ST
SERVICE TIP

SUBJECT: Allison DOC® V2019.3 Subscription Service Update

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

SERIAL NUMBERS AFFECTED: All

Introduction:

Effective December 2019, the Allison DOC® V2019.3 Subscription Service Update was made available as a "no charge" internet-download for all the Allison DOC® V2019.x 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, V2019.x must already be installed on the PC. Earlier versions of the service tool (e.g. V13.0.0, V14.0.0, etc.) cannot be upgraded to V2019.3, unless V2019.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 V2019.3, 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 *SIL 12-TR-19* and *SIL 24-TR-19*, but to complement it, as users transition to V2019.3. It is advisable to reference, *SIL 12-TR-19*, *SIL 24-TR-19* and the Allison Web Store (*https://allisonstore.noregon.com*) for details related to PC platform requirements, V2019.1 ordering information, and other pertinent information.

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Summary of New Features and Enhancements Included in Allison DOC® V2019.3:

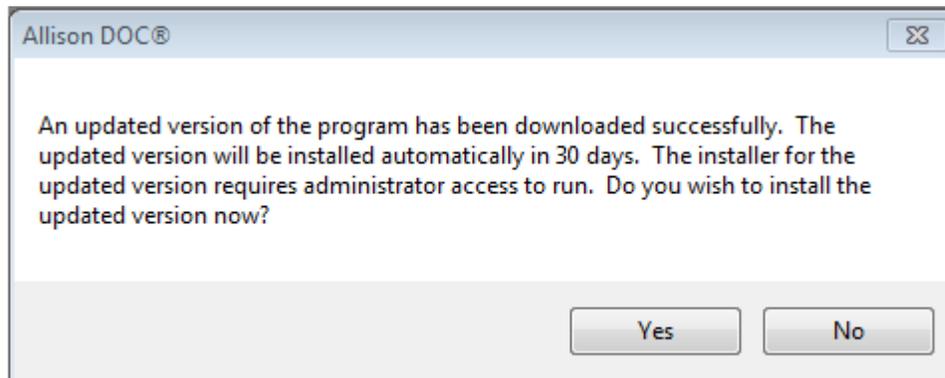*Updates specific to Allison DOC® Premium:*

- Fix for FuelSense® 2.0 OEM Custom Limits fatal error in 2100–2200 HS HSSI model
- Adds Off Highway CEC5 Clutch Test action request (H191 and later)
- Updates FuelSense® 2.0 Trim Warning
- Adds TRANSHEALTH™ clutch volumes for 4th Generation A59 TCM
- Updates TRANSHEALTH™ C1 1000/2000 clutch volumes for 5th Generation B191 and later
- Pump Mode input reprogramming is OEM restricted in some vocational models. Request access to change this protected parameter from the reprogramming screen using an E-Learn Userid and Password or contact Allison TAC

Updates specific to Allison DOC® Fleets (FuelSense®):

- Fix for FuelSense® 2.0 OEM Custom Limits fatal error in 2100–2200 HS HSSI model
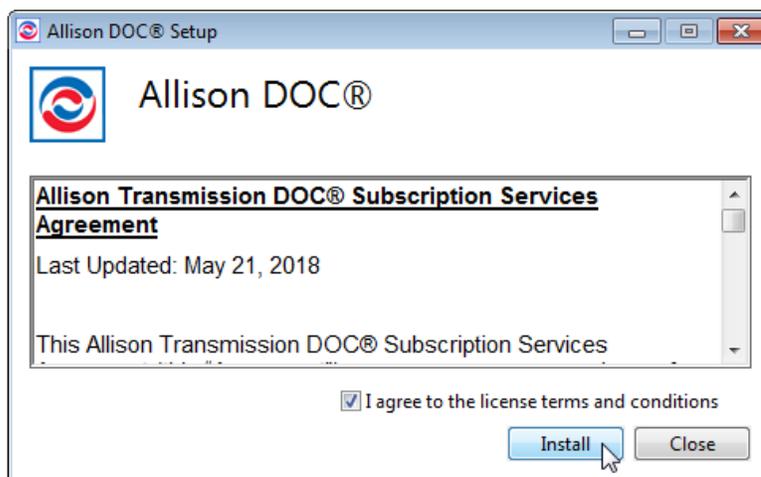- Updates FuelSense® 2.0 Trim Warning

