



FIELD ACTION LETTER



2015FA11
March, 2016
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SUBJECT: Neutral at Stop (NAS) Feature Enable

MODELS AFFECTED: 1000 and 2000 Series Transmissions

Introduction:

Allison Transmission, Inc. is providing a Customer Satisfaction Field Action to enable the Neutral at Stop (NAS) feature on vehicles equipped with the NAS hardware at no cost.

The NAS feature may have been disabled in vehicles built with NAS equipped transmissions in circumstances including the following:

- No input activation (service brake status) to the TCM.
- Omitted wires (131 and 137) in wire harness from the TCM to the transmission connector for the output.
- NAS feature **disabled** in the calibration.



WARNING: Damage to the transmission may occur if a transmission equipped with the NAS hardware has this feature **disabled**.

Customer Notification:

In order to participate in the NAS enabling initiative, all work must be completed prior to December 31st, 2016. Any repair orders completed after this date will not be reimbursed under this program.

Allison Distributors and Dealers will provide calibration to enable the Neutral at Stop feature.

Warranty claims are to be submitted into the Allison AWAARE system within 30 days of repair.

TCM recalibrating with the NAS feature enabled costs for this Field Action will be handled by Allison Transmission and Allison Transmission Distributors and Dealers.

Allison Service Outlets Field Action Responsibility:



NOTE: To complete this field action, chassis wire harness modification may be required. This modification must be done prior to TCM recalibration by Allison Distributor or Dealer. Refer to Allison Technical Data found on the Extranet for information regarding the TCM Input/Output and associated wiring. Questions regarding these instructions should be directed to the Allison Technical Assistance Center, 1-800-252-5283.

Service Outlets shall take the following steps to recalibrate TCMs in order to enable the NAS feature.

1. Confirm the vehicle has a transmission equipped with NAS hardware, use the Unit History tool on the Allison Extranet.

ENGINEERING GROUPS	
01-841	MAIN HOUSING GROUP - COMMERCIAL
10-657	OIL PUMP GROUP - COMMERCIAL
14-1115	PLANET GEAR GROUP - COMMERCIAL W/O PTO
16-1890	COMMERCIAL 24W RELS
21-952	CONVERTER GROUP - TC222
34-585	SAE#3 CONV HSG W/INTEGRAL COOLER PORTS
37-594	OIL PAN GROUP - STANDARD
39-971	COMM'L,CR,W/O PPWL,10X3,W/TACHO PROV

ENGINEERING FEATURES	
LC_DRS_NONE	NO INSTALLED DRESS ITEMS
LC_PAN_STD	STANDARD (DEEP) PAN
LC_PTO_NO	NO TURBINE DRIVEN PTO DRIVE GEAR
LC_OUT_SPL	SPECIAL PATTERN(INTERNATIONAL)PBK W/ TACHO PROV - RESTRICTED
LC_CNV_222	TC222 TORQUE CONVERTER
LC_MDL_2100	2000 CLOSE RATIO BASE MODEL W/O PARK PAWL
LC_SSR_2100	2100 MODEL
LC_CHS_3INT12	SAE#3 CONV. HSG, #12 INTEGRAL COOLER PORTS
LC_CUS_RELS	NEUTRAL AT STOP - STANDARD

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Figure 1.

2. Prior to reprogramming the TCM, all Customer Modifiable Constants (CMC's), active I/O package number and wire configurations must be saved.

Table 1.

UK S/Ns							
6330005142	6330007985	6330009492	6330011701	6330007216	6330009281	6330010801	6330011944
6330005893	6330007986	6330009493	6330011704	6330007217	6330009282	6330010802	6330011945
6330005894	6330007988	6330009828	6330011705	6330007218	6330009283	6330010803	6330011946
6330005895	6330007990	6330009829	6330011706	6330007219	6330009284	6330010804	6330011947
6330005896	6330007993	6330009830	6330011707	6330007220	6330009285	6330010805	6330011948
6330005897	6330007999	6330009831	6330011708	6330007454	6330009286	6330010806	6330011949
6330005898	6330008005	6330009832	6330011911	6330007455	6330009287	6330010812	6330011951
6330005899	6330008008	6330009834	6330011912	6330007456	6330009288	6330010813	6330011952
6330005900	6330009073	6330009856	6330011913	6330007457	6330009289	6330010814	6330011953
6330005901	6330009076	6330009857	6330011914	6330007458	6330009290	6330010815	6330011954
6330005902	6330009078	6330009858	6330011915	6330007459	6330009473	6330010816	6330011955
6330007079	6330009079	6330009859	6330011916	6330007460	6330009474	6330010817	6330011956
6330007201	6330009081	6330009860	6330011917	6330007461	6330009475	6330010818	6330012253
6330007202	6330009082	6330009861	6330011918	6330007463	6330009476	6330010819	6330012254

Table 1. (cont'd)

