

TO:

SUBJECT: Customer Satisfaction Field Action 2014FA01 – Electronic Transmission Control, (ETC2) Broadcast of Transmission Selected Gear When Auto-Neutral Function Active

MODELS AFFECTED: Allison T310 Equipped Mitsubishi Fuso MP-Bus with 5th Gen Transmission Control Modules (TCM) Using Selected Gear Portion of the ETC2 Message**Introduction:**

Allison Transmission, Inc. has identified a concern with Transmission Control Module (TCM) Calibrations utilizing ANDI, ANDI w/SBS, ANDI w/RTR, BBAN, and ANISS. As a Customer Satisfaction initiative, Allison Transmission, Inc. will reprogram the TCM without charge.

- ANDI - Input AG: Automatic Neutral - Dual Input
- ANDI w/SBS - Input AK: Automatic Neutral - Dual Input With Service Brake Status
- ANDI w/RTR - Input CN: Automatic Neutral - Dual Input with Automatic Return-to-Range
- BBAN - Input CA: Automatic Neutral - Brake-Based (BBAN) for PTO
- ANISS - Input CF: Automatic Neutral for Idle Start / Stop

Calibration Details:

This Action is limited to model year 2013 and 2014 Allison 5th Generation Controls TCM calibrations listed in [Table 1](#).

Table 1. Affected Calibrations

TCM Assembly Number	CIN
63CR009T	C14100113978D
63CR006Z	
63CR009S	
63CR009R	

Condition:

In the applicable VMC CINs, broadcast of SAE J1939 ETC2 Transmission Selected Gear indicates Neutral when Auto-Neutral function is active. At times, this may result in a harsh re-engagement of 1st range from Neutral if engine speed is elevated – for example, during engine Diesel Particulate Filter regeneration.

Updated TCM calibrations have been released to change the broadcast of SAE J1939 ETC2 Transmission Selected Gear to indicate 1st range when Auto-Neutral function is active. This change in signal works in conjunction with engine control software such that re-engagement of 1st range from Auto-Neutral is executed at an appropriate engine speed.

Calibration Identification:

When this Field Action is completed, the vehicle should be programmed with “C14100113984A or newer”. See [Figure 1](#) of current calibration as viewed from the DTC and General view in Universal Allison DOC®.

WD / FA7483EN

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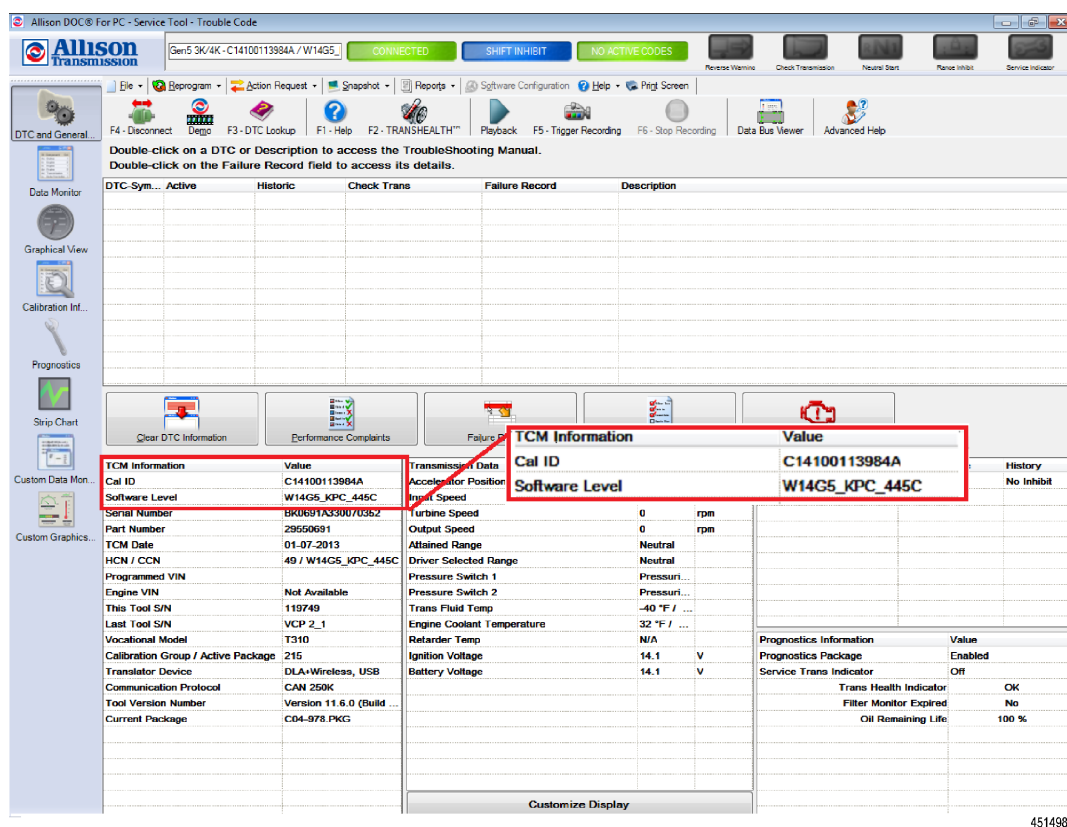


