

# VOITH

## X-Change Rebuild Program



**VOITH DIWA® - TRANSMISSIONS FOR TRANSIT BUSES**

# TABLE OF CONTENTS

## SECTION 1

1.0 - Introduction .....Page 2

## SECTION 2

2.0 - Ordering instructions and On-Line Order Services.....Page 3

2.1 Placing an X-Change Order Using FAX.....Page 4

2.2 - Software Requirements.....Page 5

## SECTION 3

3.0 - Complete X-Change Transmissions .....Page 6 - 10

Grooming Instructions - Preparing Your Transmission For Shipment to Voith  
Grooming Checklist and Photo Examples  
Core Acceptance Policy

## SECTION 4

4.0 - Packaging & Identification Details.....Page 11- 12

## SECTION 5

5.0 – Warranty Information.....Page 13 -16

## SECTION 1.0 - INTRODUCTION

Thank you for your interest in Voith's X-Change Rebuild Program. Your transmission will be completely overhauled in Voith's ISO 9001:2008 certified facility, incorporating the latest upgrades by our factory trained technicians, using only genuine Voith spare parts. Voith X-Change Program transmissions are overhauled in strict compliance with Voith specifications.

This manual has been designed to provide you with important information about Voith's Rebuild Program. Some of the topics covered include: Order Placement, Preparing Your Transmission for Transport, Grooming Guidelines and Warranty Information.

If at any time you have questions concerning participation and or use of this program please refer to this manual. If you have questions or concerns that require further information, or require warranty services, please contact your local Voith Service Provider (VSP). If you are not sure who your VSP is, please contact your regional Voith Sales Manager.

Please reference the following phone numbers if you require assistance:

- X-Change Program information or questions please call 717-767-3268

Thank you.

Voith Turbo, Inc.

## SECTION 2.0 - ORDERING INSTRUCTIONS AND ON-LINE SERVICES

Thank you for using Voith's X-Change Rebuild Program. Your transmission will be completely overhauled in Voith's ISO 9001:2008 certified facility, incorporating the latest upgrades by our factory trained technicians, using only genuine Voith spare parts. Voith X-Change Program transmissions are overhauled in strict compliance with Voith specifications.

In an effort to make placing your order easier, Voith has developed an online order form. The online order form will help you save time and increase the efficiency of the ordering process. After the order is submitted, you will receive a message that the order was successfully submitted. Order confirmation and Bill of Ladings will be sent to you via e-mail. Please ensure your e-mail address is correct when you type it in the Order Form.

Voith's Online Order Form:

1. Use the following link to access the X-Change Online Order Form:  
<http://www.voithusa.com/road>

**Fill out the form in its entirety. ALL required fields noted with a red asterisk must be filled in.**

2. You must click **SUBMIT** at the bottom of the page. You will receive an Order Confirmation if the fields were filled out properly. If there are errors, please correct those errors and re-submit.

PLEASE NOTE: The clarity of the information you provide will assist us in completing the rebuild in a timely fashion. You will receive Bill of Ladings and Instructions to ship your unit to Voith within 24 hours (Monday - Friday) after placing your order. An example of the online form is shown below.

## X-Change On-Line Order Form

**Note** Please refer to the X-Change Handbook 2006 for instructions on completing this form and preparing your transmission for shipment. Items marked with \* are mandatory.

### Customer Information:

\*First Name: \_\_\_\_\_  
 \*Last Name: \_\_\_\_\_  
 \*Phone # \_\_\_\_\_  
 \*Fax # \_\_\_\_\_  
 \*Email address: \_\_\_\_\_

### \*Company Billing Address:

Company: \_\_\_\_\_  
 Street: \_\_\_\_\_  
 City: \_\_\_\_\_  
 Country:   
 State/Province:   
 Zip/Post code: \_\_\_\_\_

### \*Company Ship-to Address: same as billing

Company: \_\_\_\_\_  
 Street: \_\_\_\_\_  
 City: \_\_\_\_\_  
 Country:   
 State/Province:   
 Zip/Post code: \_\_\_\_\_

### Transmission Information # 1

\*Serial # \_\_\_\_\_  
 \*Model# \_\_\_\_\_  
 \*Pattern# \_\_\_\_\_  
 \*Type: \_\_\_\_\_

### Order Information

\*Purchase order # \_\_\_\_\_  
 Pricing as understood by customer   
 USD  CDN  
 Requested Delivery Date \_\_\_\_\_ MM/DD/YY

**Note:**  
 All transmissions must be returned with their oil cooler. All DIWA.2 transmissions must be returned with an ECU that has a serial number matching the transmission.

