

Dana Pre-Call Checklist

Please fill out the form below. Once completed, click "save as" to rename the file and save it to your computer. You can email the completed form as an attachment to spicer.rtw@dana.com, or print out the form and mail it to:

Dana Incorporated
 Attn: RTW Warranty Dept.
 6515 Maumee Western
 Maumee OH 43537 USA.

For questions contact Realtime Warranty at
 877-777-5360 option 3

NOTE: This form can be used as a guide to ensure all the proper information on the vehicle and failure is available to the Dana warranty agent to process the warranty request more efficiently at the time when RTW is contacted.

VEHICLE AND COMPONENT INFORMATION:

Repair Order #		Dealer Code		Carrier Model	
Carrier Serial #		VIN (all 17 digits)			
Vehicle OEM/ Model		In Service Date			
Mileage		Vehicle Vocation/ Application			
Customer/Fleet Name					
Start Date of R.O.		Driveline Series			

SYMPTOMS:

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

What? - Noise, Engagement Complaint, Oil Leak

<input type="checkbox"/> Truck will not move	<input type="checkbox"/> Noise whine	<input type="checkbox"/> Oil leak	<input type="checkbox"/> Air leak
<input type="checkbox"/> Grinds	<input type="checkbox"/> Clunk/ bangs	<input type="checkbox"/> Pops out	<input type="checkbox"/> Rattle
Other? (explain)			

When?

<input type="checkbox"/> With PDU engaged	<input type="checkbox"/> Regardless of PDU engaged or not
<input type="checkbox"/> With Diff Lock engaged	<input type="checkbox"/> Regardless of Diff Lock engaged or not
At what speed or speed range?	
During what condition?	<input type="checkbox"/> While under coast (throttle off) <input type="checkbox"/> Under throttle demand
Other? (explain)	

Where?

<input type="checkbox"/> At front axle position	<input type="checkbox"/> At rear axle position
<input type="checkbox"/> Internal damage/ contamination	<input type="checkbox"/> At wheel end <input type="checkbox"/> On axle housing
Why? (explain results from above)	