



# SERVICE INFORMATION LETTER



10-TR-99, Rev. B  
January, 2002  
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SUBJECT: ATD Factory Fill of TranSynd™  
Revised Transmission Fluid/Filter Change Recommendations  
Release of MD and HD Product Line Gold Series Filters

EQUIPMENT AFFECTED:	AT 500 Series	MD 3000 Series	1000 Series™	2000MH
	MT 600 Series	HD 4000 Series	2000 Series™	T Series
	HT 700 Series	B 3/4/500 Series	2400 Series™	

BEGINNING SERIAL NUMBERS:	MD/B 300/B 400	S/N 6510350645
	HD/B 500/T 425/T 450/T 525	S/N 6610092269
	AT	S/N 3211122650
	MT	S/N 2430633113
	HT	S/N 2510235088
	MD/B 300/B 400/T 200/T 300 Series	S/N 6520007534

## **Introduction:**

Optimum performance and reliability of heavy-duty automatic transmissions can be noticeably influenced by the type of fluid used and the frequency with which that fluid is changed. Allison Transmission Division and General Motors have designed extensive programs including specifications and tests to verify the quality of fluids and consequently have specific fluid and filter change recommendations. Due to field studies, changes in emission requirements, vehicle design, and operating environments, Allison Transmission has realigned recommended fluid and filter change intervals to more closely match the operating environment heavy-duty automatic transmissions are found in today. Allison Transmission began 1/1/02 final testing MD/HD Product Line, AT, MT, and HT transmissions with TranSynd™ fluid. Customers may continue to choose from a wide variety of approved DEXRON®-III or Allison qualified C4 fluids. Customers may elect to use TranSynd™ or TES 295 equivalent and extend drain intervals. Equivalent TranSynd™ fluid must **meet or exceed** TES 295 requirements. TranSynd™ is a synthetic, DEXRON®-III/C4 fluid.

Effective with the release of this SIL, the following schedules list current fluid and filter change recommendations based upon vocation. **Local conditions, severity of operation or duty cycle may require more or less frequent fluid change intervals that differ from the published recommended fluid change intervals of Allison Transmission. If fluid change intervals are extended by fluid analysis, transmission filters must be changed at or before recommended filter change intervals.** Refer to Allison publication number GN2055EN, "Technicians' Guide to Automatic Transmission Fluid" for additional information on oil analysis and general knowledge about engine oils and transmission fluids.

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SG/mmw

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## ROUTE TO:

General Manager  
 Sales Manager  
 Service Manager

Parts Manager  
 Dealer Manager  
 Training Manager

Transmission Mechanic  
 File  
 Other \_\_\_\_\_

**Transmissions Not OEM Factory Filled with TranSynd™:**

New vehicles delivered from the OEM with a mixture of TranSynd™ and non-TranSynd™ fluid must follow fluid/filter change recommendations outlined in Schedule 1. If the customer fills the transmission with TranSynd™ or TES 295 equivalent, the change recommendations of Schedule 1 must be followed. Upon the next oil change, if the customer reinstalls TranSynd™ or TES 295 equivalent, the fluid/filter change recommendations outlined in Schedule 2 may be used.

**Availability:**

TranSynd™ fluid is available from the Allison Distributor/Dealer network. TranSynd™ fluid is available in:

1. 1 Gallon Containers (6 per case)
2. 5 Gallon Pail
3. 55 Gallon Drum
4. 275 Gallon Tote
5. Bulk

**NOTE: For quantities other than listed, contact your local Allison or Castrol® Dealer or Distributor.**

***MD and HD Product Line/AT/MT/HT Transmissions***

Allison Transmission requires the following initial filter change intervals:

MD/HD Product Line	Main	5000 miles (8000 km)/200 hours
AT	Auxiliary Filter	5000 miles (8000 km)/200 hours
MT	Auxiliary Filter	5000 miles (8000 km)/200 hours
HT	Main External Filter	5000 miles (8000 km)/200 hours
1000/2000/2400 Series	Spin-On Control Main Filter	5000 miles (8000 km)

A new initial change main filter kit has been released for MD/HD Product Line transmissions. Initial main filter kit (2 inch kit P/N 29540495 or 4 inch kit P/N 29540496) contains only one Gold series filter and all necessary seals and gaskets to perform the first 5000 mile/8000 km/200 hour main filter change.

