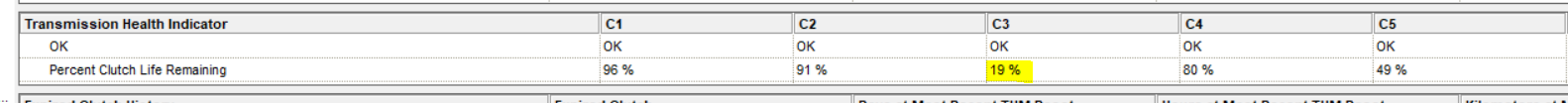
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | | | | | | | | | | | | | | | Service Report | | | | | | | | | |
| Repair Order (RO) Nr. | | | | | GIS-8 | | | | |
| Date of failure | | | | | 08.11.2023 | | | | |
| Repair Order Open Date | | | | | 08.11.2023 | | | | |
| **From: <<Global Industrial Solutions>> LLC, 100097 Tashkent, Uzbekistan, Tel: +998712319238** | | | | | | | | | | | | | | | | | | | | | | | | |
| **Report to: Rolf Oerter, Customer Support, Training**  Tel: +49 6131-5807-737, cell: +49 1761-5807-737 email: [roerter@dgs-mainz.com](mailto:roerter@dgs-mainz.com) | | | | | | | | | | | | | | | | | | | | | | | | |
|  | **Customer, Orderer:** | | | | | | | | | | **Enduser, Owner of vehicle:** | | | | | | **Location of repair:** | | | | | | | |
| **Name:** | Yutong Uzbekistan | | | | | | | | | | Transport Service of Tsshkent City, TashshaharTrans | | | | | | Global Industrial Solutions | | | | | | | |
| **Street:** |  | | | | | | | | | |  | | | | | |  | | | | | | | |
| **Town:** |  | | | | | | | | | |  | | | | | | Tashkent, Uzbekistan | | | | | | | |
| **ZIP Code** |  | | | | | | | | | |  | | | | | | 100097 | | | | | | | |
| **Province:** |  | | | | | | | | | |  | | | | | |  | | | | | | | |
| **Contact:** |  | | | | | | | | | |  | | | | | | Tokhir Abbasov | | | | | | | |
| **Tel.:** |  | | | | | | | | | |  | | | | | | +998712319238 | | | | | | | |
| **Fax:** |  | | | | | | | | | |  | | | | | |  | | | | | | | |
| **email:** |  | | | | | | | | | |  | | | | | | [takhir@global-industrial.uz](mailto:takhir@global-industrial.uz) | | | | | | | |
| **Customer Purchase order #:** | |  | | | | | | | |  | | | | | | | **Customer PO Date:** | | | |  | | | |
| **Repairing Outlet (Allison Dealer)** | | | | | | | | | | |  | | | | | |  | | | |  | | | |
| **Transm. Model:** | | T375\_R | | | | | | | | | **PN:** | | E027061 | | | | **SN:** | | | | 6511851473 | | | |
| **Replacement Transmission:** | |  | | | | | | | | | **PN:** | |  | | | | **SN:** | | | |  | | | |
| **TCM** | | Gen5 | | | | | | | | | **PN 2:** | | 63CR0YQ8 | | | | **SN 2:** | | | | BK6884A330190279 | | | |
| **Replacement TCM, ECU, or Shift Sel.** | |  | | | | | | | | | **Replacement PN 2:** | | 29556884 / 63CR0YQ8 | | | | **Replacement SN 2:** | | | | BK6884A331140128 | | | |
| **Non-Allison Part** | |  | | | | | | | | | **PN 3:** | |  | | | | **SN 3:** | | | |  | | | |
| **Application:** | |  | | | | | | | | | **OEM:** | |  | | | | **Model:** | | | |  | | | |
| **Application Code:** | |  | | | | | | | | |  | | | | | | | | | | | | | |
| **vehicle ID #(VIN):** | | LZYTMGEF5P1003153 | | | | | | | | | **Registr.plate:** | | 873LKA | | | | **Engine:** | | Yuchai | | | | | |
| **In Service Date:** | | **01.06.2023** | | | | | | | | | **Veh. hours:** | |  | | | | **Veh.km:** | | 53558 | | | | | |
| **Pre Delivery** | | **YES** | | |  | **NO** | | **X** | | | **Claim Type:** | | **1** | | | | **Field Action # or Activity Indicator** | | | | |  | | |
| **Date in Service after last repair, or Date in Service of exchange unit if failed unit was repaired once before, or if failed unit is already a replacement (SWING) Transmission** : | | | | | | | | | | | | | | | | |  | | | | | | | |
| **Travel Time:** | | | |  | | | | | **Travel km if company car used:** | | | | |  | | | **PFPN:** | | | | | | **29556884** | |
| **Labor Last Applied date:** | | | | **08.11.2023** | | | | | **Technician’s Name:** | | | | | R.Oerter, DGS Customer Support Mgr. | | | | | | | | |  | |
| **AWAARE Complaint Code:** | | |  | | | | **AWAARE Failure Code** | | | | |  | | | |  | |  | | | | | |  |
| **Diagnostic Codes:** | | | P2789 active | | | |  | | | | |  | | | |  | |  | | | | | |  |

**Complaint:** Prognostics indicator permanently illuminated, Check Transmission Light ON, DTC P2789 avtive

**Cause:**  P2789 « Transmission Clutch Life Expired (Clutch Adaptive Learning at End) ». TCM SN BK6884A330190279 failed.

