

**T10 TS**  
**TECHNICAL ASSISTANCE CENTER**  
**CASE PREPARATION**

**NOTE: BEFORE CALLING TAC, PLEASE COMPLETE THIS FORM, HAVE THE VEHICLE IN THE SHOP, HAVE A SNAPSHOT OF THE COMPLAINT AVAILABLE, AND HAVE ... ???**

Today's Date: \_\_\_\_\_ Repair Order Date: \_\_\_\_\_

Customer's Name: \_\_\_\_\_ Customer Truck Number: \_\_\_\_\_

Technician Name: \_\_\_\_\_ Distributor Name: \_\_\_\_\_

Contact Phone: \_\_\_\_\_ Distributor ID: \_\_\_\_\_

Trans. S/N: \_\_\_\_\_ Mileage: \_\_\_\_\_

In-Service Date: \_\_\_\_\_ VIN: \_\_\_\_\_

Vehicle Make: \_\_\_\_\_ Vehicle Model: \_\_\_\_\_

Static Data File Name: \_\_\_\_\_ DOC File Name(S): \_\_\_\_\_

Active DTC(s): \_\_\_\_\_ In-Active DTC(s): \_\_\_\_\_

Customer's Complaint (be specific):

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Describe vehicle configuration when complaint occurs:

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Can Complaint be Verified? Yes No

Complete this form, email to **ALLISON.TAC@allisontransmission.com** (hyper link)  
Then call 1-800-252-5283 to initiate a case.