\*Optional 6 Month Extended Warranty requested?  Yes  No  
 \*Is this a "bus down" situation?  Yes  No  
 \*Do you require the return of the same Serial # Transmission?  Yes  No  
 Has this transmission been rebuilt by VOITH before?  Yes  No  Unknown

ATF Oil Type & Manufacturer: \_\_\_\_\_

Approx Mileage on transmission: \_\_\_\_\_

Description of failure and/or special instructions:

Submit Order

## SECTION 2.1 - Placing an X-Change Order Using Fax

The preferred method to place your X-Change Order is to use the On-Line Order Form. However, if you experience any problems with placing your order On-Line, you have the option to Fax your order to Voith.

### Faxing Your Purchase Order to Voith:

1. Fax a detailed purchase order to **717-767-3210 (Attn: DIWA X-Change Program)**
2. Order acknowledgement will be sent in the form of your Bill of Lading (BOL) and shipping instructions.
3. You can confirm your facsimile by calling Voith directly at 1-877-374-1339 and ask for the DIWA X-Change Manager.

### General Program Notes and Guidelines:

When placing an order to use Voith's X-Change Rebuild Program it is very important to provide the following information, which can be found on your unit's transmission tag:

- SERIAL NUMBER
- TYPE
- MODEL NUMBER
- PATTERN NUMBER

### Important Information:

- It is essential that the transmission is properly prepared or “groomed” as outlined in the instructions in this handbook. Failure to properly groom the unit could cause delays in processing and result in additional charges. Customers will be charged for shipping costs associated with the return of items that should have been retained at your location.
- You should have a return goods authorization number (RGA Number) from Voith prior to shipping the transmission to the specified location.
- Voith pays the freight cost to ship your transmission both to and from your location. Voith will specify the carrier of choice.
- **It is the Customer's responsibility to contact the carrier to arrange pick up at your location.**
- Please follow Voith's requirement for warranty registration.

On behalf of Voith, we thank you for using Voith's X-Change Rebuild Program. Your transmission will be completely overhauled in Voith's ISO 9001:2008 certified facility, incorporating the latest upgrades by our factory trained technicians, using only genuine Voith spare parts. Voith X-Change Program transmissions are overhauled in strict compliance with Voith specifications.

## SECTION 2.2 - SOFTWARE REQUIREMENTS

### ATTENTION: ALL CUSTOMERS

**DIWA .3 and .3E Units** It is essential that your FLEET meets the Software Level Requirement 18.27.1 or higher loaded into the Voith electronic control unit (ECU). This software upgrade includes many enhanced features that increase the operational life of the Voith transmission. Please contact your Voith Service Provider to load your ECU. Faults or failures arising from non-compliance are not covered under warranty.

**DIWA.5 and DIWA.6 Units** It is essential that your FLEET meets the Software Level Requirement 5.14.10 or higher loaded into the Voith electronic control unit (ECU). This software upgrade includes many enhanced features that increase the operational life of the Voith transmission. Please contact your Voith Service Provider to load your ECU. Faults or failures arising from non-compliance are not covered under warranty.

The customer is responsible for loading the new software into the ECU. All files and software are provided by Voith free of charge. The software can be found at: <http://www.voithusa.com/road> You will need to Sign In to access this software. After you sign-in “click on” the category: Technical Documents. You can then “Request ECU Control and Dataset” to have the software sent to you.

Any questions regarding the software of your transmission ECU should be directed to the Road Service Group: [VTIroadservice@voith.com](mailto:VTIroadservice@voith.com)

## SECTION 3.0 - X-CHANGE REBUILD PROGRAM

### CORE ACCEPTANCE STANDARDS

1. The transmission core must be the same TYPE, MODEL and DESIGN as the unit purchased!

**NOTE:** The Transmission Type, Design Pattern Number, Model Number, and Serial Number must be supplied when placing an order for an X-Change unit. This information can be found on the transmission tag. An example of the transmission tag is shown below.

