

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

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| ☒ 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 | ☐ Export |

IMPORTANT WARRANTY INFORMATION

REF 13-036

Effective 09/1/2013

Release 08/30/2013

SUBJECT New Cummins DTNA Warranty Support Team to Assist Cummins Certified Dealers**❖ New Cummins DTNA
Support Program**

Daimler Trucks North America LLC, together with Cummins is pleased to announce a dedicated Cummins DTNA Warranty Support Team within the RAPIDSERVE™ Warranty Organization, as well as a 20% temporary goodwill reimbursement increase in diagnostic and repair time for all DTNA applications with ISB6.7, ISC8.3, ISL9 and ISL G engines.

**❖ Centralized Group to
Assist****What will the new Cummins DTNA Warranty Support Team do?**

The new Cummins DTNA Warranty Support Team will be a centralized group to assist Cummins certified DTNA Dealers. The scope of the group is to work collaboratively with DTNA dealers to provide claim assistance in a timely manner. This team will support all Daimler brands: Freightliner, Western Star, Thomas Built Bus, and Freightliner Custom Chassis. The Cummins DTNA Warranty Support Team will continue to provide RAPIDSERVE™ call center services and RAPIDSERVE™ Web claim processing support. Beginning September 1, 2013, the Cummins DTNA Warranty Support Team will assist DTNA dealers with additional services, including:

- Serve as the main contact point for claim questions and clarifications
- Provide direction to dealers on RAPIDSERVE™ call center and RAPIDSERVE™ Web claims to ensure labor accuracy
- Make outbound calls to dealers if RAPIDSERVE™ agents have questions on call center or web claims
- Escalate technical assistance needs and follow-up
- Assist dealers with locating appropriate SRTs and access time, if needed
- Work closely with DTNA to communicate Warranty Support Team updates via Cummins ServiceLine Newsletter, DTNA's Information Newsletter and DTNA's Important Warranty Information (IWI) letters.
- Facilitate Policy consideration as appropriate

How do DTNA dealers reach the Cummins DTNA Warranty Support Team?

1. Call RAPIDSERVE™ at (1-800-832-4282).
2. Press Option one (In-Warranty Support). After the greeting, Press 4. Pressing 4 will reach the direct line for the Cummins DTNA Warranty Support Team.

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.

NOTE: Dealers will not hear the number 4 option in the instructions. This is a special phone queue for DTNA dealers only. If a DTNA Dealer mistakenly chooses an incorrect phone option number, the DTNA Dealer will be routed back to the phone queue for the Cummins DTNA Warranty Support Team.

Do I have to call RAPIDSERVE™ to file a Warranty claim?

No, Dealers should utilize RAPIDSERVE™ Web to open and file claims.

There is only one exception - Block and Crankshaft damage must be called into RAPIDSERVE™.

How will the Cummins Temporary Goodwill 20% Increase be reimbursed?

Cummins agreed to implement a goodwill interim process for claims with a failure date of September 1, 2013, through March 31, 2014. This will provide a reimbursement increase in Diagnostic and Repair time of 20% for ISB6.7, ISC8.3, ISL9, and ISL G engines in all DTNA applications.

- The additional 20% will be applied to all approved Standard Repair Times (SRTs) from the warranty claim. It will apply to all warranty claims including base engine warranty, extended coverages, campaigns, temporary repair practices, and parts warranty.
- Dealers do not need to file anything different on their Cummins warranty claim to receive the additional 20% temporary labor reimbursement.
- **Cummins will issue a separate credit** to each dealer for the additional 20% of approved labor time paid at the dealer's standard labor rate. The 20% additional labor credit will flow in the same manner as any other warranty credit.
- Dealers will receive a separate closed claim fax/email and credit for this additional payment amount. The repair order number and engine serial number on the 20% labor credit will be the same as the original warranty claim. This allows the dealers to align that reimbursement with the original warranty repair. The RAPIDSERVE control number of the original warranty claim will also be included in the narrative section in the closed claim fax/email for additional reference. Please Note: The DTNA Cummins Warranty Support Team will not be creating or calculating the Temporary Goodwill 20% Labor reimbursement.
- It is recommended by DTNA that the dealer include the additional 20% SRT time in their sold hours in their business system.
- The Dealers will need to receive two credits (warranty claim credit and additional 20% labor credit) to close the receivable.

For your convenience, here is an example:

If 10 hours of labor is approved on a warranty claim, the 10 hours will be paid on the warranty claim credit and the additional 2 hours of labor time will be paid on a separate goodwill claim with a separate credit to follow.

The DTNA Dealer Council and Cummins will continue to implement improvements to the labor times and warranty claim filing process that will enable sustainable improvements and recovery for dealers.

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