



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.

| 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

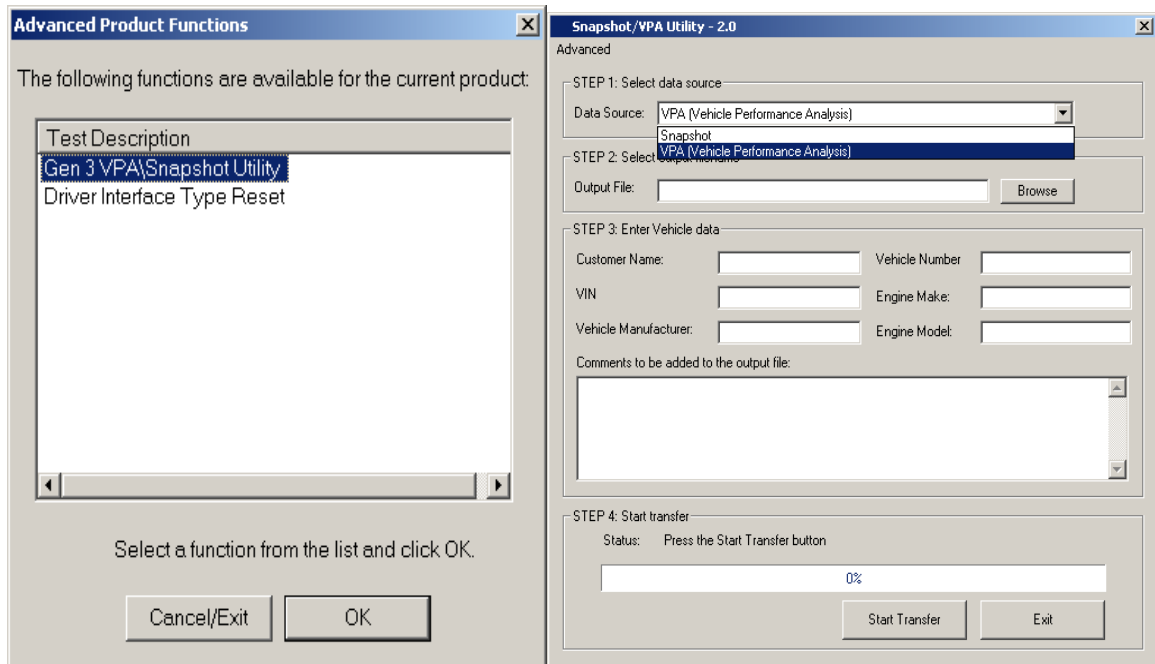
5. Using "Product Downloads" in the ServiceRanger Main Menu, record transmission's "Current Configuration."

| Config Number | Item |
|---------------|---|
| 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

6. For Generation 2 transmissions only, perform the [Gen 2 Power & Ground Checklist](#) and the [0-Ohm Resistor Test](#).
7. For Generation 3 transmissions only, perform the Electrical Pre-test found in TRTS0930.

8. For Heavy-Duty Generation 3 transmissions only, perform the Harness Inspection test found in [TAIB0813](#).
9. 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.