



February 18, 2020

**Subject: Allison Transmission 7 year Warranty Coverage for OEM Blue Bird**

The letter below outlines details of the 7-year transmission warranty coverage for OEM Blue Bird for models using Allison 2300PTS, 2350PTS, 2500PTS, 2550PTS and 2575PTS transmissions for use in school buses and similar buses manufactured for non-school use (similar duty cycle to school bus) such as a church bus, private academy bus, prison bus, work bus, poultry bus, etc.

For Allison Transmission models mentioned above shipped to OEM Blue Bird beginning Jan 1, 2020 until December 31, 2020, total transmission coverage will be 7 years. Note: 7-year warranty coverage DOES NOT APPLY to 3000PTS model or any other model not mentioned above. Warranty coverage is described as follows:

Standard Limited Warranty

All Allison transmissions carry a comprehensive Standard Limited Warranty covering 100% parts and labor. The length of Standard Limited Warranty coverage for Blue Bird School Bus models with an Allison 2300/2350/2500/2550/2575 PTS Series™ transmission is 5 years. Details on Standard Limited Warranty can be found on Parchment document SE0610EN located on Attachment A.

Extended Transmission Coverage:

In addition to Standard Limited Warranty, transmissions are eligible for Extended Transmission Coverage which begins at the end of the Standard Limited Warranty period. The length of Extended Transmission Coverage for Blue Bird School Bus applications with a 2300/2350/2500/2550/2575 PTS Series™ transmission shipped from Allison to Blue Bird beginning January 1, 2020 through December 31, 2020, is 2 years beyond the Standard Limited Warranty for a total of 7 years of coverage.

**NOTE:** Except as noted, all transmissions with Extended Transmission Coverage Warranty have 100% parts and labor coverage with no mileage limitations.

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

\* For a list of current Allison Approved TES 295® transmission fluids, go to:  
<https://www.allisontransmission.com/parts-service/approved-fluids>

**ATTACHMENT A**

**NEW PRODUCT WARRANTY**



**PARTICIPATING OEM SALES  
DISTRIBUTOR SALES**

**LIMITED WARRANTY ON NEW ALLISON AUTOMATIC TRANSMISSIONS  
USED IN SCHOOL BUS APPLICATIONS**

Allison Transmission, Inc. will provide for repairs or replacement, at its option, during the warranty period of each new Allison transmission listed below that is installed in a School Bus in accordance with the following terms, conditions, and limitations.

**WHAT IS COVERED**

- **WARRANTY APPLIES** — This warranty is for new Allison transmission models listed below installed in a School Bus and is provided to the original and any subsequent owner(s) of the vehicle during the warranty period.
- **REPAIRS COVERED** — The warranty covers repairs or replacement, at Allison Transmission's option, to correct any transmission malfunction resulting from defects in material or workmanship occurring during the warranty period. Needed repairs or replacements will be performed using the method Allison Transmission determines most appropriate under the circumstances.
- **TOWING** — Towing is covered to the nearest Allison Transmission Distributor or authorized Dealer only when necessary to prevent further damage to your transmission.
- **PAYMENT TERMS** — Warranty repairs, including parts and labor, will be covered per the schedule shown in the chart contained in section "APPLICABLE MODELS, WARRANTY LIMITATIONS, AND ADJUSTMENT SCHEDULE."
- **OBTAINING REPAIRS** — To obtain warranty repairs, take the vehicle to any Allison Transmission Distributor or authorized Dealer within a reasonable amount of time and request the needed repairs. A reasonable amount of time must be allowed for the Distributor or Dealer to perform necessary repairs.
- **TRANSMISSION REMOVAL AND REINSTALLATION** — Labor costs for the removal and reinstallation of the transmission, when necessary to make a warranty repair, are covered by this warranty.
- **WARRANTY PERIOD** — The warranty period for all coverages shall begin on the date the transmission is delivered to the first retail purchaser, with the following exception:

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

**APPLICABLE MODELS, WARRANTY LIMITATIONS, AND ADJUSTMENT SCHEDULE**

APPLICABLE MODELS	WARRANTY LIMITATIONS (Whichever occurs first)		ADJUSTMENT CHARGE TO BE PAID BY THE CUSTOMER	
	Months	Transmission Miles Or Kilometers	Parts	Labor
B, MD, HD, 1000, 1000 Series, 2000 Series, 2100, 2200, 2400 Series, 2500, 3000	0-36	No Limit	No Charge	No Charge
1000 PTS, 1350 PTS, 2100 PTS, 2200 PTS, 2300 PTS, 2350 PTS, 2500 PTS, 2550 PTS, 3000 PTS, 1000 PTS $\times$ FE™, 1350 PTS $\times$ FE™, 2100 PTS $\times$ FE™, 2200 PTS $\times$ FE™, 2350 PTS $\times$ FE™, 2500 PTS $\times$ FE™, 2550 PTS $\times$ FE™	0-36*	0-100,000 m 0-160 000 km	No Charge	No Charge

\* Effective July 2006, the Allison transmission in your vehicle may be covered by additional extended coverage, dependent on the Original Equipment Manufacturer (OEM) which manufactured your vehicle. This additional coverage requires continued use of an Allison Approved TES 295 automatic transmission fluid and genuine Allison filters. Please consult your OEM Dealer or authorized Allison Transmission Distributor or Dealer for specific information.