**Fluid Loss With MD/HD Product Line Filter Change Only:**

When performing initial main filter change or changing main and lube filters at recommended intervals, **approximate** fluid lost for each filter as follows:

Main Filter = 2 quarts (1.9 liters)

Lube Filter = 8 quarts (7.6 liters)

**MD/HD Product Line Gold Series Filters:**

Allison MD/HD Product Line Gold series filters were released into production beginning January 1, 2002. MD/HD Product Line Gold series filters allow increased fluid and filter change intervals when used with TranSynd™ fluid or TES 295 equivalent. MD/HD Product Line Gold series filters can be identified by P/N 29538231 or 29538232 stamped into the filter end cap. Previous Allison MD/HD Product Line filters can be identified by P/N 29501202 or 29509723 stamped into the filter end cap.

**NOTE: Extended MD/HD Product Line TranSynd™ fluid and filter change intervals are only allowed with Allison Gold series filters. Filters must be changed at or before recommended intervals.**

<b>Prior Filter Kit</b>	<b>Current Gold Series Filter Kit</b>
2 inch Filter Kit P/N 29526899	2 inch Filter Kit P/N 29540493
4 inch Filter Kit P/N 29526898	4 inch Filter Kit P/N 29540494

## MD 3000/B 300/B 400/T 200/T 300 Series

**Schedule 1. Recommended Fluid and Filter Change Intervals (Non-TranSynd™/Non-TES 295 Fluid)**

SEVERE VOCATION				GENERAL VOCATION			
Fluid	Filters			Fluid	Filters		
	Main	Internal	Lube/Auxiliary		Main	Internal	Lube/Auxiliary
12,000 Miles (20 000 km) 6 Months 500 Hours	12,000 Miles (20 000 km) 6 Months 500 Hours	Overhaul	12,000 Miles (20 000 km) 6 Months 500 Hours	25,000 Miles (40 000 km) 12 Months 1000 Hours	25,000 Miles (40 000 km) 12 Months 1000 Hours	Overhaul	25,000 Miles (40 000 km) 12 Months 1000 Hours

**NOTE:** The following recommendations in Schedule 2 are based upon the transmission containing 100% of TranSynd™ fluid.

**MD/HD Product Line Filter change intervals in Schedule 2 are only valid with the use of Allison Transmission Gold series filters.**

**Flushing Machines are not recommended or recognized due to variation and inconsistencies with ensuring removal of 100% of the used fluid.**

Schedule 2. Recommended Fluid and Filter Change Intervals (TranSynd™/TES 295 Fluid)							
75,000 Miles (120 000 km) 36 Months 3000 Hours	75,000 Miles (120 000 km) 36 Months 3000 Hours	Overhaul	75,000 Miles (120 000 km) 36 Months 3000 Hours	150,000 Miles (240 000 km) 48 Months 4000 Hours	75,000 Miles (120 000 km) 36 Months 3000 Hours	Overhaul	75,000 Miles (120 000 km) 36 Months 3000 Hours

**NOTE:** Change fluid/filters after recommended mileage, months, or hours have elapsed, whichever occurs first.

**Severe Vocation:** All Retarders, On/Off Highway, Refuse, Transit, and Intercity Coach with duty cycle greater than one (1) stop per mile.

**General Vocation:** Intercity Coach with duty cycle less than or equal to one (1) stop per mile and all other vocations.

