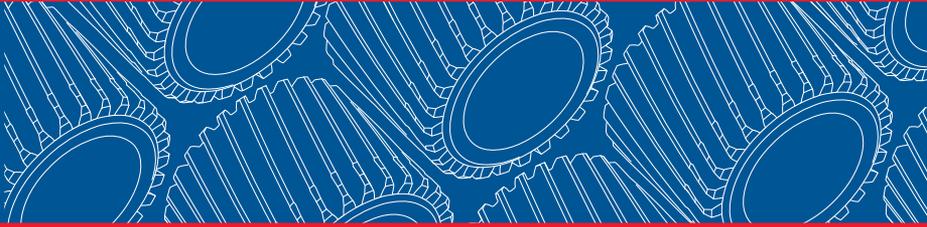




Allison
Transmission®



Warranty Information

On-Highway Vehicle Applications

SE0100EN

Warranty Information

2004 AUGUST
Rev. 1 2005 January
Rev. 2 2006 June
Rev. 3 2006 October
Rev. 4 2007 August
SE0100EN

Allison Transmission

For Transmissions Used In
On-Highway Applications

IMPORTANT

This booklet contains warranty information for Allison On-Highway Transmissions. It provides the starting dates and mileage (same as vehicle delivery date and mileage) of each transmission warranty.

Keep it with the vehicle and make it available to any authorized Allison Transmission distributor or service dealer if warranty work is required.



Allison Transmission, Inc.
P.O. Box 894 Indianapolis, Indiana 46206-0894
www.allisontransmission.com

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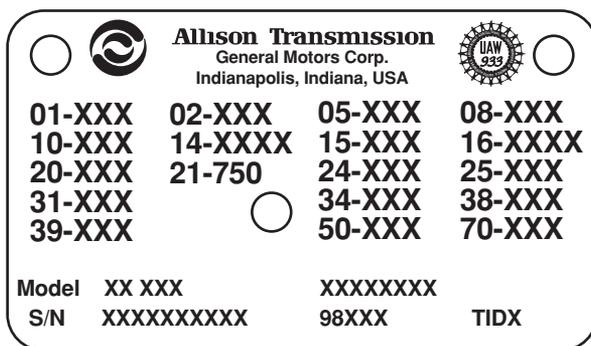
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INTRODUCTION



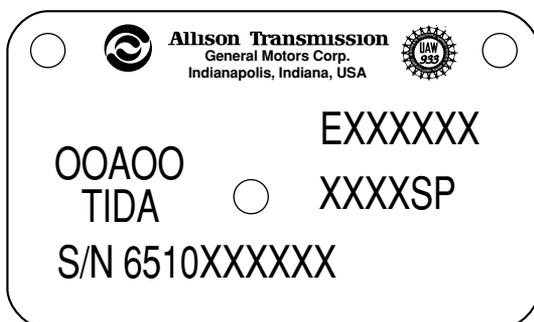
This booklet contains warranty information applicable to the transmission you have purchased. There are instances that require information located on the transmission nameplate.

Shown here is a transmission nameplate which contains a sample serial number and model number.



BEFORE JULY, 2005

V05116.01



ON OR AFTER JULY, 2005

V10410.00.00

The nameplate location of each transmission covered by this booklet is listed in Table 1. The location is viewed from the rear of the transmission.

Table 1. Nameplate Location

Transmission Models	Location
AT, B, MT, MD, HT, HD, MH, CLBT 750, 1000 Series™, 2000 Series™, 2400 Series™ BUS, EVS, HS, MHS, PTS, RDS, TRV	Right Side of Transmission Case
V730/1	Left Side of Transmission Case

**NOTICE TO PURCHASER OF ALLISON TRANSMISSIONS
INSTALLED IN VEHICLES SOLD OUTSIDE THE U.S.**

Vehicles may be equipped with odometers reading in kilometers. To convert warranty and maintenance mileage limitations to kilometers, refer to Table 2.

