

Allison Transmission Expands Service Network Across Japan and West Africa

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Service channel expansion ensures Allison delivers the Allison Brand Promise to rapidly increasing fielded population outside North America.

INDIANAPOLIS, March 25, 2025 /PRNewswire/ -- Allison Transmission is pleased to announce the expansion of its service network across Japan and West Africa, underscoring its commitment to delivering global customer support and service accessibility to the increasing fielded population of customers and applications using Allison propulsion solutions outside North America.

In Japan, the number of Allison Authorized Service locations has grown from 7 to 29 over the past 10 years, driven by the rising demand for Allison-equipped vehicles as leading Japanese OEMs increasingly specify Allison fully automatic transmissions as standard equipment. Allison has entered into a series of strategic distributor agreements aimed at further bolstering its after-sales service throughout Japan. SYNAGY Corporation, which has been providing maintenance services for Allison products since 1992, recently expanded its Allison after-sales service in the Chubu region. Additionally, Allison entered into service dealer agreements with Sanko Diesel Co., Ltd. and Chikuho Seisakusho Co., Ltd. to strengthen service capabilities in several key Japanese regions.

In West Africa, Allison has made a significant step in the growth of its service network. The company recently formed a new strategic partnership with Services Machinery Trucks (SMT) Ghana, a leading service provider for Volvo Construction Equipment, Volvo Trucks, Terex, Hitachi, Dongfeng Trucks, SDLG and Dressta. The agreement designates SMT Ghana as an Allison Authorized Dealer. Based in Accra since 2012, SMT Ghana's recognized excellence in construction, transport and mining vehicles and equipment services makes the company an ideal partner for Allison. This partnership will enable Allison to increase the expert technical support and service it provides across the region. The company's expertise will also help ensure access to Allison Genuine Parts™, Allison Approved Fluids and extended warranty coverage.

"Our efforts to form new channel partnerships are part of Allison's broader strategy to bolster our global service network, which is currently comprised of approximately 1,600 independent dealer and distributor locations," said Rohan Barua, Vice President, North America Sales, Global Channel and Aftermarket at Allison Transmission. "As we continue to see significant growth in preference for fully automatic transmissions outside North America, strengthening our service network is key to supporting our growing global customer base.

These new partnerships in Japan and West Africa will ensure Allison delivers the Allison Brand Promise across an increasing fielded population driven by growth initiatives in Allison's outside North America On-Highway, Off-Highway, and Defense end markets.

Learn more about the Allison Authorized Difference at [allisontransmission.com](https://www.allisontransmission.com).

About Allison Transmission

Allison Transmission (NYSE: ALSN) is a leading designer and manufacturer of propulsion solutions for commercial and defense vehicles and the largest global manufacturer of medium- and heavy-duty fully automatic transmissions that Improve the Way the World Works. Allison products are used in a wide variety of applications, including on-highway vehicles (distribution, refuse, construction, agriculture, fire and emergency), buses (school, transit and coach), motorhomes, off-highway vehicles and equipment (energy, mining and construction applications) and defense vehicles (tactical wheeled and tracked). Founded in 1915, the company is headquartered in Indianapolis, Indiana, USA. With a presence in more than 150 countries, Allison has regional headquarters in the Netherlands, China and Brazil, manufacturing facilities in the USA, Hungary and India, as well as global engineering resources, including electrification engineering centers in Indianapolis, Indiana, Auburn Hills, Michigan and London in the United Kingdom. Allison also has approximately 1,600 independent distributor and dealer locations worldwide. For more information, visit [allisontransmission.com](https://www.allisontransmission.com).



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