**Local conditions, severity of operation or duty cycle may require more or less frequent fluid change intervals that differ from the published recommended fluid change intervals of Allison Transmission.** Transmission protection and fluid change intervals can be optimized by the use of fluid analysis. **Filters must be changed at or before recommended intervals.**

## HD/B 500/T 400/T 500 Series

**Schedule 1. Recommended Fluid and Filter Change Intervals (Non-TranSynd™/Non-TES 295 Fluid)**

SEVERE VOCATION				GENERAL VOCATION			
Fluid	Filters			Fluid	Filters		
	Main	Internal	Lube/Auxiliary		Main	Internal	Lube/Auxiliary
12,000 Miles (20 000 km) 6 Months 500 Hours	12,000 Miles (20 000 km) 6 Months 500 Hours	Overhaul	12,000 Miles (20 000 km) 6 Months 500 Hours	25,000 Miles (40 000 km) 12 Months 1000 Hours	25,000 Miles (40 000 km) 12 Months 1000 Hours	Overhaul	25,000 Miles (40 000 km) 12 Months 1000 Hours

**NOTE:** The following recommendations in Schedule 2 are based upon the transmission containing 100% of TranSynd™ fluid.  
 MD/HD Product Line Filter change intervals in Schedule 2 and 3 are only valid with the use of Allison Transmission Gold series filters.  
 Flushing Machines are not recommended or recognized due to variation and inconsistencies with ensuring removal of 100% of the used fluid.

**4 inch Control Module (3.5 inch approximately) (refer to Figure 1) — Requires filter kit P/N 29540494**

**Schedule 2. Recommended Fluid and Filter Change Intervals (TranSynd™/TES 295 Fluid)**

75,000 Miles (120 000 km) 36 Months 3000 Hours	75,000 Miles (120 000 km) 36 Months 3000 Hours	Overhaul	75,000 Miles (120 000 km) 36 Months 3000 Hours	150,000 Miles (240 000 km) 48 Months 4000 Hours	75,000 Miles (120 000 km) 36 Months 3000 Hours	Overhaul	75,000 Miles (120 000 km) 36 Months 3000 Hours
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**2 inch Control Module (1.75 inch approximately) (refer to Figure 1) — Requires filter kit P/N 29540493**

**Schedule 3. Recommended Fluid and Filter Change Intervals (TranSynd™/TES 295 Fluid)**

50,000 Miles (80 000 km) 24 Months 2000 Hours	50,000 Miles (80 000 km) 24 Months 2000 Hours	Overhaul	50,000 Miles (80 000 km) 24 Months 2000 Hours	150,000 Miles (240 000 km) 48 Months 4000 Hours	50,000 Miles (80 000 km) 24 Months 2000 Hours	Overhaul	50,000 Miles (80 000 km) 24 Months 2000 Hours
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**NOTE:** Change fluid/filters after recommended mileage, months, or hours have elapsed, whichever occurs first.

**Severe Vocation:** All Retarders, On/Off Highway, Refuse, Transit, and Intercity Coach with duty cycle greater than one (1) stop per mile.

**General Vocation:** Intercity Coach with duty cycle less than or equal to one (1) stop per mile and all other vocations.

**Local conditions, severity of operation or duty cycle may require more or less frequent fluid change intervals that differ from the published recommended fluid change intervals of Allison Transmission.** Transmission protection and fluid change intervals can be optimized by the use of fluid analysis. **Filters must be changed at or before recommended intervals.**

