



*DRIVING TRANSMISSION TECHNOLOGY®*



**WARRANTY INFORMATION**

**ON-HIGHWAY  
VEHICLE  
APPLICATIONS**

SE0100EN

**TECHNICAL PUB**

# Warranty Information

**2004 AUGUST**  
Rev. 1 2005 January  
Rev. 2 2006 June  
Rev. 3 2006 October  
Rev. 4 2007 August  
Rev. 5 2009 April  
Rev. 6 2011 October  
**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](http://www.allisontransmission.com)

# TABLE OF CONTENTS

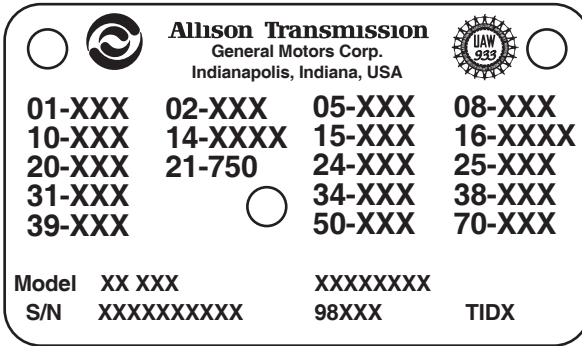
	Page
INTRODUCTION . . . . .	1
Notice to Purchaser of Allison Transmissions Installed in Vehicles Sold Outside the U.S. . . . .	2
LIMITED WARRANTY ON NEW ALLISON TRANSMISSIONS USED IN ON-HIGHWAY VEHICLE APPLICATIONS . . . . .	3
Terms of Coverage . . . . .	3
Uses . . . . .	3
Repairs Covered . . . . .	3
Towing . . . . .	3
Payment Terms . . . . .	3
On-Highway Limited Warranty for Participating OEM New Products . . . . .	4
Obtaining Repairs . . . . .	8
Transmission Removal and Reinstallation . . . . .	8
Warranty Period . . . . .	8
WARRANTY DOES NOT COVER . . . . .	8
Damage Due to Accident, Misuse, or Alteration . . . . .	8
Chassis, Body, and Components . . . . .	9
Damage Caused by Lack of Maintenance or by the Use of Transmission Fluid not Recommended in the Operator's Manual . . . . .	9
Maintenance . . . . .	9
Repairs by Unauthorized Dealers . . . . .	9
Use of Other Than Genuine Allison Transmission Parts . . . . .	9
Extra Expenses . . . . .	10
"Denied Party" Ownership . . . . .	10
Other Terms Applicable to Consumers as Defined by the Magnuson-Moss Warranty Act. . . . .	10
Questions . . . . .	11
OEM-SPECIFIC PROGRAM COVERAGE BEYOND WARRANTY . . . . .	12
EXTENDED TRANSMISSION COVERAGE . . . . .	13
ETC Eligibility . . . . .	13
ETC Agreement . . . . .	14
ETC Coverage . . . . .	14
ETC Coverage Prices . . . . .	14
POLICY ON OWNER SERVICE . . . . .	15
Maintenance Services . . . . .	15
Production Change . . . . .	15
Warranty Repair Order . . . . .	15
CUSTOMER SERVICE . . . . .	16
Owner Assistance . . . . .	16
Allison Transmission Region Offices . . . . .	19
SERVICE LITERATURE . . . . .	21
MAINTENANCE RECORD . . . . .	22

# INTRODUCTION



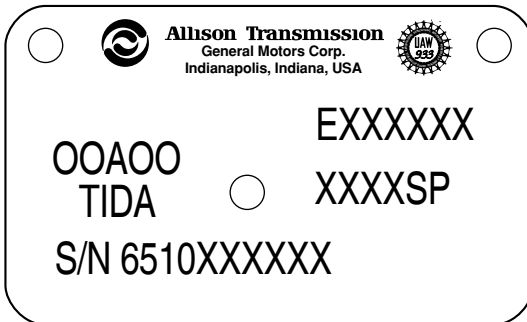
This booklet contains warranty information applicable to the transmission you have purchased. There are instances that require information located on the transmission nameplate.

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™ EVS, HS, MHS, PTS, RDS, TRV, SP	Right Side of Transmission Case
DPIM, ESS, H 40/50 EP™	
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, SP, H 40/50 EP™, DPIM, ESS 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, are covered per the schedule shown in Table 3.

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

<b>Vocations</b>	<b>Models</b>	<b>Effective Date</b>	<b>Length</b>	<b>Coverage Terms</b>	<b>Mileage Limit</b>
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	100,000
	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	100,000
	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
	H 40 EP System™	1/1/2003	2 Years	100% P&L	Unlimited
	H 50 EP 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)**

<b>Vocations</b>	<b>Models</b>	<b>Effective Date</b>	<b>Length</b>	<b>Coverage Terms</b>	<b>Mileage Limit</b>
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)**

