



Family Owned and Operated Since 1890

DEALER MEETING PRESENTATION

TROUBLE SHOOTING ROUNDTABLE

ROUNDTABLE OBJECTIVES

- Offer the opportunity to ask Service employees questions about the best way to get support.
- Review key contact information
- Discuss the top 5 known service-related issues and solutions/actions needing to be performed.
- Open discussion

TROUBLESHOOTING ROUNDTABLE

► Key Contact Information:

- Address: 49 N. Ludlow Rd, Urbana, OH 43078
- Main Phone: 866-287-5549
 - Service Manager; Steve Audette
 - Cell: 740/837-0665
 - Warranty & Part Sales Manager; Morgan Fox
 - Cell: 614/254-4181
 - Training & Tech Support Manager; TBD-Recruiting
 - Cell: TBD
- Technical Support Call-In Number; 866-287-5549
 - Calls are logged and routed to expedite solutions and initiate corrective actions

TOP 5 CURRENT SERVICE ISSUES

1. Cab tilt and lock hoses:

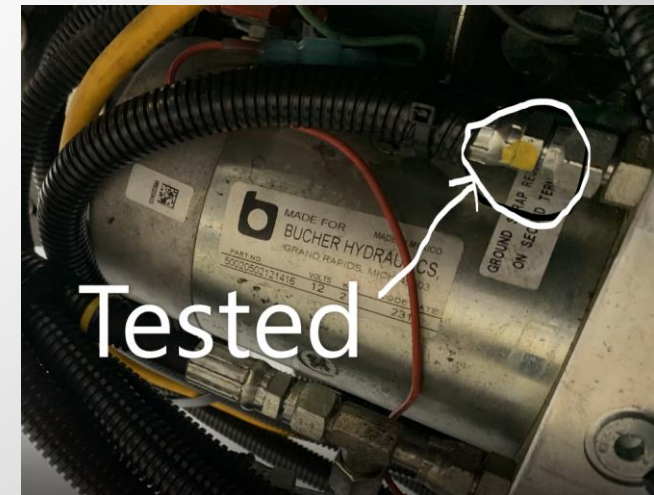
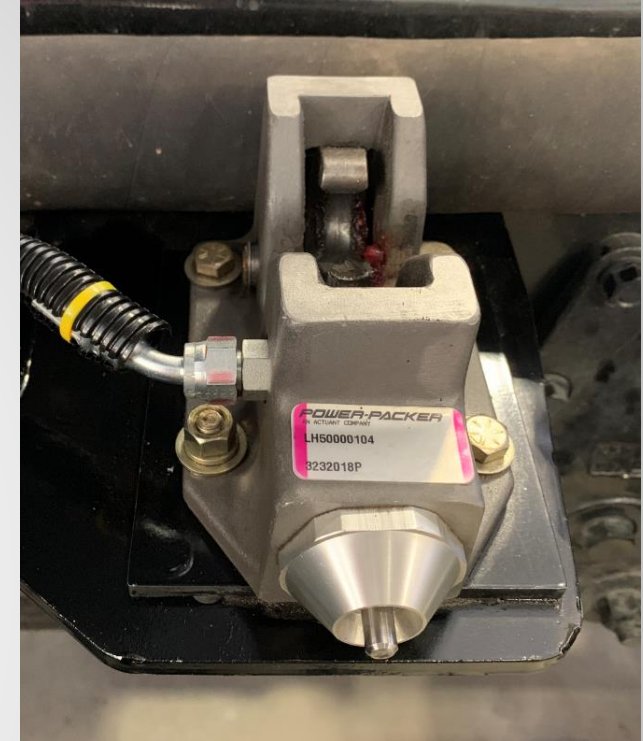
- Gen 5 and Gen 6 DEF head failures and updates
- Gen 5 sensor goes bad
- Gen 6 developed to correct
 - Backward compatible to Gen 5
- FIRM 1-year warranty f/Shaw
 - Report failures immediately
 - Extended lead-times, 6+ weeks
 - 75 units ordered and waiting



TOP 5 SERVICE ISSUES

2. Cab tilt and lock hoses:

- Current supplier trouble with crimp dies
- New dies purchased
- Pressure testing each hose and marking
- Second sourcing with Triad/Parker
 - Should see materials soon
 - Retrofit kits in stock at Service



TOP 5 CURRENT SERVICE ISSUES

3. Coolant surge tanks:

- Leaking welds and some attachment flange failures
- Tanks re-designed with Cincinnati Tank
- Still some leaks but much less
- Prototype stainless unit in hand
- Evaluating other tank options



TOP 5 CURRENT SERVICE ISSUES

4. ProAir Blower Noise:

- Blower motor inside barn unit
- Traced to a couple causes
 - Wire ties
 - Fan labels
 - Position/orientation
- Must alert ProAir if out of Sutphen warranty



TOP 5 CURRENT SERVICE ISSUES

5. Dash light bar:

- Incorrect supplier programming
- Supplier decides about replacing or reprogramming
- Evaluating new design



SUPPLIERS REQUIRING DIRECT CONTACT

The vendors included on this list require dealers and/or departments to contact them directly for warranty support when the Sutphen warranty has expired.

List of Vendors You Should Contact Directly for Warranty Parts/Repair	
Akron Brass	
800-228-1161	
http://onlinerepair.akronbrass.com/	
Allison	
317-242-5000	
www.allisontransmission.com/	
Amdor	
877-462-6367	
http://amdor.com/warranty	
Cummins	
1-800-CUMMINS	
www.care.cummins.com	
Federal Signal	
800-433-9132	
empserviceinfo@fedsig.com	
Kussmaul	
800-346-0857	
www.kussmaul.com/parts%20return.html	
Meritor	
866-668-7221	
OnTrac@Meritor.com	
Pro Air	
574 264 5494 or 800 338 8544	
www.proairllc.com/index.php?route=information/contact	
Safety Vision	
800-880-8855	
www.safetyvision.com/warranty-request	

THANK YOU!!!