Subject: Transmission, Hybrid Components, and Clutch Warranty Returns Shipping Instructions

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Date: August 15, 2007

Issue Description:
The intent of this bulletin is to communicate shipping instructions for warranty parts, transmission units, and clutch returns to both Eaton Corporation (truck products) and Eaton Cummins Automated Transmission Technologies where Eaton or the Eaton Cummins Automated Transmission Technologies is responsible for inbound warranty freight. Compliance with these instructions is required for the repair facility to avoid incurring shipping costs by using non-Eaton & non-Eaton Cummins Automated Transmission Technologies approved carriers or a denied acceptance of a shipment by the carrier. Part return procedures and requirements are documented in the Eaton Warranty Manual (TCWY0600) available on Roadranger.com; under the Support tab, then select Warranty and the Eaton Cummins Automated Transmission Technologies Warranty Manual (ECWY3000), available at EatonCummins.com.

Hybrid Power Electronic Carrier containing Lithium Ion Batteries must also follow the “Hazmat Shipping Requirements (U.S. DOT or Transport Canada) – Medium Duty Hybrid Batteries” Service Bulletin TAIB0817 available on Roadranger.com.

Eaton Corporation (truck products) and Eaton Cummins Automated Transmission Technologies Warranty Return Process:

This process document contains the guidelines for Eaton Corporation (truck products) and Eaton Cummins Automated Transmission Technologies Warranty shipments.

- Package shipments; utilize the Eaton/UPS ShipExec Cloud.
- Package is less than 70 lbs. with a daily total pickup weight of 300 lbs.
- LTL shipments; utilize FedEx Freight Priority for United States shipments. Canadian shipments must use the carriers identified within the Province / Carrier table. Shipment is greater than 70 lbs. with a daily total pickup weight of 300 lbs. or a complete transmission or clutch.
  - ALL shippers BOL should also include the following info under the description / freight class field of your BOL: “NMFC Item (132330-00, Class 85)”.
To ensure accuracy of the warranty claim processes, parts that require return directly to Eaton or Eaton Cummins Automated Transmission Technologies must utilize the address (as posted below) and methods (carrier and shipment terms) adhering to the return and packaging procedures documented in Eaton Warranty Manual TCWY0600 and Eaton Cummins Automated Transmission Technologies Warranty Manual ECWY3000. These shipping instructions will avoid potential reductions on warranty claims or shipment refusal for improper shipping of returned parts.

For proper shipment packaging procedures, visit Roadranger.com and follow these steps:

1. Select the Customer Support tab.
2. Select Warranty.
4. Select Claim Procedures and Part Returns sections.

**Shipments within the United States**

The Eaton Corporation (truck products) and Eaton Cummins Automated Transmission Technologies preferred method for package shipments (less than 70 lbs. with a daily total pickup weight of 300 lbs.) is to create a shipping label within the Eaton/UPS ShipExec Cloud and using an approved carrier listed in this document.

The shippers BOL for LTL must include the NMFC Item and Freight Class within the shipment description of your BOL. Below is the specific format that must be followed.

NMFC Item (132330-00, Class 85)

Eaton and Eaton Cummins Automated Transmission Technologies utilize UPS as their primary package ground and air parcel shipment provider. This partnership with UPS allows a label printed from a standard office printer to be placed in a UPS Address Pouch that can be attached to the package shipment. An existing UPS label printer may also be used. Shippers no longer need the Eaton UPS account number, a UPS Account, UPS Software, or special equipment to print a label. For detailed instructions please see the Eaton/UPS ShipExec Cloud section of this document.

**Cut and Paste the link below within your browser:**

https://thinclient.shipexec.com/Account/Login?ReturnUrl=%2F
All Shipments to either Eaton Corporation (truck products) or Eaton Cummins Automated Transmission Technologies will utilize the Eaton addresses below to ship parts associated with warranty returns.