### PREPARING YOUR TRANSMISSION FOR SHIPMENT TO VOITH

**The only items to be returned are:**

**DIWA .2 . . . . . Transmission, Heat Exchanger and ECU.**

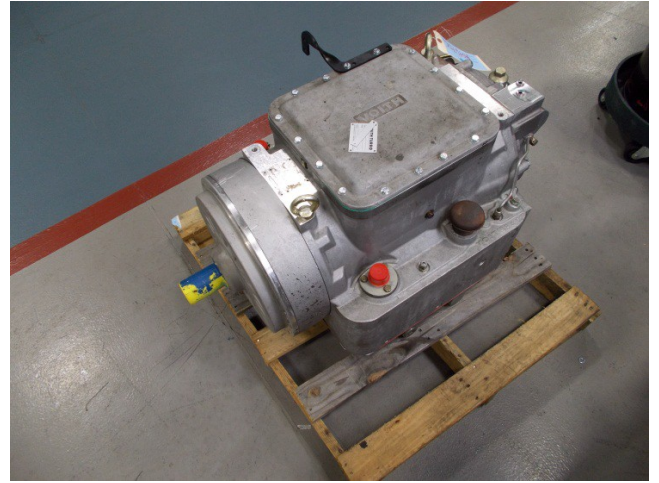
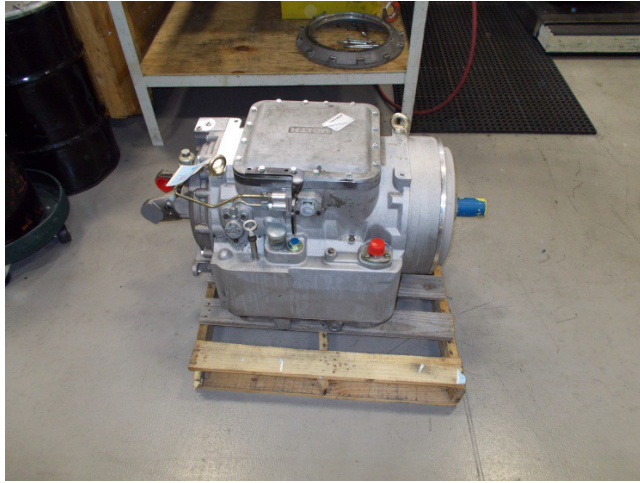
**DIWA .3, .3E, .5 . .Transmission and Heat Exchanger (For .3, .3E, & .5, do not send the ECU).**

2. **DIWA .2, .3 & .3E transmissions shall be prepared in accordance with the following steps. Please reference the photos shown below.**

**Please follow this guideline carefully. Voith Turbo, Inc. is not responsible for any items that are left on the transmission. Freight charges to return these items will be the customer's responsibility.**

- a. To minimize potential damage your transmission must be shipped fully assembled.
- b. Please drain the transmission and heat exchanger of any fluids prior to shipment. Properly plug any holes for shipping so oil does not leak out while in-transit. Please do not use rags to plug the holes.
- c. Remove and save all oil hose lines.
- d. Remove and save any external oil filter assemblies and mounting brackets.
- e. Remove the heat exchanger (Heat Exchanger is to be returned to Voith).
- f. Remove and save any heat exchanger brackets and any oil or water fittings.
- g. Remove and save any oil temperature switches and or fittings from the oil pan.
- h. Remove and save the low oil level sensor.
- i. Remove and save the Spring Coupling and/or the Hydrodamp (this is bolted to the engine flywheel).
- j. Remove and save the transmission Bell Housing (also known as the Mounting / Connection Flange).
- k. Remove and save any Special Fittings or Hardware Provided by the Customer or Bus Manufacturer (Non Standard Voith Components)

**PLEASE NOTE:** Do not remove the Yoke. The Yoke stays on the transmission. The heat exchanger must be returned with the transmission.



