



DEALER HANDBOOK



W.W. Williams
CONSIDER IT DONE.

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Hello,

W.W. Williams' goal is to provide best in class support for our Allison Dealers across all sections of the business-Parts and ReTran order fulfillment, product service, technical support, training and new product sales support. To deliver on that goal we have established the following processes, policies and systems to make it as efficient as possible for us to work together!

We value every one of our dealers and thank you for your dedication to delivering the Allison Promise. If there is anything you need from us to help you be successful in this effort, don't hesitate to reach out to your Area's Dealer Development Manager directly. Thank you for your efforts and for the opportunity for us to be of service to your teams!

W.W. Williams - Dealer Management Team

DEALER PARTS SERVICE & WARRANTY SUPPORT

ALLISON AUTHORIZED DEALER SUPPORT TEAM

Dealer Development Manager (OR, WA, N.ID, AK)

Alec Thornburg

Email: athornburg@wwwwilliams.com

Office: (360) 215 9367

Mobile: (360) 947-1827

Dealer Development Manager (N. CA, AZ, NV)

Garette Gilliam

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Office: (602) 854-4757

Dealer Development Manager (MI, OH)

Terry Byers

Email: tbyers@wwwwilliams.com

Office: (330) 736-4531

Mobile: (330) 233-1109

Dealer Development Manager (AL, GA, SC)

Gregory Smith

Email: gsmith@wwwwilliams.com

Office: (404) 366-1070

Mobile: (470) 539-0630

Dealer Development Manager (RI, MA, NH, ME)

Chet Tangerini

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Office: (781) 287-7232

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Allison Technical Trainer (Northwest)

Ron Pasquetti

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Allison Technical Trainer (Southwest)

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Allison Technical Trainer (Midwest)

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Office: (330) 558-8570

Allison Technical Trainer (Southeast)

Daniel Harrell

Email: dharrell@wwwwilliams.com

Office: (678) 830-2261

Allison Training Administrator

Angela Bermudez

Email: abermudez@wwwwilliams.com

Office: (812) 324-1176

W.W.Williams Allison Warranty Administration

Email: waradmin@wwwwilliams.com

Office: (602) 835-4794

ONLINE PARTS ORDER PORTAL (WILLIAMS E-COMMERCE)

Go to: W.W. Williams | (wwwwilliams.com)

Select: PARTS STORE

Enter: Login Credentials*

**Login credentials for each Dealer location is single sign-on tied to the current parts managers email and personnel information*

The Online Allison Parts ordering portal provided by W.W. Williams enables dealers to have unparalleled access to pricing and availability of Allison parts not only of the distribution warehouse that directly services their location but to all Williams warehouses nationwide. With over 20 Allison distribution warehouses in the U.S. and the ability to provide parts NDA from Allison Factory in Indianapolis, we promise to provide the greatest access to parts possible to our dealer network.

DEALER PARTS SERVICE & WARRANTY SUPPORT

DISTRIBUTION WAREHOUSE LOCATION AND CONTACT INFORMATION

Midwest Region

Brunswick, OH (Cleveland)

1176 Industrial Pky. N
Brunswick, OH 44212
(330) 225-7751

Grand Rapids, MI

500 Gordon Industrial Ct. SW
Byron Center, MI 49315
(616) 878-7071

Youngstown, OH

7125 Hubbard Masury Rd.
Hubbard, OH 44425
(330) 534-1161

Columbus, OH

3535 Parkway Ln.
Hilliard, OH 43026
(614) 527-9400

Saginaw, MI

715 South Outer Dr.
Saginaw, MI 48601
(989) 753-4411

Dearborn, MI

4000 Stecker St.
Dearborn, MI 48126
(313) 584-6150

Toledo, OH

3325 Libbey Rd.
Perrysburg, OH 43551
(419) 837-5067

Northeast Region

Wakefield, MA

(Power Products Systems)
90 Bay State Rd.
Wakefield, MA 01880
(781) 246-1810

Portland, ME

(Power Products Systems)
432 Warren Ave.
Portland, ME 04103
(207) 797-5950

Cranston, RI

(Power Product Systems)
1 Southern Industrial Dr.
Cranston, RI 02921
(401) 942-0062

