



Service Policy Manual

Service Policy Manual

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Allison Transmission, Inc.

P.O. Box 894 Indianapolis, Indiana 46206-0894

allisontransmission.com

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NOTES

1-1. INTRODUCTION

TO: ALLISON AUTHORIZED SERVICE NETWORK

This Allison Transmission, Inc. (Allison) Service Policy Manual is a definitive reference tool providing the Allison Authorized Service Network with the policies and procedures necessary for the administration and performance of quality customer service.

This manual also contains the policies and procedures established by Allison on warranty and Goodwill adjustments with which the Allison Authorized Service Network has agreed to comply, under the provisions of their respective agreements or special licenses. Allison Authorized Distributors/Dealers shall adhere to the established facility and training standards as outlined in [Section 3. Customer Support Standards](#).

Also included are the provisions and procedures under which the Allison Authorized Service Network will be reimbursed for warranty, Extended Transmission Coverage (ETC), supplemental Coverage and Goodwill adjustments performed on Products and Parts. The collaboration of the Allison Authorized Service Network in handling such adjustments promptly and efficiently is essential in assuring the benefits intended.

This manual has been designed to be mindful of the needs and expectations of the Allison Authorized Service Network. Allison firmly believes that the collective support of our mutual customers is indispensable in preserving and advancing customer loyalty toward Allison, its Products and its Allison Authorized Distributors/Dealers worldwide.

Allison reserves the right, at any time, to change any or all provisions of this Service Policy Manual, effective upon and after notice thereof to the Allison Authorized Service Network.

This manual is intended for the CONFIDENTIAL use of key personnel within the Allison Authorized Distributor/Dealer's organization and should be available for reference when questions pertaining to its contents or interpretation arise.

Questions regarding the contents and/or procedures contained within this manual should either be directed to the Allison Authorized Distributor if operating as a Service Dealer, or in the case of an Allison Authorized Distributor or Direct Dealer, please contact your Allison Regional Customer Support Manager.

Thank you for your dedicated support of Allison and our proud tradition of quality Products.

NOTES

Section 2—Definitions

2-1. DEFINITIONS

The following definitions are provided for the purpose of clarifying the terms used throughout this manual.

Allison 4WARD™

Allison's warranty administration and analysis tool used to submit Claims for reimbursement by Allison.

Allison Transmission Guild

The Guild is an organization consisting of members who work with Allison Products. The purpose of the Guild is to promote the technical knowledge and expertise of the Service Channel personnel who work with our Products.

Audit File

An Audit File containing all pertinent Claim documentation must be maintained and available for audit purposes for a period of no less than twenty-four (24) months unless otherwise specified by law.

Business Partner (BP)

An entity with which Allison directly interacts with financially, including but not limited to Distributors, Direct Dealers, OEM, Fleet and National Accounts.

Campaign

An Allison request for a Distributor or Dealer to perform an inspection, and Repair, if necessary, of suspected defective or malfunctioning Allison Products, Parts or components produced during a designated period of time, or between a designated serial number range.

Claim

Request for reimbursement of a warranty, ETC, supplemental Coverage and/or Goodwill Claim on Allison Products and/or Parts.

Coverage

Type of Allison reimbursable Repair. Examples include "Warranty", "Supplemental" and "Extended Transmission Coverage (ETC)".

Distributor

An Allison Approved facility that provides a distribution channel to sell, service and distribute Products and Parts manufactured by Allison as specified in signed agreement.

Direct Dealer

A Dealer with whom Allison has directly executed a Direct Dealer agreement for any or all of the Allison Products and/or Parts as specified in signed agreement.

Distributor Managed OEM (Original Equipment Manufacturer)

Manufacturer purchasing new transmission Units directly from an Allison Authorized Distributor, installing said transmissions in original end Products manufactured by the OEM and selling such end Products through their own distribution organization.

End User

The original retail purchaser who has taken first delivery of the new vehicle or equipment for its intended use.

Extended Transmission Coverage (ETC)

An optional protection plan beyond the standard warranty Coverage that is available from Allison on certain models. This additional Coverage may be purchased by an End User customer, from the Allison Authorized Service Network, or be purchased by an OEM from Allison, on the customer's behalf.

Factory

Any production facility owned or operated by Allison or its subsidiaries.

Field Action/Focused Field Action

A customer elective inspection and/or Repair of a defective or malfunctioning Product and/or Part, produced during a designated period of time or within a specific serial number range, as determined and advised by the Factory. Allison may request Field Actions whether or not the need for taking such actions has become evident in the specified Products or Parts.

Goodwill Repair

An Allison Goodwill reimbursement (partial or whole) on an Allison Product and/or Part Repair which would not be reimbursed under Coverage.

Instrument of Warranty (IOW)

Any Allison owned Unit which is used in a warrantable Repair. These Units assume the unused portion of the failed warranty Coverage, including the unused portion of any ETC Coverage (if applicable).

Landed Cost Mark-up

Mark-up allowance to Distributors/Dealers located outside the United States for expenses incurred when importing Parts into the Service Outlet's area of responsibility.

Maintenance Level Operations

Sales and promotions of Parts and minor service performed on easily accessible components and Parts on Allison Products. A maintenance location will be required to have essential tools, diagnostic equipment, Parts inventories and trained personnel to perform any Repair that does not necessitate the removal of the torque converter (with exception of 1000 Series™ and 2000 Series™), converter housing or the rear cover. Maintenance Level Operations are authorized to perform complete removal and replacement (R&R) of Allison Products.

Section 2—Definitions

Narrative

That section of the Claim in which the submitting service location describes the complaint, cause and correction performed to resolve the problem for which the Claim is being submitted. This section must contain sufficient detail to support the request for labor, Parts and net items being claimed.

OEM

Original Equipment Manufacturer of vehicles or equipment which utilize or incorporate Products.

OEM Dealer

An Allison Authorized Dealer with whom an OEM has a written agreement designating the entity as its authorized reseller of vehicles, equipment, Parts and Products.

“Off-Highway” Products

Transmissions designed for and used in agricultural equipment, construction, mobile and industrial type equipment in which the primary purpose of the vehicle is not intended for propelling the vehicle for use on public roads, including 5000 Series™, 6000 Series™, 8000 Series™ and 9000 Series™ models, along with 1000 Series™, 2000 Series™, 3000 Series™ and 4000 Off Road Series™ and Oil Field Series™ models.

“On-Highway” Products

Transmissions primarily designed for and used in licensed trucks or vehicles to be driven on public roads, which include the following vocations: Bus Series™, Emergency Vehicle Series™, Highway Series™, Hybrid Bus™ Series, International Series, Motorhome Series™, Regional Haul Series™, Rugged Duty Series™, School Bus, Shuttle Bus, Specialty Series™, Torqmatic® Series and Truck RV Series™.

Over-the-Counter Parts Sales

An Allison Authorized Service Network sale of a new service replacement Part to a customer to be installed and/or serviced by the customer.

Overhaul Level Operations

A Service Outlet which performs Maintenance Level Operations as well as major Repair or overhaul work performed on all components and Parts of Allison Products. An overhaul location will be required to have all the essential tools, test stands, diagnostic equipment, Parts inventories and trained personnel to perform failure diagnosis, removal and replacement of complete transmission assemblies, overhauls of complete transmissions or internal assemblies and subassemblies and internal transmission Repairs or replacement of individual internal Parts and assemblies.

Part

(a) New Parts that have been manufactured, marketed, or authorized by Allison; (b) used Parts that have been manufactured, marketed, or authorized by Allison and are reclaimed by the Allison Authorized Service Network using approved reclamation procedures as described in Allison publications; or (c) exchange Products marketed and authorized by Allison or remanufactured to Allison specifications by Allison or entities approved by Allison.

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Product

All series and models of Allison transmissions and components which are or have been marketed by or for Allison or its predecessor.

Repair

The correction by an Allison Authorized Distributor or Dealer of a defect or malfunction existing in an Allison Product or Part, or the replacement of that Product or Part using new Parts or Allison Genuine Remanufactured™ Parts.

Return Material Authorization (RMA)

Authorization created by Allison to return Unit/material to a specified location.

Serialized Component

Allison Products that are not identified with a Product code, but do contain a serial number. Serialized Components contain Warranty or other Coverage only in conjunction with an identified/serialized Unit. Serialized Components may be added to Allison Claims that are filed against serialized Units.

Service Dealer

A business entity with whom a Distributor has executed an Allison Dealer Agreement.

Service Network

The collective organization of Allison Authorized Distributors and Dealers, also known as the Service Channel.

Service Outlet

An Allison Authorized Distributor or Dealer.

Swing

A Unit used to replace another Unit as a means to expedite the Repair process. Swing Units must have an authentic Allison serial number.

Technical Assistance Center (TAC)

Provides technical support via phone and e-mail to OEMs, Service Outlets and End Users.

Unit

Allison Products that are serialized and identified with a Product code (the first 2 digits of the 10-digit Allison serial number). Units are items of which Coverage can be applied.

Warranty Repair

The Repair of a defective or malfunctioning Product or Part, under the provisions of any applicable Coverage on Products manufactured or marketed by Allison.

3-1. ALLISON AUTHORIZED SERVICE NETWORK MISSION AND VISION



We Don't Take **OUR MISSION** Lightly

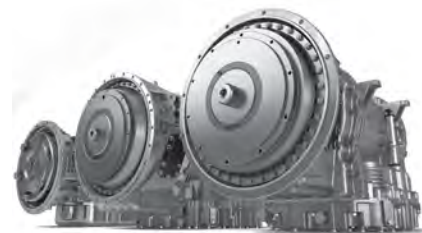
To fulfill the Allison Promise to our customers by providing an unrivaled ownership experience through superior services and products that ensure optimal uptime and reliability of their vehicles and equipment

OUR VISION Is Clear

To be the industry leading service partner for commercial-duty propulsion solutions by providing exceptional customer service and technical competencies to create a superior ownership experience

One AllisonWay
Indianapolis, Indiana USA 46223-329F
Information or specifications subject to
change without notice or obligation.
allisontransmission.com

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3-2. JOB DESCRIPTIONS AND TRAINING REQUIREMENTS

DISTRIBUTOR PERSONNEL

a. DISTRIBUTOR TRAINER.

Job Description

Manage and provide training to personnel within the identified Area of Responsibility (AOR) relative to applicable Allison Products and services. Distributor trainers are responsible for supporting Distributor and Dealer service capabilities through the delivery and management of Allison Product, tools and systems training.

Skills Requirements

1. Plan, coordinate and conduct training classes and technical presentations as needed to support internal and external customer requirements
2. Ability to deliver Allison maintenance and overhaul Instructor Led Training (ILT). Must obtain technical knowledge and presentation skills to teach all technical training classes assigned
3. Superior Allison Product knowledge, including the ability to perform processes/procedures described or demonstrated during training sessions
4. An ability to access and use Allison resources and special tools
5. Strong communication, presentation and organizational skills
6. An understanding of the need for and ability to adjust training presentations for various attendee needs and learning levels
7. An understanding of and ability to use presentation equipment, software and tools in a classroom setting
8. An understanding of and ability to prepare training activities for the classroom and lab
9. An understanding of and ability to use reporting and other management software/tools as part of the training scheduling, scoring and records management functions

Training Requirements

1. Complete all training modules (including instructor led training) in any training paths related to the Trainer Accreditations.
2. Complete the Allison Train-the-Trainer programs relevant to the Trainer Accreditations.
3. Demonstrate an ability to perform the training role via an initial Training Audit.
4. Demonstrate an ability to perform the training role via ongoing, periodic Training Audits.
5. Maintain 100% training completion status in all Allison Product and service training paths as content is updated.
6. Attend and successfully complete subsequent trainer update sessions relevant to the applicable Trainer Accreditations.
7. Attend First Line meetings as scheduled.
8. Thorough understanding of the Allison HUB™ content and functionality.

Section 3—Customer Support Standards

DISTRIBUTOR AND DIRECT DEALER PERSONNEL

b. DEALER DEVELOPMENT MANAGER.

Job Description

The Dealer Development Manager position will develop Distributor's AOR by developing new and working with existing Dealers to grow and enhance their operational performance and reach into the market place. The Dealer Development Manager will work with key Dealers to create action programs aimed at improving their Parts sales and service performance and assist in the implementation of these programs with the Dealers.

Skills Requirements

1. New Dealer reviews
2. Short-term planning
3. Competency and demonstrated success in achieving sales targets
4. Lead generation and business development
5. Proven success in analyzing and forecasting trends
6. Strong relationship management skills
7. Interpersonal skills: written, verbal and listening
8. Ability to effectively manage and maintain peer and business relationships with a high degree of integrity and trust

Training Requirements

1. Understanding of the Allison Authorized Service Network structure, all required documentation and all Allison service Parts policies and procedures.
2. Thorough understanding of the HUB content and functionality.

c. CUSTOMER SUPPORT PERSON.

Job Description

Customer Support Person fulfills the Allison Promise by delivering accurate and timely technical support to the Allison Authorized Service Network, End Users as well as local OEMs and Body Builders.

Skills Requirements

1. In-depth understanding of transmission operation, vehicles, vehicle systems, basic electricity, electrical troubleshooting, electronic control systems and Allison installation requirements
2. Ability to identify and communicate how to diagnose and separate transmission and vehicle problems
3. Understanding of and ability to communicate failure analysis basics and transmission vs. vehicle-induced failures
4. Ability to communicate how to correctly remove and reinstall transmission and all support equipment
5. Ability to communicate how to use Allison literature and special tools
6. Ability to communicate how to perform necessary in-vehicle service and adjustments as well as out-of-vehicle service and overhaul
7. Ability to communicate how to properly document the Repair process
8. Ability to recognize, document, notify or involve supervision, management or appropriate Allison personnel when experiencing trends or unusual modes of failure

9. Ability to involve appropriate OEM personnel in the case of non-Allison responsible items
10. Available to provide technical assistance

Training Requirements

1. Complete all accredited transmission overhaul or troubleshooting/basic operational training in Products serviced.
2. Trained by the Distributor on warranty Claim preparation or other documentation.
3. Training must be completed before involvement with any Product.
4. Minimum three years of experience as a technician. Attend all Allison training and service meetings as requested by Allison.
5. Travel with Allison representatives to resolve problems in field with Dealers and customers.

