



## OnTrac Quick Reference Guide

### Accessing OnTrac

1 – 866 – ONTRAC1  
1 – 866 – 668 – 7221

### When To Call OnTrac

OnTrac should be called at the initiation of any repair of ArvinMeritor, MeritorWABCO, or ZF FreedomLine.

### When Not to Call OnTrac

1. When claim value is less than \$150.00
2. Unitized pinion seals
3. Input cage o-ring leak

### Creating a new claim

1. Create your work order at your repair facility per your normal process
2. Determine if OnTrac is the right call to place. If the product you are working on is ArvinMeritor, MeritorWABCO or ZF FreedomLine product please call us.
3. To expedite your OnTrac case, please be prepared to provide the information outlined in our Pre-Call Worksheet
4. Once you have the necessary OnTrac case information please call 1-866-668-7221 and choose the appropriate product group via our interactive telephone system.

### What to Expect During the OnTrac Case Opening Call

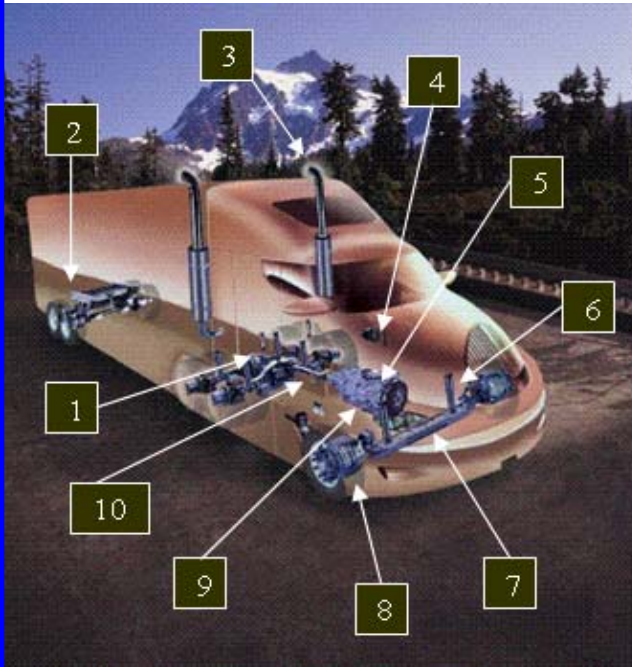
1. You will be asked for the information contained in the OnTrac Pre-Call such as:
  - A. VIN

- B. Mileage
- C. Product Model Information
- D. In Service Date
- E. Work order number
- F. Vocation
- G. OEM warranty information
- H. OEM vs. ARM payment
- I. Owner name
- J. Other miscellaneous info

2. After gathering the pertinent vehicle information necessary to open an OnTrac case, The OnTrac Warranty System will verify OEM or Extended Supplier warranty coverage based on the information provided.
3. If there is no OEM or ARM Extended Supplier warranty coverage available, the case will be denied
4. If there is warranty coverage available, the OnTrac Technical Representative will now begin to interact with the repair facility representative to fully understand the failure and attempt to identify the root cause of the failure.
5. All attempts will be made at the initial OnTrac call to identify the failure and approve the case for repair, as well as provide an authorization that may be used to file warranty through OWL.
6. At this stage the OnTrac Technical Representative may direct the repair facility personnel to repair the truck and provide the necessary information to complete the repair.

7. It is not always possible to identify root cause failures via the telephone on the initial phone call to OnTrac. OnTrac may request additional materials such as digital photographs, prior VIN history, measurements and any other supporting materials that may help us approve your OnTrac claim.
8. If the OnTrac case is not approved on the initial call, the OnTrac Rep. will direct the repair facility personnel to the next steps to attain the necessary customer approval and/or materials requested to complete the failure analysis.
9. Once the repair facility has attained the necessary information – depending on OnTrac instructions – the facility should either call OnTrac or provide the requested information via email or fax.
10. After review of all information provided, OnTrac will now determine warranty coverage based on defects in ArvinMeritor workmanship and/or material defects per our warranty guidelines and manual SP-95155; and then call the repair facility if necessary to update case status.
11. Once OnTrac has determined that the claim is approved the repair facility should now update OnTrac with the full parts list and labor necessary for the approved repair.
12. Once the labor times and approved parts are entered the OnTrac Rep. will provide the repair facility with an authorization code to be used to file the warranty claim through the appropriate OEM warranty channels, and will direct as to whether to scrap or return the material as necessary.
  - Please note – no authorization will be given when case paid via ARM

## ARVINMERITOR COMPONENT ID



1. **Single and Tandem Drive Axles**
2. **Trailer Axle and Wheel Hubs**
3. **Exhaust – Please call EmCon Technologies at 888-603-221**
4. **Meritor WABCO Braking and Electronics**
5. **Manual Transmission and Clutch**
6. **Suspension and Cabin Shock Systems**
7. **Non-Drive and Drive Front Steer Axles**
8. **Wheel End Drum and Disc Braking Systems**
9. **ZF FreedomLine Automated Transmission**
10. **U-joint and Driveline Systems**

## OnTrac FAQ's

1. **When do I need to call OnTrac?**

After a failure has been determined of ArvinMeritor family products – and before beginning the actual repair.
2. **When don't I need to call OnTrac?**
  - When claim value is less than \$150.00
  - Unitized pinion seals
  - Input cage o-ring leak
3. **When do I get an Authorization code?**

When you are filing your claim via your OEM and the case has been approved for warranty coverage via OnTrac
4. **Why don't I get an Authorization code?**

When the OnTrac case results in a direct payment from ArvinMeritor, no authorization number will be granted. Your case number will be your control document
5. **What do the different Authorization codes mean?**
  - **ARMSxxxxxx** – Case is authorized and parts may be scrapped
  - **ARMRxxxxxx** – Case is authorized and parts should be returned
  - **ARMDxxxxxx** – Case is denied and can be filed to the OEM system
6. **Where do I return requested failed material?**

**Via your OEM Return center or:**

Central Parts Return Center  
Attn: Warranty Analysis  
849 Whitaker Rd. Suite B  
Plainfield, IN 46168

7. **Where do I find repair manuals and other print information?**

Access our LOD or Literature On Demand site at [www.MeritorHVS.com](http://www.MeritorHVS.com)

8. **How does OnTrac determine labor time payment?**

OnTrac tries to follow your OEM labor times as closely as possible. Having your labor operation codes available when closing your case with OnTrac will help us pay you as your OEM would

9. **Who do I contact if I disagree with warranty determination?**

Call OnTrac and ask for a Team Leader or leave a message for Management by pressing 9 during the OnTrac greeting

## OnTrac PHOTO TIPS

1. Use a grey background if possible
2. Please DO NOT clean parts before sending pictures it may eliminate valuable information leading us to the actual cause of the failure.
3. Stay at least 12 inches away from part (use zoom when necessary).
4. Some situations may require a far-away picture (i.e. Axle Housing Leak).
5. Flash should be used when necessary.
6. No more than 2.0 megapixel setting recommended.
7. Or, if your camera does not have megapixel settings, try changing quality to low or medium.

# ArvinMeritor™

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