



Drivetrain On Demand Differential FAQ's

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Drivetrain On Demand Differential FAQ's

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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.

Question:

What is the program product portfolio?

Answer:

The program currently covers Meritor 14X, 145 & 160 differential families – all ratios and options like differential lock or pump.

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.

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, the unit will be shipped out on Monday the following week.

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 between US and Canada.

The exact locations can be found on Authorized rebuilder locator tool on <https://www.meritor.com/products/aftermarket/authorized-rebuilder>

Question:

Can these differentials be used for OEM original warranty replacement ?

Answer:

Yes, these genuine reman differentials can be used for vehicles still under OEM original warranty replacement. Meritor will stand behind the remainder of the OEM warranty with this product for such replacement.

Question:

What is the part numbering format?

Answer:

Here are some examples: MD2014X 355, RD20145 342, RR23160 358

Question:

What is the warranty period?

Answer:

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

Question:

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

Answer:

The details of the warranty process : https://www.meritor.com/-/media/Meritor/PDF/Meritor_Genuine_Remman_Differential_Warranty_Policy.ashx?la=en&hash=AFFED6BDB6E6C118166078C8301EA6E4

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.

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 directly from. It would flow back to Meritor through its normal channels.

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Answer:

In a truck down situation requiring a differential, you can do place a Unit down order either through OEM Ordering Portal or Meritor Parts Express or Call our Meritor Customer Care Center at (888) 725-9355.

In Canada, call (800) 387-3889.

