



WARRANTY MANUAL

SECTION 6: POLICIES BY COMPONENT

Changes, Updates, Revisions

DISCLAIMER: The information contained herein supercedes and supplements any related policies and procedures in the Warranty Manual and/or previously released Important Warranty Information letters. Failure to read or distribute this information does not provide exemption from compliance with the information contained herein.

For questions, comments, or to submit an inquiry, go to AccessFreightliner.com, [Support](#), [Submit an Inquiry](#)

Section	Subject	Update	Effective
6.34	Transmissions	Discussion on policy and claim guidelines regarding synchronizer pins and linings. Information inadvertently omitted from initial release.	10/28/03
6.27	Steering Gear	RH Sheppard now makes it possible for dealers to call in for an authorization number before changing out a Sheppard steering gear.	10/08/03
6.25	Shock Absorbers	OnTrac system must be used for Gabriel parts; details provided.	9/05/03
6.10	Batteries	Battery Section added to QuickClaim	08/06/03
6.8	ArvinMeritor	Clarification: info added regarding exclusions and limitations	05/15/03

6.12	Brakes, MGM	Correction: Information regarding date code.	04/22/03
6.34	Transmissions	Information Added: Eaton Transmission Replacement Warranty; includes tables.	04/01/03
6.10	Batteries	Updated: Includes new requirements regarding battery testing.	03/20/03
6.19	Aftermarket Parts Warranty for Remanufactured Engines or Components	Updated: Product and remanufacture's company- name change, "Ford New Holland and Navistar" removed; Reviva replaces Dealers Manufacturing.	03/05/03
6.26	Starters and Alternators Delco	Return requirements clarified.	02/19/03
6.7	All Wheel Drive Steer Axle Marmon-Harrington	Change to: Contact Information Authorization number	02/19/03
6.4	Compressor and Clutch All Other Manufacturers	<p>Errors Corrected:</p> <p>Climate Control Inc DELETED: Include the following in the "Comment" field of the claim:</p> <ul style="list-style-type: none"> • Compressor Serial Number • Compressor Date Code <p>Sanden International DELETED: • The serial number must be included in the "Comment" field of the claim.</p>	02/06/03



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6.0 Policies by Component

This section discusses and outlines special instructions that must be adhered to when submitting a claim for the specified component.

Part return disposition is not indicated under specific components/suppliers. Follow instructions for disposition on the "Failed Parts To Ship Recap" report.

Failure to follow these guidelines may result in denial or charge back.

6.1 Supplier Photo Requirements

In order to reduce the number of part returns, some vendors have agreed to accept photographs to aid in analyzing the failure and validity of the warranty claim.

In order to facilitate the receipt and tracking of both digital and non-digital photographs, the part disposition of the claim will be "RETURN" but the instruction on the "Parts Tracking Report" will advise the Dealer to return photos ONLY and not the part.

When photos are sent in lieu of parts, enter "parts returned" into the "Parts Tracking System" Digital photographs are the preferred method but non-digital photographs may also be used.

Photographs that are out of focus, having glare, or that do not clearly illustrate the failure may cause the claim to be denied or charged back until new photographs are re-submitted.

Digital Photos. When submitting digital photos through email, enter "WILD" as the carrier and "EMAIL" as the tracking number.

Non-digital photographs. Send by mail or carrier and address to "Attention Warranty Recovery." Enter the following into the "Parts Tracking System":

- The date mailed.
- Designated carrier, and/or tracking information.

Photographs (when requested) are synonymous with parts being shipped. DO NOT SEND THE ACTUAL PART.

The shipping address for photographs can be located in the "Parts to Ship to Address" screen located in the "Parts Tracking System."

E-mailing a digital photograph to the specified address is preferred when available.

Hendrickson Stamping

Submit at least three clear photographs as part of supporting documentation showing:

1. Bumper on the vehicle.
2. Damage to the bumper.
3. Hendrickson's serial number sticker located on the back of the bumper.

Mayflower Vehicle Systems

Submit as many photographs as necessary to clearly indicate the failure and the claimed repairs.

Visteon Vehicle Systems

Submit as many photographs as necessary to clearly indicate the failure and the claimed repairs.

