May 15, 2019

Product Update: Motor Companion Flange Upgrade 00029C

Dear: Odyne Hybrid System Fleet Owner

This letter is to notify you of a potential problem with your hybrid vehicle and what you should do to resolve it.

What is the problem?
Potentially loose Traction Motor Companion Flange bolts / Lovejoy set screws causes vibration which may result in damage to the Traction Motor. This update applies to Odyne hybrid systems, specifically for the following VIN(s).

4UZAARDUXDCFD8092	4UZAARDU8HCJD7806	4UZAARDU9HCJD7796
4UZAARDU8FCGJ6389	4UZAARDUXHCJD7807	4UZAARDU0HCJD7797
4UZAARDU6FCGJ6391	4UZAARDU1HCJD7808	4UZAARDU2HCJD7798
4UZAARDU6FCGJ6388	4UZAARDU3HCJD7809	4UZAARDU4HCJD7799
4UZAARDU4FCGJ6387	4UZAARDUXHCJD7810	4UZAARDU7HCJD7800
4UZAARDU4FCGJ6390	4UZAARDU1HCJD7811	4UZAARDU9HCJD7801
4UZAARDU8FCGJ6392	4UZAARDU3HCJD7793	4UZAARDU8GCHL1463
4UZAARDU2HCJD7803	4UZAARDU0HCJD7802	4UZAARDUXGCHL1464
4UZAARDU3HCJD7812	4UZAARDU5HCJD7794	4UZAARDU1GCHL1465
4UZAARDU4HCJD7804	4UZAARDU7HCJD7795	4UZAARDU3GCHL1466
4UZAARDU6HCJD7805		

What should you do?
Contact your Odyne authorized Allison service provider to schedule an appointment. (Note that not all Allison service providers are authorized to work on Odyne hybrid vehicles.) The provider will need to order parts in advance of your appointment. Please plan to leave your vehicle at the provider for half a day for the repair.

What action will be taken by your service provider?
To correct the problem, your service provider will Remove Driveline from Traction Motor and install updated companion flange and ¼" hardened washer on bolt for Traction Motor Companion Flange(s).There is no cost to you for this product update.

What should you do if you feel you have received this notice in error?
Our records show that you are the current owner or lessee of the hybrid vehicle involved in this product update. If this is not the case, or the name / contact information is not correct, please advise Odyne of the error at ServiceSupport@Odyne.com.

We apologize for any inconvenience this product update may cause you. Our goal is to ensure your satisfaction with your Odyne hybrid vehicle.

