Daimler Trucks North America LLC

For questions, comments, or to submit an inquiry, go to AccessFreightliner.com, Support, Submit an Inquiry

WARRANTY DEPARTMENT
6121 N Cutter Circle, Suite A
Portland, Oregon 97217-4090

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

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

IMPORTANT WARRANTY INFORMATION

REF 13-007
Effective 3/12/13
Release 2/12/13

SUBJECT **Warranty Classroom Training**

Warranty Classroom Training

Daimler Trucks North America (DTNA) is pleased to announce that the DTNA Warranty Department will be offering regional classroom training starting in March.

The warranty training course is a 2-day class that will focus on daily responsibilities of warranty and service personnel. The class will provide information on all aspects of the warranty reimbursement process and coverage determination for all DTNA products (FTL, WST, FCCC, TBB, and Detroit engines, axles, and transmissions).

Seats are limited, so be sure to enroll as soon as possible. There will be a waitlist for each location, and if there are at least 8 people on the waitlist we will consider scheduling a second class at that location.

Schedule for March and April

Portland, OR	March 12th - March 13th
Bridgeport, NJ	April 16th - April 17th

Additional classes will be held across the United States and Canada. A schedule of these classes will be available as we get closer to those dates.

Training Requirements

Warranty and service personnel, administrators and managers are invited to attend the class. Enrollment is limited to current employees of authorized DTNA locations.

The person must have:

1) At least six (6) months of DTNA warranty experience prior to attending.
2) Completed the web-based training courses for OWL.

Costs

There is no tuition cost to the attendee.
The attendee is responsible for:

- Round-trip transportation to the seminar
- Lodging (if required)
- Meals

DTNA will provide:

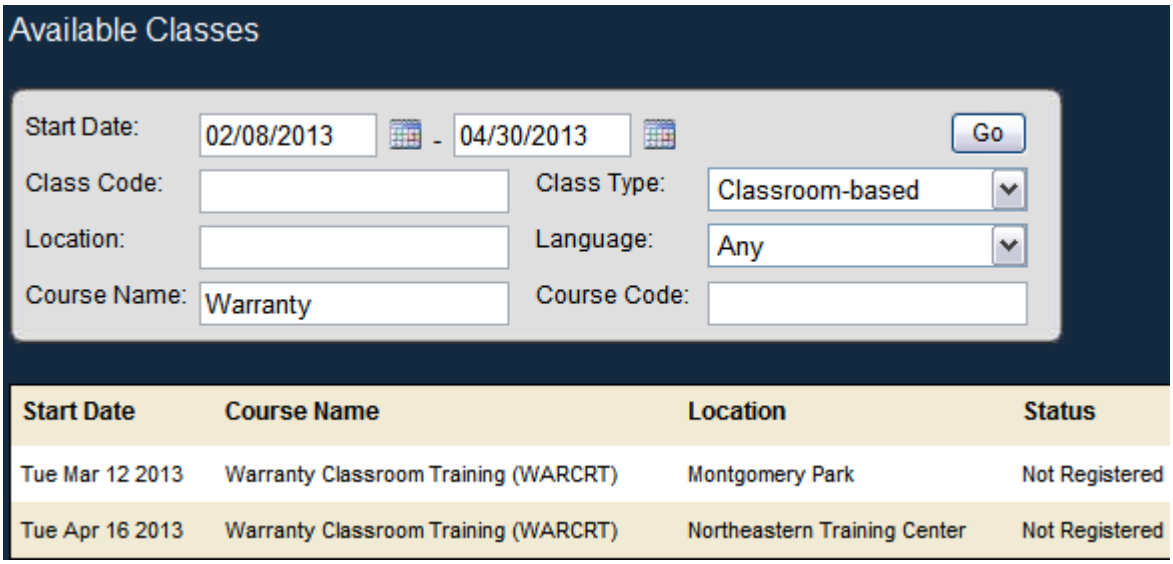
- Instructional materials
- Lunch during classroom sessions

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.

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Registration

Enroll online on the Aftermarket Resource Center (ARC) at www.dtnaarc.com. Go to My Training > Available ILT Classes and look for the classes named "Warranty Classroom Training."



Start Date	Course Name	Location	Status
Tue Mar 12 2013	Warranty Classroom Training (WARCRT)	Montgomery Park	Not Registered
Tue Apr 16 2013	Warranty Classroom Training (WARCRT)	Northeastern Training Center	Not Registered

You will receive notification via email once you have been added to a class along with details, including lodging, transportation, and directions.

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.

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