For questions, comments, or to submit an inquiry, go to AccessFreightliner.com, [Support](#), [Submit an Inquiry](#)

6.2 Supplier Pre-Approval Programs

The following is a list of suppliers that require pre-approval:

- Marmon-Harrington Company. See "All Wheel/Drive Steer Axle" in this section.
- Nelson. See "Catalytic Exhaust Mufflers" in this section for details.
- Reviva. See "Remanufactured Engines and Engine Components" in this section for details.
- Eaton Real Time Warranty (Dealerships that have been certified by Eaton Corporation). See "Eaton Real Time Warranty" in this section for details.
- Transmission Technologies (TTC). See "Transmissions" in this section for details.
- See ArvinMeritor in this section for details.

6.3 Air Actuated Components

Airlines that are cut as opposed to removed from air actuated components with integral push-on style fittings may prevent testing of the part and may result in claim denial. This applies, but is not limited to:

- Heater/air conditioning controls
- Height control valves
- Air junction blocks

For questions, comments, or to submit an inquiry, go to AccessFreightliner.com, [Support](#), [Submit an Inquiry](#)

6.4 Air Conditioning

The exact amount of refrigerant required to top-off the system is the amount that can be claimed. Do not claim a bulk quantity. Misrepresenting the quantity of refrigerant used will result in claim denial.

When preparing a claim:

- Confirm the refrigerant part number.
- Enter only the quantity of refrigerant used in the repair (i.e., # of pounds or ounces).
- Enter the correct **unit** price for quantity used in the repair (i.e., price per pound or ounce -- not price of bulk container).

If the air conditioning system must be opened due to the failure of a system component, Company will reimburse (at standard repair time), labor that includes replacement of the failed component, purging of the system (if contaminated), replacement of the receiver-drier (if replacement is required), and evacuation/recharging of the system.

Reimbursement will be made for the cost of the failed component, seals, refrigerant (up to system capacity), the receiver-drier (if replacement is required) and nitrogen (if purging of the system is required).

The cost of the receiver/dryer will only be reimbursed when there is a catastrophic compressor failure (which puts debris into the refrigerant system), or when the service gauges show zero

refrigerant pressure when first attached to the system in preparation for servicing.

In all other situations, the receiver/dryer does not need to be replaced unless it has reached the end of its consumable life, in which case replacement is considered to be normal maintenance and not warrantable. The cost of "FLUSH" or refrigerant, if used to purge the system, will not be reimbursed.

In cases where a failed A/C system aftermarket part was not installed by a Company repair facility, Company will only reimburse for the cost of the failed part.

REFRIGERANT SEALERS

Usage of aftermarket A/C refrigerant sealers has shown evidence of damaging refrigerant recovery, evacuation, and recharging equipment. The sealers may also cause damage to the vehicle's A/C refrigerant-system components.

Vehicles that are suspected of having an A/C refrigerant sealer in the system should be serviced as if they contain a contaminate. Refrigerant sealer can be visually detected when either the inlet or outlet hose is removed from the A/C compressor.

Refrigerant-system flushing products or equipment may not remove the sealer from a contaminated system and therefore replacement of the entire A/C refrigerant system is recommended.

If a vehicle's A/C system has been contaminated due to the introduction of an aftermarket refrigerant sealer, the resulting repairs will not be warrantable and any remaining warranty on that vehicle's A/C system components will be voided.

COMPRESSOR AND CLUTCH

Climate Control Inc (CCI)

CCI requires that, in the case of a compressor failure, only the compressor will be warranted unless the clutch exhibits a warrantable failure or has failed because of the compressor failure.

CCI requires that, in the case of a clutch failure, only the clutch will be warranted unless the compressor exhibits a warrantable failure or has failed due to the

clutch failure. This requirement will necessitate the removal of the clutch from the compressor.

All Other Manufacturers

In the case of a failure to a compressor and/or clutch, the complete compressor/clutch must be replaced as one complete assembly.

Compressor Clutch Claims

When both the clutch and compressor exhibit a warrantable condition due to the same failure, submit one warranty claim with the SRT for the compressor/clutch assembly. Use the primary failed part number that initiated the failure. Do not **submit** claims with two SRT's (one for the clutch and another one for the compressor).

