



Subject: Roadranger Call Center Hours of Operation – Now 24/7/365

Document Number: MDIB0040

Date: May 20, 2013

Updated: June 2, 2014

Issue Description:

Improve customer satisfaction, vehicle uptime and parts information from Eaton's Roadranger Call Center

Current Process:

Roadranger Call Center hours of operation have been Monday – Friday from 8:00 a.m. to 8:00 p.m. (E.S.T.)

Revised Process:

The Roadranger Call Center is pleased to announce that starting June 2, 2014, the Call Center (1-800-826-4357) will be expanding hours of operation to 24/7/365, including weekends and holidays. Roadranger customers will now have access to around-the-clock troubleshooting, warranty support, technical assistance and part information. Customers may also utilize the Roadranger website site, roadranger.com, for additional support. These new hours of operation will allow the Roadranger Call Center to better serve our partners by giving their service networks the support they need to meet the demands of their dynamic customer base.