

2014FA03
May, 2014
Page 1 of 1

SUBJECT: Customer Satisfaction Field Action 2014FA03 – Transmissions Replacement in Constellation Cab
MAN Vehicles Due to Water Intrusion by OEM

MODELS AFFECTED: **TRANSMISSION MODELS:** 3000_P, 3200_P, 3500_P; **VEHICLE MODELS:** Model Years
2013 - 2014: MAN VW 17280, MAN VW 17330, MAN VW 2680, MAN VW 17280 E5 NFB,
Constellation Cab only – does not apply to MAN Worker Cab

VOCATIONS AFFECTED: Refuse, Emergency, Mixer

**THIS WILL BE PUBLISHED AS “WHITE PAPER”. NO FIELD ACTION BANNER, LETTER ONLY. WILL NOT BE
POSTED TO EXTRANET PER MIKE CAVENDER, ENGINEER**

TO:

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Introduction:

Allison Transmission, Inc. has identified a condition in certain MAN VW vehicles manufactured by MAN VW in years 2013 and 2014, where water may have been introduced into the transmission fluid by MAN VW during the MAN assembly process.

The presence of water in the transmission fluid is detrimental to the reliability and durability of the internal components.

As a Customer Satisfaction initiative, Allison Transmission, Inc. will replace or repair, without charge, the transmission in each applicable vehicle at no cost to the end customer. The work will also include complete replacement of the transmission fluid in the vehicle as well as the resetting of Transmission Control Module (TCM) adaptive parameters, also at no cost to the end user. This work will have no effect on the existing applicable transmission warranty. Warranty will continue to commence from the original vehicle in-service date.

Customer Notification:

Customers will be notified by direct mail by Allison Transmission Brasil. See copy of customer notification letter attachment (A).

To participate in this Customer Satisfaction Field Action program, all work must be completed prior to August 31, 2014. **Any repair orders completed after this date will not be reimbursed.**

Field Action Transmission Identification and Authorization:

Prior to the replacement of a suspect transmission, verify that the field action repair has NOT already been performed. Login to <https://sap.allisontransmission.com/extranet/serviceletters/campaigns/index.jsp>, enter the transmission serial number and vehicle vocation code, and request an authorization. If you receive an authorization number, then this is the confirmation that the field action has NOT been performed. If the field action has NOT been performed, proceed with the repair. Include the authorization number in the warranty claim narrative prior to submitting the claim. If you are unable to obtain an authorization number, and you believe the transmission qualifies for the field action based on the serial number range and vehicle vocation, contact the Allison Technical Assistance Center (TAC) at 1-800-252-5283 or 317-242-0700 or Email: Allison.TAC@allisontransmission.com.

**NOTE:**

This Field Action applies only to Refuse, Emergency, and Mixer vocations in MAN VW chassis with the Constellation cab. It does not apply to any MAN VW vehicle with a Worker cab regardless of vocation.

It is possible for an authorization number to be issued and your warranty claim denied because the vehicle chassis type did not qualify for the field action. This Field Action Letter is the master document in determining whether a unit qualifies for the field action.

Valid Transmission Serial Numbers (368 total):

Refer to [Table 1](#) for list of transmission serial numbers qualifying for this Field Action.

Table 1. Valid Transmission Serial Numbers

6511012411	6511078193	6511083335	6511084810	6511086069	651101618
6511023738	6511078234	6511083361	6511084811	6511086151	651101619
6511023788	6511078235	6511083362	6511085181	6511086152	651101635
6511077755	6511078274	6511083387	6511085182	6511086166	651101782
6511077756	6511078275	6511084333	6511085207	6511086167	651101783
6511077785	6511078295	6511084386	6511085208	6511086183	651101804
6511077786	6511082949	6511084387	6511085231	6511086184	651101805
6511077821	6511082950	6511084466	6511085232	6511086204	651102262
6511077822	6511082999	6511084467	6511085257	6511086205	651102263
6511077851	6511083000	6511084477	6511085258	6511086225	651102284
6511077852	6511083026	6511084478	6511085291	6511086226	651102285
6511077881	6511083057	6511084501	6511085292	6511086250	651102304
6511077882	6511083058	6511084502	6511085313	6511086251	651102305
6511077912	6511083084	6511084519	6511085314	6511086279	651102339
6511077913	6511083085	6511084598	6511085450	6511086280	651102340
6511077946	6511083109	6511084599	6511085451	6511086295	651108029
6511077947	6511083131	6511084623	6511085466	6511086308	651108030
6511077970	6511083132	6511084658	6511085467	6511086309	651108076
6511078066	6511083158	6511084659	6511085549	6511086328	651108077
6511078067	6511083159	6511084685	6511085550	6511086329	651108102
6511078096	6511083186	6511084718	6511085567	6511086344	651108103
6511078097	6511083245	6511084719	6511085570	6511086345	651108142
6511078126	6511083246	6511084745	6511085626	6511086358	651108143
6511078127	6511083275	6511084746	6511085627	6511086359	651108172
6511078156	6511083276	6511084767	6511085636	6511086412	651108173
6511078157	6511083305	6511084788	6511085637	651101592	651108210
6511078192	6511083306	6511084789	6511085651	651101593	651108211

