

Revisions to this document are noted
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2012FA06B, Rev. A
May, 2013
Product Code(s): 63
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SUBJECT: Calibration Update for Improved C5 Clutch Operation

MODELS AFFECTED: 1000 and 2000 Series Transmissions

VOCATIONS AFFECTED: Non SEM/LRTP Transit Bus

Introduction:

Allison Transmission, Inc. has identified an issue which could limit the life of the C5 clutch in 2100 Series Transit Bus vocations. A higher C5 pressure strategy was implemented with the 2010 Uprate Controls which, over time, may cause friction material loss on the C5 friction plate.

To increase customer enthusiasm, Allison Transmission, Inc. is implementing this Field Action to prevent premature C5 clutch failures. A newly released calibration will lower the C5 pressure strategy, while insuring proper torque capacity.

The affected population of non SEM/LRTP Transit Bus vehicles begins with the first production 2010 Uprate units and ends when the new calibration was released on September 18th, 2012.

This Field Action will expire on November 1, 2013.

Service Procedure:

Only Allison 1000/2000 Series trained technicians are to perform this Field Action at authorized 1000/2000 service outlets. Collect all necessary vehicle information needed to complete a standard warranty claim: Vehicle Identification Number (VIN), Serial Number (S/N), bus number, correct mileage, etc.

- Insure the vehicle meets the criteria listed for recalibration.
- Record an Allison DOC® snapshot to save original Customer Modifiable Constants (CMC) values.
- Use Allison TCM Reflash (Production Calibration Configuration System (PCCS)) to request an updated/newest version of the original calibration.
- Recalibrate Transmission Control Module (TCM).
- Verify that CMCs are set to original values.

Claim Submittal Information:

Reimbursement of expenses should be requested via a Claim Type 4 with a Primary Failed Part (PFP) of 30. Only one claim per Serial Number (S/N) listed will be accepted.

Claim Type	4
Special Activity Indicator	2012FA06B
Primary Failed Part	30
Complaint Code	AT02
Failure Code	CC03

Product Code 63		
Labor Operation Code	Labor Hours	Labor Operation
0096501	1.0	Reflash TCM with new Calibration Identification Number (CIN)

Net Items:

If travel expense is required to complete this Field Action, it must be justified on the warranty claim. It is expected that the authorized Allison Transmission service outlet will make every attempt to optimize travel expense by performing multiple recalibrations per trip. Any additional parts, labor or travel deemed necessary to complete this Field Action must be completely described in detail in the claim narrative; if not, they will be deducted from the claim.