### MD/HD Product Line Filter Location

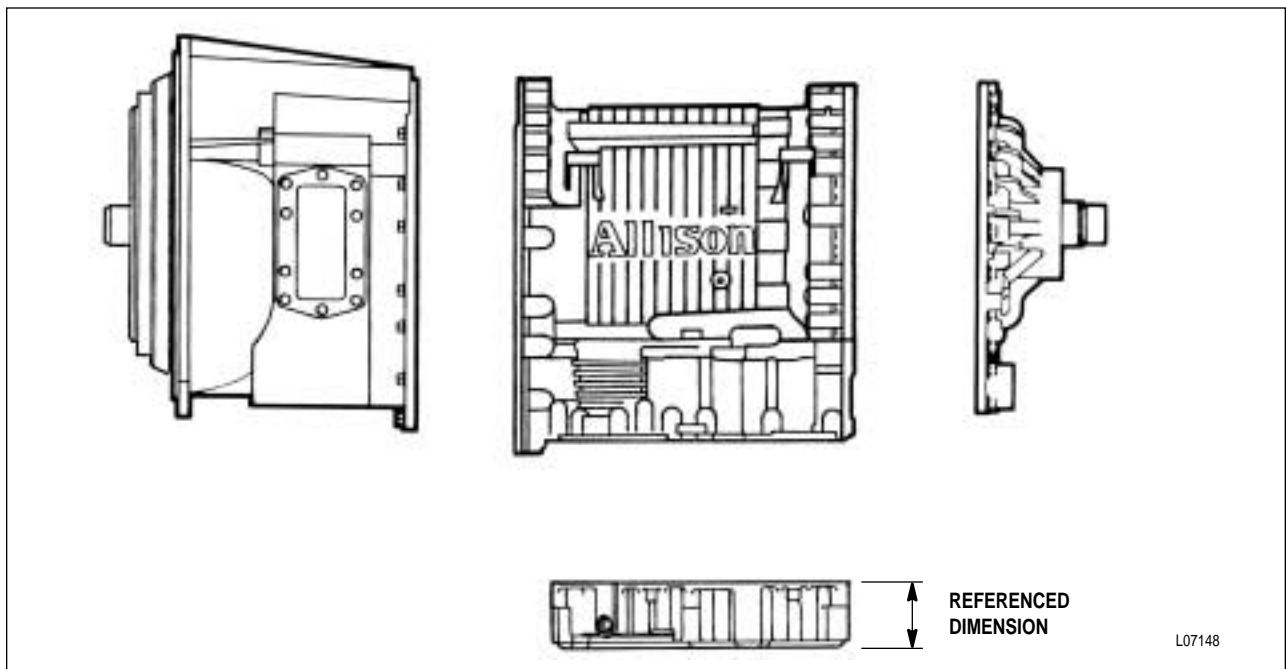
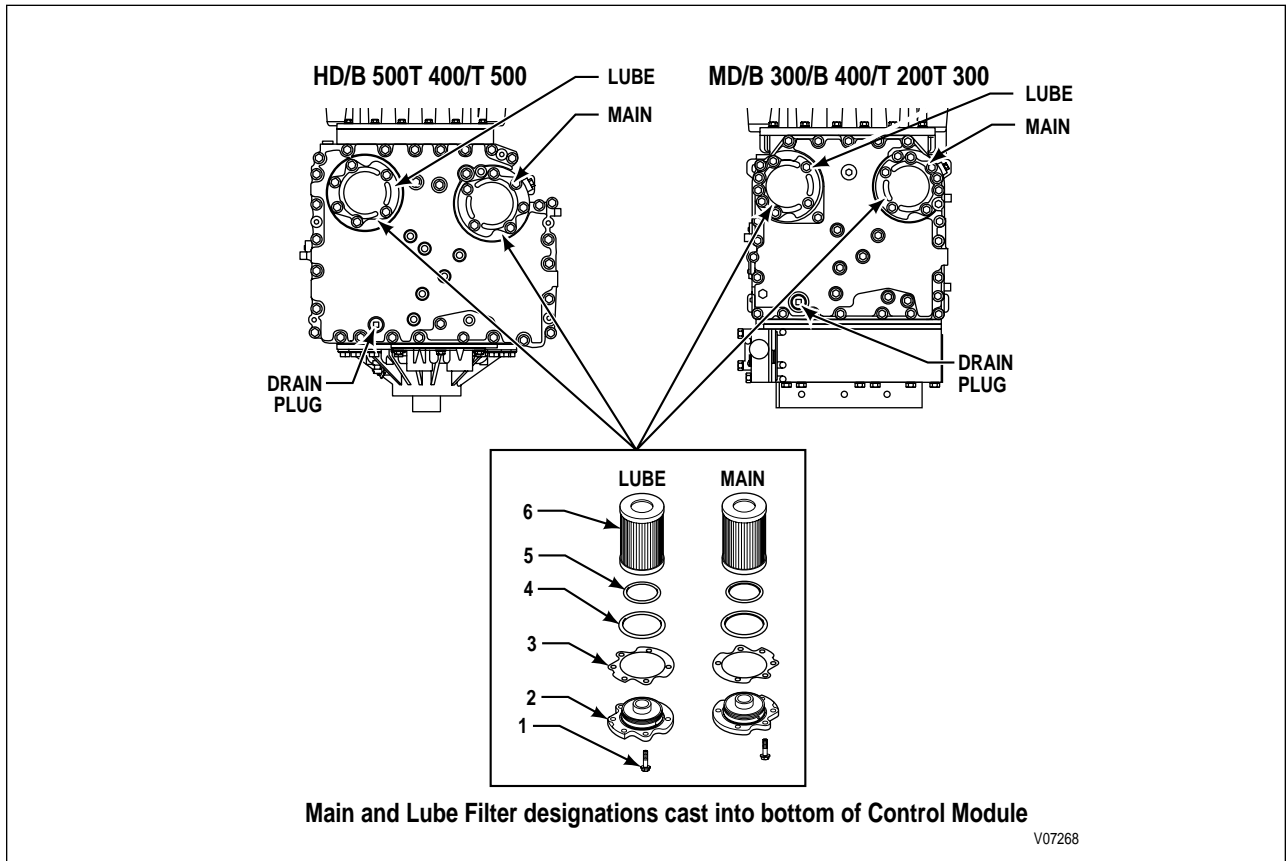


