

# Eaton Warranty

March 2016



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**Roadranger**  
SUPPORT

# Eaton Corporation, Truck Business Group

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## Eaton Product Warranty Statement

### Warranty

Subject to the conditions stated herein, Eaton Corporation (“Eaton”) warrants to purchasers thereof that the parts, components and assemblies sold by its Truck Business Group as original equipment or service parts, (individually and collectively referred to hereafter as the “Product”) will, when properly assembled and installed on vehicles approved for such purpose, be free from defects in material and workmanship under normal use and proper maintenance for the applicable warranty period as described in the Warranty Period section of this statement. This warranty is transferable (by the original retail purchaser) to one subsequent owner of the vehicle in which the Product was installed as original equipment. Eaton assumes no responsibility, in the absence of its written approval, for the selection of Product for specific applications and makes no general representation whatever in respect of any such selection.

### Remedy

If any Product supplied hereunder fails to comply with this warranty, Eaton agrees to reimburse for the repair or replacement or, at its sole option, furnish a replacement product for the defective Product.

Eaton’s obligation to satisfy a warranty claim as contemplated herein is subject to the following conditions: (a) all such claims must be submitted to Eaton no later than ninety (90) days (unless otherwise mentioned in specific LTA’s) from the date of the failure occurrence and shall be supported by satisfactory evidence in respect of the conditions stated herein; (b) if requested by Eaton, the Product involved shall be returned, freight collect, to Eaton’s Warranty Return Center for examination; and (c) Eaton’s examination of the Product must disclose to its satisfaction that none of the Warranty Exclusions described herein are applicable, and that said Product was defective when originally delivered to Purchaser. In all cases, Eaton shall make the final determination and interpretation as to the warrantability of the Product.

Products repaired or replaced under warranty are covered hereunder by the remaining portion of the original warranty period.

### Warranty Exclusions

Eaton’s warranty shall not extend to any Product that has been subjected to the following: (a) accident, damage, negligence, abuse or misuse; (b) improper installation or maintenance; (c) abnormal operating conditions; (d) alteration or modification; (e) a purpose or application in any way different from that for which it was designed; (f) damage by casualty or shipment; or (g) re-rating the engine to exceed torque capacity of the transmission. Normal wear is not warrantable.

### Limitations on Reimbursement

Eaton’s warranty, covers reimbursement for (a) parts and labor for repaired Product or (b) the cost of the Product for replaced Product, whichever is less. Eaton’s warranty for service parts covers reimbursement for parts only. Rates for parts and labor are subject to predetermined limitations established by Eaton.

Eaton’s warranty policy for transmission parts reimbursement during the OEM warranty period will follow the guidelines of the current OEM and Eaton Warranty Long Term Agreement (LTA).

Eaton’s warranty policy for transmission parts reimbursement that fall outside the OEM warranty period but within Eaton’s standard or extended warranty (i.e. Direct Pay Claims) will reimburse the OEM dealer at a maximum of 52% of the Eaton published list price, refer to: <http://www.roadranger.com/Roadranger/aftermarketparts/pricelists/index.htm>.

Without limiting the generality of the foregoing, the following is a list of costs, charges and expenses not reimbursable under Eaton's warranty:

- Towing expense
- Meal or lodging expense
- Travel time or transportation expense
- Downtime expense

Other exclusions are listed in "Limits and Exclusions" section of this manual (Roadranger Warranty Manual TCWY0600). In all cases, Eaton shall make the final determination as to the appropriate reimbursement for the respective claim.

**Note:** A "list price" model is not used by clutch parts. Eaton reimburses clutches at OEM LTA rates throughout the OEM warranty period.

## Warranty Period

Product Warranty Periods are stated in Roadranger Warranty Guide TCWY0900.

- a. Warranty coverage for Product furnished as original equipment commences on the vehicle in-service date.
- b. Warranty coverage for Product furnished as service parts commences on the date of retail sale.