Northwest Region

Portland, OR

1600 Schurman Way
Woodland, WA 98674
(360) 467-9807

Seattle, WA

1221 29th St. NW. Ste. C
Auburn, WA 98001
(253) 652-2092

Oakland, CA

2195 Alpine Way
Hayward, CA 94545
(510) 877-6110

Mexico Region

Guadalajara, Mexico

Calle Calzada Lazaro Cardenas #1460-1470
Col. Alamo Industrial, Tlaquepaque, Jalisco, C.P. 44490
(011) (52) 33 3164-4168

Querétaro, Mexico

San Luis Potosi 105 Col. San Juan del Llanito
Fraccionamiento Industrial Grand Bajio 2
Apaseo el Alto, Guanajuato C.P. 38513
(011) (52) 442 670-2350

Mexico City, Mexico

Calle Emilio Cárdenas #67
Int. 202 Col. Tlalnepantla Centro Tlalnepantla de Baz,
Mexico City, Mexico, C.P. 54000
(011) (52) 55 5161-0719

Southwest Region

Phoenix, AZ

2602 S. 19th Ave
Phoenix, AZ 85009
(602) 257-0561

Tucson, AZ

1375 W. Glenn St.
Tucson, AZ 85705
(520) 624-8377

Las Vegas, NV

2680 Losee Rd.
North Las Vegas, NV 89030
(702) 399-1890

DEALER PARTS SERVICE & WARRANTY SUPPORT

DISTRIBUTION WAREHOUSE LOCATION AND CONTACT INFORMATION (CONT.)

Southeast Region

Atlanta, GA

3077 Moreland Ave.
Conley, GA 30288
(404) 366-1070

Columbia, SC

2610 Augusta Rd.
West Columbia, SC 29169
(803) 791-5910

Savannah, GA

14 Westgate Blvd
Savannah, GA 31405
(912) 232-2602

Birmingham, AL

1160 Bankhead Highway West
Birmingham, AL 35204
(205) 252-9025

Greer, SC

1835 Highway 101
Greer, SC 29651
(864) 877-0935

Charleston, SC

156 Acres Drive
Ladson, SC 29456
(843) 225-7121

Montgomery, AL

1350 Emory Folmar Blvd
Montgomery, AL 36110
(334) 279-6083

BECOMING AN ALLISON DEALER

ALLISON AUTHORIZED DEALER CATEGORIES

Independent Dealer

Does not have an OEM affiliation and is qualified to sell Allison parts and perform maintenance and/or overhaul services for designated Allison products.

OEM Dealer

Has an OEM affiliation and is qualified to sell Allison parts and perform maintenance and/or overhaul services for designated Allison products. Express Lube Dealer Has an OEM affiliation and is qualified to perform fluid and filter changes for all on highway product models. Potential candidates are all non-Allison OEM dealers and will be recruited by Allison, distributors, and OEMs.

ALLISON AUTHORIZED DEALER SERVICE CLASSIFICATION TYPES

Maintenance Dealer

Is qualified to sell Allison parts, perform replacement of Allison products with ReTran® and is required to have all the essential tools, diagnostic equipment, parts inventories and trained technicians to remove and replace a transmission. Maintenance Dealer is qualified to perform any repair that does not necessitate getting into the “barrel” of the transmission by removing the converter housing, front support or rear cover.

Service Dealer*

Overhaul Dealer

Is qualified to sell Allison parts and to perform maintenance service dealer functions as well as perform overhaul work on all components and parts for designated products. Overhaul Dealer is required to have all essential tools, test stands, diagnostic equipment, parts inventories and trained technicians to perform failure diagnosis, removal and replacement of complete transmission assemblies, overhauls of complete transmissions or internal assemblies and sub-assemblies and internal transmission repairs or replacement of individual internal parts and assemblies.

**A Service Dealer can be a combination of maintenance and overhaul service classifications*

BECOMING AN ALLISON DEALER

DEALER APPLICATION PROCESS

1. **Dealer Development Manager (DDM) Review's the Become an Authorized Dealer materials with applicants.**
Materials include the Become an Authorized Dealer Flyer (SA8845EN), presentation.