“Ship To” Address:

**Transmission and Hybrid components** warranty return location for the United States:

Eaton Warranty EFLN# 02050W
13100 East Michigan Ave.
Galesburg, MI 49053

**Clutch** warranty return location for the United States:

Eaton Warranty EFLN# 002508
201 Brandon Street
Auburn, IN 46706

Please use the following guidance for selecting a method of shipment:

- U.S. warranty shipments less than 70 lbs. with a daily total pickup weight of 300 lbs. (except for complete clutch assembly) are to be shipped: **UPS Ground**, utilizing the Eaton / UPS ShipExec Cloud *No Account Number required.*

- U.S. warranty shipments 70 lbs. or more and the daily total pickup weight of 300 lbs. is exceeded to include complete transmissions and complete clutch assembly are to be shipped freight ‘Collect’ via **FedEx Freight Priority. The BOL is to include “NMFC Item (132330-00, Class 85)”**. Once the material and BOL is ready the next step is to contact FedEx Freight for the pickup by calling 866-393-4585
  - **Tracking:** Send an email to trackfreight@fedex.com with the PRO# as the subject line. For additional support, contact FedEx Freight customer Service at 866-393-4385 or Fedex.com
  - **NOTE:** The freight must be ready and on time for the scheduled pickup. Missed shipments due to freight unavailability will result in recovery costs that may be charged back to your company.

- If non-warrantable, all shipments are to be prepaid by the sender. If an Eaton Representative requests product return, they will need to provide their department’s Eaton Freight Logistics Number (EFLN) to be used within the Eaton / UPS portal to obtain a shipping label.
Shipments within Canada:

**Transmission and Hybrid components** warranty return address for Canada:

Eaton Warranty EFLN# 0260A  
2160 Williams Parkway  
Brampton, Ontario  
Canada L6S 5X7

**Clutch** warranty return address for Canada:

Eaton Warranty EFLN# 0260A  
2160 Williams Parkway  
Brampton, Ontario  
Canada L6S 5X7

- Canadian warranty shipments less than 70 lbs. (except for complete clutch assemblies) are to be shipped ‘Collect’ via Purolator, Acct #2165783.
- Canadian warranty shipments 70 lbs. or more (including complete transmissions) and complete clutch assemblies are to be shipped freight ‘Collect’ via the carriers listed below. **The BOL is to include “NMFC Item (132330-00, Class 85)”**

**Required freight carriers for Canadian returns weighing 70 lbs. or more (transmission parts / units / clutch shipments):**

<table>
<thead>
<tr>
<th>Province</th>
<th>Carrier</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alberta</td>
<td>Canadian Freightways</td>
</tr>
<tr>
<td>British Columbia</td>
<td>Canadian Freightways</td>
</tr>
<tr>
<td>Manitoba</td>
<td>Canadian Freightways</td>
</tr>
<tr>
<td>New Brunswick</td>
<td>Midland Transport</td>
</tr>
<tr>
<td>Newfoundland</td>
<td>Midland Transport</td>
</tr>
<tr>
<td>Nova Scotia</td>
<td>Midland Transport</td>
</tr>
<tr>
<td>Ontario (Northern)</td>
<td>Manitoulin Transport</td>
</tr>
<tr>
<td>Ontario (Southern)</td>
<td>Midland Transport</td>
</tr>
<tr>
<td>Prince Edward Island</td>
<td>Midland Transport</td>
</tr>
<tr>
<td>Quebec</td>
<td>Midland Transport</td>
</tr>
<tr>
<td>Saskatchewan</td>
<td>Canadian Freightways</td>
</tr>
</tbody>
</table>
Eaton/UPS ShipExec Cloud

Only Use for Parcel Shipments within the United States
Eaton has partnered with UPS as its primary package ground and air parcel shipment provider. The ShipExec Cloud system allows a label printed from a standard office printer to be placed in a UPS Address Pouch and attached to the package shipment. An existing UPS label printer may also be used. Shippers no longer need the Eaton UPS account number, a UPS Account, UPS Software, or special equipment to print a label.

Registration:

1. URL = https://thincient.shipexec.com
2. Click’ Register User
3. E-mail Address = This will be your user login
4. Registration Key = 3d593d4e-3cf3-4a33-bb7a-8424bf7eaaf3
5. Comments = enter you EATON business unit (not required)
6. ‘Click’ Register
7. If already registered – ‘click’ Back to Log in & login as normal
Registration Confirmation E-mail

Note: Allow for 24 – 48 hours for e-mail confirmation response. Use will receive an e-mail confirmation from noreply@shipexec.com

8. A temporary password will be provided

Login process

9. Enter your e-mail address (USER login ID)
10. ‘Click’ → Next

11. Enter your temporary password
12. ‘Click’ → Login
Create permanent password

13. Enter your temporary (current) password
14. Enter your ‘New’ (permanent) password
15. Enter you ‘New’ password again for confirmation
16. ‘Click’ – change password

