



September 16, 2021
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TO: Stewart and Stevenson (Atlantic Detroit Diesel-Allison, LLC)

Allison Transmission, Inc. is authorizing Stewart and Stevenson Lodi, NJ to perform a Focused Field Action (2021FA05) for the specified transmissions in New Flyer XD60 Articulated Coaches, in service within the Metropolitan Transportation Authority - New York City, NY fleet.

Details on how to file claims, applicable labor codes and rates, approved replacement parts, and affected transmission serial numbers are outlined in the attached tables. If there are questions concerning this correspondence, 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

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Introduction:

Allison Transmission, Inc. has identified a potential quality deficiency in certain B 500™ model transmissions that may result in false positive Diagnostic Trouble Codes (DTCs) P088A (Transmission Filter Maintenance Alert) or P088B (Transmission Filter Maintenance Required). As a corrective action, this Focused Field Action has been initiated to replace the Solenoid Valve Body and Filter Life Indicator Spring in specific transmission serial numbers. This Focused Field Action also authorizes reprogramming of the vehicle Transmission Control Module (TCM) to C191 or later software level.

Refer to the following instructions to identify affected transmissions, obtain authorization to perform the repairs, and submit the proper warranty claim.



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

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

Focused Field Action 2021FA05			
Product Code	Affected Serial Number (S/N) Range	Affected Transmission Model	Affected Vocations
066	6610460092 – 6610485797	B 500™	BUS, Coach

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 serves as 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 range referenced above, contact the Allison Technical Assistance Center (TAC) at 1-800-252-5283 or 317-242-0700 or email: Allison.TAC@allisontransmission.com.

Allison Service Outlet 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 and retain for reuse.
6. Remove Group 16 Control Valve Assembly from the transmission.
7. Replace the Solenoid Valve Body and Filter Life Indicator Spring. Follow Disassembly, Module Rebuild, and Transmission Assembly instructions as defined in the 4000 Series Service Manual (SM4014).
8. Tag the replaced Solenoid Valve Body and Filter Life Indicator Spring with transmission serial number and retain the replaced components.
9. 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.
10. If the software level in the vehicle is prior to C191, reprogram the TCM to current C191 or later software level.

11. Test drive the vehicle to verify all forward and reverse ranges are operational and no Diagnostic Trouble Codes (DTCs) become active.
12. After test driving the vehicle, visually inspect exterior of transmission for fluid leakage.
13. After all work is complete, place an identifying mark on the transmission nameplate as shown in [Figure 1](#) to indicate work has been completed.
14. Contact the customer to arrange vehicle pick-up.
15. After the 4WARD claim is approved, if no Return Materials Authorization (RMA) is generated by the 4WARD system, dispose of replaced components. If an RMA is generated by 4WARD, return applicable components to Allison Transmission, Inc. per instructions on the RMA.



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Figure 1. Identification Mark**Table 2. Required Parts**

Part Number	Part Name	Quantity
23046376	Seal, Face	3
29512863	Sealring	1
29535518	O-ring, Solenoid, 13.0 mm ID	6
29542084	Seal, Harness Standoff	1
29542976	O-ring, 10.65 ID	6
29558103	Body Assembly, Solenoid Valve and Pin	1
29501099	Gasket, Case	1
29507437	O-ring, 82.3 mm ID	2
29524449	Gasket, Filter Cover	2
29548953	O-ring, 85.3 mm ID	2
29549658	Switch Assembly, Pressure	1
29562588	Spring, Filter Life Valve	1
29552364	Switch Assembly, Pressure	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 4WARD claim.

This Focused Field Action remains active through **April 1, 2023**. There is no in-service date based limitation for this Focused Field Action.

Table 3. Claim Information

CLAIM TYPE	CT04
PRIMARY FAILED PART	29546549
SPECIAL ACTIVITY INDICATOR	2021FA05
COMPLAINT CODE	EL02
FAILURE CODE	CC01
FOCUSED FIELD ACTION AUTHORIZATION NUMBER	*
*Provided from the HUB, must be listed in claim narrative	

Table 4. Labor Codes/Hours

LABOR OPERATION CODE	LABOR HOURS	LABOR OPERATIONS
11111111	0.5	TRAVEL TIME
00094700	1.2	R & R CONTROL MODULE
00096100	2	OVERHAUL CONTROL MODULE
00096501	1	RECALIBRATE ECU
00096400	0.5	FINAL TEST DRIVE VEHICLE

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 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	VIN
1	6610460092	5FYD8YU00GB050060
2	6610460322	5FYD8YU04GB050062
3	6610468194	5FYD8YU03GB050070
4	6610468311	5FYD8YU07GB050069
5	6610470967	5FYD8YU08GB050064
6	6610471158	5FYD8YU09GB050073
7	6610471337	5FYD8YU05GB050071

Table 5. Eligible Serial Numbers (cont'd)

