FA

FIELD ACTION LETTER

Allison Transmission

SUBJECT: 6th Generation TCM Recalibration

MODELS AFFECTED: 1000, 2000, 3000, 4000 Series Transmissions with 6th Generation Controls and Allison TerraTran™

Introduction:

Allison Transmission has identified concerns limited to B, C, or N221 and B, C, or N222 software levels:

- Transmission Control Module (TCM) response to CAN messaging is delayed under certain conditions of low battery voltage.
- Prognostics fluid change intervals with TES 668® transmission fluid are incorrect.

Refer to the following instructions to identify affected calibrations, perform eligible repairs and submit proper warranty claims.

Description of Conditions Resolved by this Field Action

6th Generation TCMs with B, C, or N221 and B, C, or N222 software are subject to the conditions described below:

- If the battery voltage drops below ~6V without dropping below ~4V and subsequently increases to greater than ~7V, the reaction of the TCM to CAN messaging will be delayed for the remainder of the key cycle.
- In calibrations with “TES-668 Fluid” set as the “PROGNOSTICS: Transmission Fluid Type”, the Prognostics fluid change intervals are incorrect. This condition may cause DTC P0897 to set.

Field Action Transmission Identification:

Prior to the repair of an eligible transmission, a Field Action Authorization Number must be obtained by logging on to *https://hub.allisontransmission.com/field-actions*. Enter the transmission serial number, VIN, vehicle vocation code, etc. and request an authorization. If you receive an authorization number, this is confirmation that the field action has NOT been performed. If the field action has NOT been performed, proceed with the repair as defined. Include the authorization number in the 4WARD™ **Work Performed Comments** field prior to submitting the warranty claim. If you are unable to obtain an authorization number, and you believe the transmission qualifies for the field action based on the transmission serial number/vehicle model/configuration, contact the Allison Technical Assistance Center (TAC) at 1-800-252-5283 or 317-242-0700 or email: Allison.TAC@allisontransmission.com.

Once a Field Action Authorization Number has been obtained, confirm that the TCM has B221, C221, N221, B222, C222 or N222 software. This can be found by connecting the TCM with Allison DOC®. The DTC and General Info tab will show the Cal ID in the TCM Information section. The first four digits of the Cal ID give the current software level. If the first four digits of the Cal ID are any of the following, then the software level must be updated: B221, C221, N221, B222, C222 or N222.

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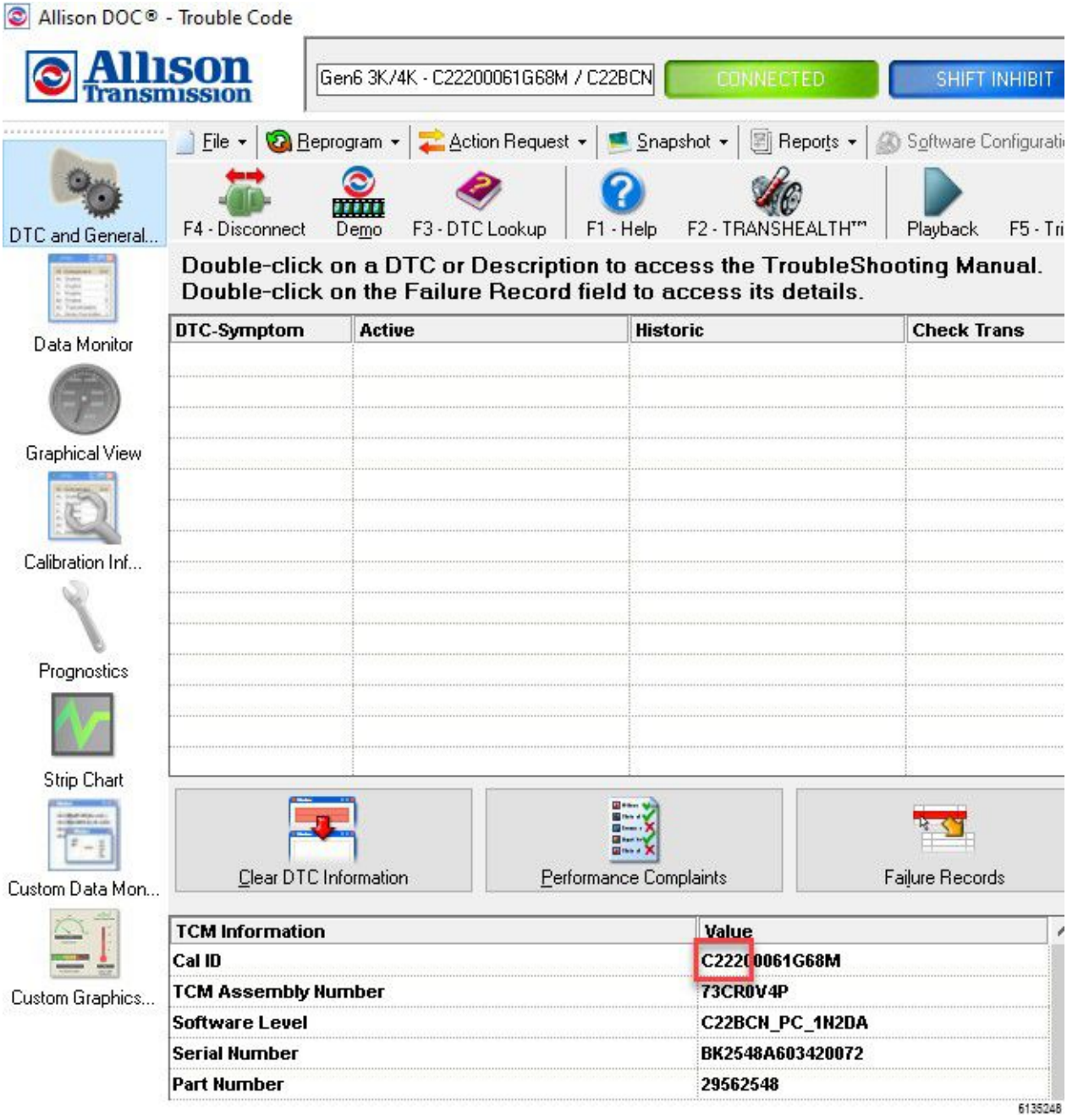