When only the compressor exhibits a warrantable failure, submit a warranty claim for the compressor.

When only the clutch exhibits a warrantable failure, submit a warranty claim for the clutch.

When the compressor/clutch assembly is submitted under warranty and one or more components are found non-warrantable, the cost related to the non-warrantable component will be charged back.

Returning Compressors

When returning a compressor:

- Seal by installing caps on the compressor's fittings.
- Confirm all compressor parts, such as the pressure relief valve, Schrader valves, and refrigerant hose manifold are installed on the unit.
- Do not drain any oil from the compressor during removal or handling.

Compressors returned without all parts and caps installed will not be accepted for warranty, including re-filed or resubmitted claims.

Climate Control Inc

Parts must be returned. Follow instructions in weekly tracking report.

Sanden International

- Failed components must be replaced.

- Field repairs will be considered non-authorized and non-warrantable.

6.5 Air Deflectors

A clear digital photograph of the air deflector showing the failure must be available if requested.

Include serial number of failed part in the "Comment" field of the claim.

Core Composites Corporation (CCC)

Parts drop-shipped directly from CCC must be repaired or exchanged as instructed by CCC (call 956-831-7878 for further information).

6.6 Air Springs

Firestone and Goodyear

Include Date Code in the "Comment" field of the claim.

Claims attributed to a failed air bag must be fully explained. Include the nature of the failure and the exact location on the product. Explanations such as "hole in airbag" or "airbag leaks" do not provide enough detail and may be charged back.

For questions, comments, or to submit an inquiry, go to AccessFreightliner.com, [Support](#), [Submit an Inquiry](#)

6.7 All Wheel Drive Steer Axle

Include the following in the "Comment" field of the claim:

- Model number and serial number of the drive steer axle or transfer case that was replaced or repaired.

Marmon-Herrington Company

Prior to a repair, contact the Marmon-Harrington Customer Service Center to receive assistance with the diagnostics, repair parts, and correct repair procedures. Contact information:

Monday through Friday, 8 a.m. to 5 p.m. EST
800 227-0727
rickdelong@marmon-harrington.com

After hours and weekends
502 693-1129
getuhgrip1@yahoo.com

Note: If contact is via email, "Freightliner" must be included in "Subject." Include a contact telephone number.

After resolution of the repair issues, Marmon-Herrington will provide the Dealer with an authorization number via FAX or email starting with MHC. The fourth digit of the authorization number designates the part disposition assigned by MHC:

- MHCS456 = Scrap
- MHCR456 = Return according to Parts Tracking Return report.

The full authorization number must be entered into the Supplier Authorization field (e.g., MHCS456). A claim submitted with an authorization number formatted incorrectly will be denied.

Additional charges on a claim not covered by the authorization are subject to charge back at any time.

6.8 ArvinMeritor^[TLS1]

OnTrac system must be used for all ArvinMeritor parts and the authorization number provided must be included in the "Supplier Authorization" field in QuickClaim®. Failure to provide an OnTrac authorization number will result in claim denial. Call (866) 668-7221 for full details on how to receive a "Warranty Authorization" number.

To correctly reflect ArvinMeritor exclusions and limitations in any given model year, reference model-year warranty coverage document, SP 95155.

Refer to *Warranty Reference Guide*, Section 7, at AccessFreightliner.com for detailed information.

6.9 Axles

Axle Alliance Company

Axle Alliance requires that when there is any internal axle failure (gears, shafts, bearings, etc.), the entire rear axle center be replaced rather than repaired.

6.10 Batteries

Any battery that is claimed under warranty must have been tested using the Midtronics MCR-740 tester.

If the battery is deemed unserviceable, the tester will generate a 12-digit failure code that must be printed on the mating printer and kept on file with the warranty "Repair Order." Each unserviceable battery will generate a unique failure code.

If a battery damage code has been entered in the "Damage Code" text box of QuickClaim® and there is at least one battery part entered in the "Parts Claimed" section, the "Batteries Claimed" section appears. Use this section to input information for each battery replaced under warranty.