Table 2. Warranty and Maintenance Mileage/Kilometer Conversion

Miles	Kilometers	Miles	Kilometers
4,000	6,400	40,000	64,000
6,000	9,600	50,000	80,000
10,000	16,000	60,000	96,000
12,500	20,000	70,000	112,000
20,000	32,000	80,000	128,000
25,000	40,000	90,000	144,000
30,000	48,000	100,000	160,000

Owner’s Name _____

Transmission Serial No. _____

Transmission Model No. _____

Date of Delivery _____ Miles/km at Delivery Date _____

Local Service Outlet _____

Name _____

Phone No. _____

Service Manager _____

**LIMITED WARRANTY ON NEW
ALLISON TRANSMISSIONS USED
IN ON-HIGHWAY VEHICLE
APPLICATIONS**



TERMS OF COVERAGE:

Uses

This warranty covers new model AT, B, MD, HT, HD, MH, 1000 Series™, 2000 Series™, 2400 Series™, BUS, EVS, HS, MH, PTS, RDS, TRV, and V 700 Allison transmissions (referred to as transmission) manufactured by Allison Transmission which are used in on-highway vehicle applications.

Repairs Covered

The warranty covers repairs or replacement, at Allison Transmission's option, to correct any transmission malfunction resulting from defects in materials or workmanship occurring during the warranty period. Necessary repairs or replacements will be performed using the method Allison Transmission determines most appropriate under the circumstances. Allison remanufactured parts and/or transmissions may be used for the warranty repairs or replacements.

Towing

Towing is covered to the nearest Allison Transmission Distributor or authorized Dealer only when necessary to prevent further damage to your transmission.

Payment Terms

Warranty repairs, including parts and labor, will be covered per the schedule shown in Table 3.

**Table 3. On-Highway Limited Warranty for Participating
OEM New Products**

Vocations	Models	Effective Date	Length	Coverage Terms	Mileage Limit
School Bus	1000 PTS	1/1/2004	3 Years	100% P&L	100,000
	1000 Series™	1/1/99	3 Years	100% P&L	Unlimited
	2000 Series™	1/1/99	3 Years	100% P&L	Unlimited
	2100 PTS	1/1/2004	3 Years	100% P&L	100,000
	2200 PTS	1/1/2004	3 Years	100% P&L	100,000
	2350 PTS	6/1/2006	3 Years	100% P&L	Unlimited
	2400 Series™	1/1/99	3 Years	100% P&L	Unlimited
	2500 PTS	1/1/2004	3 Years	100% P&L	100,000
	2550 PTS	6/1/2006	3 Years	100% P&L	Unlimited
	3000 PTS	1/1/2004	3 Years	100% P&L	100,000
	AT	3/1/88	3 Years	100% P&L	Unlimited
	B 300	1/1/93	3 Years	100% P&L	Unlimited
	B 400, B 500	1/1/94	3 Years	100% P&L	Unlimited
	HD	9/1/93	3 Years	100% P&L	Unlimited
	HT	3/1/88	3 Years	100% P&L	Unlimited
	MD	9/1/91	3 Years	100% P&L	Unlimited
	MT	3/1/88	3 Years	100% P&L	Unlimited
Transit Bus	1000 Series™	1/1/99	3 Years	100% P&L	Unlimited
	2000 Series™	1/1/99	3 Years	100% P&L	Unlimited
	2400 Series™	1/1/99	3 Years	100% P&L	Unlimited
	AT	1/1/96	3 Years	100% P&L	150,000
	B 210	1/1/2004	2 Years	100% P&L	Unlimited
	B 220	1/1/2004	2 Years	100% P&L	Unlimited
	B 300	1/1/93	2 Years	100% P&L	Unlimited
	B 400, B 500	1/1/94	2 Years	100% P&L	Unlimited
	EP40 (System)	1/1/2003	2 Years	100% P&L	Unlimited
	EP50 (System)	1/1/2003	2 Years	100% P&L	Unlimited
	HT	9/1/88	2 Years	100% P&L	100,000
	MT	9/1/88	2 Years	100% P&L	100,000
	T250	1/1/2001	1 Year	100% P&L	Unlimited
	T260	1/1/2001	1 Year	100% P&L	Unlimited
	T265	1/1/2001	1 Year	100% P&L	Unlimited
	T270	1/1/2001	2 Years	100% P&L	Unlimited
	T280	1/1/2001	2 Years	100% P&L	Unlimited
	T310	1/1/2001	2 Years	100% P&L	Unlimited
	T325	1/1/2001	2 Years	100% P&L	Unlimited
	T350	1/1/2001	2 Years	100% P&L	Unlimited
	T375	1/1/2001	2 Years	100% P&L	Unlimited
	T425	1/1/2001	2 Years	100% P&L	Unlimited
	T450	1/1/2001	2 Years	100% P&L	Unlimited
	T525	1/1/2001	2 Years	100% P&L	Unlimited
	V	9/1/88	2 Years	100% P&L	100,000

