

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

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

- | | |
|--|--|
| <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 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 | |

Dealer Direct Warranty Export

IMPORTANT WARRANTY INFORMATION

REF 12-022
 Effective 09/01/12
 Release 08/01/12

SUBJECT Daimler Trucks Remarketing Corporation (DTR) Now Requires Pre-approval for Repairs \$1,200 (USD) and Greater

❖ DTR Now Requires Pre-approval



QuickClaim®

Effective 09/01/12, Daimler Trucks Remarketing Corporation (DTR) now requires pre-approval for all repairs \$1,200 (USD) and greater. Pre-approval is still required for all repairs performed on EGR components.

Submit a pre-approval claim using a request type of “Pre-approval” and then choose “Used Product Warranty” from the drop down. Attach digital photos and scan other required documentation into the attachment tab.

Once approval is granted, Dealer will submit a “Based On” claim from the pre-approval claim number.

Submit an Inquiry for Pre-Approval Authorization. Go to AccessFreightliner.com> Support> My Tickets & Submit an Inquiry> WSC> Claims> Pre-Approval> SelectEngine Call Center Pre-Approval.

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.