

Revisions to this document are noted by a stripe in the left-hand margin

#2010, Rev. C  
August 19, 2022  
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SUBJECT: Allison HUB™ Premium Subscriptions

Allison Transmission is dedicated to providing our customers, end users and Allison Authorized Service Network the latest service information and technical publications. Allison HUB provides a centralized location for access to Allison technical information. Access to Allison HUB is available to all global customers and end users through a Basic user Allison HUB account. Visit [allisontransmission.com/allisonhub](https://allisontransmission.com/allisonhub) for additional information regarding Basic user Allison HUB accounts.

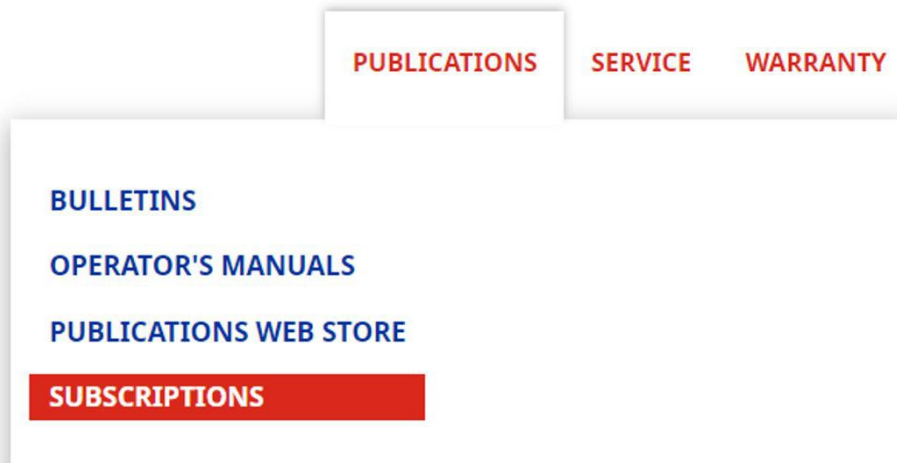
Allison also offers Allison HUB Premium, a subscription service, which is available to all global customers and provides premium Allison HUB access to official Allison service information, technical publications and literature. The following outlines Allison HUB Premium features and how Basic users can upgrade their access to Allison HUB Premium.

### Allison HUB Premium Features

- **Additional Bulletins:**
  - **Instruction Sheets** contain detailed technical information for repairs of specific products and are vital for inspections.
  - **Service Information Letters** provide instructions for troubleshooting technical components and enhancing product reliability.
- **Allison ePubs** houses the latest revisions of Allison's technical manuals in an online format, with offline and mobile app access coming soon. Covering all current products, users can access:
  - Operation and Maintenance
  - Principles of Operation
  - Mechanics Tips
  - Service Manual
  - Troubleshooting Manual
- **Parts Catalog** is a product database available on Allison HUB that allows users to search by Serial, Assembly or Detail Part Numbers.
- **Unit History** allows users to search for build/ship and warranty information to find historical build data, configuration information and warranty claims performed on a transmission.

## How To Purchase an Allison HUB Premium Subscription

1. Request an Allison HUB account [here](#) (if you do not already have an account).
2. [Login](#) to your Allison HUB account and select Subscriptions under the Publications tab.



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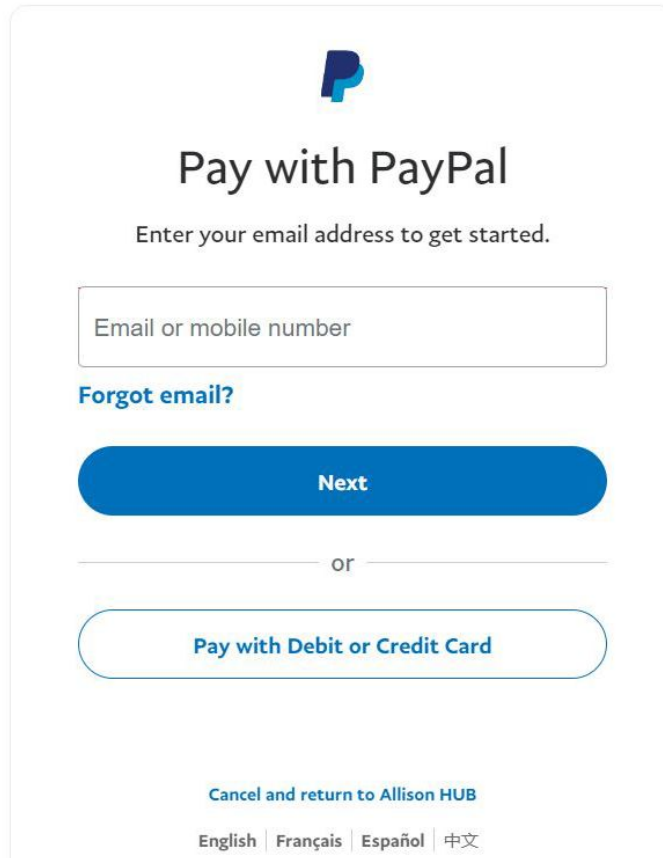
3. Select your subscription's Duration > Accept the Terms of Sale > Select Purchase.

A screenshot of the Allison HUB Premium purchase form. The form has a blue header with the text 'ALLISON HUB™ PREMIUM'. Below the header, it says 'Welcome!'. There is a 'Select Duration:' label followed by a dropdown menu with the text 'Select Subscription Duration ...'. Below the dropdown is a checkbox with the text 'I accept the [Terms of Sale](#) for Allison HUB Premium'. There is a blue 'Purchase' button. At the bottom, there is a 'Promo Code' input field and an 'Apply Promo Code' button.

