Subject: Transmission, Hybrid Components, and Clutch Warranty Returns Shipping Instructions

Document Number: TMIB0129

Date: August 15, 2007 **Updated:** October 29, 2012

Issue Description:
The intent of this FSUD is to communicate shipping (routing) instructions for warranty part, units, and clutch returns for Eaton products; where Eaton is responsible for inbound freight. Eaton requires these instructions be followed to avoid any additional freight costs incurred by using non-Eaton approved carriers or a denied acceptance of a shipment. Part return procedures and requirements are documented in the Eaton Warranty Manual (*TCWY0600*) available on Roadranger.com; found under the Customer Support tab, then select Warranty.

Hybrid Power Electronic Carrier containing Lithium Ion Batteries must also follow the "Hazmat Shipping Requirements (U.S. DOT or Transport Canada) – Medium Duty Hybrid Batteries" Service Bulletin *TAIB0817* available on Roadranger.com.

Current Process:
FedEx has been the primary package carrier for Eaton.

Revised Process:
The primary changes to this process are the transition of carriers for Eaton Warranty shipments. For package shipments, utilize the Eaton/UPS Complete View Shipping Portal (CVS). For LTL shipments, utilize Old Dominion Freight Line where EatonRoute.com is not accessible.

To ensure accuracy of the warranty claim processes, parts that are required for return directly to Eaton must utilize the address (as posted below) and methods (carrier and shipment terms) adhering to the return and packaging procedures documented in *TCWY0600* Eaton Warranty Manual and these shipping instructions will avoid potential reductions on warranty claims or shipment refusal for improper shipping of returned parts.

For proper shipment packaging procedures, visit **Roadranger.com** and follow these steps:

1. Select the Customer Support tab.
2. Select Warranty.
3. Select Eaton Warranty Manual *TCWY0600*.
4. Select Claim Procedures and Part Returns sections.

Shipments within the United States

The Eaton preferred method for obtaining routing (shipping) instructions is by EatonRoute. EatonRoute is a web-based application for shippers involved with standard Eaton shipments and warranty returns using inbound collects shipments to obtain standard routing Instructions. EatonRoute can be accessed at www.eatonroute.com. Once EatonRoute is accessed, simply enter the critical elements needed for routing (shipping instructions) by clicking Access Eaton Route Guide Here. If needed, the application provides an on-line demo (recommend Quick Help Option) to facilitate ease of use.

Eaton has transitioned to utilizing UPS as its primary package ground and air parcel shipment provider. This transition to UPS allows a label printed from a standard office printer to be placed in a UPS Address Pouch and attached to the package shipment. An existing UPS label printer may also be used. Shippers no longer need the Eaton UPS account number, a UPS Account, UPS Software, or special equipment to print a label. For detailed instructions please see the Eaton/UPS Complete View Shipping Portal (CVS) section of this document.

Cut and Paste the link below within your browser:
https://cvshipping.ups.com/Loginbypass.asp?CompanyID=Eaton&UserID=eaton&Password=vendor&Campus=vendor

"Ship To" Address:

Transmission and Hybrid components warranty return location for the United States:

Eaton Warranty EFLN# 02050W
13100 East Michigan Ave.
Galesburg, MI 49053

Clutch warranty return location for the United States:

Eaton Warranty EFLN# 002508
201 Brandon Street
Auburn, IN 46706

If for some reason, EatonRoute.com cannot be used, then please use the following:

- U.S. warranty shipments less than 80 lbs. (except for complete clutch assembly) are to be shipped: **UPS Ground, utilizing the Eaton / UPS "Complete View Shipping Portal (CVS).** *No Account Number required.*
- U.S warranty shipments 80 lbs. or more (to include complete transmissions) and complete clutch assembly are to be shipped freight **'Collect'** via **Old Dominion Freight Line.**
- If non-warrantable, all shipments are to be prepaid by the sender. If Eaton Representative requests product return, they will need to provide their department's Eaton Freight Logistics Number (EFLN) that will be used within the Eaton / UPS portal to obtain a shipping label.

