

## Supplier:

## Eaton Roadranger

<b>Supplier Information</b>	The Roadranger System is an unbeatable combination of the best products from Eaton, Dana and other trusted partners, backed by the Roadranger Representatives - the most experienced, expert and accessible drivetrain consultants in the business.
<b>Customer Service &amp; Technical Support</b>	Hino Parts Support Phone: 866-372-4466 Hino Parts Support Email: helpdesk@hino.com Hino Parts Support Fax: 662-342-3939 Eaton Phone: 800-826-4357 Eaton Web: www.roadranger.com
<b>Order Procedures:</b>	All orders are to be placed through the Hino Dealer Connect System (DCS). For special orders or for customer support contact Supplier directly via phone number.
Stock Orders	Enter orders in DCS Screen DC202 under Sales Type "S". All direct ship items will be shipped from a local Supplier PDC.
Emergency Orders	Emergency orders may be entered into DCS screen DC202 as a Sales Type "E" or "V". All emergency orders will be processed with a "rush" order. Freight and Handling fees will be identified on the Hino invoice. A dealer can order one clutch VOR. A VOR order is what Eaton refers to as a Truck Down order. Maximum order quantity is two, lead time is 24 hours or as soon as available, and Truck Down pricing applies.
Minimum Order Quantity	There is 8 clutch minimum order requirement on stock or emergency orders; also a minimum order value (excluding core value) of Direct Ship clutches qualifies a stock order for prepaid freight (see below). If you wish to order less than 8 clutches the order must be a Vehicle Off Road / Truck Down order (see above).
<b>Freight &amp; Free Freight Policy:</b>	For Direct Ship <b>Reman Transmissions</b> Freight is prepaid on all direct ship orders within the Contiguous United States. For Direct Ship <b>clutches or mixed direct ship clutch orders</b> , the minimum order quantity is 8 pieces for pre-paid shipments within the contiguous United States. May Mix & Match 8+ Direct Ship clutch orders. Stock orders under the 8 piece MOQ will not be accepted by Eaton. VOR orders will process as previously stated above. Will Call Pick-Up is available at certain distribution locations please see the attached map below.
<b>Order Fulfillment Policy:</b>	Direct ship clutches: 14 day Fuller® Reman™ transmissions: 24 hour MD/HD misc parts: range 14-90 day depending on part MD New Service Transmissions: 30 day
<b>Part Number Pricing:</b>	Pricing will be available on-line in the Hino DCS system. In addition, the prices will be forwarded to your service bureaus within two weeks of each pricing update.
<b>Format:</b>	Standard Part numbers are directly carried over; no prefix or suffix.
<b>Mega Fleet:</b>	All-Makes parts are not included in the Hino Mega Fleet pricing file but should be sold to Mega Fleet customers and filed as Miscellaneous Items in Corcentric when submitting for reimbursement.
<b>Warranty:</b>	Please always view Suppliers warranty documents as warranty varies based on items/products/vehicle applications, etc... <ul style="list-style-type: none"><li>• If part fails within the Eaton coverage period of the aftermarket part (reference our Warranty Guide – TCWY-0900 for coverage's)</li><li>• Customer MUST bring unit/failed part back to a Hino dealer to process warranty.</li><li>• Hino dealer must obtain Proof of Purchase and verify warranty. The dealer can call Roadranger at 1-800-826-4357. If they like but it is NOT required. The dealer should refer to the Pre-Authorized Warranty Guide TCYW1250 to find the appropriate approval code for the repair.</li><li>• If the failure is within the coverage period (1 yr/Unlimited mileage) then claim is filed back through the Hino warranty system claim type AM. Hino will instruct the dealer how and where to return parts.</li><li>• If the failure is within OUTSIDE the Hino aftermarket parts coverage period BUT within the Eaton aftermarket coverage period (typically only applies to transmission units that carry a warranty longer than 1 yr. May also apply to Advantage Series clutches after the first year) then claim is filed back to Eaton as a Direct Pay claim and Eaton will instruct the dealer how and where to return parts.</li><li>• When parts are received and reviewed (if applicable – we don't always need parts back), then the claim will get adjudicated per standard protocols. If claim was filed via Hino, we will pay Hino and Hino will pay the dealer. If the claim is filed direct, we pay direct to the dealer.</li></ul>
<b>Returns:</b>	Contact Supplier directly to obtain a Return Goods Authorization code by phone number or email address listed above. All returned items MUST have prior approval and the Return Goods Authorization (RGA) marked on the outside of the box. RGAs have an expiration date of sixty (60) days; after sixty (60) days the return will become null and void. Direct Ship product returns will be limited to only those items that are mis-ordered for a 30 day window from the time of delivery. A 10% re-stocking fee and freight charges will be charged to the dealer for return of Units and a 20% re-stocking fee for transmission parts and clutches. Note: Direct ship parts cannot be returned to the Memphis PDC, and any special circumstance returns should be reviewed with your Hino Trucks DPM or Local Eaton Representative.
	All PDC shipped parts follow the standard Hino returns policies and procedures.
<b>Core Returns:</b>	All cores must be returned to the Hino Trucks Core Return location as per the "1-1-1" Core Return Policy. Core inspection requirements are consistent with Eaton's supplemental core inspection document included in the marketing material kit and online at www.roadranger.com.
<b>Shipping Inspection and Damaged Product:</b>	All merchandise should be inspected upon arrival and carrier damage claims should be filed with the carrier immediately. We are not responsible for, nor are we in a position to make a claim after the freight carrier accepts the shipment from us. For excess stock returns, contact the Supplier directly.
<b>Supplier Cross Reference Web Site:</b>	Call Supplier directly.



