

Drivetrain On Demand FAQ's

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Question:

What is the Drivetrain on Demand Driveshaft Program?

Answer:

It is a just in time complete driveshaft assembly replacement program that utilizes 100% genuine componentry for Meritor and Dana assemblies. All assemblies come with a 2-year nationwide warranty.

Question:

Are genuine Dana components used for the Dana 10 Series shafts or just for the SPL shafts?

Answer:

Dana components are used only for SPL Shafts and Meritor MXL are used for 10-series.

Question:

What is the Program coverage?

Answer:

Currently the program covers 1610 through RPL25 and SPL250 assemblies.

Question:

What is the turn-a-round time on a Driveshaft order through the Drivetrain on Demand program?

Answer:

We are committed to building and shipping driveshafts within 24-hours. Depending on the customer's geographical location to the build facilities will ultimately determine the transit time to the customer.

Question:

Are there order/shipment cut off times for the 24 hour commitment?

Answer:

Only exclusion would be Friday's when order is received it will be shipped out Monday the following week.

Question:

Where are the driveshafts for the Drivetrain on Demand program built?

Answer:

We current have three build locations in total. One in the U.S. located in Chicago, IL. Two in Canada located in Edmonton, AB. and Mississauga, ON.

Question:

Can the customer order a driveshaft through the Drivetrain on Demand program via part number?

Answer:

This functionality was introduced in 2020 for Meritor Driveshaft assemblies. We setup 10,000 unique assembly part numbers to allow this functionality within the program. The identification of these part numbers are very easy. It is simply the Meritor part number with a DOD suffix.

Example: Meritor Part Number - 25RHS003B074 / DOD Part Number - 25RHS003B074DOD

Question:

Can the customer order a Dana assembly by part number through the Drivetrain on Demand program?

Answer:

The program does not have this functionality yet in our internal systems but we rely on our manufacturing expertise to identify the assemblies and the necessary dimensional information. If the customer has a Dana assembly part number we ask that they submit the part to DOD@meritor.com for assignment of a DOD part number and work order number.

Example: Dana Part Number - 906354-0823 emailed to DOD@meritor.com . Meritor will respond with DOD Part number 17XFS (because this is the family it fits into) as well and the WO# for identification and quality assurance.

Question:

When will the customer need to utilize the Spec Form MISC-1783?

Answer:

MISC-1783 will need to be utilized when part number information is not available or the vehicle has been dimensionally altered in anyway.

Question:

What if there are no driveshafts present or it is damaged to the point a measurement cannot be recorded on MISC-1783?

Answer:

Please contact DOD@meritor.com, for alternative measuring options to insure the driveline can be built to appropriate specification.

Question:

Is there a dedicated DOD phone number for technical assistance?

Answer:

For questions or help with spec'ing, call Meritor Specifications at 888-725-9355 (option #3). To place an order, contact our Customer Care team at 888-725-9355 (option #2) or email at CustCareCntr.Florence@meritor.com.

In Canada, call 800-387-3889 or email CustomerService.Brampton@meritor.com.

Question:

How are the driveshafts packaged for shipment?

Answer:

Driveshafts are shipped on full length skids banded and wrapped to the skid. U-joints will be installed with retaining clips securing U-joint caps in place during shipment. If the assembly is a coupling assembly the center bearing will be installed. Installer will be responsible for associated installation hardware and initial lubrication of driveline.

