

2015FA04
October, 2015
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SUBJECT: Customer Satisfaction Field Action - A65 Transmission Control Module Recalibration.

MODELS AFFECTED: TC10™ Series Transmissions

Introduction:

In July, 2015 Allison Transmission, Inc. released an enhanced A65 Transmission Control Module (TCM) calibration and software (D151 Software). As a Customer Satisfaction initiative, Allison Transmission, Inc. authorizes the installation of a new A65 TCM calibration at no charge.

Customer Notification:

The affected customers will be notified by Allison Transmission Service Managers, Area Sales Managers, or their appointed Allison distributor/dealer personnel.

Serial Numbers Affected:

This Field Action is limited to the Transmission serial numbers (S/Ns) shown in Table 1. Some transmission S/Ns also have a corresponding TCM S/N listed in Table 1.

Table 1. Transmission Serial Numbers/TCM Serial Numbers

Transmission S/N	TCM S/N	Transmission S/N	TCM S/N
8810001001	BK0693A531650021	8810001234	BK0693A532770040
8810001002	BK0693A531650028	8810001235	BK0693A540090066
8810001003	BK0693A531650032	8810001236	BK0693A540090007
8810001004	BK0693A531650016	8810001237	BK0693A540090002
8810001005	BK0693A540280003	8810001238	BK0693A540340050
8810001006	BK0693A531650013	8810001239	BK0693A540090013
8810001007	BK0693A540090071	8810001240	BK0693A540090062
8810001008	BK0693A540090064	8810001241	BK0693A540340023
8810001009	BK0693A531650055	8810001242	BK0693A540420048
8810001010	BK0693A531650062	8810001243	BK0693A540090069
8810001011	BK0693A540090059	8810001244	BK0693A540340027
8810001012	BK0693A531650067	8810001245	BK0693A540080025
8810001013	BK0693A531650042	8810001246	BK0693A540340038
8810001014	BK0693A532260003	8810001247	BK0693A540340031

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Table 1. Transmission Serial Numbers/TCM Serial Numbers (cont'd)

Transmission S/N	TCM S/N	Transmission S/N	TCM S/N
8810001015	BK0693A531650026	8810001248	BK0693A540090006
8810001016	BK0693A531650041	8810001249	BK0693A540340046
8810001017	BK0693A540340044	8810001250	BK0693A540340001
8810001018	BK0693A540090078	8810001251	BK0693A540090074
8810001019	BK0693A531650025	8810001252	BK0693A540340002
8810001020	BK0693A540090077	8810001253	BK0693A532770008
8810001021	BK0693A540090076	8810001254	BK0693A540090089
8810001022	BK0693A531650046	8810001255	BK0693A540340012
8810001023	BK0693A531650057	8810001256	BK0693A540090016
8810001024	BK0693A531650052	8810001257	BK0693A540340049
8810001025	BK0693A531690003	8810001258	BK0693A540080032
8810001026	BK0693A540090015	8810001259	BK0693A540090080
8810001027	BK0693A540080001	8810001260	BK0693A540340053
8810001028	BK0693A531650069	8810001261	BK0693A540340019
8810001029	BK0693A540080070	8810001262	BK0693A540340024
8810001030	BK0693A540080069	8810001263	BK0693A540090085
8810001031	BK0693A540090067	8810001264	BK0693A540090020
8810001032	BK0693A540090051	8810001265	BK0693A540340040
8810001033	BK0693A532770067	8810001266	BK0693A540340013
8810001034	BK0693A532770048	8810001267	BK0693A540080057
8810001035	BK0693A532770071	8810001268	BK0693A540340007
8810001036	BK0693A532770018	8810001269	BK0693A540080071
8810001037	BK0693A540080068	8810001270	BK0693A540340015
8810001038	BK0693A540090005	8810001271	BK0693A540340010
8810001039	BK0693A540090052	8810001272	BK0693A540340008
8810001040	BK0693A540090092	8810001273	BK0693A540340014
8810001041	BK0693A531650036	8810001274	BK0693A540090065
8810001043	BK0693A531650065	8810001275	BK0693A540340047
8810001044	BK0693A531650018	8810001276	BK0693A540340051
8810001045	BK0693A531650054	8810001277	BK0693A540350001
8810001046	BK0693A531690002	8810001278	BK0693A540340028
8810001047	BK0693A540090087	8810001279	BK0693A540090008
8810001048	BK0693A531650019	8810001280	BK0693A540340048
8810001049	BK0693A531650064	8810001281	BK0693A540340042
8810001050	BK0693A532770043	8810001282	BK0693A540090024