All battery claims require both the failed and replacement serial numbers from the battery tags.

Printed test results must be kept on file (attached to the repair order) and be available for review or submittal, if requested.

For questions, comments, or to submit an inquiry, go to
AccessFreightliner.com.
[Support](#), [Submit an Inquiry](#)

6.11 Bendix Components

Refer to the "Bendix Part Inspection Wall Chart" for assistance in determining if the part failed due to contamination, which is not warrantable. Bendix components may be disassembled to the extent that is outlined on the wall chart to determine if the part is contaminated. Further disassembly will void Bendix warranty and result in claim denial or chargeback. Return the entire part for supplier inspection when the conditions noted on the wall chart are not found.

Do not re-assemble, re-install, or re-use inspected parts due to performance, safety, and liability issues. Bendix requires the replacement of any failed component.

Field repairs are not acceptable (except as noted in the Field Repair Policy section below). All parts involved in a repair should be returned if "RETURN" is indicated on the "Parts Tracking" report.

Bendix maintenance kits are not to be used on warrantable parts (except as noted in the Field Repair Policy section below). Use of Bendix maintenance kits not listed below will constitute tampering and will result in claim denial for such parts.

FIELD REPAIR POLICY

When replacing a failed Bendix component, remanufactured exchange parts are to be used as warranty replacements except in situations where remanufactured parts are unavailable from PDC or ship direct. The complete unit must be returned when requested.

There are two exceptions to the above policy:

1. Air Dryers—repairs can be made on purge valves and check valves as long as valve assemblies are used for replacement. The use of valve rebuild kits on these parts is not warrantable.
2. Air Dryer Cartridges—when a Bendix air compressor is submitted for warranty due to "oil passing" and the vehicle is equipped with a Bendix air dryer, the cartridge should also be replaced and returned with the compressor.

IMPORTANT: Bendix does not support or promote using an engine manufacturer's "Card Test" to verify that an air compressor is passing oil.

6.12 Brakes

Out-Of-Round Brake Drums

If brake drums are out of round as a result of a manufacturing defect, the condition should be detected during the Pre-Delivery Inspection or on the vehicle's first trip.

Once a vehicle is placed in service, the cause for brake drums in out-of-round condition is due to a combination of an overheated brake drum and an aggressive brake application.

Claims will not be accepted for out-of-round brake drums after 10,000 miles (16 100 kilometers).

Anchorlok Spring Brakes

Include the Date Code in the "Comment" field of the claim.

Alliance/Carlisle Brake Chambers

All claims for Alliance and Carlisle brand combination or piggyback spring brake chambers must include the following in the "Supplier Additional Information" field:

- The numerical 4-digit code from the caging bolt hole rubber plug

MGM® Brakes

Include the Manufacturer's Date Code in the "Comment" field of the claim. The Gregorian date code is located on an aluminum identification plate (e.g., 3M 102789). All 8 characters are required.

6.13 Bumpers

All bumper claims require photograph(s) showing the failure. See "Photo Requirements" elsewhere in this section.

Hendrickson Stamping

Hendrickson requires the following supporting documentation for all bumper claims:

- The bumper serial number included in the "Comment" field of the claim.
- Three clear photos showing:
 1. Bumper on the vehicle.
 2. Damage to the bumper.
 3. Hendrickson's serial number sticker located on the back of the bumper.

(See **Photo Requirements** elsewhere in this section.)

If the serial number sticker is not on the bumper, provide a photograph of the part number, date code, and Hendrickson insignia stamped on the bottom flange of the bumper.

A bumper with an unfinished back surface does not qualify for warranty if the rust/corrosion is on the unfinished back surface of the bumper.

6.14 Cab Door Components

Hansen International

- Failed door lock assemblies and striker pins must be replaced.
- Field repairs will be considered non-authorized and non-warrantable.

6.15 Catalytic Exhaust Mufflers

Nelson

Nelson Division requires that Dealers obtain a pre-authorization number for catalytic exhaust muffler claims.

Call 608 873-4265 or 608 877-3018 7:30-430 p.m. (CST) Monday-Friday for a pre-authorization number:

Provide Nelson with customer and vehicle information, e.g. engine model/serial number, mileage, in-service date, etc.

