

**ATTENTION: Dealer Principal, Warranty Manager, Service Manager, Parts Manager**

Freightliner Dealers – U.S. and Canada  
Western Star and Sterling Dealers – U.S. and Canada  
FCCC Dealers – U.S. and Canada  
Thomas Built Bus Dealers – U.S. and Canada  
Export Distributors  
Direct Warranty Customers – U.S. and Canada

Daimler Trucks North America LLC

**WARRANTY CAMPAIGNS DEPARTMENT**

P.O. Box 4090 800-547-0712  
Portland, Oregon 97208-4090 FAX 503-745-9009

If you have questions about this Letter, please submit your inquiry on the Web at:

[AccessFreightliner.com / Support / My Tickets and Submit an Inquiry](http://AccessFreightliner.com/Support/MyTicketsandSubmitanInquiry)

REF #: ICI14-007

Effective: 03/19/14 SB-10055683-9232

Release: 03/18/14

**SUBJECT: Allison Tech Tip #TT7400EN  
Vehicle Acceleration Control Programming**

This letter is to inform you that Allison Transmission Distributors will be performing a campaign on behalf of Freightliner Trucks Division and Western Star Trucks Sales involving the reprogramming of the Vehicle Acceleration Control (VAC). The effected models are specific Freightliner 108SD, 114SD, Cascadia and Business Class M2 model vehicles and Western Star 4700 and 4900 model vehicles manufactured May 24, 2013, through July 19, 2013, with 2000/3000/4000 series Allison Transmissions. Customers will be notified by mail and directed to an Allison distributor for the repair. This is **not** a Daimler Trucks North America campaign and DTNA dealers will not be performing the work.

If you receive a customer inquiry regarding Allison Tech tip #TT7400EN, please direct the customer to the Allison website, [www.allisontransmission.com](http://www.allisontransmission.com), or to the Allison Technical Assistance Center at (800) 252-5283 (24 hours a day) to locate a distributor.

A copy of the customer letter is included for your reference.

If you have questions or need further information, contact the Warranty Campaigns Department by submitting an inquiry through [www.AccessFreightliner.com](http://www.AccessFreightliner.com) / Support / My tickets and Submit an Inquiry from 7:00 a.m. to 4:00 p.m. Pacific Time, Monday through Friday.

*The information contained in this letter supercedes and supplements any related policies and procedures in any previously released bulletins, the Warranty Manual, and/or previously released letters. Failure to read or distribute this letter will not exempt addressees from compliance with the information contained herein.*

# Daimler Trucks North America LLC

Daimler Trucks North America LLC  
P.O. Box 4090  
Portland, OR 97208-4090  
800.547.0712 Phone  
503.745.9009 Fax

**April 2014**  
**Allison Tech Tip #TT7400EN**

## **Subject: Allison Transmission Vehicle Acceleration Control Programming**

Daimler Trucks North America LLC would like to make you aware of a customer satisfaction field action being conducted on our behalf by Allison Transmission, Inc. The vehicle identification number(s) listed in this notice are eligible for this field action. The vehicles involved are specific Freightliner 108SD, 114SD, Cascadia and Business Class M2 model vehicles and Western Star 4700 and 4900 model vehicles manufactured May 20, 2013, through December 4, 2013, with 2000/3000/4000 series Allison Transmissions.

Some vehicles may have more aggressive Vehicle Acceleration Control (VAC) programming than was intended. This may result in low power on acceleration, especially when pulling light loads. The VAC parameter will be adjusted by an Allison Transmission distributor.

Allison Transmission Distributors will perform this field action. To locate a distributor, go to [www.allisontransmission.com/sales-service-locator](http://www.allisontransmission.com/sales-service-locator). Locations with the Allison "swirl" have the reprogramming capabilities necessary to complete this field action.

When you contact an Allison Transmission Distributor, refer to Allison Tech Tip #TT7400EN and have your vehicle identification number available. Contact the distributor in advance to arrange for service. The field action may take up to one hour and will be performed at no charge to you.

**This customer satisfaction field action will be available until April 30, 2015.** Please be sure to have the field action completed before this date. Work done after this date may be done at the customer's expense.

If you have questions or need further information, contact the Allison Technical Assistance Center at (800) 252-5283 (24 hours a day) and reference Tech Tip #TT7400EN.

WARRANTY CAMPAIGNS DEPARTMENT

Enclosure