaks in Allison 1000 and 2000 Series Transmissions

Allison Service Engineering has requested that a Technical Assistance Center (TAC) case be created when the presence of an attachment lug leak is identified. If an Allison Service Engineer determines that the cause of the failure meets the criteria, then a Return Material Authorization (RMA) for the failed components may be issued. Components that may be requested for return include, but are not limited to, the torque converter, torque converter bolts, flexplate and/or flexplate/ring gear assembly, flexplate adapter and/or attachment ring assembly, and other engine adaption hardware.

This request applies to both transmissions inside and outside the warranty period. For repairs completed within the warranty period, the *Requested Action* section below must be followed as outlined. Failure to comply may result in warranty claim denial. In the event a confirmed torque converter attachment lug leak is present in an out-of-warranty transmission, Allison will reimburse the cost of any additionally requested replacement hardware and associated shipping costs.

Requested Action:

1. Determine the transmission fluid leak originated from the torque converter housing.
2. Remove the transmission and inspect for the source of fluid leak.

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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.

3. Pressure test the torque converter using the torque converter leak test outlined in Service Manual SM5818EN.
4. Verify the torque converter is leaking fluid from the attachment lug weld area.
 - If no leak is present in this vicinity, then continue with troubleshooting the source of leak.
5. Inspect adaption hardware for loose bolts, fretting, cross-threaded bolts, etc.
6. If a torque converter attachment lug leak has been confirmed, contact the Allison Technical Assistance Center by calling 1-800-252-5238 or email Allison.TAC@allisontransmission.com to open a TAC case. TAC will provide the repairing outlet with a TAC Case Number. Service Engineering will follow-up via phone or email regarding torque converter/component replacement strategy.
7. Allison Service Engineering will determine which, if any, components are to be returned and an RMA will be issued
8. After the repair is complete, your TAC case number will be used as the authorization number for the torque converter replacement. This TAC case number and a detailed claim narrative will be required on all claims in which a torque converter attachment lug weld leak has been replaced and returned per Allison Service Engineering directive.