Table 1. Transmission Serial Numbers/TCM Serial Numbers (cont'd)

Transmission S/N	TCM S/N	Transmission S/N	TCM S/N
8810001052	BK0693A531650061	8810001283	BK0693A540090060
8810001053	BK0693A532260002	8810001284	BK0693A540090075
8810001054	BK0693A540090018	8810001285	BK0693A540420044
8810001055	BK0693A532770014	8810001286	BK0693A540420036
8810001056	BK0693A531650058	8810001287	BK0693A540420049
8810001057	BK0693A532770066	8810001288	BK0693A540420022
8810001058	BK0693A532770030	8810001289	BK0693A540420061
8810001059	BK0693A532770049	8810001290	BK0693A540420053
8810001060	BK0693A531650034	8810001291	BK0693A540420020
8810001061	BK0693A550150050	8810001292	BK0693A540420004
8810001062	BK0693A532770019	8810001293	BK0693A540420002
8810001063	BK0693A532770007	8810001294	BK0693A540420003
8810001064	BK0693A532770036	8810001295	BK0693A540420062
8810001065	BK0693A540090058	8810001296	BK0693A540420001
8810001066	BK0693A532770055	8810001297	BK0693A540420007
8810001067	BK0693A532770041	8810001298	BK0693A540420012
8810001068	BK0693A532770027	8810001299	BK0693A540420065
8810001069	BK0693A532770002	8810001300	BK0693A540420034
8810001070	BK0693A532770054	8810001301	BK0693A540420041
8810001071	BK0693A532770045	8810001302	BK0693A540420032
8810001072	BK0693A532770015	8810001303	BK0693A540420035
8810001073	BK0693A532770062	8810001304	BK0693A540420039
8810001074	BK0693A540090055	8810001305	BK0693A540420042
8810001075	BK0693A540090009	8810001306	BK0693A540420038
8810001076	BK0693A540080039	8810001307	BK0693A540420040
8810001077	BK0693A532770069	8810001308	BK0693A540420064
8810001078	BK0693A532770057	8810001309	BK0693A540420008
8810001080	BK0693A532770004	8810001310	BK0693A540420014
8810001081	BK0693A532770046	8810001311	BK0693A540420060
8810001082	BK0693A532770044	8810001312	BK0693A540420063
8810001083	BK0693A532770068	8810001313	BK0693A540090090
8810001084	BK0693A532770063	8810001314	BK0693A540420037
8810001085	BK0693A532770011	8810001315	BK0693A540420057
8810001086	BK0693A532770064	8810001316	BK0693A540420013
8810001087	BK0693A532770059	8810001317	BK0693A540340026

Table 1. Transmission Serial Numbers/TCM Serial Numbers (cont'd)

