



No.: 14 TL-9
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TO: Service Locations
FROM: Service Systems Development
SUBJECT: **Special Tool Warranty Program**

GENERAL INFORMATION

The Detroit Special Tools Group is pleased to announce a new tool warranty program that will allow Dealers and Distributors to receive a credit for the initial purchase price of a defective "W" or "TLZ" Detroit engine, axle, or transmission special tool for up to one year from the purchase date. The credit will be processed through the Detroit warranty system.

Note: This warranty program applies only to tools that begin with the letters "W" or "TLZ" (for example, W470589056300).

TOOL WARRANTY INSTRUCTIONS

To receive credit for a defective tool, please go to: DDCSN/Warranty/Forms/detroit diesel tool warranty request form. (<http://ddcsn-ddc.freightliner.com/cps/rde/xchg/ddcsn/hs/779.htm>) Fill out the form and submit it with all required information.

NOTE: Do not discard the tool until the request has been processed and you have been notified of the approval or denial of credit.

CONTACT INFORMATION

Please e-mail detroittoolwarranty@daimler.com if you have any questions.