# Roadranger Field Marketing

## Western Region United States

4601 NE 77th Ave, Ste 185  
Vancouver, WA 98662  
Phone: 360-885-1800  
Fax: 360-885-1801

### Region Manager

Steve Thomas

### Region Service Manager

Mark Lloyd

### Administrative Support

Linda McEntire 817-410-5250

### Automated Product Specialist

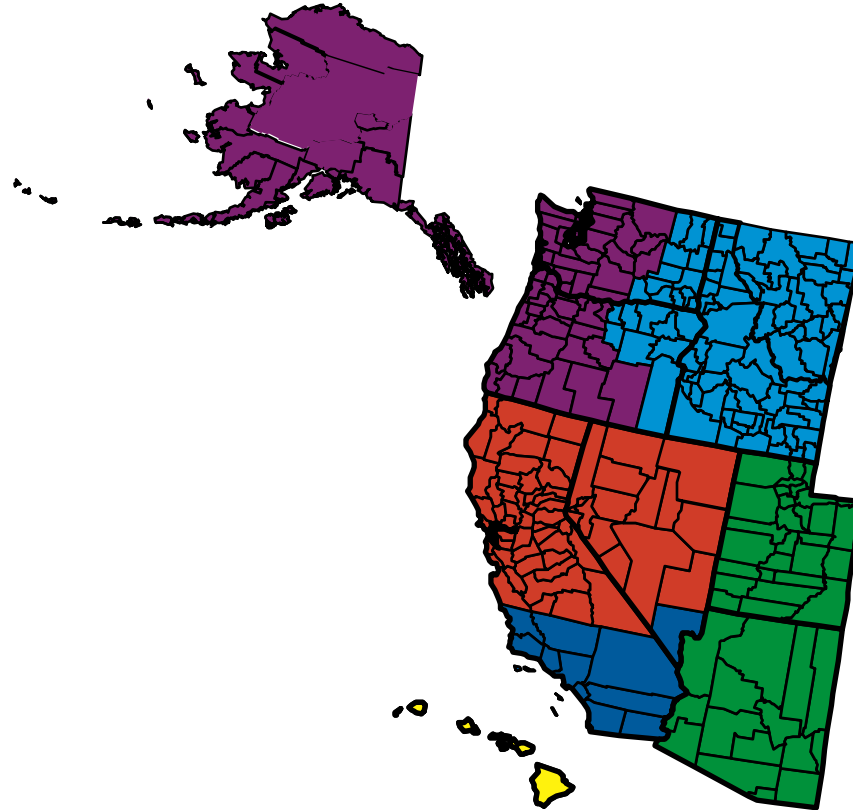
Jeff Scroggs TBD







### Special Products Sales Manager

Tim Tobin 503-953-3171

### Training Coordinator

Michael Hargrove 360-885-1800



	Territory Managers		Territory Service Managers		Aftermarket Parts Managers	
	Gary Banninga	360-606-9575	Gabe Gough	510-589-7944	Bob Navarro	602-505-8670
	Kevin Rush	651-746-4252	Dirk Sullivan	503-781-7120	Steve Ritchie	503-806-1487
	Gary Elliott	801-550-6235	Steve Simon	623-203-2032	Bob Navarro	602-505-8670
	David Pierson	858-967-3680	Steve Vos	909-201-3589	Bob Navarro	602-505-8670
	Mark Lloyd ( <i>Sales and Service</i> )		269-599-7033			
	Brad Cole ( <i>Sales and Service</i> )		509-721-0063		Steve Ritchie	503-806-1487



### South Central Region United States

637 Westport Parkway, Ste 200  
Grapevine, TX 76051  
Phone: 817-410-5250  
Fax: 817-410-5237

Phone Mail: 1-800-843-4139

#### Region Manager

John Spanke x5220

#### Region Service Manager

Dave Jones x5230

#### Administrative Support

Linda McEntire x5240

#### Automated Product Specialist

Ronny Queen x5224

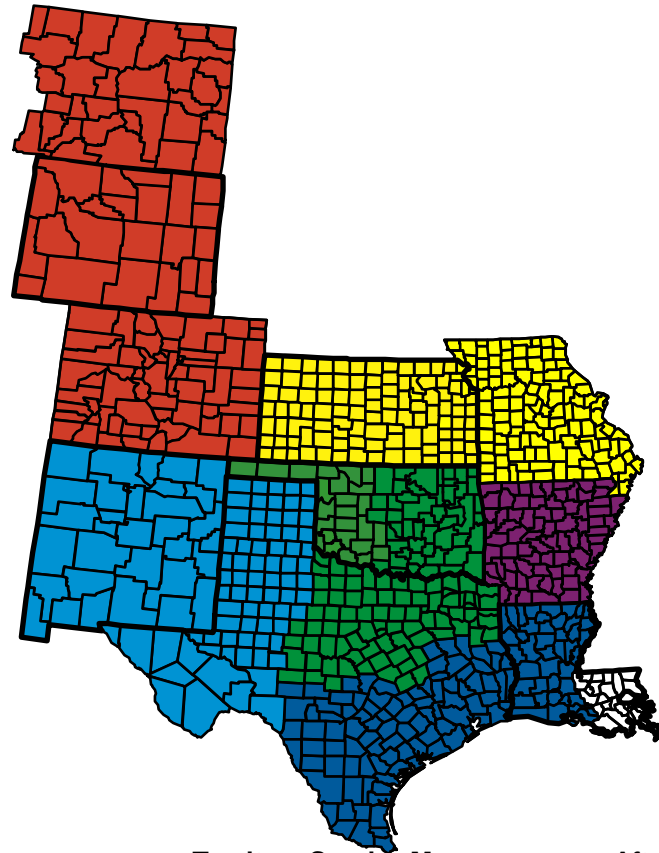
#### Medium Duty Sales Manager







Richard Harris x5228

#### Products Trainer

Dan Doyle x5234

Michael Hackett x5257



	Territory Managers		Territory Service Managers		Aftermarket Parts Managers	
	Scott Mejeur	x5221	Rich Ballard	x5231	Sue Samol	303-898-4353
	Kevin Smith	x5229	Pierre Willis	x5232	Open	214-801-1991
	Mark Xepoleas	x5223	John Goines	x5233	Open	214-801-1991
	Chris Cunningham	x5225	Tony Ward	x5235	Sue Samol	303-898-4353
	Darrel Newton	x5226	John Henshall	x5236	Open	214-801-1991
	Scott Smith ( <i>Sales &amp; Service</i> )			x5227	Sue Samol	303-898-4353



## Great Lakes Region United States

P.O. Box 4013  
Kalamazoo, MI 49003  
1-888-202-2952

Phone Mail: 1-888-202-2952

### Region Manager

Steve McKeeby x3111

### Region Service Manager

Randy Halseth x3810

### Administrative Support

Connie Goruk 905-790-4319

### Automated Product Specialist

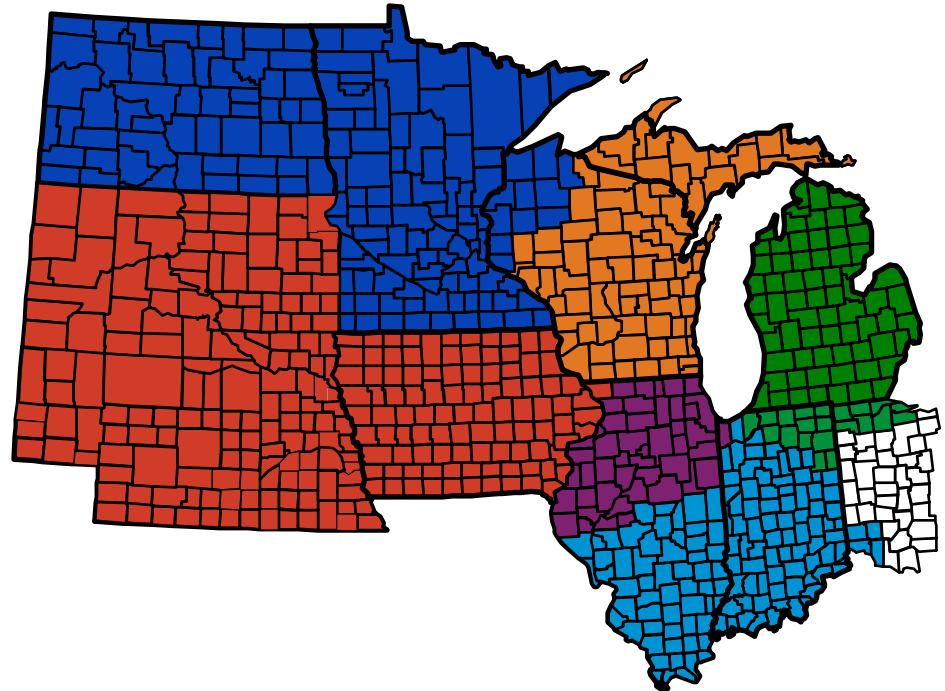
Josh Zimmerman x3874







### Special Products Sales Manager

Bill Gross x3261

### Training Manager

Jerry Gruber x3051



	Territory Managers		Territory Service Managers		Aftermarket Parts Managers	
	Bob Szerpicki	x3809	Calvin Lamke	x3096	John Krizak	651-233-8614
	Mike Spaulding	x3543	Open	x3086	John Krizak	651-233-8614
	Dan Tracy	x3811	Chris Horton	x3150	John Krizak	651-233-8614
	Bill Sullivan	x3816	Brad Hoogterp	x7320	Kevin Klein	734-516-3510
	Chad Dockter	x3822	Lucas Davis	x3698	Kevin Klein	734-516-3510
	Dave Olmstead	x3813	Corey Gray	x3737	Kevin Klein	734-516-3510