**Table 3. On-Highway Limited Warranty for Participating
OEM New Products (cont'd)**

Vocations	Models	Effective Date	Length	Coverage Terms	Mileage Limit
Motorhome	1000 MH	1/5/2004	2 Years	100% P&L	80,000
	1000 Series™	1/1/99	3 Years	100% P&L	Unlimited
	2000 MH	1/1/2001	3 Years	100% P&L	Unlimited
	2000 Series™	1/1/99	3 Years	100% P&L	Unlimited
	2100 MH	1/5/2004	2 Years	100% P&L	80,000
	2200 MH	1/5/2004	2 Years	100% P&L	80,000
	2350 MH	6/1/2006	2 Years	100% P&L	80,000
	2400 Series™	1/1/99	3 Years	100% P&L	Unlimited
	2500 MH	1/5/2004	2 Years	100% P&L	80,000
	2550 MH	6/1/2006	2 Years	100% P&L	80,000
	3000 MH	1/5/2004	2 Years	100% P&L	80,000
	3000 MH	1/1/2000	5 Years	100% P&L	Unlimited
	4000 MH	1/5/2004	2 Years	100% P&L	80,000
	4000 MH	1/1/2000	5 Years	100% P&L	Unlimited
	AT	1/1/96	3 Years	100% P&L	Unlimited
	B 400, B 500	1/1/94	2 Years	100% P&L	Unlimited
	HD	9/1/93	2 Years	100% P&L	Unlimited
	HT	1/1/93	2 Years	100% P&L	Unlimited
MD	9/9/91	2 Years	100% P&L	Unlimited	
MT	1/1/96	2 Years	100% P&L	Unlimited	
Truck Recreational Vehicle	3000 TRV	6/3/2002	2 Years	100% P&L	Unlimited
	3200 TRV	6/3/2002	2 Years	100% P&L	Unlimited
	4000 TRV	6/3/2002	2 Years	100% P&L	Unlimited
Intercity Bus Tour Coach	AT	1/1/96	3 Years	100% P&L	Unlimited
	B 210	1/5/2004	2 Years	100% P&L	Unlimited
	B 220	1/5/2004	2 Years	100% P&L	Unlimited
	B 300	1/1/93	2 Years	100% P&L	Unlimited
	B 400, B 500	1/1/94	2 Years	100% P&L	Unlimited
	HT	1/1/95	2 Years	100% P&L	200,000
	MT	1/1/96	2 Years	100% P&L	100,000
	T250	1/1/2001	1 Year	100% P&L	Unlimited
	T260	1/1/2001	1 Year	100% P&L	Unlimited
	T265	1/1/2001	1 Year	100% P&L	Unlimited
	T270	1/1/2001	2 Years	100% P&L	Unlimited
	T280	1/1/2001	2 Years	100% P&L	Unlimited
T310	1/1/2001	2 Years	100% P&L	Unlimited	
Intercity Bus Tour Coach	T325	1/1/2001	2 Years	100% P&L	Unlimited
	T350	1/1/2001	2 Years	100% P&L	Unlimited
	T375	1/1/2001	2 Years	100% P&L	Unlimited
	T425	1/1/2001	2 Years	100% P&L	Unlimited
	T450	1/1/2001	2 Years	100% P&L	Unlimited
	T525	1/1/2001	2 Years	100% P&L	Unlimited