**Note:** See additional service/aftermarket parts warranty information in TCWY0900.

## Claims Procedure

Warranty claims should be submitted to the original equipment truck manufacturer through an authorized dealer or, at the option of the truck manufacturer, directly to Eaton during the extended warranty period. Refer to the "Warranty Repair and Claim Procedures" section for the guidelines to submit direct warranty claims to Eaton.

Product returned to Eaton under this warranty shall become the property of Eaton.

Eaton reserves the right to reject a warranty claim for any or all of the following reasons:

- Original claim was filed after ninety (90) days from the date of failure
- Failure occurred beyond coverage parameters
- Claim information is insufficient
- Product inspected does not substantiate claim or indicate a failure
- Product requested was not returned for inspection within 30 days from date of request

## Warranty Disclaimer

EATON'S EXPRESS WARRANTY AND PURCHASER'S REMEDIES THEREUNDER ARE EXCLUSIVE AND GIVEN IN PLACE OF (a) ALL OTHER WARRANTIES, EXPRESS, IMPLIED OR STATUTORY, WHETHER WRITTEN OR ORAL, INCLUDING, BUT NOT LIMITED TO, ANY WARRANTY OF MERCHANTABILITY, FITNESS FOR PARTICULAR PURPOSE, OR IMPLIED WARRANTY ARISING FROM PERFORMANCE, COURSE OF DEALING OR USAGE OF TRADE, AND (b) ALL OTHER OBLIGATIONS, LIABILITIES, RIGHTS, CLAIMS OR REMEDIES, INCLUDING ANY RIGHT IN CONTRACT, TORT, EXTRA-CONTRACTUALLY, STRICT LIABILITY OR ANY RIGHT ARISING FROM EATON'S NEGLIGENCE, ACTUAL OR IMPUTED.

# Eaton Corporation, Truck Business Group

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## **Limitation of Liability**

EATON'S OBLIGATIONS AND PURCHASER'S REMEDIES UNDER EATON'S EXPRESS WARRANTY ARE LIMITED TO EATON'S CHOICE OF REPAIR OR REPLACEMENT AND EXCLUDE LIABILITY FOR INCIDENTAL, SPECIAL, CONSEQUENTIAL OR ANY OTHER DAMAGES, INCLUDING, WITHOUT LIMITATION, REPLACEMENT COSTS, ECONOMIC LOSS, LOST REVENUE, LOST PROFITS, OR LOSS OF USE OR DAMAGE TO OTHER PROPERTY.

## **Effective Date**

This warranty shall become effective 10/1/01, and applies only to Product sold for use in the United States and Canada. This warranty supersedes all past warranties expressed by Eaton's Truck Business Group for Products, and may not be changed, altered or modified in any way except in writing by Eaton.

## **Service Support**

Your service and support channel is the Roadranger Field Marketing network at 1-800-826-HELP (4357).

## **Governing Law**

This warranty shall be governed, interpreted and construed by, and in accordance with, the laws of the State of Ohio.

## **English Language**

It is the express wish of the parties that this document and all documents related to it be written in English.

Les parties aux presentes ont expressement exige que ce document soit redige en langue anglaise ainsi que tous documents y afferent.

## **International and Export Warranty Coverage for Eaton Products**

Products and components operated outside the United States and Canada are warranted for 1 year/ 150,000 kilometers, whichever occurs first. Parts and/or labor are covered, subject to predetermined guidelines. Service/aftermarket parts are warranted for 1 year/Unlimited kilometers from the date of retail sale. Parts only are covered, subject to predetermined guidelines. Labor is not covered.

All warranty requirements, limitations and exclusions, as established by Eaton Corporation Truck Business Group, shall apply to this warranty coverage. Revised November 1, 2004.

