

Roadranger Warranty Claim Submission Guidelines

For International Truck & Engine Dealer Network

OEM Warranty

File claim through International Truck & Engine as claim type 01 for repairs made to International vehicles. This applies to all repair facilities, including those on Roadranger Real Time Warranty. Claims for repairs during International Standard Vehicle Warranty will not be paid on a direct basis.

Truck has different nameplate than repairing dealer – before beginning to work on the vehicle, obtain permission to perform a sublet repair through OEM of nameplate truck by contacting either selling dealership or local OEM dealer. Claim to be filed as sublet repair through truck nameplate OEM. If permission is not obtained, dealer cannot perform OEM warranty repair. Claims will not be paid direct for repairs made during OEM warranty.

Ford and GMC vehicles – all claims for repairs to these nameplate vehicles during OEM warranty period must be submitted through the nameplate OEM. Claims submitted for repairs made during OEM warranty for Ford and GMC vehicles will not be accepted for direct payment.

Roadranger Extended Warranty

Real Time Warranty claim - If a claim for extended warranty has been approved by Real Time Warranty, follow the instructions on your RTW Internet Confirmation sheet.

Not a Real Time Warranty Claim – Complete the Roadranger Warranty Claim Worksheet, attach the appropriate support documents and file according to the instructions on the worksheet. A copy of this worksheet can be obtained at roadranger.com/warranty or by calling 800-826-4357.

The following information is to be provided on the worksheet:

- Repair order no.
- OEM dealer code
- Complete 17 digit VIN
- Fleet unit no.
- Vehicle model no.
- Vehicle vocation
- Vehicle owner name
- In-service date
- Failure date and mileage at time of failure
- Model and serial no. of failed transmission or axle, clutch build date code and installation code
- Serial no. of replacement component (if applicable)
- Date of retail sale for service/replacement parts and Reman transmission claims
- Number of labor hours and hourly warranty labor rate requested
- Payee name, contact name and mailing address

The following information is to be provided on the repair order submitted:

- Itemized repair parts list including Eaton/Dana part numbers and prices
- Amount requested for labor (number of hours and hourly labor rate)
- Description of customer complaint, failure, cause of failure and correction (repair)

Disposition of Warranty Parts

- Dealer will be notified if parts or units need to be returned for review.
- Parts or units are not to be returned until requested.
- Parts to be properly identified with provided Eaton/Dana claim number.
- If parts are not requested, retain until payment for claim is received.
- Return shipping address will be provided when parts are requested.

(Roadranger Extended Warranty Continued)**Return Parts Shipping (routing) Instructions**

Refer to Service Bulletin TMIB-0129 for shipping (routing) instructions for transmission, clutch and VORAD claims by entering TMIB-0129 in the Search Field at Roadranger.com.

Call 800-858-8069 – option 5 – Warranty Returns for shipping (routing) instructions for Dana claims.

Notes for Roadranger Extended Warranty Claims

Claim Administration – These guidelines apply to repairs made on or after December 10, 2007. For repairs made prior to December 10, 2007, claims are to be filed through International Truck & Engine according to the guidelines in effect at the time of repair.

All claims submitted for direct payment will be paid according to the warranty guidelines published in the Roadranger Warranty Manual TCWY 0600 and the Roadranger Warranty Guide TCWY 0900. Copies of these publications are available at roadranger.com/warranty.

Roadranger Extended Warranty Claims for Medium-Duty Transmissions – If the vehicle's standard warranty has expired but the vehicle is in service less than two years, the CTS form number must be provided on the Roadranger Warranty Claim Worksheet. The claim will not be processed unless this information is provided.

Idealease vehicles - After the vehicle's Standard warranty has expired, the Roadranger Warranty Claim Worksheet must be used for medium duty transmission claims on Idealease vehicles. Idealease must be identified as the vehicle owner on the Roadranger claim worksheet.

Direct Claim Submission – The Roadranger Warranty Claim Worksheet is to be used only for claims where prior warranty approval has not been received. If you have contacted your Roadranger representative and received warranty approval for the repair, the claim must be submitted to your Roadranger representative for payment. Claims will not be paid direct for repairs made during OEM warranty for any vehicle.

Online Claim Status Update – Once a claim has been entered into the Roadranger Warranty System, the claim status can be viewed online at:

<http://www.roadranger.com/Roadranger/warranty/ClaimVerification/index.htm>

Service Parts Warranty

Claims for service parts, Reman transmissions, Eaton Rebuilt transmissions, New Unit Exchange transmissions, Service Unit transmissions and Exchange Carriers are to be filed through International Truck & Engine as claim type 55 if failed part or component was purchased through International T&E.

If failed part or component was not purchased through International T&E, claim will be filed direct using the Roadranger Warranty Claim Worksheet according to the guidelines under the Roadranger Extended Warranty section on page 1.

Clutch Warranty

File all claims during standard warranty as claim type 01 through International T&E.

Claims for clutches with purchased extended warranty are to be processed direct with Eaton using the Roadranger Warranty Claim Worksheet according to the guidelines under the Roadranger Extended Warranty section on page 1.

VORAD Warranty

File all claims during standard warranty as claim type 01 through International T&E.