Transmission S/N	TCM S/N	Transmission S/N	TCM S/N
8810001088	BK0693A532770013	8810001318	BK0693A543360030
8810001089	BK0693A532770005	8810001319	BK0693A540450028
8810001090	BK0693A532770012	8810001320	BK0693A540340035
8810001091	TCM Serial Number Unknown	8810001321	BK0693A540090084
8810001092	BK0693A531650023	8810001322	BK0693A540340025
8810001093	BK0693A532770058	8810001323	BK0693A540340033
8810001094	BK0693A532770024	8810001324	BK0693A540450019
8810001095	BK0693A540080046	8810001325	BK0693A540090088
8810001096	BK0693A540080022	8810001326	BK0693A540450007
8810001097	BK0693A532770003	8810001327	BK0693A540450005
8810001098	BK0693A532770025	8810001328	BK0693A540450001
8810001099	BK0693A540080048	8810001329	BK0693A540340036
8810001100	BK0693A540090039	8810001330	BK0693A540650041
8810001101	BK0693A540090025	8810001331	BK0693A540420018
8810001102	BK0693A532770009	8810001332	BK0693A540450026
8810001103	BK0693A540080004	8810001333	BK0693A540450004
8810001104	BK0693A532770010	8810001334	BK0693A540450020
8810001105	BK0693A532770070	8810001335	BK0693A540450006
8810001106	BK0693A532770065	8810001336	BK0693A540450023
8810001107	BK0693A540080027	8810001337	BK0693A540450011
8810001108	BK0693A532260006	8810001338	BK0693A540450012
8810001109	BK0693A540080017	8810001339	BK0693A540450017
8810001110	BK0693A540080005	8810001340	BK0693A540450024
8810001111	BK0693A540080051	8810001341	BK0693A540450031
8810001112	BK0693A532770076	8810001342	BK0693A540450022
8810001113	BK0693A540080056	8810001343	BK0693A540450029
8810001114	BK0693A540080018	8810001344	BK0693A540450003
8810001115	BK0693A532770077	8810001345	BK0693A540450014
8810001116	BK0693A532770078	8810001346	BK0693A540450008
8810001117	BK0693A532770074	8810001347	BK0693A540450002
8810001118	BK0693A540090026	8810001348	BK0693A540450015
8810001119	BK0693A540080006	8810001349	BK0693A540650004
8810001120	BK0693A540080036	8810001350	BK0693A540650031
8810001121	BK0693A540080020	8810001352	BK0693A540650007
8810001122	BK0693A540090031	8810001353	BK0693A540650030

Table 1. Transmission Serial Numbers/TCM Serial Numbers (cont'd)

Transmission S/N	TCM S/N	Transmission S/N	TCM S/N
8810001123	BK0693A540080052	8810001354	BK0693A540650033
8810001124	BK0693A532770052	8810001355	BK0693A540650022
8810001126	BK0693A540080026	8810001356	BK0693A540650032
8810001127	TCM Serial Number Unknown	8810001357	BK0693A540650040
8810001128	BK0693A540080011	8810001358	BK0693A540650037
8810001129	BK0693A532770017	8810001359	BK0693A540650027
8810001130	BK0693A540080038	8810001360	BK0693A540650034
8810001131	BK0693A532770072	8810001361	BK0693A540650002
8810001133	BK0693A540080008	8810001362	BK0693A540650018
8810001134	BK0693A532770038	8810001364	BK0693A540650029
8810001135	BK0693A540080066	8810001365	BK0693A540650017
8810001136	BK0693A540080061	8810001366	BK0693A540650035
8810001137	BK0693A540080055	8810001367	BK0693A540450025
8810001138	BK0693A540080012	8810001368	BK0693A540450009
8810001139	BK0693A540090040	8810001369	BK0693A540450021
8810001140	BK0693A540090027	8810001370	BK0693A540450030
8810001142	BK0693A531650060	8810001371	BK0693A540450016
8810001143	BK0693A540090029	8810001372	BK0693A540450010
8810001144	BK0693A540340011	8810001373	BK0693A540650013
8810001145	BK0693A540090063	8810001374	BK0693A540650042
8810001146	BK0693A540080041	8810001375	BK0693A543360022
8810001147	BK0693A540080042	8810001376	BK0693A540650021
8810001148	BK0693A540080003	8810001377	BK0693A550470017
8810001149	BK0693A540080028	8810001378	BK0693A543520020
8810001150	BK0693A540080002	8810001380	BK0693A550470016
8810001151	BK0693A540080010	8810001381	BK0693A543360025
8810001152	BK0693A540080030	8810001382	BK0693A550150037
8810001153	BK0693A540090035	8810001383	BK0693A550470008
8810001154	BK0693A540080043	8810001384	BK0693A543520074
8810001155	BK0693A540080044	8810001385	TCM Serial Number Unknown
8810001156	BK0693A540080060	8810001386	BK0693A543360007
8810001157	BK0693A540090041	8810001387	BK0693A550470007
8810001158	BK0693A540080065	8810001388	BK0693A543360014
8810001159	BK0693A540090037	8810001389	BK0693A550150038
8810001160	BK0693A540090032	8810001390	BK0693A550470011

Table 1. Transmission Serial Numbers/TCM Serial Numbers (cont'd)