The fourth character of the authorization number designates the part disposition assigned by NMC:

- NMCS456789—Scrap immediately.
- NMCR456789—Return parts as specified by NMC and enter tracking information into the FLLC Failed Parts Tracking System.

The full authorization number must be entered into the Supplier Authorization (e.g., NMCS456789).

6.16 Compression Brake

Jacobs Brake®

Jacobs Brake® claims must be filed directly with the corresponding engine manufacturer.

For questions, comments, or to submit an inquiry, go to AccessFreightliner.com, [Support](#), [Submit an Inquiry](#)

6.17 Eaton Real Time Warranty^[TLS2]

The following information applies to Dealerships that have been certified by Eaton Corporation. For more details regarding certification, contact Eaton at 800 353-0803.

The fourth character of the authorization number designates the part disposition assigned by

Eaton/Dana:

- RTWS456789—Scrap immediately
- RTWR456789—Return parts as specified by RTW and enter tracking information into the FLLC Failed Parts Tracking System.

The full authorization number must be entered into the Supplier Authorization field (e.g., RTWS456789.)

A claim submitted with an authorization number formatted incorrectly will be denied. A claim will be rejected or charged back if it does not match the RTW-number authorization values (i.e., additional labor, and/or parts).

All documentation must be made available to Eaton.

6.18 Electrical Parts/Wiring

Electrical parts must be returned complete with electrical leads and integral connectors. Electrical parts returned with wires cut and no integral connectors will be subject to a chargeback. This requirements applies, but is not limited to:

- Blower motors
- Radios
- Light fixtures
- Air conditioning pressure switches
- Air conditioning clutches
- The above does not apply to wiring harnesses that should be repaired, not replaced.

6.19 Engines and Engine Components – Remanufactured

When making Parts Warranty repairs on remanufactured engines and engine components, follow the below guidelines regarding parts used in warrantable repairs, parts purchased over the counter, claim submission, and returning parts.

WARRANTABLE REPAIRS

Prior to any warrantable repair, contact Reviva at 888 942-8744 to verify Parts Warranty coverage, inquire as to type of repair strategies, obtain parts warranty pre-approval number, and obtain immediate parts return disposition.

PARTS PURCHASED OVER THE COUNTER

Parts Warranty claims to Reviva for components and piece parts that are purchased through the Company PDC can be submitted to the Company Parts Warranty Department without a Reviva pre-approval number.

SUBMITTING CLAIMS

Once the warrantable repairs are completed based on Reviva guidance, submit the Parts Warranty claim through QuickClaim®.

RETURNING PARTS

If Reviva requests the part to be returned before the claim is paid and/or appears on your "Failed Parts to Ship Recap" report, ensure that the shipping information is entered into "Parts Tracking."

6.20 Fifth Wheels

Holland Hitch

Performing repairs or installing kits is considered maintenance unless the claim clearly identifies defective materials and/or workmanship.

6.21 Grab Handles

Hansen International

Grab handles must be replaced. Field repairs will be considered non-authorized and non-warrantable.

6.22 Mirrors

Lang Mekra

All warranty replacements must utilize the appropriate service part or parts. Unnecessary mirror replacements will not be covered under warranty.

6.23 Radios

Radios are to be replaced, not repaired. Field repairs are considered non-authorized and non-warrantable.

6.24 Refrigerators

Thetford Norcold

All warranty work must be performed at a Company Dealership. Refrigerators that are sent to sublet facilities or Norcold Service Centers for repair and then reinstalled at Company Dealerships will be denied warranty.

File all warranty claims directly to Freightliner LLC. The refrigerator serial number and model number must be provided in the body of the claim story. Claims failing to provide this information are subject to claim denial or claim charge back. All failed parts must be available for return for inspection. Follow "Parts Tracking" information for instructions.

NOTE: If assistance is required for determining repairs or replacements, Company strongly encourages contacting Norcold at their Technical Service Hotline 800 444-7210 (Monday-Friday 8-5 EST).