**Correction:** Troubleshooting with Allison DOC Diagnostic system. No other codes in TCM memory. Only P2789 active. C3 clutch life shown at 19% only. Other clutches at much higher life.



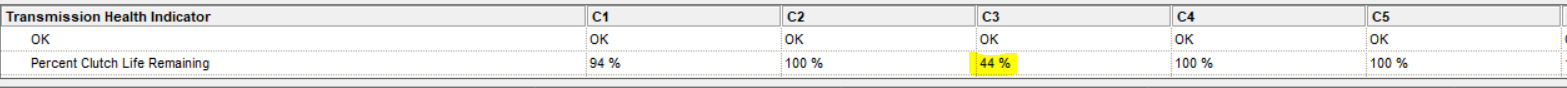
Performed Clutch Test. All clutches ok during STALL Test. STALL speed 1780-1800 rpm, ok. (snapshot recorded).

Installed a test TCM BK6884A331140128 as per TS-Manual-advise. OK. No code appeared with Test TCM. (snapshot).

Reinstalled original TCM. DTC P2789 reoccurred active and could not been cleared. (snapshot)

Reflashed the original TCM (downloaded calibration via TCM Reflash per TCM SN).

Performed Test drive. After 30 minutes test drive, the C3 clutch life again was down from 100% to 40%. All other clutches stood at 100% or very close.



Finally replaced original TCM by new replacement TCM SN **BK6884A331140128**

After 30 minutes test drive, C3 clutch life stood at 100%. Replacement of TCM resolved the issue. (snapshot).

**Comment:** R&R TCM was necessary in order to access the connecting bolt of the 80-pin-TCM-connector due to limited spaceclaim.

|  |  |  |  |
| --- | --- | --- | --- |
| **Labor Code** | **Description** | Time allowed | Time needed (hours) |
| 00096901 | Troubleshooting and Diagnostics |  | 1,0 |
| 00094011 | R&R Compartment cover for access to TCM and ti Diagnostic connector |  | 1,0 |
| 00094701 | R&R TCM two times, as needed | 0,4 | 0,8 |
| 00096501 | Recalibrate TCM (TCM Reflash) |  | 1,0 |
| 00096400 | Final Test drive after final TCM replacement |  | 0,5 |
| 00096900 | First Test drive after recalibration of original TCM |  | 0,5 |

|  |  |  |
| --- | --- | --- |
| **Part Number** | **Part Description** | **Qty** |
| 29556884 | TCM Gen5, SN **BK6884A331140128** | 1 |
|  |  |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Net item type** | **Net item Description** | Gross (incl. VAT) | VAT | Net |
|  |  |  |  |  |
|  |  |  |  |  |

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| --- | --- | --- |
| **Turn Around Data (new for 2021)** | | |
|  | | |
|  | MM-DD-YYYY | HH:MM |
| Repair Order Open Date/Time: | 03-01-2024 |  |
| Last Labor Applied Date: (= date & time the technician finished the repair on site, or finished repair at workshop respectively.) repair at workshop respectively.) | 03-25-2024 |  |
| First Labor Applied Date/Time: (= date & time the technician started to work on the vehicle/transmission.) | 03-25-2024 |  |
| First Part Ordered Date/Time: (= date & time the first part for this particular job was ordered. If all parts were on Your stock, enter the same date & time the customer requested service.) | 03-01-2024 |  |
| Last Part Arrived Date/Time: (= date & time the last part for this particular job arrived. If all parts were on Your stock, enter the same date & time the customer requested service.) | 03-22-2024 |  |
| Repair Order Closed Date/Time: (= date & time when all administrative work is finished and the repair order file is transferred from Service Manager or Shop Manager to Your Warranty Administration) | 06-04-2024 |  |
| Vehicle Arrival Date/Time: (= date & time the technician **really arrived** on site, respectively date & time vehicle/ transmission really arrived at Your workshop.) | 03-25-2024 |  |
| Completed Repair, Customer Notice Date/Time: (= date & time the customer was informed that the repair of the transmission is finished and the vehicle can be put back in operation. Usually same as date & time labor was last recorded.) | 03-25-2024 |  |
|  |  |  |

Tashkent, 08.11.2023

Rolf Oerter

Customer Support Manager,

DGS Diesel- und Getriebeservice GmbH

Allison Transmission Distributor