

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

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| <input checked="" type="checkbox"/> Freightliner Dealers – US and Canada     | <input checked="" type="checkbox"/> FCCC Dealers – US and Canada   |
| <input type="checkbox"/> Sterling Dealers – US and Canada                    | <input type="checkbox"/> Direct Warranty Customers – US and Canada |
| <input checked="" type="checkbox"/> Western Star Dealers – US and Canada     | <input type="checkbox"/> Travel Centers of America/Petro/Lube      |
| <input checked="" type="checkbox"/> Thomas Built Bus Dealers – US and Canada | <input type="checkbox"/> SelecTrucks Dealers – US and Canada       |
| <input type="checkbox"/> DDC Distributors                                    | <input type="checkbox"/> Export                                    |

**IMPORTANT WARRANTY INFORMATION**

REF 13-040

Effective 09/30/13

Release 09/30/13

**SUBJECT Additional Cummins RAPIDSERVE™ Web Training is Available**❖ **Additional Training Available**

Additional RAPIDSERVE Web &amp; New Policy Feature Training WebEx Sessions are available on October 10, 14 &amp; November 7, 2013.

❖ **Training Sessions to cover many topics**

Due to high participation in September, Cummins has added additional training sessions. The training courses will focus on RAPIDSERVE™ Web and highlight on new Policy Resource System (PRS) features. These sessions will cover:

- Registration
- My Profile
- Home Page & Navigation
- Pre-Authorization
- Engine Coverage Including Customer Support Plans
- Engine History
- Creating A New Claim
- Claim Management
- Registering for Policy Resource System
- New features on Policy Resource System

Please join Cummins Warranty and RAPIDSERVE™ Web experts for this WebEx™ training. Participation is limited to the first 125 callers.

Here are the details for these sessions. Please choose one of these training sessions to attend:

Date: October 10, 2013

Time: 3:30 p.m. – 4:30 p.m. Eastern/ 12:30 p.m. – 1:30 p.m. Pacific

How to Attend:

On Thursday, 15 minutes prior to the event, [click here](#) to join the online session.

Event password: Training 1

Date: October 14, 2013

Time: 1:00 p.m. – 2:30 p.m. Eastern/ 10:00 a.m. – 11:30 a.m. Pacific

How to Attend:

On Thursday, 15 minutes prior to the event, [click here](#) to join the online session.

Event password: Training 1

**IMPORTANT WARRANTY INFORMATION LETTER**Verify latest version on-line: Important Warranty Information Letters are available at [Accessfreightliner.com](http://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.

Date: November 7, 2013

Time: 2:30 p.m. – 3:30 p.m. Eastern/ 11:30 a.m. – 12:30 p.m. Pacific

How to Attend:

On Thursday, 15 minutes prior to the event, [click here](#) to join the online session.

Event password: Training1

To join the teleconference, after joining online, dial in to the audio session with the below information:

Toll-Free: (877)810-9439

PARTICIPANT CODE: 1075215

**IMPORTANT WARRANTY INFORMATION LETTER**

Verify latest version on-line: Important Warranty Information Letters are available at [Accessfreightliner.com](http://Accessfreightliner.com)> Applications> WarrantyLit> [Warranty Letters](#)

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