Figure 1. Identification of Updated Calibration

Customer Notification:

Customers will be notified by the regional Allison Transmission, Inc. office, Allison Transmission Japan. To participate in this Global Customer Satisfaction Field Action program, all work must be completed by December 31, 2014.

Covered Vehicle Identification Numbers – 115 Total:

VIN	Customer		VIN	Customer
MP37FKF-63138	Kanagawa Chuo Bus		MP37FK-63107	Tachikawa Bus
MP37FKF-63139	Kanagawa Chuo Bus		MP37FK-63113	Keio Bus
MP37FKF-63140	Kanagawa Chuo Bus		MP35FM-22073	Seibu Bus
MP37FKF-63141	Kanagawa Chuo Bus		MP37FK-20125	Odakyu Bus
MP37FKF-63142	Kanagawa Chuo Bus		MP37FK-22052	Sotetsu Bus
MP37FKF-63143	Kanagawa Chuo Bus		MP35FM-22093	Sotetsu Bus
MP37FKF-63144	Kanagawa Chuo Bus		MP35FM-22094	Sotetsu Bus
MP35FMF-63064	Shinki Bus		MP35FM-22095	Sotetsu Bus
MP35FMF-63065	Shinki Bus		MP35FM-22096	Sotetsu Bus
MP35FMF-63066	Shinki Bus		MP35FM-22097	Sotetsu Bus
MP35FMF-63067	Shinki Bus		MP35FM-22098	Sotetsu Bus
MP35FMF-63068	Shinki Bus		MP37FK-63075	Sotetsu Bus

VIN	Customer		VIN	Customer
MP35FMF-63069	Shinki Bus		MP37FK-63076	Sotetsu Bus
MP35FMF-63070	Shinki Bus		MP37FK-63077	Sotetsu Bus
MP35FMF-63071	Shinki Bus		MP37FK-63078	Sotetsu Bus
MP35FMF-63072	Shinki Bus		MP37FK-63079	Sotetsu Bus
MP35FMF-63073	Shinki Bus		MP37FK-63080	Sotetsu Bus
MP35FMF-63074	Shinki Bus		MP37FK-63081	Sotetsu Bus
MP37FMF-63054	Shinki Bus		MP35FM-20180	Kanagawa Chuo Bus
MP37FMF-63055	Shinki Bus		MP37FK-62227	Kanagawa Chuo Bus
MP37FMF-63056	Shinki Bus		MP37FK-20058	Tokyo Metropolitan Bus
MP37FMF-63057	Shinki Bus		MP35FM-63037	Kanto Bus
MP37FKF-63145	Keio Bus		MP37FK-20189	Yokohama City Bus
MP37FMF-63058	Shinki Bus		MP37FK-20146	Kawasaki City Bus
MP37FKF-63148	Tokyu Bus		MP35FM-62145	Kanagawa Chuo Bus
MP37FKF-63146	Keio Bus		MP37FK-62297	Kanto Bus
MP37FKF-63149	Tokyu Bus		MP37FK-63062	Kanagawa Chuo Bus
MP37FKF-63156	Keio Bus		MP37FM-62105	Kanagawa Chuo Bus
MP37FKF-63150	Tokyu Bus		MP37FK-62233	Kanagawa Chuo Bus
MP37FKF-63157	Keio Bus		MP37FK-63059	Kanagawa Chuo Bus
MP37FKF-63151	Tokyu Bus		MP37FK-20228	Yokohama City Bus
MP37FKF-63158	Keio Bus		MP37FK-62161	Kawasaki City Bus
MP37FMF-63059	Meitetsu Bus		MP37FK-20072	Tokyo Metropolitan Bus
MP37FKF-63152	Tokyu Bus		MP37FK-63055	Kanagawa Chuo Bus
MP35FMG-63075	Kissui High School		MP37FM-63030	Meitetsu Bus
MP37FKF-63153	Tokyu Bus		MP37FM-63031	Meitetsu Bus
MP37FMF-63062	Meitetsu Bus		MP37FM-63032	Meitetsu Bus
MP35FMF-63076	Kanto Bus		MP37FM-63059	Meitetsu Bus
MP37FKF-63154	Tokyu Bus		MP37FM-63060	Meitetsu Bus
MP37FMF-63063	Meitetsu Bus		MP37FM-63061	Meitetsu Bus
MP37FMF-63064	Meitetsu Bus		MP35FP-63023	Hokuriku Railway
MP37FKF-63155	Tokyu Bus		MP35FP-63027	Hokuriku Kanagawa Bus
MP35FKF-63004	Hakone Tozan Bus		MP35FP-63024	Hokuriku Railway
MP35FKF-63005	Hakone Tozan Bus		MP37FK-62177	Kobe City Bus
MP37FMF-63065	Meitetsu Bus		MP37FK-62179	Kobe City Bus
MP37FMF-63066	Meitetsu Bus		MP37FM-22004	Kankyu Bus
MP37FKF-63160	Okinawa Bus		MP37FM-63023	Kagoshima City Bus
MP37FKF-63161	Okinawa Bus		MP35FM-62151	Kitakyushu City Bus
MP37FKF-63166	Okayama Denki Bus		MP35FK-63003	Ryuku Lease
MP37FKF-63165	Keisei Bus		MP35FK-63002	Ryuku Lease

