



DA012019

## DANA TECHNICAL SUPPORT

## SERVICE/TECHNICAL

DATE: 3/07/2019

TO: Truck OEM Service Managers

This information bulletin supersedes bulletin DA042016R2. This bulletin is to advise dealer service departments of the structure of Dana Australia's Customer Support and Warranty team and contact details.

We also wish to re-communicate the **procedure** to assist with expediting assistance on technical and warranty matters.

### The NEW Dana Australia Customer Support Team

- Warren Farrugia – Customer Service Manager
- Shane Carey – Product Support Manager
- Suzanne Westwell – Senior Customer Service Coordinator
- Nicole Noy – Product Support Officer
- Vivian Cameron -- Support Coordinator

All general office enquiries please call **1300 00 DANA**.

- For all initial technical support calls please contact **Nicole Noy / Shane Carey**
- For all initial warranty administration/processing please call **Nicole Noy**

### 'Truck Down' Advice procedure / FSR 'Authority to Repair' process

Enhancements were made in 2016 to our 'truck down' and authority to repair communication procedures. The changes were designed to provide a more efficient and timely response to requests about major component replacements and assistance to vehicle off road.

Dana Australia has created a **NEW** email address specifically for such events:

[aus.spicer@dana.com](mailto:aus.spicer@dana.com)

Emails sent to this address will be reviewed regularly by all members of the truck support team and actioned accordingly. In order to ensure that your requests are managed as efficiently as possible please include the following information:

An email should be sent to [aus.spicer@dana.com](mailto:aus.spicer@dana.com) and should include the following:

**WARRANTY / SERVICE INFO**



1. Email subject – Truck down advice or Authority to repair
2. Please include the **chassis number in the email header**

Email Content:

1. Truck make, model,
2. Dana product - axle model
3. Location of vehicle – service dealer
4. Date of failure
5. Current klms
6. Date in to service
7. A brief description of the situation – oil leak / noise / etc.
8. Key contact at service dealer




A Dana Truck Support team member will communicate with the service dealer and assist with the diagnosis / repair plan.

A FSR (Field Service Report) form will be emailed to the service dealer this form is to be completed by the service dealer and returned via email.

When Dana receive the completed FSR it will be returned to the service dealer via email with what Dana's commitment to the repair.

### Customer Support Team Contact Details

For urgent assistance and after hours support please contact any member of the team directly.

			
Shane Carey	03 8779 8548	0438 559 385	<a href="mailto:shane.carey@dana.com">shane.carey@dana.com</a>
Nicole Noy	03 8779 8577	n/a	<a href="mailto:nicole.noy@dana.com">nicole.noy@dana.com</a>
Suzanne Westwell	03 8779 8572	n/a	<a href="mailto:suzanne.westwell@dana.com">suzanne.westwell@dana.com</a>
Vivian Cameron	03 8779 8504	n/a	<a href="mailto:vivian.cameron@dana.com">vivian.cameron@dana.com</a>
Warren Farrugia	03 8779 8558	0408 308 995	<a href="mailto:warren.farrugia@dana.com">warren.farrugia@dana.com</a>

Current literature can be downloaded from [www.spicerparts.com](http://www.spicerparts.com) or at [www.dana.com.au](http://www.dana.com.au)  
Click on the Literature button or The EXPERT® icon, and navigate to the literature needed.

Should you have any queries on the above or require further information, please contact Dana Australia on 1300 00 DANA