Table 1. Valid Transmission Serial Numbers (cont'd)

6511108272	6511109195	6511134651	6511136585	6511137655	6511139987
6511108331	6511109266	6511134652	6511136586	6511137656	6511139988
6511108332	6511109267	6511134653	6511136587	6511137657	6511140001
6511108427	6511109268	6511134701	6511136709	6511138586	6511140002
6511108428	6511109273	6511134702	6511136710	6511138587	6511140134
6511108596	6511109274	6511134703	6511136711	6511138588	6511140135
6511108597	6511109336	6511134722	6511136746	6511138629	6511140162
6511108598	6511109337	6511134723	6511136747	6511138630	6511140164
6511108610	6511109497	6511134765	6511136784	6511138631	6511140202
6511108611	6511109498	6511134766	6511136785	6511138666	6511140222
6511108612	6511109499	6511135968	6511136847	6511138667	6511140223
6511108675	6511109527	6511135969	6511136983	6511138668	6511140238
6511108676	6511109528	6511135970	6511136984	6511138730	6511140255
6511108677	6511109529	6511136008	6511136985	6511138869	6511140256
6511108686	6511109560	6511136009	6511137007	6511138870	6511140332
6511108687	6511109561	6511136010	6511137008	6511138871	6511140431
6511108728	6511109562	6511136028	6511137009	6511138894	6511140432
6511108729	6511109590	6511136029	6511137049	6511138895	6511140532
6511108794	6511109591	6511136030	6511137050	6511139158	6511140533
6511108795	6511109677	6511136054	6511137051	6511139159	6511140534
6511108876	6511109678	6511136055	6511137086	6511139160	6511180901
6511108877	6511109793	6511136070	6511137087	6511139233	
6511108878	6511109794	6511136071	6511137088	6511139234	
6511108898	6511109823	6511136072	6511137104	6511139235	
6511108899	6511109824	6511136169	6511137105	6511139298	
6511108900	6511134092	6511136170	6511137106	6511139299	
6511108918	6511134093	6511136171	6511137546	6511139300	
6511108919	6511134115	6511136284	6511137547	6511139323	
6511109023	6511134116	6511136285	6511137548	6511139935	
6511109024	6511134139	6511136286	6511137569	6511139946	
6511109153	6511134140	6511136315	6511137570	6511139947	
6511109154	6511134162	6511136316	6511137571	6511139948	
6511109176	6511134163	6511136368	6511137594	6511139953	
6511109177	6511134184	6511136369	6511137595	6511139954	
6511109178	6511134185	6511136545	6511137596	6511139959	
6511109193	6511134203	6511136546	6511137619	6511139960	
6511109194	6511134204	6511136547	6511137620	6511139986	

Allison Service Outlet Field Action Responsibility:

The current plan is to replace all transmissions identified in this Field Action with new replacement transmissions. Allison Transmission reserves the right to change this plan, replacing transmissions with rebuilt (swing) units if necessary.

Allison Transmission Brasil will make arrangements to ship all replacement transmissions to the applicable distributors. The Allison distributor locations will be the primary location for the R&Rs. In addition, some R&Rs may occur at MAN VW Dealers. When an R&R is done at a MAN VW Dealer, the Allison distributor must make arrangements to have the replacement transmission delivered and the replaced transmission returned.

Transmissions to be supplied for replacement at MAN, TRD/Planalto, Fortaleza, Salvador, Recife, and Manaus will be supplied pre-filled with TranSynd®. Only a slight adjustment in fluid level should be necessary after performing a hot check. These units will also be supplied with output yokes pre-installed.

For replacement transmissions shipped without TranSynd®, 18 Liters (19.0 Quarts) of TranSynd® will be required to fill the transmission after installation. A hot check will be necessary after installation to verify proper fluid level.

For fielded vehicles that have accumulated mileage, it will be necessary to reset adaptive shift parameters to factory default settings using Universal Allison DOC® after the R&R has been completed. Labor compensation for this work is included in the 0.5 hours allocated for the Final Test Drive.

Replaced transmissions are to be returned undamaged, clean, and in the same container the replacement transmission arrived in. Drain and dispose of transmission fluid from removed transmission prior to returning to Allison Transmission Brasil. Collect replaced transmissions at each distributor. Contact Allison Transmission Brasil to receive authorization to return replaced transmissions.

Required Parts for Field Action:

Order Required Parts for Field Action per [Table 2](#).

Table 2. Required Parts

Part Number	Quantity	Part Name
Chelsea 35-P-74 or Allison 29513736	1	PTO Gasket

Any additional parts, labor, or travel costs deemed necessary to complete this Field Action must be described in detail in the claim narrative; if not, they will be deducted from the claim.

Transmission Fluid:

For replacement transmissions shipped without TranSynd®, 18 Liters (19.0 Quarts) of TranSynd® will be required to fill the transmission after installation.

Drain and dispose of transmission fluid from removed transmission prior to returning to Allison Transmission Brasil.

