



1. Fill out the [Real-Time Warranty Pre-Call Checklist](#).
2. Using the [Automated Transmission Pre-Call Driver Questionnaire](#), provide a complete and detailed description of the driver's complaint.
3. When applicable, take a short test drive. Using the Driver Questionnaire as a guide, attempt to confirm the driver's complaint.
4. Using "Retrieve Fault Codes" in ServiceRanger Main Menu, record complete fault code information: Flash Code, MID, PID/SID, FMI, Count, Status, & Time Stamp.
5. Communication Box: Make and Model

Flash	MID	PID/SID	FMI	Count	Code Description	Status	Time Stamp (h)
14	130	S: 18	5	5	Invalid lever position	Inactive	NA
74	130	S: 54	7	1	Mechanical system not re...	Inactive	NA
51	130	P: 60	2	2	Data erratic, intermittent, or...	Inactive	3,70
56	130	P: 161	5	3	Current below normal or o...	Active	NA
35	130	S: 231	2	2	Data erratic, intermittent, or...	Inactive	NA
16	130	S: 248	2	2	Data erratic, intermittent, or...	Inactive	NA

Required Information

6. Using "Product Downloads" in the ServiceRanger Main Menu, record transmission's "Current Configuration."

Config Number	Item	Value
1	Product Family	
2	Transmission Controller Software ...	076
3	Shift Control Software Version	786
4	Transmission Controller Hardwar...	000
5	Shift Control Hardware Version	000
6	Sub-Product Identifier	Remote Shift Lever
7	Transmission Model	RT0-xx710B-AS2
8	Default Start Gear	2nd
9	Maximum Start Gear	3rd
10	Coast Down Gear	5th
11	Coast Mode	Enabled
12	Shift Point Configuration	Heavy Duty Standard

Required Information

7. For Generation 2 transmissions only, perform the [Generation 2 Power & Ground Checklist](#) and the [0-Ohm Resistor Test](#).

8. For Generation 3 transmissions only, perform the Electrical Pre-test found in TRTS0930.
9. For Heavy-Duty Generation 3 transmissions only, perform the Harness Inspection test found in [TAIB0813](#).
10. If a DM Clutch engagement issue is suspected, record Engine Idle, Input Shaft Speed at Idle and Clutch Data or VPA.
 - a. Input Shaft Speed can be found in “Monitor Data” in the ServiceRanger Main Menu.
 - b. Generation 2 – “Clutch Data” is located in “Advanced Product Functions” in the ServiceRanger Main Menu.
 - c. Generation 3 – The clutch data is contained in a larger body of information titled “VPA.” It is also found in “Advanced Product Functions” in the ServiceRanger Main Menu. Follow the four retrieval steps to save the document. It will be saved in the ServiceRanger folder, which is located in your PC’s “C-Drive.”

Note: Use ServiceRanger User Manual TCMT0070 for ServiceRanger assistance as needed.