6330007203	6330009085	6330009862	6330011919	6330007508	6330009477	6330010820	6330012255
6330007204	6330009088	6330009863	6330011920	6330007509	6330009478	6330010821	6330012258
6330007206	6330009089	6330009865	6330011921	6330007510	6330009479	6330010877	6330012263
6330007207	6330009090	6330009866	6330011922	6330007511	6330009481	6330010878	6330012268
6330007208	6330009272	6330009867	6330011923	6330007512	6330009482	6330010879	6330012994
6330007209	6330009273	6330009868	6330011937	6330007513	6330009484	6330010880	630012997
6330007210	6330009274	6330010211	6330011938	6330007514	6330009485	6330010881	630012998
6330007211	6330009276	6330010284	6330011940	6330007515	6330009486	6330010882	6330013000
6330007212	6330009277	6330010557	6330011941	6330007516	6330009490	6330010883	6330013002
6330007213	6330009278	6330010796	6330011942	6330007517	6330009491	6330010884	6330013003
6330007214	6330009279	6330010797	6330011943	6330013005	6330013006	6330010885	6330013004
6330007215	6330009280	6330010800		6330013014	6330013015	6330013007	
Australia S/Ns							
6330005235	6330006004	6330005433	6330007792	6330005363	6330006272	6330005642	6330010107
6330005236	6330006005	6330006013	6330007793	6330005366	6330006273	6330006010	6330010111
6330005237	6330006006	6330006014	6330007794	6330005367	6330006274	6330006011	6330010112
6330005336	6330006026	6330006015	6330007795	6330005407	6330006275	6330006012	6330010119
6330005342	6330006262	6330006016	6330007796	6330005408	6330006276	6330006007	6330010121
6330005343	6330006263	6330006017	6330007797	6330005409	6330006277	6330006008	6330010134
6330005347	6330006264	6330006018	6330007798	6330005411	6330007784	6330006001	6330014812
63330005350	6330006265	6330005421	6330007799	6330005412	6330007785	6330006009	6330014844
63330005351	6330006266	6330006020	6330007800	6330005414	6330007786	6330006003	6330014847
63330005352	6330006267	6330006021	6330007801	6330005415	6330007787	6330005997	6330014848
63330005354	6330006268	6330006022	6330010087	6330005418	6330007788	6330005998	6330014946
63330005358	6330006269	6330006023	6330010092	6330005422	6330007789	6330005999	6330014984
63330005359	6330006270	6330006024	6330010095	6330005425	6330007790	6330006000	6330015294
63330005361	6330006271	6330005643	6330010098	6330005431	6330007791	6330006002	6330015422
Qatar S/Ns			Turkey, Anadolu ISUZU/NOVO				6330015427
6330009743	6330009764		6330013174	6330013583	6330013581		
6330009744	6330009765		6330013558	6330013585	6330013582		
6330009759	6330009766		6330013559	6330013586	6330013584		
6330009760	6330009768		6330013566	6330013587	6330013570		
6330009761	6330009769		6330013567	6330013588			
6330009762	6330009770		6330013568	6330013589			
6330009763	6330009771		6330013569	6330013564			
			6330013571	6330013565			

Table 1. (cont'd)

Turkey, Federal Power S/N							
6330011335	6330011412	6330011719	6330012350	6330013984	6330011402	6330011393	6330013964
6330011336	6330011413	6330011720	6330012351	6330013985	6330011403	6330011394	6330013965
6330011337	6330011414	6330011721	6330012352	6330013986	6330011404	6330011395	6330013966
6330011338	6330011416	6330011722	6330012353	6330013987	6330011405	6330011396	6330013967
6330011339	6330011417	6330011723	6330012354	6330013988	6330011406	6330011397	6330013968
6330011340	6330011418	6330011724	6330012355	6330013989	6330011386	6330011398	6330013969
6330011341	6330011419	6330011726	6330012359	6330013990	6330011407	6330011399	6330013970
6330011342	6330011420	6330011727	6330012360	6330013991	6330011408	6330011400	6330013960
6330011343	6330011421	6330011728	6330012361	6330013992	6330011409	6330011401	6330013972
6330011344	6330011422	6330011729	6330012362	6330013993	6330011445	6330011410	6330013982
6330011345	6330011423	6330011730	6330012363	6330013994	6330011709	6330011459	6330014028
6330011321	6330011424	6330011731	6330012364	6330013995	6330011710	6330011460	6330014029
6330011322	6330011425	6330011732	6330012365	6330013996	6330011711	6330011461	6330014030
6330011323	6330011426	6330011733	6330012366	6330013997	6330011712	6330011462	6330014031
6330011324	6330011427	6330011734	6330012367	6330013998	6330011713	6330011463	6330014032
6330011325	6330011415	6330011735	6330012368	6330013999	6330011714	6330011464	6330014033
6330011326	6330011438	6330011736	6330012369	6330013971	6330011715	6330011465	6330014034
6330011327	6330011439	6330011737	6330012371	6330014015	6330011716	6330011466	6330014035
6330011328	6330011440	6330011738	6330012372	6330014016	6330011852	6330011467	6330011411
6330011330	6330011441	6330011739	6330012373	6330014017	6330011853	6330011717	6330013976
6330011383	6330011442	6330011740	6330012374	6330014018	6330011854	6330011744	6330013977
6330011385	6330011443	6330011741	6330012375	6330014019	6330011855	6330011725	6330013978
6330011329	6330011444	6330011742	6330012370	6330014020	6330011856	6330011813	6330013979
6330011384	6330011446	6330011743	6330012956	6330014021	6330011871	6330011845	6330013980
6330011387	6330011447	6330011745	6330012857	6330014022	6330011872	6330011846	6330013981
6330011388	6330011448	6330011746	6330012958	6330014023	6330011873	6330011848	6330011718
6330011389	63300114449	6330011747	6330012959	6330014024	6330011874	6330011849	6330011847
6330011390	6330011450	6330011748	6330012961	6330014025	6330013973	6330011850	6330013983
6330011391	6330011451	6330011749	6330012962	6330014026	6330013974	6330011851	
6330011392	6330011458	6330011750	6330012963	6330014027	6330013975	6330011875	
Unknown Location (Outside the United States) S/N							
6330005892	6330008002	6330008015	6330009092	6330010815	6330012265	6330012996	6330014281
6330007205	6330008003	6330008017	6330009275	6330011702	6330012266	6330012999	6330014282
6330007462	6330008004	6330008018	6330009291	6330011703	6330012267	6330013001	6330014284
6330007984	6330008006	6330008023	6330009483	6330011942	6330012272	6330013008	6330014285