Row	Serial Number	VIN
8	6610471343	5FYD8YU02GB050075
9	6610471349	5FYD8YU00GB050074
10	6610471357	5FYD8YU06GB050080
11	6610471373	5FYD8YU07HB051059
12	6610471420	5FYD8YU04GB050076
13	6610471533	5FYD8YU0XGB050079
14	6610475469	5FYD8YU0XHB051069
15	6610475478	5FYD8YU06HB051070
16	6610475512	5FYD8YU02HB051079
17	6610475527	5FYD8YU03HB051074
18	6610475546	5FYD8YU08HB051717
19	6610475570	5FYD8YU0XHB051718
20	6610475673	5FYD8YU00HB051078
21	6610475680	5FYD8YU04HB051715
22	6610478693	5FYD8YU00HB051081
23	6610478702	5FYD8YU09HB051726
24	6610478711	5FYD8YU04HB051097
25	6610478720	5FYD8YU08HB051099
26	6610478804	5FYD8YU08HB051085
27	6610478810	5FYD8YU0XHB051086
28	6610478816	5FYD8YU09HB051080
29	6610478828	5FYD8YU04HB051083
30	6610478928	5FYD8YU01HB051087
31	6610478937	5FYD8YU06HB051084
32	6610478946	5FYD8YU06HB051098
33	6610478955	5FYD8YU07HB051725
34	6610478964	5FYD8YU05HB051724
35	6610480658	5FYD8YU09HB051094
36	6610480777	5FYD8YU07HB051093
37	6610480783	5FYD8YU05HB051089
38	6610480789	5FYD8YU03HB051091
39	6610480819	5FYD8YU02HB051096
40	6610482527	5FYD8YU00HB051100
41	6610482533	5FYD8YU08HB051622
42	6610482548	5FYD8YU08HB051104
43	6610482557	5FYD8YU03HB051723
44	6610482634	5FYD8YU02HB051700

Table 5. Eligible Serial Numbers (cont'd)

Row	Serial Number	VIN
45	6610482646	5FYD8YU04HB051102
46	6610482652	5FYD8YU02HB051728
47	6610482658	5FYD8YU06HB051621
48	6610482763	5FYD8YU00HB051727
49	6610482769	5FYD8YU0XHB051721
50	6610482775	5FYD8YU02HB051714
51	6610482781	5FYD8YU04HB051729
52	6610482787	5FYD8YU02HB051101
53	6610482892	5FYD8YU01HB051722
54	6610482898	5FYD8YU06HB051103
55	6610482904	5FYD8YU00HB051629
56	6610482910	5FYD8YU01HB051624
57	6610483563	5FYD8YU03HB051625
58	6610483572	5FYD8YU08HB051703
59	6610483590	5FYD8YU0XHB051699
60	6610483599	5FYD8YU00HB051632
61	6610483849	5FYD8YU03HB051706
62	6610483855	5FYD8YU09HB051628
63	6610483864	5FYD8YU04HB051682
64	6610484030	5FYD8YU08HB051636
65	6610484054	5FYD8YU0XHB051105
66	6610484062	5FYD8YU02HB051695
67	6610484070	5FYD8YU05HB051626
68	6610484449	5FYD8YU09HB051709
69	6610484458	5FYD8YU05HB051710
70	6610484467	5FYD8YU01HB051719
71	6610484483	5FYD8YU0XHB051704
72	6610484559	5FYD8YU0XHB051640
73	6610484565	5FYD8YU01HB051686
74	6610484571	5FYD8YU01HB051705
75	6610484583	5FYD8YU06HB051716
76	6610484816	5FYD8YU07HB051711
77	6610484825	5FYD8YU08HB051720
78	6610484843	5FYD8YU05HB051707
79	6610484872	5FYD8YU06HB051697
80	6610484888	5FYD8YU08HB051684
81	6610484896	5FYD8YU03HB051690

Table 5. Eligible Serial Numbers (cont'd)

Row	Serial Number	VIN
82	6610484923	5FYD8YU07HB051708
83	6610484932	5FYD8YU08HB051698
84	6610484951	5FYD8YU07HB051689
85	6610485408	5FYD8YU06HB051702
86	6610485432	5FYD8YU09HB051631
87	6610485438	5FYD8YU0XHB051637
88	6610485444	5FYD8YU04HB051696
89	6610485450	5FYD8YU04HB051634
90	6610485563	5FYD8YU09HB051712
91	6610485572	5FYD8YU05HB051691
92	6610485581	5FYD8YU06HB051683
93	6610485590	5FYD8YU01HB051641
94	6610485599	5FYD8YU0XHB051685
95	6610485676	5FYD8YU03HB051687
96	6610485682	5FYD8YU00HB051713
97	6610485685	5FYD8YU05HB051688
98	6610485688	5FYD8YU00HB051694
99	6610485694	5FYD8YU07HB051630
100	6610485782	5FYD8YU04HB051701
101	6610485788	5FYD8YU09HB051693
102	6610485797	5FYD8YU07HB051692