**Table 3. On-Highway Limited Warranty for Participating
OEM New Products (cont'd)**

Vocations	Models	Effective Date	Length	Coverage Terms	Mileage Limit
Other Bus Suburban Bus Shuttle Bus Book Mobile Medical Lab Church Bus Private Academy Mobile Command	1000 PTS	1/1/2004	3 Years	100% P&L	100,000
	1000 Series™	1/1/99	3 Years	100% P&L	Unlimited
	2000 Series™	1/1/99	3 Years	100% P&L	Unlimited
	2100 PTS	1/1/2004	3 Years	100% P&L	100,000
	2200 PTS	1/1/2004	3 Years	100% P&L	100,000
	2350 PTS	6/1/2006	3 Years	100% P&L	Unlimited
	2400 Series™	1/1/99	3 Years	100% P&L	Unlimited
	2500 PTS	1/1/2004	3 Years	100% P&L	100,000
	2550 PTS	6/1/2006	3 Years	100% P&L	Unlimited
	3000 PTS	1/1/2004	3 Years	100% P&L	100,000
	AT	1/1/96	3 Years	100% P&L	Unlimited
	B 300	1/1/93	2 Years	100% P&L	Unlimited
	B 400, B 500	1/1/94	2 Years	100% P&L	Unlimited
	HT	1/1/95	2 Years	100% P&L	Unlimited
	MT	1/1/96	2 Years	100% P&L	Unlimited
V	9/1/1988	2 Years	100% P&L	100,000	
Fire Apparatus	1000 EVS	9/1/2002	5 Years	100% P&L	Unlimited
	1000 Series™	1/1/99	3 Years	100% P&L	Unlimited
	2000 Series™	1/1/99	3 Years	100% P&L	Unlimited
	2100 EVS	9/1/2002	5 Years	100% P&L	Unlimited
	2200 EVS	9/1/2002	5 Years	100% P&L	Unlimited
	2350 EVS	6/1/2006	5 Years	100% P&L	Unlimited
	2400 Series™	1/1/99	3 Years	100% P&L	Unlimited
	2500 EVS	9/1/2002	5 Years	100% P&L	Unlimited
	2550 EVS	6/1/2006	5 Years	100% P&L	Unlimited
	3000 EVS	9/1/2002	5 Years	100% P&L	Unlimited
	3500 EVS	9/1/2002	5 Years	100% P&L	Unlimited
	4000 EVS	9/1/2002	5 Years	100% P&L	Unlimited
	4500 EVS	9/1/2002	5 Years	100% P&L	Unlimited
	4700 EVS	9/1/2002	5 Years	100% P&L	Unlimited
	4800 EVS	9/1/2002	5 Years	100% P&L	Unlimited
	AT	1/1/96	3 Years	100% P&L	Unlimited
HD	9/1/93	5 Years	100% P&L	Unlimited	
Fire Apparatus	HT 700 ELEC UNITS	3/1/86	5 Years	100% P&L	Unlimited
	HT 700 HYDR UNITS	1/1/95	2 Years	100% P&L	Unlimited
	MD	9/1/91	2 Years	100% P&L	Unlimited
	MT	1/1/96	2 Years	100% P&L	Unlimited
On-Highway Truck Ambulance Armored Car	1000 HS	1/1/2004	3 Years	100% P&L	Unlimited
	1000 RDS	1/1/2004	3 Years	100% P&L	Unlimited
	1000 Series™	1/1/99	3 Years	100% P&L	Unlimited
	2000 Series™	1/1/99	3 Years	100% P&L	Unlimited

