

#1717
July, 2017
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SUBJECT: Allison DOC® V2017.3 Subscription Service Update

MODELS AFFECTED: All 1000, 2000, 3000, 4000 Series Product Families, 5000, 6000, 8000, 9000 Series Transmissions, and MT(B) 600, CL(B)T, V, HT(B) 700 Series Transmissions, TC10® Transmissions and H 40/50 EP™ System

SERIAL NUMBERS AFFECTED: All

Introduction:

Effective July 2017, the Allison DOC® V2017.3 Subscription Service Update was made available as a “no charge” internet-download for all the Allison DOC® V2017 Subscription Service users. This is a mandatory update and users have 30 days to download and accept this update to continue use of Allison DOC®. This new version incorporates important features and enhancements discussed below.

In order to upgrade the software, V2017.x must already be installed on the PC. Earlier versions of the service tool (e.g. V13.x.x, V14.x.x, etc.) cannot be upgraded to V2017.3, unless V2017.x is first installed. The Allison DOC® product combines Allison DOC® Premium, Allison DOC® Premium (H 40/50 EP™) and Allison DOC® Fleets. There is one install media but a valid license is necessary to enable each product offering.

Specific enhancements included in V2017.3, as well as downloading and installation procedures, are the main topics addressed in this Service Information Letter (SIL). This SIL is not intended to replace or supersede SILs 45–TR-16 and 10-TR-17, but to complement them as users transition to V2017.3. It is advisable to reference SIL 45-TR-16, 10-TR-17 and the Allison Web Store (<https://allisonstore.noregon.com>) for details related to PC platform requirements, ordering information, and other pertinent information.

Summary of New Features and Enhancements Included in Allison DOC® V2017.3:

Updates specific to Allison DOC® Premium:

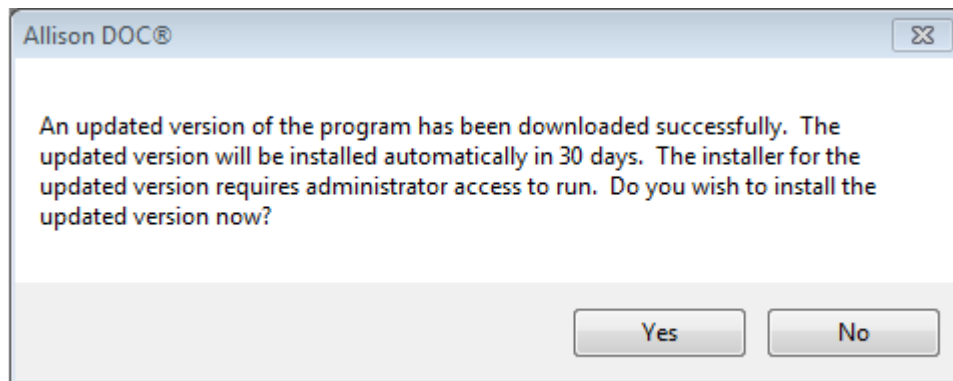
- Adds Portuguese and Spanish versions of the 3000/4000 Product Families Allison 5th Generation Controls Troubleshooting Manuals
- Updates Data Bus Viewer 'Data Bus Messages' default to Hex format
- Updates the Troubleshooting Manuals for 1000/2000 and 3000/4000 Product Families Allison 5th Generation Controls
- Adds rotate functionality to pdf viewer for Troubleshooting Manuals

Updates specific to Allison DOC® Premium (H 40/50 EP™):

- Adds support for Hybrid System Status 2 (HSS2) CAN messages transmitted by VCM as Powertrain Control Module
 - Tool displays Hybrid Battery Pack Remaining Charge (ESS SOC)
- Adds support for High Voltage Energy Storage 1 Data 1 (HVES1D1) CAN messages transmitted by VCM as Powertrain Control Module
 - Tool displays HVES1 Voltage Level (ESS Voltage)

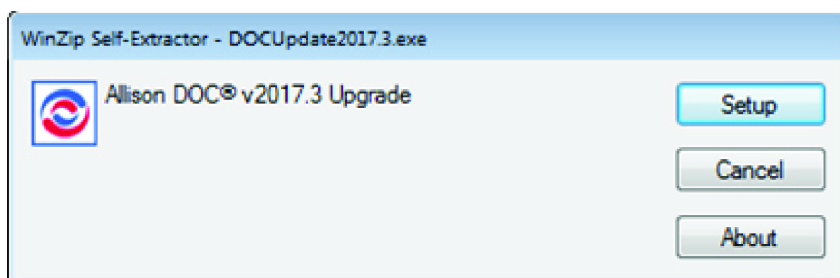
Download and Installation Procedures:

When Allison DOC® is launched after an update is released, the user will be notified of an updated version. The user will have 30 days to accept the mandatory update. After 30 days, the user must accept the update in order to continue use of the Allison DOC® tool.