- Allison Business Systems
- DocuSign
- Essential Tools + Equipment
- Financial Status (Credit Check)
- Identification Signage + Order Form
- Parts Inventory
- Parts Return Program
- Product Sales, Product Population + Service Operation Forecast
- Sales Literature
- Dealer Agreement + Related Addenda
- Service Policy Manual
- Training (Sales, Service + Warranty)

2. **DDM reviews the applicant company with Allison's Customer Support Manager, approving or denying the continued application process.***

3. **DDM requests and provides the applicant with a temporary eLEARN enrollment code.***

**No action is required of the applicant for these steps.*

4. **The Service Manager will complete the eLEARN registration process to create their own account and obtain the appropriate administrative level of eLEARN access.**

To obtain the appropriate administrative level email support@allisontransmission.com and request management access using the assigned temporary registration code.

5. **The Service Manager will need to assist the location's technicians in signing up for their own eLEARN accounts.**

Refer to the Dealer Service Manager Job Aid document located on Allison HUB's Channel Administration page.

6. **Verify training completion or enrollment.**

Before submitting its application, the applicant must have a minimum of two trained personnel, or two personnel enrolled in training (web-based and instructor-led) for each product and service classification that the applicant is applying for. All training is offered and scheduled through Allison eLEARN, Allison's Learning Management System (LMS).

7. **DDM Sends the Dealer Application and related materials to the applicant***

After initial review with their Customer Support Manager, the DDM will administer and submit the following forms to Allison. The new dealer application materials are listed below by dealer category.

8. **The applicant completes the application materials and returns them to the DDM for approval.**

9. **Once approved, the DDM sends the application materials to Allison for final approval.**

After the DDM reviews the application materials, the DDM will forward them to their Customer Support Manager who will then review and then, if approved, forward to Global Channel Development.

BECOMING AN ALLISON DEALER

Service Dealer Application Materials

Application Materials	Form Number	Process
Service Dealer Application	GCDF041	The applicant and distributor complete.
Establishment of a Warranty Hourly Labor Rate	GCDF003	The applicant completes and distributor approves.
Essential Service Tool Program Dealer Continuing Order	GCDF004	The applicant and distributor complete.
Photographs of the applicant's facility (both interior and exterior)	n/a	The dealer is to submit photos (attach to application).

*Completing Dealer Applications via DocuSign

Allison utilizes DocuSign, an organization that manages electronic documents, to streamline dealer applications, agreements, and other forms. While the PDF versions of our applications and agreements are available on Allison HUB, Allison encourages the use of this electronic process. By using DocuSign, the DDM is not required to manually send forms to the applicant. DocuSign eliminates the need to print, sign, scan, and send multiple copies back and forth.

9. DDM issues the appropriate Dealer Agreement and related addenda to the applicant.

Upon receipt of Allison approval, the DDM will issue the appropriate Dealer Agreement and related addenda. The distributor is responsible for executing a form of Dealer Agreement, which is issued and approved by Allison.

10. Allison will send a Channel Notification to the DDM

Once the Dealer Agreement and related addenda is processed by Global Channel Development, a customer code ("10-digit dealer code") is assigned to the dealer and considered valid in Allison's business systems. The Channel Notification, Form GCDF001, contains this customer code. Additionally, this customer code will have also been inputted on the completed application and agreement by Allison.

11. Allison will send a Channel Notification to the DDM

Once the Dealer Agreement and related addenda is processed by Global Channel Development, a customer code ("10-digit dealer code") is assigned to the dealer and considered valid in Allison's business systems. The Channel Notification, Form GCDF001, contains this customer code. Additionally, this customer code will have also been inputted on the completed application and agreement by Allison.