ALL SERVICE LOCATIONS PERSONNEL

d. WARRANTY ADMINISTRATOR.

Job Description

1. The Warranty Administrator is responsible for monitoring completed warranty work to ensure consistent compliance with warranty policy and procedure.
2. Working under occasional supervision, plans and performs semi-routine duties requiring intensive knowledge of warranty policy and procedures. The Warranty Administrator must exercise judgment in the analysis of facts and conditions, to determine actions to be taken within specifications of standard practice and manufacturer's guidelines. The Administrator will provide guidance and support to all warranty writer positions.

Skills Requirements

1. Assist, lead and conduct audits of the warranty process
2. Report monthly, quarterly and annually on warranty activity as required by management
3. Warranty Parts storage, return and disposal process
4. Interpret and define all warranty changes and updates and provide training to service, sales and Parts departments at all locations as needed
5. Provide guidance toward company policy in the administration of warranty and Goodwill.

Training Requirements

Complete the current online training for the Allison 4WARD system and thorough understanding of the HUB content and functionality.

e. PARTS MANAGER.

Job Description

The Parts Manager is a key member of the management team, and fulfills a critical role in the operations. This position is responsible for overall accountability for managing a Parts department covering internal and outside sales, developing Parts business, ensuring satisfied customers, and promoting Allison Products and services. Parts Managers also identify, select, and provide the correct service Parts or remanufactured assemblies for all Allison Products in a timely manner.

Section 3—Customer Support Standards

Skills Requirements

1. Understanding of transmission basic functionality
2. Knowledge of available transmission models and their differences
3. Ability to use Allison service literature and price information
4. Good interpersonal skills
5. Understanding of the Allison Authorized Service Network, all required documentation and all Allison service Parts policies and procedures
6. Ability to pursue all legitimate sources of Allison Genuine Parts™ to quickly meet customer needs
7. Ability to use and have knowledge of Allison SILs and Parts bulletins
8. Understanding of the benefits of Allison Genuine Parts
9. Exceptional interpersonal, leadership and communication skills
10. Clear understanding of customer service, sales and marketing
11. Possesses technical knowledge to assist customers and employees as needed
12. Knowledge of profit and loss statements and how to use them to manage a business unit
13. A self-starter who can observe the strengths present in a location and use those strengths to develop a positive business plan

Training Requirements

1. Complete a minimum of one Allison accredited transmission class based on service level
2. Training by Distributor or employer on Parts ordering, Parts locating, Parts counter procedures and thorough understanding of the HUB content and functionality
3. Attend all Allison training and Parts meetings when requested by Allison

f. PARTS REPRESENTATIVE.

Job Description

1. Parts Counter Representative fulfills a critical role in operations by providing excellent assistance to customers, referencing Part numbers and pulling and shipping orders.
2. Support the service department. This is a critical position in ensuring that the company is able to locate and secure Parts for jobs to be completed in a timely manner. Making sure it can access the Parts in an efficient and cost effective manner ensures the company is representing its customer's best interest.
3. Identify, select and provide the correct service Parts or remanufactured assemblies for all Allison Products in a timely manner
4. Position Duties:
 - Lookup, price and purchase Allison Parts and Allison ReTran® for On-Highway and Off-Highway equipment
 - Fill requisitions, work orders, or requests for materials, tools, or other stock items and distribute items to technicians
 - Monitor Parts inventory levels to ensure those are available for the service shop, customer orders and to meet customer demand
 - Order Allison Parts in advance
 - Sell Allison Parts to customers
 - Enter and pick customer orders from stock

Skills Requirements

1. Understanding of transmission basic functionality
2. Knowledge of available transmission models and their differences
3. Ability to use Allison service literature and price information
4. Good interpersonal skills
5. Knowledge of inventory control processes plus shipping and receiving

Training Requirements

1. Complete a minimum of one Allison accredited transmission class based on service level.
2. Training by Distributor or employer on Parts ordering, Parts locating, Parts counter procedures and thorough understanding of the HUB content and functionality
3. Attend all training and service meetings when requested by Allison.

g. SERVICE MANAGER.

Job Description

1. Manages the overall service function and performance of the Service Outlet
2. Responsible for assuring total customer satisfaction through the delivery of the Allison Promise and the assignment of appropriate resources and technical expertise
3. Responsible to assure adherence to Allison's service policies and procedures

Skills Requirements

1. Knowledge of all transmission Products and equipment involved in the Products addendum to their respective outlet agreement
2. Knowledge of failure analysis of both transmissions and vehicles
3. Knowledge of Allison Genuine Parts, ReTran transmissions and their benefits
4. Responsible for having a service staff of courteous, professional and technically knowledgeable individuals
5. Responsible for having adequate and well-maintained facilities and equipment
6. Responsible for expedient and comprehensive communication of all technical information, policies and procedures within the Service Outlet. Works with Dealer Development Manager
7. Responsible for expedient and accurate failure identification and reporting of trends or unusual modes of failure for Allison and non-Allison responsible items. This reporting includes, but is not limited to Allison Technical Assistance Center, Regional Customer Support Managers, Service Engineering and Sales Managers
8. Ability to teach others on technical matters
9. Possesses and strives to improve negotiating skills and business ethics
10. Ability to represent Allison's interest with customers, OEMs and competitors
11. Assigns highest priority to customer satisfaction and strives to continuously improve, pursuing continuous improvement in all areas of customer service including, but not limited to, customer Repair expediency and accuracy, improvement of employees' technical and interpersonal skills and improvement of facilities and equipment
12. Schedules service department working hours to make quality service accessible and meet the needs of service customers

Section 3—Customer Support Standards

13. Actively pursues new service business from the marketplace, without jeopardizing other Distributor or Dealer service business

Training Requirements

1. Complete all required training for transmission series supported; including, but not limited to, troubleshooting and basic operation
2. Trained by the Distributor or Allison, on warranty systems/procedures and thorough understanding of the HUB content and functionality
3. Attend all training and service meetings when requested by Allison.
4. Conduct regular service meetings to update changes of Allison policies, procedures, SILs, Field Actions, Tech Tips, WATCHs and Transmission Parts Policy Letters with employees

h. TRANSMISSION TECHNICIAN.

Job Description

1. Confirm complaints, diagnose causes, Repair or replace as appropriate. Complete required documentation.
2. Maintain current and up-to-date knowledge level through the use of SILs, manuals, technical publications, etc.
3. Maintain professional image and interpersonal skills. All job functions must be completed in an expedient and accurate manner.

Skills Requirements

1. Understanding of transmission functionality
2. Knowledge of vehicles and vehicle systems
3. Knowledge of basic electricity and electrical troubleshooting
4. Knowledge of transmission electronic control
5. Ability to diagnose and separate transmission/vehicle/vehicle system issues
6. Knowledge of failure analysis – understanding of vehicle induced vs. transmission failures
7. Ability to correctly remove and reinstall transmission and all support equipment
8. Ability to use Allison literature and special tools
9. Ability to perform all necessary in-vehicle transmission service and adjustments
10. Ability to perform necessary out-of-vehicle service and overhaul
11. Ability to properly document Repair process
12. Ability to recognize, document and notify supervision of trends or unusual modes of failure for Allison and non-Allison responsible items

Training Requirements

Complete all required training for transmission series supported; including, but not limited to, transmission overhaul, troubleshooting and basic operation.

i. TRANSMISSION SHOP FOREMAN (OPTIONAL).

Job Description

1. Transmission Shop Foreman, confirms complaints, diagnose causes, Repair or replace as appropriate. Complete required documentation. Maintain current and up-to-date knowledge level through the use of SILs, manuals, etc.
2. Maintain professional image and interpersonal skills. All job functions must be completed in an expedient and accurate manner.
3. Coordinate shop activity, ensuring properly trained personnel and adequate resources are assigned to each customer Repair.

Skills Requirements

1. Understanding of transmission functionality
2. Knowledge of vehicles and vehicle systems
3. Knowledge of basic electricity and electrical troubleshooting
4. Knowledge of transmission electronic controls
5. Ability to diagnose and separate transmission/vehicle/vehicle system issues
6. Knowledge of failure analysis – understanding of vehicle induced vs. transmission failures
7. Ability to correctly remove and reinstall transmission and all support equipment
8. Ability to use Allison literature and special tools
9. Ability to perform all necessary in-vehicle transmission service and adjustments
10. Ability to perform necessary out-of-vehicle service and overhaul process
11. Ability to properly document Repair
12. Ability to recognize, document and notify supervision of trends or unusual modes of failure, including non-Allison responsible items
13. Ability to coordinate customer Repairs with available resources and shop personnel
14. Available to provide administrative and technical assistance

Training Requirements

1. Complete all required training for transmission series supported; including, but not limited to, transmission overhaul, troubleshooting and basic operation.
2. Trained by the Distributor on warranty Claim preparation or other documentation.
3. Training must be completed within one year of the beginning of involvement with each Product. Before training is completed, work must be supervised by a trained individual.
4. Minimum three years of experience as a technician.

3–3. TRAINING STANDARDS

a. INTRODUCTION.

1. Allison understands that delivering world-class service requires effectively trained Allison Authorized Service Network technicians. Allison's commitment to Service Channel training is evident through the Allison Accreditation process.

Section 3—Customer Support Standards

2. There are two separate but related Allison Accreditations – Trainer Accreditation and Training Facility Accreditation. Both Accreditations must be achieved and then maintained by Allison Authorized Distributors. Service Channel Technicians are recognized as “trained” by Allison when that training is provided by an Allison Accredited Trainer at an Allison Accredited Training Facility.

b. TRAINER ACCREDITATION.

1. Trainer Accreditation is a formal process facilitated through Allison eLEARN™ (the online system of record for web-based training delivery and access to tools related to Service Channel training data and management).
2. Current Accreditations include:
 - 1000-2000 Series
 - 3000-4000 Series
 - 5000-9000 Series
 - H 40/50 EP™ Accreditation
 - TC10® Accreditation
3. Trainer Accreditation Process
 - a. To start the process, a prospective Trainer is given access to the Train-the-Trainer (TTT) feature in eLEARN. As a part of this feature, each trainer will need to request to join each specific TTT program.
 - (1) This provides step-by-step instructions, tracks completion and enables management/scheduling for the TTT process.
 - b. The maintenance and overhaul technician training paths must be completed for all Products within the accreditation group (including attendance in accredited instructor-led training classes for those paths). As a requirement, ILT completion needs to be within the past 5 years.
 - (1) Prospective trainers may also be required to complete additional web and/or classroom training sessions. This can vary, and details are provided during the TTT process.
 - c. First time trainers will be required to complete presentation skills training via approved vendors/courses.
 - d. The next phase of the process is to request enrollment in and attend an Allison Train-the-Trainer session specific to the accreditation.
 - (1) The objectives of the TTT session include validating and enhancing prospective trainer Product knowledge, providing instruction and feedback regarding presentation skills and techniques and demonstrating Allison recommendations and requirements when preparing for, delivering and following-up on instructor-led technician training classes (which the prospective trainer will eventually be teaching).
 - Prior to attending a TTT session, each participant will be asked to complete an online pre-assessment.
 - (2) TTT sessions are hosted in each Allison Sales Region and scheduling is typically based on need.
 - In preparation for the TTT session, prospective Trainers are encouraged to “shadow” experienced Accredited Trainers, if possible, prior to attending the TTT session.
 - e. After successfully completing the TTT session, prospective Trainers are granted temporary Accreditation and given the ability to schedule classes in eLEARN.

- f. Passing a class audit is required to complete the Accreditation.
 - (1) The specific audit approach is determined on an individual basis and communicated to the prospective Trainer during the TTT process.
 - (2) An Allison representative (typically associated with Product Training or the Field Service organization) can perform the audit by attending a scheduled class.
 - (3) In some situations, the audit may be performed by Distributor personnel in coordination with Allison Product Training.
 - g. Upon successful audit completion, the prospective Trainer becomes an Allison Accredited Trainer for the specific Product or Product families.
4. Accreditation maintenance relies on adherence to requirements in this document and may include periodic trainer updates and re-audits. Failure to meet these requirements may result in a loss of accreditation and the ability to schedule future classes.
- a. Accreditation maintenance also requires the following minimum teaching requirements:
 - 1000-2000 Series – 2 classes per calendar year
 - 3000-4000 Series – 2 classes per calendar year
 - H 40/50 EP – 1 class per calendar year
 - 5000-9000 – 1 class per calendar year

c. TRAINING FACILITY ACCREDITATION.

