



**Subject:** Vehicle Vibration Analysis Process

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**Issue Description:**

Customer complaints of vehicle vibration concerns are often difficult to isolate and identify root cause.

**Process:**

To improve the efficiency, as well as effectiveness of vehicle repair, Eaton recommends the Driveline Vibration Analyzer (DVA) tool when evaluating a vehicle with a vibration complaint.

Any request for Eaton to perform DVA data acquisition or data analysis will be directed to the OEM or Truck Vibration Technology (TVT). To request services from TVT, contact your local Roadranger representative or contact TVT directly. Dealer is responsible for the payment of invoices from TVT for analyzing DVA files and subsequent reports. (See flowchart on page 4)

**Contact Information for TVT:**

Truck Vibration Technology  
Mr. John Bair  
Phone: (269) 743-9372  
e-mail: [johnjbair@truckvibration.com](mailto:johnjbair@truckvibration.com)  
Fax: (866) 440-2213

In the event that Eaton requests assistance from TVT, services may be requested including:

- Roadranger field representative recommending completion of the *OEM Ride and Vibration Check Sheet* or *Roadranger Vibration Diagnostics Process* ([RRMT-0001](#)) to assist with troubleshooting vehicle vibration concerns.
- Interviewing the driver. See *Questions to Ask and Document During Vehicle Testing* section on page 2.
- Testing the vehicle to recreate conditions of customer complaint and, if possible, have the driver present during testing.

### Questions to Ask and Document During Vehicle Testing

- Record truck make and model
- Engine make and model
- Transmission model
- Clutch part number
- Axle ratio
- Tire size
- How many miles are on the truck?
- When did the vibration first occur?
- Describe the vibration:
  - Was it audible?
  - Could you feel it? Where? (seat, floor, etc.)
- What were the driving conditions when the vibration was present? (speed, gear, accelerating/decelerating, on a grade or flat, etc.)
- Does the vibration occur under similar driving conditions or would it be described as random?
- How often is the vibration present? (number of times per day or week)
- Do you think you can re-create the vibration? If so, describe how.
- Has anyone tried to fix the vibration issue? If so, what work was performed?

### Eaton Product Concern

If it is determined to be an Eaton related concern, a report will be provided from TVT advising the dealership to contact your local Roadranger representative. Vibration issues are handled by the Roadranger representative, so it is not necessary to call Real Time Warranty to start a claim. The following next steps may occur:

1. The Roadranger Territory Service Manager (TSM) will submit a request to Eaton Technical Services for review and suggested solutions.
2. Eaton Technical Services will confirm or deny vibration is due to an Eaton product.
3. The Roadranger Territory Service Manager (TSM) will open an ETN warranty claim in RWS.
4. If vibration is determined to be an Eaton product issue, The TSM should be contacted for repair directions, referencing the ETN warranty claim created by Roadranger TSM.
5. A follow-up test drive will need to be performed to confirm that the provided solution was successful.

### **Warranty Coverage for Eaton Confirmed Product Issues:**

- An OEM claim must be submitted which references the ETN warranty claim number provided by the Roadranger TSM. Vibration issues are handled by the Roadranger representative, so it is not necessary to call Real Time Warranty to start a claim.
- 1.5 hours for DVA hook up, testing and removal of DVA
- \$300.00 fee for the DVA analysis by TVT
- Eaton will supply the no-charge replacement component and cover OEM SRT.
- OEM SRT labor applies for Eaton component replacement.

**Non-Eaton Issues:** Are the responsibility of the OEM, component supplier or the owner of the vehicle.

The material contained in this bulletin is product improvement information. Eaton is not committed to, or liable for, canvassing existing products. FSUD: 2015-FSUD-2319

# Service Bulletin – Process

