

Roadranger®



EAT•N

More time on the road™

Bulletin: TMIB-0129

Date: March 2, 2011

Bulletin Type: Service

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

Issue Description:

The intent of this Service Bulletin is to communicate shipping (routing) instructions for warranty part and unit returns for Eaton products where Eaton is responsible for inbound freight. Eaton requires these instructions be followed to avoid any additional freight costs incurred by using non-Eaton approved carriers or a denied acceptance of the shipment. If the below shipping instructions are not followed, then a deduction in warranty or unit exchanges may result. Part return procedures and requirements are documented in the Roadranger Warranty Manual (TCWY-0600), which is available on Roadranger.com website under the Warranty tab.

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.

For shipments within the United States (and U.S./Canada cross border shipments) Eaton's preferred method for obtaining routing (shipping) instructions is by EatonRoute. EatonRoute is a web-based application for shippers involved with customer returns and/or inbound collects shipments to obtain Standard Routing Instructions. EatonRoute can be accessed at: www.eatonroute.com Once EatonRoute is accessed; it's very simple to enter the critical elements needed to get routing (shipping instructions). To access, click on "Access Eaton Route Guide Here". If needed, the application provides an on-line demo (recommend Quick Help Option) to facilitate ease of use.

Transmission and Hybrid components warranty return location for United States:

**Eaton Warranty EFLN# 2050W
13100 East Michigan Ave.
Galesburg, MI 49053**

Clutch warranty return location for United States:

**Eaton Warranty EFLN# 02508
201 Brandon Street
Auburn, IN 46706**

If for some reason, EatonRoute.com cannot be used, then please use the following:

- U.S. shipments less than 100 lbs (except for complete clutch assembly) are to be shipped: **FedEx Ground, 'Collect'**. No Account Number required.

For new accounts or adding GROUND service for your location, call:

- FedEx at 1-800-463-3339
- At the first voice prompt state “**NEW ACCOUNT SETUP**” (not stated as an option)
- Request a New FedEx Ground account or add a FedEx Ground account to your current service and receive a welcome kit.
- U.S shipments 100 lbs. or more and complete clutch assembly are to be shipped freight ‘**Collect**’ via **YRC**.
- If non-warrantable, use www.eatonroute.com for all U.S. locations

For shipments within Canada, please use the following:

Transmission and Hybrid components warranty return address for Canada:

**Eaton Warranty EFLN# 2050W
2160 Williams Parkway
Brampton, Ontario
Canada L6S 5X7**

Clutch warranty return address for Canada:

**Eaton Warranty EFLN# 02508
2160 Williams Parkway
Brampton, Ontario
Canada L6S 5X7**

- Canadian transmission/Clutch shipments less than 100 lbs (except for complete clutch assembly) are to be shipped ‘**Collect**’ via **Purolator, Acct #012165783**.
- Canadian transmission / complete clutch assembly shipments 100 lbs. or more are to be shipped freight ‘**Collect**’ via the carriers listed below.

Required freight carriers for Canadian transmission/Clutch shipments weighing 100 lbs. or more:

Alberta - Canadian Freightways (preferred carrier)
QuikX (alternate carrier)

British Columbia – Canadian Freightways (preferred carrier)
QuikX (alternate carrier)

Manitoba – Canadian Freightways (preferred carrier)
QuikX (alternate carrier)

New Brunswick – Day & Ross

Newfoundland – Day & Ross

Nova Scotia – Day & Ross

Ontario (Northern) – Manitoulin Transport

Ontario (Southern) – Epic Express (preferred carrier)
Day & Ross (alternate carrier)

Prince Edward Island – Day & Ross

Quebec – Cabano Kingsway (preferred carrier)
Robert Transport (alternate carrier)

Saskatchewan – Canadian Freightways (preferred carrier)
QuikX (alternate carrier)

For proper shipment packaging procedures please visit www.roadranger.com and follow these steps:

>Select the Warranty tab

>Select Roadranger Warranty Manual TCWY-0600

>Select Claim Procedures and Part Returns sections

The material contained in this bulletin is product improvement information. Eaton and Dana Corporation are not committed to, or liable for, canvassing existing products. FSUD: 2003-MT-4105