

Revisions to this document are noted
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2014FA09, Rev. A
February, 2015
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SUBJECT: Special Coverage for A51, A52, and A53 TCM Failures

MODELS/VOCATIONS AFFECTED:

- All B and T Model transmissions with serial number beginning with “65” or “93”
- 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 early-November 2009 and mid-April 2013 (see below for exact date codes based on model number). 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.

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 the following list for these symptoms. This list 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.

Symptom List:

- 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

These symptoms can have other root causes; 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 in this field action are determined by the date code. The date code is the 9th through 12th digit of the serial number (shown in bold). See [Figure 2](#) for an explanation of the date code.

- A51 series S/N BK5536N1**9310**xxxx to S/N BK5536N1**3097**xxxx (November 6, 2009-April 7, 2013).
- A52 series S/N BK5537N2**9310**xxxx to S/N BK5537N2**3104**xxxx (November 6, 2009-April 14, 2013).
- A53 series S/N BK5538N3**9310**xxxx to S/N BK5538N3**2351**xxxx (November 6, 2009-December 16, 2012).



NOTE: Universal Allison DOC[®] can be used to collect TCM serial number data.



Figure 1. TCM Serial Number

187241

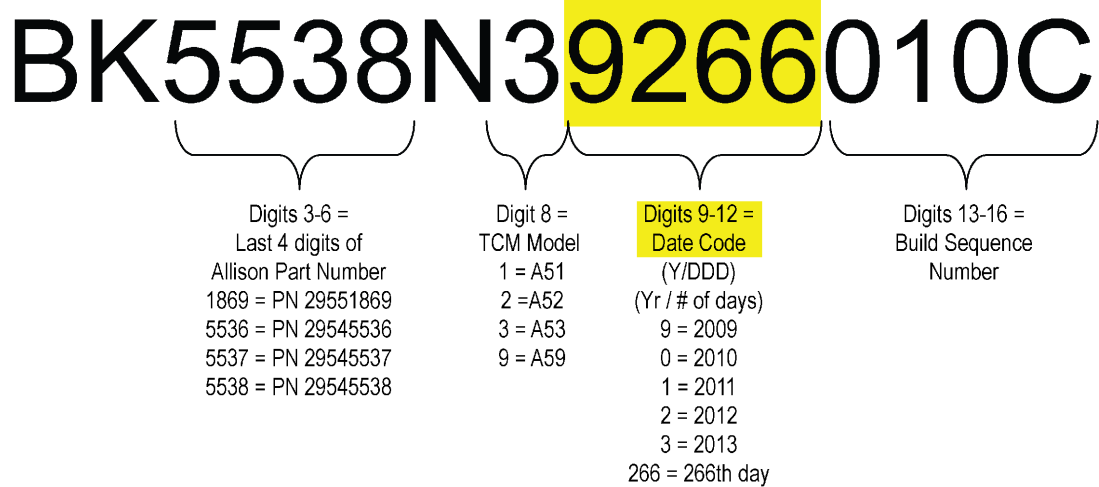


Figure 2. Date Code

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 a transmission with a S/N beginning “65”, “66”, “93”, or “94” to perform this field action and meet vocational requirements stated in the “Models/Vocations Affected” section above.
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. Confirm the in-service date is no longer than 5 years before the TCM failure date.
6. 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)
7. Record and save original Customer Modifiable Constants (CMC's).
8. Replace TCM with a new A59 TCM.
9. After calibration of the TCM ensure that CMC's are set to the customer's original values.

Parts Information:

All TCM model numbers listed above including A51, A52 and A53 will be serviced using the A59 TCM P/N 29551869, which is available through the Allison Parts Distribution Center.

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 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.

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, 2018.

Table 1. AWAARE Claim Variable Values

Does the transmission 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	CC03	CC03
Field Action Authorization Number	N/A	N/A

Table 2. 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 TCMs with build dates as identified in the "Serial Number Range" section of 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 Rev A 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: RMC Coordinator

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 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.		

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NON-NORTH AMERICA

RMA RETURN FORM

RETURNING BUSINESS NAME / LOCATION

Claim#	Transmission Serial#	Returned TCM Serial#
1		
2		
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