



**General
Questions about
Products and
Services?**

**Specific to
Real Time
Warranty Claims?**



Then Call...

Roadranger Call Center

The Roadranger Call Center is designed to handle the vast majority of general questions about our products and services. When in doubt, give the Roadranger Call Center a call!

Contact the Roadranger Call Center for the following:

- Warranty coverage and model eligibility information
- Verification of extended warranty registration
- Warranty limits and exclusions
- Vehicle specification
- Component specifications and information
- Parts information (dimensions and fit-up only, not for ordering parts)
- Assistance in correct ordering procedures for parts and service literature
- Technical assistance and repair strategy advice (except Real Time Warranty claims)
- **Customer** inquiries on warranty claim decisions (reduced or rejected claims, including Real Time Warranty claims)

If what you need is not in the above list, a Roadranger Call Center service coordinator will assist you in getting the information you need.

Then Call...

Real Time Warranty

The Real Time Warranty (RTW) line is specifically for processing of RTW claims. Because these phone lines are dedicated to only handling calls pertinent to RTW claims, it is important to limit calls to exactly that.

Contact Real Time Warranty only for the following:

- Opening a new RTW claim
- Follow-up questions or to provide additional information for an existing RTW claim
- Information on where to ship failed parts related to a RTW claim
- Questions on RTW procedures
- **Dealer** inquiries regarding reduced or rejected RTW claims (refer customer inquiries to the Roadranger Call Center)
- Inquiries on the status of dealer direct pay RTW claims

To ensure that RTW claims are handled in an expedient manner, limit RTW calls to the areas listed above.

If what you need is not in the above list, a Roadranger Call Center service coordinator will be glad to assist you.



Dana Corporation
P.O. Box 4097
Kalamazoo, MI 49003



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Help Us Help You

Follow these guidelines to reduce your "on hold time" and decrease the "talk time" needed to determine an RTW repair plan.

Before Calling, Please Note:

- ✓ An RTW approval number is not required for every warranty claim. Dealers need only call on claims that appear to be high risk or when the repair plan is not obvious.
- ✓ Authorization numbers can not be given for repairs that are finalized prior to notifying RTW. Do not call RTW for already completed repairs.
- ✓ You need to contact the Roadranger Call Center (800-826-4357) for Extended Warranty Verification before calling RTW.
- ✓ Questions on claim rejections or reductions should be referred to the Roadranger Call Center (800-826-4357).

When Calling RTW:

- Complete the Claim Information Worksheet TCWY-0950A and have the information ready when calling.
- Make sure the person calling is very familiar with the failure and the condition of the failed parts.
- Assess the failure, if:
 - The repair plan is **obvious** (e.g. broken gears) assess the damage and replacement parts needed before calling RTW.
 - The repair plan is **not obvious** (e.g. noise or hard shifting) call RTW before component disassembly.
- Refer to the Real Time Warranty Program training manual TCWY-0950 for additional information.

The form is titled "EATON CLAIM INFORMATION WORKSHEET". It contains various fields for recording vehicle information, component details, and repair status. Key sections include:

- Section 1 - Vehicle Information:** Fields for Year, Make, Model, Mileage, and VIN.
- Section 2 - Repair Details:** Fields for Component Name, Location, and Date.
- Section 3 - Repair Status:** Fields for "Parts to be replaced" and "Labor operations to be performed".
- Contact Information:** Fields for Dealer Name, Address, and Phone.

The form also includes checkboxes for "Obvious" and "Not Obvious" repair plans and a section for "Comments".