

Roadranger®



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Bulletin: TMIB-0129

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Bulletin Type: Service

Topic: Transmission 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 Transmission products where Eaton is responsible for freight. Eaton requires these instructions be followed to avoid any additional freight costs incurred by using non-Eaton approved carriers. 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.

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 warranty return location for United States:

**Eaton Warranty #0061W
13100 East Michigan Ave.
Galesburg, MI 49053**

Clutch warranty return location for United States:

**Warranty – Eaton Clutch
Attn: Warranty Dept.
201 Brandon Street
Auburn, IN 46706**

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

- U.S. shipments less than 100 lbs are to be shipped: **FedEx Ground, Collect.** No Account Number required.

FedEx phone number is 800-231-9219 for new accounts and welcome kit if your facility needs to be established as a new FedEx ship from locations. (If shipment exceeds FedEx Ground physical size limitations, then use Roadway Express).

- U.S shipments 100 lbs. or more are to be shipped freight collect via **Roadway Express**.
- If non-warrantable, use www.eatonroute.com for all U.S. locations

For shipments within Canada, please use the following:

Transmission and Clutch warranty return location for Canada:

**Eaton Corporation
Attn: Warranty Return Center
2160 Williams Parkway
Brampton, Ontario
Canada L6S 5X7**

- Canadian transmission/Clutch shipments less than 100 lbs are to be shipped collect via **Purolator, Acct #012165783**.
- Canadian transmission/Clutch 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)

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

New Brunswick – Day & Ross

Newfoundland – Day & Ross

Nova Scotia – Day & Ross

Prince Edward Island – Day & Ross

Quebec – Cabano Kingsway (preferred carrier)

Robert Transport (alternate carrier)

Saskatchewan – Canadian Freightways (preferred carrier)

QuikX (alternate carrier)

Thank you for your cooperation with following these shipping instructions.

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