VIN	Customer		VIN	Customer
MP37FKF-63162	Okinawa Bus		MP35FM-63045	Hokuriku Railway
MP37FKF-63167	Okayama Denki Bus		MP37FKFA-63504	Seibu Bus
MP37FKF-63163	Okinawa Bus		MP35FP-63013	JR Hokkaido Bus
MP37FKF-63168	Okayama Denki Bus		MP35FM-62157	Chuo Bus
MP35FMGH-63078	Miyako School for Special Needs		MP35FM-62154	Chuo Bus
MP37FKF-63164	Okinawa Bus		MP37FK-63071	Seibu Bus
MP37FKFA-63501	Seibu Bus		AP37FK-20022	Seibu Bus
MP37FKFA-63502	Seibu Bus			

Tools Needed:

Universal Allison DOC® 11.6.0 and Allison TCM Reflash™ 3.2

Connect Universal Allison DOC® to the vehicle and check the TCM for possible active and inactive Diagnostic Trouble Codes (DTCs). Repairs needed to correct the DTCs are not part of this Field Action Program.

Schedule Vehicle:

In order to maximize the technician's time and travel, schedule as many vehicles as possible to be reflashed during each visit.

Reflash Procedure:

Download the appropriate CIN from Allison TCM Reflash™ using the TCM serial number. Once the CIN has been downloaded, reflash the TCM using the downloaded CIN.

Add Calibration to Download Information

Calibration Information

☒ TCM Serial Number

☐ VIN

☐ TCM Assembly Number

☐ Transmission Serial Number

Quantity

☐ Calibration for Dyno Usage or Stock TCM/ECU

☐ Vocational Model Base Cal Only

451490

Figure 2. Add Calibration Information

To verify Software level after TCM reflash, close Allison TCM Reflash™ and connect Universal Allison DOC® to vehicle. Cal ID “**C14100113984A**” will be displayed on the DTC and General view in Universal Allison DOC® (refer to [Figure 1](#)).

Warranty Information:

Allison Service Outlets shall submit an AWAARE claim (Claim Type 4) on each vehicle completed under the Field Action. Any field action work must be claimed separately even if performed simultaneously with another transmission repair (i.e., warranty repair for overhaul, solenoid replacement, etc).

Claim Submittal Information:

Authorized Allison service outlets must submit a claim for work performed per this field action as outlined in [Table 2](#) and [Table 3](#). This Customer Satisfaction Field Action initiative will remain active until December 31, 2014.

Table 2.

Claim Type	4
Special Activity Indicator	2014FA01
Primary Failed Part	400
Complaint Code	AT02
Failure Code	CC03

Table 3.

Product Codes 65		
Labor Operation Code/TCM	Labor Hours/TCM	Labor Operation
00096501	1.0	TCM Calibration

Contact Information:

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