Transmission S/N	TCM S/N	Transmission S/N	TCM S/N
8810001161	BK0693A540090019	8810001391	BK0693A550470014
8810001162	BK0693A540090038	8810001392	BK0693A543360019
8810001163	BK0693A540090017	8810001393	BK0693A543360026
8810001164	BK0693A540080047	8810001394	BK0693A543360032
8810001165	BK0693A540090021	8810001395	BK0693A550380030
8810001166	BK0693A540080040	8810001396	BK0693A550150034
8810001167	BK0693A540080063	8810001397	BK0693A543360013
8810001169	BK0693A532770051	8810001398	BK0693A543360015
8810001170	BK0693A540090023	8810001399	BK0693A550150020
8810001171	BK0693A540090068	8810001400	BK0693A543360017
8810001172	BK0693A540340045	8810001401	BK0693A543360005
8810001173	BK0693A540340043	8810001402	BK0693A550620004
8810001174	BK0693A540340034	8810001403	BK0693A543360011
8810001175	BK0693A540080037	8810001404	BK0693A543360002
8810001176	BK0693A540080019	8810001405	BK0693A543360006
8810001177	BK0693A540080033	8810001406	BK0693A550620002
8810001178	BK0693A540080058	8810001407	BK0693A543360034
8810001180	BK0693A540080062	8810001408	BK0693A543360004
8810001181	BK0693A540090034	8810001409	BK0693A550620005
8810001182	BK0693A540090033	8810001410	BK0693A543360033
8810001183	BK0693A540080034	8810001411	BK0693A543400003
8810001184	TCM Serial Number Unknown	8810001412	TCM Serial Number Unknown
8810001185	BK0693A532770060	8810001413	BK0693A543400009
8810001186	TCM Serial Number Unknown	8810001415	BK0693A543400010
8810001187	BK0693A532770039	8810001416	TCM Serial Number Unknown
8810001188	BK0693A532770052	8810001419	BK0693A543400005
8810001189	TCM Serial Number Unknown	8810001421	BK0693A550410004
8810001190	BK0693A540090046	8810001424	BK0693A543520015
8810001191	TCM Serial Number Unknown	8810001425	BK0693A543520004
8810001192	BK0693A540090044	8810001434	BK0693A550660014
8810001193	BK0693A540090036	8810001453	BK0693A543520007
8810001194	BK0693A531650017	8810001454	BK0693A550410021
8810001195	BK0693A540090012	8810001455	BK0693A543520023
8810001196	BK0693A540280002	8810001456	BK0693A550410006
8810001197	BK0693A540340016	8810001461	BK0693A543360029

Table 1. Transmission Serial Numbers/TCM Serial Numbers (cont'd)

Transmission S/N	TCM S/N	Transmission S/N	TCM S/N
8810001198	BK0693A532770023	8810001462	BK0693A550410015
8810001199	BK0693A540340037	8810001469	BK0693A540450018
8810001200	BK0693A531650059	8810001472	BK0693A550410022
8810001201	BK0693A540340006	8810001478	TCM Serial Number Unknown
8810001202	BK0693A540090014	8810001479	BK0693A543520029
8810001203	BK0693A540080014	8810001480	BK0693A543520021
8810001204	BK0693A540090022	8810001481	BK0693A543520032
8810001205	BK0693A540340020	8810001482	BK0693A550150025
8810001206	BK0693A550380006	8810001483	BK0693A543520025
8810001207	BK0693A540340039	8810001484	BK0693A543520035
8810001208	BK0693A540340003	8810001485	BK0693A543520055
8810001211	BK0693A532770053	8810001486	BK0693A550150045
8810001213	BK0693A540090011	8810001487	BK0693A550150048
8810001214	BK0693A540090042	8810001488	BK0693A550150039
8810001215	BK0693A540090050	8810001489	BK0693A550150008
8810001216	BK0693A540090073	8810001490	BK0693A550150011
8810001217	BK0693A540090086	8810001491	BK0693A550150010
8810001218	BK0693A540080021	8810001492	BK0693A550150036
8810001219	BK0693A540090081	8810001493	BK0693A532770035
8810001220	BK0693A540090043	8810001494	BK0693A550470009
8810001221	BK0693A540090057	8810001495	BK0693A550470013
8810001222	TCM Serial Number Unknown	8810001496	BK0693A550150032
8810001223	BK0693A540090056	8810001497	BK0693A550150028
8810001224	BK0693A540090047	8810001498	BK0693A543520061
8810001225	BK0693A540090049	8810001547	BK0693A550150027
8810001226	BK0693A540340029	8810001566	BK0693A550470015
8810001227	BK0693A540080050	8810001610	BK0693A550490002
8810001228	BK0693A540090083	8810001611	BK0693A550470032
8810001229	BK0693A540340041	8810001621	BK0693A532770073
8810001230	BK0693A540340032	8810001630	BK0693A532770050
8810001231	BK0693A540080007	8810001632	BK0693A543520022
8810001232	BK0693A540090010	8810001643	BK0693A550900023
8810001233	BK0693A540340017		