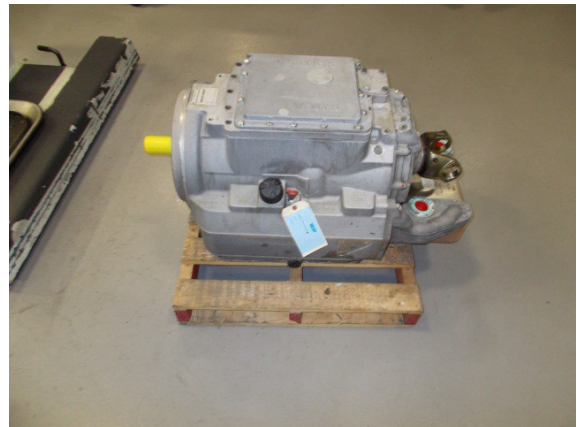


3. **DIWA .5 transmissions shall be prepared in accordance with the following steps. Please reference the photos shown below.**

**Please follow this guideline carefully. Voith Turbo, Inc. is not responsible for any items that are left on the transmission. Freight charges to return these items will be the customer's responsibility.**

- a. To minimize potential damage your transmission must be shipped fully assembled.
- b. Please drain the transmission and heat exchanger of any fluids prior to shipment. Properly plug any holes for shipping so oil does not leak out while in-transit. Please do not use rags to plug the holes.
- c. Remove and save all oil hose lines.
- d. Remove and save any external oil filter assemblies and mounting brackets.
- e. Remove and save any oil or water fittings.
- f. Remove and save the Spring Coupling and/or the Hydrodamp (this is bolted to the engine flywheel).
- g. Remove and save the transmission Bell Housing (also known as the Mounting / Connection Flange).
- h. Remove and save any Special Fittings or Hardware Provided by the Customer or Bus Manufacturer (Non Standard Voith Components)
- i. Leave the heat exchanger attached to the transmission (Heat Exchanger is to be returned to Voith).

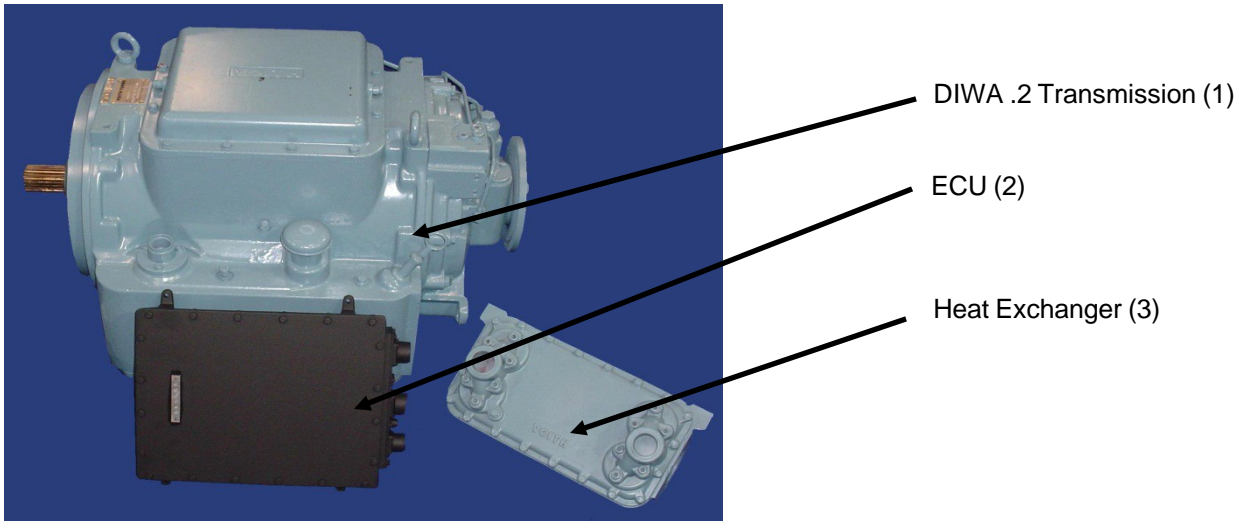
**PLEASE NOTE:** Do not remove the Output Flange / End Yoke. To reiterate, for DIWA .5 units, do not detach the heat exchanger. Leave it attached to the transmission.