1. The various instructor-led Technician training sessions can be unique and require different preparation, components, tools and training aids. But there are several common characteristics required for all Allison Accredited Training Facilities.
 - a. The Facility must include a minimum 500 square foot classroom area dedicated to and clearly identified for training.
 - (1) Space amenities (lighting, heating, cooling, seating, tables, white boards, etc.) must be capable of comfortably and effectively accommodating typical Allison class sizes (4-8 attendees), provide ample room for attendee use of reference/resource materials and include the ability to connect to the internet.
 - (2) The classroom must include audio/visual and computer equipment appropriate for displaying presentation content and reference/support materials (example: the ability to effectively display Power Point presentations, Adobe® Acrobat® PDF files, video and audio files, the HUB and Allison eLEARN).
 - (3) The classroom must enable Trainer access to and the ability to display/demonstrate the latest versions of electronic tools relative to the training topic. This includes (but is not limited to) Allison DOC®, TCM Reflash™, ACCT, iSCAN and online manuals on the HUB.
 - While not a requirement, an ideal situation would find each attendee using a computer (personal or provided) with access to the electronic tools and features being demonstrated in the class and eventually utilized in the workplace.
 - (4) Use of online manuals is preferred/encouraged during training sessions, but at least one printed “library” of service publications relevant to the class being taught must be available for use in the classroom and lab areas (Service, Troubleshooting, Principles of Operation Manuals).

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- (5) Printed wallcharts (or projectable electronic versions) must be available during the training session.
 - These vary depending on the class, but typically include cross sections, hydraulic schematics and electrical schematics.
 - Planetary gear sets are used throughout the Allison Product portfolio, so a physical or electronic “planetary gear basics” training aid is required in all Accredited Facilities.
- b. The lab area must be a minimum of 900 square feet with appropriate lighting, workspace/benches and lifting equipment. The lab space should be isolated from the workshop in order to facilitate a better learning environment.
 - (1) The lab area must be clean and uncluttered (indicating sufficient storage capabilities for Units/components not related to the current training topic).
 - (2) Along with general hand tools available for attendee use, labs must include at least one set of all special tools relevant to the Product and training topic as described in the individual leader’s guides.
 - Reference the Facility, Tools and Equipment section in this manual to identify specific requirements for the facility’s approved Products and service capabilities.
 - The lab must include any additional tools or equipment specified by service manuals relevant to the training topic (example: an arbor or hydraulic press).
 - (3) The configuration, age and version of transmissions and components used in training must meet Allison requirements.
 - These requirements change as Products evolve and are communicated via Allison publications (Global Channel Development Letters, Global Tool Notification Letters, etc.).
 - It is the Distributor’s responsibility to maintain these items per the latest Allison requirements.
 - i. Likewise for simulators and demonstrators used in classroom sessions (example: Vehicle-on-a-Board training aid), Distributors are responsible for obtaining/creating and maintaining these items per the latest Allison requirements.



NOTE: Additional, specific requirements regarding Service Publications, training aids, activity materials, simulators, tools and more may be included in the instructor-led training Leader’s Guides available in eLEARN Training Resources.

2. The Training Facility Audit verifies compliance with these requirements and is performed by an Allison representative (typically associated with Product Training or the Field Service organization).
 - a. Upon successful audit completion, the facility becomes an Allison Accredited training facility.
 - b. Accreditation maintenance relies on adherence to requirements in this document and may include periodic re-audits.

d. TRAINING REQUIREMENTS FOR TRAINERS.

1. Trainers must be full-time Distributor employees.
 - a. In ideal situations, prospective trainer development encompasses a two-year process allowing time for personal and professional development specific to Allison Product Training.

2. Along with superior Product knowledge and strong communication and organizational skills, effective trainers have a sincere interest in people and an understanding of and ability to adjust for the various attendee motivations and capabilities likely encountered when presenting training sessions.
3. Trainers are responsible for supporting Distributor and Dealer service capabilities through timely, effective training delivery for appropriate personnel.
4. The TTT process initially ensures the trainer fully understands and can effectively present the subject matter, but it is the trainer's responsibility to stay abreast of current Product, tool and process changes and learn/understand training content updates as they occur.
5. It is typical that the trainer is responsible for ensuring the training facility and related elements (classroom items, tools, training aids, training Units, etc.) are maintained and kept up to date.
6. Training records, class scheduling, presentation materials, reporting and more are all managed in eLEARN.
 - a. Trainers must be able to access and effectively use eLEARN various user, instructor and management features.
7. Trainers are responsible for developing, maintaining and publishing (in eLEARN) a six-month Allison training class schedule.
 - a. This schedule should list all classes relevant to Allison, including channel technician training and also non-channel personnel classes held for transit properties, fleets, OEMs and other customers.
 - b. Trainers are typically responsible for class rostering and management, as well as scoring class attendees and providing any pertinent completion items (example: printed completion certificates for attendees, reports for management, etc.).
8. Trainers are responsible for class preparation following leader's guide information, which can include ordering/procuring materials for the class (publications, Parts/components, software subscriptions, etc.).
 - a. Trainers are encouraged to use the leader's guide in advance of the scheduled training to understand class objectives, Parts/tools requirements, presentation content, training time allocations and attendee activities.
 - b. As a part of any training class, attendees will receive the student workbook and Product related publications (Principles of Operation, Troubleshooting and Service Manual).
9. A key trainer goal is to ensure attendees are provided the latest, most accurate information in an understandable manner, with the opportunity for hands-on experience where applicable.

e. TRAINING REQUIREMENTS FOR EACH FACILITY — TECHNICIANS.

1. The minimum requirement is to have two technicians fully trained at each facility on the Products and classification levels listed as a part of the service agreement. These technicians will be listed in eLEARN as a Technician (PRP) primary person type.

3–4. FACILITIES, TOOLS AND EQUIPMENT

Allison's facility, tools and equipment requirements and recommendations for the entire Allison Authorized Service Network are defined below. It is the Distributor's/Direct Dealer's/Dealer's responsibility to comply with all local, city, state and federal regulations and laws.

Section 3—Customer Support Standards

a. CONSTRUCTION OF BUILDING.

Floors, Walls and Ceiling (Service Department)

Concrete floors, reinforced with steel in order to prevent cracking, are required in the service department. Vehicle bays should be equipped with drains directly inside the entrance door and the floor sloping to the drains. This drainage must assure drippage is removed from the mechanic's work area.

Surface treatment of the floor is recommended to eliminate dust and prevent the absorption of grease and oil. The floor must always convey a clean appearance to the customer. The floor surface must be of a material/coating to allow for ease of cleaning.

The walls and ceiling must always convey a clean and maintained appearance to the customer.

Doors, Vehicle Bays and Entrances

An 8 ft (2.6 m) x 8 ft (2.6 m) access door between the Parts department and the service shop is recommended to facilitate the movement of large items such as transmissions.

The number of vehicle bays required can be estimated based upon the volume of vehicle service work. For maximum efficiency, it is advisable to locate the vehicle shop near the Parts department and adjacent to the service shop. The vehicle shop should be separated from the service and Parts departments by a wall which will keep airborne dust from open bay doors from entering other areas of the building. Overhead doors are the most suitable type and should be 14 ft (4.5 m) x 14 ft (4.5 m) for trucks and buses. Make sure the door track is installed high enough above the door opening to ensure clearance of a tilted cab, exhaust pipes or runaway bridge crane. Concrete aprons should be provided outside the bay entrances and exits. The apron should extend 15 ft (4.6 m) from the doors.

Drive-thru bays, long enough for two trucks or a truck-trailer combination, are the most convenient and strongly recommended. They provide an added service to customers during inclement weather. They also allow you to service equipment such as a bus or a tractor and trailer which is not easily detachable.

Ventilation

Good ventilation is essential to the cleanliness of the shop and adjoining rooms in the facility. A heated workspace is required. Air conditioning of the facility is suggested. If not utilized, some method to control water condensation and corrosion of transmission components is required.

Engine Exhaust System

A system for venting engine exhaust gas to the atmosphere and keeping the service area free of exhaust emissions is important and can be required by many governing agencies.

Lighting

Good lighting is essential to good working conditions and good customer perception. In the service area (includes bays, component areas, etc.), high lumen LED lighting is generally recommended.

b. LAYOUT OF FACILITY, TRANSMISSION SERVICE DEPARTMENT.

The transmission service department layout should be simple, allow for efficient work flow and provide a secure and safe place for the customer's equipment. The layout of the facility should be designed to accomplish the following:

- To position work areas so that successive operations are adjacent or as close together as possible.

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- To provide adequate aisle space so that material can be moved in an unobstructed path to the next successive operation.
- To procure the most suitable types of material handling and lifting equipment so that heavy Parts can be lifted or moved, it can be done with minimum manpower and without costly delays.
- To arrange areas so that work will progress without interruption.

Achieving a layout that emphasizes optimum work flow will prevent lost hours, lost motion and minimize the likelihood of handling damage to Parts and customer equipment. A technician should be able to get tools and Parts without going through customer areas or interrupting other productive personnel. It is highly recommended that transmission work areas be located as close as possible to the shop Parts counter.

Customer Waiting Area

A customer waiting area is required. A separate room which is comfortable, well-lit, clean and air conditioned is required. Equipping the area with a radio, television, literature and restroom is preferred.

Cleaning Area

A cleaning area is required, and a separate room is recommended. It is preferred that the cleaning area be located outside the main shop area and not within view of the customer.

Inspection Area

An inspection area located near the Parts/transmission cleaning area is required. After Parts are cleaned, they can be moved to this area for inspection and reuse/replacement decision.

Subassembly Area

This area is recommended if high volume rebuilding is being performed at this location.

Fabrication Area

An area is required for fabrication that range from minor fabrication to major equipment production. The intent is to keep the contaminants created from fabrication away from the transmission Repairs. It is recognized that some on-equipment fabrication will be necessary.

Access to drilling, grinding and welding equipment is required.

Scrap Disposal

Scrap material storage bins should be located outside the shop and out of sight of the customer. Scrap that has residual value to a reclaimer must be defaced to render it worthless. Suitable equipment must be available to enable defacing and disposal.

Waste Oil and Coolant Handling

Equipment to collect, store and transfer waste oil and coolant is required. Proper containment and disposal of waste oil and coolant is essential not only from an environmental standpoint but also from an appearance standpoint to the customer.

Reusable Fluids

The necessary equipment must be available to capture any fluids appropriate for reuse upon completion of the Repair.

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Warranty Hold Area

Failed material awaiting warranty Claim approval should be stored inside the facility where it will be out of the customer's view but readily accessible for inspection and disposition. Indexed racks or shelves to assist with locating the materials must be provided. Security of the Parts is required. Parts should be tagged noting transmission serial number, assembly number and Repair order number. Parts should be properly stored to ensure integrity of Parts until final disposition is decided.

Parts Counter

The service shop counter should be separate from the customer counter and convenient to the Product Repair areas.

c. EQUIPMENT.

Special Tools

Sufficient quantities of all essential tools are required so they are available when the transmission technician needs them. Refer to the Allison essential tool list.

Common Tools

All tools and equipment appropriate to the level of work needed to be performed for transmission Repairs are required.

Parts Dollies

Based upon the number of transmissions being disassembled at any one time, a Parts dolly is required for each transmission. The dolly should be constructed to hold the entire transmission. The surfaces must be constructed to avoid damaging components and maintained to assure cleanliness of Parts.

Transmission Test Stand (Overhaul Only)

A transmission test stand, dynamometer or spin-tester is required. It can be constructed for the facility or procured from a commercial source. The test stand must meet the requirements in the Transmission Test Stand Guidelines Booklet, GN1889EN. Provisions should be made for lifting and handling the transmission to and from the stand. Periodic testing of the stand is required to maintain its accuracy to standards.

Compressed Air

Compressed air is required and must be available in all areas where servicing and Repairing transmissions is performed. A liquid separator is required in order to provide air to the Repair stations that "air-check" transmission components.

Turnover Stands (Overhaul Level Only)

Transmission overhaul stands are required. The number of stands required is equal to the total number of transmissions being disassembled or reassembled at any one time. The overhaul stands must be a design that attaches to mounting points which Allison recognizes. The stands must provide for rotation of the Unit.

Transmission Jacks

Transmission jacks are required. An adequate number should be provided to avoid interrupting the Repair process while waiting for the use of a jack.

Vehicle Lift Systems

An appropriate number of vehicles lift system is required. At least one system shall be capable of safely lifting the entire vehicle overhead is required. This requirement can be satisfied with a drive-over pit.

Safety Stands

Safety stands are required for service work being performed underneath the vehicle while it is raised in the air.

Electrical Repair and Diagnostic Equipment

Servicing Allison electronic controls requires basic electrical troubleshooting equipment. The latest version of Allison DOC is required for diagnosing and servicing Allison Products, along with Allison TCM Reflash (if authorized).

Steam or Pressure Cleaner

Either steam or pressure washing equipment or a similarly effective system is required. A method to prevent ferrous Parts from rusting after cleaning is required.

Cooler Circuit Flusher

An Allison Approved cooler circuit flusher is required to backflush cooler circuits.

Field Service Trucks

Field service trucks are required, and are to be well equipped and present a positive image to the customer. They must be equipped with all common and special hand tools and equipment as required for a specific customer Repair. They must also be equipped with all Parts necessary to perform field Repair for a specific customer job. The Parts are to be stored in storage spaces which provide order and protection. Direct communication with the main facility is required.

The trucks should display the Allison Authorized(SM) logo if these trucks are being used to service Allison transmissions in the field.

d. EXTERIOR APPEARANCE.

The exterior of the service facility must be well maintained and free of clutter. The entrance to the service and Parts areas must be well marked and identified and obvious to the customer.

Any use of the Allison logo is required to meet the standards set forth in the company's brand guidelines, available on the Allison HUB. Refer to hub.allisontransmission.com for additional information. For questions or concerns, contact any of the representatives listed in the document.

Subject to applicable ordinances and laws Allison Authorized Distributors/Dealers will, at their own expense, erect and maintain standard authorized signs of a type recommended or approved by Allison in writing and such other signs as are necessary to advertise properly the Service Outlet operations. The minimum size of the primary sign, located on a Service Outlet building's exterior, shall be 3 feet by 3 feet (91 cm x 91 cm).

