

- Estimates must contain the following information:
  - A list of all parts necessary for specific job and if applicable, all parts that will be invoiced back to Marmon-Herrington.
  - The cost of disassembly, inspection and diagnosis of any portion of the vehicle to determine extent of repairs needed.
  - Current labor costs, reflecting both hourly rate and number of hours to effect repairs must be listed.
  - Miscellaneous charges such as “shop supplies” must be defined. Actual dollar amounts must be listed, as percentages will not be accepted.
  - Sublet repairs must also be defined and included in the estimate at their actual dollar amount.
  - NOTE: If it becomes necessary to exceed the original estimate in terms of parts or labor, the repair facility must call Marmon-Herrington Customer Service for additional authorization.
- Only the use of Marmon-Herrington supplied parts will constitute reimbursement unless prior approval has been obtained.

### Parts Ordering

While Marmon-Herrington operates a full Service Parts Department, replacement parts needed to effect Warranty repairs must be acquired through Customer Service to be eligible for reimbursement.

### Post Repair Requirements

The final invoice or work order must include the following:

- Customer’s name, address, and phone number.
- The Vehicle Identification number.
- The Sales Order Number or “S” number, which the customer can provide or can be located on the I.D. tag, fixed to the transfer case or axle.
- The Axle or Transfer Case Model and Serial Number, also located on the I.D. tag.
- Mileage In / Mileage Out.
- The Cause and Correction of the repair including detailed description of repairs and parts replaced.
- The date the repair order was open and the date the repairs were completed.
- The Work Authorization Number obtained from Customer Service.

### Notes to Repair Facilities

- Miscellaneous charges such as “shop supplies” must be listed as separate line items and shown on the final invoice as stated in “Pre-Repair Requirements.” Invoices for sublet repairs must be made available upon request.
- All repairs must comply with any or all state and DOT requirements.
- Downtime of vehicle and incurred costs associated due to the delay of parts shipments or any other condition beyond our control is not reimbursable and should not be listed on the invoice.
- All failed parts that are required to be returned to Marmon-Herrington must be received before payment will be made. The Return Authorization will be sent with the replacement parts when shipped from Marmon-Herrington.
- All Claims must be submitted within 60 days of completion of repairs to be eligible for reimbursement.

For Work Authorization call: (800) 227-0727, Ext. 282  
 To Submit Claims by Fax: (502) 253-0317

Submit Claims by Mail to:  
 Marmon-Herrington Company, Customer Service Department,  
 13001 Magisterial Drive, Louisville, KY 40223.

### REPLACEMENT PARTS

When ordering replacement parts for **MARMON-HERRINGTON** installations, the following information should be given:

- FACTORY ORDER NUMBER** (found on I.D. Plate or small plate affixed to axle housing). This will be a six (6) digit number. (See illustrations this page.)
- Component for which parts are required, i.e. front drive axle or transfer case/drop box.
- Model of axle and/or transfer case/drop box, i.e. MT10, MVG 750, MDB500.
- Give quantity and part number required. **NOTE:** Drivelines, shift linkage, etc., can be found on the computer printout of Bill of Material, which is included in the Service Manual.
- Give complete billing and shipping address.

### CALL IN PROCEDURE

Before proceeding with repairs or ordering parts that you feel may be covered under warranty, you must first contact Marmon-Herrington Customer Service Department to obtain a Repair Authorization Number.

(800) 227-0727, Ext. 282      8am-5pm EST  
 (502) 693-1129                      5pm-8pm EST

Please be prepared to supply the following information:

**Factory Order Number or “S-Number”** This is located on an I.D. plate fixed to either the driver’s door panel or the component (axle or transfer case) itself. This plate will also show the component’s model and serial number. Example: S-7777-05


**Component Model and Serial Number**  
**Vehicle Year, Make and Model**  
**Vehicle Identification Number**  
**Mileage**  
**In Service Date**

Please refer to our website ([www.marmon-herrington.com](http://www.marmon-herrington.com)) for the latest versions of our parts and service manuals, as well as new products and contact information.

**The information necessary for replacement parts and/or warranty claim procedures will be found on either plate design.**

<b>MARMON-HERRINGTON</b>		
SALES ORDER	0000-00	RATIO
S/N		TYPE
CUST P/N		

<b>MARMON-HERRINGTON</b>		
SALES ORDER	0000-00	
S/N		TYPE
CUST P/N		
COVERED BY ONE OR MORE OF THE FOLLOWING PATENTS: U.S. PATENTS 4,878,691; 4,934,733; 5,016,912; 5,275,430; 5,839,750; AND 6,398,251; AND CA PATENT 1,316,185. OTHER U.S. AND FOREIGN PATENTS PENDING.		

<b>MARMON-HERRINGTON</b>	
	
ALL-WHEEL DRIVE LOUISVILLE, KENTUCKY U.S.A.	
FACTORY ORDER NO.	0000-00
INSTALLED BY	
<b>FRONT DRIVING AXLE</b>	
MODEL	
CAPACITY	
SERIAL NO.	
RATIO	
<b>TRANSFER CASE</b>	
MODEL	
SERIAL NO.	