

# Repair Facility Dispute Resolution

- If you feel your OnTrac claim requires further review after warranty determination from OnTrac, please contact us via one of the following methods:
  1. Contact the following product specific Team Leader:
    - **Eric Lewandowski – 248-273-4661**
      - Front steer and drive axle
      - Highway and specialty rear drive axles
      - Transfer case
      - Hydraulic and pneumatic drum and disc brake systems
      - Driveline and shock
    - **Dan Hansen – 248-273-4677**
      - MeritorWabco including air valves, braking systems, compressors, etc.
    - **Joe Willis – 248-273-4683**
      - Manual Transmission
      - ZF FreedomLine
      - Clutch
  2. Contact your District Service Manager by entering your zip code at the link below:  
[http://www.meritorhvs.com/businessTools.aspx?top\\_nav\\_str=hvs#sales](http://www.meritorhvs.com/businessTools.aspx?top_nav_str=hvs#sales)
  3. Call OnTrac @ 866-668-7221 and press option 9 for the OnTrac Manager

# Dispute Resolution Flow