Panasonic

When failure of a Panasonic Refrigerator is confirmed, the unit must be replaced, not repaired, and the failed unit must be available to be returned for analysis. If a return is requested, ship parts in accordance with the "Parts Tracking Recap" report.

Returning a unit. Proper boxing/crating of a refrigerator is critical. Whenever possible, use the original box of the replacement unit to package the failed unit.

In order to confirm the failure of a Panasonic refrigerator or to help in troubleshooting, Dealers may contact the manufacturer's engineering staff. It is advisable to contact the manufacturer when the end-user is at the Dealership. Please call 800 848-6560 Monday through Friday 7:00 am to 4:00 pm, Pacific Time.

If the manufacturer's engineering staff has been consulted, please add their remarks to the "Comment" field of the warranty claim.

6.25 Shock Absorbers

Gabriel/Arvin Meritor

Include the following in the "Comment" field of the claim:

- Date Code
- Location description
- Problem description codes

Material can be scrapped **ONLY** after information has been provided to Warranty in the "Comment" field of the claim.

OnTrac system must be used for all Gabriel/ArvinMeritor parts and the authorization number provided must be included in the "Supplier Authorization" field in QuickClaim®. Failure to provide an OnTrac authorization number will result in claim denial.

Call (866) 668-7221 for full details on how to receive a "Warranty Authorization" number.

To correctly reflect ArvinMeritor exclusions and limitations in any given model year, reference model-year warranty coverage document, SP 95155.

Refer to the *Warranty Reference Guide* at AccessFreightliner.com for detailed information.

For questions, comments, or to submit an inquiry, go to AccessFreightliner.com.
Support, [Submit an Inquiry](#)

6.26 Starters and Alternators

Delco Remy

When a starter or alternator fails, replace the failed part as an assembly with a Delco Remy remanufactured component purchased from Company.

For vehicles under Freightliner Warranty, refer to the truck specification and Company parts-system to determine the correct remanufactured alternator or starter.

The ONLY exception is for vehicles that have not yet been sold to the end customer (i.e., vehicles that are either in transit or that have a failure prior to sale to the end customer). Warranty repairs made under these conditions *must* be replaced with a new component.

AFTERMARKET PARTS. When replacing aftermarket parts under warranty (new or reman), a remanufactured assembly is to be used. Determine the original part purchased by customer (as shown by invoice history) and Company parts system to

establish the authorized remanufactured alternator or starter.

- Field repairs are NOT acceptable for warrantable work.
- Blue core-tag (included in the box with every Delco Remy remanufactured alternator and starter) must be completed and attached to the failed part when returned through the commercial core bank.
- Box on the blue core-tag must be checked indicating "Warranty" (for warrantable repairs).

Leece-Neville/Prestolite

When an originally installed starter or alternator fails:

- Replace the failed part as an assembly.
- Field repairs are NOT acceptable in a warranty situation.

6.27 Steering Gear

TRW Ross Gear

Complete a "Checklist for Troubleshooting Hydraulic Power Steering Systems" (SD94) prior to repairing the steering gear. Contact TRW's Service Hotline at 800 879-0899 if the problem still exists after the troubleshooting checklist (SD94) has been performed.

The following is required in order to return steering gears:

- A completed troubleshooting checklist, SD94 (accompanying each steering gear).
- The full claim-number painted on each gear (as Dealer identification).

Lack of proper identification may result in parts not being returned to the repairing facility and a chargeback.

RH Sheppard

RH Sheppard now makes it possible for dealers to call in for an authorization number before changing out a Sheppard steering gear.

Dealer Benefits:

- No risk of denial or chargeback once an authorization number has been obtained.
- Diagnostic assistance from RH Sheppard to determine root cause of a customer's steering complaint.

- No-questions-asked diagnostic time of one hour with a completed "Troubleshooting Checklist" when pre-authorization is used.

Dealers are not required to use the pre-authorization procedure but any claim for replacement of steering gears when pre-authorization is not used is subject to normal parts return and chargeback rules.

Checklist is available in *Warranty Reference Guide* and as attachment to "Important Warranty Letter, 03-048."

6.28 Sun Visors

Hansen International

- Failed sun visors must be replaced. Field repairs will be considered non-authorized and non-warrantable.

