SIL
SERVICE INFORMATION LETTER

Allison Transmission

SIL 12-EP-22
August 01, 2022

SUBJECT: Allison eGen Flex™ Geofencing Service Plan

MODELS AFFECTED: eGen Flex

SERIAL NUMBERS AFFECTED: SERIAL NUMBERS BEGINNING WITH: 711XXXXXXX, 70101XXXXX, 72101XXXXX

Introduction

The purpose of this SIL is to provide additional information and basic troubleshooting steps in the event of EV mode related issue. The activation of full electric mode is accomplished by a non-Allison component in the vehicle. This controller is programmed by the customer to activate/deactivate full electric mode when entering and exiting specific route zones. The following troubleshooting steps provide guidance in determining if an issue with the activation of full electric mode is due to the transmission or EV mode controller.

Viriciti (refer to Figure 1)

- Manufacturer: Chargepoint
- OEM: Gillig



6202605

Figure 1. Viriciti DataHub

MM / SL8987EN

6189737

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Please Note: Allison Transmission Service Information Letters are intended for use by professional, trained technicians, not for the "do-it-yourselfer." They are written to inform those technicians of conditions that may occur on some transmission models (or serial numbers ranges) or to provide information that could assist in the proper servicing of a specific Allison transmission. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, do not assume that the Service Information Letter applies to your transmission, or that your transmission has the condition described. Product evolution and information updates are inevitable. Please see your authorized Allison Transmission service dealer or distributor to understand if your particular transmission may benefit from the information contained within the Service Information Letter.

NewFlyer Connect (refer to Figure 2)

- Manufacturer: New Flyer
- OEM: New Flyer



Figure 2. NewFlyer Connect

Service Plan

The end customer will be directly integrated and have direct communication with each of the geofencing service providers. The manufacturer will be the first point of contact for the customer when geofencing issues occur. If a unit is brought to a distributor with potential geofencing device issues or the bus will not enter EV mode, the basic troubleshooting steps outlined below can be utilized to help diagnose which system could be at fault:

- Engine
- Hybrid System
- Geofencing Device
- OEM System

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Initial Troubleshooting

NOTE: Allison Transmission cannot guarantee the continued accuracy of the following troubleshooting steps due to any future product improvements or models.

Connect the bus to Allison DOC® Premium (H 40/50 EP™ and eGen Flex™). Determine if any DTCs are present.

If DTCs 17-32 or 17-33 are present with any of the following DTCs, please contact Allison TAC:

- DTC 30- 12, 13, 14, 15, 16
- DTC 40- 77, 78, 79, 80, 81, 82, 83, 84
- DTC 56- 16, 17, 25, 26

Allison TAC Contact Information:

1-800-252-5283
tac@allisontransmission.com

NewFlyer Connect Troubleshooting

1. Ensure the device is powered on.
   a. Light #1 should be flashing green.
   b. Light #3 should be flashing red at a rate of 1 blink per second.

NOTE: The lights are located on the right side of the device when reading the product label on the top surface (refer to Figure 3).



6191867

Figure 3. NewFlyer Connect LED Indicator Location

2. Verify that the COAX cable with the ‘LTE’ tag is connected to the ‘Cellular’ port on the module.
3. Verify all cables and connections are properly connected to the device.

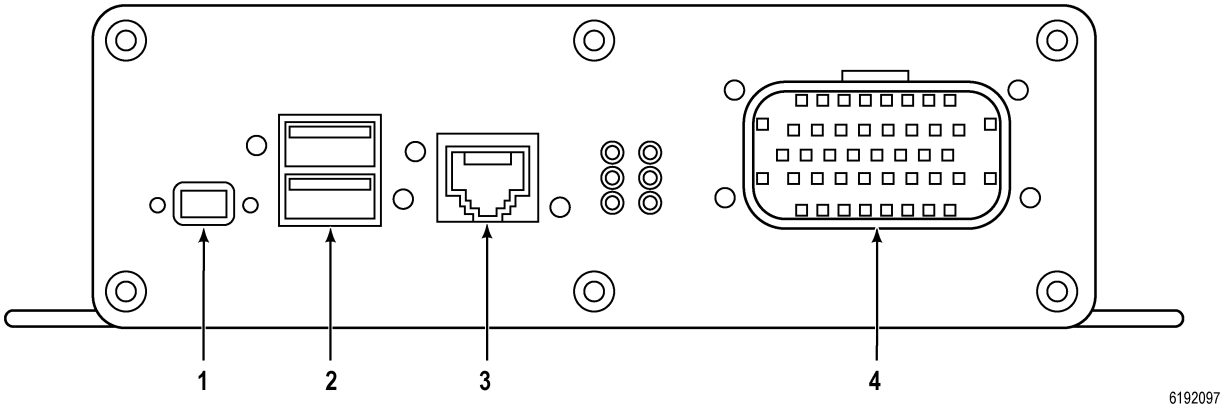
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4. Ensure the bus is parked in an area with good cell data communication.

