

Industrial Automatic Transmission Service Inc.

This Texas-based business specializes in servicing Allison transmissions.

By CAROL MAXWELL & E. S. GURDJIAN, F76350

We first heard about Industrial Automatic Transmission Service Inc., C7772, from Leon Dowdle, F170939, while preparing an article about the Dowdles' bus conversion. After the article appeared in FMC ("The Dowdles' Dream," March 1998, page 68), we heard the company mentioned by several other FMCA members. Since we were passing through the Dallas area following FMCA's national convention in Las Cruces, New Mexico, this past March, we made plans to visit the company in Irving, Texas, that so many FMCAers were recommending.

Industrial Automatic Transmission Service Inc. was founded in 1978 by Lewis Q. Clark Jr., who worked for many years in the Allison Transmission Division of General Motors Corp. Mr. Clark held strong opinions about "doing the best job possible and always providing good customer service." His two sons, John and Jim, and son-in-law, Fred, still run the family-owned business with the philosophy they learned from the elder Clark.

Industrial Automatic is licensed to rebuild all Allison transmissions and to service any vehicles equipped with Allison products, including recalibration of the Allison World transmission. In view of the fact that as many as 1,500 versions of each transmission may exist, this is a remarkable feat. The company also provides sales and service for electromagnetic retarders made by Telma and Jacobs Vehicle Systems.

Industrial Automatic currently operates two facilities, the original shop in Irving and a new plant in Gainesville, Texas. The company serves customers in all areas of the United States, and in recent years its products have been distributed worldwide. The company's diverse customer base includes the recreational vehicle market, the over-the-road coach market, the refuse industry, and the oil field equipment industry. It also services fire and rescue equipment, municipal transit units, heavy-duty trucks, and a variety of specialty equipment.

Industrial Automatic retains all historical data on each product. From the part number and serial number on a plate affixed to the transmission, parts and test results can be located. This information includes the dynamometer test results and the load conditions. Each rebuilt transmission carries a six-month or one-year warranty. Jim Clark maintains that there is never any compromising when it comes to the product.

Industrial Automatic has a work force of 29 employees who are empowered to maintain top-notch quality control. Of special interest to

motorhome owners is the fact that the service technician, Doug Tyler, wears protective clothing that almost makes him look like an astronaut to assure that no grease or other soiling substance is tracked into a coach during servicing.

It was clear to us that Industrial Automatic is attuned to its customers' needs. Any coach owners who are thinking of replacing the transmission in their bus conversion may benefit from calling John, Jim, or Fred.

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