



OnTrac

Technical Support Center

ArvinMeritor



OnTrac - Your Expert Source for Diagnostics, Repair and Warranty Information



Help is just a phone call away

OnTrac service support representatives are available Monday through Friday, 8 a.m. to 8 p.m. Eastern Time and now Saturdays, 9 a.m. to 6 p.m. Eastern Time. They are prepared to assist with technical troubleshooting and diagnoses of issues concerning the full line of ArvinMeritor products.

How to use OnTrac

Give OnTrac a call when a customer has an issue with ArvinMeritor, Meritor WABCO, ZF-FreedomLine or Gabriel® product.

The OnTrac technical support center can be reached by phone at 1-866-OnTrac1 (1-866-668-7221). Before calling the OnTrac center, your service personnel should complete the pre-call worksheet to organize all pertinent information. When the call is made, the pre-call worksheet information will be recorded and a case number will be supplied - keep this number handy for future reference.

Once your claim has been approved, OnTrac will provide you with an authorization number that may be used to file your claim with your OEM partner.

OnTrac representatives will advise you if a part needs to be returned for warranty inspection. Should you need to return a part, OnTrac has common parts return centers in both the United States and Canada.

Our Expert Service Professionals Work for You

When you call OnTrac, you'll reach one of our expert service professionals who'll assist you with troubleshooting and warranty issues such as validating coverage, opening a new claim, following-up on an ongoing claim, or closing an existing claim.

Our service professionals will also assist you with repair strategies and repair times. Once parts and labor are agreed upon, OnTrac will issue a Warranty Claim Authorization number to help expedite payment.



Preparing to Call OnTrac

To allow our technical support professionals to help you as efficiently as possible, please have the following information available before calling OnTrac.



- Complete 17-digit VIN number
- Unit number (if applicable)
- In-service date
- Vocation
- GCW (Gross Combined Weight)
- Owner information
- Name and address
- ArvinMeritor Dealer Code
- Component's model and serial number
- Mileage
- Work order number
- Problem or symptom (active or stored fault codes)
- Causal part number

In addition, you can access www.arvinmeritor.com for copies of the pre-call worksheet and other general OnTrac information.

To access from www.arvinmeritor.com:

- Under Products and Services
 - Under Truck, Trailer or Bus and Coach
 - Under Warranty Information (on right hand side)



For quick service, call 1-866-OnTrac1 (1-866-668-7221).

www.arvinmeritor.com