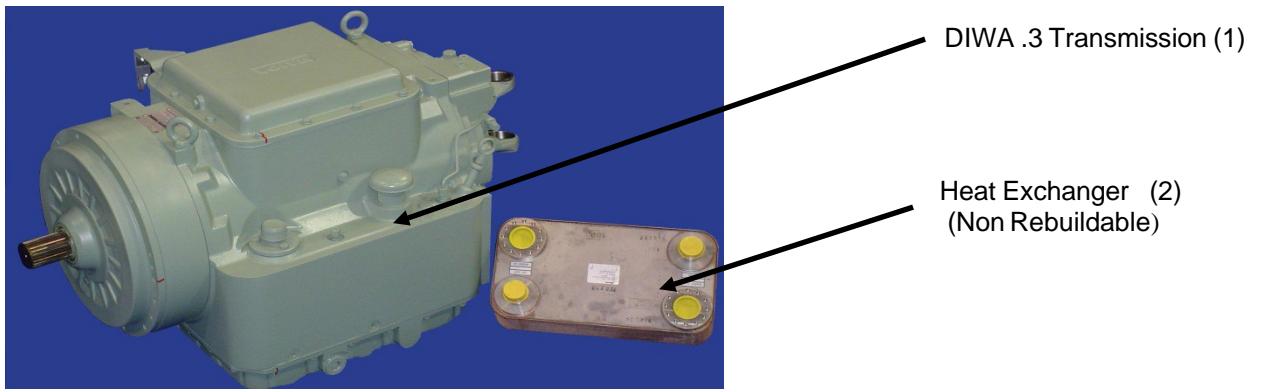
## ADDITIONAL INFORMATION

1. **NOTE:** Transmission cores must be returned without the above listed components. Removed items should be reinstalled on the new rebuilt transmission shipped on the order. This applies to all transmissions unless prior arrangements are made with Voith in advance.
  2. **NOTE:** Transmissions shipped with any of the above components, without special prior arrangements, will incur additional charges. If the Heat Exchanger is not returned with your shipment you will incur a charge for the Heat Exchanger.
  3. **NOTE:** Please ship your core within 3 business days after placement of the order with Voith. After your transmission has been prepared for shipment to Voith, it is your responsibility to contact the carrier to arrange a pick-up.
  4. **NOTE:** Please do not disassemble the transmission prior to shipment to Voith. All Transmissions must be shipped to Voith fully assembled.
4. Transmission cores are to be shipped with the following items:

**DIWA .2 . . . . . Transmission (1), ECU (2), Heat Exchanger (3).**



**DIWA .3 and .3E: Transmission (1), Heat Exchanger (2), (No ECU).**



## NOTES

(1) Missing or damaged components will be replaced at cost. Major cost adders are noted in Voith's price list.

(2) For the DIWA .2, the ECU serial number must match the transmission serial number. Transmissions shipped without ECU's or mismatched ECU's will incur additional charges. Cost adders are identified in Voith's price list.

5. Housing must not be cracked or repaired. See Voith's price list for possible price adders.

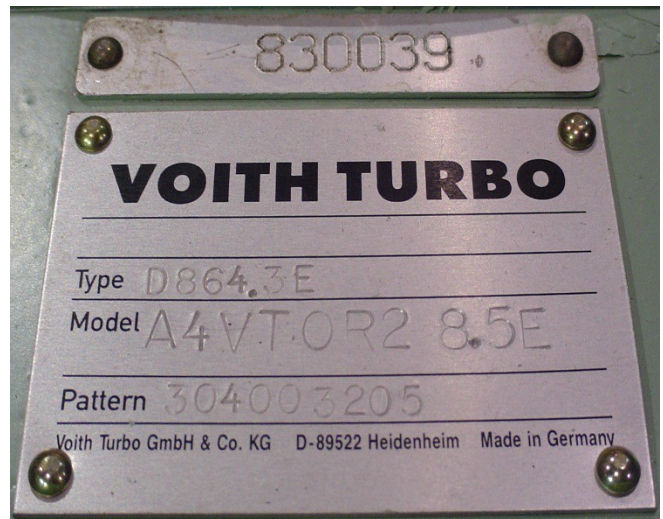
***These housings include:***

- a. Main Transmission Case
- b. Transfer Case Assembly
- c. Pinion Assembly

6. Transmissions must be free of non-operational damages or customer modifications .

### Transmission Tag Example

- 1) **Top Tag**
  - a) Serial Number
- 2) **Bottom Tag**
  - a) Transmission Type
  - b) Model Number
  - c) Pattern Number