Please note, standard authorized signs are based upon location type. Locations with maintenance or overhaul service capabilities should erect and maintain "Allison Authorized" signage and Express Lube Dealer locations should erect and maintain "Allison Express Lube" signage, as shown below:



Figure 3–1. Allison Authorized Logo



Figure 3–2. Allison Express Lube Logo

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3-5. SERVICE OUTLET REQUIREMENTS/BENCHMARKS

ACTIVITY	REQUIREMENT/BENCHMARK
Parts Fill Rate (first time line item pull rate)	95% Benchmark
Parts Unit Down Order	10% Maximum Benchmark
Guild Participation (active technicians, Parts and service)	90% Benchmark
Minimum Number of Trained Technicians per assigned Product and service classification in Service Outlet's agreement(s)	2 Technicians Required
Level of Repair must be consistent with Service Outlet's classification (i.e. Maintenance, Overhaul)	100% Required
Assignment of a specific Repair job to a technician must be consistent with assigned training path in Allison eLEARN	100% Required
Completion of current eLEARN training path relevant to Repair undertaken, inclusive of any instructor led training which may be applicable to the respective training path	100% Required
Repair Order opened upon vehicle arrival	Distributors/Direct Dealers - 100% Required Dealers - 100% Benchmark
Repair Reliability, comebacks	2% Maximum Benchmark
Turnaround Time Maintenance Repair (M)	4 Hours Benchmark
Turnaround Time In-Chassis Repair (I)	24 Hours Benchmark
Turnaround Time Out-of-Chassis Repair (O)	96 Hours Benchmark
Special Tools availability for Repairs	100% Required
Transmission dynamometer or other Allison Approved equipment (capable of testing all Products in which outlet is authorized to overhaul)	Overhaul Facilities - 100% Required
Vehicle Lifts	Overhaul & Maint. Facilities - 100% Required
Service and Parts Publications (All Products, latest versions, print or digital)	100% Required
Emergency Service - available 24 hours	Distributors/Direct Dealers - 100% Required Dealers - 100% Benchmark
Allison Channel Mission & Vision clearly displayed in shop	100% Benchmark
Dedicated Allison Dealer Development Manager in place	Distributors - 100% Required
Full-time accredited trainer	Distributors - 100% Required
Training Accreditation for all authorized Products	Distributors - 100% Required
Facility meets training standards	Distributors - 100% Required
Dedicated Tools and equipment to meet Product line standards	Distributors - 100% Required
Published 6 month schedule in eLEARN	Distributors - 100% Required

Guild Participation — Guild Membership is open to employees of Allison Authorized Distributors, Dealers and Direct Dealers. Guild eligibility requirements are:

- For Service Guild: Successful completion of a maintenance level training path on Allison eLEARN
- For Parts Guild (Dealer members): A minimum of one year of continuous employment in the Parts department on Allison transmissions with present employer
- For Parts Guild (Distributor members): Completion of the Parts Personnel training path

Turnaround Time Repair Types

- M = Maintenance Repairs: Normal transmission maintenance (such as replacement of filters, screens and transmission fluid) that is not covered by the transmission warranty and is the owner's responsibility
- I = In-Chassis Repairs: Repairs that do not require the removal of the transmission
- O = Out-of-Chassis Repairs: Repairs that require the removal of the transmission (measurements begin when vehicle is in the control of the repairing location)

3–6. MARKET PLAN

Distributors and Direct Dealers must annually develop a market plan for its designated area of responsibility, including the following information:

- New Service Dealer prospects (Distributors only)
- Improvements to service support capability
- Changes, if any, to authorized service points and facility improvements
- Indirect selling activity
- Plans or projects to improve End User satisfaction

Service Dealers are not required, but encouraged, to also develop a market plan to best support the Allison Brand and Products.

Please refer to the annual Global Channel Development Letter which thoroughly documents the market plan process, requirements and timing.

NOTES

4-1. GENERAL SERVICE RESPONSIBILITIES/REQUIREMENTS

a. WARRANTY AND NON-WARRANTY REPAIRS.

All Allison Authorized Distributors and Dealers are responsible for performing Warranty and non-Warranty Repair work for Original Equipment Manufacturers or their customers. Allison Authorized Distributors and Dealers are only authorized to perform operation level Repairs (Maintenance and Overhaul) on those Products as listed in their agreement (i.e. Maintenance Level facility cannot perform overhaul).

All work performed on Allison Products must be performed by a trained technician that has successfully completed Allison authorized training appropriate for the level of service required to perform necessary Repairs. Service Outlets will be assessed on their ability to develop and maintain technicians that are trained. In order to ensure Coverage is sufficient to support the local customer vehicle population, assessment will include a review of the number of technicians the Service Outlet has assigned to each training path.

b. UNIT HISTORY AND WARRANTY STATUS CHECK.

As the first step of an Allison Repair, the Unit History and Warranty Status Check tools should be consulted for necessary information. These resources need to be captured and retained in the Repair order file (print or electronic) with date verification. Failure to review information provided by Unit History or verify available Coverages may result in a debit for Repairs improperly performed and/or charged. Please review all information in the assessment of the customer situation and to aid in Claim preparation.

Unit History is located on the HUB in the Warranty Section, and includes (if applicable/available):

- Campaign/Field Action
- Registration information
- Claim history
- TAC case history
- TCM serial number information
- Shipment information

The Warranty Status Check tool is on the HUB in the Warranty section. The Warranty Status Check tool is available to check for Coverage based on serial number. The tool will provide the Coverage period or an estimated Coverage based upon the information provided. This check includes the following for each applicable Coverage:

- Claim type
- Begin date
- End date
- Remaining time
- Beginning usage
- Coverage terms
- Known Claim number(s)

c. OUT-OF-CHASSIS WARRANTY REPAIRS.

When an out-of-chassis Warranty Repair is required, Allison Authorized Distributors and Dealers are required to select the appropriate Repair option listed under Overhaul Level Service Facility Options or Maintenance Level Service Facility Options: 1. Repair, 2. Replace with ReTran, or 3. Replace with a new

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Unit. Only transmissions that are covered under Allison new Product warranty, ReTran warranty, or Extended Transmission Coverage (ETC) are applicable.

Eligibility:

The working diagnosis must indicate that the failure is the responsibility of Allison and requires an R&R to make Repairs. If the diagnosis determines the failure is not the responsibility of Allison, the method of Repair is at the owner's discretion.



NOTE: If the diagnosis determines the failure is not the responsibility of Allison and the customer wishes to maintain any remaining warranty from the failed Unit, Allison approved service procedures must be followed for the method of Repair.

Objectives:

Allison has four basic objectives when considering the options available to the Service Outlet for Repairing a Unit under warranty:

1. Minimize the cost of the Repair.
2. Customer turnaround time should be kept to a minimum.
3. Capacity and capability of the Service Outlet must be considered.
4. Vehicle information and transmission failure information must be captured.

Basic Criteria for Allison Transmission Products in Current Production – 1000-4000 Series and Bus Series™ Transmissions:

Allison transmissions that have indications of a major failure during warranty or ETC must be inspected and analyzed to determine the cause of failure, if it is warrantable and the best Repair option. When inspection and/or failure analysis of a transmission determines that a major overhaul is required, an authorized Service Outlet will use one of the options based on their service level category of "Overhaul" or "Maintenance".

Overhaul Level Service Facility Options:

1. Repair the failed transmission using time and material when the overhaul cost is less than the Cost Threshold as listed in the current "Threshold Analysis" file located on the HUB in the "Warranty" tab. When the Service Outlet chooses to overhaul the transmission, a dynamometer test is required prior to reinstallation in the vehicle. Expenses associated with dynamometer testing will be reimbursed per published warranty labor/time guide.
2. Replace the failed transmission with a ReTran Unit when estimated Parts and labor cost exceeds the Cost Threshold as listed in the current "Threshold Analysis" file. ReTran Part numbers/assembly numbers are available via the HUB in the Parts Catalog under the Advanced Search section. To find equivalent and close equivalent ReTran information for 1000-4000 Series, use the Serial Number or Assembly Number search option.
3. Replace the failed transmission with a new transmission (excluding models in which Allison has discontinued Production) when the vehicle has not been sold to an End User and the estimated Repair cost exceeds the Cost Threshold as listed in the current "Threshold Analysis" file. This requires submittal of the attached replacement request form signed by the Regional Customer Support Manager. For new transmission replacement, forward form to Allison Transmission Warranty Department.

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NOTE: A complete tear down and detailed Parts list may not be required. Allison does require overhaul level facilities to determine a primary failed Part when Repairing or replacing a failed Unit. Estimates may be completed by partial disassembly when indications show major component damage will exceed cost threshold limits in the current “Threshold Analysis” file located on the HUB in the “Warranty” tab. The estimate should be based on the Service Outlet’s best judgment. If a Service Outlet’s final Repair costs consistently exceed the threshold levels, Allison will perform an audit and review with that Service Outlet.

Maintenance Level Service Facility Options:

1. Complete time and material Repair when a minor Repair is required. Maintenance Level facilities are not authorized to remove front support and pump assembly or rear cover in order to access internal components.
2. Replace the failed transmission with a ReTran when inspection and failure analysis determines the Repair will require the removal of the front support and pump assembly or rear cover. Indications of a major failure include abnormal amounts of metal debris in fluid and oil pan, abnormal amounts of clutch material in fluid and oil pan, and/or low pressure readings. Replacement of transmission without any of these indications for North American Maintenance Level facilities requires authorization from TAC or Allison Regional Customer Service Manager. It will also require that a TAC case number be documented on the Claim. ReTran Part numbers/assembly numbers are available via the HUB in the Parts Catalog under the Advanced Search section. To find equivalent and close equivalent ReTran information for 1000-4000 Series, use the Serial Number or Assembly Number search option.
3. Replace the failed transmission with a new transmission (excluding models in which Allison has discontinued production) when the vehicle has not been sold to an End User and the estimated Repair cost exceeds the Cost Threshold as found in the “Threshold Analysis” file. This requires submittal of the attached replacement request form signed by the Regional Customer Support Manager. For new transmission replacement, forward form to Allison Transmission Warranty Department.



NOTE: If the decision is made to use ReTran or other Allison Authorized replacement Unit as the Repair solution, the failed Unit must be retained until the warranty Claim has been finalized (approved or denied) in 4WARD. Do not send the Unit to the ReTran center for core credit until the warranty Claim is finalized and the reimbursement amount is acceptable.

For those transmission models in which a ReTran is not released and the estimated Repair costs (Parts D/N, applicable Mark-up and applicable bench labor) exceed 60% of the list price of a new transmission, the Service Outlet shall:

- Provide an estimate for the servicing outlet of the cost of Parts, Parts markup and overhaul labor for the transmission Unit involved under warranty. Using the “Threshold Analysis” file is the recommended method.
- Consult the Allison Regional Customer Support Manager for final decision. When the estimated cost of rebuild excluding R&R labor exceeds 60% of the list price of a new transmission, the Account Manager will determine whether to replace the Unit with a new Product, or obtain a Factory exchange Unit, replace the Unit with a ReTran or proceed with rework.

Exceptions:

1. In the event the customer is not satisfied with the use of a ReTran AND the original Unit is in service less than 6 months, regardless of mileage, the customer may refuse the use of ReTran and request a new transmission as replacement. This excludes models in which Allison has discontinued production

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models. Allison will advise disposition of the removed Unit. Request must be made by initiating a "Request for Replacement Unit" form approved by the Regional Customer Support Manager.

2. If a new replacement Unit is not available within a reasonable time, the customer may request the overhaul of their original transmission, even though the Repairs exceed the above criteria when the ReTran availability (compared to the time and material Repair) would add to the turnaround time.

Core Return for Allison Products In Current Production – 1000-4000 Series and Bus Series Transmissions:

After the warranty Claim has been finalized (approved or rejected) in 4WARD, all transmissions removed and replaced with a ReTran Unit under warranty, ETC or policy consideration must be returned to the appropriate ReTran center along with a copy of the Repair Order and/or a Claim tag attached. If the Unit which failed during the warranty or ETC period is not returned, the cost of the Repair will not be reimbursed. Do not send the failed Unit to the ReTran center until the warranty Claim is finalized and the reimbursement amount is acceptable. Refer to 11-TPPL-01 for additional core return information.

Warranty/ETC Coverage:

ReTran or new transmissions used as an instrument of warranty will assume the remainder of the original transmission's warranty and/or the remainder of ETC.

Warranty Claim Preparation:

1. When ReTran Unit is used:
 - When ReTran or other Allison Authorized replacement Product is used, enter the appropriate part number in the Primary Failed Part Number field. If an appropriate PFP cannot be determined, use 86 as the PFP.
 - Enter the ReTran or other Allison Authorized replacement Product transmission serial number in the Replacement Transmission Serial Number field.
 - Select "RETRAN" in the Service Replacement Indicator field.
 - Core credit (if applicable) is to be processed via the online SAP standard return, not on the warranty/ETC claim.
 - When the inspection requires removal of the front support, additional labor will be allowed for the failed unit inspection to determine the estimated cost of repair and primary failed part for those instances in which a ReTran or other Allison Authorized replacement Product is used.
 - Use Labor Operation 00095210 for the inspection time.
2. When New Unit is used:
 - Enter the appropriate Part number in the Primary Failed Part Number field.
 - Enter the transmission serial number in the Replacement Transmission Serial Number field.
 - Select "SWING" in the Service Replacement Indicator field.
 - To calculate applicable Handling Fee, refer to Section [7-3. WARRANTY OR ETC SERVICE REPLACEMENT PRODUCT HANDLING FEE](#). Enter Handling Fee (5% or 10% of Distributor Net as applicable) under Net Items Amount Section and use Net Item Type Parts.
 - When the inspection requires removal of the front support, additional labor will be allowed for the failed Unit inspection to determine the estimated cost of Repair and primary failed Part for those instances in which a Factory new replacement Unit is used.
 - Use Labor Operation 00095210 for the inspection time.
 - Allison will advise disposition of removed Unit.