Table 1. (cont'd)

6330007987	6330008007	6330009074	6330009487	6330011950	6330012273	6330014274	6330014286
6330007989	6330008009	6330009075	6330009488	6330012257	6330012274	6330014275	6330014287
6330007994	6330008010	6330009077	6330009489	6330012259	6330012275	6330014276	6330014288
6330007996	6330008011	6330009080	6330009833	6330012260	6330012991	6330014277	6330014289
6330007998	6330008012	6330009083	6330009864	6330012261	6330012992	6330014278	6330014290
6330008000	6330008013	6330009086	6330010798	6330012262	6330012993	6330014279	6330014291
6330008001	6330008014	6330009087	6330010799	6330012264	6330012995	6330014280	6330014292
6330014293	6330014294	6330014295	6330014296	6330014297	6330014298	6330014509	

3. Connect the Allison TCM Reflash™ system and download enabled calibration found in Table 1 below:

Table 2. Calibration Part Numbers

Region	OEM	Original Calibration	Enabled Calibration
UK	Optare	63BR02YP	63BR07TD
UK	Optare	63BR03VM	63BR077M
New Zealand	Higer	63BR0301	63BR07V9
Qatar	Higer	63BR0301	63BR07V9
Australia	Higer	63BR0301	63BR07V9
Turkey	Anadolu Isuzu/NOVO	63BR05JE	63BR07UL
Turkey	Federal Power, Ilhan Ilker	63BR05JE	63BR07UL

4. Reconnect with Allison DOC® tool and restore customer modifiable constants and input/output wire settings to the values recorded in step 2.
5. A test drive is not required.
6. The TCM calibration is now complete.
7. File an AWAARE Claim using information found in tables 2 & 3.

Warranty Information:

Allison Service Outlets shall submit an AWAARE claim for each vehicle completed under this Field Action, 2015FA11. Any additional work shall be claimed separately even if performed simultaneously with another transmission repair (for example, overhaul; solenoid replacement, etc.).

Claim Submittal Information:

Approved Allison Authorized Service Outlets must submit a claim for work performed per this Field Action as outlined in this letter. This Field Action initiative will remain active until December 31st, 2016.

Table 3. AWAARE Claim Variable Values

Claim Type	4
Special Activity Indicator	2015FA11

Table 3. AWAARE Claim Variable Values (cont'd)

Primary Failed Part	400
Complaint Code	AT02
Fail Code	CC03



NOTE: The TCM serial number must be on the claim when using 400 as the Primary Failed Part.



NOTE: Any Diagnostic Trouble Codes (DTC's) must be included in the AWAARE Claim at the time of claim submittal. If no DTC's are present at the time of replacement, use P9999 in the "Diagnostic Trouble Codes" section of the AWAARE claim.

Table 4. AWAARE Claim Labor Variable Values

Labor Operation Code	Labor Hours	Labor Operation Description
96501	0.5 hours	Recalibrate TCM

Allison Service Outlets must follow the published Allison Transmission current labor time guide for work performed.

Any additional parts or labor costs deemed necessary to complete this investigation (for example, travel time) must be completely described, in detail, in the claim narrative; if not, they will be deducted from the claim.