

Meritor Genuine Reman Differentials Warranty Policy

Meritor, Inc. warranties apply to genuine remanufactured components sold to customers by Meritor Aftermarket division or by an approved Meritor Authorized Rebuilder.

Warranty Period:

Meritor warrants its genuine reman differentials for part and flat rate labor per the schedule below for a period of 2 years from the date of purchase.

Only products used as replacements for original equipment and original intended use will be warranted. All warranty claims must be submitted to Meritor, Inc. within thirty (30) days of component failure and must include all required Meritor Warranty documentation. Warranty exclusions may include (but are not limited to): damages caused by improper maintenance, abuse of the vehicle and/or modification of vehicles beyond manufacturer's guidelines.

The customer is responsible to understand and follow Meritor warranty procedures.

Warranty Claim Procedure:

All warranty claims must be initiated to Meritor with the following information available. Failure to do so may result in warranty claim delay and/or denial.

- Original Meritor / Meritor Authorized Rebuilder invoice
- Date and mileage at time of failure
- Complete 17-digit Vehicle VIN #
- Vocation
- Description of complaint, failure, pictures and inspection results
- Email and phone number of primary contact for warranty claim

For all aftermarket warranty, claims must be submitted to aftermarketwarranty@meritor.com or for information call for U.S. 888-725-9355 Option 7 or for Canada 800-387-3889.

The customer must order a replacement unit through Meritor customer service.

Meritor Warranty department will complete the warranty analysis procedure within 30 days after arrival of the failed unit.

Warranty department will contact the original end-user customer regarding the determination and to finalize the claim.

The customer is responsible to properly verify that the remanufactured unit is the cause of the failure and/or complaint. Failure to accurately diagnose the complaint could result in slower processing and/or rejection of the warranty claim. Meritor is not responsible for any labor costs associated with diagnosing or testing.

Limitations and Exclusions:

Meritor, Inc. warranty on remanufactured units does not apply to normal wear and Tear components. Nor does it apply to a unit that fails, malfunctions or is damaged as a result of:

- Improper installation, adjustment, repair or modification of the differential assembly
- Modification of vehicles beyond manufacturer's guidelines
- Accident, natural disaster, abuse or improper use (including, but not limited to: high velocity spin damage and shock load damage)
- Improper or insufficient maintenance (including, but not limited to: improper lube levels, improper lube change intervals or improper lubricants)
- Failure to properly clean and flush out any components prior to installation (including, but not limited to: differential housings, oil lines, oil coolers and PTO's)
- Vibration from engine, clutch, driveline or improperly installed components that cause damage
- Oil leaks caused by the installation of worn or defective parts

Meritor, Inc. will not be liable for any perceived loss due to a warrantable failure including, but not limited to: downtime, loss of productivity, economic loss, inconvenience, vehicle rental expense, lodging, meals, towing service expenses or other travel costs.

Meritor, Inc. reserves the right to dictate how and where warranty service is performed. If a valid claim is made during the applicable period, Meritor Inc., as its option, will reimburse the end-user customer in the form of a credit to the customer's account with Meritor. A replacement unit assumes the remaining warranty of the original product. The warranty period is not extended or restarted due to a warranty claim.

Warranty Flat Rate

The flat rate chart below includes labor, oil and all other miscellaneous supplies

Differentials

Tandem Forward Differential \$500

Tandem Rear or Single Differential \$400