

SIL 16-TR-12
January, 2013
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SUBJECT: Universal Allison DOC® for PC–Service Tool V11.0.1

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, and H 40/50 EP™ System

SERIAL NUMBERS AFFECTED: All

Introduction:

In January of 2013, Allison Transmission, Inc. will be releasing Universal Allison DOC® for PC–Service Tool **V11.0.1** which represents the latest PC diagnostic tool for use with: 1000, 2000, 3000, 4000 Series Product Families; 5610, 6610, 8610, 9610, 9810 Series Transmissions; 5000, 6000, 8000, 9000 Series Transmissions; electronically controlled MT(B) 600, CL(B)T, V, HT(B) 700 Series Transmissions; and H 40/50 EP™ System. Allison Transmission, Inc. requires all current Authorized Allison Distributor and Dealer Service locations to upgrade to Universal Allison DOC® for PC–Service Tool V11.0.1, as this latest version incorporates the new features and enhancements discussed below.

Universal Allison DOC® for PC–Service Tool V11.0.1 Overview:

Universal Allison DOC® for PC–Service Tool V11.0.1 will be available by DVD, USB thumb drive or downloaded file. The V11.0.1 **upgrade** download version is for those that have purchased and activated Allison DOC® for PC–Service Tool V10.x.x. The V11.0.1 **full** version is needed for new users and to upgrade versions earlier than V10.0.0. All users of the program will need to authorize the product with the new license key received with Universal Allison DOC® for PC–Service Tool V11.0.1. Previously registered V10.x.x Allison DOC® for PC–Service Tool users will not need to re-enable the reprogramming function. All Allison DOC® H 40/50 EP users will need to submit training certificates to enable the reprogramming function. If a version earlier than V10.0.0 of Allison DOC® for PC–Service Tool exists on the PC, please un-install before installing V11.0.1 **full** version.

Universal Allison DOC® for PC–Service Tool V11.0.1 is considered a “cumulative” upgrade, which means that it includes all features and fixes available in any previously released updates, in addition to new enhancements.

New features, enhancements, essential tool status, purchasing information, PC platform requirements, and translator device support for Universal Allison DOC® for PC–Service Tool V11.0.1 are some of the topics described in this Service Information Letter (SIL).

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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 number 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 leader or distributor to understand if your particular transmission may benefit from the information contained within the Service Information Letter.*

Summary of New Features and Enhancements Included in Universal Allison DOC® for PC–Service Tool V11.0.1:

- Adds support for 1000, 2000, 3000, 4000 Series Product Allison 5th Generation controllers
 - When manually connecting to 5th Gen controller, choose CAN protocol
- Adds the Troubleshooting Manuals for 1000, 2000, 3000, 4000 Series Product Allison 5th Generation Controls
- Includes a Technician's Library under the Help menu
 - Includes reference documents including Input / Output guides
- Ability to reprogram certain 5th Gen Customer Modifiable Constants (CMCs) that previously required a new calibration
 - These CMCs are password controlled and can be unlocked by the Allison Calibration Desk
 - See the Protected Parameter list in Section 4-1 of the Allison DOC® for PC–Service Tool User Guide for a complete list of these parameters

Essential Tool Status:

Universal Allison DOC® for PC–Service Tool 11.0.1 has been classified as an **ESSENTIAL TOOL** for facilities authorized as Maintenance/Overhaul/Service Outlets for one or more of the following transmission families/models:

- 1000, 2000, 3000, 4000 Series Product Families
- 5610, 6610, 8610, 9610, 9810 Series
- 5000, 6000, 8000, 9000 Series
- MT(B)648, CL(B)T700 Series
- V(R)731(RH) Series
- HT(B)741, HT746, HT(B)748, HT(B)755(DR), HT(B)755(CR) Series
- H 40/50 EP™ System

Service outlets currently enrolled in the Essential Tool program have received the Essential Tool notification letter, informing about the release of this new version of the service tool. While Universal Allison DOC® for PC–Service Tool V11.0.1 is an Essential Tool for MT(B)600, V, and HT(B)700 Series maintenance or overhaul dealers outlets, the installation DVD will not be shipped under the sponsorship of the Essential Tool program subscription service to outlets only servicing (one or all) of the following: MT(B)600, V, and HT(B)700 Series transmissions.

Purchasing Information:

Universal Allison DOC® for PC–Service Tool V11.0.1 is available on DVD, USB thumb drive or downloaded file and can be obtained through Noregon's website using the following part numbers:

Allison DOC® for PC–Service Tool:

- New Users: 90010 (Download), 90020 (DVD), 90030 (USB)
- *Registered Users: 90110 (Download), 90120 (DVD), 90130 (USB)

Allison DOC® For Fleets (1000/2000):

- New Users: 91010 (Download), 91020 (DVD), 91030 (USB)
- *Registered Users: 91110 (Download), 91120 (DVD), 91130 (USB)

Allison DOC® For Fleets 3000/4000:

- New Users: 92010 (Download), 92020 (DVD), 92030 (USB)
- *Registered Users: 92110 (Download), 92120 (DVD), 92130 (USB)

Allison DOC® for PC H 40/50 EP:

- New Users: 93010 (Download), 93020 (DVD), 93030 (USB)
- *Registered Users: 93110 (Download), 93120 (DVD), 93130 (USB)

*Registered Users product requires an existing version 10.0.0 license to activate. Earlier versions are not eligible.

For more pricing information and changes to the Essential Tool ordering process see Attachment “D” and please login to (<https://allison.noregon.com>). For contact information, refer to the [Vendor Information](#) section in this SIL.