**Table 3. On-Highway Limited Warranty for Participating
OEM New Products (cont'd)**

Vocations	Models	Effective Date	Length	Coverage Terms	Mileage Limit	
Beverage	2100 HS	1/1/2004	3 Years	100% P&L	Unlimited	
Dump	2100 RDS	1/1/2004	3 Years	100% P&L	Unlimited	
Linehaul	2200 HS	1/1/2004	3 Years	100% P&L	Unlimited	
Livestock Hauler	2200 RDS	1/1/2004	3 Years	100% P&L	Unlimited	
Mixers	2350 HS	6/1/2006	3 Years	100% P&L	Unlimited	
Moving Van	2350 RDS	6/1/2006	3 Years	100% P&L	Unlimited	
Municipal	2400 Series™	1/1/99	3 Years	100% P&L	Unlimited	
P&D	2500 HS	1/1/2004	3 Years	100% P&L	Unlimited	
Recycling	2500 RDS	1/1/2004	3 Years	100% P&L	Unlimited	
Refuse	2550 HS	6/1/2006	3 Years	100% P&L	Unlimited	
Shorthaul/LTL	2550 RDS	6/1/2006	3 Years	100% P&L	Unlimited	
Towing	3000 HS	1/1/2004	2 Years	100% P&L	Unlimited	
	3000 RDS	1/1/2004	2 Years	100% P&L	Unlimited	
	4000 HS	1/1/2004	2 Years	100% P&L	Unlimited	
	4000 RDS	1/1/2004	2 Years	100% P&L	Unlimited	
	4500 HS	1/1/2004	2 Years	100% P&L	Unlimited	
	4500 RDS	1/1/2004	2 Years	100% P&L	Unlimited	
	4700 RDS	1/1/2004	2 Years	100% P&L	Unlimited	
	AT	1/1/96	3 Years	100% P&L	Unlimited	
	HD	9/1/93	2 Years	100% P&L	Unlimited	
	HT	1/1/95	2 Years	100% P&L	Unlimited	
	MD	9/1/91	2 Years	100% P&L	Unlimited	
	MT	1/1/96	2 Years	100% P&L	Unlimited	
	AMBULANCE / EMERGENCY VEHICLE USE ONLY					
		1000 EVS	9/1/2002	5 Years	100% P&L	Unlimited
	2100 EVS	9/1/2002	5 Years	100% P&L	Unlimited	
	2200 EVS	9/1/2002	5 Years	100% P&L	Unlimited	
	2350 EVS	6/1/2006	5 Years	100% P&L	Unlimited	
	2500 EVS	9/1/2002	5 Years	100% P&L	Unlimited	
	2550 EVS	6/1/2006	5 Years	100% P&L	Unlimited	
	3000 EVS	9/1/2002	5 Years	100% P&L	Unlimited	
	3500 EVS	9/1/2002	5 Years	100% P&L	Unlimited	
	4000 EVS	9/1/2002	5 Years	100% P&L	Unlimited	
On-Highway Truck	4500 EVS	9/1/2002	5 Years	100% P&L	Unlimited	
	4700 EVS	9/1/2002	5 Years	100% P&L	Unlimited	
	4800 EVS	9/1/2002	5 Years	100% P&L	Unlimited	
Agriculture	All Products		3 Years	100% P&L	2500 Hours	

Obtaining Repairs

To obtain warranty repairs, take the vehicle to any Allison Transmission Distributor or Authorized Dealer within a reasonable amount of time and request the needed repairs. A reasonable amount of time must be allowed for the Distributor or Dealer to perform necessary repairs.

Transmission Removal and Reinstallation

Labor costs for transmission removal and reinstallation, when necessary to make a warranty repair, are covered by the warranty.

Warranty Period

The warranty period for all coverages shall begin on the date the transmission is delivered to the first retail purchaser, with the following exception:

Demonstration Service—A transmission in a new truck or bus may be demonstrated to a total of 5000 miles (8000 kilometers). If the vehicle is within this limit when sold to a retail purchaser, the warranty start date is the date of purchase. Normal warranty services are applicable to the demonstrating Dealer. Should the truck or bus be sold to a retail purchaser after these limits are reached, the warranty period will begin on the date the vehicle was first placed in demonstration service and the purchaser will be entitled to the remaining warranty.

WARRANTY DOES NOT COVER:

Damage Due To Accident, Misuse, or Alteration

Defects and damage caused as the result of any of the following are not covered:

- Flood, collision, fire, theft, freezing, vandalism, riot, explosion, or object striking the vehicle
- Misuse of the vehicle
- Installation into unapproved applications and installations
- Alterations or modifications to the transmission or the vehicle
- Damage resulting from improper storage (refer to long-term storage procedure outlined in the applicable Allison Service Manual)
- Anything other than defects in Allison Transmission material or workmanship.



NOTE: This warranty is void on transmissions used in vehicles currently or previously titled as salvaged, scrapped, junked, or totaled.

Chassis, Body, and Components

The chassis and body company (assemblers) and other component and equipment manufacturers are solely responsible for warranties on the chassis, body, component(s), and equipment they provide.

Any transmission repair caused by an alteration(s) made to the Allison transmission or the vehicle which allows the transmission to be installed or operated outside of the limits defined in the appropriate Allison Installation Guideline is solely the responsibility of the entity making the alteration(s).