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.
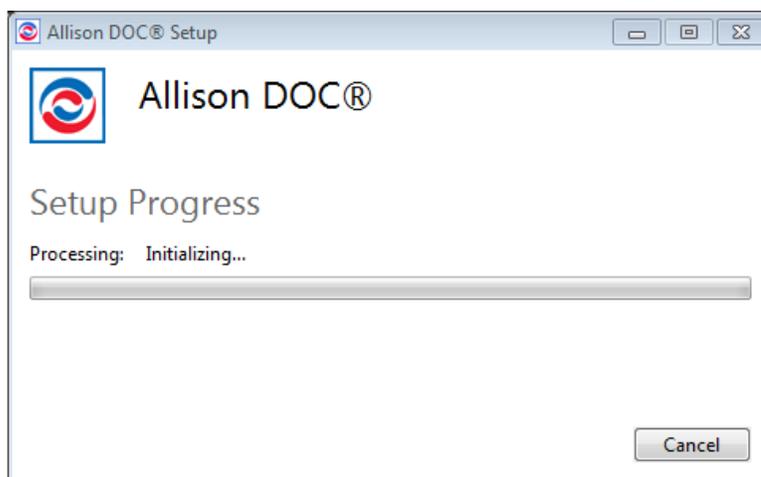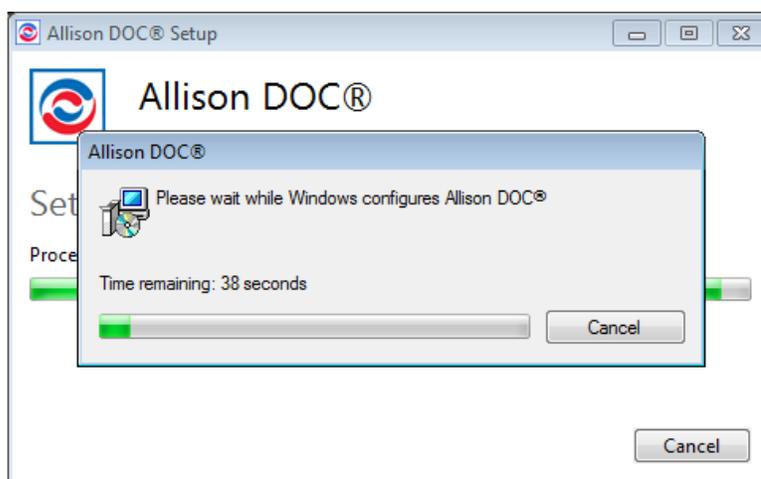