<b>Vocations</b>	<b>Models</b>	<b>Effective Date</b>	<b>Length</b>	<b>Coverage Terms</b>	<b>Mileage Limit</b>
Other Bus	1000 PTS	1/1/2004	3 Years	100% P&L	100,000
Suburban Bus	1000 Series™	1/1/99	3 Years	100% P&L	Unlimited
Shuttle Bus	2000 Series™	1/1/99	3 Years	100% P&L	Unlimited
Book Mobile	2100 PTS	1/1/2004	3 Years	100% P&L	100,000
Medical Lab	2200 PTS	1/1/2004	3 Years	100% P&L	100,000
Church Bus	2350 PTS	6/1/2006	3 Years	100% P&L	100,000
Private Academy	2400 Series™	1/1/99	3 Years	100% P&L	Unlimited
Mobile Command	2500 PTS	1/1/2004	3 Years	100% P&L	100,000
	2550 PTS	6/1/2006	3 Years	100% P&L	100,000
	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	1000 HS	1/1/2004	3 Years	100% P&L	Unlimited
	1000 RDS	1/1/2004	3 Years	100% P&L	Unlimited
Ambulance	1000 Series™	1/1/99	3 Years	100% P&L	Unlimited
Armored Car	2000 Series™	1/1/99	3 Years	100% P&L	Unlimited

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

<b>Vocations</b>	<b>Models</b>	<b>Effective Date</b>	<b>Length</b>	<b>Coverage Terms</b>	<b>Mileage Limit</b>
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
	<b>AMBULANCE / EMERGENCY VEHICLE USE ONLY</b>				
	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. Allow a reasonable amount of time 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 begins on the date the vehicle was first placed in demonstration service and the purchaser is 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 currently used in vehicles 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 the sole 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 to maintain the 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 or 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.

An 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.

## EXTENDED TRANSMISSION COVERAGE



### 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.

**COVERAGE REQUIREMENTS:** Use of an Allison Approved TES 295 transmission fluid and Genuine Allison Filters is required. Failure to use Allison Approved TES 295 transmission fluid and Genuine Allison Filters will result in no coverage for repair beyond Standard Limited Warranty coverage. Transmissions that are not OEM factory filled with Allison Approved TES 295 transmission fluid and Genuine Allison Filters must have Allison Approved TES 295 transmission fluid and Genuine Allison Filters installed at the time of Extended Transmission Coverage purchase. Transmissions that are not OEM factory filled with Allison approved TES 295 transmission fluid, or transmissions operating with non-TES 295 fluids, must be drained and filled with Allison Approved TES 295 transmission fluid to achieve 100% concentration. One Hundred percent concentration is not achieved until the second consecutive fluid change using Allison approved TES 295 transmission fluid. The second consecutive fluid change must be achieved at the time of Extended Transmission Coverage purchase.



## **ETC Agreement**

The 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.

The ETC begins 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 extends 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.

The 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 may be available for purchase on your Allison Transmission. You may purchase this additional coverage from any Allison authorized Distributor or Dealer Location.

## **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](http://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) to 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, there are 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 is handled by the distributor or dealer in your area. Check the telephone directory for the Allison Transmission service outlet nearest you or use Allison Transmission's Sales and Service Locator tool on the Allison Transmission web site at [www.allisontransmission.com](http://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 be quickly 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 Transmission Control Module (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 assists 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 10<sup>th</sup> 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: 31-78-6422-167

## **ASIA PACIFIC**

Allison Transmission China  
#88 Ri Bin Road,  
B Section,  
Wai Gao Qiao  
Free Trade Zone,  
Shanghai 200131,  
China  
Phone: 86-21-5869-8808  
Phone: 86-21-5869+Ext  
Fax: 86-21-5869-7780

## **KOREA**

Allison Transmission Korea  
18FI, Taesoek 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

## **CHINA**

Allison Transmission China  
Rm319, Block C Guo Men Building  
1 Zuo Jia Zhuang  
Chao Yang District  
Beijing 100028  
China  
Phone: +86-10-6468-6800  
Fax: +86-10-6468-5155

## **AUSTRALIA**

Allison Pacific Pty. Ltd.  
Application Engineering &  
Customer Support  
P.O. Box 1580  
Gawler SA  
Australia 5118  
Phone: (08) 8523-3302

Allison Transmission Australia  
Lot 1 Ferrers Road  
Eastern Creek NSW  
P.O. Box 28  
Bringelly NSW 2556  
Australia  
Phone: 61-2-9676-1004  
Fax: 61-2-9672-1122

## **SINGAPORE**

Allison Transmission  
Singapore Pte. Ltd.  
10L Enterprise Road  
Singapore 629837  
Phone: (65) 6578-9100  
Fax: (65) 6578-9109

## 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 publications web site.

WEB: [www.allisontransmissionpublications.com](http://www.allisontransmissionpublications.com)

FAX: 317-471-4996

TOLL FREE: 888-666-5799

INTERNATIONAL: 317-471-4995

(surcharge will be applied for orders placed via phone or FAX)

For more information about Allison products please visit  
[www.allisontransmission.com](http://www.allisontransmission.com)





**MAINTENANCE RECORD**

<b>DATE</b>	<b>MILES/KILOMETERS</b>	<b>SERVICE PERFORMED</b>

<b>DATE</b>	<b>MILES/KILOMETERS</b>	<b>SERVICE PERFORMED</b>





<b>DATE</b>	<b>MILES/KILOMETERS</b>	<b>SERVICE PERFORMED</b>



**TECHNICAL PUB**

**Information highway.**

Visit

[www.allisontransmissionpublications.com](http://www.allisontransmissionpublications.com)

for a comprehensive library of informational publications, including Mechanic's Tips, Parts Catalogs, Troubleshooting Manuals and Service Manuals.

*DRIVING TRANSMISSION TECHNOLOGY®*



SE0100EN 201110

Printed in USA