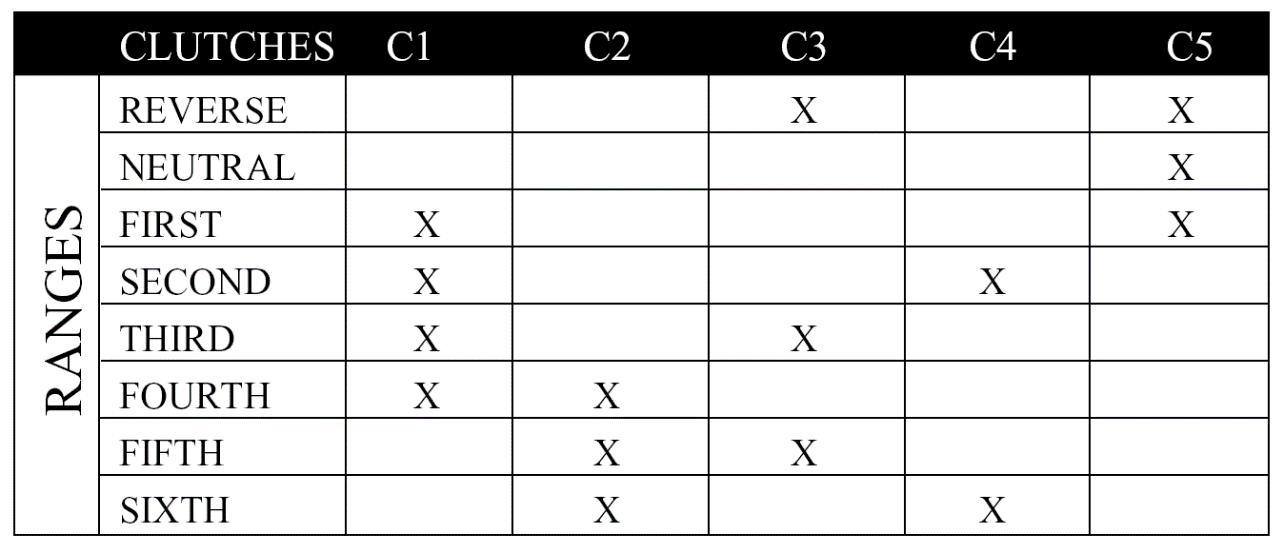
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| DGS-Kopf-2016 | | | | | | | | | | | | | | | Service Report | | | | | | | | | |
| Repair Order (RO) Nr. | | | | | To be determined | | | | |
| Date of failure | | | | | 02.06.2023 | | | | |
| Repair Order Open Date | | | | | 02.06.2023 | | | | |
| **<<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, Allison Transmission | | | | | | | | | | TOSHSHAHARTRANSXIZMAT | | | | | | TOSHSHAHARTRANSXIZMAT | | | | | | | |
| **Street:** | 1320,Marketing Center, No.66 Yuxing Road | | | | | | | | | | Amir Temur Street, 6 | | | | | | Amir Temur Street, 6 | | | | | | | |
| **Town:** | Economic Development Zone Zhengzhou, China | | | | | | | | | | Tashkent, Uzbekistan | | | | | | Tashkent, Uzbekistan | | | | | | | |
| **ZIP Code** |  | | | | | | | | | |  | | | | | |  | | | | | | | |
| **Province:** |  | | | | | | | | | |  | | | | | |  | | | | | | | |
| **Contact:** | Yang Wei, Yutong/ Jason Ding, ATI | | | | | | | | | | Azizov, Abdujamil Abdugafarovich | | | | | |  | | | | | | | |
| **Tel.:** |  | | | | | | | | | | +998981772552 | | | | | | +998981772552 | | | | | | | |
| **Fax:** |  | | | | | | | | | |  | | | | | |  | | | | | | | |
| email: | yangweih[@yutong.com](mailto:yangweih@yutong.com), Jason Ding | | | | | | | | | | info@tashbus.uz | | | | | | info@tashbus.uz | | | | | | | |
| **Customer Purchase order #:** | | Per email of 02.06.2023 | | | | | | | |  | | | | | | | **Customer PO Date:** | | | | 02.06.2023 | | | |
| **Repairing Outlet (Allison Dealer)** | | | | | | | | | | | Global Industrial Solutions | | | | | |  | | | |  | | | |
| **Transm. Model:** | | T375 | | | | | | | | | **PN:** | | E027061 | | | | **SN:** | | | | 6511879677 | | | |
| **Replacement Transmission:** | | T375 | | | | | | | | | **PN:** | |  | | | | **SN:** | | | | 6520238396 | | | |
| **TCM, ECU, or Shift Sel.** | |  | | | | | | | | | **PN 2:** | | 63CR0YQ8 | | | | **SN 2:** | | | |  | | | |
| **Replacement TCM, ECU, or Shift Sel.** | |  | | | | | | | | | **Replacement PN 2:** | |  | | | | **Replacement SN 2:** | | | |  | | | |
| **Non-Allison Part** | |  | | | | | | | | | **PN 3:** | |  | | | | **SN 3:** | | | |  | | | |
| **Application:** | | City Bus | | | | | | | | | **OEM:** | | Yutong | | | | Model: | | | | ZK6126HG | | | |
| **Application Code:** | | BU02 | | | | | | | | |  | | | | | | | | | | | | | |
| **vehicle ID #:** | | LZYTMGEF8P1003793 | | | | | | | | | **Registr.plate:** | |  | | | | **Engine:** | |  | | | | | |
| **Vehicle In-Service-Date:** | | **23.05.2023** | | | | | | | | | **Veh. hours:** | |  | | | | **Veh.km:** | | 14834 | | | | | |
| **Pre Delivery** | | **YES** | | |  | **NO** | | **X** | | | **Claim Type:** | | **Machine** | | | | **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:** | | | | | | SWING | |
| **Labor Last Applied date:** | | | | **27.06.2023** | | | | | **Technician’s Name:** | | | | | Tokhir Abbasov, Rolf Oerter | | | | | | | | |  | |
| **AWAARE Complaint Code:** | | |  | | | | **AWAARE Failure Code** | | | | |  | | | |  | |  | | | | | |  |
| **Diagnostic Codes:** | | | P0732 | | | | P2714 | | | | |  | | | |  | |  | | | | | |  |

