

PORTANT CAMPAIGN INFORMATION

ATTENTION: Dealer Principal, Warranty Manager, Service Manager, Parts Manager

Freightliner Dealers – U.S. and Canada
Western Star and Sterling Dealers – U.S. and Canada
FCCC Dealers – U.S. and Canada
Thomas Built Buses Dealers – U.S. and Canada
Direct Warranty Customers – U.S. and Canada
Detroit Diesel Distributors
Export Distributors

Daimler Truck North America LLC

WARRANTY CAMPAIGNS DEPARTMENT

P.O. Box 4090 800-547-0712
Portland, Oregon 97208-4090

If you have questions about this letter, please submit your inquiry using the **WSC app on the DTNA Portal.**

REF #: ICI23-043

Effective: 11/17/23

Release: 11/17/23

SUBJECT: SF680 – Allison TCM Software Update / TT9108EN

This letter is to inform you that Allison Transmission Distributors and Dealers will be performing a field action on behalf of DTNA involving the reprogramming of the TCM. The affected models are specific Freightliner 108SD, 114SD and Business Class M2 vehicles; and Western Star 4700X and 4900X vehicles manufactured November 28, 2022, through June 21, 2023, built with 3000 and 4000 Series Transmissions with 6th Generation Controls. The Allison Transmission Distributors and Dealers will update the TCM software. Customers will be notified by mail and directed to an Allison distributor for the repair. This is **not** a Daimler Trucks North America campaign and DTNA dealers will not be performing the work.

This notice is for your information only. There is no action for dealers to take, all work will be done by Allison Transmission locations.

If you receive a customer inquiry regarding **Allison Tech tip #TT9108EN**, please direct the customer to their nearest Allison authorized Distributor or Dealer. To locate the nearest Allison authorized Distributor or Dealer, the customer may call the Allison Technical Assistance Center at (800) 252-5283 (24 hours a day) or visit the Allison website, www.allisontransmission.com/sales-service-locator.

A copy of the customer letter is included for your reference.

The information contained in this letter supercedes and supplements any related policies and procedures in any previously released bulletins, the Warranty Manual, and/or previously released letters. Failure to read or distribute this letter will not exempt addressees from compliance with the information contained herein.