Support Information and Updates:

Support Information:

Universal Allison DOC® for PC–Service Tool is shipped with a laminated tri-fold Job Aid Card (JA6018EN) that provides a Quick Reference Guide and Connection Diagrams. Users of Allison DOC® for PC–Service Tool also have access to a User Guide and Advanced Help Videos (available from Help menu and icons). These sources of information will provide the user with the necessary guidelines to install, utilize, and manipulate the software application.

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® for PC–Service Tool 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.



NOTE:

1. Faxes sent to the above number will automatically open a support center ticket with the fax as an attachment.
 2. E-mail: support@noregon.com. E-mails sent to this address will automatically open a support center ticket.
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Please contact your company Information Technology (IT) department or refer to the documentation provided with your PC for operating system and other PC related issues. Contact your IT department if you use a proxy server to connect to the Internet. Contact your Allison Transmission Distributor or the Allison Technical Assistance Center (TAC) for transmission data interpretation.

Please regularly check the Allison Transmission website and look for information that could clarify common questions/concerns with respect to the different Allison Transmission diagnostic tools. Specifically, go to www.allisontransmission.com | **Service | Electronic Tools**.

Updates:

The Universal Allison DOC® for PC–Service Tool application includes a feature that allows the user to check for, and download available updates by connecting (via the internet) to a tool update server. Due to the constant ECU/TCM calibration enhancements, it is important to regularly check for Allison DOC® for PC–Service Tool updates to

ensure proper tool functionality. Updates can also be obtained from our website: www.allisontransmission.com | **Service | Electronic Tools | Updates.**

Reprogramming Information:

Universal Allison DOC® for PC–Service Tool is the only Allison authorized reprogramming tool. No other diagnostic tools shall be used to reprogram Allison Transmission controllers. Refer to **SIL 28-TR-04, for detailed information on this topic.** For new users, or for those who did not enable the Reprogramming function in earlier version of Allison DOC® for PC–Service Tool, the Allison DOC® Diagnostic Tool Training program, or equivalent, has to be completed in order to activate the Reprogramming function. Appropriate proof of certification will need to be submitted to Noregon (along with the Serial Number displayed by navigating to the **Software Configuration→Reprogramming** menu item from Allison DOC® for PC–Service Tool) to receive the corresponding authorization password, which will activate the Reprogramming function of the service tool.

Registered owners of Allison DOC® for PC–Service Tool V10.0.0 and later who had previously enabled this function *will not* need to re-authorize it in Universal Allison DOC® for PC–Service Tool V11.0.1.

Registered owners of Allison DOC® for PC H 40/50 EP who had previously enabled this function but have not submitted proof of certification, will need to submit certification to Noregon support at support@noregon.com before March 31, 2013 to keep the Reprogramming feature enabled in Universal Allison DOC® for PC–Service Tool V11.0.1.

Completion of Allison Hybrid H 40/50 EP Maintenance Technician Instructor-Led Training - TT-AED-MA01.0FAC qualifies a technician for a H 40/50 EP DOC® Reprogramming license. Also, submission of certificates for 1000/2000 or 3000/4000 Product Families Maintenance Technician Instructor-Led Training qualifies a technician for a H 40/50 EP DOC® Reprogramming license. You may obtain and print your certificate by going to ELearn and selecting your training records. Once printed, please submit the certificate to Noregon support to insure this capability will remain active.

To learn more about the course availability, please contact your local Allison Transmission distributor training facility or visit: www.allisontransmission.com | Service | Training.

PC Platform Definition:

Universal Allison DOC® for PC–Service Tool V11.0.1 has only been tested and validated on PCs with the following configurations:

- Microsoft® Windows® XP Professional, Microsoft® Windows® Vista® Home Basic (or better) or Microsoft® Windows® 7. Latest service packs should be installed.



NOTE: Support for Microsoft® Windows® 2000 has been dropped.



NOTE: In order to install and run Universal Allison DOC® for PC–Service Tool V11.0.1 on Microsoft® Windows® Vista® or Microsoft® Windows® 7, the user must have full administrator privileges, and must have the **User Account Control** feature turned **OFF**.

- 20 GB ATA (Minimum) Hard Drive, (40 GB ULTRA ATA/66 or greater recommended)
- 600 MB of disk is needed to store the application; an additional 400 MB for the Troubleshooting Manuals; and an additional 400 MB will be needed if the help videos are stored on the hard drive

- Pentium® 4 (or equivalent) or higher CPU, 2.0 GHz (Recommended)
- 1 GB of RAM system memory (2 GB or greater recommended)
- DVD Drive (For DVD installation only) or USB port (For USB drive installations only)
- A serial port is required if connecting legacy CEC1 controllers with the Allison CEC Adapter, or if using the J-44652-A Bosch J1850-VPW (Class 2) translator device
- Internet connection capability recommended
- Screen Resolution: 1280 X 768 pixels minimum
- Network card
- **Full administrative privileges are required to install and update the Universal Allison DOC® for PC–Service Tool**

Error messages, sudden disconnections, and poor performance are some of the results users will experience if Universal Allison DOC® for PC–Service Tool V11.0.1 is installed on PCs that do not meet one or more of the above specifications.

Translator Device Support:

- **Noregon Wireless/USB Translator-All Allison Products** is the essential-rated translator device for the Allison Transmission Service Tools and is recommended for Universal Allison DOC® for PC–Service Tool V11.0.1.



