

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 13-038

Effective 9/23/13

Release 9/23/13

SUBJECT Standard Diagnostic Times (SDT)❖ **Standard
Diagnostic
Times**

This is a revision of Warranty Letter 13-032. The changes made have been highlighted.

As the result of a request by the Warranty Joint Application Development (JAD) committee, we have created Standard Diagnostic Times (SDT) to help improve recovery on claims that require troubleshooting. SDT's were created for select chassis and engine components which have been identified as having lower recovery of diagnostic time than other areas.

There are three levels of SDT's; Easy, Moderate, and Difficult. Select the level of SDT that matches the diagnostics performed. For example, if steering pump diagnostics required hooking up gauges to diagnose the problem and you did not perform system operation testing in step 9, you would claim the Moderate SDT no matter if the actual time was 0.7 hours or 1.1 hours. Refer to the *Includes* button in OWL to review the operations that are included in each SDT. Additional diagnostic time required beyond the SDT may be added as a separate line item. Be sure to explain each operation performed for the repair in the *Comments* field on the Failure tab of the claim.

❖ **Chassis
Components**

SDT's were created for the following chassis components:

- Steering Pump and Gear
- Sensors –Air Coolant, Fuel
- DEF Header Valve
- Aux HVAC – Park Smart
- Monitor Devices – Sam/MSF
- Power Distribution Wiring

Refer to the tables below for a full list of available SDT's, along with a brief description of what is included in each SDT.

Steering Pump 015-005		
EZ	Moderate	Difficult
0.5 Hour 015-005BB Steering System Diagnostics – Easy	1.0 Hour 015-005CC Steering System Diagnostics – Moderate	2.0 Hour 015-005EE Steering System Diagnostics – Difficult
STI 492 -Preliminary diagnostic and visual checks	STI 492 -Preliminary diagnostics including installation and diagnostic steps which require gauges	STI 492 -Complete diagnostic including system operation testing in step 9

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Sensors – Air, Coolant, Fuel 003-001		
EZ	Moderate	Difficult
0.3 Hour 003-001AA Sensors Air Coolant System Diagnostics – Easy Complete preliminary and visual diagnostic checks	0.5 Hour 003-001BB Sensors Air Coolant System Diagnostics – Moderate Complete preliminary and visual diagnostic checks, check and clear codes	1.0 Hour 003-001CC Sensors Air Coolant System Diagnostics – Difficult Complete preliminary and visual diagnostic checks, check and clear codes, and conduct any necessary circuit tracing
DEF Header Valve 043-007		
EZ	Moderate	Difficult
0.5 Hour 043-007BB DEF Header Valve System Diagnostics- Easy Check and clear codes, test valve for resistance and corrosion.	1.0 Hour 043-007CC DEF Header Valve System Diagnostics- Moderate Check and clear codes, test valve for resistance, corrosion, intermittent loss of connection, and wiring harness to valve.	2.0 Hour 043-007EE DEF Header Valve System Diagnostics- Difficult Check and clear codes, test valve for resistance, corrosion, intermittent loss of connection, wiring harness to valve, ACM parameters, MCM parameters, CPC parameters, and valve functioning.
Aux Heater – Park Smart 001-003		
EZ	Moderate	Difficult
1.0 Hour 001-003CC Aux Heater- Part Smart System Diagnostics – Easy Following the published diagnostics w/o cabinet removal	1.5 Hour 001-003DD Aux Heater- Part Smart System Diagnostics – Moderate Following the published diagnostics with cabinet removal	2.0 Hour 001-003EE Aux Heater- Part Smart System Diagnostics – Difficult Following published diagnostics with cabinet removal and is refrigerant related.
Monitor Devices SAM, MSF 003-006		
EZ	Moderate	Difficult
0.5 Hour 003-006BB Monitor Devices Sam MSF System Diagnostics – Easy Complete preliminary and visual diagnostic checks, check and clear fault codes	1.0 Hour 003-006CC Monitor Devices Sam MSF System Diagnostics – Moderate Complete preliminary and visual diagnostic checks, read fault codes, and conduct circuit tracing	2.0 Hour 003-006EE Monitor Devices Sam MSF System Diagnostics – Difficult Complete preliminary and visual diagnostic checks, read fault codes, and conduct extensive circuit tracing

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❖ **Starter/
Alternator**

Wiring, Power Distribution 034-004		
EZ	Moderate	Difficult
0.5 Hour 034-004BB Wiring Power Distribution System Diagnostics – Easy Complete preliminary and visual diagnostic checks, check and clear fault codes	1.0 Hour 034-004CC Wiring Power Distribution System Diagnostics – Moderate Complete preliminary and visual diagnostic checks, check and clear codes, and conduct circuit tracing	2.0 Hour 034-004EE Wiring Power Distribution System Diagnostics – Difficult Complete preliminary and visual diagnostic checks, check and clear codes, and conduct extensive circuit tracing

Reference Service Bulletin 54-278 for new diagnostic procedures for Starter/Alternator repairs. This bulletin will include comprehensive Power Net troubleshooting information. The two SDT's below reflect the actual diagnostic time on these systems.

NOTE: On Starter/Alternator claims where Power Net troubleshooting is followed, retrieve the SDT by using the Parts and Labor Lookup (PLL). Use search terms **"Battery /Alternator System Diagnostics"** or "Starter System Diagnostics".

