

OnTrac Customer Service Center

Dedicated Customer Support

ArvinMeritor is known for its industry-leading customer support. A cornerstone of this capability is the OnTrac Customer Service Center. Staffed by experienced professionals, the OnTrac team is dedicated to assist dealer, fleet and end user customers with diagnostics, technical support and warranty mediation.

Through the approximate 800 transactions per day received in the OnTrac center, real-time data and failure analysis details are available to help quickly address concerns for OnTrac callers. This same data is utilized by our district managers when field review is required.

The OnTrac center manages calls all across North America. With agents fluent in Spanish and French, callers in Canada and Mexico will experience focused attention in their native language.

For prompt attention, OnTrac is just a phone call away.

Performance is a Top Priority

Customer satisfaction takes precedence with the OnTrac team.
Performance is continuously measured to ensure OnTrac callers receive the best possible service.
Notable performance goals are set and often exceeded. And, customers frequently express positive feedback with their OnTrac experience.



Key Performance Indicator	Best In Class	YTD Actual
Average Speed to Answer (Seconds)	0:50	0:47
Call Abandon Rate (%)	4.00	3.31
After Call Work (Minutes)	3:30	2:31
Representative Training (Hours)	36	40.4

Weekly customer satisfaction surveys indicate an 87% overall satisfaction rating.





Expert Service Professionals

OnTrac associates are prepared to manage issues on a first-call basis. Our agents are ASE certified and receive over 40 hours per year hands-on product training to remain current on all Meritor and Meritor WABCO branded products.

When calling OnTrac, an agent will assist with issues such as troubleshooting and diagnosing problems; validating warranty coverage; opening a new claim; review or closure of an existing claim; as well as evaluation of repair strategies and estimation of repair times.

If troubleshooting is not the only reason for the call and a warranty claim is required, OnTrac will assist with parts and labor settlement. A Warranty Claim Authorization number will be issued to help track the claim and expedite payment.

Assistance When You Need It

OnTrac service support representatives are available Monday through Friday, 8 a.m. to 8 p.m. Eastern Time and Saturdays, 9 a.m to 6 p.m. Eastern Time. Contact OnTrac when an issue needs to be addressed quickly and efficiently. To help expedite the call, the following information should be available.

- O Complete 17-digit VIN number
- O Unit number (if applicable)
- O In-service date
- Vocation
- Owner information
- O Dealer Code
- O Component's model and serial number
- Mileage
- Work order number
- O Problem or symptom (active or stored fault codes if ABS components or transmissions)



A pre-call worksheet can also be accessed to help organize this information. Simply visit **arvinmeritor.com** and follow these easy steps:

- 1. Under Products & Services, choose appropriate product selection.
- 2. Select Warranty Support in right-hand navigation.
- 3. Select Contact OnTrac and click on the Pre-Call Worksheet link.





ArvinMeritor

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