



Subject: Eaton Warranty Portal – Eaton Cummins and Eaton Components

Document Number: WYIB-0003

Date: December 20, 2024

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Issue Description:

There is a desire to provide a more flexible solution that allows the dealer network to reduce phone time while providing shorter truck down time. The current process is prompted by the dealer initiating the update and ties up dealer resources while on hold or talking to Eaton. Currently, a call is required whether it's for technical assistance or to simply update a claim with pictures, notes or parts.

Revised Process:

We will be launching a brand-new Warranty & Product Support Portal. The portal is designed to provide a more efficient and user-friendly solution for accessing technical and warranty product support. Effective January 2025, we will be tracking monthly portal use per OEM looking for an increase of 2% per month. We will review portal utilization thru Q1/Q2 for potential adjustment in Q3. November 2025 (Q4) we will be requiring all dealerships to use the Warranty Portal for any claim or Technical Assistance Request (TAR). If a dealership still wants live phone support, they will have to use the Warranty Portal to first get an ECT/VGT# prior to calling to obtain live phone support.

Key Dates:

- January 2025 – Warranty Portal registration open
- November 2025 – All callers will be required to have an ECT/VGT# from the Warranty Portal before obtaining live phone support

Benefits:

The Warranty Portal is not merely a different means to conduct warranty, but a tool that provides a number of benefits, like no hold times, real-time updates all online, and 24/7 access to create & update claims. [See this document for the full list of benefits.](#)

*****Warranty Portal Registration Process:**

- [Refer to this flowchart for the process to obtain access, add users or add locations](#)

Roadmap

Step #1: Get Started (Warranty Portal Access):

- Covers process to get setup with access to the Eaton Warranty Portal
 - Registration process
 - How to Login
 - When to use the portal

Step #2: Portal Login

- Access into the Warranty Portal

Step #3: Training (Live)

- Links to available live virtual training sessions with an Eaton portal trainer via TEAMS
 - Webinar training

Step #4: Video/Documents (on Portal Use/Features)

- Short training videos and documents showing how to utilize the various portal features
 - How To: Overview of Portal Features
 - How To: Start/Update a TAR (Technical Assistance Request)
 - How To: Notes, Parts, SRT & attachments
 - How To: Notifications, Errors
 - How To: Start/Update Claim
 - How To: Warranty Documents

Step #5: Help/Support

- Relevant contacts for email/phone if you have a question or need assistance
 - How To: For warranty portal functionality support, errors, access issues or product or technical questions
 - 1-800-826-4357 and select Option #7 for the Portal Team
 - How To: For warranty portal account maintenance or login issues
 - Email Warranty-Systems-Support-VG@Eaton.com
 - How To: For Warranty claim support, appeal or response
 - Add note within the online claim or email portalclaimsvg@eaton.com
 - How To: Find your rep
 - [Link goes out to existing page](#)

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