

Revisions to this document are noted
by a stripe in the left-hand margin

2010FA01, Rev. A
November, 2014
Page 1 of 8

SUBJECT: A51, A52, A53 TCM Customer Satisfaction Field Action

MODELS/VOCATIONS AFFECTED:

- 3000 Series Transmissions in Dock Spotters
- B300, B400, B500 and T250, T255, T260, T265, T270, T280, T310, T325, T350, T375, T425, T450, T525 Series Transmissions in Transit Buses, Shuttle Buses, Inter-city/Tour Buses

Introduction:

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 29545536, 29545537 and 29545538 may have reduced life on a Current Sensing Resistor. The Current Sensing Resistor solder joint may crack due to high cycle usage and heat. This can cause an open circuit within the TCM. An open circuit will reduce current to the solenoid and impact shift quality of the transmission by affecting clutch application. If this condition exists, shift quality could be degraded by producing an engine RPM flare on 2-3, 3-4 or 4-5 shift 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 TCM in vehicles with transmission models and vocations listed in the **Models/Vocations Affected**.

Customer Notification:

Customers are being notified by a Global Customer Satisfaction Field Action posted on www.allisontransmission.com. To participate in this Global Customer Satisfaction Field Action program, all work must be completed prior to December 31, 2016.

Serial Number Range:

TCM Serial Numbers and Date Codes from January 1, 2008 to November 5, 2009

- A51 series S/N: BK5536N**18001**xxxx to S/N: BK5536N**19301**xxxx
- A52 series S/N: BK5537N**28001**xxxx to S/N: BK5537N**29292**xxxx
- A53 series S/N: BK5538N**38001**xxxx to S/N: BK5538N**39299**xxxx



NOTE: Allison Diagnostic Optimized Connection (DOC) can be used to collect TCM serial number data.

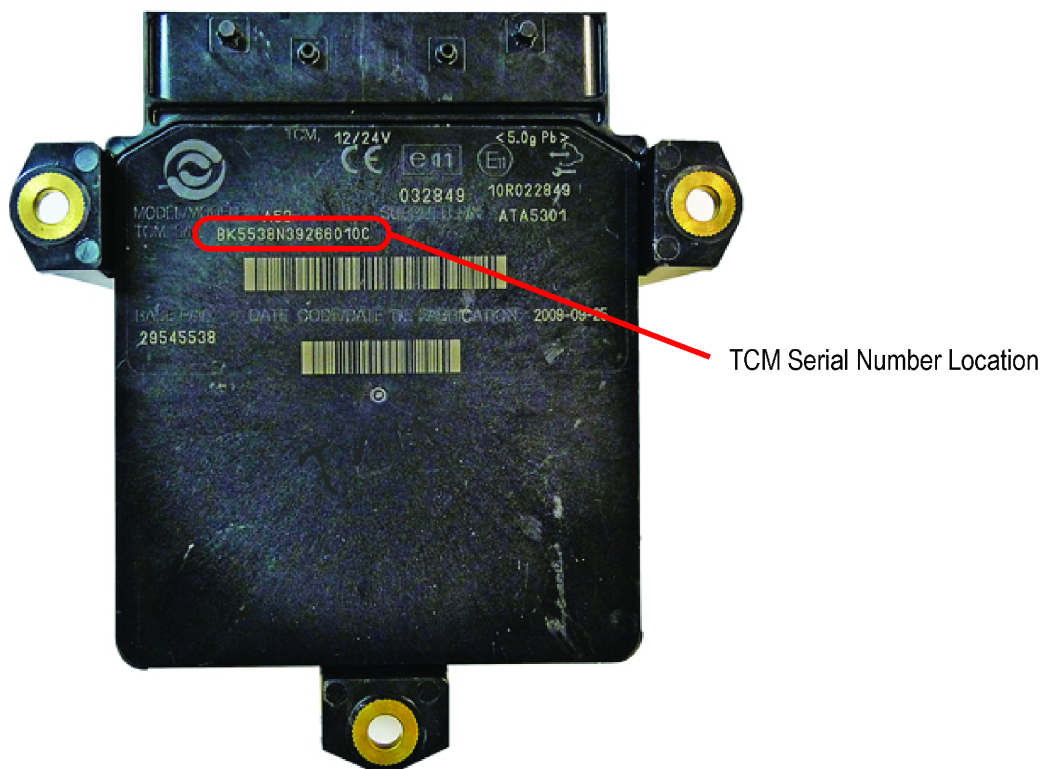


Figure 1. TCM Serial Number Location

187241

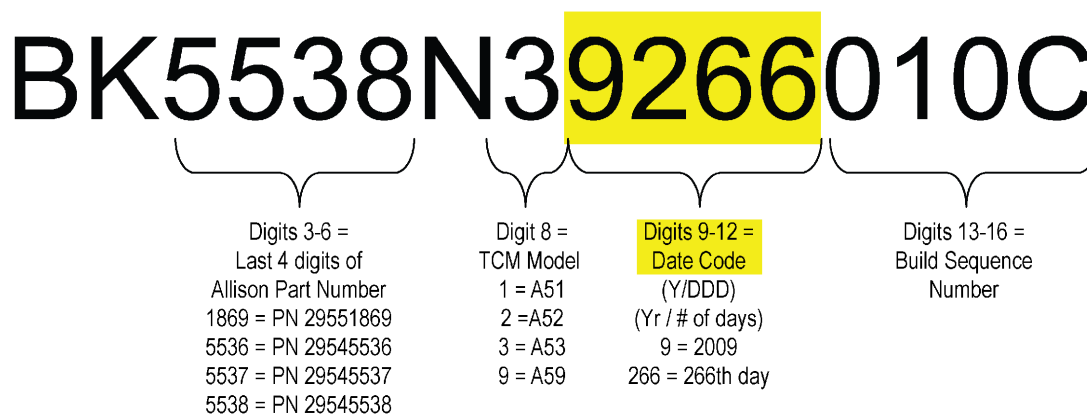


Figure 2. TCM Serial Number Identification

199463

New TCM Starting Serial Numbers and Date Code:

