



# MERITOR®

Thank you for purchasing your product(s) from Meritor. This is the site where you can register your Meritor Aftermarket wheel-end extended warranty. It is also the correct site for you to register your Doctor Preload® Tool.

Please take a moment to complete the registration process and submit the form. Registering for your Meritor Aftermarket wheel-end extended warranty or Dr. Preload Tool allows us to better serve you in the event that warranty assistance is needed. Registering is as simple as...

# 1- 2-3

STEP

# 1

Select the warranty/product you are registering



# Warranty Support

Warranty coverage is essential to protecting your investment. Review the information below to discover the details of our coverage.

Understanding the full details of your coverage can be challenging. Our component warranty categories are packaged into six segments so customers can quickly understand how specific vehicle applications are covered:

1. Linehaul vehicles include refrigerated and general freight; livestock, bulk, auto, grain and pipe haulers; tankers; doubles; triples; flatbeds; and moving vans. Linehaul vehicles are high mileage (over 60,000 miles/year) with infrequent stops/starts (greater than 30 miles between stops). Linehaul vehicles run on well-maintained surfaces made of concrete or asphalt construction.
2. General Service typically includes lower-mileage operations (less than 60,000 miles/year), generally on-road service (less than 10 percent off-road) and an average of two stops/starts per mile.
3. Heavy Service typically includes moderate-mileage operations (less than 60,000 miles/year), on/off-road vocations (10 percent or more off-road) and typically includes moderate-mileage operations (less than 60,000 miles/year), on/off-road vocations (10 percent or more off-road) and moderate to frequent stops/starts (up to 10 stops per mile).
4. Off-Highway service typically includes lower-mileage operations with low speed restrictions. Vehicles are not typically licensed for highway use. Six stops/starts per mile (typical).
5. Fire and Emergency equipment are lower mileage operations generally on-road (less than 10% off-road).
6. Transit Bus equipment typically accumulate moderate mileage with frequent stops/starts.

Learn more about the warranty coverage for your specific vocation from our [current warranty brochure](#) or to view legacy warranty documents please use the [Literature on Demand™ page](#).

## OnTrac Technical Support Center

Welcome to OnTrac, Meritor's Original Equipment (OE) Dealer Technical Support Center staffed by experienced professionals dedicated to assisting you with diagnostics, repair and warranty solutions for Meritor components. The links below give more detail:

- [Product Identification Guide](#)
- [Pre-Call Worksheet](#) (Save to your computer and complete it prior to calling OnTrac)



# Contacting OnTrac

When you call OnTrac, you'll reach one of our expert service professionals who will help you with troubleshooting and handling warranty issues, such as validating coverage, opening a new claim, following-up on an ongoing claim or closing an existing claim.

OnTrac can assist you to:

- Obtain technical assistance in troubleshooting components
- Determine warrantability of parts
- Determine correct repair parts and times
- Open a new warranty claim
- Track the status of a claim
- Validate and close an existing claim
- Return material authorization

# Preparing to Call

To help minimize your call time and ensure you have all the information to start a case, Meritor has a pre-call form available. Please download the [Pre-Call Worksheet](#) to your computer and complete it prior to calling OnTrac.

To allow our technical support professionals to help you as efficiently as possible, please have the following information available before calling OnTrac.

- Complete 17-digit VIN number
- Unit number (if applicable)
- In-service date
- Vocation
- Owner information
- Meritor ID Number
- Component's model and serial number
- Mileage
- Work order number
- Causal part number

# Advantage Plans

As a leading manufacturer of equipment for the commercial vehicle industry, Meritor understands the needs of operations both large and small - that's why we created the Advantage Plans. The ideal complement to the new simplified Meritor warranty, the Advantage Plans offer a simple and economical way to get the long-term coverage you need.

# Introduction to Advantage Plans

The Advantage Plans offer one more reason to turn to Meritor for all your medium- and heavy-duty drivetrain components and systems. Offering coverage for up to seven years and/or 1,000,000 miles in linehaul applications, Advantage Plan benefits remain with the vehicle through its Vehicle Identification Number, ensuring automatic transfer of benefits to a vehicle's new owner. Advantage Plans not only allow you to rest easy when you're on the road, they also add important value at resale. Under our new simplified warranty coverage, all vocations fall into one of six major categories: linehaul, general service, heavy service, off-highway, fire and rescue and transit bus. Meritor's standard warranty covers linehaul axles for five years and general service and heavy service for two years. With Advantage Plans, you can get extended service coverage on linehaul axles for up to seven years and/or 1,000,000 miles - longer than ever before - and up to five years for general-service and heavy-service applications.

## How to Sign Up

Enrollment in the Advantage Plans is simple. The Advantage Plans Extended Service Packages may be applied to most new trucks (trucks within the mining vocation are excluded) after a Vehicle Identification Number is assigned and may be purchased up to one year from the vehicle's in-service date. Any authorized dealer can initiate the process in minutes and customers can be assured of coverage within two weeks, once they receive their certificate of enrollment. Follow these instructions to obtain a login user ID and password:

- If you are a dealer: Go to [advantageplans](https://advantageplans.com) and register as a first-time user for access to Advantage Plans
- If you are an owner/operator or fleet: Contact your local dealer to purchase an extended service package