



**Subject:** The Role of Real Time Warranty (RTW)

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### Issue Description:

A misconception exists among some OEM dealerships concerning the Real Time Warranty (RTW) program. This notification was created to restate and clarify the role of RTW in supporting Eaton Corporation truck products and Eaton Cummins Automated Transmission Technologies products.

1. **The intent of RTW is to provide repair guidance to support repair facilities that are addressing product repairs that are not completed.**
  2. **RTW is an optional service that is NOT required for any warranty claim**
  3. **RTW authorization numbers are NOT required by Eaton or Eaton Cummins Automated Transmissions for OEM dealers to file a warranty claim**
- OEM dealerships have the option to forgo the use of the RTW program in favor of filing claims through their normal OEM channels or direct to Eaton & Eaton Cummins Automated Transmission Technologies.
    - When to contact RTW:
      - If technical or diagnostic assistance is needed during the repair
      - Unclear repair strategy after initial troubleshooting
    - When not to contact RTW
      - If the repair is complete
      - If the repair strategy is known / determined
  - It is important to fill out the appropriate Pre-Call Checklist before initiating a RTW claim. All Pre-Call documents can be accessed at [www.roadranger.com](http://www.roadranger.com).
    - From *Support Tab* select *Warranty* then, from the left side menu select *Realtime Warranty*.
  - Many common warranty repairs for legacy products are now “pre-authorized” and do not require a technical support call. Access [www.roadranger.com](http://www.roadranger.com), from *Support Tab*, select *Warranty*, then select “*Pre-Authorized Repair Guidelines*” from the left side menu.

**Note:** Include the Roadranger Warranty Repair Guidelines (RWRG) number within the claim text and document on the Repair Order.