

For questions, comments, or to submit an inquiry, go to
AccessFreightliner.com_Support
[Submit an Inquiry](#)

6121 N Cutter Circle, Suite A
 Portland, Oregon 97217-4090

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 type="checkbox"/> | DDC Distributors | <input type="checkbox"/> | Export |

IMPORTANT WARRANTY INFORMATION

REF 12-040
 Effective 12/24/12
 Release 12/24/12
SUBJECT Roof Fairing Removal Program

❖ **Roof Fairing Removal program**

Daimler Trucks North America has established a Roof Fairing Removal program in order to reduce transport related damage. The Transporter will remove the fairing during the decking process and secure the fairing on the frame rail of the unit. Benefits for this program include fewer units towed in reverse and an overall improved delivery process.

Some units will continue to be received with the fairing collapsed. It is the Dealer’s responsibility to mount these fairings correctly. Claims for mounting of these collapsed fairings will not be covered under warranty.

❖ **Delivery Process**

Effective immediately, those units received with the fairing **removed**, DTNA warranty will reimburse 1.2 hours for the re-installation of the roof fairing prior to delivery to the end customer.

If vehicle is drop shipped directly to customer:

Transporter notifies customer that roof fairing has been removed for transport and arranges for re-installation prior to *or* at delivery.

- If customer has facilities for re-installation of roof fairings, then fairings will be re-installed at final delivery location.
- If customer does not have facilities to re-install fairings, transporter will arrange with nearest authorized DTNA dealership to have fairings re-installed and shuttle units to customer location at no additional cost to our customer.

❖ **Warranty Process**

Claims to reinstall the roof fairing should come in as “Warranty” claim type. Use SRT 939-6229A - ROOF FAIRING, INSTALL AFTER VEHICLE DELIVERY - 1.2 hours.

Labor Type	SRT	SRT Description	Add Ops	SRT Hours
<input type="checkbox"/> STANDARD	939-6229A	Includes ROOF FAIRING, I		1.2
<input type="checkbox"/> ADMIN	939-6010A	Includes Admin SRT		0.3

NOTE: Transporter damage to roof fairing (ex. Dents, rock chips, etc) must be filed separately as a *Transporter* claim type. Do not include transport damages in the warranty claim for reinstallation.

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.