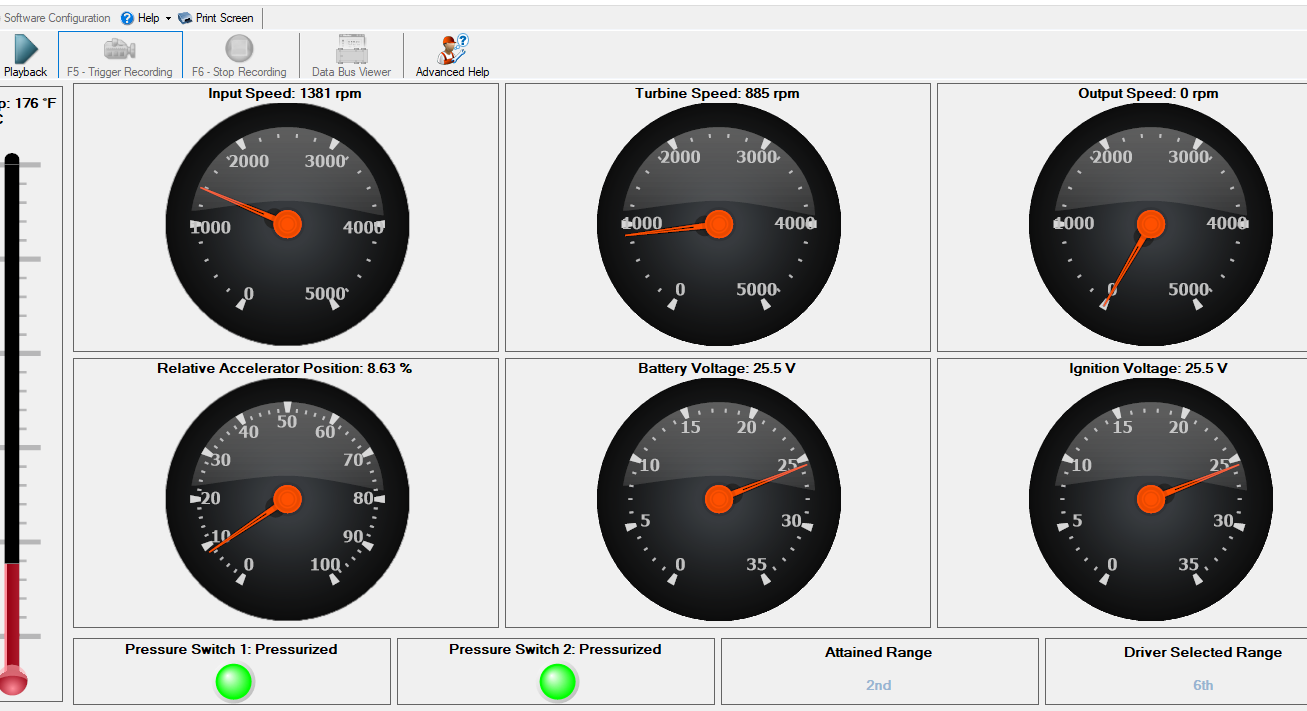
**Complaint: Friday, 02.06.2023** DTC P0732 and DTC P2714. Transmission locks in 3rd range**.** According to the driver, the Transmission TCM had already been swapped from another bus for diagnostic purposes, but the malfunction stood the same.

