

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

IMPORTANT WARRANTY INFORMATION

REF 12-043
 Effective 12/24/12
 Release 12/24/12
SUBJECT Helpline Available For Additional Support

❖ **New helpline available**

As a result of joint efforts by DTNA Warranty and the Joint Application Development (JAD) committee, we are pleased to announce a new helpline to provide additional support when ticket resolutions are in question.

This phone line is available when the caller has a WSC ticket that has been resolved at least twice and all pertinent information is in the ticket comments.

Please do not use the helpline for:

- Status updates on claims
- Disputing the Warranty Manual
- System issues (contact the dealer help desk)

Each issue addressed in the call must meet the above criteria.

Please have the WSC ticket number available to help expedite resolution.

The phone number for the support line is 503-745-8855. Hours of operation are Monday through Friday 7am-4pm (PST).

IMPORTANT WARRANTY INFORMATION LETTER

Verify latest version on-line: Important Warranty Information Letters are available at 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.