



March 18, 2021
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TO: Allison Service Channel Member

Allison Transmission, Inc. (ATI) is authorizing your company to perform a focused field action for certain transmissions within a specific group of transmission serial numbers.

Details on how to file claims, applicable labor codes and hours, approved replacement parts, and affected transmission serial numbers are shown in the tables attached. If there are questions concerning this letter, please contact:

Allison Transmission, Inc.
Attn: 4000 Series™ Service Group
P.O. Box 894, Mail Code M5B
Indianapolis, IN 46222
TOLL FREE: 1-800-252-5283 (Allison TAC)
Allison TAC e-mail: Allison.TAC@allisontransmission.com

Attachment

MC

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Introduction:

Allison Transmission has identified a potential quality issue related to the C1 drive hub in certain B 500™ and 4000 MH™ model transmissions. This Focused Field Action has been initiated to proactively replace (prior to failure) the C1 drive hub in affected units. Refer to the following instructions to identify affected transmissions, obtain authorization to perform the repairs, and submit the proper warranty claims.



NOTE: Because this Focused Field Action is limited to B 500™, B 500R™, 4000 MH™ and 4000 MH_R™ models, not all serial numbers in the ranges detailed below will qualify for this Focused Field Action. Refer to [Table 5](#) for a complete list of all eligible transmission serial numbers.



NOTE: This Focused Field Action is only applicable to transmissions that have not experienced C1 Drive Hub Failure. If a transmission serial number in-range for this Focused Field Action has experienced C1 Drive Hub failure, repair under applicable warranty coverage. Failed C1 Drive Hubs are currently under mandatory return and must be returned to Allison Transmission via the AWAARE RMA that is issued.

Table 1. Affected Serial Number Ranges, Models, and Vocations

Global Customer Satisfaction Initiative C1 Drive Hub Replacement			
Product Code	Affected Serial Number (S/N) Range	Affected Transmission Models	Affected Vocations
Starts with S/N 661	6610598008 – 6610611921	B 500™, B 500R™, 4000 MH™, 4000 MH_R™	BUS, Coach
Starts with S/N 662	6620038198 – 6620038348	B 500R™	BUS, Coach

The R&R of the transmission may be performed by Authorized Dealers or Distributors, but replacement of the internal components must be performed by a repair facility authorized to overhaul B 500™ and 4000 Series™ transmissions. Coordination of work between repair facilities to minimize the customer's downtime will be the responsibility of the service channel members involved.

Focused Field Action Transmission Identification:

Prior to the repair of an eligible transmission, a Focused Field Action Authorization Number must be obtained by logging on to <https://sap.allisontransmission.com/extranet/fieldactions>. Enter the transmission serial number, vehicle vocation code, and request an authorization. If you receive an authorization number, this is confirmation the focused field action has NOT been performed. If the focused field action has NOT been performed, proceed with the repair. Include the authorization number in the warranty claim narrative prior to submitting the claim. If you are unable to obtain an authorization number, and you believe the transmission qualifies for the focused field action based on the serial number, contact the Allison Technical Assistance Center (TAC) at 1-800-252-5283 or 317-242-0700 or email: Allison.TAC@allisontransmission.com.

For vehicles where the R&R is performed by an Allison service channel member separate from the transmission repair, the channel member performing the R&R must reserve the Field Action Authorization Number. The R&R channel member must communicate the Field Action Authorization Number to the channel member completing the C1 drive hub replacement. Both locations must include the same Field Action Authorization Number in the Complaint Cause and Correction Narrative of each AWAARE claim.

Allison Service Outlets Focused Field Action Responsibility:

1. Confirm the transmission serial number is in range per [Table 1](#) and included in [Table 5](#).
2. Verify the transmission nameplate does not have an "X" Identification Mark indicating this Focused Field Action service work has already been performed. Refer to [Figure 1](#).
3. Obtain a Focused Field Action Authorization Number.
4. Verify required service parts shown in [Table 2](#) are in inventory to support service work.
5. Drain and collect transmission fluid in a clean container—hold for reuse.
6. Remove cooler lines, cooler, driveline connection to output yoke/flange, etc. to prepare transmission for removal from the vehicle. Document all labor contributing to labor hours greater than allotted in the **Allison SE0037EN Labor Time Guide**—required for AWAARE claim submission.
7. Remove transmission from vehicle.
8. Replace C1 drive hub following Disassembly, Module Rebuild, and Transmission Assembly instructions defined in SM4014 4000 Series Service Manual.
9. Tag replaced C1 drive hub with transmission serial number and hold. AWAARE will automatically generate a Return Material Authorization (RMA) for return of the part to Allison Transmission.
10. Reinstall transmission in vehicle. For adaptation hardware bolt torque installation values, please refer to **Allison Tech Data /Engineering/Tech Data Books/Installation Drawings/Installation Drawings By Series** (<https://sap.allisontransmission.com/extranet/techdata/installationdrawings/series.jsp?CategoryID=23>)
11. After installing all components, reinstall saved transmission fluid. Check level with dipstick, start vehicle, check to cold band, and add fluid as needed to attain hot band after attaining operating temperature.
12. Reset of adaptive values will not be necessary for proactive C1 drive hub replacement.
13. Test drive the vehicle to verify all forward and reverse ranges are operational and no Diagnostic Trouble Codes (DTCs) become active.
14. After test driving the vehicle, visually inspect exterior of transmission for fluid leakage.
15. After all work is complete, place an identifying mark on the transmission nameplate as shown in [Figure 1](#) to indicate work has been completed.
16. Contact the customer to arrange vehicle pick-up.

**Figure 1. Identification Mark**

4345312

Table 2. Required Parts - Proactive Repair

Part Number	Part Name	Quantity
29503208	O-RING, 34.6 MM ID (TC PLUG)	1
29505858	GASKET, CONVERTER HOUSING	1

Table 2. Required Parts - Proactive Repair (cont'd)

Part Number	Part Name	Quantity
23046274	O-RING, 25.4 MM ID (TURBINE SHAFT)	1
29543359	HUB, C1 DRIVE	1
23019664	O-RING, 16.4 MM ID (DRAIN PLUG)	1
23047808	O-RING, 129.8 MM ID (PUMP BODY)	1

Claim Submittal Information:

Approved authorized Allison service outlets must submit work performed per this Focused Field Action as outlined in [Table 3](#) and [Table 4](#).

Include the Field Action Authorization Number in the Complaint Cause and Correction Narrative in each AWAARE claim.

This Proactive Focused Field Action remains active through **November 30, 2022**.

Table 3. Claim Information

CLAIM TYPE	CT04
PRIMARY FAILED PART	29543359
SPECIAL ACTIVITY INDICATOR	2020FA05
COMPLAINT CODE	AT03
FAILURE CODE	CC01
FOCUSED FIELD ACTION AUTHORIZATION NUMBER	*
*Provided from Extranet, must be listed in claim narrative	

Table 4. Labor Codes/Hours

LABOR OPERATION CODE	LABOR HOURS	LABOR OPERATIONS
00094000	6.0	R&R NON-TIME STUDIED
94000059	5.9	R&R INTERCITY BUS-MCI-VIAGGIO-1000 / S60
94000082	8.2	R&R INTERCITY BUS-MCI-MC12,D, DL & RV 40 FOOT MODELS
94000106	10.6	R&R INTERCITY BUS-MCI-ALL E MODELS / ALL ENGINES / INCLUDES MOTORHOME VERSIONS
94000090	9.0	R&R INTERCITY BUS-PREVOST-ALL BUS AND MOTORHOMES / ALL ENGINES 1998 AND LATER MODELS
94000119	11.9	R&R INTERCITY BUS-SETRA-KASSBOHRER-ALL MODELS / ALL ENGINES
94000190	19.0	R&R INTERCITY BUS-SETRA-KASSBOHRER-S417 HDH
94000090	9.0	R&R INTERCITY BUS-VAN HOOB-ALL BUS AND MOTORHOME MODELS AND ALL ENGINES
94000143	14.3	R&R TRANSIT BUS/SHUTTLE BUS -NABI-ARTIC. HIGH FLOOR / S50

Table 4. Labor Codes/Hours (cont'd)

LABOR OPERATION CODE	LABOR HOURS	LABOR OPERATIONS
94000168	16.8	R&R TRANSIT BUS/SHUTTLE BUS -NEOPLAN BUS- ARTICULATED S50
94000098	9.8	R&R TRANSIT BUS/SHUTTLE BUS -NEW FLYER-ARTICULATED HIGH FLOOR / S50
94000092	9.2	R&R TRANSIT BUS/SHUTTLE BUS -NEW FLYER-ARTICULATED LOW FLOOR / S50
94000079	7.9	R&R TRANSIT BUS/SHUTTLE BUS -OBI- HIGH FLOOR / ORION V / S50
00094006	0.5	STEAM CLEAN
00095211	2.0	PARTIAL OVERHAUL
00096400	0.5	TEST DRIVE

Any additional parts, labor, or travel costs deemed necessary to complete this Focused Field Action must be described in detail in the claim narrative; if not, they will be deducted from the claim. Authorized Allison service outlets must follow the published Allison Transmission current labor time guide for work performed when adding any additional charges.