12. Before proceeding to operational Dealer status the following items will need to be completed.

- A minimum of 2 service technicians have completed training both Web-based and instructor led.
- All parts staff that will interact with the Allison product have registered for eLEARN and completed the assigned training.
- A warranty administrator has been assigned and has completed the Allison Warranty and 4WARD training module located on Allison eLEARN.
- At least one service administrative staff member has completed the Allison Warranty and ETC training module located on Allison eLEARN.
- Dealer has ordered and received an initial Parts stock inventory

BECOMING AN ALLISON DEALER

- An approved Allison Authorized sign has been affixed and is visible on the exterior of the applicant's property.
 - All essential tools have been received that meet the required service level.
13. **The dealer receives its Dealer Start-Up and Literature Kits (North American Service Dealers only)**
Allison will ship the new Service Dealer its Dealer Start-Up and Literature Kits to the address indicated under the Dealership Contact Information section located in the Service Dealer Application unless noted otherwise.
14. The dealer officially becomes an Allison Authorized location.
After the dealer completes all of Allison's Dealer Operating Requirements, the DDM needs to notify Global Channel Development. Once confirmed, the dealer will then be added to the Sales + Service Locator as an Allison Authorized location.

BECOMING AN ALLISON DEALER

REGISTRATION RESOURCES

Allison Business	System Website	URL Notes
Allison eLEARN™	allisonelearn.com	Refer to the Allison eLEARN registration materials located on Allison HUB's Channel Administration page.
Allison HUB™	hub.allisontransmission.com	The applicable Service Dealer personnel (e.g. Service Manager, Parts Manager, technician, etc.) should selfregister for Allison HUB. Allison HUB provides Service Dealers a central landing point for access to "all things" Allison such as parts catalogs, tech data, technical bulletins, TCM Reflash and marketing resources, to name a few. Express Lube Dealers do not have this level of Allison HUB access for they are assigned a Basic user role. However, they can follow the same steps below as Service Dealers when requesting an Allison HUB account. Dealer personnel should each self-register for Allison HUB by: 1. Select the Request an Account link 2. Input their 10-digit dealer code and select their role 3. Complete the registration form and submit it.
Allison 4WARD™	registration.allison4ward.com	Must have an Allison HUB account username to submit an Allison 4WARD account request.
Allison DOC®	allisonstore.noregon.com	Dealer personnel should request an account and then email docsupport@noregon.com and provide their 10-digit dealer code and company information, including email address. Once their information is verified, they will receive an email confirming their channel partner account.
Snap On	allisontools.snapon.com	Proceed to the Snap On Tools website. Dealer personnel can purchase their own tooling via this website after self-registering.

DEALER COMPLIANCE AND ANNUAL EVALUATION

ANNUAL EVALUATION

At or before the end of each calendar year the Allison DDM will conduct an Annual Evaluation of each dealer in their territory. Below are the metrics measured in this evaluation and the minimum requirements of each.

Training

DDM Reviews the Training Records Reports from Allison E-Learn by attaching the reports from Allison ELearn to the evaluation.*

Minimum Requirements:

- Technicians: A minimum of two trained personnel are required for the level of service and product(s) designated in your Service Dealer Agreement. Technicians should have current and appropriate Allison product, parts, and service training.
- Service Manager: Should be registered in Allison eLEARN to onboard new staff as well as monitor and maintain current staff training.
- Administrative personnel: A minimum of one administrative staff member should have current and appropriate Allison product and service training. Including but not limited to, Allison Hub completes unit history and warranty status checks when checking in vehicles.
- Parts staff: Completion of the Allison Parts Professional training module, an understanding of the ReTran calculator, fluid and filter calculator, parts return policy, and factory parts warranty.
- Warranty Staff: Completion of the Allison Warranty and 4WARD training module, a registered Allison 4WARD account for access to warranty submission, an understanding of the Allison labor time guide, warranty, policy, and field action requirements.

Training Certification:

Training must have been completed within the past five years at an accredited Allison training facility and updated as necessary. All required training will be completed within the following criteria:

- Web-Based Training: Six (6) weeks
- Instructor-Led Training: Six (6) months

Necessary training classes are decided by the level of service and product(s) designated in your Service Dealer Agreement.

*Instructor-Led Training class availability is viewable after completing Web-Based Training on Allison eLEARN**

Annual Parts Purchases/ ReTran Sales by volume

If requested by the DDM or another member of W.W. Williams management team per the rules outlined in the Allison dealer agreement, dealers must provide when asked a copy of their purchase and sales history in regards to the Allison Transmission product line.