Sincerely,
Odyne Service Support

W237 N2878 Woodgate Road Suite 2 Pewaukee, WI 53072

P: (262) 544-8405 F: (262) 544-8421 / Website: www.odyne.com

Odyne Hybrid System Authorized Service Providers						
Name	Address	City	State	Country	Zip	Main Number
UNITED STATES						
Alabama						
W. W. Williams	1160 Bankhead Hwy W	Birmingham	AL	US	35204	(205) 252-9025
Arizona						
W. W. Williams	2602 S 19th Ave	Phoenix	AR	US	85009-6929	(602) 257-0561
California						
LA Freightliner	2429 South Peck Road	Whittier	CA	US	90601	(562) 447-1230
Valley Power Systems	5725 Eastgate	San Diego	CA	US	92121	(858) 587-8524
Valley Power Systems	855 Stillwater Road	West Sacramento	CA	US	95691	(800) 350-5522
Florida						
Florida Detroit Diesel-Allison	3885 Selvitz Rd	Ft Pierce	FL	US	34981-4726	(772) 464-6006
Florida Detroit Diesel-Allison	8411 Adamo Dr	Tampa	FL	US	33619-3517	(813) 621-5651
Florida Detroit Diesel-Allison	2277 NW 14th St	Miami	FL	US	33125	(305) 638-5300
Georgia						
Clarke Power Services, Inc	124 Gateway Dr	Ringgold	GA	US	30736-7319	(706) 965-7000
W. W. Williams Southeast, Inc.	14 Westgate Blvd.	Savannah	GA	US	31405	(912) 232-2602
Hawaii						
DMS Diesel	24 Railroad Ave	Hilo	HI	US	96720	(808) 935-6484
Matt's Transmission Repair, Inc.	1026 Puuwai St.	Honolulu	HI	US	96819	(808) 843-8598
Iowa						
Interstate PowerSystems, Inc	8200 N Fairmount St	Davenport	IA	US	52806-6440	
Illinois						
Centre State International Truck	3313 SW Washington St	Peoria	IL	US	61602	309-637-8483
Interstate PowerSystems, Inc	210 Alexandra Way	Carol Stream	IL	US	60188-2068	(630) 871-1111
Indiana						
Interstate PowerSystems, Inc	2601 E. 15th Ave	Gary	IN	US	46402	(219)883-0421
Clarke Power Services, Inc	1240 W Thompson Rd	Indianapolis	IN	US	46217-9305	(317) 783-6651
Massachusetts						
New England DDA	90 Bay State Rd	Wakefield	MA	US	01880	(781) 287-7238
Maryland						
Johnson & Towers, INC.	500 Wilson Point Rd	Baltimore	MD	US	21220-4209	(410) 687-0500
Michigan						
W. W. Williams	500 Gordon Industrial Ct SW	Byron Center	MI	US	49315-8356	(616) 878-7071
W. W. Williams	715 S Outer Dr	Saginaw	MI	US	48601-6503	(989) 753-4411
W. W. Williams	4000 Stecker St	Dearborn	MI	US	48126-3803	(313) 584-6150
Minnesota						
Interstate PowerSystems, Inc	21568 Highview Ave	Lakeville	MN	US	55044	(952)-854-5511
Missouri						
Central Power Systems	9200 Liberty Dr	Liberty	MO	US	64068	(816) 781-8070
Mississippi						
Clarke Power Services, Inc	407 S Eason Blvd	Tupelo	MS	US	38804-5271	(662) 844-2212
North Carolina						
Clarke Power Services, Inc	1815 Starita Rd	Charlotte	NC	US	28206-1247	(704) 596-8000
Clarke Power Services, Inc	8015 Piedmont Triad Pkwy	Greensboro	NC	US	27409-9407	(336) 292-9240
New Jersey						
Atlantic DDA	180 RT-17 S	Lodi	NJ	US	07644	(201) 489-5800
Nevada						
Smith Power Products, Inc	8 Glendale Ave	Sparks	NV	US	89431-5708	(775) 359-1713
New York						
Penn Detroit Diesel Allison, LLC	7044 Interstate Island Rd.	Syracuse	NY	US	13209	(315) 451-3840
Penn Detroit Diesel Allison, LLC	350 Bailey Ave	Buffalo	NY	US	14210	(716) 823-7242
Atlantic DDA	281 Old Wolf Road	Latham	NY	US	12110	(518) 452-0000
Van Buren Transmission	10 Industrial Blvd	Medford	NY	US	11763	(631) 924-6800
Ohio						
Clarke Power Services, Inc	3133 E. Kemper Rd.	Cincinnati	OH	US	45241	(513) 771-2200
W. W. Williams	3535 Parkway Ln	Hilliard	OH	US	43026-1214	(800) 336-6651
Oregon						
US Transmission	10 NE Walker Street	Portland	OR	US	97211	(503) 286-0360
Pennsylvania						
Penn Detroit Diesel Allison, LLC	8330 State Rd	Philadelphia	PA	US	19136-2915	(215) 335-5000
Penn Detroit Diesel Allison, LLC	13974 Kutztown Rd	Fleetwood	PA	US	19522-8653	(610) 944-0451
Rhode Island						
New England DDA	One Southern Industrial Drive	Cranston	RI	US	02921	(401) 942-0062
South Carolina						
W. W. Williams	1835 South Highway 101	Greer	SC	US	29651-8610	(800) 459-7146
Tennessee						
Clarke Power Services, Inc	115 Haywood Ln	Antioch	TN	US	37013	(615) 262-4141
Clarke Power Services, Inc	1429 Ault Rd	Knoxville	TN	US	37914-3420	(865) 689-3722
Clarke Power Services, Inc	3070 Sandbrook St	Memphis	TN	US	38116-1816	(901) 396-7320
Clarke Power Services, Inc	1435 Rock Springs Rd	Kingsport	TN	US	37664-5416	(423) 349-6141
Virginia						
Western Branch Diesel, Inc.	12011 Balls Ford Rd	Manassas	VA	US	20109	(703) 369-5005
Wisconsin						
Interstate PowerSystems, Inc	13015 W Custer Ave	Butler	WI	US	53007-1113	(262) 781-7100
CANADA						
ABC Transmissions Limited	9357 193rd St	Surrey	BC	Canada	V4N 4E7	(604) 882-2886