# Roadranger Field Marketing

## Southeast Region United States

19315 West Catawba Ave., Suite 106  
Cornelius, NC 28031  
Phone: 704-895-3522  
Fax: 704-895-6684

Phone Mail: 1-800-334-3116

### Region Manager

Adriana Swartzendruber x112

### Region Service Manager

Scott Brady x110

### Administrative Support

April Zehr 610-395-1212

### Automated Product Specialist

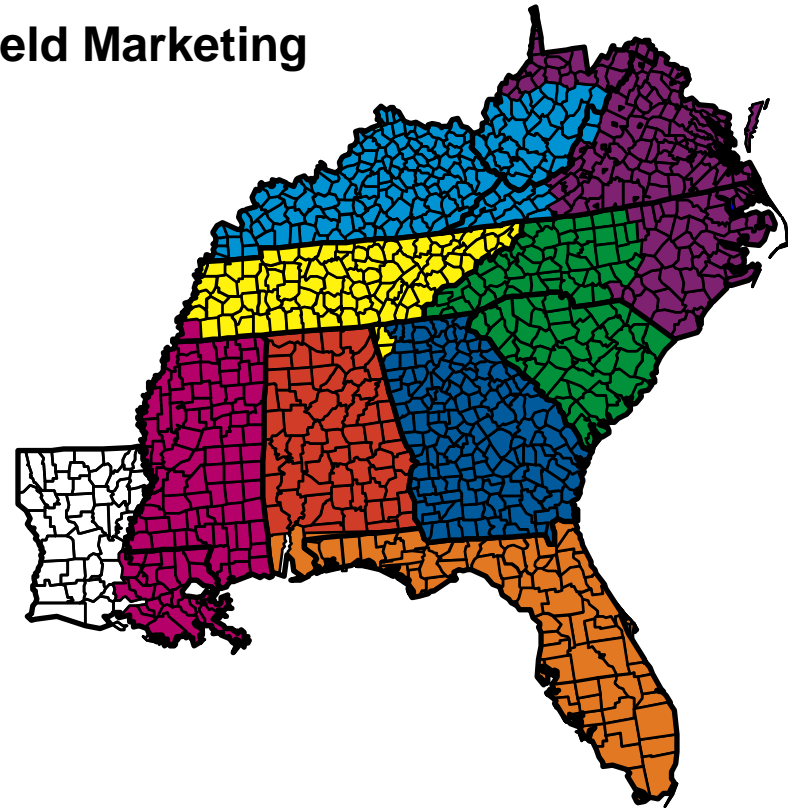
Ken Cook x161









### Medium Duty Sales Manager

Mike Romine x163

### Products Trainer

John Bourdo x162



	Territory Managers	Territory Service Managers	Aftermarket Parts Managers
	Philip Medler (Sales & Service)	x311	Scott Lemmers 269-743-8170
	Jon Hapke x331	Tom Moon x332	Dana Via 269-903-9154
	Tim Truesdell x341	Marvin Strain x342	Dana Via 269-903-9154
	David Brooks x351	John Williams x352	Scott Lemmers 269-743-8170
	Rick Ender x361	Jeremiah Oetman x362	Dana Via 269-903-9154
	Thomas Clark x371	Jeff Jacobs x372	Scott Lemmers 269-743-8170
	David O'Kelley x321	Jeff Duke x322	Dana Via 269-903-9154
	Maxie Bruce (Sales & Service)	x382	Scott Lemmers 269-743-8170



# Roadranger Field Marketing

## Northeast Region United States

7535 Windsor Drive, Suite 204A  
Allentown, PA 18195  
Phone: 610-395-1212  
Fax: 610-391-1452

Phone Mail: 1-800-334-3116

### Region Manager

Dennis Nero x111

### Region Service Manager

Rolf Duerr x113

### Administrative Support

April Zehr x116

### Automated Product Specialist

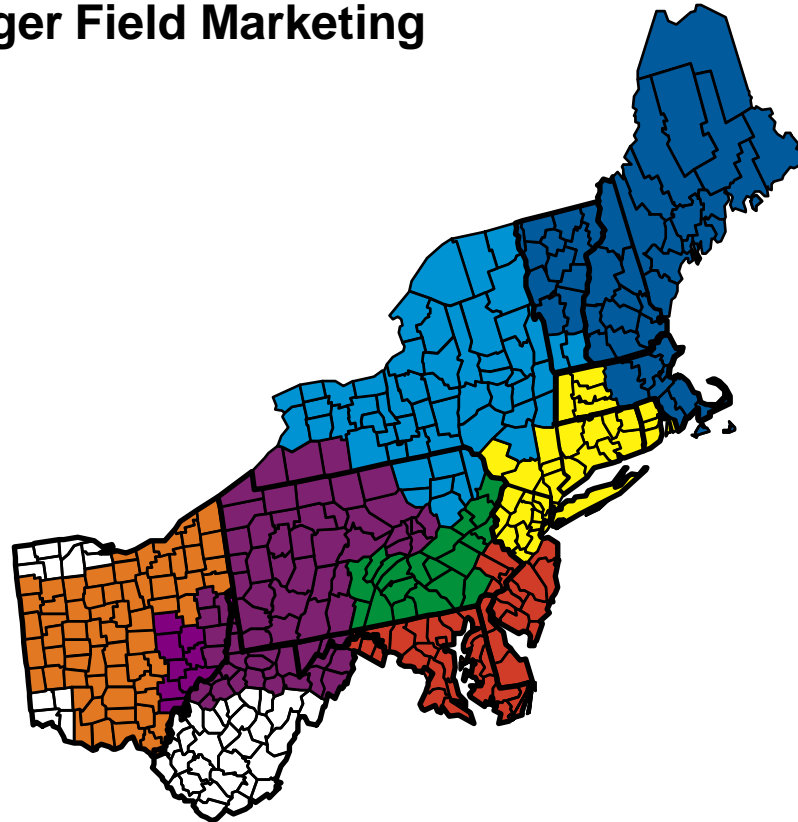
Loren Brown x117








### Special Products Sales Manager

Rick Karel x120

### Products Trainer

Shane Conner x114



	Territory Managers		Territory Service Managers		Aftermarket Parts Managers	
	Todd Sipos	x411	Open	x412	Dave Wood	603-540-2272
	Paul Woscyna	x421	Open	x422	Bob McGowan	603-540-2272
	David Cunningham	x431	Jim Gallagher	x432	Dave Wood	603-540-2272
	Joe Marino	x441	Art Senopole	x442	Bob McGowan	508-404-8128
	Dave Harry	x451	Molly Doyle	x452	Dave Wood	603-540-2272
	Tom Peck	x461	Mike Ferarri	x462	Dave Wood	603-540-2272
	Jim Vukcevic	x471	Matthew Dake	x472	Dave Wood	603-540-2272



