

BULLS EYE 2020



AFTERMARKET

DEC 2020

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SPECIAL NOTICE CHRISTMAS & NEW YEAR'S CLOSURE

Meritor Australia would like to wish everyone a Merry Christmas and Happy New Year, stay safe and we hope you enjoy this time for respite and we look forward to coming back in 2021.

Refer to key dates below over the Christmas & New Year's period affecting operations:

Commercial Vehicle Services (Sunshine facility)

Planned last day of production concludes Tuesday, 22 December 2020
First day of production commences on Monday, 11 January 2021

Commercial Vehicle Aftermarket (Derrimut facility)

DECEMBER 2020

Thursday 24th

8:00am - 12:00pm

VOR ORDER CUT OFF 10:00am

(Standard lead times apply)

PICK UP CUT OFF 11:30am

Thursday 31st

8:00am - 12:00pm

VOR ORDER CUT OFF 10:00am

(Standard lead times apply)

PICK UP CUT OFF 11:30am

Friday 25th - **Closed**

Monday 28th - **Closed**

Tuesday 29th - 8am - 4:30pm

Wednesday 30th - 8am - 4:30pm

JANUARY 2021

Friday 1st - **Closed**



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SPECIAL NOTICE DRIVELINE INNOVATION

Dear Valued customer,

Meritor have been supplying Drivelines to suit the requirements of our customers for many years, especially for our popular greaseless RPL 20/25/35 and MXL greased series. As part of our practice for continuous improvement, we have now implemented and commenced supplying our drivelines fully primed/painted with an anti-rust coating from factory for greater acceptability of the product with the end users. The advantage of this is greater protection and reduced labour time for painting whenever a complete driveline is ordered through our aftermarket spare parts division.

We thank all our customers for your co-operation and continued support.





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ACTIVITIES

PACCAR PARTS SUPPLIER OF THE YEAR

Thanks to the outstanding efforts and commitment from everyone, Meritor Australia was awarded PACCAR PARTS supplier of the year for 2019. Due to restrictions in place we were unable to celebrate this remarkable achievement. After much anticipation we had the opportunity to host a small gathering at our Derrimut facility to celebrate with some of the Meritor Australia employees and PACCAR Parts Australia representatives to officially be presented with the award. We look forward to continuing to strive for excellence with all our customers for the new year to come.



David Cole - Managing Director (Meritor Australia) with
Damian Smethurst - General Manager (PACCAR Parts Australia)



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ACTIVITIES

MACK MUSTER EVENT WA

As the rest of Australia starts to ease some of the tough restrictions which were enforced throughout 2020; Western Australia was the first state to be able to host events again this year.

Meritor was proud to be involved with the first inaugural Mack Muster Truck Show in Australia. As a gold sponsor for the event our local Territory Manager, Matt Hart represented Meritor which had an impressive turnout with over 3,000 attendees and 140 trucks on display bringing together enthusiasts, families and operators to celebrate their pride and joy.





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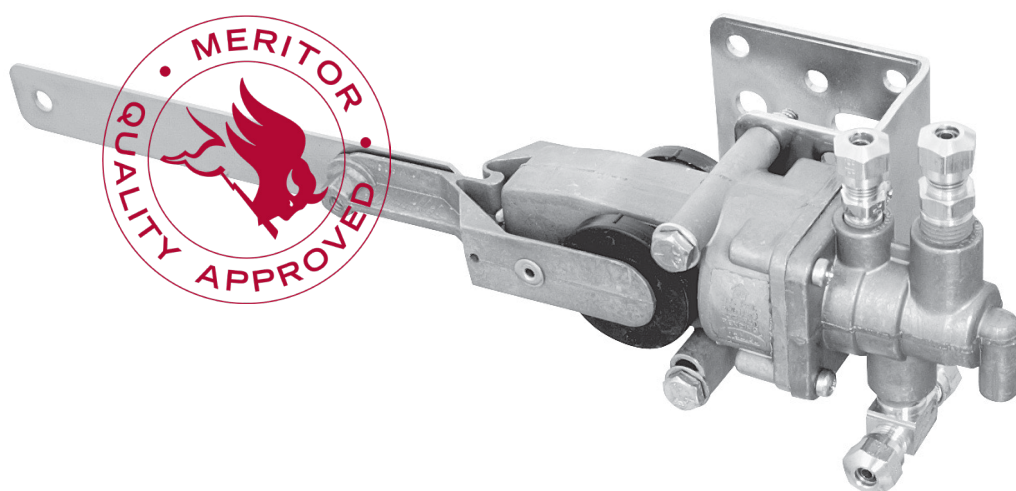
PRODUCT IN FOCUS

HEIGHT CONTROL VALVE

HADLEY SUSPENSION HEIGHT CONTROL VALVE WITH INTEGRAL DUMP

Meritor Height Control Valves are the choice of fleets because of their proven performance and are engineered to be the most reliable valves on the road. Other aftermarket valves are not built to the same standards, do not meet the same specifications, and do not perform as well or last as long.

PART NUMBER: R3011465 (H00500CB)



Find out more





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SUPERSESSIONS

SUPERSESSIONS

OLD PART	DESCRIPTION	SUPERSESSION
MLF8077	AIR SPRING HENDRICKSON S-20010	MAF9270
MLF8120	AIR SPRING HOLLAND NEWAY 90557001	MAF9039
MLF7112	AIR SPRING HENDRICKSON S4771	MAF8050

All parts displayed in New Products & Supersessions will be available for immediate ordering. Lead times apply for the listed items. Not all parts are available to Independent Customers. Please contact Meritor Customer Service on (03) 8353 6050 for further information. For full list of supersessions, [CLICK HERE](#)



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CUSTOMER ORDER PROCEDURE STANDARD OPERATION PROCEDURE

Dear Meritor customer,

Please [click here](#) to see information which outlines our current customer ordering procedure. To ensure we continue to provide a high level of our customer service we kindly ask that all customers please follow the instructions contained in this document when submitting orders.

Correctly selecting and identifying the order type and associated level of service at the time of order placement has a number of benefits for both Meritor Australia and our customers. Firstly it allows for faster, seamless order processing and minimizes the chance of an order being delayed or incorrectly identified. Second, it allows our warehouse staff to focus on the highest priority VOR (Vehicle off road) orders where components are needed to repair vehicles in a genuine breakdown situation. If the attached order procedure is followed by all Meritor customers the overall benefit will be faster, more efficient order processing and an improved level of confidence that goods will arrive within the desired timeframe.

We would greatly appreciate your cooperation when submitting orders. A copy of the attached procedure will also be made available on our website <https://meritorpartsonline.com.au/Policies.aspx>

If you have any questions or concerns please do not hesitate to contact us.

Yours sincerely,

Customer Service team
Meritor Australia

Find out more





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AFTERMARKET PARTS WARRANTY STANDARD OPERATION PROCEDURE

Dear Meritor customer,

Please [click here](#) to see information which outlines our current Aftermarket Parts Warranty procedure.

If a warranty claim is to be made, the claim requires to be submitted on the Meritor Warranty Claim form and returned to auswarranty@meritor.com

A claim form may be obtained by contacting Meritor Aftermarket Customer Service or a Meritor Sales representative and now you can also download the digital or physical form from the website.

A copy of the attached procedure and Warranty form will also be made available on our website <https://meritorpartsonline.com.au/Policies.aspx>

Yours sincerely,

Quality Assurance team
Meritor Australia

Find out more





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