Figure 1. Current Software Level Example in Allison DOC

Corrective Action Required

If the vehicle is in the affected population, then update software level from B, C, or N221 and 222 to B, C, or N223 or later by programming based on the TCM serial number in TCM Reflash™. To receive the latest software level, it is necessary to check the box labeled “Download Latest Calibration” on the Add screen in TCM Reflash. After programming is complete, use Allison DOC to verify that the second through fourth digits of the Cal ID are 223 or later.

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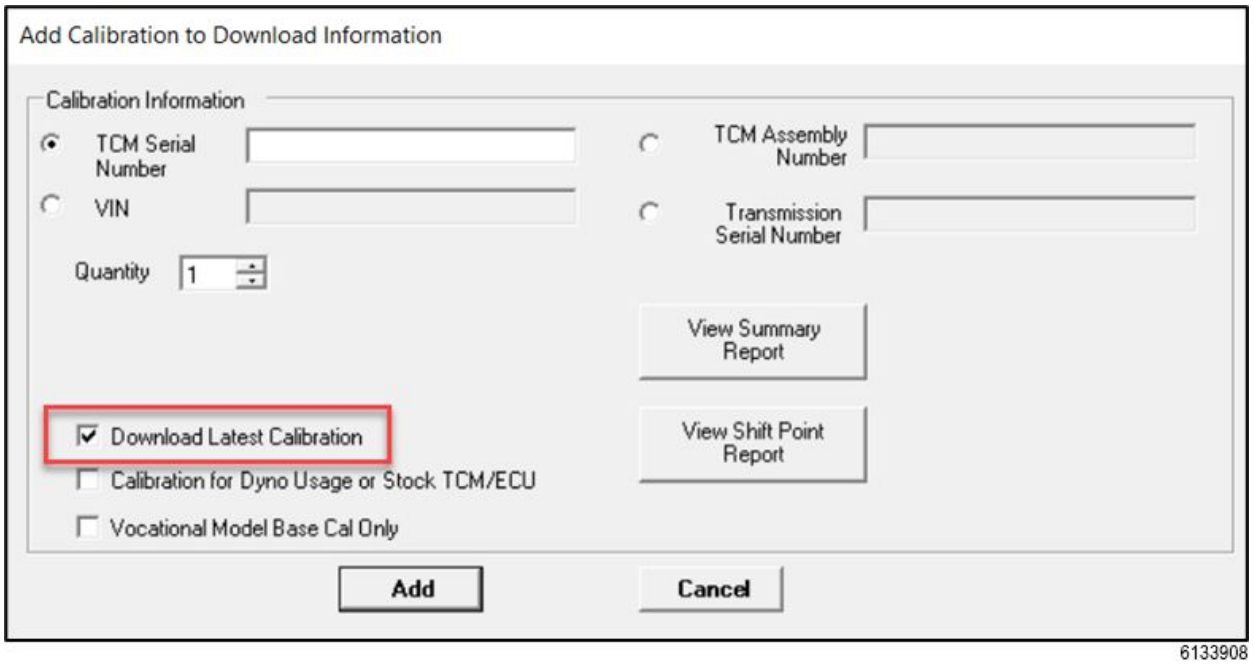


Figure 2. Updating to Latest Software Level in TCM Reflash

NOTE: The “Download Latest Calibration” option in TCM Reflash should only be used when there is a specific need to update the software.