6.29 Tanks—Air

Leaking air tanks must be replaced, **NOT** repaired. **DO NOT** weld any air tank as a repair procedure.

6.30 Tanks—Fuel

All failed fuel tanks must be replaced, **NOT** repaired. **DO NOT** weld any fuel tank as a repair procedure.

Fax the "Scrapping of Fuel Tank" form (WAR110) to 503 745-7415 or email the scanned document with the Dealer code and claim number to WarClaimBackup@Freightliner.com.

The claim will be denied if the fuel tank form is not received within prescribed time limits.

6.31 Tanks—Surge

Ventra Manufacturing

Include in the "Comment" field of the claim the tank build-date (a Julian date located on the filler neck of the surge tank [e.g., 3179]).

6.32 Throttle Pedals

Williams

Include the fault code (which can be identified by engine diagnostic equipment) in the "Comment" field of the claim.

6.33 Tires

Michelin (Mounting Issues Only)

Claims related to mounting issues on tires mounted by Michelin at the Cleveland, NC and the Gaffney, SC manufacturing plants should be handled at the field level directly with Michelin.

If the issue cannot be handled in that manner, file a claim through Company using the failed part number "VND Michelin."

Claims related to mounting issues on tires not mounted by Michelin should be filed through Company.

6.34 Transmissions^[TLS3]

Broken Synchronizer Pins

Broken synchronizer pin failures *by themselves* are not a warrantable failure because vibrations *external* to the transmission are the cause of the breakage. Claims with the damage code "synchronizer broken" will be rejected.

Failure *is* possible due to progressive damage associated to a warrantable (*non-maintenance*) failure or condition in the vehicle.

In these situations, the warrantable failure must be corrected and a warranty claim submitted **using the appropriate damage code for the warrantable failure with "repair to the synchronizer pins" claimed as *progressive damage***.

Worn Synchronizer Linings

Worn synchronizer linings are normally caused by:

- a problem in the range-shift system (defective range shift valve; leak in the system etc.)

or

- a driver/operating issue (e.g., shifting without using the clutch or pre-selecting the gear).

Worn synchronizer linings are warranted *if*:

- a warrantable range shift problem is reported and repaired within the transmission time/ mileage limits **and** the synchronizer lining fails within 30 days or

10,000 miles (whatever comes first) after repair to the *range shift failure*.

or

- b. failure to the synchronizer lining is determined to be caused by a warrantable failure to the *range-shift system* at time of repair.
 - > code the claim as failure to the range shift system with "repair to the synchronizer" claimed as Progressive Damage."

Note: This policy does not apply to de-bonding of the synchronizer lining from the synchronizer. This is a warrantable failure covered by the transmission manufacturer within the published time and mileage limits. Refer to the transmission manufacturer's

literature to determine how to diagnose a lining wear versus de-bonding failure.

Eaton Transmissions

Eaton transmission has specific replacement requirements for Eaton non-warrantable transmission failures.

If an Eaton transmission fails due to a non-Eaton component failure, follow the information in **Table 1** below to maintain Eaton transmission standard and extended warranties. If a remanufactured transmission is installed in the third year, it is not eligible to purchase Eaton extended Warranty.

**Eaton Transmission Replacement Requirements For Eaton Non-Warrantable
Transmission Failures To Continue Standard and Extended Warranty***

Table 1

	WARRANTY WITHOUT EXTENDED	WARRANTY WITH EXTENDED (XT)	AGE FROM IN-SERVICE OF VEHICLE	AND OR	MILES FROM IN- SERVICE OF VEHICLE	TRANSMISSION REQUIRED
1	2-year/ unlimited mi		Up to one year		Any miles	New exchange
2	2-year/ unlimited mi		Second year		Any miles	Eaton reman
3		2-year/ unlimited mi XT	Up to two years		Any miles	New exchange
4		2-year/ unlimited mi XT	Second year		Any miles	New exchange or reman
5	3-year/ unlimited mi		Up to two years		Any miles	New exchange
6	3-year/ unlimited mi		Third year		Any miles	Eaton reman
7		3-year/ unlimited mi XT	Up to three years		Any miles	New exchange
8		3-year/ unlimited mi XT	Over three years		Up to 300,000 mi/ 482 790 km	New exchange or reman
9	3-year/ 300,000 mi		Up to two years		Up to 300,000 mi/ 482 790 km	New exchange
10	3-year/ 300,000 mi		Third year		Up to 300,000 mi/ 482 790 km	Eaton reman
11		3-year/ 300,000 mi XT	Up to three years		Up to 300,000 mi/ 482 790 km	New exchange