Starter Assembly 032-002	Battery /Alternator Assembly 031-001
1.1 Hour 032-002CC Starter System Diagnostics Complete -Power Net Assessment checklist- verify battery pack condition, cables, voltage drop test, check additional loads and alternator check. Complete starting system diagnostics. Check and clear codes	0.9 Hour 031-001CC Alternator System Diagnostics Complete -Power Net Assessment checklist- verify battery pack condition, cables, voltage drop test, check additional loads and alternator check, check and clear codes

❖ **Engine
Components**

SDT's were created for the following engine components (NOTE: Engine component SDT's are available in the Detroit Warranty system):

- High Pressure Fuel Pump
- Fuel Filter Module
- Delta Pressure Sensor
- Pneumatic Control Switch for DEF Dosing Solenoid
- DEF Pump
- NOX Sensor
- Injectors

High Pressure Fuel Pump		
EZ	Moderate	Difficult
0.3 Hour 022000A High Pressure Fuel Pump Diagnostics – Easy Visual diagnostic checks of other parts besides the PFP.	1.0 Hour 022000C High Pressure Fuel Pump Diagnostics – Moderate Visual diagnostic checks of other parts besides the PFP.	2.0 Hour 022000E Injectors Diagnostics – Difficult Visual diagnostic checks of other parts besides the PFP. Large amount of symptom

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	Small amount of symptom based diagnostic -- 1-10 steps	based diagnostic -- 1-16 steps.
Fuel Filter Module		
EZ	Moderate	Difficult
0.3 Hour 023000A Fuel Filter Module Diagnostics – Easy Visual diagnostic checks of other parts besides the PFP.	1.0 Hour 023000C Fuel Filter Module Diagnostics – Moderate Visual diagnostic checks of other parts besides the PFP. Small amount of symptom based diagnostic -- 1-10 steps.	2.0 Hour 023000E Fuel Filter Module Diagnostics – Difficult Visual diagnostic checks of other parts besides the PFP. Large amount of symptom based diagnostics -- 1-21 steps.
Delta Pressure Sensor		
EZ	Moderate	Difficult
0.3 Hour 021816A Delta Pressure Sensor Diagnostics- Easy Visual inspection for exhaust leaks.	0.5 Hour 021816B Delta Pressure Sensor Diagnostics - Moderate Visual inspection for leaks exhaust, necessary cleaning.	1.0 Hour 021816C Delta Pressure Sensor Diagnostics - Difficult Visual inspections for exhaust leaks, necessary cleaning, repair electrical components.
Pneumatic Control Switch for DEF Dosing Solenoid		
EZ	Moderate	Difficult
0.3 Hour 061091A DEF Dosing Solenoid Diagnostics – Easy Preliminary diagnostic and visual checks of other parts	1.0 Hour 061091C DEF Dosing Solenoid Diagnostics – Moderate Visual inspection with mechanical readings or air pressure	2.0 Hour 061091E DEF Dosing Solenoid Diagnostics – Difficult Complete preliminary and visual diagnostic checks, and published diagnostics.
DEF Pump		
EZ	Moderate	Difficult
0.3 Hour 234-0076A DEF Pump Diagnostics – Easy Complete preliminary and visual diagnostic checks	0.5 Hour 234-0076B DEF Pump Diagnostics – Moderate Visual inspection with mechanical readings or air pressure	2.0 Hour 234-0076E DEF Pump Diagnostics – Difficult Complete preliminary and visual diagnostic checks, and published diagnostics.

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NOX Sensor – All ATS configurations

EZ	Moderate	Difficult
0.3 Hour 061062A NOX Sensor Diagnostics – Easy Visual diagnostic checks and electrical connections	1.0 Hour 061062C NOX Sensor Diagnostics – Moderate Further electrical /resistance checks as part of diagnostic procedure.	2.0 Hour 061062E NOX Sensor Diagnostics – Difficult Following all published diagnostic procedures.

Injectors		
EZ	Moderate	Difficult
0.5 Hour 021000B Injectors Diagnostics – Easy Visual diagnostic checks of other parts besides the PFP.	1.0 Hour 021000C Injectors Diagnostics – Moderate Visual diagnostic checks of other parts besides the PFP. Small amount of symptom based diagnostic -- 1-14 steps.	2.0 Hour 021000E Injectors Diagnostics – Difficult Visual diagnostic checks of other parts besides the PFP. Large amount of symptom based diagnostics -- 1-26 steps.

❖ **Submitting Claims**

Each SDT is tied directly to a Primary Failed Part (PFP), with the exception of Starter/Alternator SDT's. If SDT's are available for the PFP entered on the claim, you will receive a message stating "Multiple SRT's are found. Please use the lookup to narrow your search".

You may only select one SDT along with the component R/R SRT per claim.

Labor Type	SRT	SRT Description
<input type="text"/>	<input type="text"/> 	<input type="text"/> Includes <input type="text"/>
<input type="text"/>	<input type="text"/> 	<input type="text"/> Includes <input type="text"/>
<input type="text"/>	<input type="text"/> 	<input type="text"/> Includes <input type="text"/>
<input type="text"/>	<input type="text"/> 	<input type="text"/> Includes <input type="text"/>

<u>SRT</u>	<u>SRT Description</u>	<u>Hours</u>
043-007BB	DEF HEADER VALVE SYSTEM DIAGNOSTICS- EASY	0.5
043-007CC	DEF HEADER VALVE SYSTEM DIAGNOSTICS- MODERATE	1.0
043-007EE	DEF HEADER VALVE SYSTEM DIAGNOSTICS- DIFFICULT	2.0
234-6135A	DEF TANK COVER, R/R	0.2

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