NOTE:

- Universal Allison DOC® for PC–Service Tool V11.0.1 install gives the option to automatically install V3.0.32.0 of the NORWIR32 drivers. However, it is recommendable to visit the Allison Transmission website to obtain information on the latest version of the NORWIR32 drivers for the Noregon Wireless/USB Translator-All Allison Products.
 - Driver: NORWIR32
 - The DVD, USB drive or download image (unzipped) contain a folder "Noregon DLA+Wireless Drivers" with the translator's driver install program
 - The translator kit can be purchased at Allison.noregon.com
 - Supported Communication Protocols used by Allison transmissions: CEC, J1708/J1587, J1939, CAN, GMLAN and J1850
-

Universal Allison DOC® for PC–Service Tool V11.0.1 was also tested and validated with the following translator devices:

- **Dearborn DPA4 USB/ DPA4 Plus USB**



NOTE:

- Driver: DR121032 V2.20 (or later); Firmware: DPA4 USB - V37.146 (or later); DPA4 Plus USB – V60.006 (or later).
 - Universal Allison DOC® for PC–Service Tool V11.0.1 install gives the option to automatically install V2.20 of the DR121032 drivers. However, it is recommended to visit the Allison Transmission website to obtain information on the latest version of the **DR**121032 drivers for the DPA4 USB/ DPA4 Plus USB. The **DG**121032 drivers (available on the J-47943 DPA4 Plus installation CD) will **not** work with any of the Allison Transmission service tools.
 - A Quick Reference Guide for this device can be downloaded from: www.allisontransmission.com | Service | Electronic Tools | Support. This document contains detailed information on how to install and use the drivers, basic troubleshooting steps, and other relevant information.
 - Supported Communication Protocols for DPA4 USB: J1939, CAN, J1708/J1587, and GMLAN
 - Supported Communication Protocols for DPA4 Plus USB: J1939, CAN, J1708/J1587, GMLAN and J1850
 - For availability contact: Bosch Automotive Service Solutions (kit) P/N J-47943-A
 - The P/N J-47949-A GMLAN Cable is required for GMLAN and J1850 communications. This cable is **not included** in the DPA4 USB / DPA4 Plus USB package, but is available for purchase from Bosch Automotive Service Solutions.
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- **NEXIQ USB-Link™/ NEXIQ RoHS USB-Link™**

The NEXIQ USB-Link™ was superseded by the NEXIQ RoHS USB-Link™ in June 2008. The NEXIQ RoHS USB-Link™ has a RoHS label on the front of the device.



NOTE:

- Universal Allison DOC® for PC–Service Tool V11.0.1 usb-Link™ users must upgrade to Nexiq usb-Link™ Drivers V8.0.5.0 or later to use the SmartConnect feature.
- The NEXIQ USB-Link™ requires the user to manually install the driver set which can be found either on the Universal Allison DOC® for PC–Service Tool V11.0.1 installation media, under the “NEXIQ USB-Link Drivers” folder, or on NEXIQ’s website: www.nexiq.com | Support | Download section.
- Supported Communication Protocols NEXIQ USB-Link™: J1708/J1587, J1939, CAN, GMLAN, and J1850.
- Supported Communication Protocols NEXIQ RoHS USB-Link™: J1708/J1587, J1939, CAN, GMLAN, J1850 and CEC1.
- For availability contact: NEXIQ Technologies (Kit): P/N 125032, Bosch Automotive Service Solutions (Kit): P/N J-48624, or Canton Parts Distribution Center (Kit): P/N 125032
- The "Litelink OBDII/16-pin connector to a DB15 (socket)" J 1962/A cable (Note: Nexiq P/N 443013 is now changed to P/N 448013) is required to connect the NEXIQ USB-Link™ / NEXIQ RoHS USB-Link™ device to the vehicle J1850 Protocol diagnostic connector. This cable can be purchased from NEXIQ Technologies.
- The J-47949-A GMLAN Cable or the OBDII/16-pin connector to a DB15 (socket) J 1962/A cable is required for GMLAN communications.

NOTE: NEXIQ Technologies is offering the Allison Service Channel a special pricing and ordering process for the NEXIQ RoHS USB-Link. The NEXIQ RoHS USB-Link™ Special Product Offer form contains all details on this limited offer and is located on the Allison Transmission Extranet: Service | Allison TCM Reflash (under the Downloads section).

- Softing CANCard2 (PCMCIA), Softing CAN-AC2-PCI (PCI bus), and Softing CANCard2 (USB)



NOTE:

- In addition to the Softing driver that comes with the Softing adapter, the user must install the RP1210A-compliant driver in order to make any of these Softing CAN devices work with Universal Allison DOC® for PC–Service Tool V11.0.1. Universal Allison DOC® for PC–Service Tool V11.0.1 install gives the option to automatically install the RP1210A-compliant drivers. This driver can also be obtained from the Allison Transmission Extranet: Service | Allison TCM Reflash → Softing CANCard2 (PCMCIA) Devices Drivers (For DOC USE ONLY).

NOTE: For driver version 5.16 and later, during the install, when prompted on the Custom setup screen, select program feature "Wrapper for CAN API V4". Choose "This feature, and all subfeatures, will be installed on local hard drive".

NOTE: In order to make the service tool work with the Softing translator devices, some PC systems require the user to manually find the "CAN" files, and copy them into the following two directories:

- C:\WINNT or C:\Windows
 - C:\WINNT\system32 or C:\Windows\system32
 - Supported Communication Protocols: J1939
 - Softing CAN devices can only be used on vehicles/transmission/TCM systems that communicate to the Allison DOC® for PC–Service Tool through the J1939 data link. This translator device cannot be used for J1708/J1587, GMLAN, or J1850 communications. Consequently, these Softing CAN devices can only be used to connect Universal Allison DOC® for PC–Service Tool V11.0.1 with Allison 4th Generation Controls systems, H 40/50 EP™ control systems, and/or 1000/2000 (Pre-Allison 4th Generation Controls) via J1939.
 - A 9-pin connector (SAE J1939-13) to a DB9 (socket) cable is required to connect the Softing CAN devices to the vehicle diagnostic connector. This cable can be purchased from Noregon Systems.
 - For availability contact Noregon Systems, P/N N 00001, or Softing North America, Inc.
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Vendor Information