Shipments within Canada:

Transmission and Hybrid components warranty return address for Canada:

Eaton Warranty EFLN# 02050W
2160 Williams Parkway
Brampton, Ontario
Canada L6S 5X7

Clutch warranty return address for Canada:

Eaton Warranty EFLN# 002508
2160 Williams Parkway
Brampton, Ontario
Canada L6S 5X7

- Canadian warranty shipments less than 80 lbs. (except for complete clutch assemblies) are to be shipped **'Collect'** via **Purolator, Acct #2165783**.
- Canadian warranty shipments 80 lbs. or more (including complete transmissions) and complete clutch assemblies are to be shipped freight **'Collect'** via the carriers listed below.

Required freight carriers for Canadian returns weighing 80 lbs. or more (transmission parts / units / clutch shipments):

Province	Carrier
Alberta	Canadian Freightways (preferred carrier) QuikX (alternate carrier)
British Columbia	Canadian Freightways (preferred carrier) QuikX (alternate carrier)
Manitoba	Canadian Freightways (preferred carrier) QuikX (alternate carrier)
New Brunswick	Day & Ross
Newfoundland	Day & Ross
Nova Scotia	Day & Ross
Ontario (Northern)	Manitoulin Transport
Ontario (Southern)	Epic Express (preferred carrier) Day & Ross (alternate carrier)
Prince Edward Island	Day & Ross
Quebec	Cabano Kingsway (preferred carrier) Robert Transport (alternate carrier)
Saskatchewan	Canadian Freightways (preferred carrier) QuikX (alternate carrier)

Eaton/UPS "Complete View Shipping Portal (CVS)

Only Use for Shipments within the United States

Eaton has transitioned to utilizing UPS as its primary package ground and air parcel shipment provider. This transition to UPS allows a label printed from a standard office printer to be placed in a UPS Address Pouch and attached to the package shipment. An existing UPS label printer may also be used. Shippers no longer need the Eaton UPS account number, a UPS Account, UPS Software, or special equipment to print a label.

To Start: The Eaton/UPS "Complete View Shipping Portal (CVS) is accessible by cutting and pasting the following web link within your browser's address field. **Simply clicking on the link will not allow the shipper to properly access the portal.**

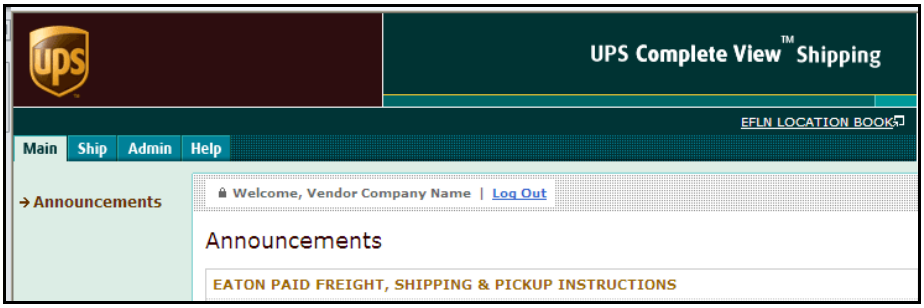
Cut and Paste the link below within your browser:
https://cvshipping.ups.com/Loginbypass.asp?CompanyID=Eaton&UserID=eaton&Password=vendor&Campus=vendor

> **Note:** Within this portal, the term "Supplier" is commonly used. Following the specifics of these instructions will allow the shipper to properly enter the appropriate data that is requested to ship Eaton Warranty returns under 80 lbs.