NOTE: If any issues are found in the previous steps, please contact New Flyer: *www.newflyer.com/contact*

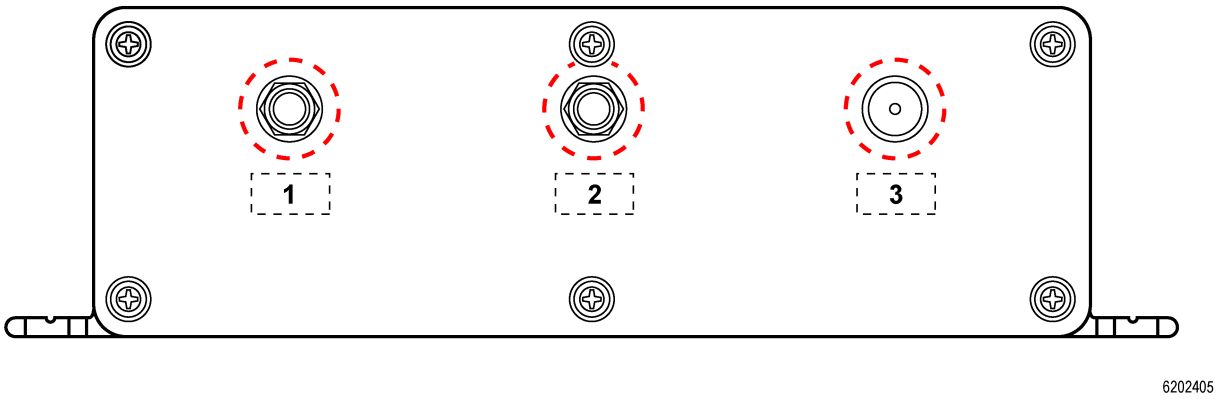
Viriciti/Chargepoint Troubleshooting

1. Ensure all connections on the device are securely attached (refer to Figure 4 and Figure 5).



(1) – Debug
(2) – USB x2
(3) – Ethernet
(4) – Main Connector

Figure 4. Viriciti/Chargepoint Rear Side View

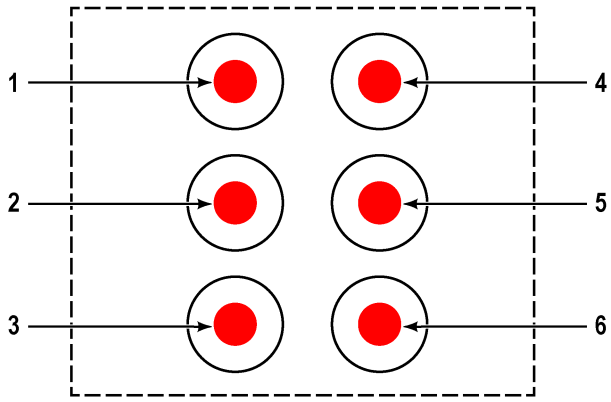


(1) – GPS
(2) – Wi-Fi
(3) – 3G

Figure 5. Viriciti/Chargepoint Antenna Panel

2. Check LED status (refer to Figure 6).

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(1) – GPS
(2) – CAN1
(3) – CAN2
(4) – System
(5) – Ignition
(6) – Modem

Figure 6. Viriciti/Chargepoint LEDs

NOTE: The device is working properly if all LED lights are green.

- GPS LED
  - Red: No GPS signal.
  - Yellow: Poor GPS signal.
  - Green: Good GPS signal.
- CAN1/CAN2 LED
  - None: Not configured. CAN is not being read.
  - Red: Configured but no activity.
  - Blinking between Red and Green: A low amount of messages are being sent across the CAN line.
  - Green: Configured and active.
- System LED
  - Blinking Red: Voltage input to the device is very low (less than 10.5V) or new software configuration needed.
  - Blinking Yellow: Voltage input to the device is low (between 10.5V and 11V).
  - Blinking Green: Device is waiting for another signal.
  - White: Low current supply.
  - Pink: Firmware needs reset.
  - Blue: Unsuccessful firmware update.
  - Green: Device is on.
- Ignition LED
  - Red: Voltage for ignition is low.

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  - Green: Ignition is on.
- Modem LED
  - None: Modem is not detected. This can take up to 1 minute after power-up.
  - Red: Modem is detected but there is no GSM connection.
  - Green: Modem has a GSM connection.

NOTE: If any issues are found in the previous steps, please contact Viriciti:

(662) 667-6325
support@viriciti.com

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