



No.: 12 CSA-28Rev
November 15, 2012

TO: All Service & OEM Locations
Fleet Customers
Warranty Managers

FROM: Detroit Virtual Technician

SUBJECT: **New Customer Self Registration – Virtual Technician**

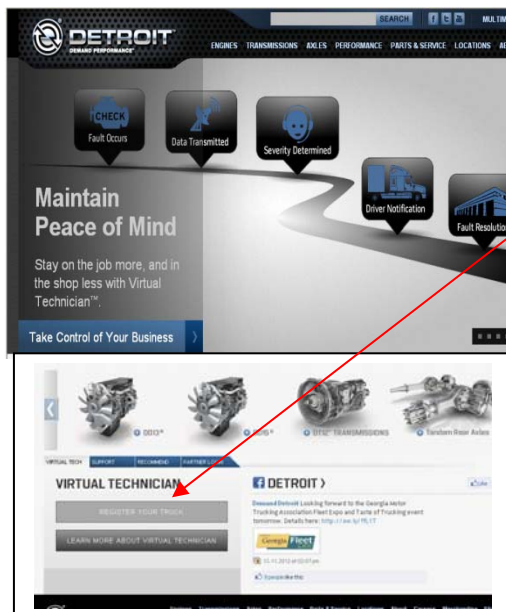
Several updates have been made to the original Virtual Technician™ (VT) registration system effective November 1, 2012:

- Customers can now register by themselves.
- Registration and terms and conditions are now combined into one site.

If a Virtual Technician Unit sends fault code information to the Detroit™ Customer Support Center, we want to be able to send the alert to our customers.

This allows customers to make a decision whether the truck needs immediate service or if it can wait.

If the fault is important, the Detroit Virtual Technician Staff will analyze the fault and provide part number information required for the repair and nearest service locations that have those parts in stock.



Customers can now register by themselves for Detroit Virtual Technician. Go to www.DemandDetroit.com, select Register Your Truck. No log in required.

DETROIT
POWERED PERFORMANCE

EFFICIENT DRIVING
VIRTUAL TECHNICIAN
ELECTRONICS
EMISSIONS
TESTING

Subscription Agreement

Register your truck with Virtual Technician™

In order to complete the activation of your Virtual Technician System, you must accept the Terms and Conditions.

* Required Field

Company Name*

Company Primary Contact

Company primary contact is a person associated with the billing and warranty process.

First Name*

Last Name*

Email Address*

Phone Number* (Digits only)

You can register up to 100 VINs using this form. If you have more than 100 VINs and/or a combination of Service contacts or fleets, please contact Virtual Technician support at (855) 253-0420, or virtualtechnician@daimler.com.

1:

2:

3:

4:

5:

Comments

Virtual Technician Contact(s)

Please enter contact information for the person, or persons, responsible for your vehicles' service and/or repairs.

☐ Virtual Technician contact is the same as company primary contact.

First Name*

Last Name*

Email Address*

Phone Number (Digits only)*

Add Contact

Terms and Conditions

Daimler Truck North America LLC
Virtual Technician Terms and Conditions

Daimler Truck North America LLC ("DTNA") is pleased to provide to you certain services and information relating to your vehicles on which a qualifying diagnostics device ("Device") is installed as part of the original equipment or as an aftermarket installation (collectively, "Services") on these terms and conditions ("Terms"). DTNA has described the Services it currently provides in Service descriptions in an Internet web site located at www.aftermarketproducts.com (the "Site"). DTNA may offer additional Services in the future. DTNA may change the web site address of the Site from time to time.

☒ I agree and accept the terms and conditions for Virtual Technician
☐ I disagree and do not wish to receive Virtual Technician Services

If you have any questions about this form, please contact Virtual Technician support at (855) 253-0420, or virtualtechnician@daimler.com.

Submit

Here are details of the Customer self-registration process:

Multiple email contacts can be added. All contacts will get email alerts for Detroit engine fault code events.

Primary contact is the person responsible for scheduling vehicle maintenance.

Terms and conditions must be accepted to activate the service.

After completing all required Information, clicking the submit button will finish the registration process. **Allow 3-5 business days for the system to update/activate.**

Customers can register up to 100 VINs using this form. For more than 100 VINs and/or a combination of service contacts, the Customer can email the list of VINs with truck numbers to VirtualTechnician@Daimler.com or call (855) 253-0420 for assistance.

If a customer visits your shop and is not aware of VT – Get them to sign up!

Ask Customers to add your shop's email address for establishing a new, or enhancing a customer relationship.

VT is standard on most new Freightliner trucks built starting in April 2011.

The VT site in AccessFreightliner will remain accessible for any authorized Service locations requiring update access (email change, etc).

DTNA will be calling customers to solicit any missing contact information.

CONTACT INFORMATION

Please contact the Detroit™ Virtual Technician at (855) 253-0420 or email VirtualTechnician@Daimler.com if you have any questions.