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Allison may assist in establishing availability of an exchange transmission; either new, rebuilt or a ReTran, when required and will advise disposition of the removed Unit.

All service and warranty problems, including problems arising at Original Equipment Manufacturers' plants and Distributor locations, and all field problems, will be handled through the appropriate Allison Authorized Distributors or Dealers.

4-2. SERVICE OUTLET AUTHORIZATION DURING WARRANTY, SUPPLEMENTAL COVERAGE AND EXTENDED TRANSMISSION COVERAGE (ETC) PERIOD

a. TRANSMISSION UNIT WARRANTIES.

Service Outlets are authorized to Repair and/or replace Parts with proven Factory defect in material or workmanship during the specific transmission warranty, supplemental Coverage or ETC period. This authorization pertains only to normal and reasonable regular labor hours that are required to Repair the Unit. Overtime must be approved and/or pre-authorized by Allison. Please reference the following documents for specific model and vocation Coverage: SE0100EN - Warranty Information for On-Highway Vehicle Applications, SE0187EN - Limited Warranty on Allison ReTran Transmissions and SE0102EN - Warranty Information for Off-Highway and Agricultural Applications.

b. NEW/REMANUFACTURED ALLISON SERVICE PARTS WARRANTY.

New/Remanufactured Allison Parts are warranted as stated in New/Remanufactured Allison Parts parchment SE0618EN. The Warranty start date begins on the date of Allison Authorized Distributor or Dealer installation or the date of sale on over-the-counter purchases.

Service Outlets are authorized to Repair and/or replace such Parts as may prove defective in the warranty period. If the Part was installed by an Allison Authorized Distributor or Dealer, the Service Outlet may include reasonable labor, towing and/or travel time, on their Claim unless otherwise specifically excluded. For over-the-counter purchases only defective Parts will be replaced, with no labor allowances, towing charges or travel time.



NOTE: The foregoing reimbursements (4-2a and 4-2b) specifically relate to warrantable defects (Factory material or workmanship). Where the existence of such defects and Product malfunctioning cannot immediately be concluded, the Service Outlet should protect itself by requiring of the owner and/or operator reimbursement for the services. Such action is entirely at the discretion of the Service Outlet and is proposed to emphasize that the Factory is not responsible if subsequent component analysis indicates the failure is not warrantable.

c. REMOVAL AND REINSTALLATION LABOR FOR WARRANTABLE REPAIRS OF AN OVER-THE-COUNTER RETRAN/PART SALE.

The Service Parts Warranty (SE0618) and the ReTran Warranty (SE0187) regarding Over-The-Counter Parts Sales state:

- Only when the transmission was originally installed by an Service Outlet will reasonable labor costs for **transmission removal and reinstallation** when necessary to make a Warranty Repair, be covered by this warranty.
- If the Allison service Part was sold “Over-The-Counter”, towing is not covered by Allison and is the responsibility of the owner.

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To clearly define the reasonable labor costs for transmission removal and reinstallation of an Over-The-Counter ReTran/Parts Sale, the following guidelines will apply.

Removal & Reinstallation labor will not be covered for an Over-The-Counter ReTran or Part Sale. For this purpose, it is defined as Non-Time Studied Removal and Reinstallation Labor Operation 00094000 and all Flat Rate Time Studied Labor Operations which begin with 940 (i.e. 94000130). Tasks defined as a Part of those operations in the Labor Time Guide (SE0037) will not be covered.

Allowed Operations during transmission removal and replacement of an Over-the-Counter ReTran/Part warrantable Repair if performed by an Allison Authorized Distributor or Dealer service facility:

- Steam Clean (00094006)
- Adaptation Check (00094009)
- Back Flush Cooler (00094010)
- Dyno Test (00095205)



NOTE: Transmission fluid is allowed if Repair requires pan removal or transmission disassembly and Repair is being performed by an Allison Authorized Distributor or Dealer service facility.

Removal and Reinstallation Related Operations Not Allowed during transmission removal and replacement of an Over-the-Counter ReTran/Part warranty:

- Removal and Reinstallation Dropbox (00094001)
- Removal and Reinstallation PTO (00094003)
- Removal and Reinstallation Rear Support Brackets (00094007)
- Removal and Reinstallation Cross Member (00094011)
- Removal and Reinstallation Side Panel (00094014)
- Removal and Reinstallation Rear Axle (00094016)

The operations above **only** refer to the operations necessary to Removal and Reinstallation a transmission for which there is a warrantable Repair of an Over-the-Counter ReTran/Part Sale. It does not disallow Removal and Reinstallation related operations to Repair a transmission in chassis (For example: Removal and Reinstallation of the driveline (00094017) to Repair an output seal leak, rear cover or issues that do not require transmission removal would be allowed).

d. CHARGING CUSTOMERS FOR WARRANTABLE REPAIRS.

Allison Authorized Distributors and Dealers are expected to perform Repairs within Allison guidelines. Customers are not to be charged for any warrantable labor/Parts required to perform Warranty Repair.

- If a Service Outlet charges a customer for a warrantable failure, the facility will be requested to reimburse the customer.
- In the event the customer is not reimbursed, Allison will reimburse the customer and chargeback the Service Outlet.
- No charge can be administered up front on Units still under Coverage or chargeback the customer for any portion of a warrantable Repair that was approved by Allison.
- Allison warranty reimbursement is considered final payment and settlement of the Claim.

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e. EMERGENCY REPAIRS BY UNAUTHORIZED DEALERS.

When a Unit within the warranty, supplemental Coverage or the ETC period is repaired by other than an Allison Authorized Distributor or Dealer, warranty provisions may not apply. However, should such a Unit require *emergency* service Repairs, and the failure occurs beyond a reasonable distance from any Allison Authorized Distributor or Dealer, the Unit may be repaired by another Service Outlet as may be convenient, in which case it is recommended that all invoices relating to such service be presented to the nearest authorized Service Outlet for warranty consideration. The Service Outlet, in turn, should apply for warranty consideration or request a review of the circumstances by an Allison Regional Customer Support Manager for warranty consideration.



NOTE: WARRANTIES ESTABLISHED BY ALLISON IN NO INSTANCE MAKE PROVISION FOR ANY EXTENSION OF THE WARRANTY COVERAGE, THEREFORE, NO EXTENSION CAN BE GRANTED UNDER ANY CIRCUMSTANCE.

4-3. GOODWILL ADJUSTMENTS

The following paragraphs outline the procedures to be followed in the handling of normal policy matters. These instructions may be modified on occasion upon advice from Allison.

a. INTRODUCTION.

There may be cases where, due to conditions resulting from defects in material or workmanship, a Part malfunctions after the Coverage period has expired. If the Part is defective and the Product is still owned by the original retail purchaser, Allison or an approved representative may grant the resulting Repair some credit consideration as a matter of Goodwill that is in the best interest of all parties. When making cost-sharing decisions, consider that the customer is not only Allison's customer, but is also the Distributor/Dealer's customer, both in the service department and for future Product/Parts purchases.

Distributor Goodwill authority \$2,000 and less – The Distributor (U.S. and Canada only) currently has a delegation of up to \$2,000 per Claim if the transmission is less than 12 months outside of the Coverage period. The \$2,000 represents Allison's participation. A Goodwill request form must be completed and submitted with the Goodwill Claim. The form must detail the cost distribution of the entire Repair.

An Allison-appointed Distributor Representative has authority to review and authorize Goodwill requests from the Service Channel. These Claims may be authorized when, in the judgment of the representative, the Goodwill serves the mutual best interests of both the Distributor and Allison in customer retention. Distributor service and sales personnel as well as Dealers within the Distributor's network must contact the Distributor-authorized representative regarding any Goodwill consideration. The signed Goodwill authorization form must provide details concerning any special Parts mark-up and the portion of Allison participation for Parts, labor and net items. The Goodwill form should detail the entire Repair costs with the percentage of participation indicated.

Goodwill authority over \$2,000 – All Goodwill authorizations for Claims exceeding \$2,000 (U.S. and Canada only) require approval from an Allison Regional Customer Support Manager, Director or other authorized representative. The approver should execute and sign a Goodwill authorization form detailing any special Parts mark-up and the portion of Parts, labor and net items for which Allison will participate.

A signed Goodwill authorization is an agreement in principle that Allison will pay the Claim. The labor submitted on the Claim is subject to the same Allison Service Policy and Claim preparation guidelines as any

other classification of Claim. Goodwill cannot be used as a means of reimbursement for conditions listed in the paragraph entitled WARRANTY DOES NOT COVER in the New Product Warranty section.

b. ORIGINAL EQUIPMENT MANUFACTURER GOODWILL CLAIMS.

OEM Responsibility Goodwill Claims (excluding body builders) are to be used when claiming for a Repair of an OEM problem in which the customer perceives that the Allison transmission in the vehicle was not performing properly. This Claim type can only be used when all the following conditions are met:

1. The cause of the complaint is an OEM supplied item or workmanship.
2. The problem was discussed with the OEM representative (rep) and the rep refused to accept responsibility, or if numerous attempts to contact the representative was unsuccessful.
3. The identified cause of the problem impacts the customer's transmission operation.

Narrative Section - The following information must always be clearly shown:

- Name of the rep contacted and who refused OEM responsibility. If after repeated tries the OEM rep is not available, list the rep's name and state their unavailability
- Date the rep refused to accept responsibility
- Description of the OEM problem
- Detailed explanation of the correction



NOTE: All OEM Responsibility Goodwill Claims must have a Policy Authorization sheet attached. Any Claims without a signed authorization sheet attached will be returned immediately. All of the equipment identification information must be completed, including make, model and VIN.

c. GOODWILL APPLICATION/PARTICIPATION.

Goodwill is not to be used for those instances in which Allison has denied, deducted or reduced a line item from a Warranty, Supplemental Coverage or ETC Claim.

In cases where Allison has made a prior commitment to participate in a Goodwill adjustment, the customer is not to be billed for the portion of the adjustment committed to by Allison. In all instances where Allison agrees to pay 100% of a Goodwill Repair, the customer is not to be charged for any portion of the Repair. Undoubtedly, Goodwill adjustments as allowed are intended to foster Goodwill toward the Product and the Service Outlet. Therefore, Service Outlets submitting Claims should advise Allison of their participation in a final settlement with the owner. Such advice will serve to assist Allison in reaching a decision on Claims.

Allison's decision to participate in out-of-warranty Goodwill does not assure additional warranty or further obligation toward the Unit repaired (i.e. if Allison participates in the cost of a Repair outside of the warranty period – the repaired Unit/replaced component will not carry any warranty Coverage).

4-4. REPLACEMENT OF SERVICE ITEMS

When there is a question as to whether a needed Repair or replacement should be handled as maintenance, service or as an adjustment for which credit will be requested from Allison, the Dealer should communicate with the Distributor and the Distributor with the Regional Customer Support Manager. Please refer to Warranty Parchments for the most recent Coverage restrictions.

4-5. ACCIDENTS INVOLVING PROPERTY DAMAGE OR PERSONAL INJURY

Whenever an accident resulting in property damage and/or personal injury is attributed to alleged defective Parts, the Service Outlet should immediately notify the Regional Customer Support Manager – by telephone. When possible, the Unit should not be repaired or dismantled until an investigation has been completed.

Under no circumstances should such Repairs be made at no charge to the owner or listed on a Claim regardless of the age or mileage/kilometers/hours of the Unit. The owner should pay for Repairs and any adjustment that is justified will be made after the investigation is completed. Allegedly defective Parts taken from an owner's Unit should be retained until the investigation has been completed.

4-6. RESPONSIBILITY FOR SERVICE

Distributors shall assume full responsibility for furnishing, in accordance with the policies and procedures established by Allison, prompt, efficient and courteous service to owners and users of Allison Products in the Distributor's area of sales and service responsibility and will establish regular contact either by correspondence or by personal interview with such owners and users.

4-7. NEW AND UNUSED DEFECTIVE SERVICE PARTS

New Defective Material is defined as all new unused service Parts purchased by an Allison Distributor from the Allison Parts Distribution Center (PDC) and found to be nonconforming in fit or function. This is to include Parts that are improperly packaged, misidentified, or damaged in Allison warehousing. Warranty Material is defined as all warranty Parts to be returned by Allison as Part of the warranty Claim process.

4-8. NEW DEFECTIVE PARTS

In instances where the Factory deems it necessary to recall Parts in the Service Channel inventory, written notification will be given to Distributors providing instructions on packaging, shipping and applicable compensation (mark-up does not apply on recalled Parts). Distributors will, in turn, advise their Dealers. Reference Allison Parts 06-TPPL-07, Rev F - Parts Return Plans.

4-9. RETENTION OF PARTS

All Parts related to a chargeable Claim to Allison are to be retained by the Service Outlet until credit is received from Allison. Certain specific Parts are to be returned immediately to Allison as instructed by the RMA (Return Material Authorization) generated by the warranty system.

4-10. SERVICE PARTS AND LITERATURE

All Original Equipment Manufacturers are NOT eligible to purchase Parts directly from Allison.

Parts will be made available to these Original Equipment Manufacturers through the Allison Distribution Organization.

Exceptions:

- On Government orders and contracts to Allison, for Original Equipment Manufacturers where “concurrent spares” are required, Allison will furnish Parts in batch lots, provided the Government contract numbers are shown on the Original Equipment Manufacturer’s purchase order.