Calibration Details:

This Field Action is limited to the Allison 5th Generation Controls A65 TCM Calibrations/Software levels listed in Table 2.

Table 2. Affected Calibrations/Software Levels

Calibration ID/Software Level	
If DOC Displays:	Update or Replace With:
D13300128965H / T13TPC_3J3A	D15100128A73H / T15BCD_PC_5J69 (or latest version of the calibration)
D14100128A148 / T14D_PC_3J3A2	

Service Procedure:

1. Verify that the latest versions of Universal Allison DOC® (version 13.0.0 or later) and TCM Reflash (version 3.8 or later) are installed.
2. Verify that the transmission S/N and/or TCM S/N is included in Table 1.
3. Connect Universal Allison DOC® to the vehicle.
4. After connecting to the vehicle, inspect the TCM for possible active and inactive Diagnostic Trouble Codes (DTCs). Any repairs needed to correct DTCs or any other transmission related issues are not covered by this Field Action Program. See AWAARE Warranty Claim Submittal Information section of this Field Action letter for additional detail.
5. Verify that the current Calibration ID/Software Level installed in the TCM matches Calibration ID/Software Levels to be overwritten as shown in Table 2.
6. Prior to recalibrating the TCM:
 - a. Record and save a DTC report using Universal Allison DOC®, only if a DTC is present.
 - b. Record and save a Power Off/Static Data file using Universal Allison DOC®. This electronic file must be submitted with AWAARE 2015FA04 warranty claim.
 - c. Save the information displayed in the Customer Modifiable Constants window within the Calibration Information tab to ensure all Customer Modifiable Constants (CMCs) are correctly set in the new calibration.
7. Using the TCM S/N, recalibrate the TCM.
8. After recalibration is complete, connect to the vehicle using Allison DOC® and verify the correct Cal ID/Software Level was installed using TCM Information window, within the DTC and General Information tab of Allison DOC®.
9. Verify that all CMC values match according to the procedure outlined in step 6c above.
10. If this recalibration initiative is performed outside of an area with an established internet connection, open TCM Reflash upon return to the distributorship and establish communication so the recent recalibration activity can be uploaded to Allison Transmission PCCS database.

AWAARE Warranty Claim Submittal Information:

This 2015FA04 Field Action limits eligible transmissions to the following service work:

- Recalibration of A65 Transmission Control Modules (TCMs)

For service work covered by this Field Action, an individual AWAARE Claim (Claim Type 04) must be submitted for each vehicle completed, as outlined in Table 3 and Table 4. For service work covered by this Field Action, the following electronic file must be attached to each AWAARE Claim:

- Power Off Static Data (captured prior to recalibration of TCM)

This Customer Satisfaction Initiative remains in effect until December 31, 2016. All work must be completed prior to the aforementioned date.

If transmission warranty has not expired, any additional work not covered by this Field Action (for example: DTCs, Shift Quality Complaints, etc.) will require a separate AWAARE Claim (Claim Type 01) for work performed.

Table 3. Required Fields

Claim Type	04
Special Activity Indicator	2015FA04
Complaint Code	AT02
Failure Code	CC03

Table 4. Allowable Labor Hours

Labor Operation	Description/Code	Labor Hours	Labor Explanation
Recalibrate ECU	00096501	1.0	Recalibrate TCM

Any additional parts, labor, or travel costs deemed necessary to complete this Field Action must be described in detail in the warranty claim narrative. Unexplained costs will be deducted from the warranty claim. Allison service outlets must follow the published Allison Transmission Labor Time Guide for work performed when adding any additional charges.