

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

- | | |
|--|---|
| <input checked="" type="checkbox"/> Freightliner Dealers – US and Canada | <input checked="" type="checkbox"/> FCCC Dealers – US and Canada |
| <input checked="" type="checkbox"/> Sterling Dealers – US and Canada | <input checked="" 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"/> Select Trucks Dealers – US and Canada |
| <input checked="" type="checkbox"/> Detroit Distributors | <input type="checkbox"/> Export |

WARRANTY OPERATION LETTER

REF **14-WO-9**
 Effective **11/01/2014**
 Release 10/24/2014
SUBJECT Detroit New User Warranty Access Request

❖ **New User Request Process Change**

In order to streamline the addition of new users to the Detroit Warranty System for Engines, Axles and Transmissions we are pleased to announce the following changes:

Effective November 1, 2014 Warranty Access Request forms for **New Users** will **no longer** be accepted via fax or email.

❖ **Process**

Instructions for adding **new users** to the new Detroit On-Line Warranty Access Request System, is shown below.

Those who currently have access but require a change will need to use the existing Warranty Access Request form to update the AccessFreightliner ID.

For **Security Administrators** who do not currently have access to the Detroit Warranty System, **“Read Only”** access will be granted automatically on November 1, 2014. If **“Claim Write”** access is required, please submit the standard Warranty Access Request form in order to update the AccessFreightliner ID.

If a Satellite location does not have a designated Security Administrator please contact the sponsoring Distributor/Dealer location for a **New User** Detroit Warranty access submittal.

Please note: See example for verification of the **New User** status report on the last page of this letter.

Any questions regarding the new User Warranty Access Request System please submit a Warranty Support Center (WSC) Inquiry Ticket.

WARRANTY OPERATION LETTER

[Verify latest version on-line: Warranty Operation Letters are available at AccessFreightliner.com>DDCSN> Literature> Service Letters / Bulletins> Warranty Operations](http://AccessFreightliner.com>DDCSN>Literature>ServiceLetters/Bulletins>WarrantyOperations)

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.

