

For Eaton Corporation Clutch, Hybrid Components, and Transmission Warranty Claims

Eaton Warranty Manual TCWY0600, Eaton Warranty Guide TCWY0900, Warranty Repair Guidelines, and other Roadranger literature is available on Roadranger.com > Customer Support > Warranty.

Specialty OEM Name _____
Specialty OEM WHOM PURCHASED THE PART OR COMPONENT DIRECTLY FROM EATON WILL BE THE RECIPIENT OF THE CREDIT/CHECK REIMBURSEMENT.

Specialty OEM Contact Person _____ **Telephone No.** _____

Repair Order No. _____ **Date Claim Filed** _____
(Attach copy to this form)

Vehicle Owner Name _____ **OEM Dealer / Facility Code** _____

Repairing Dealer Name _____

VIN _____ **In-Service Date** _____
(Complete 17 Character VIN or Equipment Serial Number) (MM/DD/YY)

Vehicle Application _____ **Eaton Vehicle Vocation** _____

Vehicle Model No. _____ **Component Serial No.** _____

Component Model _____ **Replacement Component Serial No.** _____
(Please provide when replacing a component)

Failure Date _____

Date of Retail Sale _____ **Mileage / Hours** _____
(Required for Aftermarket/Service Parts, Reman, New Unit Exchange Transmission and Clutch claims only) (Miles / Kilometers)

Labor Rate _____ **Total Hrs Req** _____ **Total Labor Req** _____ **Total Parts Req** _____
(USD) (USD) (USD)

Description of **Complaint / Cause / Correction** must be included below and/or on repair order. See Eaton Warranty Manual TCWY0600 for warranty guidelines, claim requirements, and part return requirements at Roadranger.com.

Complaint:	
Cause:	
Correction:	

Rejected Parts Disposition

If the claim is rejected, the parts will be automatically scrapped unless the dealer indicates "Return" in the box below.

Scrap Parts <input type="checkbox"/>	Return Rejected Parts to Dealer, Collect <input type="checkbox"/>	Return Preferred Carrier _____ (Account number required for Package Shipments)
---	--	--

Claim Filing Procedures

1. Complete the repair per the Eaton Warranty Manual TCWY0600, and Repair and Pre-Authorized Repair Guidelines available on Roadranger.com.
2. Attach Repair Order and submit to Specialty OEM. Specialty OEM will e-mail a completed copy of this claim and the repair order to SOEMClaims@Eaton.com. No RMA required.
3. Automatically forward the clutch / hybrid / transmission parts and units to the address on page 2 with a copy of this claim form and the Repair Order attached in accordance with the Return Parts Requirements published in the Eaton Warranty Manual TCWY0600 and service bulletin TMIB0129 Transmission, Hybrid and Clutch Warranty Returns Shipping Instructions.

US Warranty Returns - For shipping instructions, go to EatonRoute.com. Detailed Eaton Warranty return instructions are available in service bulletin TMIB0129, *Transmission, Hybrid and Clutch Warranty Returns Shipping Instructions*, that is available on Roadranger.com > Customer Support > Warranty. If for some reason, EatonRoute.com cannot be used, please use:

- U.S. warranty shipments less than 80 lbs. (except for complete clutch assembly) are to be shipped: **UPS Ground, utilizing the Eaton / UPS Complete View Shipping Portal (CVS)**. *No Account Number required.*
<https://cvshipping.ups.com/Loginbypass.asp?CompanyID=Eaton&UserID=eaton&Password=vendor&Campus=vendor>
- U.S. warranty shipments 80 lbs. or more (to include complete transmissions) and complete clutch assembly are to be shipped freight **'Collect'** via **Old Dominion Freight Line**.

• Transmission and Hybrid components warranty return location for the United States:

Eaton Warranty EFLN#02050W
13100 East Michigan Ave.
Galesburg, MI 49053

• Clutch warranty return location for the United States:

Eaton Warranty EFLN#002508
201 Brandon Street
Auburn, IN 46706

Canadian Warranty Returns - Detailed Eaton Warranty return instructions are available in service bulletin TMIB0129, *Transmission, Hybrid and Clutch Warranty Returns Shipping Instructions*, that is available on Roadranger.com > Customer Support > Warranty.

- Canadian warranty shipments less than 80 lbs. (except for complete clutch assemblies) are to be shipped **'Collect'** via **Purolator, Acct #2165783**.
- Canadian warranty shipments 80 lbs. or more (including complete transmissions) and complete clutch assemblies are to be shipped freight **'Collect'** via the carriers listed below.

Required freight carriers for Canadian returns weighing 80 lbs. or more (transmission parts / units / clutch shipments):

Province	Carrier
Alberta	Canadian Freightways (preferred carrier) QuikX (alternate carrier)
British Columbia	Canadian Freightways (preferred carrier) QuikX (alternate carrier)
Manitoba	Canadian Freightways (preferred carrier) QuikX (alternate carrier)
New Brunswick	Day & Ross
Newfoundland	Day & Ross
Nova Scotia	Day & Ross
Ontario (Northern)	Manitoulin Transport
Ontario (Southern)	Epic Express (preferred carrier) Day & Ross (alternate carrier)
Prince Edward Island	Day & Ross
Quebec	Cabano Kingsway (preferred carrier) Robert Transport (alternate carrier)
Saskatchewan	Canadian Freightways (preferred carrier) QuikX (alternate carrier)

• Transmission and Hybrid components warranty return location for Canada:

Eaton Warranty EFLN#02050W
2160 Williams Parkway
Brampton, Ontario
Canada L6S 5X7

• Clutch warranty return location for Canada:

Eaton Warranty EFLN#002508
2160 Williams Parkway
Brampton, Ontario
Canada L6S 5X7