<p>Noregon Systems: 7009 Albert Pick Road Greensboro, NC 27409 336-768-4337 FAX: 336-760-2540 sales@noregon.com www.Noregon.com</p>	<p>Snap-On OEM Group NEXIQ Technologies Products: 2950 Waterview Rochester Hills, MI 48309 248-293-8200 TOLL FREE: 1-800-639-6774 FAX: 248-293-8211</p>
<p>RR Donnelly: 1-888-666-5799 INTERNATIONAL: 1-317-471-4995 FAX: 317-471-4996 ncscgeoteam@rrd.com http://www.allisontransmissionpublications.com</p>	<p>Softing North America, Inc.: 29 Water Street Newburyport, MA 01950 978-499-9650 FAX: 978-499-9654 info.usa@softing.com www.softing.us</p>
<p>Bosch Automotive Service Solutions: 28635 Mound Road Warren, MI 48092 US and Canada: 1-866-621-2128 INTERNATIONAL: 1-507-455-7223 FAX: US and Canada: 1-800-578-7375 or 1-586-578-7375 FAX: International: 1-507-455-7063</p>	<p>Canton Parts Distribution Center: 515 11th Street, S.E. Canton, OH 44707 330-430-4384</p>
<p>DG Technologies: 33604 West Eight Mile Road Farmington Hills, MI 48335 248-888-2000 FAX: 248-888-9977 www.dgtech.com</p>	

Acronyms List:

A4GC:	Allison 4 th Generation Controls
CAN:	Controller Area Network
CD:	Compact Disc
CEC:	Commercial Electronic Controls for On-Highway and Off-Highway Transmission (formerly ATEC)
DOC:	Diagnostic Optimized Connection
DPA:	Dearborn Protocol Adapter
DVD:	Digital Versatile Disc
ECU:	Electronic Control Unit
EFT:	Electronic Federal Tax
GM:	General Motors
GMLAN	General Motors proprietary communication protocol
GUI:	Graphical User Interface
INTL:	International
MY:	Model Year

PC:	Personal Computer
P/N:	Part Number
PO:	Purchase Order
RAM:	Random Access Memory
SIL:	Service Information Letter
S/P:	Serial/Parallel
TCM:	Transmission Control Module
USB:	Universal Serial Bus
V:	Version

Below is a quick reference guide for Universal Allison DOC® for PC–Service Tool V11.0.1.

Distributor
Universal Allison DOC® for PC–Service Tool V11.0.1
<p>Noregon Systems, Inc. 7009 Albert Pick Road Greensboro, NC 27409 Phone: 1-877-659-6913 (US/Canada) or 1-336-970-5534 (International) Fax: 1-310-300-1821 (US/Canada/International) E-mail: support@noregon.com Web Store: https://allison.noregon.com Support questions for Universal Allison DOC® for PC–Service Tool V11.0.1 and previous releases should be directed to Noregon Systems.</p>
Distribution
Universal Allison DOC® for PC–Service Tool V11.0.1
Media Type - Download, DVD or USB Drive
<p>Noregon Systems at 1-877-659-6913 (U.S. or Canada) or 1-336-970-5534 International orders. Web Store is open 24x7x365 (https://allison.noregon.com) The Product Support Center hours of operation are from 6:30 AM to 8:00 PM Eastern Time, Monday through Friday.</p>
Payment
Universal Allison DOC® for PC–Service Tool V11.0.1
<p>Visa/Master Card, Business Accounts established with Noregon, PO, Check, EFT. All products Global pricing is in U.S. dollars. Note: Credit card Currency conversions</p> <p>NOTE: If you currently have an account with Bosch, you need to establish an account with Noregon.</p> <p>PO Application - See Attachment “A”</p>

Support
Universal Allison DOC® for PC–Service Tool V11.0.1
Noregon Systems - Help Desk Level 1, 2 & 3 (All Issues)
<p>The “Allison DOC® Support Center” will be open Monday through Friday for support calls as follows: 6:30AM to 8AM - English only 8AM to 8PM – English, Spanish 8AM to 5PM – French/French Canadian</p> <p>The support center is closed for the following U.S. holidays: New Year’s Day, Good Friday, Independence Day, Memorial Day, Labor Day, Thanksgiving Day and the day after, Christmas Eve and Christmas Day.</p> <p>The product license key is required to activate / authorize the product. The support center may be contacted as follows: US/Canada: 1-877-659-6913 International: 1-336-970-5534 Voicemail is available Fax: 1-310-300-1821 (Faxes sent to the above number will automatically open a support center ticket with the fax as an attachment) E-mail: support@noregon.com (E-mails sent to the above address will automatically open a support center ticket) Allison Web Store: https://allison.noregon.com</p>

Security
Universal Allison DOC® for PC–Service Tool V11.0.1
<p>Activation:</p> <p>Upon completing the Universal Allison DOC® for PC–Service Tool Version 11.0.1 installation, the application must be activated in order to continue its use. Activation can be accomplished as follows:</p> <ol style="list-style-type: none">1. Activation over the Internet:<ol style="list-style-type: none">a. When the application is launched, an activation screen is displayed. Enter the information on the activation screen and click “Continue”. The License Key that is included with your purchase is required for activation.b. Web page – If the PC with the application installed fails to activate due to lack of Internet access, but another PC with Internet access is available, an activation password can be obtained at https://allison.noregon.com/userservices/softwareactivation.aspx.2. Activation by phone:<ol style="list-style-type: none">a. If the PC with the application installed fails to activate due to lack of Internet access, the application will display a screen with support phone numbers to call to obtain a password to activate the application: 877-659-6913 (US/Canada) or 336-970-5534 (International).3. Reactivation - See Attachment “B”

Operating System Update For Hardware Requirements Refer To PC Platform Definition	
Universal Allison DOC® for PC–Service Tool V11.0.1	
Operating System	
Universal Allison DOC® for PC–Service Tool V11.0.1 has only been tested and validated on PCs with the following configurations: Microsoft® Windows® XP Professional, Microsoft® Windows® Vista® Home Basic (or better) and Microsoft® Windows® 7. Latest service packs should be installed.	

