



# WHEN IT COMES TO YOUR ALLISON TRANSMISSION REPAIR & REPLACEMENT DECISIONS



AN INDUSTRY LEADER FOR 40 YEARS  
**BECAUSE ALLISON IS ALL WE DO.**<sup>™</sup>

REMANUFACTURING, SERVICE & SUPPORT

# TRUCK DOWN?

IT'S MORE THAN JUST THE COST,  
IT'S ABOUT THE IMPACT ON THE CUSTOMERS YOU SERVE.

## RTS UNDERSTANDS YOUR FLEET IS MORE THAN JUST TRUCKS, IT'S THE OPERATIONAL LIFELINE OF YOUR BUSINESS, AND THE CUSTOMERS YOU SERVE.

We understand the operational challenge whenever a fleet has a truck down, it's more than just about operations, it's the consequences it may have on the customers you serve. That's why when it's an Allison transmission issue, RTS does everything in our power to prevent your downtime from turning into a 4-alarm fire.

**Why?** Because RTS is not just any Allison dealer. From our beginning, over 40 years ago, RTS made the strategic, customer-centric decision to not follow the pack in becoming a "jack of all remanufacturing." **THAT WAS NOT OUR WAY.**



Instead, we made a commitment to be **THE EXPERT** on one product only. Allison transmissions. We knew then, as we know today, that this was, and still is, in the best interest of our customers for their Allison transmission maintenance.

**That's why today,** when it comes to service, repairs, remanufacturing, and customer support, there's simply nobody who knows Allison better than RTS. It's why our customers trust RTS to keep their trucks up and running, so they can continue to meet their customers' needs. That's an earned trust that we don't take lightly.



**UNDERSTANDING OUR CUSTOMERS' OBJECTIVES  
IS OUR OBJECTIVE.**

## RTS BELIEVES A **FULL SERVICE** ALLISON DEALER SHOULD REALLY MEAN FULL SERVICE.

There is much more to being a full service Allison dealer than most might realize, but it's important to know when you are putting the trust of your Allison transmissions into the hands of that dealer. At RTS, full service means we can do virtually everything you will ever need for your Allison transmissions, including:

### **AUTHORIZED SERVICES:**

**Maintenance:** RTS is authorized by Allison to provide repair and maintenance services for all on-highway and off-highway Allison transmissions.

**Overhaul (Remanufacturing):** RTS is authorized by Allison to remanufacture Allison transmissions for medium and heavy-duty commercial vehicles and more.

**Reprogramming:** RTS has factory-certified personnel to install and reprogram Allison software.

**Service Parts:** RTS is authorized to sell Allison Genuine Parts™.

**Allison Retran®:** RTS is authorized to sell and install Allison Retran® transmissions.

**What does this mean for your fleet?** RTS has the Allison authorizations to service all your Allison transmission needs, and you can trust that RTS personnel have the certifications and experience to meet your needs.



FACTORY-TRAINED, CERTIFIED ALLISON TECHNICIANS



REMANUFACTURED  
ALLISON TRANSMISSIONS



ALLISON GENUINE PARTS™

# SERVICE IS MUCH MORE THAN JUST REPLACING THE TRANSMISSION.

## SERVICE THEIR WAY?

Most product suppliers in the industry view your Allison transmissions much like a television, *"If it breaks, replace it. Whether it needs it or not."* This is their *"idea"* of service, because they only remanufacture, not repair. For you, this too often will lead to an expensive, unnecessary, premature retirement for a transmission built to last. Fortunately, for our customers, *"Their Way"* is not *"Our Way."*

## OR THE BETTER WAY.

As a **Total Solution Provider**, our idea of service is a bit enlightening for today's world. We take a **"Repair before Replacement"** approach to service, and it's something RTS customers have come to trust. *Why?* Because our factory-trained, certified Allison technicians will correctly diagnose the root cause of a problem. And if it's a transmission problem, then, based on the issue and age of the transmission, recommend whether to repair or replace, and expediently get your truck back into operations. Preventively, RTS can even perform regular maintenance to find and correct issues that could lead to unnecessary downtime.



