



January 11, 2022
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TO: Bell Equipment

Reactive Coverage for Bell 4000 Series™ Torque Converter Lockup Piston

MODELS AFFECTED: 4700/4800 Off Road Series™ (ORS)

VOCATIONS AFFECTED: Articulated Dump Truck

SERIAL NUMBERS AFFECTED: 6620026363 – 6620039426

Allison Transmission, Inc. is authorizing special coverage to be provided to Bell Equipment for concerns related to the torque converter lockup piston.

Details on how to file claims, applicable labor codes and rates, approved replacement parts, and affected transmission serial numbers are outlined in the attached tables. If there are questions concerning this correspondence, please contact:

Allison Transmission, Inc.
Attn: 4000 Series™ Service Group
P.O. Box 894, Mail Code M5B
Indianapolis, IN 46222
TOLL FREE: 1-800-252-5283 (Allison TAC)
[Allison TAC e-mail: Allison.TAC@allisontransmission.com](mailto:Allison.TAC@allisontransmission.com)

Attachment

DH

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Introduction:

Allison Transmission, Inc. has observed a failure mode that affects the torque converter lockup piston in a small population of 4700/4800 ORS transmissions installed in Bell articulated dump trucks. As a Global Customer Satisfaction Initiative, Allison Transmission, Inc. will support the reactive repair of units that exhibit the failure mode of the subject part in the serial number range identified in this letter. This Field Action does not cover transmission service work unrelated to the failure mode described within.



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

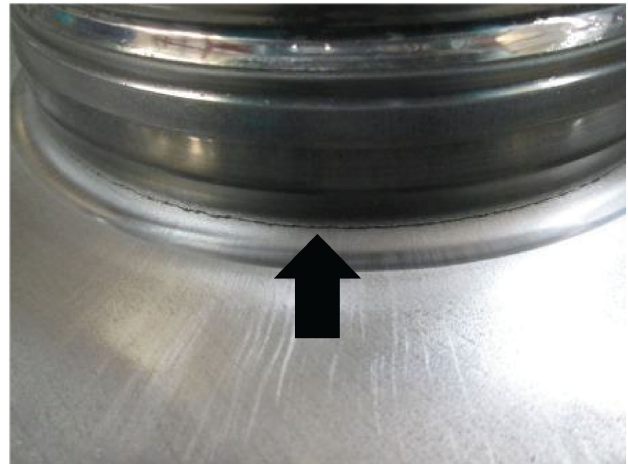
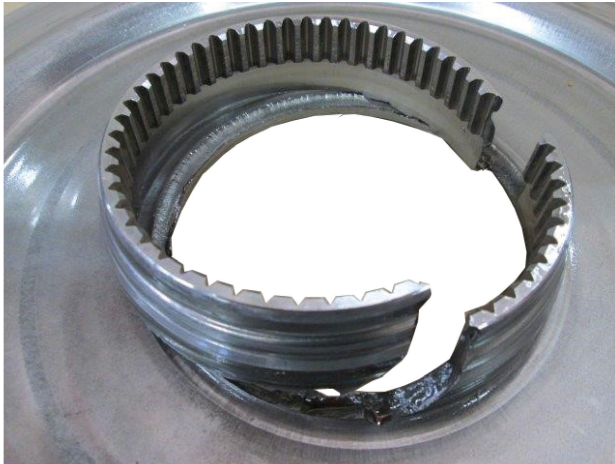
Table 1. Affected Serial Number Ranges, Models, and Vocations

Focused Field Action 2021FA08			
Product Code	Affected Serial Number (S/N) Range	Affected Transmission Model	Affected Vocations
066	6620026363 – 6620039426	4700/4800 Off Road Series™ (ORS)	Articulated Dump Truck

Description of Covered Conditions:

This Field Action only covers the below condition that can affect the torque converter lockup piston. Cracking of the lockup piston along the radius below the spline, seen in [Figure 0](#), will cause low lockup pressure and can cause the following symptoms:

- Lockup not obtained due to low lockup pressure
- DTC P0741 Torque Converter Clutch (TCC) System Stuck Off



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Description of Coverage:

Coverage for affected serial numbers is determined by total machine hours and is separated into two phases.

Phase 1: 0 – 8000 Machine Hours

- Allison Transmission, Inc. covers the cost of transmission repair (parts and labor), transmission R&R costs, and dyno testing.

- Maximum allowable R&R time is 21 hours. It is acceptable for Allison Authorized Distributors and Dealers to sublet transmission R&R to Bell dealers with greater R&R capabilities, subject to the requirements in this letter.



NOTE: When R&R is sublet to a Bell dealer by an Allison Authorized Distributor or Dealer, the Bell dealer should invoice no more than 21 hours R&R time and any supporting Bell parts required to complete the R&R should be invoiced at a maximum of Dealer Net Cost +20% markup. It is the responsibility of the Allison Authorized Service Network to ensure these conditions are met when subletting to a Bell dealer. Any charges that exceed this requirement will be deducted from the claim.

Phase 2: 8001 – 12000 Machine Hours

- Allison Transmission, Inc. covers ONLY the cost of the torque converter lockup piston and damper.
- Customer, Bell dealer, or OEM is responsible for transmission repair labor, R&R costs, and any parts other than the torque converter lockup piston and damper that are replaced during the repair.



NOTE: Hours are not reset when a repair occurs. Coverage is based on TOTAL machine hours.

Warranty Information:

When performing a repair for a condition that is covered by this Field Action, all parts should be qualified for reuse according to the requirements of Section 7-1: Wear Limits of the Allison Transmission 4000 Series™ Service Manual (SM4014EN). Only components that do not meet the specification for reuse as defined in the 4000 Series™ Service Manual or that have been damaged by the failure should be replaced. Any parts replacement or overhaul activity that is outside of the scope of this Field Action will be the responsibility of the customer, Bell dealer, or OEM.

Warrantable repair work unrelated to the scope of the Field Action must have a separate dedicated 4WARD™ claim submitted. For example, the scope of the Field Action is limited to the torque converter lockup piston and any secondary damage caused by a covered condition. As part of the service work, a leaking output seal is discovered and is warrantable. The output seal repair should be filed as a separate 4WARD™ claim.

Claim Submittal Information:

Allison Authorized Distributors and Dealers must submit work performed under this Field Action using the 4WARD™ parameters outlined below. Allison Authorized Distributors and Dealers must follow the current published Allison Transmission labor time guide for work performed under this Field Action when submitting a claim.

Table 2. Claim Information

4WARD/AWAARE CLAIM TYPE	04
SPECIAL ACTIVITY INDICATOR	2020FA08
PRIMARY FAILED PART	29542017
COMPLAINT CODE	AT02 – Customer Satisfaction
FAILURE CODE	CC01 – Campaign

Contact Information:

For questions regarding this Global Customer Satisfaction Initiative, please contact:

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