## SECTION 4.0 - PACKAGING & IDENTIFICATION

Due to recent developments in environmental laws it is requested that the transmission be reasonably cleaned prior to packaging and shipment to Voith.

The X-Change Core is a major investment. The improper packaging of your investment may result in:

1. Damage to your Core
2. Core credit being reduced or denied for a particular component or group of components.
3. Injury to an employee or associate.

***IMPROPER PACKAGING ACCOUNTS FOR THE MAJORITY OF CORE REJECTS DUE TO ROUGH HANDLING. IN AN EFFORT TO REDUCE CORE AND COMPONENT DAMAGE DURING TRANSIT, VOITH REQUEST THAT ALL UNITS ARE SHIPPED FULLY ASSEMBLED!***

Please review these guidelines when packaging your core for shipment to Voith Transmissions, Inc.

### 4.1 - PACKAGING REQUIREMENTS FOR COMPLETE X-CHANGE TRANSMISSIONS

#### 1. Open Pallet (Skid):

An open pallet may be used to ship the transmission. If used, the following must be observed:

- a. The Pallet must be of sufficient length and width to provide enough coverage for the transmission so there is NO over-hang. An insufficient surface could result in damage to the unit during transportation. The transmission should be secured using banding (preferably metal) designed for that purpose.
- b. All fluids have been drained and the transmission is firmly secured to the pallet.
- c. All peripheral components (heat exchanger, lifting rings, ECU) are securely wrapped, boxed, and secured to the pallet.

**NOTE:** Package heavier items on the bottom of the box and lighter items on the top. Each individual item should be separately wrapped in Plastic Bubble Wrap or Kimpak.

- d. Identify the transmission appropriately and please indicate the Return Goods Authorization (RGA) number. Voith will provide you with an RGA Number after you place your X-Change Rebuild Order. The RGA number should be written on any additional boxes used for the peripheral components. Failure to properly identify your core could result in lost core credit(s).

2. **Box/Pallet (Skid) Combination:**

A box/pallet combination can be used to ship the transmission. If used, the following must be observed:

- a. The transmission is firmly secured inside the box.
- b. All peripheral components (heat exchanger, lifting rings, ECU) are securely wrapped, individually boxed or separated in the transmission box by packing material (such as corrugated sheet or bubble plastic).
- c. The box is securely fastened to the pallet using either plastic or metal banding material designed for this purpose.
- d. Identify each transmission appropriately and please indicate the Return Goods Authorization (RGA) number. Voith will provide you with an RGA Number after placement of your X-Change Rebuild order. Failure to properly identify your core could result in lost core credit.

3. **Do not use wrap-around boxes.** This is defined as a box that has a completely removable top and bottom, allowing only the material around the sides of the box to contain the components inside. This type of packaging has resulted in injuries in the past, and will no longer be accepted.

## **SECTION 5.0 - WARRANTY FOR X-CHANGE REBUILD PROGRAM (TRANSMISSIONS AND SPARE PARTS COVERAGE)**

### Products Warranted

This warranty applies to all Voith X-Change Transmissions marketed by Voith, sold to their dealers, and delivered to the first user on or after June 1, 1992, that are used in bus applications in the United States and Canada.

### Base Transmission Warranty

The Base Transmission Warranty covers any failures of the transmission that result under normal use and service, from defects in workmanship, or material.