❖ **New User Add**

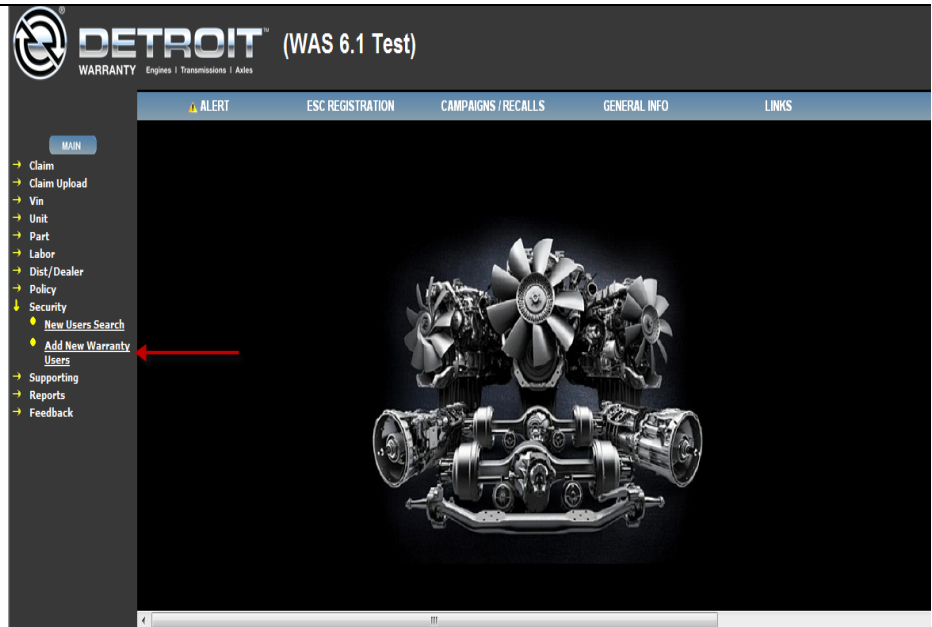


Figure 1

1. Under “Main” choose:
 - a. Security
 - b. Add New Warranty Users

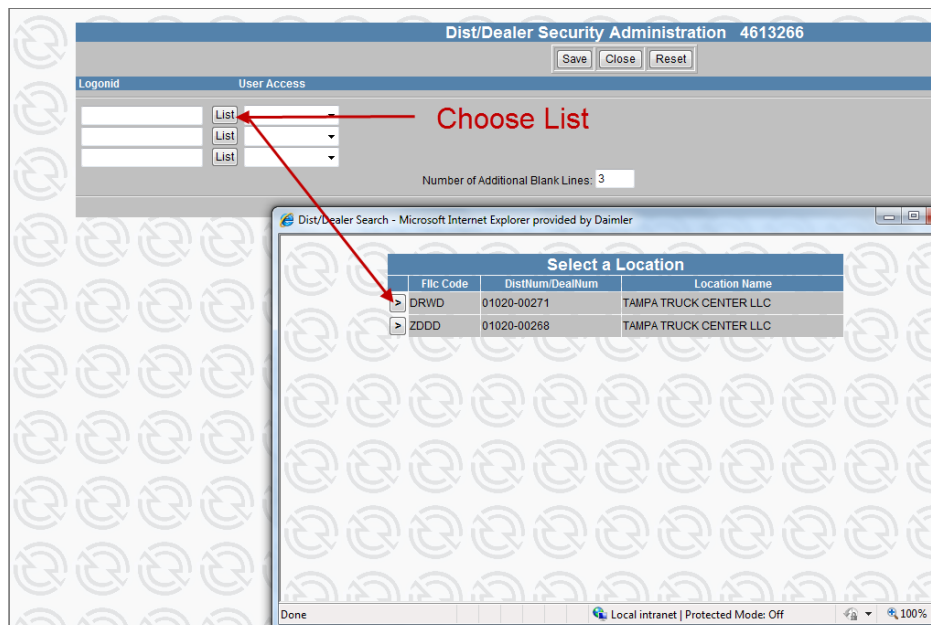


Figure 2

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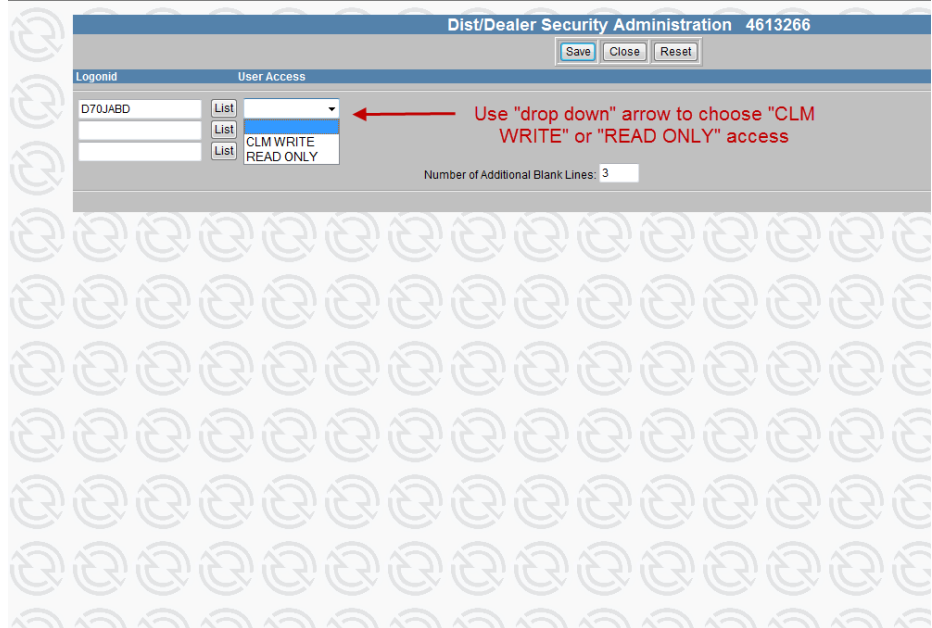


Figure 3

After selecting access (**Claim Write or Read Only**) level click **“SAVE”**. The request will then be sent to Detroit to be processed.