	WARRANTY WITHOUT EXTENDED	WARRANTY WITH EXTENDED (XT)	AGE FROM IN-SERVICE OF VEHICLE	AND OR MILES FROM IN- SERVICE OF VEHICLE	TRANSMISSION REQUIRED
12		5-year/ 500,000 mi XT	Over three years	Over 300,000 mi/ 482 790 km	New exchange or reman
13		5-year/ 750,000 mi XT	Over three years	Over 300,000 mi/ 482 790 km	New exchange or reman
14	3 year / 350,000 mi		Up to two yrs	Any	New exchange
15	3 year / 350,000 mi		Third year	Any	Reman
16		3 yr / 350,000 mi XT	Up to three yrs	Up to 350,000 mi/ 564 000 km	New exchange
17		5 yr / 750,000 mi XT	Over three yrs	Over 350,000 mi/ 564 000 km	New exchange or reman

**See "Eaton Warranty Manual," (TCWY-0600) for definitions and coverages and "Eaton Warranty Guide," (TCWY-0900) for time and miles.*

For questions, comments, or to
submit an inquiry, go to
AccessFreightliner.com,
[Support](#), [Submit an Inquiry](#)

Mercedes Benz Transmissions

Prior to ordering replacement units it is recommended that technical support be contacted at 503 544-8870 to ensure that the correct decision to replace components is made.

Mercedes requires that when there is any internal transmission failure (gears, shafts, bearings, etc.), the entire transmission be replaced rather than repaired.

When there is any selector-shaft assembly failure, the entire selector shaft assembly must be replaced rather than repaired.

Transmission Technologies (TTC)

TTC (formerly Spicer Transmissions) requires that Dealerships call the TTC Customer Service Center **prior** to any repair work on TTC transmissions. Contact TTC at:

800 401-9866.
24 hours a day, 7 days a week

The fourth digit of the authorization number designates the part disposition assigned by TTC:
TTCS456789—Scrap immediately
TTCR456789—Return according to Parts Tracking Return report.

Enter the full authorization number into the Supplier Authorization field (ex. TTCS456789.)

A claim submitted with an authorization number formatted incorrectly will be denied.

A claim will be rejected or charged back if it does not match the TTC-number authorization values (i.e., additional labor, and/or parts).

All documentation must be made available to Transmission Technologies.

6.35 Valves**Barksdale, Inc.**

If a valve needs to be replaced, disconnect at the linkage, not the handle. Airlines that are cut (i.e., cut against the cab and/or cut against suspension

valves) rather than removed (prohibiting the testing of the valve) will result in claim chargeback.

Warranty is voided if:

- The exhaust/fill handle has been removed from the valve.
- Any valves that have been opened.
- Any screws that been removed or loosened.
- There has been any form of tampering.

Certification [TLS4]Program

A Dealer that is Barksdale Certified must include the pressure and time reading in the "Comment" field of all air suspension or cab leveling valve claims. Technical support can be reach at 866 832-6278.

Non-Certified Dealers

The normal warranty process remains in effect. Contact Barksdale for certification requirements.

For questions, comments, or to submit an inquiry, go to
AccessFreightliner.com.
[Support](#), [Submit an Inquiry](#)

6.36 Slack Adjusters**Haldex**

Include the Date Code in "Comment" field of the claim.

6.37 Wheels**Accuride Corporation**

All wheels must be shipped as follows:

- 1 to 3 wheels – ship individually via UPS.
- 4 or more wheels – palletize and ship via LTL motor freight.

Include the Date Code in the "Comment" field of the claim.

6.38 Yokes (Transmission and Rear Axle)

Transmission or rear axle yokes must be replaced not repaired with a *Speedie-Sleeve*.