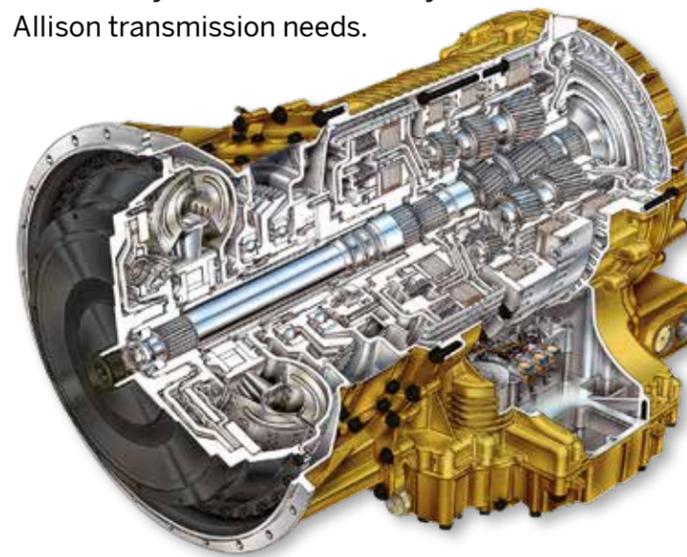
## SO WHICH WAY SHOULD YOU TRUST?

Replace an Allison with a reman, whether it needs to be replaced or not? Or, repair the transmission, and only replace when necessary? To RTS, service is much more than replacing a transmission, and that's why our customers have come to trust RTS as a partner, because our **Repair before Replacement** service approach has reliably saved their operations both time and money, time and time again.



## SERVICE YOUR WAY

We understand it's not always convenient, cost-effective, nor possible to drive or tow your truck to an RTS facility for service, we offer you the option to choose our **RTS Field Service**, available from all RTS locations. Our certified Allison technicians, with our fully-equipped vehicles, can diagnose, repair, even install a new remanufactured Allison just as effectively at your shop. For customers outside of our service territory, our technical support team are available to expedite the diagnostic and repair process. It's **"Service Your Way."** Just one more reason why our customers rely on RTS for all their Allison transmission needs.



**FREE ONSITE TRAINING FOR RTS CUSTOMERS**  
*Because an Allison is no Playground for the Untrained.*



## RTS CUSTOMER SUPPORT, SO YOU NEVER HAVE TO GO IT ALONE.

At RTS, we don't believe service should begin and end with Repair and Replacement of your Allison transmissions. We believe Customer support is paramount to achieve an effective partnership with our customers. You can trust RTS will always be there for whatever and whenever you need us.

**PARTS SUPPORT:** Our Parts Department at each RTS location is eager to serve you with a complete line of Allison Genuine Parts™ and Allison approved fluids. Parts and Service Manuals are also available.

**TECHNICAL SUPPORT:** RTS supports you with a nationwide Technical Support Hotline, as well as service manager support at each RTS location.

**TRAINING SUPPORT:** An Allison is no playground for the untrained. That's why RTS offers our customers a series of Onsite Training Courses to teach your technicians proper Allison maintenance, and how to correctly diagnose potential issues that may affect performance.

**WEBSITE SUPPORT:** A growing library of training videos and articles on our website Learning Center. Available in 2022.

# WHEN TRANSMISSION REPLACEMENT IS THE SOLUTION FOUR DECADES OF ALLISON-ONLY EXPERIENCE REALLY DOES MEAN SOMETHING.



## IT MEANS 40+ YEARS OF KNOWLEDGE BUILT-IN EVERY TRANSMISSION.

When it becomes necessary to replace a transmission, look no further than to the company with over 40 years of Allison-only remanufacturing experience. There's simply nobody who remanufactures an Allison transmission better than RTS, because we know all there is to know about these technically advanced transmissions. You better believe, after four decades of Allison-only experience, that the lessons learned, and procedures perfected, make a difference. It's why RTS is recognized as the industry's Gold Standard for remanufactured Allison transmissions.