## Canada

2160 Williams Parkway  
Brampton, ON  
Phone: 905-790-0000  
Fax: 905-790-4344

124, 10725-25<sup>th</sup> St. N.E.  
Calgary, AB  
Phone: 403-277-0027  
Fax: 403-277-0279

### Manager

Phil Jones 905-790-4322

### Service Manager

Dave Embury 905-790-4321

### Parts Manager

Dyanne Richards 905-790-4326

### Controller

Elizabeth Cereniewicz 905-790-4338

### Administrative Support

Connie Goruk 905-790-4319

### National Accounts

Peter Messeroll 905-790-4324

### Customer Service, Parts

Ed Miskimmin 905-790-4339

Robert Deschamps 905-790-4327

Scott Gerald (Temp) 905-790-4320

Ron Poon 403-717-2034

### Accounting

Joanna Staszczak 905-790-4323

### Product Training

Bud Ralf (East) 905-790-4337

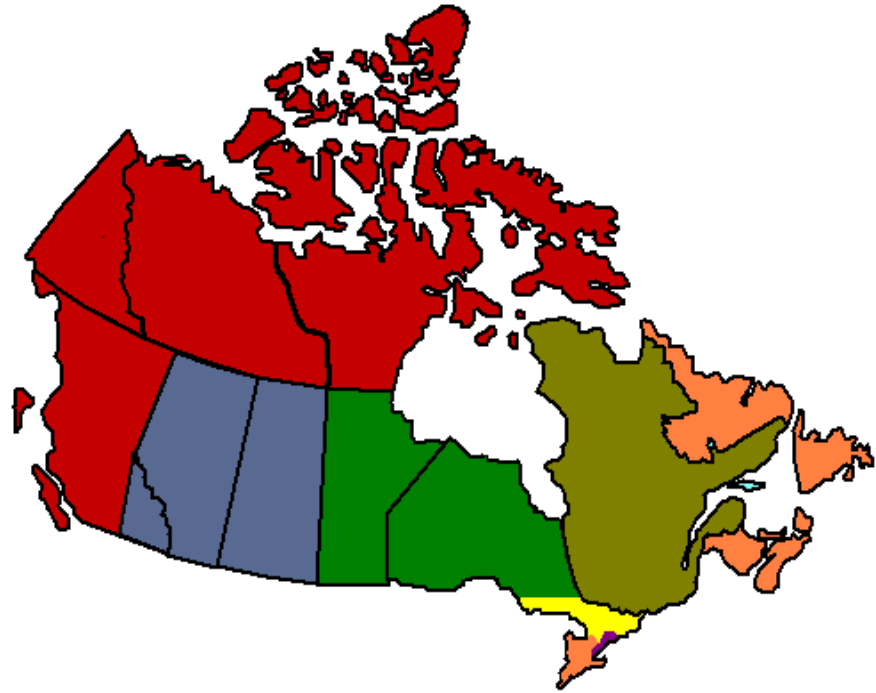
Brett Bartel (West) 403-520-6780








### Service Technician II

Yeatbark Aschagria 905-790-4334

### Customer Service Coordinator

Open



	Territory Managers	Territory Service Managers	Aftermarket Parts Managers
	Ed Rizarri 604-351-0170 <i>(BC Sales &amp; Service)</i>		Sylvia Mahoney 403-614-1716
	Brian Schilling 403 717 2033 <i>(AB &amp; SK)</i>	Mac Corrie 403-717 2031	Sylvia Mahoney 403-614-1716
	Ken Moodie 204-941-0011 <i>(MB &amp; N.W. ON Sales &amp; Service)</i>		Sylvia Mahoney 403-614-1716
	Michael Sharpe 647-200-4625 <i>(GTA)</i>	Steve McCallum 647-201-0652	Louise Duranleau 514-758-2167
	J.C. Montpellier 514-386-5189 <i>(QC)</i>	Jonathan Brault 438-995-2660	Louise Duranleau 514-758-2167
	Brent Talbot 519-200-8532 <i>(S.W. ON &amp; E.Coast Sales &amp; Service)</i>		Louise Duranleau 514-758-2167
	Keith Robertshaw 647-200-9781 <i>(N.E. &amp; E. ON Sales &amp; Service)</i>		Louise Duranleau 514-758-2167



### Mexico

Blvd. Jose Lopez Portillo #333 Nte.  
 Bogeda 339  
 C.P. 66050  
 Escobedo, N.L., Mexico  
 Phone: 011-52-818-332-1515 or 1717  
 Fax: 011-52-818-376-4721

**Manager**

Max Martinis

**Region Service Manager**

Salvador Paramo

**Administrative Support**

Iris Serrano

**Inventory & Logistic Coordinator**

Roberto Saucedo

**Accountant**

Humberto Davila

**Warranty Coordinator**

Open

**Automated Product Specialist**

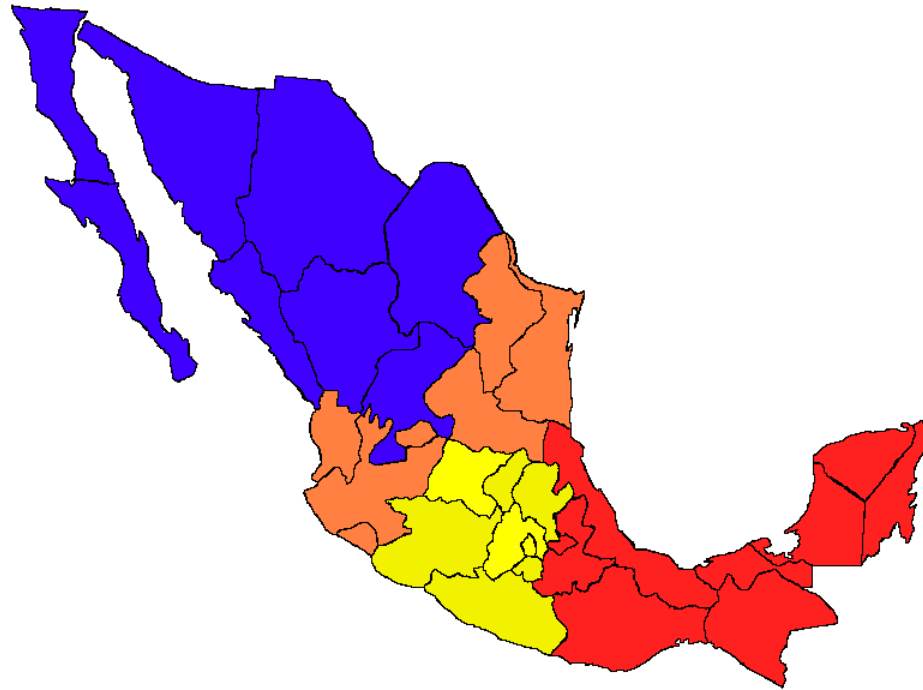
Julio Villarreal

**Medium Duty Sales Manager**





Juan Carlos Romano

**Trainer**

Alejandro Diaz  
 Jorge Toledo



**Territory Managers      Territory Service Managers**

	Luis de Leon	Mario Moreno
North I	<hr/>	
	Emerson Gutierrez ( <i>Sales &amp; Service</i> )	
North II	<hr/>	
	Miguel Barajas	Jose Gomez
Central	<hr/>	
	Antonio Ramirez ( <i>Sales &amp; Service</i> )	
South		