Contact Information:

If there are questions concerning this Proactive Focused Field Action please contact:

Allison Transmission, Inc.

P.O. Box 894

Indianapolis, IN 46206 0894

1-800-252-5283

Allison.TAC@allisontransmission.com

Table 5. Eligible Serial Numbers

Row	Serial Number	Row	Serial Number	Row	Serial Number
1	6610598008	178	6610605278	355	6610608894
2	6610598048	179	6610605284	356	6610608900
3	6610598067	180	6610605290	357	6610608906
4	6610598073	181	6610605383	358	6610608912
5	6610598079	182	6610605396	359	6610608918
6	6610598085	183	6610605406	360	6610608924
7	6610598140	184	6610605407	361	6610608930
8	6610598149	185	6610605408	362	6610608936
9	6610598155	186	6610605409	363	6610608959
10	6610598161	187	6610605410	364	6610608964
11	6610598167	188	6610605412	365	6610608967
12	6610598173	189	6610605413	366	6610608968

Table 5. Eligible Serial Numbers (cont'd)

Row	Serial Number	Row	Serial Number	Row	Serial Number
13	6610598249	190	6610605414	367	6610608970
14	6610598444	191	6610605415	368	6610608971
15	6610598451	192	6610605416	369	6610608972
16	6610598467	193	6610605418	370	6610608973
17	6610598468	194	6610605419	371	6610608974
18	6610598482	195	6610605420	372	6610608976
19	6610598485	196	6610605421	373	6610608977
20	6610598489	197	6610605422	374	6610608978
21	6610598494	198	6610605424	375	6610608979
22	6610598924	199	6610605425	376	6610608980
23	6610598930	200	6610605551	377	6610608982
24	6610598979	201	6610605557	378	6610608983
25	6610598980	202	6610605563	379	6610608984
26	6610598981	203	6610605569	380	6610608985
27	6610598982	204	6610605659	381	6610608986
28	6610598983	205	6610605660	382	6610608988
29	6610598984	206	6610605661	383	6610608989
30	6610599351	207	6610605662	384	6610608994
31	6610599357	208	6610605663	385	6610609267
32	6610599362	209	6610606074	386	6610609318
33	6610599368	210	6610606076	387	6610609327
34	6610599379	211	6610606077	388	6610609331
35	6610599385	212	6610606080	389	6610609401
36	6610599391	213	6610606274	390	6610609402
37	6610599397	214	6610606280	391	6610609403
38	6610599488	215	6610606281	392	6610609450
39	6610599489	216	6610606282	393	6610609604
40	6610599490	217	6610606283	394	6610609605
41	6610599746	218	6610606286	395	6610609606
42	6610599747	219	6610606292	396	6610609645
43	6610599748	220	6610606375	397	6610609663
44	6610599749	221	6610606383	398	6610609666
45	6610599750	222	6610606392	399	6610609667
46	6610599752	223	6610606398	400	6610609668
47	6610599753	224	6610606404	401	6610609669
48	6610599754	225	6610606415	402	6610609670
49	6610599755	226	6610606496	403	6610609671

Table 5. Eligible Serial Numbers (cont'd)