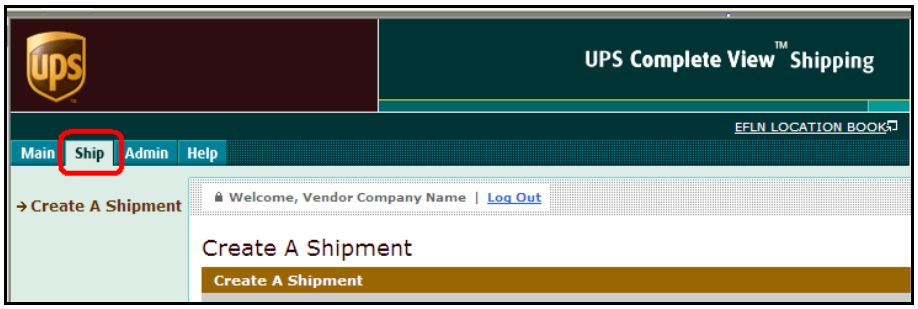
The Eaton/UPS "Complete View Shipping Portal (CVS) contains 4 page tabs: Main, Ship, Admin, Help. Please take time to review the content of each page as there are valuable instructions and support tools available.

For the convenience and accuracy of the Warranty Part Return package (under 80 lbs.), shipper must follow these instructions:

1. The web browser link above will take you to the **Main** tab within the portal. Please review:
   - Announcements
   - Special Instructions (first time users click on Click here to view the Eaton training document link). Please note that the instructions will state either Vendor or Supplier. Please interpret this information as "Customer" for this purpose.
   - System Reminders and Support



2. Click on the Ship tab to enter your shipment information, which will be used to create your shipping label.

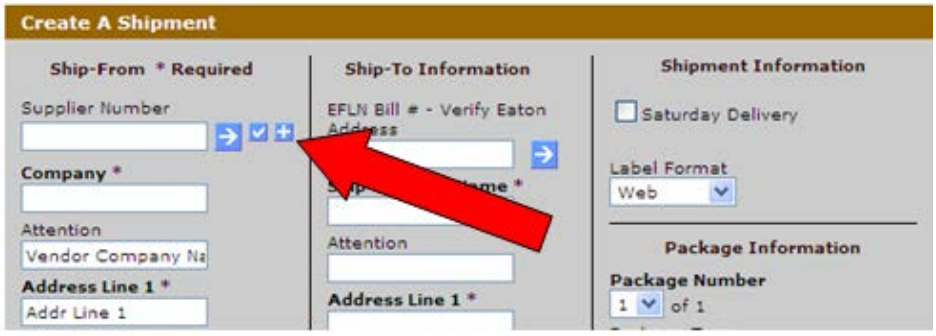


3. First time shippers should add their location to this system. By adding your location to the system, subsequent shipments will allow you to retrieve your Ship-From information utilizing your Unique ID. (Steps below will allow you to set up your Unique ID.)

   For second and subsequent shipments, shipper will enter their Unique ID in the Supplier Number field and click on the button. Previously entered Ship From location information will auto populate.

   To add your location for the first time shipment:

   A. Click to add your location to the Eaton / UPS Complete View Shipping system.

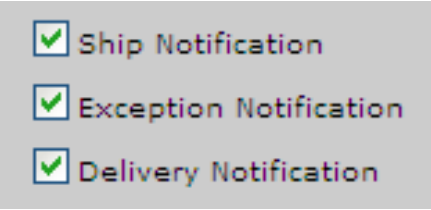


B. To add a Unique ID, enter the information below:

Unique ID: This ID will be used by the shipper to prepopulate their future ship from location information. Recommended to enter an Abbreviation for your OEM or Fleet and your OEM Code or Fleet location identifier as your Unique ID.
Caption: Enter the same information and format as the Unique ID
Company*: Enter your company / location's ship from name
Attention: Enter the Shippers Name
Address Line 1*: Enter the street address of the ship from location
City*: Enter the city for the street address of the ship from location
State*: Enter the state street address of the ship from location
Zip*: Enter the zip code for the street address of the ship from location
Country: Select the country of the shipment origin
Phone: Enter the phone number of the shipper
E-Mail: Enter the e-mail address of the shipper or Warranty Manager to receive the Ship, Exception, and Deliver Notifications