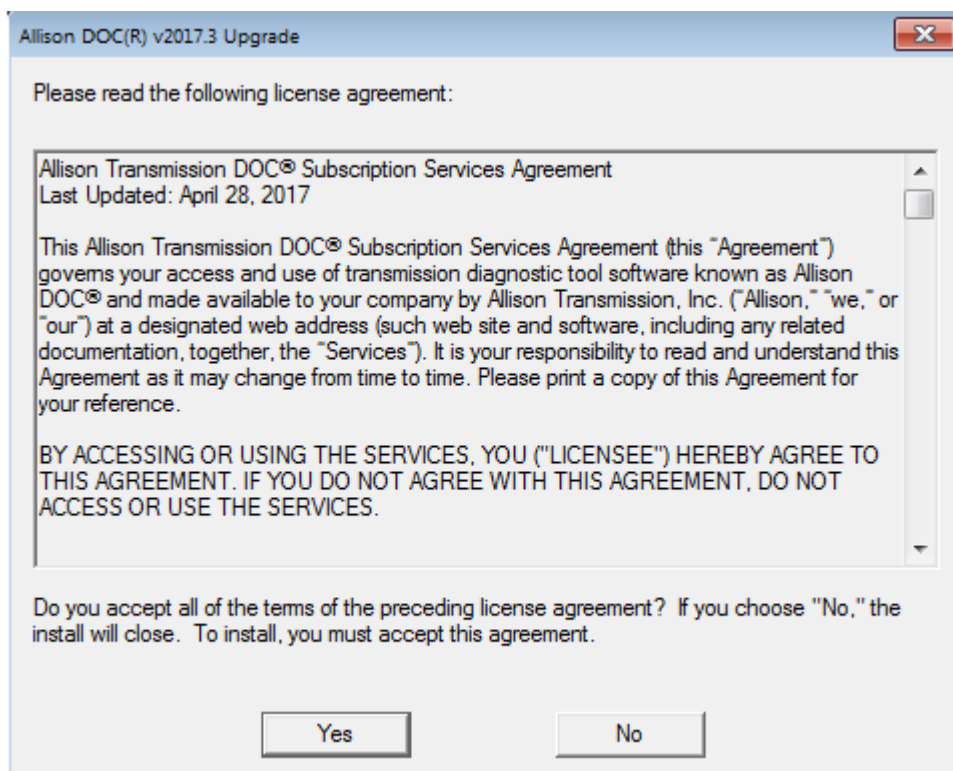
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When the user chooses to accept the update, the WinZip Self-Extractor will run. Select Setup and accept the license agreement, then follow the Setup Wizard prompts to install.



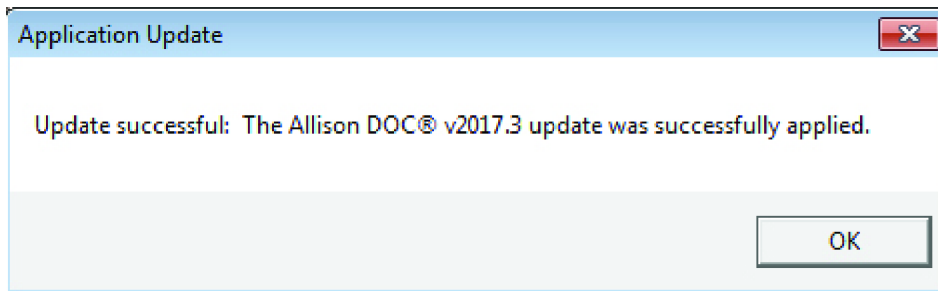
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The user will be prompted to accept the updated license agreement.



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The user will receive a Success message when the update is complete and applied successfully.



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There are two additional ways to download and install Allison DOC® V2017.3:

1. **Update Application feature** – From the Allison DOC® V2017.x main menu, select Software Configuration. Then, select the Update Application tab, click on **Check for update** button, and follow the instructions on the screen. Depending on the internet communication system, this process may take several minutes.
2. **Update URL** – From the software main menu, select Software Configuration. Then, select the Update Application tab, click on the displayed URL (i.e. <https://allison.noregon.com/userservices/subscriptionupdate.htm>). Once the Update website is displayed, click on **Download Update** for V2017.3, and select **Save** option. Select the Desktop from the “Save in:” pull-down menu, or any other easy-to-access location on the PC, and save the DOCUpdate1730.exe file. Once the file is successfully downloaded, close the Allison DOC® software, then double-click on the DOCUpdate1730.exe file and follow the instructions on the screen.