

Repair Facility Dispute Resolution

If you feel your OnTrac claim requires further review after warranty determination from OnTrac, please contact us via one of the following methods:

1. Contact the following product specific Team Leader:

Tommy Walden – (248) 273-4650

- Front steer axle (non drive)
- Rear drive axles (on highway)
- Driveline

Thomas (Sam) Samueloff – (248) 273-4684

- MeritorWabco including air valves, braking systems, compressors, OnGuard, etc.

Jeff Smith (248) 273-4651

- Manual Transmission
- Clutch
- Hydraulic and pneumatic drum and disc brake systems
- Front Drive Steer
- Off Highway and Specialty Axles
- Transfer Case

2. Contact your District Service Manager by entering your zip code at the link below:

http://www.meritorhvs.com/businessTools.aspx?top_nav_str=hvs#sales

3. Call OnTrac @ 866-668-7221 and press option 9 for the OnTrac Management