

### REAL TIME WARRANTY CLAIM PROCESS

### WARRANTY/SERVICE

DATE: 09/02/2020

TO: Real Time Warranty Process for Dana Axles & Drivelines

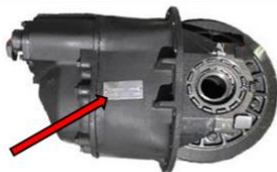
This document has been created to help you understand Dana's Real Time Warranty (RTW) process. It will also give you tips that will help to ensure that claims are evaluated and processed with the highest level of accuracy and speed.

There are two types of claim filing procedures, OEM and Direct Pay warranty. In either case RTW can be used (but not required) prior to filing the claim. RTW is used to obtain the warrantability of the failure, inquire about standard repair times, extended warranties and/or determine repair strategies.

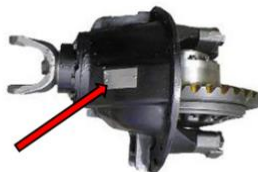
#### Claim Process

##### Step # 1 Before you call Real Time Warranty

1. When a truck enters your shop with a drive axle or steer axle complaint the first step is to isolate the problem. It's a good idea to walk around the truck and look for oil leaks, damaged parts, tire wear and anything else that may help us understand the cause of a failure.
2. The failure may be obvious or you may have to do some troubleshooting to find the problem. Remember Dana pays a limited amount for diagnostic time so if you need help to troubleshoot an issue call RTW. 877-777-5360 #3
3. Locate the identification tags on the carrier assembly. Write down everything on the tag.



Forward Carrier



Rear-rear Carrier



Carrier Identification Tag

**Important:** Do not disassemble axle components before calling Real Time Warranty for guidance and authorization. Example: If you pull the carrier and find no failure, RTW will not pay for the carrier R&R.

##### Step # 2 What you need to start a claim

Before you call Dana RTW to start a claim you will need to have all the information listed below.

- ❖ REPAIR ORDER NUMBER
- ❖ DEALER CODE – THIS IS YOUR OEM DEALER CODE
- ❖ DIFFERENTIAL SERIAL NUMBER- STARTS WITH EITHER “HN” OR “MY”
- ❖ ALL 17 DIGITS OF TRUCK VIN
- ❖ MODEL OF TRUCK
- ❖ IN SERVICE DATE OF TRUCK
- ❖ MILEAGE
- ❖ VOCATION OF TRUCK-LINEHAUL, CONSTRUCTION ETC.
- ❖ CUSTOMER NAME
- ❖ FAILURE DATE OR DATE REPAIR ORDER OPENED
- ❖ CUSTOMER COMPLAINT.

### Step # 3 Time to Call Real Time Warranty (877-777-5360, # 3)

1. Be ready to give the RTW agent the information required as shown above. Remember, without it you will not be able to start a claim.
2. If you have already taken digital pictures of the failed components you can send them to [Spicer.rtw@dana.com](mailto:Spicer.rtw@dana.com), let the RTW agent know they have been sent.
3. Enter the repair order number in the subject line of your email.

**Important Note:** If you need RTW to approve the labor to inspect the axle assembly before you can take pictures, **YOU MUST call RTW back after you send the pictures to close the claim.**

### Picture Submission

It's important to remember that the RTW agent is performing a failure analysis based on the information and pictures you supply. If the pictures are out of focus, too light, too dark, too far away or too close-up to identify the failure the process will be delayed until new pictures are submitted. When taking pictures of the primary failure it is best to take one picture far away enough that you can identify the failed component. The next picture can be more close up to show the failure mode.

Use the examples below as a guide.



Good Picture



Good Close-Up



Too Dark



Too Close and Out of Focus

### Step # 4 Closing the Claim

Once RTW has the information they need they will make a decision if the failure will be covered by warranty, denied, ask for material to be returned, or more investigation is required.

1. If the claim is paid or denied they will give you a claim number. (Example: DAN2100000) This claim number can be used to track the processing of the claim through Dana's warranty system by going to Dana.com.
2. If the RTW agent cannot determine root cause of the failure they may ask to have the failed material returned for further inspection.

**Important Note:** If material is shipped to the warranty center without a copy of the claim, the shipment will be returned "Collect" to the sender.

**Important Note:** If material is returned to Dana and there is no failure found or the wrong material was sent, the shipment will be returned "Collect" back to the sender.

## **Warranty Return Material Shipping Instructions**

For shipments over 150 LBS. - For returns weighing more than 150 lbs, dealers are to call **Transplace** (telephone 855-258-3213) identify that the return is for **Dana Warranty Return** or email – [danainbound@transplace.com](mailto:danainbound@transplace.com) and in the subject line list “Warranty Return”. Transplace will then arrange for material pickup. **The bills of lading needs to be identified as:**  
**Dana Global Logistics - 3rd Pty Billing Dana (Warranty 151706)**  
**c/o Transplace**  
**P.O. Box 425**  
**Lowell, AR 72745**

### **For shipment under 150 lbs:**

Call Dana Global Logistics (DGL) at **1-260-481-3762** for Freight Routing instructions for ALL returns weighing less than 150 lbs. DGL will then arrange for necessary Federal Express document (Call Tags – US shipments or Shipping Label – CDN shipments). DGL’s hours are from 8AM to 4:30PM EST, leave a message if no one answers and someone will call you back. FedEx Ground will generate a call tag (the shipment will pick up 24 to 48 hours after our call to them or a shipping label will be emailed to you for FedEx Ground to pick up the following day.

### **Return Material Shipping Information**

Material is to be returned to our Dana Warranty Return Center per instruction below **identifying as:**  
**Dana Global Logistics - 3rd Pty Billing Dana (Warranty 151706)**  
**c/o Transplace**  
**P.O. Box 425**  
**Lowell, AR 72745**

For ALL warranty returns for Commercial Vehicle Division component failures occurring in the **USA** and **CAD** are to be sent to:

#### **Ship to:**

**Dana Holding Corp**  
**Commercial Vehicle Warranty Return Center**  
**6515 Maumee Western**  
**Maumee, OH 43537**