Service Part information is available through normal channels including the HUB.

4-11. DEMONSTRATION WARRANTY

Allison supports and encourages the demonstration of trucks and buses equipped with Allison Products.

A Unit in a new truck or bus may be demonstrated to a total of 5,000 miles (8,000 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. If the vehicle is sold to a retail purchaser after these limits are reached, the warranty period begins on the date the vehicle was first placed in a demonstration service and the purchaser is entitled to the remaining warranty.

ETC purchase, for those demo vehicles that exceed 5,000 miles (8,000 kilometers) will be allowed at the time of the vehicle purchase. The in-service date will begin when the vehicle was first placed into service as a demo.

For those demonstration vehicles with less than 5,000 miles (8,000 kilometers) the standard ETC guidelines will be applicable.

4-12. ODOMETER CHANGES

In the event an odometer is changed to reflect less than actual distance driven, the applicability of the aforementioned warranties shall be determined in accordance with actual rather than odometer miles or kilometers as then determined by Allison from the facts available.

4-13. OFF-HIGHWAY USE

Extended Off-Highway vehicle use is not considered normal use and service for On-Highway applications. However, certain On-Highway applications include limited Off-Highway use as part of the normal duty cycle as defined in vocational model literature and warranty parchments.

4-14. HOUR USAGE VS MILEAGE

In the case of a transmission used in a vehicle or stationary Unit, where usage is not recorded by distance registered on an odometer, one hour of such use shall be deemed the equivalent of 33 miles (53 kilometers).

4-15. TRANSMISSIONS USED IN “REGEAR” PROGRAMS

All Allison transmissions that are used in a Factory identified “Regear” program shall carry the same warranty as a transmission sold in a new vehicle/application. An Allison Authorized Distributor or Dealer must perform the subject “Regear” in accordance with applicable “Regear” specifications and requirements.

4-16. RECEIPT OF NEW UNITS/PARTS BY SERVICE OUTLET

a. DAMAGE OR SHORTAGE—CARRIER RESPONSIBILITY.

The Service Outlet, upon receipt of a new Unit, shall:

1. Promptly check the shipment for damage in transit and shortages.
2. Note visible damages and shortages on carrier freight bill, signed by driver of the carrier. Whenever possible, take photographs of any and all damage.
3. Report concealed damage to carrier, as law requires. Original packaging and merchandise must be left intact for carrier inspection.
4. File all Claims for loss or damage with delivering carrier within the time limit specified on the Bill of Lading contract. If Allison is responsible for the cost of the freight, then all damage and loss information necessary for the Claim should be sent to Allison's Transportation Department at transportation@allisontransmission.com (please include "CLAIMS" in email subject line).

b. MISSING, SHIPPED IN ERROR OR DAMAGED PARTS—FACTORY RESPONSIBILITY.

Please refer to Allison Service Policy Letter 20 New Defective Return Material Process and Warranty Material Return Process for details.

4-17. LABOR POLICY

Allison's Labor Time Guide includes time guides published for use as Repair times for warranty, Goodwill and other work performed for Allison and the reimbursement thereof. The use of these guides for any other purposes will be at the discretion of each Service Outlet. All time guides are subject to change by Allison related to improved methods, techniques or equipment or other advances in the industry. To review the current Labor Time Guide you may visit the HUB Warranty Section and search for publication SE0037EN.

When requesting flat rate reimbursement for labor on the Claim, list the time that is in the Labor Time Guide. In order for Allison to reimburse the R&R times at flat rate, it is necessary, as in the past, to detail the vehicle, OEM/Body or Bus type, Engine Model and VIN in the Narrative of the Claim that corresponds to the vehicle nomenclature in the Labor Time Guide. If not provided on the Claim, the time will be reduced to the lowest time listed for that transmission model. The Labor Time Guide indicates an individual labor operation for those vehicles which have a time-studied R&R. Under no circumstance should any of these labor operations be used for any other vehicle other than what is listed in the guide. Service Outlets are still required to apply/track mechanics time by each Repair Order, as evidence that the required Repair was performed, for audit purposes. In those cases, where an R&R time has not been established for a specific application, list the actual time requested under the 9.40-00 operation and explain the time in the Narrative of the Claim. The times listed under 9.40-00 are guidelines and if the required time for R&R exceeds the time indicated in the Labor Time Guide, an explanation of the additional hours requested must be explained in the Narrative of the Claim. Claim the total amount of time required for performing the R&R under 9.40-00 operation and do not use 9.69-00 labor operation for excessive R&R labor. Only if a Labor Operation Number is not established for a particular task performed, should the General Operation Number 96900 be used. Any use of the General Operation Number will require sufficient detail in the Claim Narrative to support the time requested. R&R Time-Studied Allison labor Operations in the Labor Time Guide – Those labor operations that have been time-studied reflect the following conditions:

1. Time is measured starting with the vehicle in the Repair bay.
2. Time has been included to set lifts and lift the vehicle where necessary, and therefore, no additional time is allowed for other methods of blocking or lifting the vehicle.

3. In these cases, reimbursement will be made based on the time stated in the Labor Time Guide for the vehicle described. This includes an overall addition of 20% of the studied actual time to allow for age of vehicle, seized/rusted attaching hardware and components and differences in option content. No additional time will be approved unless it can be shown that there are significant differences from the vehicle time-studied.

4-18. TRANSMISSIONS USED AS INSTRUMENT OF WARRANTY (IOW) FOR CRITICAL CUSTOMER RESPONSE

The following types of Units may be used as an Instrument of Warranty to replace a failed transmission where downtime reduction is a critical customer support issue:

1. New Units authorized by the Region either out of inventory or ordered from the Factory. The Service Outlet will receive instructions regarding disposition of the failed Unit.
2. Factory-owned “Swing” Units placed in the field to reduce downtime.
3. Factory exchange programs on production start-up. The failed Unit is to be returned to the Factory for inspection.
4. Mandatory use of ReTran. Refer to Section [4-1c. OUT-OF-CHASSIS WARRANTY REPAIRS](#).
5. Customer-owned spare transmissions, either purchased from a Distributor, or furnished as part of a contract to supply new vehicles.
6. In examples 1 through 5 above, the replacement transmission used as an Instrument of Warranty will assume the remainder of the warranty and/or ETC of the failed Unit. In each of these cases, Allison owns and controls the disposition of all failed Units. Only transmissions with Allison recognized serialization may be used as an Instrument of Warranty.
7. In example 5, a customer-purchased and owned spare is used as the Instrument of Warranty while the failed Unit is still in warranty and/or ETC.
8. The customer owned spares have one year to start the standard warranty. If replacing an out of warranty transmission, the standard warranty would start the day the replacement is completed and the vehicle goes back into service. When a customer owned spare is used to replace a warrantable failure, the spare assumes the remainder of the warranty of the failed Unit. The warranty will be the standard for that model purchased for spare usage.
9. The spare Unit retains the standard Unit warranty or ETC until such time as used to replace a warrantable failed transmission. At that time, it assumes the remaining warranty of the Unit removed and the Unit removed assumes the remainder of the spare transmission’s warranty as long as the failed Unit is rebuilt by an Allison Authorized Distributor or Dealer. The limited warranty for the model is that for the vocation in effect at the time of delivery of the spare Unit. ETC may be purchased on these spare Units from an Allison Authorized Distributor or Dealer. Distributors must explain the Allison policy to customers utilizing their own spares and to assist in keeping records.
10. Factory-owned Swing Units, Factory-authorized new Units out of Distributor inventor, and ReTran Units out of Distributor/Dealer inventory (in all cases being used as instruments of warranty) can have reasonable modifications performed to meet customer specifications.



NOTE: Do not use ReTran or a Swing Unit in any vehicle that is new and undelivered to the End User. If Repair is not feasible then a new Unit should be requested and installed.

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4–19. TRAVEL POLICY

To obtain Warranty Repairs, Allison's warranty Coverage requires that the owner must take the vehicle to any Allison Authorized Distributor or Dealer within a reasonable amount of time and request the needed Repairs. In the event that the vehicle cannot be driven, and the expected cost of travel is less than towing, it may be necessary for the Allison Service Network to perform Repairs away from the service facility or at the customer's facility. **For warranty purposes, Allison reimburses reasonable travel miles and time, with the exception of an Over-the-Counter Parts Sale (including ReTran).** Actual travel time may be claimed only when an Allison Authorized Distributor or Dealer originally installed the transmission or Part. Allison may reimburse lodging and meal expenses for overnight stay if the expected cost of these expenses is less than the expected cost of travel time and mileage required to make a return trip.

If both travel and towing are required to complete a Repair due to unusual circumstances, justification must be clearly stated in the Claim Narrative and support documentation submitted.

For necessary travel covered by the limited warranty, Allison has established a per mile/kilometer travel distance rate for reimbursing the travel distance to the Repair site, and reimburses travel time based on the Service Outlet's authorized labor rate in effect at the time of failure.



NOTE: Allison will only pay travel from the nearest Allison Authorized Distributor or Dealer that is capable and authorized to perform the required Repair. If an Allison Authorized Distributor or Dealer chooses to travel to a remote job-site to perform warranty and there is a closer Service Outlet, the travel time and mileage will be paid from the closer outlet. The travel location must be noted in the Narrative with the city named.

4–20. TRANSMISSION SERIALIZATION

Transmissions manufactured by Allison are built with a nameplate, which identifies the serial number. This serialization is used to identify the model and bill of materials as it was built and or modified for servicing and processing of warranty/ETC. This serial number must stay with this Unit throughout the entire life of the transmission.



NOTE: Do not remove transmission nameplate from a Unit to install onto another Unit.

4–21. SERVICE LOCATION CAPABILITIES/ADMINISTRATIVE CHANGES

a. INTRODUCTION.

Service Outlets must be able to provide a full line of services to any customer within the outlet's area of responsibility without imposing an avoidable inconvenience to the End User. It is further expected that Service Outlets will have the requisite tools, trained technicians and appropriate facilities at key locations to serve the End User regardless of the Products involved or the extent of Repairs required. Allison recognizes that the best business decision may not support investment for all Products.

b. DISTRIBUTOR/DIRECT DEALER DECLARATION AND CHANGES.

Form #GCDF032 is used for the following:

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- Service Operations: addition or deletion of Product
- Name Change
- Location Change: address change, addition of branch, termination of branch

c. DEALER INFORMATION CHANGES.

Form #GCDF043 is used for the following:

- Name Change
- Address Change
- Termination

d. DEALER AGREEMENT AMENDMENT.

Form #GCDF044 is used for the following:

- Addition or Removal of Product
- Change of Classification

Section 5—Claim Processing/Documentation

5-1. 4WARD

Allison has created the 4WARD system for adjudication and reimbursement of warranty, Goodwill and Campaign/Field Action Repairs performed on Allison Products manufactured or supplied by Allison worldwide. Each Claim submission should represent one Repair event. If more than one cause of failure and/or failure mode exists, it is not necessary as in the past to file separate Claims for each primary failed Part number. For example, if a transmission is being repaired for a leaking rear seal and a cracked torque converter is discovered, this situation represents two unrelated failures. However, one Claim should be filed for both Repairs and the PFP should represent the complaint that caused the vehicle to be repaired.

All supporting documentation such as net item receipts, Goodwill authorizations and letters of authorization must be scanned and attached during the electronic Claim filing process. Therefore, to enhance readability it is essential the documents be as legible as possible.

Training is available in eLEARN via the “4WARD Features and Navigation for Community Users” course. This module familiarizes 4WARD Community Users with the layout, processes and general navigational features of 4WARD.



5-2. CLAIM PREPARATION

All Claims are to be prepared by Allison Authorized Distributors and Dealers in accordance with the instructions provided by Allison. Claims returned for further explanation, correction or Parts return must be resubmitted within 90 days or the Claim will be void and no further consideration will be granted. If a claim is submitted after 30 days, justification is required within the narrative, or as an attachment.

Claims submitted after 30 days may be subject to the following late Claim penalties:

1. Claims submitted between 30 to 60 days following the date of last labor will be denied parts markup.
2. Claims submitted between 60 to 90 days following the date of last labor will be denied half of the labor and parts markup.
3. Claim submitted between 90 and 180 days following the date of last labor will be denied labor and markup and will only be reimbursed for parts cost and net items.
4. Claims submitted 180 days or more following the date of last labor are not eligible for reimbursement and will be Rejected.

Additional information on Claim preparation and submission is found on the HUB in the Warranty Section, including the Allison 4WARD Community User Handbook.

5-3. RETENTION OF RECORDS

The Allison Authorized Service Network is responsible for maintaining complete and accurate records for a minimum period of 2 years from the Claim paid date. The following outlines the proper guidelines to

document Warranty Repairs. To expedite payment and to ensure Warranty Repairs can be substantiated, the following guidelines must be followed.

5-4. CUSTOMER'S SIGNATURE ON WARRANTY REPAIR

The customer or representative must sign and/or acknowledge each Warranty Repair order (RO). Indication of verbal complaint must be noted on the RO. The customer must be provided with a copy of the closed Repair order. Repair Order provided to customer must include the following:

- Complaint, Cause, Correction
- Listing of Parts Replaced
- Labor Hours charged (no cost)
- All other items required to perform the Repair including but not limited to Fluid, Towing, Travel.

Repairs added to the original Repair order must be authorized as stated in Section [5-10. REPAIRS ADDED TO ORIGINAL REPAIR ORDER](#).

5-5. SUPPORTING DOCUMENTATION FOR WARRANTY REPAIRS

To verify the accuracy of information on the warranty Claim, it is your responsibility to keep all records used as the basis for submitting a warranty Claim. These records must be arranged in systematic order and be accessible for at least 2 years following the date of Claim payment unless otherwise specified by law.