**The X-Change unit warranty for a DIWA .3 / .3E / .5 transmission is 24 months / 150,000 miles from the date of installation and shall not exceed 36 months from the date of sale.**

**The X-Change unit warranty for the DIWA .2 is 12 months from the date of installation, and shall not exceed 18 months from the date of sale.**

**The Warranty Certificate must be filed online at: <http://www.voithusa.com/road>**

Completion of the Warranty Certificate should occur no later than 14 days after installation and is required to validate any warranty. DIWA .2 customers are responsible for the installation of the replacement Cable One Assembly. This is required to qualify for full warranty coverage.

The Base Transmission Warranty purchased by the first user covers only those failures that result from defects in workmanship or material.

### **VOITH RESPONSIBILITIES**

#### **During the Base Transmission Warranty**

Voith will pay for all parts and labor needed to repair the damage to the transmission resulting from a failure covered by Voith's warranty. All labor costs will be paid in accordance with published Voith Repair Order Guidelines.

Voith will pay for the lubrication oil, filter elements, and other transmission maintenance items that are damaged or not reusable due to the warrantable failure.

Voith will pay reasonable labor costs for transmission removal and reinstallation when necessary to make the warranty repair as outlined in the standard repair order times published by Voith. Voith will pay the Voith distributors' billable labor rates.

## OWNER RESPONSIBILITIES

### During the Base Warranty Period

Owner is responsible for the cost of non-transmission repairs and the cost of ATF's, filter elements, hoses and other maintenance items replaced during warranty repairs unless such items are not reusable due to a warrantable failure.

Owner is responsible for the operation and maintenance of the transmission as specified in the Voith Servicing Schedule for Service Exchange transmissions. In addition the owner must have DIWA.3 and DIWA.3E software 18.27.1 or higher loaded into the Voith electronic control unit (ECU). DIWA.5 and DIWA.6 software 5.14.10 or higher loaded into the Voith electronic control unit (ECU). Faults or failures arising from non-compliance are not covered under warranty.

Owner is responsible for maintaining the vehicle driveline and all elements therein. This includes proper lubrication of the driveline elements and maintaining the vehicle ride height as specified by the vehicle OEM. Faults or failures arising from non-compliance are not covered under warranty.

In the event of a fault or failure before the expiration of the applicable warranty, the Owner must notify a Voith distributor, authorized dealer, or other authorized dealer or other repair location approved by Voith, of any warrantable fault or failure. **The Voith repair representative must be able to evaluate the transmission in the bus where the fault or failure occurred prior to removal of the transmission. If the transmission is removed from the bus prior to evaluation by a Voith representative, warranty coverage may be limited or void.**

Owner is responsible for communication expenses, meals, lodging, and incidental costs incurred by Owner or employees of Owner as a result of warrantable failure.

### Limitations

The provisions of Voith's base transmission warranty and Service Exchange spare parts warranty do not apply, and warranty coverage is not provided, with respect to failures which have been caused or contributed to by improper use, maintenance or storage; failure to comply with operating, maintenance, or service instructions; use of inadequate, improper or incompatible coolants or lubricants; accident, other casualty or negligence; modification so as to substantially alter the operating characteristics of the equipment or its components; improper repair or repair with parts not approved or supplied by Voith; improper installation; or other circumstances beyond Voith's control. Not covered is repair and replacement of: electronic parts including electronic cables, the ECU and pushbutton selectors, or towing.

The owner is required to notify Voith of any failures which may be covered by this Warranty immediately after such failure is discovered or by reasonable care could have been discovered. Voith is not responsible for damages resulting from a delay in notifying Voith, or for damages which could have been prevented by a timely notification.

### No Consequential Damages

Voith's liability with respect to breaches of warranty shall be limited to repair or replacement as provided in Voith's warranty, and in no event shall Voith's liability, whether for breach of contract or warranty or otherwise, exceed the purchase price of the warranted product or component involved. Voith shall not be subject to any other obligations or liabilities, whether arising out of breach of contract, warranty, tort (including negligence), strict liability or other theories of law, with respect to transmissions or component parts sold by Voith or any undertaking, acts, or omissions relating thereto. Without limiting the generality of the foregoing, Voith specifically disclaims any liability for property damages, penalties, special or punitive damages, damages for lost profits or revenues, loss of use of products or any associated equipment, cost of capital, facilities or services, down-time, shut-down or slow-down costs, spoilage of material or for any other types of economic losses. VOITH SHALL NOT BE LIABLE FOR AND SPECIFICALLY DISCLAIMS ALL CONSEQUENTIAL, INCIDENTAL AND CONTINGENT DAMAGES

WHATSOEVER.

