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March 13, 2006

To: U.S. Dealer  
• Parts Manager  
• Service Manager



Subject: **Alliance Remanufactured Allison Transmission Core Return Tag**

The information outlined below describes how to return Alliance remanufactured Allison transmission cores to TRC. Of utmost importance when returning a core is the use of the core return tag. The core return tag is included in the packet that is tied to the transmission. It is important that **BEFORE** you sell the transmission over-the-counter that you remove the core return tag from the packet to use when returning a core.

Attached to the end of this document is a sample core return tag. Each transmission includes one (1) core return tag similar to the attached. Please remove the core return tag from the transmission prior to selling the unit over-the-counter so you have it when it is time to return a core. Failure to remove this tag may result in a lost core return tag and create unnecessary delay when trying to return a core. To simplify the core return process, please remember to remove the core return tag from the transmission prior to selling the transmission over-the-counter.

**Step by Step Instructions for returning cores (warranty and non-warranty) to TRC**

- 1) Drain dirty core of any liquid and/or oils.
- 2) Fill out the Bill of Lading included in the Welcome Packet attached to your remanufactured transmission. (*See instructions on page 3 on how to fill out the Bill of Lading.*)
- 3) Contact the Freightliner LLC Cores Management team for an RPA number. To obtain an RPA number, please fax your request, **along with a copy of your Bill of Lading** to the Freightliner Cores Management department at 503-745-5403.
- 4) Fill out the RPA No. section on the bill of lading with the RPA number provided by the Cores Management team.
- 5) Use skid shipped with your Alliance Allison transmission for dirty core return and tie transmission to skid in same manner as product was shipped to you.
- 6) **Fill out and tie the Core Return Tag included in the Welcome Packet of the clean transmission to the dirty core.**
- 7) Contact **Roadway** at 1-800-762-3929 to schedule a pick-up. **Using a carrier other than Roadway will result in your dealership being charged back for freight and handling.**

**Thomas Engle**  
**Parts Sales Support Manager**

**Alliance Parts**  
**Core Return Tag**

Nº 123456

Dealer Code <div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div>	Date
Dealer Name	Phone
Dealer Address  Street  City State Zip	

**Core Returned**

Part No. Returned	Freightliner LLC RPA #
Model No. Returned	Freightliner LLC PCMS #

☐ Check here if unit is a warranty return.

**Unit Purchased**

New Part No.
New Model No.
New Part Serial No.

*Turn to opposite side for further information.*



Nº 123456

**Alliance Parts  
Core Return Tag**



**Core Acceptance Policy**

**Important Notice:**

*TRC reserves the right to final determination of core condition and the right to refuse any core returned in unacceptable condition.*

1. Core must be in "as removed" condition.
2. To receive full credit, core must be the same part number as unit purchased.
3. Core must be fully assembled.
4. Core should have no visual damage such as cracks in the main case, bell housing, tail housing or missing parts.
5. The torque converter must be included and undamaged to receive full credit.
6. When being returned for credit, core should be banded or shrink wrapped to original or similar skid.
7. Prior to shipping, core must be completely drained of fluid. A \$100 (USD) fluid draining charge will be assessed if the transmission unit is not completely drained.

**Return Shipping Instructions**

Shipping address for core return:

**TRC**  
1661 Sherman Avenue  
Pennsauken, NJ 08110

*Turn to opposite side to complete information.*

***For assistance call 1-877-425-5476***

