|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| DGS-Kopf-2016 | | | | | | | | | | | | | | | Service Report | | | | | | | | | |
| Repair Order (RO) Nr. | | | | | To be determined | | | | |
| Date of failure | | | | | 2023-06-07 | | | | |
| Repair Order Open Date | | | | | 2023-06-07 | | | | |
| **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:** | Toshshahartransxsizmat | | | | | | | | | | Toshshahartransxsizmat | | | | | | Toshshahartransxsizmat Fleet | | | | | | | |
| **Street:** |  | | | | | | | | | |  | | | | | |  | | | | | | | |
| **Town:** | Tashkent | | | | | | | | | | Tashkent | | | | | | Tashkent | | | | | | | |
| **ZIP Code** |  | | | | | | | | | |  | | | | | |  | | | | | | | |
| **Province:** |  | | | | | | | | | |  | | | | | |  | | | | | | | |
| **Contact:** |  | | | | | | | | | |  | | | | | |  | | | | | | | |
| **Tel.:** |  | | | | | | | | | |  | | | | | |  | | | | | | | |
| **Fax:** |  | | | | | | | | | |  | | | | | |  | | | | | | | |
| **email:** |  | | | | | | | | | |  | | | | | |  | | | | | | | |
| **Customer Purchase order #:** | |  | | | | | | | |  | | | | | | | **Customer PO Date:** | | | |  | | | |
| **Repairing Outlet (Allison Dealer)** | | | | | | | | | | |  | | | | | |  | | | |  | | | |
| **Transm. Model:** | | T375\_R | | | | | | | | | **PN:** | |  | | | | **SN:** | | | | 6511934203 | | | |
| **Replacement Transmission:** | |  | | | | | | | | | **PN:** | |  | | | | **SN:** | | | |  | | | |
| **TCM, ECU, or Shift Sel.** | |  | | | | | | | | | **PN 2:** | |  | | | | **SN 2:** | | | |  | | | |
| **Replacement TCM, ECU, or Shift Sel.** | |  | | | | | | | | | **Replacement PN 2:** | |  | | | | **Replacement SN 2:** | | | |  | | | |
| **Non-Allison Part** | |  | | | | | | | | | **PN 3:** | |  | | | | **SN 3:** | | | |  | | | |
| **Application:** | |  | | | | | | | | | **OEM:** | |  | | | | **Model:** | | | |  | | | |
| **Application Code:** | |  | | | | | | | | |  | | | | | | | | | | | | | |
| **vehicle ID #:** | |  | | | | | | | | | **Registr.plate:** | |  | | | | **Engine:** | |  | | | | | |
| **In Service Date:** | |  | | | | | | | | | **Veh. hours:** | |  | | | | **Veh.km:** | | Ca 10000 | | | | | |
| **Pre Delivery** | | **YES** | | |  | **NO** | |  | | | **Claim Type:** | |  | | | | **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:** | | | | | |  | |
| **Labor Last Applied date:** | | | |  | | | | | **Technician’s Name:** | | | | |  | | | | | | | | |  | |
| **AWAARE Complaint Code:** | | |  | | | | **AWAARE Failure Code** | | | | |  | | | |  | |  | | | | | |  |
| **Diagnostic Codes:** | | | P0989 | | | |  | | | | |  | | | |  | |  | | | | | |  |

**Complaint:** EBS alert in drivers display. Failure code in Transmission shift selector

**Cause:** DTC P0989 active

**Correction:** Checked vehicle on job site at customer fleet garage.

* Performed diagnostics and troubleshooting with Allison DOC diagnostic system.
* Identified retarder pressure sensor or TCM or vehicle wiring harness as root cause of failure.
* Recorded a snapshot data file.

**Comment:** The next troubleshooting steps are:

* **Temporarily** change the retarder pressure sensor 29548995 by another one retarder pressure sensor 29548995 from another bus. If this fixes the problem, order new sensor and replace the sensor.
* **Temporarily** change the TCM (Gen6, 73CR0ZA0) by another one TCM (Gen6, 73CR0ZA0) from another bus. If this fixes the problem, order new TCM and replace the TCM.
* **If both above methods do not fix the failure**, replace or repair vehicle wiring harness 36REV0501CLB, and/or S3W01L. These harnesses are not from Allison Transmission, but are from vehicle manufacturer (OEM) Yutong.

|  |  |  |  |
| --- | --- | --- | --- |
| **Labor Code** | **Description** | Time allowed | Time needed |
| 11111111 | Travel to jobsite and back home. |  |  |
| 00094011 | R&R underfloor protection plate to get access to transmission |  | 1.0 |
| 00096901 | Diagnostics with Allison DOC, Snapshot, Data records |  | 1.0 |
| 00096900 | Negotiation with customer fleet manager. Organisation of job at fleet |  | 0.5 |
| 00094006 | Steam clean |  | 0,5 |
| 00094701 | R&R TCM |  | 0,4 |
| 00096401 | Test drive |  | 1,0 |
|  |  |  |  |

|  |  |  |
| --- | --- | --- |
| **Part Number** | **Part Description** | **Qty** |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Net item type** | **Net item Description** | Gross (incl. VAT) | VAT | Net EUR |
| -X- | 12% Uzbekistan VAT on net total amount |  |  | 66,23 |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |