

Revisions to this document are noted
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TT7539EN, Rev. A
June, 2015
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SUBJECT: Incorrect 5th Generation Controls Load-Based Shift Scheduling (LBSS) Calibration Settings by Freightliner Custom Chassis Corporation (FCCC)

MODELS AFFECTED: FCCC Vehicles with 1000/2000/3000 Series Transmissions with 5th Generation Controls



NOTE: FCCC dealers are asked to coordinate with Allison distributors/dealers for repair as outlined in ICI15-001. FCCC has agreed to utilize and pay the Allison service channel for repairs.

Description of Complaint:

Customers are likely to experience poor performance during normal driving conditions.

Background:

FCCC has supplied incorrect 5th Generation Controls calibration settings for chassis that utilize LBSS/DSS in vehicles built between August 27, 2013 and June 26, 2014. These incorrect calibration settings can cause a vehicle to perform in economy mode when it is set for performance mode. These settings can also cause a vehicle to function in performance mode when it is set for economy mode.

Service Procedure:

Using Allison TCM Reflash™, enter the TCM Serial Number into the 5th Generation Controls database. The system will correct the calibration settings for this specific TCM. This calibration setting correction will only occur on the VINs defined by FCCC and the corresponding TCM Serial Numbers.

Authorization Number is required prior to recalibrating the TCM.

Procedure to obtain an authorization number:

Log on to the Allison Transmission Extranet. Under the “Service” heading click on “Field Action Authorization” and enter the transmission serial number.

If the requested serial number does not return an authorization number on the Allison Transmission Extranet, this indicates the recalibration has already been performed or the serial number is not covered under FCCC’s Service Bulletin. If an authorization number is returned, record the authorization number and **include it in the claim narrative in AWAARE for reimbursement.**



NOTE: If an engine warning light is set during this procedure, it can be turned off by starting the engine and letting it idle until the dash warning lights go off; run the engine up to 1500 RPM, return to idle, and turn the engine off. Repeat this procedure 3 to 5 times, depending on the engine manufacturer.



NOTE: Labor not to exceed 1.5 hours. The labor time of 1 hour is the maximum allowed to reprogram the TCM. An additional 0.5 hour will be allowed to test drive the vehicle after the recalibration is completed. Customer setting requests will not be covered by this program and will be at the customer's expense.



NOTE: The issue outlined in this document is not an Allison Transmission, Inc. defect in material or workmanship.



NOTE: Travel time is allowed only for multiple vehicles, and only once per location.

Reimbursement:

Claims are to be submitted in AWAARE using the following information:

Claim Type	8
Authorization Number	XXXXXXXXXX
Special Activity Indicator	FCCCLBSS
Primary Failed Part	70
Complaint Code	AT02
Failure Code	CC03

Labor OP	Labor Hours	Labor Operation
00096501	1	TCM Recalibration
00096400	0.5	Final Test Drive Vehicle

Tech Tip TT7539EN will be terminated 1 year after the initial publish date (February 2015).