



MERITOR
RUN WITH THE BULL

DRIVETRAIN ON DEMAND DIFFERENTIAL FREQUENTLY ASKED QUESTIONS

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DRIVETRAIN ON DEMAND Differential FAQs

Question:

What is the Drivetrain On Demand differential program?

Answer:

It is a just in time complete differential assembly replacement program that utilizes 100% genuine componentry for Meritor reman differential assemblies.

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DRIVETRAIN ON DEMAND Differential FAQs

Question:

What is the program product portfolio?

Answer:

The program currently covers Meritor 14X, 145 and 160 as well as Dana 404 and SP40 differential families – all ratios and options like differential lock or pump.

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DRIVETRAIN ON DEMAND Differential FAQs

Question:

What is the turn-a-round time on a differential order through the Drivetrain on Demand program?

Answer:

We are committed to building and shipping reman differentials within 24 hours from the order.

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DRIVETRAIN ON DEMAND Differential FAQs

Question:

Are there order/shipment cut off times for the 24-hour commitment?

Answer:

The only exclusion would be if the order is received on Friday. In this case, the unit will be shipped out on Monday the following week.

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DRIVETRAIN ON DEMAND Differential FAQs

Question:

Where are the differentials for the Drivetrain On Demand program built?

Answer:

Meritor currently has 10 Meritor Authorized Rebuilders with more than 60 locations across the US and Canada.

The exact locations can be found using Meritor's Authorized Rebuilder locator: <https://www.meritor.com/products/aftermarket/authorized-rebuilder>.

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DRIVETRAIN ON DEMAND Differential FAQs

Question:

Can these differentials be used for OEM original warranty replacement?

Answer:

Yes, the Meritor genuine reman differentials can be used for vehicles with a Meritor axle still under OEM original warranty replacement. Meritor will stand behind the remainder of the OEM warranty with this product for such replacement. The reman differential for Dana 404 and SP40 are for aftermarket service purposes only.

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DRIVETRAIN ON DEMAND Differential FAQs

Question:

What is the part numbering format?

Answer:

Here are some examples:

- MD2014X 355
- RD20145 342
- RR23160 358
- DS404 411
- RSP40 308

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DRIVETRAIN ON DEMAND Differential FAQs

Question:

What is the warranty period?

Answer:

All assemblies come with a 2-year nationwide warranty. When used for an OEM warranty replacement situation, the unit covers the remainder of the OEM warranty or 2 years, whichever is longer.

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DRIVETRAIN ON DEMAND Differential FAQs

Question:

How does the warranty process work and what is the coverage?

Answer:

The details of the warranty process can be reviewed here:

https://www.meritor.com/-/media/Meritor/PDF/Meritor_Genuine_Remant_Differential_Warranty_Policy.ashx?la=en&hash=AFFED6BDB6E6C118166078C8301EA6E4.

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DRIVETRAIN ON DEMAND Differential FAQs

Question:

How are the differentials packaged for shipment?

Answer:

Differentials are shipped on pallets banded to the skid. They are boxed in a Meritor Genuine box.

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DRIVETRAIN ON DEMAND Differential FAQs

Question:

What should I do with the core?

Answer:

There is no change in the core process. The core should be shipped back to whoever you bought the unit from. It will flow back to Meritor through its normal channels.

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DRIVETRAIN ON DEMAND Differential FAQs

Question:

How do I place an order for a differential through this program?

Answer:

In a truck down situation requiring a differential, you can place a Unit Down Order either through the OEM Ordering Portal on Meritor Parts Xpress or by calling our Meritor Customer Care Center at (888) 725-9355. In Canada, call (800) 387-3889.

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