

Eaton® Warranty Quick Reference Guide for DTNA Dealers

This document is intended to support general warranty processes for Eaton® Automated and Mechanical Transmissions and Eaton® Clutch.

For warranty assistance on Eaton® Hybrid Systems, submit warranty inquiry to Warranty Department at DTNA.

Pre-Repair

1. Collect Information

- Document and verify driver complaint
- For Automated Transmission, complete *Driver Questionnaire**
- Document the component model, serial number, VIN, mileage, and in-service date

2. Determine Warranty Coverage

- Confirm OEM system coverage
- Beyond OEM coverage, determine if additional Roadranger Standard or Extended coverage applies. Look for warranty tab on Roadranger.com and choose *What is my warranty.*
- Refer to Roadranger Warranty Guide TCWY0900 for additional information
- Vocation Definition
- Product coverage by vocation/application
- Extended Protection Plans

3. Pre-Repair Support

Prior to starting the repair, refer to additional reference tools* on Roadranger.com

Alternatives to calling the Roadranger Call Center (Saves time in overall repair)

- Warranty repair guidelines
- Warranty pre-authorized repair guidelines (If failure meets criteria for preauthorized warranty repair, follow published repair guidelines. No further Eaton contact is required to file a claim or guarantee payment.)

Note: Roadranger Automated Call Center is available to all dealers.

Real Time Warranty (RTW) for Manual Transmission and Clutch is restricted to authorized dealers only.

RTW is an optional program and NOT required for any warranty claim.

Reasons to call during pre-repair support

- Additional technical assistance is required
- Unclear diagnostics and troubleshooting
- Faster payment

In either case above, the dealer must have the following key information available prior to calling. It will be requested by the Call Center or RTW agent.

- All Calls – Pre-call checklist which includes VIN, component serial number, mileage at time of failure
- Automated Transmission component – Automated component *Driver Questionnaire* plus *Pre-Call Checklist*

Repair

1. Troubleshoot Failure and Perform Diagnostics

The following tools are found on Roadranger.com

- InfoRanger (electronic parts catalog)
- Troubleshooting manuals
- Service manuals
- Service bulletins
- Warranty manual TCWY0600 (important sections)
 - Replacement guidelines
 - Limits and exclusions
 - Other Important Information

2. Form Repair Plan

- Verify the complaint (may include visual inspection and/or performance verification)
- Review vehicle / component repair history in OEM system
- Identify root cause of failure to determine responsible party (Note: Only defects in materials and workmanship are considered warrantable...)*
- Compare failure symptoms and description to select your *Preauthorized Repair Guidelines**
- Establish estimate to assist in determination of repair plan (component repair vs. replacement)

Perform troubleshooting and diagnostics

Review Roadranger Warranty Manual TCWY0600

- Component replacement guidelines
- Warranty limits and exclusions
- Other Important Information

Confirm parts availability through ordering channel (OEM system)

3. Complete the Repair

4. Technician to Document the following:

- Complaint, cause (findings), correction
- All inactive and active fault codes and diagnostic labor
- Diagnostic fault tree step leading to part replacement
- List reasons for labor above normal SRT times
- Location of failed parts

5. Repair Reasons for Claim Adjustment

- Excessive labor, time beyond SRT, with no technical documentation (example: requesting more labor hours than repair supports with no documentation)
- Excessive parts, over-repair, worn parts (example: sliding clutches requested when only gear failure; basic rebuild kit requested for only bearing replacement required from failure)

Note: Parts replaced not associated with failure must be approved and paid by customer

- Failure non-warrantable (example: failure caused by low lube, improper lube, no lube, shock load)

*Note: See *Warranty Tools* under *Post-Repair*

Post-Repair

1. Closeout Repair Order

- If Automated Call Center or RTW is involved, dealer must close the Automated Call Center or RTW Claim Labor to be paid per OEM Chassis SRT's for a specific failure. Excessive labor to be justified in claim text (include fault codes) or have Eaton approval. See Roadranger Warranty Manual TCWY0600 *Important Information Regarding Claim Approval*