Claim Submittal Information:

Approved authorized Allison Service Outlets must submit a claim for work performed per this Field Action as outlined in [Table 3](#) and [Table 4](#). This Customer Satisfaction Field Action initiative remains active until August 31, 2014.

Include Field Action number **2014FA03** and the **authorization number** in the warranty claim narrative for each AWAARE warranty claim.

Table 3. AWAARE Claim Variable Values

Claim Type	CT 04
Special Activity Indicator	2014FA03
Primary Failed Part	70
Complaint Code	OS06
Failure Code	CC03
Field Action Authorization Number	*
* Provided from Extranet, must be listed in claim narrative	

Table 4. AWAARE Claim Labor Variable Values

Product Code 65		
Labor Operation Code	Labor Hours	Labor Operation Description
00094000	6.0	R&R Transmission
00094003	0.8	R&R PTO, Hydraulic Pump
00096400	0.5	Final Test Drive Vehicle

Contact Information:**Allison Transmission Brasil**

Attn: Allison Transmission After Sales - Brasil
 Rua Agostinho Togneri, 57 – Jd. Jurubatuba
 Sao Paulo, BRASIL
 INTERNATIONAL: 11 5633-2599
 Please reference 2014FA03

Allison Transmission Indianapolis

Attn: 3000/4000 Service Group
 P.O. Box 894
 Indianapolis, IN 46206-0894
 1-800-252-5283
 FAX: 317-242-2712
Allison.TAC@allisontransmission.com
 Please reference 2014FA03

Allison Transmission, Inc.

Attachment

Reference - Customer Notification Letter – Attachment (A)

May 1, 2014

Subject: Customer Satisfaction Field Action – Transmissions Replacement in Constellation Cab MAN Vehicles Due to Water Intrusion by OEM

Dear Allison Transmission Owner:

This notice is sent to inform you of a Field Action Program 2014FA03 that may include your vehicle.

REASON FOR THIS FIELD ACTION:

Allison Transmission has determined that the transmission fluid in one or more of your Allison Transmission equipped vehicles may have been contaminated in the (OEM) VW MAN assembly plant. Water from a quality test intended to verify sealing integrity of the vehicle cab may have been inadvertently introduced into the transmission. Water in the transmission fluid is detrimental to the reliability and durability of internal transmission components. This Field Action has been authorized through August 31, 2014, with all service work to be done no later than that date.

This Field Action is limited to MAN VW 17.280, 17.330 and 26.280 vehicles manufactured in 2013 and 2014 with Constellation model cabs. If you have MAN VW vehicles in your fleet with Worker Cabs, please be aware this condition does not apply to that model vehicle. The closest Allison Transmission Dealer can assist you in determining if your vehicle is included in this action.

WHAT WILL BE DONE:

An Allison Distributor or Dealer will remove and replace your transmission at no charge to you. The new replacement transmission will be filled with fresh TranSynd® Synthetic transmission fluid, also at no cost to you. Allison Transmission wants our customers to know that Allison stands firmly behind our products.

HOW LONG THE REPAIR WILL TAKE:

The length of time to remove and replace the transmission in your vehicle will take approximately 8.0 hours. Additional time may be required to schedule and process your vehicle. Making an appointment is highly recommended to ensure a faster repair. Please ask your Allison Distributor or Dealer how much additional time will be needed to schedule, process, and repair your vehicle.

CONTACTING YOUR ALLISON TRANSMISSION DISTRIBUTOR OR DEALER:

Please contact your Allison Distributor or Dealer as soon as possible to arrange a service date. Please provide the Vehicle Identification Number (VIN) when making the call. Instructions for making this correction have been sent to Distributors and Dealers in your region.

PLEASE CONTACT THESE ALLISON SERVICE OUTLETS FOR YOUR LOCATION/REGION:

Region	Allison Service Outlet	Phone Number
Rio de Janeiro	CCO Maq Comércio Locação de Máquinas Ltda.	21 2414-1600C
Sao Paulo	CDMC - Cia Distribuidora de Motores Cummins	11 4787-4299
Belo Horizonte	TRANSMIG - Transmissões Minas Gerais	31 3453-0005
Curitiba	MOTORMAC - Distribuidora Paraná de Motoers Cummins	51 3349-3200
Porto Alegre	MOTORMAC - Distribuidora Meridional de Motoers Cummins	51 3349-3200
Fortaleza	DCDN - Distribuidora Cummins Diesel do Nordeste	85 4011-6400
Salvador	Nordeste Veículos Com. de Implementos Rodoviários	71 3533-9100

Region	Allison Service Outlet	Phone Number
Recife	DCDN - Distribuidora Cummins Diesel do Nordeste	81 3117-4190

TRANSMISSION FACTORY WARRANTY:

This Field Action has no effect on the warranty of your Allison transmission. The original transmission warranty, in effect from the vehicle in-service date, will continue apply.

CUSTOMER LETTER:

Presentation of this letter to your Distributor or Dealer will assist in making the necessary correction in the shortest possible time.

We regret any inconvenience this may cause and have taken this action in the interest of your continued satisfaction with Allison Transmission products.