Figure 1.

# 1000/2000/2400/2000MH Series

**Schedule 1. Recommended Fluid and Filter Change Intervals (Non-TranSynd™/Non-TES 295 Fluid)**

SEVERE VOCATION				GENERAL VOCATION			
Fluid	Filters			Fluid	Filters		
	Control Main	Internal	Lube/Auxiliary		Control Main	Internal	Lube/Auxiliary
25,000 Miles (40 000 km) 12 Months	25,000 Miles (40 000 km) 12 Months	Overhaul	25,000 Miles (40 000 km) 12 Months	50,000 Miles (80 000 km) 24 Months	50,000 Miles (80 000 km) 24 Months	Overhaul	50,000 Miles (80 000 km) 24 Months

**NOTE:** The following recommendations in Schedule 2 are based upon the transmission containing 100% of TranSynd™ fluid. For transmissions that contain a mixture of TranSynd™ and non-TranSynd™ fluids, refer to Schedule 3.

Flushing Machines are not recommended or recognized due to variation and inconsistencies with ensuring removal of 100% of the used fluid. Recommendations in Schedule 2 are based upon standard Allison fluid change procedures.

**Schedule 2. Recommended Fluid and Filter Change Intervals (TranSynd™/TES 295 Fluid)**

50,000 Miles (80 000 km) 24 Months	50,000 Miles (80 000 km) 24 Months	Overhaul	50,000 Miles (80 000 km) 24 Months	100,000 Miles (160 000 km) 48 Months	50,000 Miles (80 000 km) 24 Months	Overhaul	50,000 Miles (80 000 km) 24 Months
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**Schedule 3. Modified Fluid and Filter Change Intervals With a Mixture\* of TranSynd™ and Non-TranSynd™ Fluids**

25,000 Miles (40 000 km) 12 Months	25,000 Miles (40 000 km) 12 Months	Overhaul	25,000 Miles (40 000 km) 12 Months	50,000 Miles (80 000 km) 24 Months	50,000 Miles (80 000 km) 24 Months	Overhaul	50,000 Miles (80 000 km) 24 Months
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\* Mixture is defined as the quantity of oil remaining in the transmission after a standard fluid change combined with the quantity of TranSynd™ that is required to fill the transmission to the proper level. A mixture of TranSynd™ or TES 295 equivalent vs. non-TranSynd™ other than as defined in this paragraph does not meet the requirements that permit the eligibility for the recommendations given in Schedule 3.

