

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

- | | |
|--|---|
| ☒ Freightliner Dealers – US and Canada | ☒ FCCC Dealers – US and Canada |
| ☒ Sterling Dealers – US and Canada | ☒ Direct Warranty Customers – US and Canada |
| ☒ Western Star Dealers – US and Canada | ☒ Travel Centers of America/Petro/Lube |
| ☒ Thomas Built Bus Dealers – US and Canada | ☒ SelecTrucks Dealers – US and Canada |
| ☒ DDC Distributors | |

☒ Dealer☒ Direct Warranty☒ Export**IMPORTANT WARRANTY INFORMATION**

REF 12-024

Effective 09/01/12

Release 08/07/12

SUBJECT Cummins Expert Diagnostic System**❖ Cummins Expert
Diagnostic System**

DTNA is pleased to relay the following Cummins Newsletter announcement:

It is our goal at Cummins Inc. to continually improve the way we do business with DTNA and ultimately secure a long-standing, positive relationship with you. With that goal in mind, Cummins introduces the Expert Diagnostic System (EDS), an innovative engine diagnostic tool. This tool uses historical trends and advises, in the simplest terms, the most likely steps needed to resolve engine problems.

Service technicians will use the EDS to troubleshoot Cummins engines, both inside the warranty period and out, in the service shop and in the field. The EDS will recommend to the technician the most likely failed parts based on the customer's complaint, the technician's assessment of symptoms and any fault codes reported by the engine. The result: greatly improving "fixed right first time." Diagnostic history will also be saved and easily accessible within the system. This new approach will lead to; less time spent diagnosing issues, improved shop productivity and less variation in diagnostics globally. Your labor-recovery time could increase with the use of the EDS as well.

Web-based training must be completed before using the EDS. Upon completion of the training, which will take around two hours, the EDS will be available for your technician's use.

This is what you'll need to know to ensure you get the most out of the EDS:

- You will be required to attend one of the sixteen WebEx information sessions that will be held in September (details and schedules will be forthcoming)
- After the information sessions, web-based training will be available at insite.cummins.com
- A PC with an internet connection and Windows 2000/XP/Vista/7 is required to access the training

EDS has been tested with several DTNA Dealership locations throughout the year. **Initial studies have provided strong evidence showing Freightliner dealers that have adopted and embraced the EDS tool have seen positive improvements in their Cummins Warranty Recovery when utilizing the EDS.** This is in part because the tool helps trained technicians reach a diagnostic

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.

solution faster than a standard troubleshooting tree. Additionally, the EDS tool intuitively offers Cummins Warranty SRTs for the tasks the technician performed. The EDS is one of many improvements Cummins is making this year based on the feedback received from DTNA. Monthly newsletters will announce each change.

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.