## OUR REMANGINEERS™ MAKE A DIFFERENCE.

Benefitting from the 40 years of lessons from those before them, our factory-trained, certified technicians are truly reman engineers. And because Allison is all they do, it's easy to understand why our "Remangineers" are among the finest Allison reman technicians in the world today. What this means to you is maximum uptime for your vehicles because of a more dependable, superior remanufactured Allison transmission from a partner you can trust for the long haul.



## AUTHORIZED FOR OVERHAUL IS SOMETHING YOU SHOULD KNOW.

While there are other Allison Authorized dealers remanufacturing Allison transmissions, not all dealers are actually Authorized for Overhaul (Remanufacturing). And when it comes to remanufacturing, being Authorized for Overhaul is what you need to know. *Why?* Because, that's the only way to know that transmission has been built to Allison specifications and using Allison Genuine Parts™. Can you trust it has been built right? RTS is Authorized for Overhaul. You can trust we use only Allison Genuine Parts, meet and often exceed Allison specs, perform engineering updates, and meet FTC (Federal Trade Commission) guidelines. Combine this with more than 40 years of Allison-only experience and the finest Allison certified technicians, why risk using anyone else?



**REMANGINEERS™**  
BECAUSE ALLISON IS ALL THEY DO.

*On the question...  
Why RTS does only Allison transmissions?  
I believe when a business has a singular focus,  
you should do it better than everybody else.  
I believe we do.*

**Gary Phillips**  
CEO

## FACT. THE BEST WARRANTY IS THE WARRANTY NEVER USED.

A warranty's purpose is to provide peace of mind when something goes wrong within a defined period of time, and the manufacturer will stand behind the product it built. *But as a maintenance manager, can you really afford that Allison reman to go down?* So, while there are cheaper Allison rebuilds, some with longer warranties, they come with a higher cost - the cost in downtime, and operational consequences, if that warranty has to be used once, twice, or more?

## A WARRANTY SHOULD BE "GOOD AS GOLD"

We believe a remanufactured Allison transmission should be built and operate like a brand new transmission. And after 40 years of remanufacturing only Allison transmissions, you can trust ours live up to that standard. Because of this, we issue our "Good as Gold" warranty with every remanufactured transmission we build. *Why?* Because we believe the best warranty is the one never used, and ours rarely is, providing the maximum uptime you should expect from a remanufactured Allison. And rest assured, should an issue occur with one of our transmissions, we fully investigate the cause to prevent repeat occurrences. Because for your fleet, we believe a warranty never used is worth its weight in gold.



## AVAILABILITY. WE HAVE IT WHEN YOU NEED IT.

We understand that it's not enough to remanufacture the Gold Standard for Allison transmissions. They have to be available and ready to ship when the customer needs it. And after 40 years of managing inventory, you can be sure we'll have your transmission when you need it. We accomplish this by keeping a reserve inventory of 300+ remanufactured Allisons, while maintaining an ongoing production inventory of 500+ Allisons. So, whatever Allison transmission your vehicles require, and wherever in the U.S. you are located, RTS will be ready to serve you when you need it.





**RTS HAS YOU COVERED  
NATIONWIDE FOR YOUR  
ALLISON REMANUFACTURING  
AND SUPPORT NEEDS**



**OUR NINE REGIONAL LOCATIONS  
HAVE YOU COVERED FOR YOUR  
ALLISON SERVICE AND REPAIR NEEDS**

<b>Tampa</b> 813.677.8883	<b>Jacksonville</b> 904.378.1703	<b>Mobile</b> 251.260.8510	<b>New Orleans</b> 985.200.0400	<b>Atlanta</b> 404.361.8033 <small>not authorized</small>
<b>Indianapolis-S</b> 317.889.8130	<b>Indianapolis-N</b> 765.482.6525	<b>Dayton</b> 937.226.1050	<b>Houston</b> 713.742.9633	

**TECHNICAL SUPPORT  
866.442.1023**



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BECAUSE ALLISON IS ALL WE DO.™**

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