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BACKED BY
Roadranger
SUPPORT

Subject: Warranty Coverage Impact from Policy/Goodwill Support

Document Number: TMIB0152

Date: July 19, 2005

Updated: December 16, 2013

Issue Description:

Historically, Eaton Corporation's Warranty Guidelines (TCWY0900) stipulated that if a transmission was provided to a customer under non-Eaton Warranty participation (Policy), that transmission would carry the same coverage as a purchased REMAN or new exchange transmission.

Current Process:

Warranty coverage for REMAN and new exchange transmissions provided under goodwill/policy will carry a 12-month warranty from the date of installation.

Note: The individual service parts supplied under goodwill/policy will continue to carry a 90-day warranty as documented in TCWY0900.

Revised Process:

Coverage begins with any Eaton REMAN or new exchange transmission provided under policy that fails after 03-01-13. This change will not be retroactive to previously adjudicated claims. This coverage will supersede the 24 & 36 month warranties documented in TCWY0900 based on the policy participation.

See the [Eaton Warranty Guide, TCWY0900](#).

The material contained in this bulletin is product improvement information. Eaton is not committed to, or liable for, canvassing existing products. FSUD: 2004-MT-4160

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Service Bulletin: TMIB-0152

Date: July 19, 2005

Bulletin Type: Service

Topic: Change to charge policy transmission warranty coverage

Issue Description:

Historically, Eaton Corporation's Warranty Guidelines (TCWY-0900) stipulated that if a transmission was provided to a customer under non Eaton Warranty participation (Policy), that transmission would only be covered for 90 days (TCWY-0900, pg. 23, Exceptions, notes, bottom of page)

Current Process:

Effective 02-01-04, Warranty coverage for REMAN, new service and unit exchange transmissions provided under goodwill/policy will carry the same coverage as a purchased REMAN or new transmission.

Note:

The individual service parts supplied under goodwill/policy will continue to carry a 90-day warranty. TCWY-0900 will be revised to reflect this change

Revised Process:

Coverage begins with any Eaton Reman or new transmission provided under policy that fails after 02-01-04. This change will not be retroactive to previously adjudicated claims.

TCWY-0900 can be found online at:

<http://www.roadranger.com/NASApp/cs/BlobServer?blobcol=urldata&blobheader=application%2Fpdf&blobkey=id&blobtable=MungoBlobs&blobwhere=1082230217848>

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