Essential hand tools/Flush Cart/Allison DOC

During the Evaluation period, the DDM will either provide a self-guided tool audit form to the location manager or appear on location and perform an in-person tool audit.

Minimum Requirement:

All essential tools inventory must be on-hand to be viewed as satisfactory during this evaluation. Essential tooling is dependent upon a location's service classification and product(s) that they choose to be authorized for (1000 Series™ and 2000 Series™, 3000 Series™, 4000 Series™, etc.). For example, Express Lube Dealers do not require special tooling because their responsibilities include standard tools that technicians should already have on-hand.

DEALER COMPLIANCE AND ANNUAL EVALUATION

Allison Authorized Signage

Upon request, the dealer will provide W.W. Williams photographic evidence of Allison Signage that meets the criteria as outlined in the initial dealer agreement.

Minimum Requirement:

A dealer will at its own expense erect and maintain standard authorized signs of a type recommended or approved by the distributor and Allison in writing. If a sign is not currently posted, please contact your DDM for details on ordering.

Sufficient Parts Inventory

Upon request from W.W. Williams the dealer will provide a record of Allison Transmission parts currently in stock at the time of the request, additionally, the dealer will allow access to a physical viewing of these products if required.

PARTS ORDER PLACEMENT PROCESSES & ASSISTANCE

PARTS LOGISTICS & PRICING

- Williams E-Commerce should always be your primary tool to obtain pricing, availability, and order entry.
- Each W.W. Williams Allison Dealer receives Allison recommended Dealer pricing by their certification level
- Allison delivers periodic price changes. When they occur W.W. Williams will make every effort to inform you in advance. However, prices are subject to change without notice.
- An updated Dealer price file will be provided yearly or as needed based on release schedule.

WILLIAMS E-COMMERCE – TECHNICAL SUPPORT

For Commerce password support & technical issues, please contact:
Alicia Wiggins | awiggins@wwwwilliams.com

PARTS ORDERING

- Daily orders can be placed using Williams E-Commerce or by email or phone to your local W.W. Williams Branch Distribution Center. Please remember that all stock replenishment orders by default are placed on standard ground if coming from Allison's Factory.
- Business Online orders are processed between the hours of 7:00 AM – 3:00 PM Monday through Friday (Holidays excluded). Daily orders received by 2:30 PM can be shipped from our branches the same day (excluding parts not currently in stock).
- The online Parts Support team will expedite all Daily and Emergency Orders as indicated by the dealer in the shipping notes. This includes having the parts shipped from 1) another W.W. Williams branch location or 2) Allison factory.
- There is no limit on the number of Daily or Emergency Orders.
- Dealers located within will-call distance of a W.W. Williams Branch can specify the order to be held for pickup locally to alleviate freight charges associated with the shipping the order to dealer' location.
- Emergency unit down parts orders must be placed by 12:30 PM Pacific time/ 2:30 PM Eastern time daily for priority processing and expedited air freight from the Allison Indianapolis PDC. If you have a special need after the factory cutoff time please call your local W.W. Williams Location and we will attempt to expedite your order.

PARTS ORDER PLACEMENT PROCESSES & ASSISTANCE

STOCK ORDERS

- All stock orders should be placed using W.W. Williams E-Commerce.
- Stock Orders (if requested quantities are on hand) will be available for will-call or ship within 24 hours of receipt of the order (weekends excluded). In most cases, Stock Orders will be ready for will-call or shipping on the day we receive the order.
- Part numbers and quantities that cannot be filled will automatically go to backorder status. Backorders will be filled upon W.W. Williams receiving stock order replenishment from Allison.
- For orders a dealer wishes to be held to 'ship complete' that request needs to be communicated at the time the order is placed.

DEALER PARTS RETURN POLICY

- Returns must be accompanied by the invoice and in the original, unopened box or packaging. A 15% restocking charge will be applied to all returned items. No returns on electrical items. No returns on special order items. No returns after 30 days from the date of invoice (unless otherwise authorized by a W.W. Williams Branch Manager).
- Special return requests such as stock lifts, annual returns, or similar dealer requests will be reviewed by the operations team at W.W. Williams corporate office in conjunction with local management.