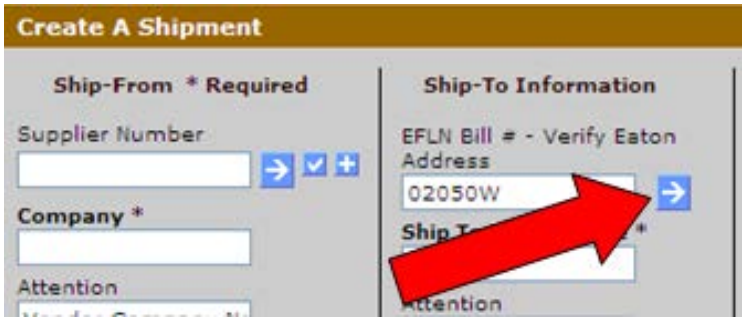
C. Click Submit to complete the "Add Location" process.

4. Select the shipper's desired system notifications by checking the specific notification box located below the Ship-From fields.



5. Enter the Ship-To Information by entering the EFLN number for the product being returned within the EFLN Bill # field, then click the button.

Eaton Product Return for Warranty	For Ship to Location Addresses:	Enter the EFLN Below:
Transmission and Hybrid Components	Eaton Warranty EFLN# 02050W 13100 East Michigan Ave. Galesburg, MI 49053	**02050W**
Clutch	Eaton Warranty EFLN# 002508 201 Brandon Street Auburn, IN 46706	**002508**



6. The Ship-To Information will appear.

7. Within the Attention field, type “Warranty Returns”.

8. E-Mail field:
   - For UPS “Ground” shipments, the E-Mail field should remain blank and none of the Notifications are required to be checked.
   - Other than UPS “Ground” shipments, the **shipper must enter the Eaton Employee’s E-Mail address** that authorized the shipment within the E-Mail field. The shipper must also check all of the Notifications to provide the Eaton Employee with the shipment update information.

9. Shipment Information:
   - **Do NOT check the box for Saturday Delivery**. Checking this box may result in a reduction of your warranty claim payment.

10. Label Format is defaulted to “Web”. Maintain this format for standard office printer printing. If you have a specific UPS label printer, select the appropriate format.

11. Complete the Package Information required.

12. PO Number* is a required field. For warranty purposes, if the return is associated with an:

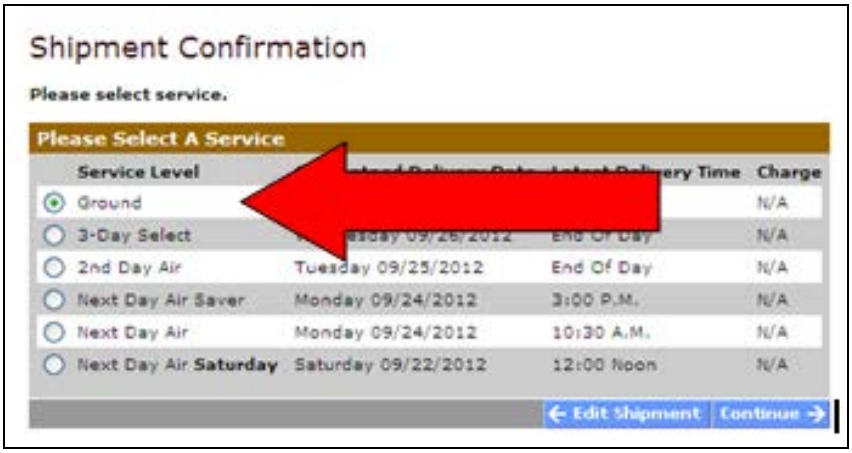
- OEM claim, enter the OEM claim number. (Include the dealer code if this is your OEM's practice.)
- Eaton Direct Pay (Non-RTW associated claim), enter the Repair Order (RO) number.
- Eaton Direct Pay (RTW associated claim), enter the Eaton Claim number. (Example: ETN1234567)

13. Weight*: **If the weight of the package is higher than 80 lbs., do not use this system. Ship utilizing a Freight Carrier identified within EatonRoute.com using "Collect" terms.**

14. If the shipper has multiple packages, click on the Add Another Package link to add additional packages. This will increase the shipper's efficiency by not having to re-enter all of the previous information. Note: The shipper may have to change the information within the E-mail and PO fields if the claim number and method of shipping has changed.