Damage Caused by Lack of Maintenance or by the Use of Transmission Fluid not Recommended in the Operator's Manual

Defects and damage caused by any of the following are not covered:

- Failure to follow the recommendations of the maintenance schedule intervals applicable to the transmission
- Failure to use transmission fluids approved by Allison Transmission or maintain transmission fluid levels recommended in the Operator's Manual.

Maintenance

Normal maintenance (such as replacement of filters, screens, and transmission fluid) is not covered and is the owner's responsibility.

Repairs by Unauthorized Dealers

Defects and damage caused by a service outlet that is not an authorized Allison Transmission Distributor or Dealer are not covered.

Use of Other Than Genuine Allison Transmission Parts

Defects and damage cause by the use of parts that are not genuine Allison Transmission parts are not covered.

Extra Expenses

Economic loss and extra expenses are not covered. Examples include but are not limited to:

- Loss of vehicle use
- Inconvenience
- Storage
- Payment for loss of time or pay
- Vehicle rental expense
- Lodging, meals, or other travel expenses

“Denied Party” Ownership

Warranty repair parts and labor costs are not reimbursed to any participating or non-participating OEMs, dealers, or distributors who perform warranty work for, or on behalf of, end users identified by the United States as being a “denied party” or who are citizens of sanctioned or embargoed countries as defined by the U.S. Department of Treasury Office of Foreign Assets Control. Furthermore, warranty reimbursements are not guaranteed if the reimbursement would be contrary to any United States export control laws or regulations as defined by the U.S. Department of Commerce, the U.S. Department of State, or the U.S. Department of Treasury.

Other Terms Applicable to Consumers as Defined by the Magnuson-Moss Warranty Act

This warranty gives you specific legal rights and may also have other rights which vary from state to state.

Allison Transmission does not authorize any person to create for it any other obligation or liability in connection with these transmissions.



NOTE: Any implied warranty of merchantability or fitness for a particular purpose applicable to these transmissions is limited in duration to the duration of this written warranty. Performance of repairs and necessary adjustments is the exclusive remedy under this written warranty or any implied warranty. Allison Transmission shall not be liable for incidental or consequential damage (such as, but not limited to lost wages or vehicle rental expenses) resulting from breach of this written warranty of any implied warranty.*



NOTE: This warranty is the only warranty applicable to the Allison Transmission models listed in this booklet and is expressly in lieu of any other warranties, expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose. Allison Transmission does not authorize any person to create for it any other obligation or liability in connection with such transmissions. Allison Transmission shall not be liable for incidental or consequential damages resulting from breach of this warranty or any implied warranty.

Questions

If you have any questions regarding this warranty or the performance of warranty obligations, you may contact any Allison Transmission Distributor or Dealer, or write to:

Allison Transmission, Inc.
P.O. Box 894
Indianapolis, IN 46206-0894
Attention: Warranty Administration PF9

* Some states do not allow limitations on how long an implied warranty will last or the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you.



OEM-SPECIFIC PROGRAM COVERAGE BEYOND WARRANTY

Certain Allison transmissions built after July 1, 2006 include additional coverage beyond the standard warranty period, dependent on the Original Equipment Manufacturer (OEM) which manufactured the vehicle. This OEM-specific program coverage is provided at no extra cost to the end-user and does not require registration. Consult with your OEM or authorized Allison Transmission Distributor or Dealer to confirm whether your transmission carries this coverage.

This additional OEM-specific program coverage requires continued use of genuine Allison filters and an Allison approved TES 295 automatic transmission fluid.

An Allison approved TES 295 automatic transmission fluid is installed in these transmissions at the OEM and must be continued to be used. Failure to use genuine Allison filters and an Allison approved TES 295 automatic transmission fluid will result in forfeiture of this OEM-specific program coverage beyond the standard warranty period.

EXTENDED TRANSMISSION COVERAGE



Extended transmission coverage (ETC) offered by Allison Transmission presents the opportunity to buy additional service protection beyond the warranty period. ETC helps give added control over the cost of vehicle ownership and improved residual value at trade-in.

ETC Eligibility

Most Allison automatic transmissions purchased at retail for use in on-highway vehicle applications are eligible for coverage. ETC may be purchased only within 12 months after delivery of the vehicle to the first retail purchaser.