All supporting documents, which are applicable to a Repair, must be retained. These documents may include, but are not limited to:

- Repair orders
- Service Outlet Claim copies
- Warranty Claims register
- Cash sales invoices
- Outside purchase invoices
- Purchase orders
- Applicable journals and ledgers
- Payroll records, including the accounting copies of the technician's daily time, job tickets with employee name and/or number and the Repair order number
- Dealer customer service records
- Electronic time report showing unadjusted posted labor
- Technician's original description of Repair, including cause and correction
- Customer's complaint list or purchase order signed by the customer (or notation of verbal approval) for Repairs performed at the customer location.

Off-site Repairs require the same documentation as those performed at the Service Outlet's location, including time records and technician's description of Repair.

5-6. PARTS INVENTORY RECORDS

An accurate Parts inventory control system and record of purchases must be maintained. Parts issued and used for Warranty Repairs must be traceable in the Parts inventory system.

5-7. RECORDING WARRANTY TIME

All warranty Claims must be supported by time cards and time entries on the Repair orders. Copies of the time card and the Repair order showing the time entries must be maintained and accessible for the 2-year period.

Warranty time should be recorded as follows:

- The time must be punched by a time clock, showing date and time, on a technician's daily time and operation ticket, NOT only the Repair order.
- The technician must record the time on the Repair order at the beginning and end of each Repair.
- The time clock must show the time in hours and tenths of hours.
- Handwritten time entries should be the exception and must be initiated and approved by a member of the Service Outlet's service management staff.

When utilizing an electronic time entry system to record labor, the following information must be maintained at your location(s) for each Warranty Repair performed:

- Technician number
- Start and stop times with dates
- Adjustments to the labor hours with explanation

A description of the work actually performed must be recorded on the Repair order or Repair order worksheet by the technician to support the warranty Claim. Travel time if applicable must be identified separately and be supported by time records, mileage and detail of where traveled.

5-8. TECHNICIAN'S DESCRIPTION

The technician's description of the work should include the:

- Complaint
- Cause of complaint
- How complaint was corrected

Each Repair condition that is claimed should be separately described in the technician's own words. If the description is insufficient to support the warranty Claim, the Claim may be denied during a warranty Claim audit.

5-9. HANDLING THE TIME TICKET

Failure to account for time spent on individual Warranty Repairs may result in the disallowance of warranty Claims. When the Repair is completed and the time has been punched on and off, the available time section must be punched, and daily time and operation ticket attached to a copy of the Repair order.

The daily time and operation ticket must show:

- Date
- Employee name and/or number
- Repair order number
- Repair operation number

All copies are to be retained and must be identical to the top copy. The hard copy of the daily time and operation ticket must be retained for the 2 year audit period.

5–10. REPAIRS ADDED TO ORIGINAL REPAIR ORDER

Warranty service added to the original Repair order, after the original complaint, must be authorized and initialed by a member of the Service Outlet's management staff. Additionally, agreement for the added Repair must be authorized by the customer through signature or a verbal authorization notated on the Repair order. The Repair details on the original Repair order must match the details on the warranty Claim or Claims. During a warranty audit, an add-on Warranty Repair that cannot be properly documented by an original Repair order and the appropriate approvals as outlined above may be disallowed.

5–11. EXAMINATION AND AUDIT OF RECORDS

Allison, through their employees and other designees, may exercise their right to examine your facilities, records, accounts and all Allison Products on hand, during regular business hours. The warranty Claims audit provides Allison with an opportunity to assist you with warranty Claims processing and to ensure warranty procedures are in compliance with agreed upon terms. It also assures Allison customers that warranty issues are resolved in a consistent manner. During an audit, the following are some of the categories that will be considered for adjustments of processed warranty Claims:

- Misrepresented Claims
- Falsified supporting documents
- Unsubstantiated Claims
- Trend-type or repeat Repairs
- Flagrant excessive charges

All information recorded on a warranty Claim must be accurate in every respect, supported by your records and comply with the documentation requirements of this manual. If warranty Claims cannot be substantiated by your records, such Claims or portions of such Claims may be disallowed.

Section 6—Reimbursement Rate Procedures

6-1. REIMBURSEMENT FOR LABOR

Reimbursement by Allison to Service Outlets will be based on the Service Outlet's approved warranty labor rate multiplied by the approved Repair time. Actual Repair times which exceed the guidelines, published in the current Allison Labor Time Guide and do not qualify for flat rate, require an explanation of the need for additional time to complete Repairs.

6-2. ESTABLISHMENT OF WARRANTY LABOR RATE

Allison will pay the same labor rate for warranty as the Service Outlet charges their customers for retail service labor at the time request for change or establishment of the labor rate change is requested. This labor rate must not exceed the lowest labor rate offered to any retail customer (excluding service contracts). To qualify, the Service Outlet must:

- a. Establish a reasonable retail customer labor rate which is consistent with sound business practices in the area of service responsibility.
- b. Distributor or Dealer should conduct a service pricing survey in their market area before submitting an Application for Warranty Labor Rate. The survey should include other like commercial vehicle Dealers and independent Service Outlets that would be viewed as the Dealer's service competition and where their customers would most likely go.
- c. Fully disclose Repair charges to customers prior to the work being performed. The hourly labor rate must be fully visible on the customer copy of the retail Repair order. Providing the customer with a written estimate is the best means of disclosure. This will preclude any misunderstandings, which may lead to customer dissatisfaction.
- d. Display a sign readily visible to service customers stating "CUSTOMER LABOR CHARGES ARE BASED ON A RATE OF \$_____ PER HOUR."

- Signs shall not be less than 20 in x 20 in (51 cm x 51 cm) with 1-1/4 in (3 cm) tall letters.

- All lettering will be dark, boldface printed letters on suitable background with the following message:

NOTE: For the purpose of this procedure, a reasonable rate is one which is consistent with sound business practices in an area of service responsibility. The purpose of the posting requirements is to ensure that the customer has knowledge of the retail labor rate, which should therefore be responsive to competitive conditions in the area.

If the Service Outlet elects to calculate his charge to customers for retail service labor by multiplying the posted rate by the amount shown in the current Allison Labor Time Guide (as opposed to actual clock time), the Service Outlet should consider including the following statement on the signs in clearly visible lettering:

"(COMPANY NAME) UTILIZES THE HOURS PUBLISHED IN THE ALLISON LABOR TIME GUIDE, WHICH REFLECT AN AVERAGE TIME REQUIREMENT FOR THE PERFORMANCE OF SPECIFIC TRANSMISSION REPAIRS, AND WHICH MAY, THEREFORE, BE EITHER MORE OR LESS THAN THE ACTUAL CLOCK TIME IN ANY GIVEN INSTANCE."

If the Service Outlet is using any other method other than the Allison Labor Time Guide or actual clock time for the purpose of determining the amount of time for which the customer will be charged, the Service Outlet should consult with an attorney regarding the advisability of explicitly disclosing that fact.

- e. List this retail labor rate on each copy of all customer and Warranty Repair orders.
- f. List the number of hours and/or tenths of hours being charged for each Repair on all copies of all retail customers and Warranty Repair orders.

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Service Outlets must comply with all of the above requirements. A verification contract will be made after the warranty labor rate has been approved.

1. Distributor/Dealer Application for Warranty Labor Rate

At any time, a Service Outlet may ask Allison to review their current warranty labor rate. This request may be needed because of planned changes relating to the employee rates or changes already made. The request is made by completing Form GCDF003 "Request for Change or Establishment of a Warranty Labor Rate" and forwarding it to their Regional Customer Support Manager for review. Service Dealers should forward their completed form to their Distributor.

- It is recommended that Dealer complete a competitive labor rate survey before submitting a Warranty Labor Rate Application form.
 - Distributor/Dealer is to submit the completed Warranty Labor Rate Application form to the Regional Customer Support Manager designated for the Distributor/Dealer.
 - Distributor/Dealer is responsible for submission, accuracy and completeness of the information required by the Warranty Labor Rate Application form. If at any time, following approval, verification reveals inconsistencies in the rate applied for and/or the application form, the warranty labor rate will be adjusted accordingly and the difference in reimbursement to the Service Outlet may be charged back.



NOTE: Allison will conduct its own competitive labor rate survey for all requests.

2. Allison Response to Rate Change Request

When Allison receives a properly completed Warranty Labor Rate Application and any additional requested information, a determination will be made within 30 days. Allison processing of Dealer request may include:

- A determination of the reasonableness of the rate requested.
- An evaluation of the labor rates of other competitive Service Outlets in channel partner's service area.
- An evaluation of Service Outlet's current competitive performance based on:
 - The amount of warranty labor sales performed at the Dealer as compared to the total combined labor.

Some additional factors the Distributor/Dealers must consider when establishing a reasonable retail rate include:

- An analysis of Distributor/Dealer's service performance including shop comebacks.
- The adequacy of Distributor/Dealer service facilities and shop equipment that are available to Service Dealer's customers.
- The expertise of technicians employed and the amount of applicable training that they receive from Allison, outside sources and within their Service Outlet's regularly scheduled shop meetings.
- The fulfillment of any required service technician training as required by Allison during the calendar year.
- The relationship between the total allowable technician compensation (compared to technician compensation in the area) and retail labor rates (survey in Distributor/Dealer's area).

Section 6—Reimbursement Rate Procedures

- The trend of both volume and content of customer Repair orders at the Dealer (internal Dealer analysis).



NOTE: If Distributor/Dealer's requested warranty rate appears to be unreasonable or inconsistent with sound business practices in Dealer's area, the request will be reviewed with the Allison Regional Customer Support Manager to see if further analysis and considerations are appropriate.

- If the warranty labor rate request is approved, Allison will advise Dealer of the effective date. If the request is not approved, Allison will advise Dealer of the reason(s) in writing.
- Distributor/Dealer Claims with Repair order open dates on or after the approved effective date will automatically be calculated at the new approved labor rate. Distributor/Dealers must begin charging at the retail rate on the date of approval notification (effective date).
- If at any time it is determined that Distributor/Dealer does not qualify for the requested warranty labor rate, the Distributor/Dealer's warranty labor rate will then be established at the appropriate warranty labor rate. The revised rate is to agree with the calculations and data reflected in a revised Distributor/Dealer Request for Change or Establishment of a Warranty Hourly Labor Rate Form. If the Distributor/Dealer elects not to sign a revised Distributor/Dealer Warranty Labor Rate Application form for this purpose, the warranty rate will be reduced to the last rate that can be substantiated by the Distributor/Dealer records. A letter of record, detailing the circumstances, will be provided to the Distributor/Dealer. If verification activity reveals any other discrepancies in fulfilling the requirements specified in this Article, corrective action must be taken by the Distributor/Dealer within ten days.

3. Labor Rate Verification

Allison may conduct a warranty labor rate review at any time to verify the accuracy of a Distributor/Dealer's warranty and customer pay labor rate. Verification will include a Repair order analysis. The purpose of this analysis is to verify that the customer retail rate is at least as much as the warranty labor rate.

Repair Order Size

Distributor/Dealer must provide 30 sequential customer paid labor Repair orders. Excluded from the analysis will be any insurance/service contract Repairs, Warranty Repairs and any federal, or local government legislated vehicle emission or safety. All retail Repair orders used in the analysis need to reflect the accurate labor time, labor amounts and Part amounts used during the noted Repair. Excluded from the analysis should be any insurance paid body shop Repairs, Warranty Repairs and any federal, state or local government legislated vehicle or safety inspections.



NOTE: Reviews conducted to verify compliance with legal requirements shall take into account all factors relevant to such requirements.

6-3. HOW TO PREPARE "REQUEST FOR CHANGE OR ESTABLISHMENT OF WARRANTY LABOR RATE" (FORM GCDF003)

Service Outlets should prepare the "Request for Change or Establishment of Warranty Labor Rate" form in accordance with the following procedures:

1. **DISTRIBUTOR/DIRECT DEALER:** Indicate the name of Distributor/Direct Dealer and code.

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2. **DEALER NAME OR DISTRIBUTOR BRANCH:** If the form is prepared for a Service Dealer, indicate the Dealer name and code. If the request covers a Distributor branch, indicate the branch location and code.
3. **ADDRESS:** Indicate street address, city, state/province, ZIP/postal code and country of the Service Outlet in which the form is being prepared for.
4. **HOURLY RATE CHARGED RETAIL CUSTOMER BY SIMILAR FIRMS IN AREA:** This information is required in evaluating the requested rate. Enter three benchmark firm(s) name, city and hourly labor rate.
5. **RETAIL RATE(S) IN EFFECT:** Indicate the Service Outlet's present (the date in which the form is prepared) hourly labor rate to its retail customers in local currency.
6. **NEW RETAIL RATE PLANNED (IF APPLICABLE):** Indicate a new retail rate planned (if applicable) in local currency.
7. **EFFECTIVE DATE:** Indicate the request date.
8. **NEW REQUESTED WARRANTY HOURLY LABOR RATE:** Indicate the amount of the requested warranty rate in local currency.
9. **SIGNATURE OF DEALER OUTLET REQUESTING NEW RATE:** If the form is prepared for a Service Dealer, signature of person in management requesting this warranty labor rate at the Service Outlet.
10. **SIGNATURE OF LOCAL DISTRIBUTOR/DIRECT DEALER:** Signature and title of the person in Distributor's service management that has reviewed the form for completeness and accuracy.
11. **WARRANTY LABOR RATE AUTHORIZED:** The Regional Customer Support Manager will include their authorized rate, signature and date in which they sign the form.
12. **EFFECTIVE DATE:** New rates become effective only after applications are received and processed by Global Channel Development. Normally, the date of Global Channel Development's processing will be the effective date. New rates will not be approved to be retroactive. Currency of the new rate is specified by the Regional Customer Support Manager on the form.

