



HAXL-WAR-003

## \*NEW Axle Warranty Core Process Effective December 15<sup>th</sup>, 2022

DATE: 11/2022

TO: OEM, DEALERS, AND REPAIR FACILITIES.

**\*Important Note: For claim reimbursement core must be sent to the correct location.**

- Dana's new core return process requires direction via email or by phone (calling 1-877-777-5360 Option 3) with the dealers.
- Dana has two return facilities depending on the claim.
- Dealer must provide an email contact for the core return pickup.

### Location 1: Dana AMC

**Dana Corp  
Commercial Vehicle Warranty Return Center  
6515 Maumee Western  
Maumee, OH 43537**

For returns weighing more than 150 lbs. dealers are to email Dana's Control Center ([warrantyreturns@dana.com](mailto:warrantyreturns@dana.com)), identify in the subject line "**Warranty Return**". Dana's Operation team will then arrange for material pickup.

### Location 2: Dana Core Return Center

**Dana Core Return Center  
2607 N. Mulroy Road  
Strafford, MO 65757**

Dana will send shipping documents to the dealer contact that must be provided. Dealer must have the shipment ready within 7 business days. The truck will pick up the core at the date indicated with the documents provided.

A copy of the warranty claim MUST be provided with returned core.

**\*If the core is not ready at provided pick-up, warranty payment will not process until the unit is received. Dealer must ship direct to Dana's core consolidator above at their own freight cost.**

**HD AXLE INFO**