**NOTE:** Change fluid/filters after recommended mileage, months, or hours have elapsed, whichever occurs first.

**Severe Vocation:** On/Off Highway, Refuse, City Transit, Shuttle Transit, and 2000MH models.

**General Vocation:** All other vocations.

**Local conditions, severity of operation or duty cycle may require more or less frequent fluid change intervals that differ from the published recommended fluid change intervals of Allison Transmission.** Transmission protection and fluid change intervals can be optimized by the use of fluid analysis. **Filters must be changed at or before recommended intervals.**

# AT Series

**Schedule 1. Recommended Fluid and Filter Change Intervals (Non-TranSynd™/Non-TES 295 Fluid)**

SEVERE VOCATION				GENERAL VOCATION			
Fluid	Filters			Fluid	Filters		
	Main	Internal	Lube/Auxiliary		Main	Internal	Lube/Auxiliary
12,000 Miles (20 000 km) 6 Months 500 Hours	N/A	12,000 Miles (20 000 km) 6 Months 500 Hours	12,000 Miles** (20 000 km) 6 Months 500 Hours	25,000 Miles (40 000 km) 12 Months 1000 Hours	N/A	25,000 Miles (40 000 km) 12 Months 1000 Hours	25,000 Miles** (40 000 km) 12 Months 1000 Hours

**NOTE:** The following recommendations in Schedule 2 are based upon the transmission containing 100% of TranSynd™ fluid.

**Flushing Machines are not recommended or recognized due to variation and inconsistencies with ensuring removal of 100% of the used fluid.**

**Schedule 2. Recommended Fluid and Filter Change Intervals (TranSynd™/TES 295 Fluid)**

50,000 Miles (80 000 km) 24 Months 2000 Hours	N/A	50,000 Miles (80 000 km) 24 Months 2000 Hours	25,000 Miles** (40 000 km) 12 Months 1000 Hours	100,000 Miles (160 000 km) 48 Months 4000 Hours	N/A	100,000 Miles (160 000 km) 48 Months 4000 Hours	50,000 Miles** (80 000 km) 24 Months 2000 Hours
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\*\* When an Allison recommended high-efficiency filter is used, the change interval is until the Change Filter light indicates the filter is contaminated or until it has been in use for 3 years, whichever occurs first. No mileage restrictions apply.  
High-efficiency filters are only approved for use with AT/MT/HT Series.

**NOTE:** Change fluid/filters after recommended mileage, months, or hours have elapsed, whichever occurs first.

**Severe Vocation:** All Retarders, On/Off Highway, Refuse, Transit, and Intercity Coach with duty cycle greater than one (1) stop per mile.

**General Vocation:** Intercity Coach with duty cycle less than or equal to one (1) stop per mile and all other vocations.

**Local conditions, severity of operation or duty cycle may require more or less frequent fluid change intervals that differ from the published recommended fluid change intervals of Allison Transmission.** Transmission protection and fluid change intervals can be optimized by the use of fluid analysis. **Filters must be changed at or before recommended intervals.**

# MT Series

**Schedule 1. Recommended Fluid and Filter Change Intervals (Non-TranSynd™/Non-TES 295 Fluid)**

SEVERE VOCATION				GENERAL VOCATION			
Fluid	Filters			Fluid	Filters		
	Main	Internal	Lube/Auxiliary		Main	Internal	Lube/Auxiliary
12,000 Miles (20 000 km) 6 Months 500 Hours	N/A	Overhaul	12,000 Miles** (20 000 km) 6 Months 500 Hours	25,000 Miles (40 000 km) 12 Months 1000 Hours	N/A	Overhaul	25,000 Miles** (40 000 km) 12 Months 1000 Hours

**NOTE:** The following recommendations in Schedule 2 are based upon the transmission containing 100% of TranSynd™ fluid.

