

Authorized Field Change



AFC G-04911

Date: December, 2004

Subject File: TRANSMISSION

Subject: 7400 models with DT 570 Engine, Code 12NPW, and Allison Transmission Built Between April 6, 2004 and August 13, 2004 May Experience Poor Shift Quality

Model: 7400

Start Date: 04/06/2004 End Date: 08/13/2004

DESCRIPTION

7400 Models built between April 6, 2004 and August 13, 2004 with Allison transmissions may experience up shift difficulties (hung shift) that results from a mismatch between the engine governed speed (2200 rpm) and the transmission governed speed (2400 rpm) calibration.

SERVICE PROCEDURE

A campaign letter will be sent to owners on record advising them to contact their International Dealer for an appointment to have the Allison transmission re-calibrated.

International dealers that are certified, by Allison, to perform this service will re-calibrate the transmission. The re-calibration information is available from Allison and will require the vehicle VIN.

International dealers that are not certified by Allison will contact the nearest Allison dealer and set an appointment for the customer to bring the vehicle in to the Allison dealer for re-calibration. The International dealer will pay the Allison labor charge, which may vary by dealer.

In either case the International dealer will process campaign expense in the usual manner.

Operation number must appear on all claims.

Table 1 Labor Information

Operation No.	Description	Time
A40-04911-1	Re-Calibrate Allison Transmission by International Dealer	1.0 hr.
A40-04911-2	Re-Calibrate Allison Transmission by Allison Dealer	0.3 hr.

ADMINISTRATIVE PROCEDURE

Dealers will only be responsible for paying labor costs, not to exceed 1.0 hour at the shop's standard labor rate, when the re-calibration is performed by an Allison dealer. This charge should be included in the warranty claim under Outside Charges.

Expense is to be charged to Warranty. Claims are to be submitted in the normal manner, making reference to Authorized Field Change Number G-04911.

It is important that the coding be completed properly to assist in processing the warranty claim. Complete instructions will be found in the Warranty Manual, Section 7-1. Special attention should be given to Items 39 through 44.

To assure this important improvement is made in a timely manner, all claims for G-04911 activity must be submitted by December 31, 2005 or within the normal warranty period for the vehicle, if after December 31, 2005.

	GROUP	NOUN	C	WARR.	TP	PAD
GROUP Enter number G—						
NOUN Leave blank						
C (CAUSE) Enter either 1, 2, 3. (see below)						
1. Inspected (No repair required).						
2. Inspected and repaired.						
3. Defective part from parts stock.						
WARRANTY (Warranty Code) Enter 40.						
TYPE PART Enter P for type part causing failure.						
PAD Enter 100						

Distribution: All except J-81

Reproduction: Not required.