Installation Tips	
Universal Allison DOC® for PC–Service Tool V11.0.1	
<p>When installing as a DOWNLOAD you will be required to:</p> <ol style="list-style-type: none"> 1. Microsoft® Internet Explorer users, disable Pop-up blockers by selecting the “Tools” menu item and then “Pop-up Blocker”. If “Turn Off Pop-up Blocker” appears, select that item. If “Turn On Pop-up blocker” appears, you do not need to change the setting. <p>NOTE: Disabling Pop-up Blockers may differ depending on operating system.</p> <p>AND/OR</p> <ol style="list-style-type: none"> 2. Establish Trusted Sites. This setting will allow websites that you trust as safe (such as websites that are on your organization's intranet or that come from established companies in whom you have confidence). When you add a website to the Trusted Sites zone, you believe that files you download or that you run from the website will not damage your computer or data. By default, there are no websites that are assigned to the Trusted Sites zone, and the security level is set to Low. 3. Make sure that you are connected to a reliable power source, not batteries, during the download. 4. Shut Down other application during the download and installation. 5. <i>When downloading this may take in excess of 1 hour depending on connection speed. We strongly advise you NOT to attempt a Download if on Dial-Up connection.</i> 	

Essential Tools All New Releases of Allison DOC® for PC–Service Tool Software Distributor & Dealers	
Universal Allison DOC® for PC–Service Tool V11.0.1	
Media Type - Download, DVD or USB Drive Only	
<p>There will NO longer be an automatic shipment after the “60 Day Essential Tool Letter”. To maintain the terms and conditions of either the Distributor or Dealer agreement, each location that is identified as a location within the essential tool program will be required to continue to buy (or update) each new release of Allison DOC® for PC–Service Tool within the 60 Day timeframe.</p>	

New Essential Tool Translator (Does NOT Require Replacement Of Current Translator)

Universal Allison DOC® for PC–Service Tool V11.0.1

Noregon

Available On Web Store Under “Translator Devices”

Translator Devices

Special Channel Pricing (List Price Shown Below)

The Kit for Noregon Wireless/USB Translator - All Allison Products is the Essential Tool for Allison DOC® for PC–Service Tool .

Enter the Quantity for each item that you wish to add to your Shopping Cart, then click on the **Add to Cart** button.
All prices are in United States dollars.



Kit for Noregon Wireless/USB Translator - All Allison Products

SKU:97000

The Kit for Noregon Wireless/USB Translator - All Allison Products is the Essential Tool for Allison DOC® For PC

The Kit for Noregon Wireless/USB Translator - All Allison Products is an essential-rated, RP1210B industry standard vehicle adapter for light/medium/heavy trucks, school buses and transit buses. Connect to your computer using either a USB cable or a wireless 802.11 connection.

Comes with:

- Translator Device
- SAE 6 and 9 Pin Translator Cable (6 ft.)
- USB Cable (15 ft.)
- Carrying Case
- Driver Installation CD

Supported protocols:


- J1939 (CAN)
- J1708/J1587
- J1850 (GMLAN cable required, part #90652)
- GMLAN/J2284 (CAN) (GMLAN/J1850 Cable required, part #90652)
- CEC1 (CEC1 cable required, part #90651)

Control Systems:

- WTEC II
- WTEC III
- 1000/2000 (Pre-Allison 4th Generation Controls)
- Allison 4th Generation Controls (1000/2000, 3000/4000 and CEC3)
- CEC
- CEC2
- CEC3

Price: \$800.00

Quantity:

 [View larger image](#)

SCREEN 17

Attachment "A"



Credit Application for Allison Distributors and Dealers

Noregon Systems, Inc.
100 North Main St., Suite 2200
Winston-Salem, NC 27101
Phone: 336-768-4337, ext. 128
Fax: 310-300-1821



Fax this completed application to 310-300-1821 or e-mail to credit@noregon.com

BUSINESS CONTACT INFORMATION			
Title:			
Company name:			
Phone:	Fax:	E-mail:	
Registered company address:			
City:	State:	ZIP Code:	
Accounts Payable Contact:		Email:	
Billing Address:		Phone:	
City, State, Zip Code:			
Date business commenced:			
Sole proprietorship:	Partnership:	Corporation:	Other:
BUSINESS AND CREDIT INFORMATION			
Primary business address:			
City:	State:	ZIP Code:	
How long at current address?			
Phone:	Fax:	E-mail:	
Bank name:			
Bank address:		Phone:	
City:	State:	ZIP Code:	
BUSINESS/TRADE REFERENCES			
Company name:			
Address:			
City:	State:	ZIP Code:	
Phone:	Fax:	E-mail:	
Company name:			
Address:			
City:	State:	ZIP Code:	
Phone:	Fax:	E-mail:	
Company name:			
Address:			
City:	State:	ZIP Code:	
Phone:	Fax:	E-mail:	
AGREEMENT			
1. All invoices are to be paid 30 days from the date of the invoice.			
2. By submitting this application, you authorize Noregon Systems, Inc. to make inquiries into the banking and business/trade references that you have supplied.			
SIGNATURE			
Title:			
Date:			