Use of an Allison approved TES 295 automatic transmission fluid is a requirement for the total term of the ETC coverage, excluding off-highway transmission models and transmission models sold in countries in which an Allison approved TES 295 automatic transmission fluid is not available. "TES 295 Fluids" are fluids which have been tested by an independent testing laboratory as conforming to the TES 295 specification and the results have been reviewed and approved by the Allison Transmission Engineering Department. Approved marketers of Allison approved "TES 295 Fluids" are granted an approval letter. When determining whether or not a fluid is TES 295 approved, look and/or ask for one of the following:

- The Allison TES 295 approval number,
- The Allison approved logo or a copy of the TES 295
- Approval letter from the oil marketer.

Allison approved "TES 295 Fluids" must be installed during the first fluid change or one month following the ETC registration, whichever occurs later. Failure to use Allison approved "TES 295 Fluids" will result in no ETC.

ETC Agreement

ETC for Allison Transmissions extends the coverage period of the standard new product warranty and/or provides that Allison Transmission will pay up to 100 percent of parts and labor expenses for covered repairs, depending on the selected coverage.

ETC will commence at the expiration of the 100 percent parts and labor portion of the standard new product warranty or OEM-specific program coverage, if applicable, and shall extend to the time specified by the coverage selected. Coverage time is measured from the end of the standard warranty period or OEM-specific program coverage, if applicable.

ETC for Allison automatic transmissions provides only for conditions resulting from any part covered by the Agreement that fails to perform due to defects in materials or workmanship. Except for the term of the service protection and/or the adjustment charge, the terms, conditions and limitations of the standard new product warranty continue to apply to the ETC coverage.

ETC Coverage

ETC is available to extend coverage for a total of 5 years, unlimited mileage for the transmission. Qualified parts include the whole transmission. Allison Transmission will pay 100 percent parts and labor for covered repairs during the ETC coverage.

ETC Coverage Prices

The suggested retail price is established for each transmission model/application combination for each of the three coverages available. The ETC price is based on the application of the vehicle for which the transmission model was purchased, and whether the transmission includes any OEM-specific program coverage beyond standard warranty.

Prices and/or coverage are subject to change without notice.

For current prices and coverage information, consult www.allisontransmission.com or your authorized Allison Transmission Distributor, Service Dealer, or Allison Transmission Regional Office.

MAINTENANCE SERVICES

Proper maintenance and care of the transmission will help achieve lower overall operating costs. Use of recommended lubricants and regular maintenance performed by competent service personnel will help avoid conditions arising from neglect which are not covered by Allison Transmission new product warranties.

The maintenance services described in the applicable Driver's Handbook, Owner's/Operators's Manual, or Owner's/Driver's Guide should be performed by an authorized Allison Transmission service outlet or any qualified service outlet at the time and/or mileage intervals stated.

PRODUCTION CHANGE

Allison Transmission reserves the right to make changes(s) in design or add improvement(s) on the products at any time without incurring any obligations to install same on products previously purchased. Authorized service outlets reserve a similar right.

WARRANTY REPAIR ORDER

For the owner's records, the authorized service outlet will provide a copy of the warranty repair order listing all warranty repairs performed.



CUSTOMER SERVICE

OWNER ASSISTANCE

The satisfaction and goodwill of the owners of Allison transmissions are of primary concern to Allison Transmission, its distributors, and their dealers.

As an owner of an Allison transmission, you have service locations throughout the world that are eager to meet your parts and service needs with:

- Expert service by trained personnel
- Emergency service 24 hours a day in many areas
- Complete parts support
- Sales teams to help determine your transmission requirements
- Product information and literature

Normally, any situation that arises in connection with the sale, operation, or service of your transmission will be handled by the distributor or dealer in your area. Check the telephone directory for the Allison Transmission service outlet nearest you or utilize Allison Transmission's Sales and Service Locator tool on the Allison Transmission web site at www.allisontransmission.com. You may also refer to Allison Transmission's Worldwide Sales and Service Directory (SA2229EN).

We recognize, however, that despite the best intentions of everyone concerned, misunderstandings may occur. To further assure your complete satisfaction, we have developed the following three-step procedure to be followed in the event a problem has not been handled satisfactorily.

Step One—Discuss the problem with a member of management from the distributorship or dealership.