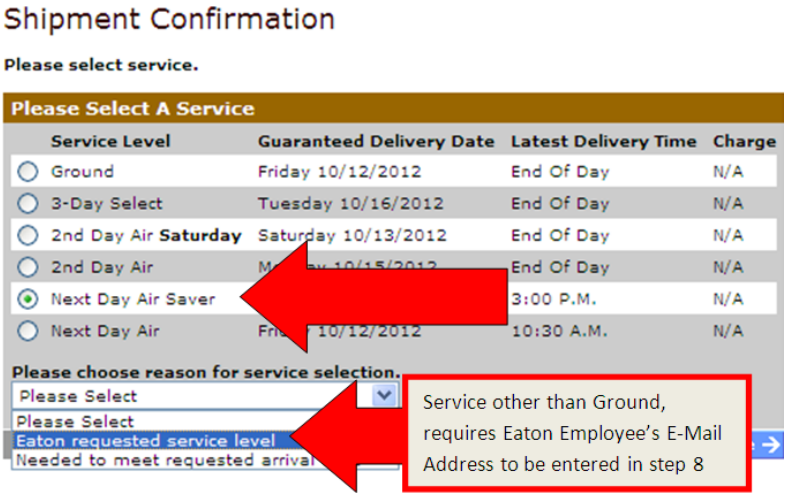
15. Click the Continue → button at the bottom of the form.

16. The shipper will now see the screen for the service level. The system is defaulted to "Ground". Please do not use any other service unless you have received an Eaton Employee approval (approvals must have the approving Eaton Employee's address entered in Step 8).



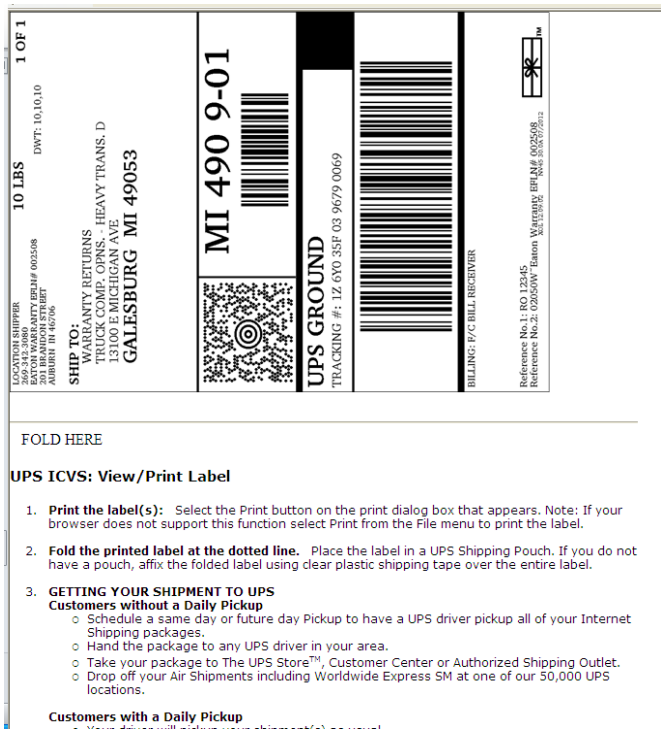
17. If your shipment requires (Eaton Employee Requested and Authorized) a service other than “Ground” service is selected; utilize only the “Next Day Air Saver” Service Level, then select “Eaton requested service level” within the dropdown menu.

Note: If selecting a service other than Ground, the shipper must have entered the Eaton Employee’s E-mail address within the previous screen’s E-Mail address box from Step 8.



18. Once the service is identified, click the Continue button at the bottom of the form

19. The shipment entry process is complete. A label with inspections will appear in a new window. Follow the UPS ICVS instructions and complete the shipment.



20. If you do not have UPS service, please call UPS for a pickup utilizing the UPS website http://www.ups.com/

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