**Aftermarket Parts Managers**

- Jorge Contreras
- Alejandro Garcia
- Diego Nava



## Advantage Series Clutch New Part Number Cross Reference Guide

<b>OLD PART NUMBER</b>	<b>NEW SOLO ADVANTAGE PART NUMBER</b>	<b>OLD PART NUMBER</b>	<b>NEW SOLO ADVANTAGE PART NUMBER</b>
109701-14	209701-14	109700-51	209701-51
109705-14		109700-61	209701-61
109705-14Y		109701-74	209701-74
109700-19	209701-20	109701-59	209701-80
109701-19		109701-80	
109700-21		109701-81	
109700-95		109701-86	
109701-20		109705-80	
109701-93		109705-80Y	
109705-20		109700-82	209701-82
109705-20Y		109701-82	
109700-24	209701-24	109701-84	
109701-24		109705-82	
109705-24		109705-82Y	
109705-24Y		109700-85	209701-85
109700-25	209701-25	109700-93	
109701-25		109701-85	
109705-25		109705-85	
109705-25Y		109705-85Y	
109701-29	209701-29	109700-91	209701-91
109701-30	209701-30	109707-91	
109705-30		109707-91Y	
109705-30Y		109700-92	209701-92
109700-34	209701-34	109707-92	
109701-34		109707-92Y	
109705-34		109706-32	209708-32
109705-34Y		109706-32Y	
109700-36	209701-35	109708-32	
109701-35		109706-42	209708-42
109705-35		109706-42Y	
109705-35Y		109708-42	

# Roadranger®



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For spec'ing or service assistance, call  
1-800-826-HELP (4357) or visit our web  
site at [www.roadranger.com](http://www.roadranger.com). In Mexico,  
call 001-800-826-4357.

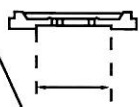
Eaton Corporation, P.O. Box 4013  
Kalamazoo, MI 49003, U.S.A.  
[www.roadranger.com](http://www.roadranger.com)

## Eaton® Heavy-Duty Clutch Selector

### Roadranger®

More time on the road\*

- Choose size of your cast two-plate heavy-duty clutch. **Note:** All spline diameters are 2".
- Determine fly wheel bore opening and select number of springs.
- Choose clutch torque. Rating in chart must be equal to or exceed torque rating.



15.5 Inch Spline Diameter and No. of Splines	Flywheel Bore Opening	Number of Springs	Clutch Torque (must exceed engine torque)	Disc Type	Facing	Weight Each	Genuine Eaton New				EverTough™ by Eaton	Remanufactured		ValueLine™	
							Easy Pedal Advantage™	Solo Advantage™	Easy Pedal Advantage™ with Free Damper	Solo Advantage™ with Free Damper		EverTough™ by Eaton	Solo®		Easy-Pedal™
2" - 10	7"	8	1070	DOF-CO-FT	Organic	150	Easy Pedal Advantage™	Solo Advantage™	Easy Pedal Advantage™ with Free Damper	Solo Advantage™ with Free Damper	EverTough™ by Eaton	Solo®	Easy-Pedal™	ValueClutch™	
			1250	DOF-CO-FT	Organic	150					108391-81AM				107091-838
			1400	DOF-CO-FT	Organic	150					108391-81AM				107091-778
			1650	DOF-CO-FT	Organic	150	208925-74	209701-74	208925-74	209701-74	108391-74AM	109700-74MO	108391-74AM	109700-74MO	107091-748
			1650	DOF-CO	4	150	208925-51	209701-51	208925-51	209701-51	108935-51AM	109700-51MO	108935-51AM	109700-51MO	107935-51B
			1760	DOF-CO	4	150	208925-61	209701-61	208925-61	209701-61	108935-61AM	109700-61MO	108935-61AM	109700-61MO	108935-61MO
	10"	10	9 (Mack and Volvo 11L & 13L) 7 (Mercedes)	1760	DOF-CO	6	150	208925-92	209701-92	208925-92	209701-92	108935-91AM			
				1700	DOF-FT	4	150	208925-14	209701-14	208925-14	209701-14				
				1450	DOF	4	150	208925-80	209701-80	208925-34	209701-34				
				1700	DOF	4	150	208925-82	209701-82	208925-34	209701-34	108925-62AM	109700-82MO	108935-82MO	107925-82
				1750	DOF-VCTplus	4	150	208925-85	209701-85	208925-30	209701-30				
				1760	DOF-VCTplus	6	150	208925-24	209701-24	208925-34	209701-34				
2" - 14	10"	7	1860	DOF-VCTplus	6	150	208925-20	209701-20	208925-29	209701-29		109700-20MO			
			1860	DOF-CO	6	150					108925-20AM				
			2050	DOF-CO	6	150					108925-25AM				
			2050	DOF-VCTplus	6	150	208925-25	209701-25	208925-35	209701-35					
			2250	DOF-VCTplus	6	150	208937-32	209708-32	208937-42	209708-42					
2" - 10	7"	8	1000	ROF	Organic	110	Easy-Pedal™	Solo®			EverTough™ by Eaton	Solo®	Easy-Pedal™	ValueClutch™	
			1000	DOF-CO-FT	3	110	108034-61B							107034-308	
			1000	DOF-CO-FT	Organic	110	108034-61B							107034-61B	
			1150	DOF-CO-FT	Organic	110	108034-828	N/A						108034-82MO	107034-57B
			1400	DOF-CO-FT-SD	4	110	108050-598					108050-59MO	107050-598		

\* Estimated Shipping Weight

- Narrow clutch choice based on options. All part numbers in row meet your specs.
- Choose from new or remanufactured.

Disc Type: **D** **CF** **CO**  
**D** = Dampered  
**CF** = Ceramic Facing  
**CO** = Coaxial  
**OF** = Organic Facing

Weight Each: **CF** **CO**  
**CF** = Free Travel  
**CO** = Super Duty  
**VCT** = Vibration Control Technology

- Genuine Eaton:**
- Original Equipment
  - Premium Release Bearing (3 Zerk)
  - Longer Service Life/Less Downtime
- EverTough:**
- Aftermarket Specification
  - Value/Economy
  - All New Components

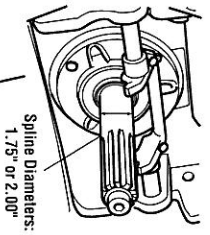
- Remanufactured:**
- Economy
  - Longer Service Life Compared to Rebuilt
  - Dual Zerk
- ValueLine:**
- Economy
  - All New Components
  - Dual Zerk

**Cover Type Key**  
 AF = Adjustment-Free  
 AFG = Adjustment-Free Greaseable Bearing  
 MG = Manual Adjust w/ Greaseable Bearing

## Eaton® Medium-Duty Clutch Selector Roadranger® More time on the road\*

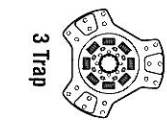
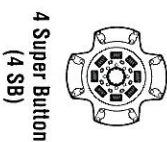
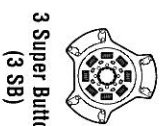
**1** Choose linkage stroke. Refer to OEM for Stroke/Bearing Travel capabilities: Application Guide Eaton CLSL1276.