17. You will receive a confirmation – ‘Click’ – Continue to complete the Login process

Password ‘reset’ – self-serve

1. At main login screen – enter your e-mail address (UserID)
2. ‘Click’ Next

3. At Password screen – rather than enter password (forgot), ‘Click’ Forgot Password

4. Enter e-mail address (UserID)
5. ‘Click’ – E-mail link

6. You will receive confirmation that instructs you to check your e-mail
Password ‘reset’ – self-serve

7. Click link in e-mail to initiate the ‘password’ reset process

8. Enter e-mail address
9. Enter permanent password
10. Enter permanent password again to confirm
11. ‘Click’ reset

12. You will receive confirmation that your password has been reset. ‘Click’ to continue

For the convenience and accuracy of the Warranty Parts Return package (under 70 lbs.), shipper must follow these instructions:

Open Browser / Enter URL address / Login

1. Open Browser and enter web address
   URL = https://thinclient.shipexec.com

2. Enter Login ID = your e-mail

3. ‘Click’ Next

4. Enter your password

5. ‘Click’ Log In
At Main Page - Select ‘Ship’ & ‘Shipping & Rating’

1. ‘Click’ – Shipping
2. Select – Shipping & Rating

'Ship From' Designation

1. Select the ‘Ship From’ tab

   Note: Establish your Ship From address upon 1st shipment and save to personal address book for future shipments

2. From drop-down list – select ‘Add’
3. From drop-down list – select ‘Personal Address Book’
4. Use free-form text to change ‘temp’ address to your current shipping address

   Note: Upon completion of 1st shipment – label printed – your shipping address will be saved to your ‘personal address book’

5. For future shipments, access address book by clicking the magnifying glass symbol
General Address Book functionality

1. For ‘Ship From’ Address – select ‘personal address book’
   • For ‘Ship To’ – use ‘Company Address Book’
2. ‘Click’ Clear – to clear search fields
   Note: you can enter values in any data fields to help during search
3. After entering any search criteria (leave blank to return all) – ‘Click’ search
4. Select your address from the ‘returned’ search values

‘Ship To’ Designation

Note: The Ship address fields are not editable. You must search ‘Company Address Book’ for EATON approved ‘Ship To’ address with associated EFLN (Eaton Freight Location Number).

1. Select the ‘Ship To’ tab
2. ‘Click’ magnifying glass to go to ‘Company Address Book’
‘Ship From’ Designation – Choose from Company Address Book

1. Select ‘Company Address Book’
2. Enter search criteria in specific fields to arrow ‘returned’ values (on right side)
3. Clear – to reset all values
4. ‘Click’ to search
5. Select appropriate ‘ship to’ address

General – package characteristics

Note: Right side of screen is used to enter characteristics

1. Manage # of packages in shipment
2. Select packaging type – default = customer packaging
3. Enter package weight (defaults lbs.) - required
4. Enter dimensions of package (not required)
5. Enter PO number – required
6. ‘Click’ Continue

Note: all required fields are identified by an asterisk *
Select Service by planned delivery date / time

1. Select ‘Company Address Book’
2. Click ‘Ship’ to process shipment and generate shipping labels

Use Shipment History to View / Void / Re-Print

1. Select ‘History’
2. Enter search criteria in appropriate data field to help narrow search / clear to reset search.
   - Note: search results displayed on rights side of screen
3. Use proper icon to View / Void / Re-Print

### FedEx Freight BOL Example:

**Galesburg Transmission Shipment**

![Image of a FedEx Freight Bill of Lading example](image-url)

- **Description of Articles, Kind of Package, Special Makers and Exception:**
  - Transmissions or Clutches, Internal Combustion Engines, Other than Automobile, or Parts Thereof, NOL Or Torque
  - Converters, w/o Engines or Motors, in boxes or crates

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**TOTAL WEIGHT:**

- 132330.00 lbs

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**IM EMERGENCY CONTACT PHONE NUMBER:**

- 1-800-959-5556

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**IM EMERGENCY RESPONSE PERSON or CONTRACT #**

**Ground Freight Carrier:**

- FedEx Freight

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**Carrier Certification:**

- Carrier acknowledges receipt of packages and requests placards. Carrier certifies emergency response information was made available and is carried with the bill of lading or other shipper documentation as applicable. See Title 49, Code of Federal Regulations, parts 171-179, in CMV Documents.
Auburn Clutch Shipment

The material contained in this bulletin is product improvement information. Eaton Corporation is not committed to, or liable for, canvassing existing products.

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