In the event of a warrantable failure the Voith liability will cover the transmission only and not extend to the driveline, rear end or other components related to the driveline as damages to these components will be consider consequential.

### **No Implied Warranties**

VOITH'S WARRANTIES AS STATED ABOVE ARE EXCLUSIVE AND IN LIEU OF ALL OTHER EXPRESS AND IMPLIED WARRANTIES WHATSOEVER, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. The exclusive remedy of repair or replacement shall not be deemed to have failed its essential purpose so long as Voith is willing and able to repair or replace a defective part or component within a reasonable time after owner establishes to Voith's satisfaction that a defect covered by Voith's warranty is involved.

### **VOITH X-CHANGE PROGRAM WARRANTY ADMINISTRATION SECTION**

The provisions for warranty administration for the Voith X-Change Program, be it parts or transmissions, are the same as those outlined in Section 2 of the Voith Administration Manual for original Voith spare parts and new DIWA transmissions with the following exceptions:

- The warranty claim form should be clearly marked to be for the X-Change Program. It should also be clearly marked as to whether it is for parts or transmissions.
- Please be aware of the limitations on components covered, especially on X-Change Program transmissions. Be sure that the warranty repairs that you are performing are on components which are part of the service exchange transmission scope of supply.
- Your handling fee on parts for warranty repairs covered under the X-Change Program will be 12.5% percent. However, Voith Turbo, Inc reserves the right to supply a replacement unit (be it spare parts or complete transmission) on a free of charge basis. No handling charge permitted.
- All parts or transmissions removed as a result of warranty repair must be returned to Voith Turbo , Inc. with your claim and clearly marked with a RGA (Returned Goods Authorization.)
- **X-Change Program transmissions repairs which any distributors estimates to be in excess of \$3,500.00 must have a repair authorization from Voith Turbo, Inc., Attention: DIWA Service Department. Or on the web at: <http://www.voithusa.com/road>**
- All warranty repairs are subject to restrictions and provisions outlined in the Voith Warranty for the X-Change Rebuild Program.

NOTE: All inquiries for warranty administration for the Voith X-Change Program must be directed to:

Voith Turbo, Inc.  
**Attn: DIWA Service Department**  
25 Winship Road  
York, PA 17406-8419

Or call Toll Free: 1-877-374-1339 and ask for the DIWA Service Department Warranty Administrator.



## **WARRANTY ACTIVATION**

The Voith X-Change Warranty Certificate is now Online and can be accessed using the following link: <http://www.voithusa.com/road>

1. The On-Line Warranty
  - a. serves as an installation check list, and
  - b. warranty activation record
2. Service Schedule for the transmission,
3. Approved Oil List. - Refer to the most current version of Service Bulletin 13 or 118 depending on transmission type.
4. Service bulletin (# 92A Oil & Filter Change Intervals for New Transmissions)
5. A new Cable One assembly is provided for DIWA .2 Units only

The [Warranty Certificate Activation and Check Sheet](#) must be completed and submitted on-line to activate your warranty. Filing is the responsibility of the customer or Voith Distributor.

The customer must install the new Cable One assembly for DIWA .2 transmissions to receive full credit for claims under warranty.

Please be sure to include the VTI Sales Order Number when you fill out your warranty information. The Sales Order Number can be found on the Packing List of the unit shipped to you. It typically begins with an S and has 6 digits.

If you encounter any problems or have any questions regarding your warranty certificate and activation please call: 1-877-374-1339 and ask for the DIWA Service Department Warranty Administrator.

When completing the online registration form all fields must be completed. This is to include the Full VIN number of the bus, the producer of the ATF and the ATF's product name, and the type and model of the transmission. Failure to properly complete the form will result in delays in instituting the warranty coverage on the transmission.

Warranties are not retroactive. Transmission failures that occur between the installation of the transmission and the registration of the unit for warranty will not be covered by warranty once outside the 14 day registration time frame requirement.