## Warranty Coverage for Vehicles Meeting Vocation Definitions and Application Guidelines (For U.S. and Canada Only)

Product	School Bus	Yard Tractor	Rescue Vehicle	Fire Service	Transit Coach	Off Highway	Other Industrial Equipment	Recreational Vehicle	Inter City Bus	Agriculture	Heavy Haul Military
Hydraulic Clutch Actuator Adapter Assembly and Release Fork Assembly	1 year / 100,000 Miles	1 year / 100,000 Miles	1 year / 100,000 Miles	1 year / 100,000 Miles	1 year / 100,000 Miles	1 year / 100,000 Miles	N/A	1 year / 100,000 Miles	1 year / 100,000 Miles	1 year / 100,000 Miles	N/A
Hydraulic Launch Assist (HLA)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Procision <b>(Note 4)</b>	5 years / Unlimited Miles	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Electronic Clutch Actuator	N/A	N/A	N/A	N/A	Same as Transmission	Same as Transmission	N/A	Same as Transmission	Same as Transmission	Same as Transmission	N/A
FS Series Transmissions Under 1099 lb-ft. <b>(Note 2)</b>	2 years/ Unlimited Miles	N/A	2 years/ Unlimited Miles	2 years/ Unlimited Miles	2 years/ Unlimited Miles	N/A	N/A	2 years/ Unlimited Miles	N/A	N/A	N/A
UltraShift LST, LHP AutoShift <b>(Note 1)</b>	N/A	N/A	N/A	N/A	N/A	N/A	N/A	5 years/ Unlimited Miles	N/A	N/A	N/A
Clutches - except UltraShift <i>PLUS</i> and Advantage Series	<b>(Note 2)</b>	<b>(Note 2)</b>	<b>(Note 2)</b>	<b>(Note 2)</b>	<b>(Note 2)</b>	<b>(Note 2)</b>	<b>(Note 2)</b>	<b>(Note 2)</b>	<b>(Note 2)</b>	<b>(Note 2)</b>	<b>(Note 2)</b>
UltraShift <i>PLUS</i> Clutch & Low Capacity Inertia Brake (LCIB) <b>(Note 1)</b>	N/A	N/A	N/A	N/A	Same as Transmission	Same as Transmission	N/A	Same as Transmission	N/A	Same as Transmission	Same as Transmission
Easy Pedal Advantage and Solo Advantage™ <b>(Notes 1, 3)</b>	2 years/ 200,000 Miles	2 years/ 200,000 Miles	2 years/ 200,000 Miles	2 years/ 200,000 Miles	2 years/ 200,000 Miles	2 years/ 200,000 Miles	2 years/ 200,000 Miles	2 years/ 200,000 Miles	2 years/ 200,000 Miles	2 years/ 200,000 Miles	N/A
Transmission UltraShift <i>PLUS</i> Models <b>(Note 1)</b>	N/A	N/A	VCS, VMS, VXP, LAS, MHP 3 years/ Unlimited Miles	VCS, VMS, VXP, LAS, MHP 3 years/ Unlimited Miles	LAS, LSE, MXP, MHP, LAS, MHP, VCS, VMS, VXP 3 years/ Unlimited Miles	VCS, VMS, VXP, LAS, MHP, MXP 2 years/ Unlimited Miles	N/A	MXP, LAS, LSE, LAS, MHP, VCS, VMS, VXP 3 years/ Unlimited Miles MHP 5 years/ Unlimited Miles	N/A	VCS, VMS, VXP, LAS, MHP, MXP 2 years/ Unlimited Miles	FO-22E318A-VXP  1 year Manufacturing Defects Only

**Warranty**

**Note 1:** All transmission models require the use of a Roadranger approved lubricant. Automated transmissions and transmissions with Purchased Extended Protection Plans must use Roadranger Synthetic Lubricant meeting Eaton PS-386 specification (Refer to Lubrication Manual, TCMT0021.) All transmission and clutch models must meet and have Eaton Engineering Application Approval prior to sale to qualify for any warranty coverage, and then be operated in the approved applications. Those that do not will void their warranty. No blanket approvals are available at this time for UltraShift *PLUS* models and Hybrid Systems.

**Note 2:** Per OEM Standard Chassis Warranty Coverage.

**Note 3:** Eaton highly recommends when a replacement is necessary that a like for like, should be used. Example: Solo Advantage for Solo Advantage.

**Note 4:** Procision transmissions require the use of PS-278 approved lubricants.

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

Roadranger: Eaton and trusted partners providing the best products and services in the industry, ensuring more time on the road.

**Eaton**

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