

IMPORTANT CAMPAIGN INFORMATION

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

Daimler Trucks North America LLC

WARRANTY CAMPAIGNS DEPARTMENT

P.O. Box 4090 800-547-0712
Portland, Oregon 97208-4090

If you have questions about this Letter, please submit your inquiry on the Web using the [WSC Link on DTNACconnect](#)

REF #: ICI17-020

Effective: 08/31/17

Release: 09/25/17

**SUBJECT: Allison Tech Tip #TT8025EN
FCCC Motorhome TCM Programming**

This letter is to inform you that Allison Transmission distributors will be performing a recall on behalf of Freightliner Custom Chassis involving an update to the TCM due to an incorrect calibration setting of the engine brake. The affected models are specific Freightliner Customer Chassis XCM, XCR, and XCS chassis manufactured March 21, 2016, through July 1, 2016. Customers will be notified by mail and directed to an Allison Transmission distributor for the repair. This **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 #TT8025EN, please direct the customer to their nearest Allison authorized distributor. To locate the nearest Allison authorized distributor, 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.

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.

September 2017
Allison Tech Tip #TT8025EN

Subject: FCCC Motorhome TCM Programming

Daimler Trucks North America LLC (DTNA) would like to make you aware of a customer satisfaction field action being conducted by Allison Transmission, Inc. on our behalf. The vehicle identification number(s) listed in this notice are eligible for this field action. The affected models are specific Freightliner Custom Chassis XCM, XCR, and XCS chassis manufactured March 21, 2016, through July 1, 2016.

Certain vehicles may not have the correct programming in the transmission control module (TCM) to downshift to second gear during an engine brake event. This may result in reduced engine braking effectiveness.

The TCM will be inspected and if necessary reprogrammed to enable the downshifting feature.

Allison Transmission distributors will perform this field action. To locate a distributor, go to www.allisontransmission.com/sales-service-locator. Locations with the Allison "swirl" have the necessary programming capabilities.

When you contact an Allison Transmission distributor, refer to Allison Tech Tip #TT8025EN and have your vehicle identification number available. Please contact the distributor in advance to arrange for service. The field action will take approximately one hour and will be performed at no charge to you.

This customer satisfaction field action will be available until August 31, 2018. Please be sure to have the field action completed before to this date. Work completed after this date will be done at the customer's expense.

If you have questions or need further information about this repair, contact the Allison Technical Assistance Center at (800) 252-5283 (24 hours a day) and reference Tech Tip #TT8025EN.

WARRANTY CAMPAIGNS DEPARTMENT

Enclosure