RETRAN TRANSMISSION SALES RESEARCH AND ORDERING

TRANSMISSION SALES

Allison ReTran

- Is the only remanufactured Allison Transmissions that meet genuine factory specifications and certification.
- ReTran comes with the factory standard 2-year/unlimited mileage warranty.
- ETC-The optional Extended 2-year/unlimited mileage warranty coverage offered during the purchase of a ReTran or up to one year after the purchase.
- Contact your local branch for more information on Allison ETC

ReTran Discount Calculator

- It is always our mutual desire to sell products at full price; however, if pricing becomes the remaining obstacle in achieving the sale, the Discount calculator program has an established discount structure that enables Distributors/Dealers to win the business.
- Moving forward, the calculator(s) will only be available on Allison HUB™, any updates will be announced through Allison HUB communications.
- To use the calculator, simply navigate to the AllisonHUBPartsReTranCalculator—enter your ReTran part number, and press submit.
- The discount applies from 1-15%. This allows dealers to purchase ReTrans for less than the listed network cost. By giving Dealers, the ability to purchase transmissions for less it means the cost savings are passed down to the customer.

USING THE DISCOUNT PROGRAM, THE CUSTOMER PRICE MUST NOT EXCEED THE PRICE IN THE ASSOCIATED "RETRAN PRICE TO CUSTOMER" COLUMN.*

TRANSMISSION RESEARCH AND ORDERING

Transmissions are often built in a generic configuration in order to provide inventory and installation flexibility. In some cases, transmissions are built to a specific application. We encourage all Dealers with questions to call the Allison Dealer Parts Support Team for assistance when ordering a Transmission.

ReTran orders will be shipped pre-paid by Allison to our distributor locations. Once ordered it takes approximately 5-10 days for an Allison ReTran Transmission (depending on stock at Allison's PDC) to arrive at your local PDC.

Emergency orders placed by 12:30 PM Pacific Time/2:30 PM Eastern time, with our Allison Dealer Parts Support Team will be shipped the same day by the Allison PDC if stock is available. Please call the Dealer Parts Support Team for Emergency order freight charges.

DEALER FREIGHT/CORE RETURN POLICY

STOCK/UNIT DOWN ORDERS

- Stock/daily orders can be placed in will call and picked up at your local W.W. Williams location without any additional freight charges.
- Orders placed to ship from a W.W. Williams location are the responsibility of the dealer and must pay the freight charges associated with shipping the order.
- All parts orders requiring shipment from the factory will be subject to inbound freight charges including unit-down/expedited shipments.
- All parts ordered from Allison Transmissions factory must first arrive at a Williams PDC before being shipped to the dealer (excluding ReTran drop-shipping program)

SHIPPING / ORDER DISCREPANCIES

- Freight carrier is responsible for damaged/missing shipments. Please report damaged/missing shipments immediately to the freight carrier prior to accepting the shipment.
Failure to document damaged shipments with the carrier during the receipt process will result in the dealership assuming responsibility for the condition and contents of the shipment.
- Please report shipping or order discrepancies to your W.W. Williams shipping location immediately upon receipt of order

DEALER - CORE PROGRAM

Dealer Core Terms

- Core will be invoiced to the Dealer at the distributor's established core value at the time of the transaction.
- Dealers have 90 days to return core to W.W. Williams for full credit. If additional time is needed, please contact your DDM or Williams branch manager for an extension.

Dealer Core Return Process

- All Allison cores should be returned to the local/Purchasing W.W. Williams branch.
- If shipped, freight is pre-paid by the Dealer.*
**Unless otherwise authorized by the Dealer Development Manager or W.W. Williams Branch Manager.*
- All returns should be accompanied by a copy of the original purchasing invoice attached. Core requirements below should be confirmed by dealership prior to return.
- Please resolve all core discrepancies within 24 hours of being contacted by W.W. Williams.
- Cores received complete, undamaged, and intact will be credited to the Dealer account in full. For a guide to complete cores, please see the provided table.
(Any items missing/damaged will incur a chargeback resulting in a lower dollar amount being credited.)

