

Attention: Dealer Principal, Warranty Manager, Service Manager, Parts Manager, Sales Manager

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| <input checked="" type="checkbox"/> Freightliner Dealers – US and Canada | <input checked="" type="checkbox"/> FCCC Dealers – US and Canada |
| <input checked="" type="checkbox"/> Sterling Dealers – US and Canada | <input checked="" type="checkbox"/> Direct Warranty Customers – US and Canada |
| <input checked="" type="checkbox"/> Western Star Dealers – US and Canada | <input checked="" type="checkbox"/> Travel Centers of America/Petro:Lube |
| <input checked="" type="checkbox"/> Thomas Built Bus Dealers – US and Canada | <input checked="" type="checkbox"/> SelecTrucks Dealers – US and Canada |
| <input checked="" type="checkbox"/> DDC Distributors | <input type="checkbox"/> Export |

IMPORTANT WARRANTY INFORMATION

REF 12-039
 Effective 01/24/13
 Release 12/24/12
SUBJECT OWL Pre-approval's Time Frame Increases to 60 Days

❖ Pre-approval time frame is now 60 days instead of 30 days

Daimler Trucks North America, together with the Joint Application Development (JAD) Committee, is pleased to announce a new policy regarding the time frame for repairs after pre-approval has been granted. The new time frame has been increased to 60 days instead of 30 days.

Repairs must be completed and a *Based On* claim must be filed within 60 days following the receipt of an approved pre-approval request.

If repairs are not made within 60 days, re-confirm approval prior to the start of repairs by using the *Modify Request* function on the pre-approval request. Do not create a new pre-approval request. Do one of the following:

- If a pre-approval request is approved and a *Based On* claim has not yet been created, click on the *Modify Request* button to re-open the pre-approval.



- If a draft *Based On* claim has already been created, the draft claim must be deleted from the system in order for the *Modify Request* button to reappear on the pre-approval request.

IMPORTANT WARRANTY INFORMATION LETTER

Verify latest version on-line: [Important Warranty Information Letters are available at Accessfreightliner.com](http://Accessfreightliner.com)> Applications> WarrantyLit> Warranty Letters

DISCLAIMER: The information contained in this letter supersedes and supplements any related policies and procedures in the Warranty Manual and/or previously released letters. Failure to read or distribute this letter will not exempt addressees from compliance with the information contained herein.