Flushing Machines are not recommended or recognized due to variation and inconsistencies with ensuring removal of 100% of the used fluid.

**Schedule 2. Recommended Fluid and Filter Change Intervals (TranSynd™/TES 295 Fluid)**

50,000 Miles (80 000 km) 24 Months 2000 Hours	N/A	Overhaul	25,000 Miles** (40 000 km) 12 Months 1000 Hours	100,000 Miles (160 000 km) 48 Months 4000 Hours	N/A	Overhaul	50,000 Miles** (80 000 km) 24 Months 2000 Hours
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\*\* When an Allison recommended high-efficiency filter is used, the change interval is until the Change Filter light indicates the filter is contaminated or until it has been in use for 3 years, whichever occurs first. No mileage restrictions apply.  
High-efficiency filters are only approved for use with AT/MT/HT Series.

**NOTE:** Change fluid/filters after recommended mileage, months, or hours have elapsed, whichever occurs first.

**Severe Vocation:** All Retarders, On/Off Highway, Refuse, Transit, and Intercity Coach with duty cycle greater than one (1) stop per mile.

**General Vocation:** Intercity Coach with duty cycle less than or equal to one (1) stop per mile and all other vocations.

**Local conditions, severity of operation or duty cycle may require more or less frequent fluid change intervals that differ from the published recommended fluid change intervals of Allison Transmission.** Transmission protection and fluid change intervals can be optimized by the use of fluid analysis. **Filters must be changed at or before recommended intervals.**

# HT Series

**Schedule 1. Recommended Fluid and Filter Change Intervals (Non-TranSynd™/Non-TES 295 Fluid)**

SEVERE VOCATION				GENERAL VOCATION			
Fluid	Filters			Fluid	Filters		
	Main	Internal	Lube/Auxiliary		Main	Internal	Lube/Auxiliary
50,000 Miles (80 000 km) 12 Months 1200 Hours	25,000 Miles (40 000 km) 6 Months 600 Hours	Overhaul	25,000 Miles** (40 000 km) 6 Months 600 Hours	50,000 Miles (80 000 km) 12 Months 1200 Hours	25,000 Miles (40 000 km) 6 Months 600 Hours	Overhaul	25,000 Miles** (40 000 km) 6 Months 600 Hours

**NOTE:** The following recommendations in Schedule 2 are based upon the transmission containing 100% of TranSynd™ fluid.

**Flushing Machines are not recommended or recognized due to variation and inconsistencies with ensuring removal of 100% of the used fluid.**

**Schedule 2. Recommended Fluid and Filter Change Intervals (TranSynd™/TES 295 Fluid)**

50,000 Miles (80 000 km) 24 Months 1200 Hours	25,000 Miles (40 000 km) 6 Months 600 Hours	Overhaul	25,000 Miles** (40 000 km) 6 Months 600 Hours	100,000 Miles (160 000 km) 48 Months 2400 Hours	50,000 Miles (80 000 km) 12 Months 1200 Hours	Overhaul	50,000 Miles** (80 000 km) 12 Months 1200 Hours
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\*\* When an Allison recommended high-efficiency filter is used, the change interval is until the Change Filter light indicates the filter is contaminated or until it has been in use for 3 years, whichever occurs first. No mileage restrictions apply.  
High-efficiency filters are only approved for use with AT/MT/HT Series.

**NOTE:** Change fluid/filters after recommended mileage, months, or hours have elapsed, whichever occurs first.

**Severe Vocation:** All Retarders, On/Off Highway, Refuse, Transit, and Intercity Coach with duty cycle greater than one (1) stop per mile.

**General Vocation:** Intercity Coach with duty cycle less than or equal to one (1) stop per mile and all other vocations.

**Local conditions, severity of operation or duty cycle may require more or less frequent fluid change intervals that differ from the published recommended fluid change intervals of Allison Transmission.** Transmission protection and fluid change intervals can be optimized by the use of fluid analysis. **Filters must be changed at or before recommended intervals.**