Frequently, complaints are the result of a breakdown in communication and can quickly be resolved by a member of management. If you have already discussed the problem with the Sales or Service Manager, contact the General Manager. All Allison Transmission dealers are associated with an Allison Transmission distributor. If the problem originates with a dealer, explain the matter to a management member of the distributorship with whom the dealer has his service agreement. The dealer will provide his Allison Transmission distributor's name, address, and telephone number on request.

Step Two—Contact the Allison Transmission Regional Office

When it appears the problem cannot be readily resolved at the distributor level without additional assistance, **contact the Allison Technical Assistance Center at 800-252-5283**. They will place you in contact with the Regional Customer Support Manager for your area.

For prompt assistance, please have the following information available:

- Name and location of authorized distributor or dealer.
- Type and make of vehicle/equipment.
- Transmission model number, serial number, and assembly number (if equipped with electronic controls, also provide the TCM assembly number).
- Transmission delivery date and accumulated miles and/or hours of operation.
- Nature of problem.
- Chronological summary of your transmission's history.

Step Three—Contact the Home Office

If you are still not satisfied after contacting the Regional Customer Support Manager, present the entire matter to the Home Office by writing to the following address:

- | Allison Transmission, Inc.
Manager, Warranty Administration
- | PO Box 894, Mail Code PF9
Indianapolis, IN 46206-0894

The inclusion of all pertinent information will assist the Home Office in expediting the matter.

When contacting the Home Office, please keep in mind that ultimately the problem will likely be resolved at the distributorship or dealership using their facilities, equipment, and personnel. Therefore, it is suggested that Step One be followed when experiencing a problem.

Your purchase of an Allison Transmission product is greatly appreciated, and it is our sincere desire to assure complete satisfaction.

ALLISON TRANSMISSION REGION OFFICES

WORLDWIDE HEADQUARTERS NORTH AMERICA

Allison Transmission, Inc.
4700 West 10th Street
Indianapolis, IN 46222
Mailing Address:
Mail Code PF9
P.O. Box 894
Indianapolis, IN 46206-0894
Phone: (800) 524-2303
Fax: (317) 242-3123

SOUTH AMERICA

Allison Transmission Brasil
Rua Agostinho Togneri, 57 -
Jardim Jurubatuba - Santo Amaro
Sao Paulo-SP-Brazil
CEP 04690-090
Phone: +55-11-5633-2599
Phone: +55-11-5633+Ext
Fax: +55-11-5633-2550

EUROPE, MIDDLE EAST, AFRICA, AND INDIA

Allison Transmission Europe B.V.
Baanhoek 188
3361 GN Sliedrecht
The Netherlands
Mailing Address:
P.O. Box 1225
3360 BE Sliedrecht
The Netherlands
Phone: 31-78-6422-100
Phone: 31-78-6422+Ext
Fax: 31-78-6152-587

ASIA PACIFIC

Allison Transmission China
#88 Ri Bin Road,
B Section,
Wai Gao Qiao
Free Trade Zone,
Shanghai 200131,
China
Phone: 86-21-2898-7755
Phone: 86-21-2898+Ext
Fax: 86-21-2898-7790/7791

KOREA

Allison Transmission Korea
18Fl, Taesok Bldg., #275-5
Yangjae-dong, Seocho-ku
Seoul 137-895
Korea
Phone: 82-2-3497 0401
Fax: 82-2-3497 0457

JAPAN

Allison Transmission Japan
Shinagawa East One Tower 3F
2-16-1, Konan
Minato-ku, Tokyo
108-0075 Japan
Main Phone: 81-3-6718-1660
Phone: 81-3-6718+Ext
Fax: 81-3-6718-1661



SERVICE LITERATURE

Additional service literature is available that provides fully illustrated instructions for the operation, maintenance, service, overhaul and parts support of your transmission:

Operator's Manual
Mechanic's Tips
Service Manual
Parts Catalog
Technician's Guide
Troubleshooting Manuals

These publications may also be ordered on the web by visiting the Allison Transmission web site at www.allisontransmission.com.

To be sure that you receive maximum performance and service life from your unit, you may order publications from:

SGI, Inc.
Attn: Allison Literature Fulfillment Desk
8350 Allison Avenue
Indianapolis, IN 46268
TOLL FREE: 888-666-5799
INTERNATIONAL: 317-471-4995

