

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 #: ICI17-024
Effective: 09/20/2017
Release: 09/20/2017

SUBJECT: FCCC Motorhome Push Button Shift Update - Allison Tech Tip #8045EN

This letter is to inform you that Allison transmission distributors and dealers will be performing a field action on behalf of Freightliner Custom Chassis. Allison will program the Transmission Control Module (TCM) for a push button shift update. The affected models are specific FCCC MC, XBS, XCR and XCS motorhome chassis manufactured July 18, 2013, through July 10, 2015, and equipped with 2500MH Transmission.

Customers will be notified by mail and directed to an Allison distributor or dealer for the repair. This is **not** a Daimler Trucks North America campaign and DTNA dealers will not be performing the work.

Approximately half of the vehicles in the TT8045EN campaign are also in the TT8009EN campaign, FCCC Motorhome Transmission Shift/Engine Speed Correlation. If the customer has not already had TT8009EN completed, this TCM software update will remedy both TT8045EN and TT8009EN issues and TT8009EN will no longer be needed.

If you receive a customer inquiry regarding **Allison Tech Tip #TT8045EN**, 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.

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.

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Portland, OR 97208-4090
800.547.0712 Phone

September 2017
Allison Tech Tip TT8045EN

Subject: FCCC Motorhome Push Button Shift Update

Daimler Trucks North America LLC would like to make you aware of a customer satisfaction field action being conducted by Allison Transmission, Inc., on behalf of Freightliner Custom Chassis. The vehicle identification number(s) listed in this notice are eligible for this field action. The vehicles involved are specific Freightliner Custom Chassis motorhome chassis manufactured July 18, 2013, through July 10, 2015, and equipped with 2500MH Allison Transmissions.

Certain motorhomes may experience a condition where the push button shifter is not able to use the UP or DOWN arrow button to manually select the desired gear. Allison distributors will provide a Transmission Control Module (TCM) software update to correct the issue.

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.

Contact an Allison transmission distributor to arrange for service, refer to **Allison Tech Tip #TT8045EN** and have your vehicle identification number available. The field action may take up to one and a half hours and will be performed at no charge to you.

This customer satisfaction field action will be available until September 30, 2018. Please be sure to have the field action completed before this date. Work done after this date may be done at the customer's expense.

If you have questions or need further information, contact the Allison Technical Assistance Center at (800) 252-5283 (24 hours a day) and reference Tech Tip #TT8009EN.

WARRANTY CAMPAIGNS DEPARTMENT

Enclosure

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Your motorhome is also in the TT8009EN campaign, FCCC Motorhome Transmission Shift/Engine Speed Correlation. If the TT8009EN campaign has not already been completed, this TCM software update will remedy both TT8045EN and TT8009EN issues and TT8009EN will no longer be needed.

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