DEALER FREIGHT/CORE RETURN POLICY

DEALER - CORE PROGRAM

Dealer Core Return Process

Items required to receive full credit on a ReTran® core return	1000/2000/2400 ReTran® Models chargeback if missing/damaged at the time of return	3000/4000/B300/ B400/B500 ReTran® Models chargeback if missing/damaged at the time of return
Main Case/Housing (Undamaged)	\$350.00	\$750.00
Converter Housing (Undamaged)	\$350.00	\$320.00
Torque Converter (Installed)	\$200.00	\$460.00
Torque Converter (Undamaged)	\$100.00	\$230.00
Rear Cover (installed & Undamaged)	\$350.00	\$350.00
Retarder Housing [if applicable] (installed & Undamaged) (3K4K)		\$500.00
Oil Pan (installed & Undamaged)	\$70.00	\$70.00
Returnable Shipping Container (1K2K)	\$300.00	
Steel Returnable Shipping Container returned (3K4K)		\$400.00
Steel Skid Insert (3K4K)		\$25.00
Damage to the steel Steel Skid (bent support or brace) results in the following chargeback		\$75.00
Converter Hold Down (installed)	\$25.00	\$25.00
Shipment Plugs/PTO Cover (installed)	\$50.00	\$50.00
Removal of all Dunnage and or Support Equipment (Brackets)	\$150.00	\$150.00
Environmental Disposal Fee (Scrapping of unacceptable cores) should this be necessary will result in the following chargeback	\$150.00	\$150.00

ALLISON WARRANTY POLICY & PROCEDURE

Reference SE0034EN- Service Policy Manual for more information

Reference SE0100EN- Warranty Information (On-Highway Vehicle Applications)

REPAIRS COVERED

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

TOWING

Towing is covered to the nearest Allison Authorized Distributor or Allison Authorized Dealer only when necessary to prevent further damage to your unit.

Warranty Repair Order

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

Unit Removal and Reinstallation

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

Warranty Period

The warranty period for all coverages shall begin on the date the transmission is delivered to the first retail purchaser.

WARRANTY DOES NOT COVER

Damage Due to Accident, Misuse, or Alteration

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

- Flood, collision, fire, theft, freezing, vandalism, riot, explosion, or object striking the vehicle and/or transmission
- Misuse of the vehicle and/or transmission
- Installation into unapproved applications and installations
- Alterations or modifications to the transmission or the vehicle
- Damage resulting from improper storage (refer to long-term storage procedure outlined in the applicable Allison Service Manual)
- Anything other than defects in Allison Transmission material or workmanship.
- This warranty is void on units currently used in vehicles previously titled as salvaged, scrapped, junked, or totaled.

Chassis, Body, and Components

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

ALLISON WARRANTY POLICY & PROCEDURE

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

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

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

- Failure to follow the maintenance schedule intervals applicable to the unit.
- Use of fluids not approved by Allison Transmission.
- Failure to maintain the fluid levels set forth in the Operator's Manual.

Maintenance

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

Repairs by Unauthorized Service Outlets

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

Use of Other Than Genuine Allison Transmission Parts

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

Extra Expenses

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

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

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.

ALLISON WARRANTY POLICY & PROCEDURE

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.

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 a 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.

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.

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.

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.

ALLISON WARRANTY POLICY & PROCEDURE

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.

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.

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:

- Claims submitted between 30 to 60 days following the date of last labor will be denied parts markup.
- Claims submitted between 60 to 90 days following the date of last labor will be denied half of the labor and parts markup.
- 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.
- Claims submitted 180 days or more following the date of last labor are not eligible for reimbursement and will be Rejected.

ALLISON WARRANTY POLICY & PROCEDURE

Replacement Claim Preparation

When a 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.

When a 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 Netas 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 the disposition of the removed Unit.

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

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.

ALLISON WARRANTY POLICY & PROCEDURE

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.

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.

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

ALLISON WARRANTY POLICY & PROCEDURE

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.

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.

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 a flat rate, require an explanation of the need for additional time to complete Repairs.