216614

Figure 1. Credit Application Dealer & Distributors - Credit Card Alternative - Any Customer Can Request Line of Credit - Noregon Required to Extend to Distributor & Dealer Only

Attachment “B”

Universal Allison DOC® for PC–Service Tool V11.0.1 Security - Activation & Reactivation

Activation:

Upon completing the Universal Allison DOC® for PC–Service Tool Version 11.0.1 installation, the application must be activated in order to continue its use. Activation can be accomplished as follows:

1. Activation over the Internet:
 - a. When the application is launched, an activation screen is displayed. Enter the information on the activation screen and click “Activate”. The License Key that is included with your purchase is required for activation.
 - b. Web page – If the PC with the application installed fails to activate due to lack of Internet access, but another PC with Internet access is available, an activation password can be obtained at <https://allison.noregon.com/userservices/softwareactivation.aspx>.
2. Activation by phone:
 - a. If the PC with the application installed fails to activate due to lack of Internet access, the application will display a screen with support phone numbers, 877-659-6913 (US/Canada) or 336-970-5534 (International), to call to obtain a password to activate the application.

Reactivation:

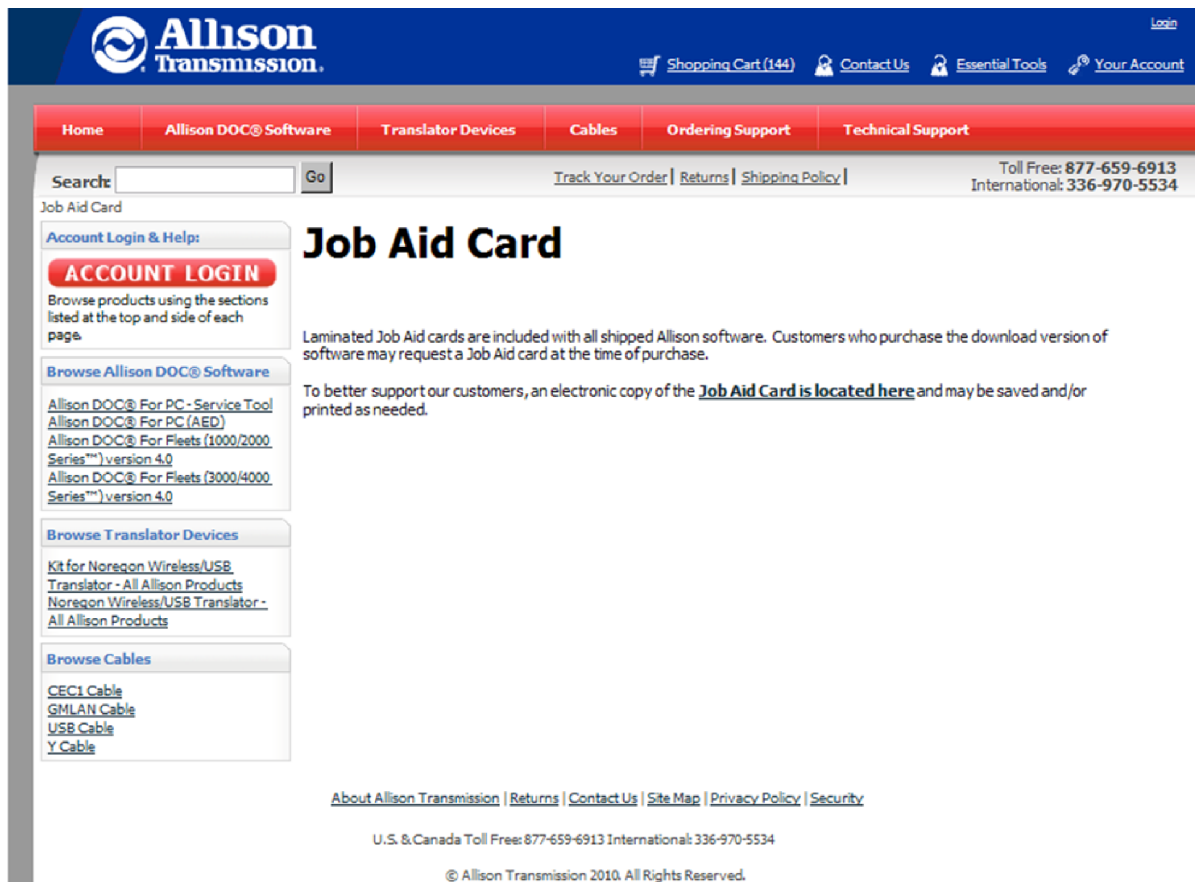
Once Universal Allison DOC® for PC–Service Tool Version 11.0.1 has been installed and activated, periodic *reactivation* of the application is required. For PCs that have Internet access, reactivation is carried out over the Internet as a background task when the application is running. Therefore, the application will remain active simply through regular use.

For PCs without Internet access, reactivation will be required within each 60 day period. As the deadline for reactivation approaches, the application will display a reactivation screen. The first reminder will occur 15 days prior to the deadline. When an attempt to reactivate over the Internet is unsuccessful, a second screen will be displayed with support phone numbers to call for completing the reactivation.

In the event that the PC with Universal Allison DOC® for PC–Service Tool Version 11.0.1 installed does not have Internet access, but the user of the application does have another PC available with an Internet connection, the steps required for reactivation can be completed at <https://allison.noregon.com/userservices/softwareactivation.aspx>.

