



TO: Owners of:

- 3000 Series Transmissions in Dock Spotters
- B300, B400, B500 and T250, T 255, T260, T 265, B210, B 220, T270, T280, T310, T325, T350, T375, T425, T450, T525 Series Transmissions in Transit Buses, Shuttle Buses, Inter-city/Tour Buses

SUBJECT: Field Action Letter **2010FA01**

This notice is posted to inform you of the Global Customer Satisfaction Initiative 2010FA01 that may include your vehicle(s).

**Reason for this Field Action:**

Allison Transmission, Inc. has identified in some Transit Buses, Shuttle Buses, Inter-city/Tour Buses and Dock Spotters a potential concern with Transmission Control Modules (TCMs) built between January 1, 2008 and November 5, 2009. TCM models A51, A52 and A53 with Part Numbers P/N 29545536, P/N 29545537 and P/N 29545538 may have reduced life on a Current Sensing Resistor. The Current Sensing Resistor solder joint may crack causing an open circuit within the TCM. An open circuit will impact shift quality of the transmission likely causing engine RPM flare on 2-3, 3-4 or 4-5 shifts and/or a harsh 2-1 downshift. A cracked Current Sensing Resistor solder joint will typically not set a Diagnostic Trouble Code (DTC). However, should a diagnostic code be set, the effects on the vehicle could be:

1. Inability to shift into any range from neutral immediately after vehicle start-up.
2. If a Diagnostic Trouble Code (DTC) occurs during operation, depending on the range the transmission was in at the time the DTC became active, the TCM will command the transmission to attain and lock into a specific range.

As a Customer Satisfaction initiative, Allison Transmission Inc. will replace at no cost the affected TCM in vehicles of the Vocations listed. While the suspect TCM Serial Number (S/N) range is shown below, the TCM S/N is in many cases not easy to locate. If you have the above symptoms or you believe you have a suspect TCM, ATI encourages you to present your vehicle to an Authorized ATI Service outlet. The Authorized outlets have a service tool that can electronically read the TCM S/N no matter where it is located in the vehicle.

**Serial Number Range:**

TCM Serial Number from January 1, 2008 to November 5, 2009

- A51 series S/N: BK5536N18001xxxx to S/N: BK5536N19301xxxx
- A52 series S/N: BK5537N28001xxxx to S/N: BK5537N29292xxxx
- A53 series S/N: BK5538N38001xxxx to S/N: BK5538N39299xxxx

**What Will Be Done:**

An Allison authorized Distributor or Dealer will determine if your TCM(s) are candidate(s) for the Global Customer Satisfaction initiative. If you have TCM(s) that are included in this initiative, you may elect to schedule your vehicle(s) for repair to replace the TCM(s) at no charge to you.

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**How Long Will the Repair Take:**

The length of time to make the necessary repair is approximately 2 hours. Additional time may be required to repair your vehicle due to vehicle design and Allison Distributor or Dealer workload. Making an appointment is highly recommended to ensure a satisfactory service experience.

**Contacting Your Authorized Allison Distributor or Dealer:**

Please contact your Authorized Allison Distributor or Dealer to arrange an appointment. Please visit [www.allisontransmission.com](http://www.allisontransmission.com) and utilize the "Sales and Service Locator" tool for assistance in determining the closest location. Instructions for making this correction have been sent to your Distributor or Dealer.

**Availability of Program:**

We regret any inconvenience that this may cause and we have taken this action in the interest of your continued satisfaction with Allison Transmission, Inc. products. This Global Customer Satisfaction initiative will remain active until December 31, 2016. In order to participate in this Global Customer Satisfaction Field Action program, all work must be completed prior to December 31, 2016.

Allison Transmission, Inc.