After the form is completed in its entirety, the Regional Customer Support Manager will then forward the form to Global Channel Development for processing. Global Channel Development will send an approval notification to the Regional Customer Support Manager and Distributor/Direct Dealer stating the new labor rate and effective date of change. As applicable, the Distributor is responsible for notifying their Service Dealer of approved rate changes.

Instructions for Utilizing DocuSign® to Complete Labor Rate Requests

Allison utilizes DocuSign, an organization that manages electronic documents, to streamline channel forms. While the PDF version of this form (GCDF003) is available on HUB, Allison encourages the use of this electronic process.

To complete this form via DocuSign, Distributor/Direct Dealer users will visit HUB's Channel Administration page. When completed via DocuSign, this form will automatically be forwarded on to each signer and to Global Channel Development for processing. When the form is completed in its entirety via DocuSign, each signer will receive a completed copy of the document as well. As applicable, the Distributor is responsible for notifying their Service Dealer of approved rate changes. Detailed instructions for using DocuSign can be found on HUB's Channel Administration page.

Section 7—Schedule Of Credits

7-1. PARTS MARK-UP ALLOWANCE BY CLAIM TYPE AND SUBTYPE

The following schedule is based upon Warranty Claims submitted in the Allison 4WARD system. There are three Claim Types: Machine, Campaign, and Parts. Based upon the initial Claim Type chosen and the data submitted in the Claim, there several Subtypes assigned to the Claim Type. DN Mark-up percentage and currency amounts mentioned in this schedule are in USD.

Machine Claim Type

Standard Warranty– Subtype 1, **Regulatory Coverage** – Subtype 15

- 30% of DN Mark-up allowance on Allison replacement Part(s) with an individual DN price of \$10,000.00 or less excluding ReTran transmission which is 20%.
- 15% of DN Mark-up allowance on Allison replacement Part(s) including ReTran transmission with an individual DN price greater than \$10,000.00.

Extended Transmission Coverage – Subtype 2, **Goodwill** – Subtype 3, **Supplemental** – Subtype 9, **Containment** – Subtype 25, **Replacement Part Policy** – Subtype 53, **OEM Responsibility Not Accepted** – Subtype 83

- 20% of DN Mark-up allowance on Allison replacement Part(s) including ReTran transmission with an individual DN price of \$10,000.00 or less.
- 15% of DN Mark-up allowance on Allison replacement Part(s) including ReTran transmission with an individual DN price greater than \$10,000.00.

Campaign Claim Type

Campaign/Field Action – Subtype 4

- 20% of DN Mark-up allowance on Allison replacement Part(s) including ReTran transmission with an individual DN price of \$10,000.00 or less.
- 15% of DN Mark-up allowance on Allison replacement Part(s) including ReTran transmission with an individual DN price greater than \$10,000.00.

OEM Responsibility – Subtype 8

- 30% of DN Mark-up allowance on Allison replacement Part(s) with an individual DN price of \$10,000.00 or less excluding ReTran transmission which is 20%.
- 15% of DN Mark-up allowance on Allison replacement Part(s) including ReTran transmission with an individual DN price greater than \$10,000.00.

Parts Claim Type

Replacement Parts Warranty – Subtype 5

- 30% of DN Mark-up allowance on Allison replacement Part(s) with an individual DN price of \$10,000.00 or less excluding ReTran transmission which is 20%.
- 15% of DN Mark-up allowance on Allison replacement Part(s) including ReTran transmission with an individual DN price greater than \$10,000.00.

7-2. LANDED COST MARK-UP (FOR NON U.S. SERVICE CHANNEL ONLY)

Allowance for expenses incurred when importing Parts into the repairing outlets area are reimbursable at the rate established by filling out the **Request For Landed Cost Mark-up Allowance Form (GCDF035)**. Once approved from the appropriate regional office and Allison Channel Strategy, the approved rate becomes a part of the Distributor/Dealer's profile. After the established rate is established in the Distributor/Dealer's profile the rate will automatically be applied towards reimbursement calculation when processing a Claim in 4WARD.

7-3. WARRANTY OR ETC SERVICE REPLACEMENT PRODUCT HANDLING FEE

In order to provide the Allison Authorized Service Network equitable profit opportunity for all warranty or ETC service replacements, Allison will allow a handling fee on new warranty replacement transmissions or new warranty replacement Energy Storage System (ESS) that were used from a Distributor's or Dealer's stock. The handling fee will apply in those instances where it is deemed appropriate and approved by Allison to replace a Product during warranty/ETC rather than Repair the Unit. The following handling fee schedule will apply when submitting Claims:

The following handling fee schedule will apply when submitting Claims:

1. If replacement transmission, Energy Storage System (ESS) or H 40/50 EP Drive Unit is not in the Distributor/Dealer's stock, Allison will provide reimbursement at the Distributor original net invoice pricing, plus 5% of DN handling fee. Handling fee for the Dual Power Inverter Module DPIM is outlined in Service Policy Letter 18.
2. Should it become necessary to utilize a transmission, Energy Storage System (ESS), DPIM2 or H 40/50 EP Drive Unit from the Distributor's stock, Allison will provide reimbursement at the Distributor original net invoice pricing, plus 10% of DN handling fee.
 - Excluding 12 year DPIM Special Coverage. 12 year DPIM Special Coverage is eligible for \$1,000 Handling Fee.
3. If a replacement transmission, Energy Storage System (ESS), DPIM2 or H 40/50 EP Drive Unit is furnished from Distributor stock as a matter of policy, the amount of the handling fee or mark-up in the case of a Distributor furnished Product will be negotiated between Allison and the Service Outlet, but will not exceed 5% of DN.
 - Excluding 12 year DPIM Special Coverage. 12 year DPIM Special Coverage is eligible for \$1,000 Handling Fee.
4. The failed Product becomes the property of Allison for subsequent sale at a negotiated fair market price, or may be repaired by a Distributor at Allison direction and placed in "Swing stock".
5. Special Production Start-up Exchange Programs. Handling fees do not apply to these programs.

8–1. INTRODUCTION

Allison is dedicated to providing the Allison Authorized Service Network the latest technical information and sales resources. Through our Publications Web Store (www.allisontransmissionpublications.com), users can purchase printed manuals, marketing materials or available subscriptions, which provide access to Digital Manuals. Sufficient stock of current publications should be established at the Allison Authorized Distributor or Dealer and ready for access by shop personnel. Publications can also be viewed or downloaded from the HUB.

8–2. SERVICE INFORMATION LETTERS (SIL)

Service Information Letters are published as required and are made available to the Service Channel.

The primary purpose of Service Information Letters is to keep the Service Channel informed of new Products, Product changes, Product issues, service releases, Part notification, tool releases, improved methods of Repair or troubleshooting, supersessions, service hints, theories of operation and other helpful service-related information.

IT IS THE RESPONSIBILITY OF EACH DISTRIBUTOR TO ENSURE THAT THE APPROPRIATE DISTRIBUTOR/DEALER PERSONNEL HAVE ACCESS TO THE HUB AND ARE ON DISTRIBUTION TO RECEIVE NOTIFICATIONS OF NEW SILs AS THEY ARE UPDATED OR WRITTEN.

8–3. CAMPAIGN/FIELD ACTION NOTIFICATIONS (FA)

a. NOTIFICATION OF CAMPAIGN AND FIELD ACTION.

Notification of Campaign or Field Action programs will be given to the appropriate Allison Service Channel through a Field Action Letter or a Campaign Letter from the Allison Service Department. Distributor Campaign/Field Action responsibility does not include non-participant Units. An identification number will be issued to cover each authorized Campaign/Field Action program. It is essential that this identification be referenced on each Claim presented and in any related correspondence.

- **Campaigns** are written and distributed for the purpose of informing the Service Channel of any issues relating to a recall and to inform the field of required actions to ensure customer satisfaction. An owner letter is also distributed to all known owners of any involved transmission or vehicle.
- **Field Action** programs are similar to a Campaign with the exception that it is not considered a recall. It is a customer satisfaction program, which gives the customer the opportunity to decide if they wish to have the vehicle inspected/repaired. A customer notification will be issued either by posting on the Allison website under My Allison/Consumer Product Notice and/or by letter distributed directly to the owner.

b. ORDERING CAMPAIGN/FIELD ACTION MATERIAL.

1. Upon receipt of the letter announcing a Campaign/Field Action, the organization responsible for service and performing the Field Action should determine the number of Units within their area of service responsibility thereby projecting Parts requirements. These should be purchased immediately by placing an order through the normal channels unless directed otherwise by the Campaign or Field Action Letter.
2. A complete listing of Part numbers to be removed as well as Parts required will be contained in the letter.

c. REPLACEMENT PROCEDURE.

A complete Part replacement procedure, by number, will be contained in the letter (i.e., disassembly and assembly procedures, special caution notes, torque requirements, etc.).

d. REIMBURSEMENT.

1. Upon completion of the Campaign/Field Action, a Claim should be submitted utilizing the 4WARD system requesting credit for the Parts that have not been supplied on a no-cost basis by Allison. Allison will pay reasonable labor expenses.
2. The identification number and the transmission serial numbers must be shown on the Claim.
3. Only the material specified in the letter, as being necessary to conduct the Campaign/field action will be accepted on the Claim submitted.
4. The Claim shall be filed in accordance with the instructions provided by Allison.
5. When Parts are authorized in the letter to be returned to Allison, credit consideration will not be given to any Claim until the Parts are received.



NOTE: Allison will correct the conditions outlined in the letter; however, any unreasonable delay on the part of the organization conducting the Field Action or problems encountered in vehicle availability for such Repair could result in additional damage or abnormal wear to adjacent or related Parts. Allison cannot accept responsibility for any consequential damage or abnormal wear to other components, which can reasonably be attributed to delay in conducting the required corrections.

8-4. WORLDWIDE ALLISON TRANSMISSION COMMUNICATION HOTLINES (WATCH)

A WATCH is written to inform the OEMs (Original Equipment Manufacturers), with distribution to the Allison Service Channel of a new Product, Product changes, Product issues, TPPLs (Transmission Parts Policy Letters), TNs (Tool Notifications), etc. A WATCH can be found on the HUB by clicking the following hyperlink: hub.allisontransmission.com.

8-5. TECH TIP (TT)

Tech Tips provide the Service Outlet with a technical explanation defining a concern and/or the potential method of resolving an issue affecting the operation or durability of an Allison Product typically not considered to be related to an Allison defect in materials or workmanship.

8-6. OWNER'S AND OPERATOR'S MANUALS

The Owner's and Operator's Manuals provide basic instructions regarding the proper care and operation of Allison transmissions. When adhered to, these recommendations can help obtain the best economy, performance and life expectancy possible from the Products.

1. On OEM deliveries, the manufacturer usually provides the applicable publication. It is the Service Outlet's responsibility to determine that new owners have manuals or guides. If a publication is not received, one is to be presented to the owner by the Service Outlet.
2. On each of their own sales of transmissions, the Service Outlet shall either present a manual or guide directly to the owner or furnish a guide or manual to the manufacturer for delivery to the owner with the vehicle.

Section 8—Publications

8–7. PRODUCT WARRANTY PARCHMENTS

All current Product warranty Coverages are described in detail on the applicable Allison Warranty Parchment, pertaining to the transmission application/vocation. Listed below are the Warranty Parchment bulletin numbers for all current Products, which can be ordered online at www.allisontransmissionpublications.com or viewed or downloaded from the HUB by clicking on the desired hyperlink below.

On-Highway Applications	SE0100EN
Off-Highway and Agriculture Applications	SE0102EN
Allison ReTran Transmissions	SE0187EN
New/Remanufactured Allison Service Replacement Parts	SE0618EN

Distributors and Dealers should:

1. Establish a permanent place in the Distributor or Dealer showroom or lobby, such as a table or stand, to display at least one copy of the booklet. The location selected should be readily visible to customers entering the lobby or showroom.
2. Indicate on the booklets displayed or in a printed notice located nearby that copies are available to prospective customers upon request.
3. Assign to one person the responsibility of maintaining the display area and assuring an adequate supply of booklets are available at all times, to respond to customer requests. It is recommended that the supply of booklets be maintained in the Sales, Service or Branch Manager's office.
4. Reorder booklets through normal literature distribution channels when the quantity on hand reaches a 30-day supply.
5. Mail booklets, without charge, to anyone making such a request, in addition to those issued within the Distributor or Dealer facility.
6. Inform all sales personnel of the stipulations of the regulations and how to manage booklet requests.

8–8. SERVICE POLICY LETTERS

Service Policy Letters are prepared and distributed as an aid to communicate special instructions and/or the proper and efficient operation, maintenance, Repair and overhaul of Allison transmissions. Active Policy Letters may be viewed by clicking on the hyperlink for the Service Policy Letter you wish to view below, or they may be viewed from the HUB.

Service Policy Letter 18	H 40/50 EP Service Policy Guidelines
Service Policy Letter 20	New Defective Return Material Process for North American Allison Transmission Dealers and Distributors

A World of Support

From our headquarters in Indianapolis, Indiana, USA, to our manufacturing plants in Hungary and India, to more than 1,400 Allison Authorized Distributors and Dealers around the globe, you are never far from the products, training, service and support you demand.

Our support starts from the moment an Allison transmission is specified. We work with you to ensure that the model and ratings fit your engine to create a tailored package of powerful performance and reliable efficiency. When you need parts or service, you can count on global access to factory-trained specialists and Allison Genuine Parts™.



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*Information or specifications subject to
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