Attachment “C”

New Job Aid – Current and Previous Versions Available



294325

A Job Aid will be supplied with each copy of Universal Allison DOC® for PC–Service Tool. With a downloaded Allison DOC® for PC–Service Tool, if you need the Job Aid immediately, we have posted both the Universal Allison DOC® for PC–Service Tool V11.0.1 and the previous version as a PDF to download.

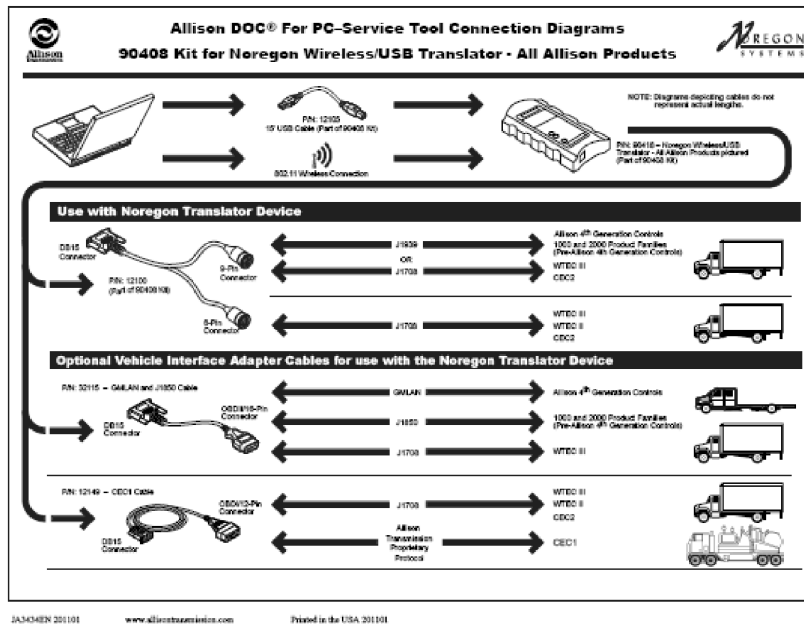
If you wish to order the laminated Job Aid for either the new or previous version, you may select the link supplied on the same page as the download screen to take you directly to the Allison Publication web store.

Please note that the Universal Allison DOC® for PC–Service Tool V11.0.1 Job Aid provides proper connection of the Allison Transmission, Inc. newly supported wireless translator. If you are using a previously purchased translator, please refer to previous Job Aid for proper connection (JA3434EN).

The new wireless translator has been selected as the new essential tool and is capable of servicing all Allison products.

With the selection of a new essential tool some people have questioned if this would require them to replace their existing translator. The answer is NO.

The [Translator Device Support](#) section of this SIL provides a list of all translators that have been fully tested for compatibility with Universal Allison DOC® for PC–Service Tool V11.0.1.



Allison DOC® For PC-Service Tool Connection Settings		
The following chart is an overview of protocols used by transmission type for those users who do not select the "SmartConnect" option. When using a preferred adapter, "SmartConnect" will detect the correct protocol for the transmission.		
Transmission Type	Supported Systems	Protocols
1000/2000 Product Families	1000/2000 Series 4th Generation Controls 1000/2000 Series Pre-Allison 4th Generation Controls	J1939/UDMLAN J1939/18150
3000/4000 Product Families	3000/4000 Series 4th Generation Controls 3000/4000 Series Pre-Allison 4th Generation Controls (WTEC II, WTEC III)	J1939/UDMLAN J1708
CDC3	Off-Highway, Allison 4th Generation Controls	J1939/UDMLAN
CDC2	Off-Highway, Pre-4th Generation Controls	J1708
CDC1	On-Highway, Off-Highway	Proprietary

Support Options	
Phone:	877-659-6913 (U.S. and Canada) 336-970-5534 (International)
Fax:	310-300-1821
Web Site:	allison.noregon.com
E-mail:	support@allison.com

Figure 2. Job Aid Card (JA3434EN)

Quick Reference Guide

Allison DOC® For PC-Service Tool

WARNINGS AND NOTES

WARNING: To avoid personal injury, the operator of the vehicle must not use or read the service tool while the vehicle is moving. Doing so can result in loss of vehicle control, which can cause vehicle damage and personal injury.

WARNING: Only personnel other than the vehicle operator must use the service tool.

WARNING: The vehicle operator must maintain control of the vehicle while an assistant performs the diagnostic evaluations.

NOTE: Allison DOC® For PC-Service Tool users must have a basic working knowledge of Microsoft® Windows 2000®, XP® Professional, and Vista® Home Basic Operating System(s).

NOTE: During TCM/ECU reprogramming, make sure the transmission controller is supplied with continuous power and the ignition is on at all times.

SYSTEM REQUIREMENTS

1

- Microsoft® Windows XP® Professional, Windows 2000® (SP4 or later) Professional, or Windows® Vista® Home Basic (or better)
- NOTE: In order to install and run any of the Allison DOC® For PC-Service Tool diagnostic tools on Windows® Vista®, the user must have full administrator privileges, and must have the User Account Control feature turned OFF.
- 20GB hard drive (4GB or greater hard drive is recommended)
- 600MB free hard drive space required to install the program (after software installation, the operating system requires sufficient free hard disk space to run the program)
- 512MB of RAM system memory (1GB recommended)
- 1GHz or greater 32-bit (960 or 64-bit) processor
- Internet connection capability (Internet Explorer® 5.0.1 or greater) NOTE: A broadband Internet connection is recommended for receiving updates and file downloads
- A serial port is required if connecting legacy CECI controllers, or if using the J14032-A - SPX J1580-PPW (Qta 2) translator device
- One available USB port - USB 1.1 (USB 2.0 recommended)
- 16x CD-ROM (48x or greater recommended)
- Full administrator privileges are required to install, use, and update the Allison DOC® For PC-Service Tool
- Adobe® Acrobat Reader® is installed by default

NOTE: Refer to the Readme file for more information.