2. File Claim

OEM Claim

- Follow OEM claim procedures
- All warranty claims for component that is within OEM warranty to be filed to DTNA
- Certified Gold and Silver dealers are exempt from part return (OEM claims only) except for DM Clutch
- DM Clutch return is 100%

Eaton RTW Direct Pay Claim

- Follow RTW Direct Pay Claim filing procedures as trained by your Eaton representative

Roadranger Warranty Direct Pay Claims

Use this program to file claims for Roadranger extended warranties where pre-approval has not been received from the Roadranger Call Center/RTW, or where a claim is not currently open.

Where to file:

Obtain guidelines and worksheet necessary to file claims at: <http://www.roadranger.com/Roadranger/warranty/ClaimProcedure/index.htm>

NOTE: For a claim submitted for a vehicle in service less than 3 years or 300,000 miles, a copy of the Service Pro Warranty Coverage for the vehicle must be included with the claim.

- Warranty claim requirements, limits and exclusions

Check status:

Once claim is entered in the Roadranger warranty system, dealer can check status by entering OEM Dealer Code and Repair Order Number at: <http://www.roadranger.com/Roadranger/warranty/ClaimVerification/index.htm>

3. Return Warranty Parts

OEM Claim

- Follow OEM part return direction
- Certified Gold and Silver dealers are exempt from part return (OEM claims only) except for DM Clutch
- DM Clutch return is 100%

Eaton Direct Pay Claim

- Follow Eaton part return direction
- Part return requirements available in Roadranger Warranty Manual TCWY0600
- Return address and shipping instructions available on Service Bulletin TMIB0129
- Please allow 10 days for claim processing. Additional time for claim processing with part returns. See direct pay claim verification to view your claim online.

4. Check Claim Status

OEM Claim

- Contact OEM Warranty
- Eaton Direct Pay Claim (not RTW)
- Direct Pay Claim Verification

Eaton RTW Direct Pay Claim

- RTW Direct Pay Claim Verification

5. Core Credit Administration

Core Credit is reimbursed through the OEM for:

- Transmission
- Transmission Electronics

Core credit values are communicated in the Unit Exchange Program Guide APSL0419

6. Warranty Appeals

OEM Claim

- Contact OEM for Warranty Appeals

Eaton Direct Pay Claim

- Contact Roadranger Call Center 1-800-826-HELP (4357)

7. Warranty Tools

Self serve tools located at Roadranger.com

- Roadranger Warranty Manual TCWY0600
- Roadranger Warranty Guide TCWY0900
- Preauthorized repair guidelines
- Warranty lookup
- Repair guidelines
- RTW claim verification
- Direct Pay Claim verification
- Extended protection plans
- Claim Procedures
- Electronic parts catalog
- Troubleshooting manuals
- Service manuals
- Service bulletins
- *Pre-Call Checklist*
- *Driver Questionnaire* for Automated Transmission
- Unit Exchange Program Guide APSL0419
- Warranty return addresses and shipping instructions on Service Bulletin TMIB0129
- Roadranger Academy (training)

8. Service Updates

Service bulletins and updates are available on Roadranger.com.

WARRANTY DISCLAIMER

If the failure is not the result of an accident, damage, negligence, abuse or misuse, improper installation or maintenance or any other conditions described in the Limits and Exclusions section of Roadranger Warranty Manual TCWY0600, then Eaton will treat the condition as covered under its warranty. However, this conclusion does not necessarily mean that a defect in fact exists. In all cases, Eaton shall make the final determination and interpretation as to the warrantability of the Product.

For spec'ing or service assistance, call 1-800-826-HELP (4357) or visit our web site at www.roadranger.com. In Mexico, call 001-800-826-4357.