**ATTACHMENT A (CONTINUED)****WHAT IS NOT COVERED**

- **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 objects striking the vehicle;
  - Misuse of the vehicle;
  - Installation into unapproved applications and installations;
  - Alterations or modification of the transmission or the vehicle, and
  - Damage resulting from improper storage (refer to long-term storage procedure outlined in the applicable Allison Service Manual)
  - Anything other than defects in Allison Transmission material or workmanship

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

- **CHASSIS, BODY, and COMPONENTS** — The chassis and body company (assemblers) and other component and equipment manufacturers are solely responsible for warranties on the chassis, body, component(s), and equipment they provide. Any transmission repair caused by an alteration(s) made to the Allison transmission or the vehicle which allows the transmission to be installed or operated outside of the limits defined in the appropriate Allison Installation Guideline is solely the responsibility of the entity making the alteration(s).
- **DAMAGE CAUSED by LACK of MAINTENANCE or by the USE of TRANSMISSION FLUIDS NOT RECOMMENDED in the OPERATOR'S MANUAL** — Defects and damage caused by any of the following are not covered:
  - Failure to follow the recommendations of the maintenance schedule intervals applicable to the transmission;
  - Failure to use transmission fluids or maintain transmission fluid levels recommended in the Operator's Manual.
- **MAINTENANCE** — Normal maintenance (such as replacement of filters, screens, and transmission fluid) is not covered and is the owner's responsibility.
- **REPAIRS by UNAUTHORIZED DEALERS** — Defects and damage caused by a service outlet that is not an authorized Allison Transmission Distributor or Dealer are not covered.
- **USE of OTHER THAN GENUINE ALLISON TRANSMISSION PARTS** — Defects and damage 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 costs.
- **"DENIED PARTY" OWNERSHIP** — Warranty repair parts and labor costs are not reimbursed to any participating or non-participating OEMs, dealers or distributors who perform warranty work for, or on behalf of, end users identified by the United States as being a "denied party" or who are citizens of sanctioned or embargoed countries as defined by the U.S. Department of Treasury Office of Foreign Assets Control. Furthermore, warranty reimbursements are not guaranteed if the reimbursement would be contrary to any United States export control laws or regulations as defined by the U.S. Department of Commerce, the U.S. Department of State, or the U.S. Department of Treasury.

**OTHER TERMS APPLICABLE TO CONSUMERS AS DEFINED by the MAGNUSON-MOSS WARRANTY ACT**

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

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

**ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE APPLICABLE TO THESE TRANSMISSIONS IS LIMITED IN DURATION TO THE DURATION OF THIS WRITTEN WARRANTY. PERFORMANCE OF REPAIRS AND NEEDED ADJUSTMENTS IS THE EXCLUSIVE REMEDY UNDER THIS WRITTEN WARRANTY OR ANY IMPLIED WARRANTY. ALLISON TRANSMISSION SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES (SUCH AS, BUT NOT LIMITED TO, LOST WAGES OR VEHICLE RENTAL EXPENSES) RESULTING FROM BREACH OF THIS WRITTEN WARRANTY OR ANY IMPLIED WARRANTY. \*\***

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

**OTHER TERMS APPLICABLE TO OTHER END-USERS**

**THIS WARRANTY IS THE ONLY WARRANTY APPLICABLE TO THE ALLISON TRANSMISSION MODELS LISTED ABOVE AND IS EXPRESSLY IN LIEU OF ANY OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. ALLISON TRANSMISSION DOES NOT AUTHORIZE ANY PERSON TO CREATE FOR IT ANY OTHER OBLIGATION OR LIABILITY IN CONNECTION WITH SUCH TRANSMISSIONS. ALLISON TRANSMISSION SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM BREACH OF THIS WARRANTY OR ANY IMPLIED WARRANTY.**

**QUESTIONS**

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

Allison Transmission, Inc.  
P.O. Box 894  
Indianapolis, IN 46206-0894  
Attention: Warranty Administration PF-9  
Form SE0610EN (201612)