NOTE: Error messages, sudden disconnections, and poor performance are some of the results users experience if the Allison DOC® For PC-Service Tool is installed on PCs that do not meet one or more of the above specifications.

JA3434EN

Figure 3. Job Aid Card (JA3434EN)

INSTALLING THE ALLISON DOC® FOR PC-SERVICE TOOL SOFTWARE

2

NOTE: If you already have an earlier version of Allison DOC® For PC-Service Tool on your PC, you do not need to uninstall it. The new installation CD automatically upgrades the application. The software authorization (for password requirement) status is maintained.

NOTE: Full Administrator privileges are required to install, use, and update Allison DOC® For PC-Service Tool.

- Insert the Allison DOC® For PC-Service Tool CD-ROM into your CD-ROM drive.
- If the installation process does not begin momentarily, select Start → Run from the task bar. Click Browse, locate the Setup.exe file on the installation CD, and click OK.
- Follow the onscreen instructions.
- Finally, the InstallShield® Wizard Complete window displays to indicate the installation has successfully completed. Select the "Yes, I want to restart my computer now" option (default) and click the Finish button.

CONNECTING THE SERVICE TOOL TO THE VEHICLE

3

The J 47943 / J 47943-A Connection Diagram on the back illustrates all the components you need to establish communication with the Transmission Control Module (TCM). Optional connection diagrams are also on the back for J1939 and CECI datalink communications.

Please see the following basic required components:

- The Allison DOC® For PC-Service Tool Installation CD
- The Gearbox DP4A USB / DP4A Plus USB Translator Device package (SPX P/N: J 47943 or J 47943-A)

NOTE: Drivers for the DP4A USB / DP4A Plus USB are automatically installed with the Allison DOC® For PC-Service Tool program. Users do not need to install the drivers from the CD supplied with the J 47943 kit.

- The J 47949-A - GMLAN Cable is required for GMLAN communications. This cable is not included in the DP4A USB / DP4A Plus USB package, but is available for purchase from SPX Service Solutions.

Refer to the back for more information.

SPX Service Solutions
28035 Mound Road
Warren, MI 48092
Phone: U.S. and Canada: 1-866-621-2128
International: 1-507-455-7223 or 1-800-445-2233
Fax: U.S. and Canada: 1-800-578-7373 or 1-366-578-7375
International: 1-507-455-7063

NOTE: For more information go to www.allisontransmission.com → Service → Electronic Tools → Translator Devices.

CONNECTING TO THE TCM/ECU

- From the Warnings window of the Allison DOC® For PC-Service Tool, click the **Connect to Vehicle** button. The Connect/Disconnect window appears.
- Select the Transmission Type from the options displayed.
- Check the SmartConnect box.
- Click the **Connect** button.
- Upon a successful connection, the DTC and General Information screen displays.

BASIC CONNECTIVITY TROUBLESHOOTING

- Make sure the ignition is on.
- Make sure all of the cables and connectors are in good condition.
- Make sure that you have selected the correct transmission type.
- Make sure that your PC meets all of the platform requirements to run the Allison DOC® For PC-Service Tool.
- Disconnect then reconnect the translator device from both the PC and the diagnostic connector.
- Before attempting to connect, disable any virus scan software or any other active application that could be diverting the data going in/out the PC.
- Make sure you have the correct translator device driver version installed on your PC. Refer to www.allisontransmission.com → Service → Electronic Tools → Translator Devices for more information.
- Close the application, disconnect the translator device from the PC, reboot the PC and try to reconnect.

NOTE: For installation or connectivity problems, contact SPX Service Solutions at 1-866-621-2128 (U.S. or Canada) or 1-507-455-7223 / 1-800-445-2233 (International).

ACCESS TO DIAGNOSTIC SCREENS

After connection, you can navigate through the different diagnostic screens using the tabular buttons at the bottom of the screen. You can select:

- DTC and General Information—Default or "Home" screen after connection. Contains DTC information with links to troubleshooting manuals, basic TCM and transmission data parameters, shift inhibits, and various command buttons related to TCM DTCs.
- Data Monitor—Displays dynamic transmission data items (diagnostic data), shift inhibits, and I/O status information.
- Strip Chart—Displays user-selectable transmission parameters (up to 15 parameters) on a graphical strip chart.
- Calibration Information—Provides information related to current OMC settings, I/O status information, SEMURTP information, Autodetect information, and other TCM/ECU calibration information.
- Custom Data Monitor—Allows the user to select specific diagnostic data.
- Graphics Monitor—Allows the user to view transmission parameters in a graphical manner.
- Data Bus Viewer—Allows the user to view and collect raw data from the data bus traffic, as well as monitoring SAE J1939 transmission messages in engineering units.

NOTE: For more information, refer to the Allison DOC® For PC-Service Tool User Guide (GN4433EN).

SCREEN 16

SCREEN 15

Attachment “D”

Pricing for (Channel or Non-Channel):



NOTE: There is an additional \$10 charge for DVD and \$20 for USB over the Download Option.

Allison Web Store pricing reflects a change to the original pricing model wherein Distributors and Dealers had individual price points. With the creation of the Allison Web store and the ability to download the Allison DOC® for PC–Service Tool, a single price point was established for all Allison Channel members.

In addition to the pricing change, there will no longer be an automatic shipment after the “60 Day Essential Tool Letter”. To maintain the terms and conditions of either the Distributor or Dealer agreement, each location that is identified as a location within the essential tool program will be required to continue to buy each new release of Allison DOC® for PC–Service Tool within the 60 Day timeframe.