**2** Choose spline diameter size and number of discs.



**3** Choose clutch torque. Rating in chart must be equal to or exceed torque rating.

**4** Choose damper type.



Standard Stroke 500" to 560" Bearing Travel	Spline Diameter and No. of Splines	Number of Discs	Clutch Torque <i>must equal or exceed engine torque</i>	Damper Type	Manual Adjustment New	Manual Adjustment Severe Service*	New		Remanufactured		
							Solo® Standard	Solo® Standard Severe Service*	Manual Adjustment Reman	Solo® Reman	Manual Adjustment Reman
1.75" - 20	1	2**	620	Free Travel	107683-5 (3 SB)	N/A	109400-5 (3 SB)	N/A	107683-5MO (3 SB)	109400-5MO (3 SB)	N/A
			800	7 + 1	N/A	N/A	N/A	107237-16MO (Organic)	N/A	N/A	
			860	7 + 1	107237-10 (3 Trap)	107237-22 (3 SB)	109500-10 (3 Trap)	109500-22 (3 SB)	107237-10MO (3 Trap)	109500-10MO (3 Trap)	109500-22MO* (3 SB)
2.0" - 10	2**	1000	860	7 + 1	107342-12 (3 SB)	N/A	109504-12 (3 SB)	N/A	N/A	N/A	N/A
			1000	7 + 1	107342-24 (4 SB)	N/A	109504-24 (4 SB)	N/A	N/A	109504-24MO (4 SB)	N/A
			620	Free Travel	N/A	N/A	109404-5 (3 SB)	N/A	N/A	109404-5MO (3 SB)	N/A
1.75" - 10	1	2**	860	7 + 1	N/A	N/A	109503-10 (3 Trap)	N/A	N/A	109503-10MO (3 Trap)	
			620	Free Travel	N/A	N/A	N/A	N/A	N/A	N/A	

\* **Severe Service:** A combination of higher plate load, super buttons, or an additional number of facings.  
 \*\* **Two Plate Clutches:** Fits in place of single plate (pull type), however, this increases inertia to the transmission and may affect shiftability and longevity.

**5** Choose from new or remanufactured.

- New:**
- Longer Service Life
  - Less Downtime
- Remanufactured:**
- Economy
  - Longer Service Life
  - Compared to Rebuilt

**January 15<sup>th</sup>, 2014**

**Roadranger Marketing – Aftermarket**

**Subject:** FLEX Reman Transmission Dealer Stocking Incentive

**Effective Date:** January 1<sup>st</sup>, 2014 through December 31<sup>st</sup>, 2014

The Roadranger Aftermarket Marketing Group is pleased to announce a dealer stocking incentive for FLEX Reman transmissions. Any dealer who places a stock order for (3) FLEX Reman units on the same purchase order will be eligible for a \$500 Eaton parts certificate. Purchase orders must be dated between January 1<sup>st</sup>, 2014 and December 31<sup>st</sup>, 2014.

**To qualify**

- Purchase any three (3) Eaton FLEX Reman transmissions for dealer stock with an order date between January 1<sup>st</sup>, 2014 and December 31<sup>st</sup>, 2014. The three (3) transmissions must be ordered at the same time, on the same purchase order.
- Email or fax the incentive registration form along with dated purchase order showing all three (3) FLEX Reman transmissions to the email address or fax number shown on the form to receive the \$500 parts coupon.
- This offer can be used multiple times meaning it is available for all orders of 3 FLEX Reman transmissions purchased on the same purchase order anytime during the promotion period.

**Promo Period:** January 1<sup>st</sup>, 2014 through December 31<sup>st</sup>, 2014

**Pricing, Freight & Lead Times:** Standard pricing, freight terms and lead times apply

**Product:** FLEX Reman Transmissions – part numbers shown in chart below

Transmission Model	NEW FLEX Part Numbers
FR-15210B	FR15210B-P
FRO-16210C	FRO16210C-C
FRO-16210C	FRO16210C-P
FRO-18210C	FRO18210C-P
RTLO-16713A	RTLO16713A-P
RTLO-18718B	RTLO18718B-P
RTLO-16913A	RTLO16913A-P
RTLO-18913A	RTLO18913A-P
RTLO-18918B	RTLO18918B-P
RTLO-20918B	RTLO20918B-P

Please contact your Roadranger Aftermarket Representative with questions regarding this or other Eaton Aftermarket products or promotions.

Sincerely,

Roadranger Marketing, Aftermarket

**Note: Eaton reserves the right to modify or cancel this program at any time**

## FLEX Reman Transmission Dealer Stocking Incentive \$500 Parts Coupon Incentive Registration Form



### Instructions:

1. Purchase any three (3) Eaton FLEX Reman transmissions for dealer stock with an order date between January 1<sup>st</sup>, 2014 and December 31<sup>st</sup>, 2014. The three (3) transmissions must be ordered at the same time, on the same purchase order.
2. Email or fax this form along with dated purchase order for all three (3) FLEX Reman transmissions to the email address or fax number shown below to receive the \$500 parts coupon.
3. This offer can be used multiple times meaning it is available for all orders of 3 FLEX Reman transmissions purchased on the same purchase order anytime during the promotion period.

### Step 1: Enter dealer and FLEX transmission information

Dealer / Distributor Code:

Dealer / Distributor Name:

Address:

City:

State / Province:

Postal Code:

Phone:

E-mail:

FLEX Transmission Part Numbers:

Date(s) of Transmission Purchase:

### Step 2: Fax or email this completed form with purchase order information to:

Fax: (269) 746-6104

eMail: [aftermarketincentive@eaton.com](mailto:aftermarketincentive@eaton.com)



# Aftermarket Product Return Policy (NAFTA)

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**AMRP0001**

**January 2014**

## Verify Product is Eligible

Eligible - Eaton will Accept . . . . .	1
Not Eligible - Eaton will Not Accept . . . . .	1

## Verify Basic Surplus Return Requirements

Product and Package Conditions . . . . .	2
Non-Package Parts . . . . .	2
Packaged Parts . . . . .	2
Part Reimbursement Value . . . . .	2
Value for Semi-Annual Returns . . . . .	2
Value for Direct Ship Returns . . . . .	2

## Verify Guidelines for Non-Conforming Return Type

Eligible - Eaton will Accept	
Non-Conformance Conditions . . . . .	3
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## Verify Guidelines for Semi-Annual Return Type

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Dear Valued Customer,

This policy applies to both Parts Distribution Center (PDC) and Direct Ship returns for affected Fuller clutches, Fuller transmissions and transmission parts.