Row	Serial Number	Row	Serial Number	Row	Serial Number
50	6610599756	227	6610606502	404	6610609674
51	6610599758	228	6610606524	405	6610609675
52	6610599759	229	6610606525	406	6610609676
53	6610600013	230	6610606526	407	6610609677
54	6610600070	231	6610606527	408	6610609678
55	6610600139	232	6610606530	409	6610609710
56	6610601144	233	6610606617	410	6610609715
57	6610601157	234	6610606626	411	6610609722
58	6610601377	235	6610606633	412	6610609728
59	6610601383	236	6610606640	413	6610609833
60	6610601389	237	6610606874	414	6610609839
61	6610601395	238	6610606880	415	6610609909
62	6610601467	239	6610606886	416	6610609915
63	6610601473	240	6610606893	417	6610610024
64	6610602213	241	6610606900	418	6610610025
65	6610602222	242	6610606906	419	6610610027
66	6610602776	243	6610606911	420	6610610028
67	6610602784	244	6610606976	421	6610610030
68	6610602792	245	6610607007	422	6610610031
69	6610602801	246	6610607013	423	6610610032
70	6610602809	247	6610607023	424	6610610033
71	6610602817	248	6610607024	425	6610610034
72	6610602823	249	6610607140	426	6610610036
73	6610602829	250	6610607146	427	6610610037
74	6610602910	251	6610607152	428	6610610038
75	6610602917	252	6610607161	429	6610610039
76	6610603110	253	6610607162	430	6610610040
77	6610603111	254	6610607164	431	6610610042
78	6610603112	255	6610607165	432	6610610043
79	6610603113	256	6610607166	433	6610610044
80	6610603114	257	6610607167	434	6610610048
81	6610603115	258	6610607168	435	6610610054
82	6610603116	259	6610607170	436	6610610060
83	6610603117	260	6610607171	437	6610610066
84	6610603118	261	6610607172	438	6610610072
85	6610603119	262	6610607173	439	6610610078
86	6610603120	263	6610607174	440	6610610084

Table 5. Eligible Serial Numbers (cont'd)

Row	Serial Number	Row	Serial Number	Row	Serial Number
87	6610603121	264	6610607176	441	6610610090
88	6610603225	265	6610607329	442	6610610264
89	6610603233	266	6610607332	443	6610610276
90	6610603336	267	6610607333	444	6610610282
91	6610603342	268	6610607335	445	6610610369
92	6610603351	269	6610607341	446	6610610388
93	6610603433	270	6610607347	447	6610610393
94	6610603441	271	6610607394	448	6610610399
95	6610603450	272	6610607538	449	6610610405
96	6610603458	273	6610607541	450	6610610411
97	6610603703	274	6610607542	451	6610610417
98	6610603704	275	6610607544	452	6610610443
99	6610603705	276	6610607545	453	6610610457
100	6610603706	277	6610607549	454	6610610458
101	6610603707	278	6610607555	455	6610610503
102	6610603708	279	6610607561	456	6610610511
103	6610603709	280	6610607567	457	6610610677
104	6610603710	281	6610607572	458	6610610683
105	6610603712	282	6610607578	459	6610610689
106	6610603713	283	6610607584	460	6610610870
107	6610603714	284	6610607590	461	6610610874
108	6610603715	285	6610607678	462	6610610879
109	6610603716	286	6610607684	463	6610610884
110	6610603816	287	6610607690	464	6610610893
111	6610603821	288	6610607696	465	6610610963
112	6610603935	289	6610607702	466	6610611058
113	6610603941	290	6610607708	467	6610611066
114	6610603947	291	6610607810	468	6610611073
115	6610603953	292	6610607811	469	6610611080
116	6610603961	293	6610607812	470	6610611086
117	6610604039	294	6610607827	471	6610611092
118	6610604040	295	6610607833	472	6610611098
119	6610604041	296	6610607839	473	6610611102
120	6610604042	297	6610607845	474	6610611104
121	6610604043	298	6610607930	475	6610611105
122	6610604045	299	6610607931	476	6610611106
123	6610604046	300	6610607932	477	6610611110

Table 5. Eligible Serial Numbers (cont'd)