**Cause:** Slipping C4 clutch

**Correction: Monday, 05.06.2023 Our** Dealer Global Industrial Solutions LLC checked vehicle on job site.

* Checked oil level and found ok. But the Oil level had recently been corrected by either OEM Service or by customer fleet technician by having added 1 to 2 liters. Since required fluid spec was not on hand, any available oil was added. Unknown, which oil was added.
* Performed test drive to evaluate complaint. Found DTC P0732 occuring during a 1-2 upshift. The transmission consequently locked in 3rd range for fail safe operation.
* Checked all connectors and wiring. Visually ok.
* Performed clutch test with Allison DOC Diagnostic tool. **Found slip in 2nd range and in 6th range**, All other ranges are ok. This indicates C4 clutch is slipping under load. See DOV Snapshot file 6511879677-ClutchTest\_slip.ad4 , file time 00:01:26 and 00:02:35 (Bookmark #1 and #2) and file time 00:03:17 (Bookmark #3).





The transmission is wet of oil on the upper front part. Likely from breather blow-out or from another source of oil from above.

**Correction: Cont.**

* **Tuesday, 27.06.2023:** Transmission replacement. Removed failed unit SN 6511879677 and installed new replacement unit SN 6520238396 as advised by Distributor Customer Support Manager, Rolf Oerter.

Recorded some DOC snapshots, reset Adaptives, Transhealth and Prognostics information

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| --- | --- | --- | --- |
| **Labor Code** | **Description** | Time allowed | Time needed |
| 11111111 | **05.06.2023:** Travel to jobsite and back home. |  |  |
| 00096900 | Initial road test drive with fleet’s driver. Initial conversation with fleet shop foreman. | 0,1 | 1,0 |
| 00096901 | Troubleshooting with DOC under guidance of Rolf Oerter | 1,0 | 1,0 |
|  |  |  |  |
| 00094006 | **27.06.2023:** Steam clean transmission and installed area | 0,5 | 0,5 |
| 00094011 | R&R underfloor protection plate and cross member panels | 1,0 | 1,0 |
| 00094000 | R&R transmission, transmission replacement | 6,0 | ?? |
| 00096401 | Final Test drive with adaptives | 1,0 | 1,0 |
| 00096901 | Diagnostics with DOC. Recorded snapshots by advice or Rolf Oerter, Distributor customer support manager. Reset Adaptives, Transhealth and Prognostics information | 1,0 | 1,0 |
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| --- | --- | --- |
| **Part Number** | **Part Description** | **Qty** |
|  | SN 6520238396, new replacement transmission, modified into T375 spec. | 1 |
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| --- | --- | --- | --- | --- |
| **Net item type** | **Net item Description** | Gross (incl. VAT) | VAT | Net |
| -M- | 35 liters of transmission fluid |  |  |  |
| -L- | Overtime |  |  |  |
| -X- | Uzbekistan VAT |  |  |  |
|  |  |  |  |  |