Following this policy will expedite the processing of returns and prompt issuance of credit for returned material.

Please note that this policy replaces all existing return policies and excludes any warranty return specifications.

---

## Verify Product is Eligible



### Eligible - Eaton will Accept:

- **Complete Clutch Assembly**  
(Includes all clutch Installation kits containing a complete clutch assembly)  

Purchased up to (2) calendar years prior to return date based on product manufacturing serial number (Example: AU0911052045).
- **Transmission Units**  

New service and Reman™ purchased up to (2) calendar years prior to return. For Dealer Stock Program return specifics see page 3.
- **Transmission Parts**  

Purchased up to (2) calendar years prior to the return date and meet all other conditions (basic return & eligibility requirements).

**Note:** Obsolete or parts that have undergone engineering changes will be accepted up to (1) calendar year from the date of obsolescence or engineering change.
- **Direct Ship Orders**  

Must be returned within (1) calendar year from purchase date.
- **OE PDC Orders**  

Eaton will accept up to (2) **product returns per calendar year** from each customer.

**Note:** The combined value of semi-annual re- turns can be no more than 4 percent of the prior calendar year's purchases (excluding non-conforming parts returns to calculate value).
- **English Language**  

All documents and communication must be in the English language.

**Note:** The Eligibility reimbursement is communicated in the "Verify Basic Surplus Return Requirements" on page 2 & "Verify Non-Conformance Return Requirements" page 3.



### Not Eligible - Eaton will Not Accept:

These items are not eligible due to various environmental factors and customer defined specifications:

1. Shift Levers (stub levers are acceptable)
2. Kits:
  - Gaskets and/or gasket kits
  - O-rings and/or O-ring kits
  - Seals and/or seal kits
3. Clutches will only be accepted as complete assemblies and contained within the original packaging (single pieces, i.e.; driven discs, cover assemblies, intermediate plates and parts not returnable)



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## Verify Basic Surplus Return Requirements (Excludes Non-Conforming Returns)

### Product and Package Conditions:

- **Non-Package Parts**
  - Like-new
  - Saleable condition
  - Part must be free of rust or debris
  - Part must be free of damage
- **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

---

### Part Reimbursement Value:

- **Value for Semi-Annual Returns**
  - Reimbursed at current market price, the extended value of each line returned must be greater than \$50.00 (USD) after the restocking fee has been applied.
- **Value for Direct Ship Returns**
  - Reimbursed at the value (purchase price) charged on the original purchase order less the restocking fee.
  - The extended value of each line returned must be greater than \$50.00 (USD) after the restocking fee has been applied
- **Value for Non-Conforming Returns**
  - Reimbursed at the value (purchase price) charged on the original purchase.

**Note:** Product value and restocking charges on current price for annual returns and purchase price on direct ship orders.

Product Returned	Restocking Fee
Parts, assemblies, kits and clutches (full assemblies only)	20% (Product Returned and Received at an Eaton Location in the US or Mexico) 25% (Product Returned and Received at an Eaton Location in Canada)
Transmission Units	10% (Product Returned and Received at an Eaton Location in the US or Mexico) 25% (Product Returned and Received at an Eaton Location in Canada)

### Restocking Waiver Qualifications for Dealer Stock Transmission Program Only:

- Stock must be held for at least (6) months, but no longer than (12) months
- Dealer pays freight costs for all returns
- Have an offsetting stock order at time of return for every transmission returned

---

## Verify Non-Conformance Return Requirements



### Eligible - Eaton will Accept Non-Conformance Conditions:

- **Part Marking and Packaging**
  - Box of Part Marked / Labeled Wrong
  - Part Marked / Labeled Wrong
  - Wrong Part in Box
- **Part / Assembly / Component Non-conformance (NOT RESULTING from shipping damage)**
  - Mismachined
  - Misassembled / Missing Parts
  - Broken / Damaged Part or component that is not a result of shipping damage
  - Wrong Software / Programming for part purchased
  - Packaging must be free of damage
  - Part must be free of rust or debris
- **Part / Assembly / Component Non-conformance (RESULTING from shipping damage where Eaton PAID for the Freight)**

#### Broken / Damage where Eaton Paid the freight to ship the part / component

- Lost part in shipping
- Missing Parts
- Broken Parts as a result of shipping damage (package has evidence of damage – note that a picture may be required to approve RMA request and original box / packaging must be returned)

Note: Clutch Part / Installation Number, Serial Numbers, and date codes must match the Part / Installation Number, Serial Number, and date codes on the box.

- **Part or Component has NOT been installed in a vehicle**
  - Observed defect prior to or after retail sale, but not installed
  - Observed defect prior to installation (cannot install)
  - Wrong part identified prior to or after retail sale, but not installed
- **If a Part or Component has been ordered through the OEM and installed under Eaton direction (must be documented by Eaton), where the part did not cure the complaint, the part may be returned under this policy.**



### Not Eligible - Eaton will Not Accept Non-Conformance Conditions:

- **Broken / Damage resulting from Storage**

Examples are (but not limited to) :

  - Rust
  - Water / Heat / Environmental Damage
- **Broken / Damage when Eaton did NOT Pay the freight to ship the part / component**
  - Lost Part / Component in shipping
  - Missing Parts / Component in shipping
  - Broken or Damaged Parts / Component that is a result of shipping damage (package has evidence of damage)

Note: The party that paid for the Freight is responsible to file a claim with the carrier for lost part or damage part / component reimbursement.

- **Broken / Damage resulting from Installation**
- **Failure related to the installed part after installation**

---

### Part Reimbursement Value:

- Value reimbursed for Non-Conforming Parts is communicated on page 2

### Process for Non-Conforming Part Identified at Repair Facilities:

- **Parts Received from OEM / PDC**
  - Return the product to the OEM / PDC per the OEM / PDC return process
- **Parts Received Direct Ship Returns**
  - Follow the Direct Ship Return Guidelines within this document.

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## Verify Guidelines for Semi-Annual Return Type

Note: For direct ship return type, see page 4

### Semi-Annual Return (OEM / PDC Only):

(Includes All Invoiced Purchaser of Products from Eaton)

#### Return Schedule

Eaton will accept up to (2) product returns per calendar year and schedule from each customer.

Customer Name (1st Letter)	Return Submittal Months
A - D	May & November
E - I	February & August
J - M	January & July
N - R	March & September
S - Z	April & October

#### Contact Options for RMA Request:

1. 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)
2. Select Option (1). (Parts availability and ordering)
3. Select the appropriate category.

**Note:** Requests for a Return Materials Authorization (RMA) must be received on or before the first day of the designated month. Eaton will respond within the return month.