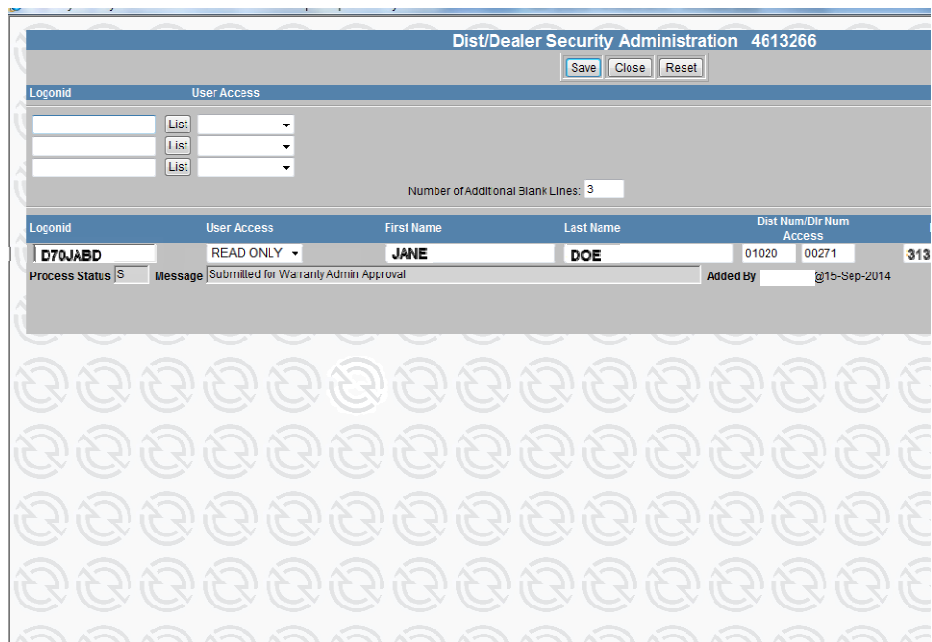


Figure 4

NOTE: If the ten digit Distributor/Dealer Code is different than the populated **“user location”** it can be deleted and overwritten with the desired ten digit code.

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❖ **New User Status Report**

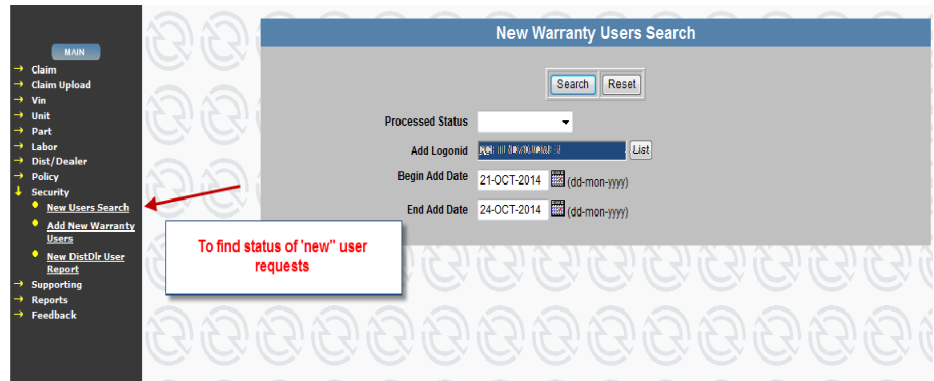


Figure 5

A search can be done by “**date range**” or by the “**user status**” drop down menu. Once you have chosen your options select the **search** button. Please note that there will be a lag time between submittal and processing time.

Please allow a reasonable time frame to process warranty access requests.

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