Row	Serial Number	Row	Serial Number	Row	Serial Number
124	6610604051	301	6610607933	478	6610611116
125	6610604056	302	6610607934	479	6610611257
126	6610604073	303	6610607936	480	6610611265
127	6610604086	304	6610607937	481	6610611539
128	6610604387	305	6610607938	482	6610611546
129	6610604388	306	6610607939	483	6610611553
130	6610604389	307	6610607940	484	6610611560
131	6610604390	308	6610607942	485	6610611561
132	6610604391	309	6610607943	486	6610611562
133	6610604392	310	6610607948	487	6610611563
134	6610604393	311	6610607954	488	6610611564
135	6610604394	312	6610608067	489	6610611567
136	6610604395	313	6610608073	490	6610611568
137	6610604396	314	6610608217	491	6610611569
138	6610604397	315	6610608223	492	6610611638
139	6610604398	316	6610608229	493	6610611639
140	6610604409	317	6610608236	494	6610611640
141	6610604416	318	6610608242	495	6610611641
142	6610604423	319	6610608248	496	6610611642
143	6610604581	320	6610608254	497	6610611643
144	6610604587	321	6610608324	498	6610611885
145	6610604593	322	6610608330	499	6610611900
146	6610604598	323	6610608337	500	6610611901
147	6610604607	324	6610608341	501	6610611905
148	6610604696	325	6610608470	502	6610611906
149	6610604766	326	6610608471	503	6610611907
150	6610604767	327	6610608472	504	6610611909
151	6610604769	328	6610608473	505	6610611921
152	6610604770	329	6610608474	506	6620038198
153	6610604771	330	6610608475	507	6620038200
154	6610604772	331	6610608476	508	6620038201
155	6610604773	332	6610608477	509	6620038203
156	6610604855	333	6610608478	510	6620038204
157	6610604856	334	6610608479	511	6620038206
158	6610604857	335	6610608522	512	6620038207
159	6610604858	336	6610608528	513	6620038209
160	6610604861	337	6610608539	514	6620038210

Table 5. Eligible Serial Numbers (cont'd)

Row	Serial Number	Row	Serial Number	Row	Serial Number
161	6610604869	338	6610608611	515	6620038224
162	6610604876	339	6610608612	516	6620038228
163	6610604930	340	6610608613	517	6620038232
164	6610604938	341	6610608614	518	6620038236
165	6610604946	342	6610608741	519	6620038267
166	6610604947	343	6610608785	520	6620038271
167	6610604948	344	6610608786	521	6620038274
168	6610604949	345	6610608787	522	6620038276
169	6610605195	346	6610608788	523	6620038278
170	6610605201	347	6610608789	524	6620038300
171	6610605220	348	6610608791	525	6620038304
172	6610605228	349	6610608797	526	6620038308
173	6610605241	350	6610608810	527	6620038312
174	6610605249	351	6610608816	528	6620038314
175	6610605257	352	6610608833	529	6620038340
176	6610605268	353	6610608845	530	6620038344
177	6610605272	354	6610608888	531	6620038348

Reference – Customer Notification Letter

December 2020

Subject: Customer Satisfaction Focused Field Action 2020FA05 – C1 Drive Hub Replacement

Dear Allison Transmission Owner:

This notice is sent to inform you of a Focused Field Action program 2020FA05 that may include certain vehicles in your fleet.

REASON FOR THIS FIELD ACTION:

Allison Transmission has determined that an internal component may be at risk of premature failure. Failure of this component may impact the transmission's ability to attain first through fourth forward ranges. This Focused Field Action has been authorized through November 30, 2022.

WHAT WILL BE DONE:

An Allison Distributor or Dealer will remove your transmission, replace the subject part, and reinstall the transmission in your vehicle at no cost to you. Allison Transmission wants our customers to know that Allison stands firmly behind our products.

HOW LONG THE REPAIR WILL TAKE:

The length of time to remove and replace the transmission in your vehicle will take from 8.0 to 16.0 hours depending on the installation. Replacement of the subject part will take approximately 3.0 hours which also includes time to test drive the vehicle after all work is complete. Additional time may be required to schedule and process your vehicle. Making an appointment is highly recommended to ensure a faster repair. Please ask your Allison Distributor or Dealer how much additional time will be needed to schedule, process, and repair your vehicle.

CONTACTING YOUR ALLISON TRANSMISSION DISTRIBUTOR OR DEALER:

Please contact your Allison Distributor or Dealer as soon as possible to arrange a service date. When calling:

1. Please provide the Vehicle Identification Number (VIN) and
2. Ask them to call the Allison Technical Assistance Center (TAC) and open a TAC case referencing Focused Field Action 2020FA05.

For information regarding Allison Distributor and Dealer locations, please visit the Allison Transmission Sales and Service Locator at: <https://www.allisontransmission.com/sales-service-locator>

TRANSMISSION FACTORY WARRANTY:

This Focused Field Action has no effect on the warranty of your Allison transmission. The original transmission warranty, in effect from the vehicle inservice date, will continue to apply.

CUSTOMER LETTER:

Presentation of this letter to your Distributor or Dealer will assist in making the necessary correction in the shortest possible time.

We regret any inconvenience this may cause and have taken this action in the interest of your continued satisfaction with Allison Transmission products.