When the user chooses to accept the update, the Setup will run. Agree to the license terms and conditions, and select Install to start the install process.
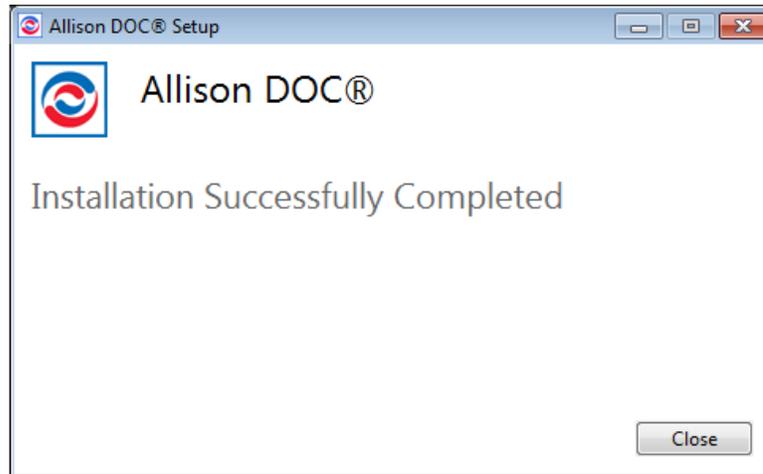
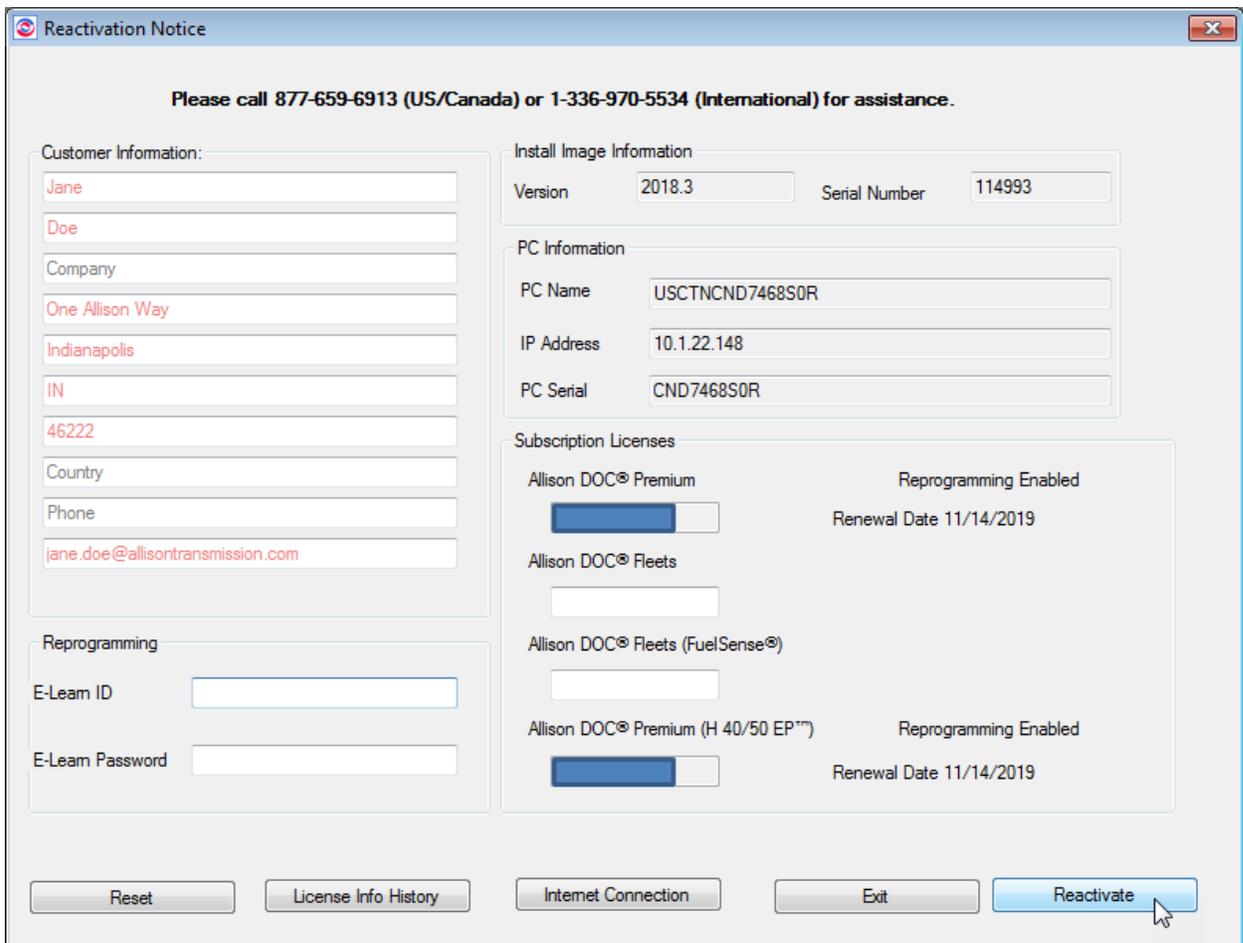3648008

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The user will receive a Success message when the update is complete and applied successfully.
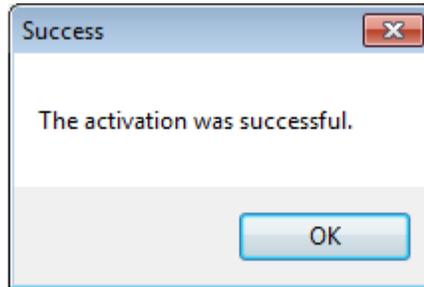
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Launch Allison DOC® and make any needed changes to Customer Information on the Reactivation Notice, then select the Reactivate button from the 'Reactivation Notice' dialog.

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The user will receive a Success message.

There are two additional ways to download and install Allison DOC® V2019.3:

1. **Update Application feature** – From the Allison DOC® V2019.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 V2019.3, 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 DOCPatch20193.exe file. Once the file is successfully downloaded, close the Allison DOC® software, then double-click on the DOCPatch20193.exe file and follow the instructions on the screen.

For all Technical and General Help Desk questions please contact Noregon at: US & Canada: 877-659-6913, International: 336-970-5534, Fax: 310-300-1821 is available to owners of Allison DOC® to address any topic or issues related to password activation, application and updates installation, and connectivity (e.g. translator devices, cables, diagnostic connectors, part numbers, etc.) to a vehicle. Support hours are 8 am-8 pm Eastern US time zone.

☑ **NOTE:** Faxes sent to the above number will automatically open a support center ticket with the fax as an attachment.

☑ **NOTE:** E-mail: docsupport@noregon.com. E-mails sent to this address will automatically open a support center ticket.