

# IMPORTANT CAMPAIGN INFORMATION

Daimler Trucks North America LLC

**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  
Export Distributors  
Direct Warranty Customers – U.S. and Canada

**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 using the **WSC Link on DTNAConnect**

REF #: ICI16-011

Effective: 06/13/2016

Release: 06/13/2016

**SUBJECT: Allison Tech Tip #TT7831EN  
Allison 4500RDS Transmission Programming**

This letter is to inform you that Allison Transmission Distributors will be performing a field action on behalf of DTNA involving the reprogramming of the Allison 4500RDS transmission. The affected models are specific Freightliner 114SD, 122SD, Cascadia, and Business Class M2 vehicles and Western Star 4700 and 4900 vehicles manufactured December 15, 2015, through March 30, 2016, which received incorrect parameters from the factory, resulting in reduced power and lower shift points while under load. 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 #TT7831EN, please direct the customer to their nearest Allison authorized Distributor or Dealer. To locate the nearest Allison authorized Distributor or Dealer, the customer may call the Allison Technical Assistance Center at (800) 252-5283 (24 hours a day) or visit the Allison website, [www.allisontransmission.com/sales-service-locator](http://www.allisontransmission.com/sales-service-locator).

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

*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.*