**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.

#### Return Conditions:

**Note:** All returns are subject to these conditions

- Customers are required to submit a spreadsheet of requested product to their Eaton Customer Support Representative (CSR), with the part numbers and quantities requested for return.
- The Eaton CSR will then issue an RMA (Return Materials Authorization) to the customer within (30) days in a spreadsheet format showing the part number, quantity, value and reasons for rejection of any parts not accepted.
- Any Changes to quantities or part numbers to be returned must be communicated to the Eaton CSR before the parts are physically shipped.
- The Eaton CSR will authorize any changes at that time. Failure to notify the Eaton CSR of changes will result in an unauthorized product(s) to be returned to sender freight "Collect".
- Customers with multiple locations will be given a single RMA for each ship from facility, and instructions to return all requested material on one shipment per facility. (Example: Each PDC location will be given an RMA for return and instructed where to ship to)
- All returns must be received within (30) days of receipt of the RMA from Eaton. All open returns not received within (30) days will be cancelled and the customer will be required to wait until the next available Semi-Annual return date.
- Customers must provide tracking number to the Eaton CSR for the return.

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## Verify Guidelines for Direct Ship Return Type

Note: For semi-annual return type, see page 3

### Direct Ship Return:

Direct ship refers to any product shipped from an Eaton facility to a final destination (dealer / repair facility / customer) for the purposes of a direct ship program, clutch factory direct ship program and/or truck down order.

**Note:** The Direct Ship Returns must be returned to the same Eaton location from which the product was originally shipped.

### Return Conditions:

**Note:** All returns are subject to these conditions

- Eaton will accept direct ship product returns at any time.
- Products must have been shipped direct from an Eaton location to the location requested on the RMA.
- Direct ship returns are not subject to the Semi-Annual return schedule (OEM PDC Only).
- Dealers must provide the purchase order that the part was originally ordered under.
- CSR to provide a Return form that the dealer must return with the shipment.
- Direct ship returns do not count against the Semi- Annual returns.
- Direct ship orders must be returned within (1) calendar year from purchase date.
- Customers must provide tracking number to the Eaton CSR for the return.

### Contact Options for RMA Request:

1. 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)

2. Select Option (1). (Parts availability and ordering)
3. Select the appropriate category.

**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.

## Return Product for Issued RMA

### How to Return Product:

- Return surplus parts and components freight "Prepaid".  
**Note:** Surplus shipment will be REJECTED if sent any method other than freight "Prepaid".
- Returns of non-conforming parts or components that are eligible for return, return instructions will be provided by your CSR:
- Products MUST be Clearly Marked to ensure accurate and timely processing of the return:
  1. Individual package/box of part is required to prevent damage
  2. Utilize an "over-pack box" for multiple items returned
  3. Place a Packing Slip on the outside of the box for all returns on the inside of the box for over pack boxes
  4. Identify the RMA on the Bill of lading and outside of box

### Where to Return Product:

**Note:** Products returned without an RMA are subject to rejection at the time of delivery and will be returned to the customer (shipper) freight "Collect" if an RMA cannot be associated with the return.

- Customers with multiple locations will be given a single RMA for each ship from facility
- Instructions will be given to return all requested material on one shipment per facility
- All products are to be returned to the Eaton facility from which it originally shipped.
- The Eaton CSR will identify which product should be returned and to which facility

The following is a list of the "return to" facility for each product type:

<p><b><u>Clutch Products</u></b>  <b>Eaton</b>            Attn: Returns RMA#            201 Brandon Street            Auburn, IN 46706</p> <p><b>Eaton</b>            Attn: Returns RMA#            5808 Long Creek Park Drive            Suite K            Charlotte, NC 28269</p> <p><b>Eaton</b>            Attn: Returns RMA#            2160 Williams Parkway            Brampton, ONT L6S 5X7</p> <p><b>Eaton</b>            Attn: Returns RMA#            10725 25th Street NE, Unit #124            Calgary, Alberta T3N 0A4</p> <p><b>Eaton</b>            Attn: Returns RMA#            Eaton CEVA Logistics            8402 Bob Bullock Loop            Laredo, TX 78045</p>	<p><b><u>Heavy and Medium Duty Transmission Units</u></b>  <b>Eaton</b>            Attn: Returns RMA#            744 South Battleground Hwy 29 South            Kings Mountain, NC 28086</p> <p><b>Eaton</b>            Attn: Returns RMA#            Eaton CEVA Logistics            8402 Bob Bullock Loop            Laredo, TX 78045</p> <p><b>Eaton</b>            Attn: Returns RMA#            1600 Airport Road            Shenandoah, IA 51601</p> <p><b>Eaton</b>            Attn: Returns RMA#            2160 Williams Parkway            Brampton, ONT L6S 5X7</p> <p><b>Eaton</b>            Attn: Returns RMA#            10725 25th Street NE, Unit #124            Calgary, Alberta T3N 0A4</p>	<p><b><u>Transmission Parts</u></b>  <b>Eaton</b>            Attn: Returns RMA#            7365 Winton Drive            Building 128            Indianapolis, IN 46268</p> <p><b>Eaton</b>            Attn: Returns RMA#            2160 Williams Parkway            Brampton, ONT L6S 5X7</p>	<p><b><u>Clutch Products, Heavy &amp; Medium Duty Transmission Units, And Transmission Parts (Within Mexico)</u></b>  <b>Eaton</b>            Attn: Returns RMA#            Industries Manufacturing GmbH            AV. Circuito Mexico No. 200            Parque Industrial Tres Naciones            San Luis Potosi, SLP, MX CP 78395</p> <p><b><u>Reman™ Transmission Units</u></b>  <b>Eaton</b>            Attn.: Return RMA#            C/O ATC Drivetrain Reman-East            7725 West Reno – Suite 100            Oklahoma City, OK 73127</p> <p><b>Eaton</b>            Attn: Returns RMA#            National Remanufacturing Centre            1455 Michael Street Unit # 1            Ottawa, ONT Canada K1B 3R3</p>
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## After Product is Returned

### Return Validation Process:

- All products will be inspected and assessed against return requirements by Eaton Quality personnel based on product return eligibility and the basic Return Requirements.
- All rejected product will be returned to the sender by freight terms "Collect" without prior notification.
- Customers may request explanation of a rejected return and ineligible parts in question.
- Eaton will complete the accepted return material process within (60) days from receipt of the return.

### How to Check Return Status of an RMA:

1. Contact your Eaton Customer Support Representative to check your return status.
2. If you are unsure of your Eaton Customer Support Representative contact, please call 1-800-826-4357 for return status.
3. Select Option (1). (Parts availability and ordering)
4. Select the appropriate category.
  - You must provide your approved RMA Number, as this will expedite your inquiry.

## Change Control Log

Last Revised Date	Description of Clarifications and Updates
January, 2012	Launch Policy in New Format to include Non-Conforming Parts Returns  Changes: <ul style="list-style-type: none"> <li>- Added Non-Conformance Part Return to Policy</li> <li>- Parts returns are limited to (2) calendar years</li> <li>- Updated Addresses</li> <li>- Added Canadian Direct Ship Parts phone number</li> <li>- Changed Return Validation Eaton response from 90 days to 60 days</li> </ul>
January, 2013	Changes: <ul style="list-style-type: none"> <li>- Updated Eaton call center contact option number for RMA requests.</li> <li>- Removed Units/Components with a Core Charge section</li> </ul>
January, 2014	Changes: <ul style="list-style-type: none"> <li>- Updated Addresses</li> <li>- Added notes stating customer to provide Eaton CSR with tracking information.</li> </ul>

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National Institute for  
**AUTOMOTIVE  
SERVICE  
EXCELLENCE**



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