

2014FA09  
October, 2014  
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SUBJECT: Special Coverage for A51, A52, and A53 TCM Failures

MODELS AFFECTED: All B and T Model transmissions with serial number beginning with “65” or “93”

VOCATIONS AFFECTED: B and T Model transmissions with serial number beginning with “66” or “94” and used in Transit Bus, Inter-city and Shuttle Bus vocations only

### Introduction:

Allison Transmission, Inc. has identified a potential concern with A51, A52, and A53 Transmission Control Modules (TCMs) built between November 6, 2009 and April 17, 2013. As a Customer Satisfaction initiative, Allison Transmission, Inc. will replace **failed** TCMs at no cost for a period of five years from the in-service date of vehicles with transmission models listed in the “Models and Vocations Affected” section. More details regarding the specific TCM serial number ranges are listed below.

### Possible Symptoms of Failed TCMs:

The intent of this section is to provide a list of common symptoms of the failed TCMs to assist technicians with troubleshooting. Refer to Table 1 for these symptoms. Table 1 is not all-inclusive; therefore, it is possible to have a TCM failure that exhibits symptoms which are not included in this list. TCMs that have failed due to symptoms not included in this list are still covered by this Special Coverage.

Table 1.

|                                    |
|------------------------------------|
| Vehicle will not start             |
| Harsh or erratic shifting          |
| No forward ranges                  |
| No communication with TCM          |
| Transmission stuck in range        |
| Shift selector displays “cat eyes” |
| TCM will not program/flash         |

In addition to being caused by a failed TCM, the above mentioned symptoms can also have other cause; therefore, it will be the responsibility of the servicing technician to determine whether or not the TCM is the root cause of the customer complaint.

### Serial Number Range:

TCM Serial Numbers and Date Codes from November 6, 2009 and April 17, 2013

- Verify vehicle is an eligible Isuzu/Hino transit bus.
- A51 series S/N BK5536N19302xxxxto S/N BK5536N13101xxxx.
- A52 series S/N BK5537N29293xxxxto S/N BK5537N23106xxxx
- A53 series S/N BK5538N39300xxxxto S/N BK5538N32354xxxx



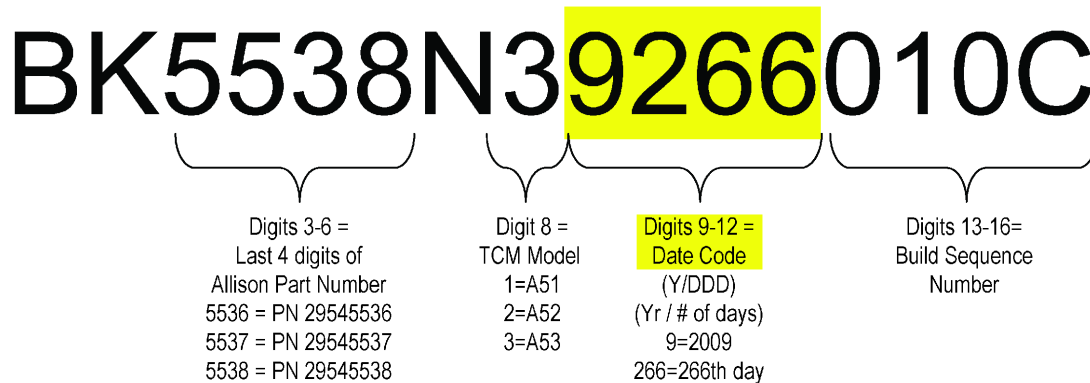
**NOTE:** UNIVERSAL ALLISON DOC® - Service Tool can be used to collect TCM serial number data.

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**Figure 1.**

187241



199463

**Figure 2.**

### **Allison Service Outlets Special Coverage Responsibility:**

Service Outlets shall take the following steps when they get a vehicle in for repair.

1. Vehicle must have...
2. Confirm the TCM has failed.
3. Confirm that the vehicle has one of the following TCMs:
  - a. A51 P/N 29545536
  - b. A52 P/N 29545537
  - c. A53 P/N 29545538
4. Confirm serial number is within TCM range above.  
(The easiest way to confirm the TCM serial number is to use Universal Allison DOC®.)
5. Record the following information:
  - a. Transmission Serial Number
  - b. TCM serial number being removed
  - c. TCM serial number being installed
  - d. Full Vehicle Identification Number (VIN)
  - e. Miles/Kilometers/Hours (whichever applicable)
6. Record and save original Customer Modifiable Constants (CMC's).
7. Replace TCM with a new A59 TCM.
8. After calibration of the TCM ensure that CMC's are set to the customer's original values.
9. Roat test is not required or reimbursable.

### **Parts Information:**

All TCM model numbers listed above including A51, A52 and A53 will be serviced using the A59 TCM P/N 29551869.

All parts for this Field Action are released and will be procured through the Allison Parts Distribution Center. In order to maintain an efficient flow of material for this program, please order bulk pack P/N F29551869. Specify in bulk packages of 10 how many of P/N 29551869 are required. Quantities of less than 10, order by P/N 29551869.

**Example:**

- An order of 10 TCMs P/N F29551869 = 10 TCMs in a single bulk package (10/box).
- An order of 9 TCMs P/N 29551869 = 9 TCMs each in a single box (1/box).

