February 21, 2020

Product Update: Motor Companion Flange Upgrade 00029C Revision.

Dear: Odyne Hybrid System Authorized Allison Service Provider

This letter is to notify you of a revision to 29C Bulletin.

What is the problem?
Refer to the enclosed Odyne Service Bulletin for a description of the hybrid system issue.

What should you do?

1. Upon receiving a request from an Odyne Hybrid System vehicle owner, collect the following information from the owner.
   - VIN **(Verify with VIN list on bulletin)**
   - Odyne Service Bulletin Number **(Identify parts needed)**
2. Contact Odyne Parts at Parts@Odyne.com to request parts and confirm the parts delivery date. Include the owner provided information (above), your shipping address, and a shipping contact name, with your request. There is no charge to you or the owner for the parts.
3. Schedule an appointment with the owner to service the vehicle based on parts arrival. The bulletin contains the estimated time needed for the repair.
4. Perform the repairs as outlined in the Service Bulletin / Field Service Action.
5. Submit a warranty claim for reimbursement to Warranty@Odyne.com

Who should you contact for further assistance?
Parts – Warranty Claims – Meg Mattur 262-953-6719
Technical Assistance – ServiceSupport@Odyne.com

Sincerely,
Odyne Service Support

W237 N2878 Woodgate Road Suite 2 Pewaukee, WI 53072
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