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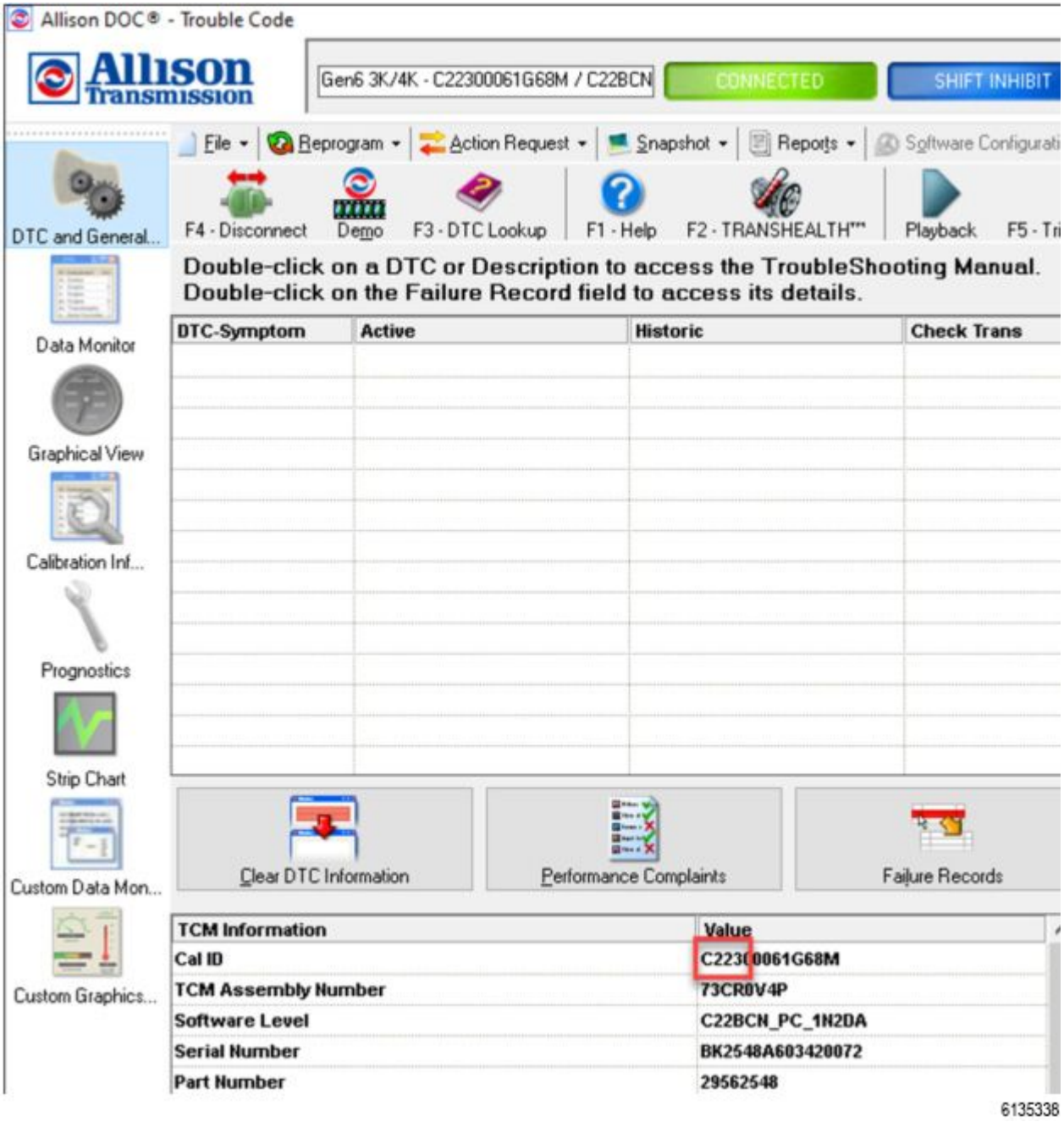


Figure 3. Updated Software Level Example in Allison DOC

Claim Submittal Information:

Approved authorized Allison service outlets must submit work performed per this Field Action as outlined in Table 1 and Table 2.

Include the Field Action Authorization Number in the 4WARD **Work Performed Comments** field.

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When filing each claim, enter the recalibrated TCM serial number into the Failed Component Serial Number field of the 4WARD claim.

Table 1. Claim Information

CLAIM TYPE	Automatically Applied by 4WARD system
PRIMARY FAILED PART	Automatically Applied by 4WARD system
SPECIAL ACTIVITY INDICATOR	Not required by 4WARD system
COMPLAINT CODE	Automatically Applied by 4WARD system
FAILURE CODE	Automatically Applied by 4WARD system
FIELD ACTION AUTHORIZATION NUMBER	*

*Provided from Allison HUB™. Must be included in 4WARD **Work Performed Comments** field.

Table 2. Labor Codes/Hours

LABOR OPERATION CODE	LABOR HOURS	LABOR OPERATIONS
00096501	1.0	RECALIBRATE TCM
00096400	0.5	TEST DRIVE

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