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**NOTE:** For Allison HUB Premium purchases, Allison is utilizing PayPal, a safe and secure online payment platform. Users may choose to pay with their debit or credit card or login to their PayPal account.

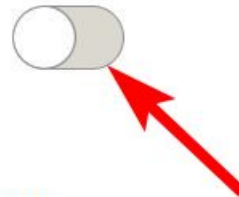


The image shows a PayPal payment screen. At the top is the PayPal logo. Below it is the heading "Pay with PayPal" and the instruction "Enter your email address to get started." There is a text input field labeled "Email or mobile number". Below the field is a link "Forgot email?". There are two main buttons: a blue "Next" button and a white "Pay with Debit or Credit Card" button. Below these is a link "Cancel and return to Allison HUB" and a language selection menu with options: English, Français, Español, and 中文.

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When selecting Pay with Debit or Credit Card, to continue checkout as a Guest, be sure to unselect the below button during the purchase process:

**Save info & create your PayPal account**



By continuing, you confirm you're 18 years or older.

You'll return to the merchant to complete your purchase.

**Continue as Guest**

Have a PayPal account? [Log In](#)

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4. After you complete the purchase process, you can enjoy your premium features when logged into your Allison HUB account.



**NOTE:** When logged into Allison HUB, users can track their subscription via the [Manage Subscription](#) page.

[/ PROFILE / SUBSCRIPTIONS](#)



MY INFORMATION

CHANGE PASSWORD

MANAGE SUBSCRIPTION

CONTACT US

HUB SITEMAP

### MY SUBSCRIPTIONS

Order Number	Order Date	Subscription	Status	Duration	End Date and Time
#####	08/10/2022	HUB Premium	ACTIVE	1 year	08/10/2023 at 12:00 UTC

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## Q&A

### Q1: Can Allison HUB accounts or subscriptions be shared?

A1: Neither subscriptions nor Allison HUB accounts can be shared per the terms of use found on our website [allisontransmission.com](http://allisontransmission.com).

### Q2: How can I tell if my subscription has expired?

A2: When logged into Allison HUB, users can track their subscription via the [Manage Subscription](#) page. The message shown below will appear if your subscription has expired. Select the Renew Subscription button to purchase a new subscription. After purchase, you will be able to access your premium features again.

[/ PROFILE / SUBSCRIPTIONS](#)



MY INFORMATION

CHANGE PASSWORD

MANAGE SUBSCRIPTION

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HUB SITEMAP

### YOUR SUBSCRIPTION HAS EXPIRED

Your subscription has expired. You no longer have access to your premium features. Renew your subscription now:

Renew Subscription

Order Number	Order Date	Subscription	Status	Duration	End Date and Time
#####	07/09/2022	HUB Premium	EXPIRED	30 days	08/08/2022 at 11:00 UTC

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### Q3: How and when can I renew my subscription?

A3: When a user's current subscription is within 30 days of expiring, they may purchase a new subscription to ensure they do not lose their premium features. Select the Renew Subscription button to complete the purchase process for a new subscription.

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MY INFORMATION

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HUB SITEMAP

## MY SUBSCRIPTIONS

Your subscription is expiring soon. Renew your subscription now to maintain your premium features:

Renew Subscription

Order Number	Order Date	Subscription	Status	Duration	End Date and Time
#####	08/15/2022	HUB Premium	ACTIVE	30 days	09/14/2022 at 10:39 UTC

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The new subscription will activate once their current subscription expires. On the [Manage Subscription](#) page, the subscription will show as Pending until the current subscription expires.

HOME / PROFILE / SUBSCRIPTIONS



MY INFORMATION

CHANGE PASSWORD

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## MY SUBSCRIPTIONS

Order Number	Order Date	Subscription	Status	Duration	End Date and Time
#####	08/16/2021	HUB Premium	ACTIVE	1 year	08/16/2022 at 17:08 UTC
#####	08/10/2022	HUB Premium	PENDING	1 year	<i>This subscription will activate when your current subscription expires.</i>

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### Q4: I was an Allison HUB Premium subscriber before this new process was rolled out. How does this change affect me?

A4: All Allison HUB users with an active Allison HUB Premium subscription have been transferred over to the new system. Visit the [Manage Subscription](#) page to track your subscription status. If you are not seeing your subscription applied to your Allison HUB account, please contact us ([hub@allisontransmission.com](mailto:hub@allisontransmission.com)) with your Order Number.

Allison HUB Premium subscribers also now have access to Allison ePubs, a feature of Allison HUB Premium. While users may continue using the previous Digital Manuals Portal, we encourage Allison HUB Premium subscribers to use Allison ePubs instead. When logged into their Allison HUB account, Allison HUB Premium subscribers can access all premium features, including Allison ePubs, without an additional login.

### Q5: Where can I find Allison HUB Premium plans and pricing?

A5: Visit [allisontransmission.com/allisonhub](https://allisontransmission.com/allisonhub) for Allison HUB Premium plans and pricing.

### Q6: If I have any questions surrounding this, who can I contact?

A6: For Allison HUB or Allison HUB Premium questions, please contact [hub@allisontransmission.com](mailto:hub@allisontransmission.com). For questions regarding Allison ePubs, a feature of Allison HUB Premium, please contact [support@allisonlearn.com](mailto:support@allisonlearn.com).