Mechanical Real-Time Warranty Pre-Call Checklist

This form is provided to assure information is available when calling Real-Time Warranty (RTW) and is not required to file a claim. View claim confirmations at Roadranger.com

<table>
<thead>
<tr>
<th>Date of Call</th>
<th>Repair Order Number</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Dealer Code</th>
<th>VIN</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>OEM Driveline Warranty</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Customer/Fleet Name</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Component Model Number</th>
<th>Component Serial Number</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Mileage</th>
<th>Date in Service</th>
<th>Date of Failure</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Vehicle Vocation/Application</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Engine Peak Torque (load related failures)</th>
<th>ft-lb</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Synthetic oil in use? □ Yes □ No

Check all symptoms that apply. (Use area provided for categories requiring explanation.)

**What? – Noise, Shift Quality, Leaks, Other Fault Codes**

- □ Won’t Shift/Slow
- □ Jumps Out
- □ Hard Shifting
- □ Rattle
- □ Whine
- □ Grinds
- □ Clunk
- □ Oil
- □ Air
- □ Other
- □ Explain

- □ Coolant Inactive

**When?**

- □ Gear Position
- □ Air Shift
- □ Running
- □ Speed Related
- □ Lever Shift
- □ Shifting
- □ Range Related
- □ Stuck in Gear/Range
- □ Sitting
- □ Low
- □ High
- □ Constant
- □ Other
- □ Explain

**Where?**

- □ Remove PTO Cover
- □ PSI Check
- □ Air Leak
- □ Oil in Air System
- □ Cooler
- □ Hose
- □ Gaskets
- □ Debris: Y / N
- □ Low
- □ High
- □ Constant
- □ Shafts Move: Y / N
- □ Fittings
- □ Lever Move: Y / N
- □ Other

**Why?** Explain results from above:

---

**Approval Section**

Parts to be replaced

Labor to be performed

**Check Obstructions Removed**

- □ Air Tanks
- □ Crossmember
- □ PTO
- □ PTO Pump
- □ Exhaust
- □ Broken Bolts
- □ Fairing
- □ Air Drier
- □ Fuel/Water Separator

Claim Approval Number

Eaton Service Specialist

Parts Disposition:
Scraper (RTWS)
Return (RTWR)

Special Instructions

RRCC0017