- A59 series S/N: BK1869A9xxxxxxxx



NOTE: An A59 Service TCM is to be used as the replacement TCM for the remainder of this Field Action. The A53 TCMs have been cancelled for Service and replaced with the A59 TCM. If the TCM was already proactively replaced, do not replace again with an A59 TCM.

Field Action TCM Identification:

Before the replacement of a suspect TCM is made, verify that this is a Transit Bus, Shuttle Bus, Inter-city/Tour Bus or Dock Spotter vocation and the Serial Number of the TCM is between TCM Serial Number/Date Code from January 1, 2008 to November 5, 2009.

- A51 series S/N: BK5536N**18001**xxxx to S/N: BK5536N**19301**xxxx
- A52 series S/N: BK5537N**28001**xxxx to S/N: BK5537N**29292**xxxx
- A53 series S/N: BK5538N**38001**xxxx to S/N: BK5538N**39299**xxxx

When a TCM is replaced, record the following information:

1. Transmission serial number
2. TCM serial number being removed
3. TCM serial number being installed
4. Full VIN (Vehicle Identification Number)
5. Miles / Kilometers / Hours (whichever applicable)

This information will be required to file a Field Action Warranty Claim.

This field action applies only to Transit Buses, Shuttle Buses, Inter-city/Tour Buses and Dock Spotters equipped with a transmission S/N beginning with “65”, “66”, “93” or “94” and TCM(s) 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.

Allison Service Outlets Field Action Responsibility:

Complaints caused by a TCM Current Sensing Resistor malfunction may or may not be associated with any active DTC(s), but occasionally you may find codes associated with PCS3, PCS4 solenoids or ratio codes. Complaints of a delayed/harsh 2-1 downshift occurring after the vehicle is stopped or engine RPM flare during a 2-3, 3-4, or 4-5 upshift are typical customer complaints associated with this issue.

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

1. Vehicle must be an affected Transit Bus, Shuttle Bus, Inter-city/Tour Bus or Dock Spotter with a **Product Code “65”, “66”, “93” or “94” transmission** to perform this field action.
2. Confirm the Vehicle has one of the following TCM(s):
 - a. A51 P/N 29545536
 - b. A52 P/N 29545537
 - c. A53 P/N 29545538

3. Confirm serial number is within TCM serial number range above.
(The easiest way to confirm the TCM serial number is to use Allison DOC® for PC service tool.)
4. Record and save original (CMC's) Customer Modifiable Constants.
5. Replace TCM with a new A59 TCM per the date code described in section, **"New TCM Starting Serial Numbers and Date Code"**.
6. After calibration of the TCM insure that CMC's are set to the customer's original values.
7. Road 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.

All parts for this Field Action will be released and 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 part number 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 TCM(s):

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 VIN (Vehicle Identification Number), 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 (Claim Type 4) on each vehicle completed under the field action. Any field action work should 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 1](#) and [Table 2](#). This Customer Satisfaction Field Action initiative will remain active until December 31, 2016.

Table 1.

Claim Type	4
Special Activity Indicator	2010FA01 Rev A
Primary Failed Part, pick one of the three listed (A51 - 29545536, A52 - 29545537, A53 - 29545538)	2954xxxx
Complaint Code	AT02
Fail Code	C03

Table 2.

Product Codes 65, 66, 93 or 94		
Labor Operation Code/TCM	Labor Hours/TCM	Labor Operation
00094701	0.40 hours	Labor R & R TCM
00096401	<i>Not allowed for Field Action</i>	<i>Final Test Drive</i>
00096501	1.00 hours	TCM Calibration

Allison Service Outlets must follow the current published Allison Transmission Labor Time Guide for work performed.

Any additional parts or labor 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.

2010FA01 FIELD ACTION NON-NORTH AMERICA RMA AUTHORIZATION

ALLISON TRANSMISSION INC.

REFERENCE NO. 2010FA01 Rev A

DATE: _____

SHIPPER: Allison Distributor/Dealer Name
Address

SHIP TO: Allison Transmission Inc.
One Allison Way
Dock 33, Stop 70
Indianapolis, IN 46222
Attn: Wais Mardanzai

CONTACT: Sender Name

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 NUMBER	DESCRIPTION
	29545536	TCM
	29545537	TCM
	29545538	TCM
REASON FOR RETURN: 2010FA01 Rev A 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.		

2010FA01 Rev A

NON-NORTH AMERICA

RMA RETURN FORM

RETURNING BUSINESS NAME / LOCATION

	Claim#	Transmission Serial#	Returned TCM Serial#
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
13			
14			
15			
16			
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30			

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NAME / LOCATION

Technician Work Sheet

	Vehicle VIN	Transmission	Serial Numbers Old TCM	New TCM	Miles/Km/Hrs
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					
16					
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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 Rev A

This notice is posted to inform you of the Global Customer Satisfaction Initiative 2010FA01 Rev A 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.

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 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.