**Return of TCMs:**

Retain all replaced TCM(s). Replaced TCM(s) should be stored in the box the new TCM was removed from. Identify each TCM with the full Vehicle Identification Number (VIN), Miles/Kilometers on vehicle and customer name/location. All replaced TCM(s) must be returned to Allison Transmission, Inc. in order to get credit for performing this field action.

- For Distributors and Dealers in North America, a RMA (Return Material Authorization) will be automatically issued when filing for reimbursement in AWAARE.
- For Distributors and Dealers outside North America, the attached RMA (Return Material Authorization) form must accompany the return of the TCM to Allison Transmission, Inc. A maximum quantity of 30 TCM(s) should be returned per shipment. Each replaced TCM is to be recorded on page 2 of the attached RMA authorization form along with the transmission serial number, AWAARE claim number, and replaced TCM number.

**Warranty Information:**

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



**NOTE:** If a Customer requests reimbursement for a "Customer paid TCM replacement" on a TCM included in the range of serial numbers of this special coverage, the authorized Allison Service outlet that performed the repair may request reimbursement for these repairs via AWAARE. The Service outlet shall follow all applicable procedures outlined in the above Field Action Letter and attach the original customer paid invoice to the AWAARE claim. Total reimbursement to the Service Outlet will not exceed the standard labor and parts identified in Field Action 2014FA09. A Claim Type 4 reimbursement from Allison shall be credited back to the customer from the authorized Allison Service outlet. Customer reimbursement credit documents must be retained for Allison audit.

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**NOTE:** If a Customer believes they have experienced an unacceptable failure rate within their fleet and requests proactive replacement of the TCM, collect fleet profile data for the individual fleet (single customer and location) and send to Allison.TAC@allisontransmission.com for consideration. A fleet profile form may be obtained upon request at Allison.TAC@allisontransmission.com.

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**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, 2019.

**Table 2. AWAARE Claim Variable Values**

| Does the unit have ETC, Standard, or Edge Coverage still in effect? | No                              | Yes                               |
|---------------------------------------------------------------------|---------------------------------|-----------------------------------|
| Claim Type                                                          | 4                               | Available Claim Type (1, 2, or 9) |
| Special Activity Indicator                                          | 2014FA09                        | 2014FA09                          |
| Primary Failed Part                                                 | List Applicable TCM Part Number | List Applicable TCM Part Number   |
| Complaint Code                                                      | AT02                            | AT02                              |
| Failure Code                                                        | C03                             | C03                               |
| Field Action Authorization Number                                   | N/A                             | N/A                               |

**Table 3. AWAARE Claim Labor Variable Values**

| Product Codes 65, 66, 93 or 94 |            |                               |
|--------------------------------|------------|-------------------------------|
| Labor Operation Code/TCM       | Labor/TCM  | Labor Operation               |
| 00096901                       | 1.00 hours | Troubleshooting & Diagnostics |
| 00094701                       | 0.40 hours | Labor R & R TCM               |
| 00096501                       | 1.00 hours | TCM Calibration               |

Allison Service Outlets must follow the published Allison Transmission current labor time guide for work performed.

Any additional parts, labor, or travel costs 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.



**NOTE:** This field action applies only to TCMs operating with a transmission S/N beginning with “65”, “66”, “93” or “94” and TCM with build dates as identified in this Customer Satisfaction Field Action. It is possible for your warranty claim to be denied because the vehicle 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.

# 2014FA09 FIELD ACTION NON-NORTH AMERICA RMA AUTHORIZATION

## ALLISON TRANSMISSION INC.

REFERENCE NO. 2014FA09

DATE: \_\_\_\_\_

SHIPPER: \_\_\_\_\_

SHIP TO: Allison Transmission, Inc.

One Allison Way

Dock 33, Stop 70

Indianapolis, IN 46222

Attn: Wais Mardanzai

CONTACT: \_\_\_\_\_

FAX #: \_\_\_\_\_

DOES THIS RETURN CONTAIN ANY ITAR CONTROLLED MATERIAL OR INFORMATION?

☐ YES ☒ NO

If yes, contact the Allison Transmission Export Compliance Administrator for shipping authorization (317-242-3197)

| QUANTITY | PART<br>NUMBER | DESCRIPTION |
|----------|----------------|-------------|
|          | 29545536       | TCM         |
|          |                |             |
|          | 29545537       | TCM         |
|          |                |             |
|          | 29545538       | TCM         |
|          |                |             |
|          |                |             |

REASON FOR RETURN:

2014FA09 Field Action Return Material Program

COMMENTS:

**IMPORTANT:** A COPY OF THIS COMPLETED FORM MUST BE INSIDE AND OUTSIDE OF THE SHIPPING CONTAINER. AUTHORIZATION AND DOCUMENTATION WILL BE SHIPPED BACK TO THE SENDER FREIGHT COLLECT. ANY SUPPORT DOCUMENTATION (PRIOR HISTORY, ETC.) SHOULD BE ATTACHED TO SHIPMENT.

2014FA09  
NON-NORTH AMERICA  
RMA RETURN FORM

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RETURNING BUSINESS NAME / LOCATION

| Claim# | Transmission Serial# | Returned TCM Serial# |
|--------|----------------------|----------------------|
| 1      |                      |                      |
| 2      |                      |                      |
| 3      |                      |                      |
| 4      |                      |                      |
| 5      |                      |                      |
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