



BACKED BY
Roadranger
SUPPORT

Subject: Non-Conforming ECA Clutch Inventory

Document Number: CLIB0034

Date: December 10, 2018

Updated: December 17, 2018

Issue Description:

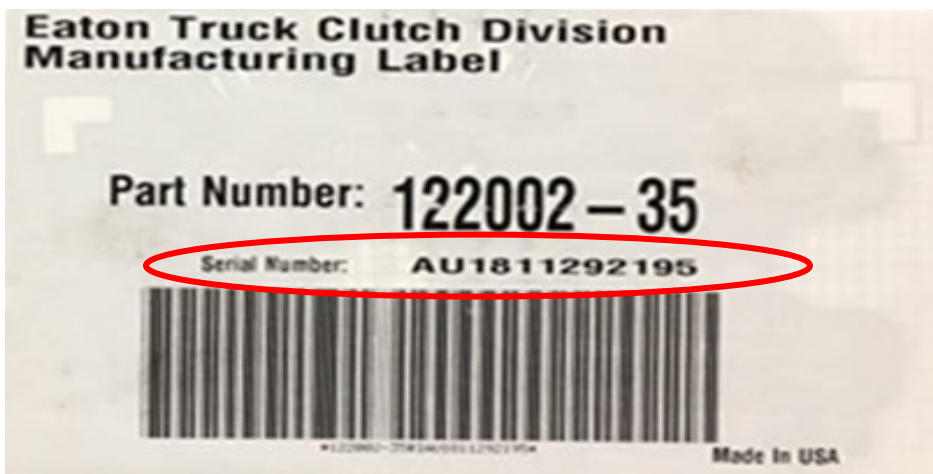
Non-Conforming Clutch Levers on the ECA Clutches

Inventory Containment/Corrective Action:

Review ECA Clutch Part Numbers - 122002-35/35A and 122003-42/42A inventory for date codes specified below:

- Effected date range – April 1, 2017 thru June 5, 2018
 - Clutch serial numbers:
 - Start: AU1704010001 / SL1704010001 – 17(Year) 04(Month) 01(Day)
 - End: AU1806019999 / SL1806059999 – 18(Year) 06(Month) 01 or 05(Day)
- See below illustrations on how to identify locations of clutch serial numbers and serial number breakdowns.
 - If Box label is legible, clutch assembly does not need to be unboxed.
 - If Box label is not legible, unbox Clutch and check serial number on clutch cover.
- Record non-conforming clutch Installation/Part number and Serial number.
- Any clutches found in the above date code range are not to be sold and must be segregated from known good inventory.

Serial Number Location on Box



Example: AU1811292195 = November 29, 2018

Serial Number Location on Clutch Cover



Example: AU1710262036 = October 26, 2017

Affected Models/Population:

- ECA Clutch Part Numbers - 122002-35/35A and 122003-42/42A

Field Strategy:

1. Inventory assessment applies to all existing stock of 122002-35/35A and 122003-42/42A clutches at customer locations.
2. List non-conforming inventory by Installation/part number, product serial number and quantity.
3. Follow Aftermarket Product Return Policy (NAFTA) (AMRP0001) available at www.roadranger.com/rr/Aftermarket/index.htm (Aftermarket Documents).
 - A. Verify Basic Surplus Return Requirements
 - a. Product and Package Conditions:
 - i. Packaged Parts
 - Like-new
 - Saleable condition
 - Must be in un-opened original packaging
 - Part must be free of damage
 - Packaging must be free of damage
 - B. Part Reimbursement Value:
 - a. Value for Direct Ship Returns
 - i. Reimbursed at the value (purchase price) charged on the original purchase order.
 - ii. Value for Non-Conforming Returns - Reimbursed at the value (purchase price) charged on the original purchase.
 - iii. Original purchase order must be documented in order to receive reimbursement.

C. Contact Options for RMA Request:

- a. If the product was purchased (shipped) directly from Eaton:
 - i. Contact your Eaton Customer Support Representative to initiate a return. If you are unsure of your contact, please call 1-800-826-4357 (Canada Direct Ship Returns 1-888-507-1500).
 - ii. Select Option (1). (Parts availability and ordering)
 - iii. Select the appropriate category.
 - b. If the product was not purchased directly through Eaton but rather was purchased (shipped) through an OEM, aftermarket channel partner, distributor, warehouse, etc.
 - i. Follow the channel partner's return process, citing the return reason as "non-conforming parts".
 - ii. The part(s) must be returned to the location from which they were shipped to you.
- **Note:** Parts / Units associated with a Return Materials Authorization (RMA) must be received within (30) days of the receipt of the RMA from Eaton. Product not received within (30) days will be cancelled and customer will be required to request a new direct ship return RMA.
 - **Note:** Products returned without an RMA are subject to rejection at the time of delivery and will be returned to the supplier freight "Collect" if an RMA cannot be associated with the return.

D. Return Product for Issued RMA

- a. Return instructions will be provided by your Customer Service Representative for non-conforming parts or components that are eligible for return.
- b. Products **MUST** be Clearly Marked to ensure accurate and timely processing of the return.
- c. Individual package/box of part is required to prevent damage.
- d. Utilize an "over-pack box" for multiple items returned.
- e. Place a Packing Slip on the outside of the box for all returns on the inside of the box for over pack boxes
- f. The RMA # needs to be on the paperwork and affixed to the package. Please do not write the RMA information on the box.

E. Clutch Products Eaton:

- Return addresses and methods will be communicated at the time the RMA product return is authorized by Eaton.

Any questions outside of this return policy may be directed to the Roadranger Call Center at (800) 826-4357.

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