

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 14-006

Effective 02/14/2014

Release 02/14/2014

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

This is a revision of Warranty Letter 13-032 and **13-038**. 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. SDTs 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 SDTs: 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**

SDTs 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 SDTs, 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 STI 492 -Preliminary diagnostic and visual checks	1.0 Hour 015-005CC Steering System Diagnostics – Moderate STI 492 -Preliminary diagnostics including installation and diagnostic steps which require gauges	2.0 Hour 015-005EE Steering System Diagnostics – Difficult 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 SDTs 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**

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

- High Pressure Fuel Pump
- Fuel Quantity Control Valve (QCV)
- Fuel Filter Module
- Fuel Injector (s)
- Delta Pressure Sensor
- Intake Throttle Valve (ITV)
- ATS-DEF Metering Unit
- DEF Pump
- ATS-NOX Sensor (s)
- ATS-DEF INJ Nozzle
- Belt Idler Tensioner

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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. Small amount of symptom based diagnostic --1-10 steps. Typically used for diagnosing Metal in the Fuel when the High Pressure Fuel Pump is replaced or Hard Start/No Starts with a faulty 2-Stage Valve, Low Pressure Relief Valve, or Low Pressure Fuel Pump.	2.0 Hour 022000E Injectors Diagnostics – Difficult Visual diagnostic checks of other parts besides the PFP. Large amount of symptom based diagnostic –Completion of published diagnostics, greater than 10 steps. Typically used for diagnosing a Hard Start/No Start or fault code for Rail Pressure Deviation (157/16, 1077/7) when the High Pressure Fuel Pump requires replacement.
Fuel Quantity Control Valve (QCV)		
EZ	Moderate	
0.3 Hour 022009A Fuel Quantity Control Valve Diagnostic-Easy Visual inspection for fuel leaks and electrical connections for damage.	0.5 Hour 022009B Fuel Quantity Control Valve Diagnostic-Moderate Measuring fuel Pressure with a gauge set or using the Fuel System Integrity Check (FSIC) Service Routine within DDDL. Viewing Rail Pressure in DDDL at Idle. Disconnecting the Delta P Sensor connector per PSL Diagnostics. Resistance Checks if required for other fault codes. Typically used for diagnosing an engine surging at idle.	
Fuel Filter Module		

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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. Typically used for diagnosing a Hard Start/No Start with a faulty bypass valve, needle return valve or fuel filter stand pipe.	2.0 Hour 023000E Fuel Filter Module Diagnostics – Difficult Visual diagnostic checks of other parts besides the PFP. Large amount of symptom based diagnostics. Completion of published diagnostic, greater than 10 steps. Typically used for diagnosing a Hard Start/No Start with a faulty fuel filter module.
Fuel Injector (s)		
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. Typically used diagnosing No Start or fault codes such as 65X FMI ALL with faulty injector (s) Note: Test “E” in the Hard Start/No Start diagnostics is a repair procedure to identify the amount of progressive damage that occurred. SRTs should be used for parts that are removed and installed during this section.	2.0 Hour 021000E Injectors Diagnostics – Difficult Visual diagnostic checks of other parts besides the PFP. Large amount of symptom based diagnostics. Completion of published diagnostics, greater than 14 steps. Typically used for diagnosing a Hard Start, aerated return fuel, fault code SPN 1077 FMI 7, SPN 1077 FMI 14, or SPN 157 FMI 16 with faulty fuel Injector (s).

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Delta Pressure Sensor		
EZ	Moderate	Difficult
0.3 Hour 021816A Delta Pressure Sensor Diagnostics- Easy Visual inspection for exhaust leaks and electrical connections for damage.	0.5 Hour 021816B Delta Pressure Sensor Diagnostics - Moderate Visual inspection for exhaust leaks, necessary cleaning of the EGR Delta P Venturi. Diagnostics, lead to the replacement of the Delta P Sensor after Key On, Engine Off functionality check. Note: This SDT should not be used if an Advanced Diagnostic SRT is provided, refer to 11-TS-3REV.	1.0 Hour 021816C Delta Pressure Sensor Diagnostics - Difficult Visual inspection for exhaust leaks, necessary cleaning of the EGR track. Diagnostics lead to the replacement of the delta P sensor after voltages and resistance measurements. Note: This SDT should not be used if an Advanced Diagnostic SRT is provided, refer to 11-TS-3REV.
Intake Throttle Valve (ITV)		
EZ	Moderate	
0.3 Hour 031008A Intake Throttle Valve (ITV) Diagnostic-Easy Visual Inspection of associated piping for leaks and electrical connections for damage.	0.5 Hour 031008B Intake Throttle Valve (ITV) Diagnostic-Moderate Further electrical/resistance checks as part of diagnostic procedures. Typically used for fault code SPN 51 FMI ALL	
ATS-DEF Metering Unit		
EZ	Moderate	Difficult
0.3 Hour 061091A ATS-DEF Metering Unit Diagnostics–Easy Preliminary diagnostic and visual checks of other parts. Inspection of electrical connections for damage.	1.0 Hour 061091C ATS-DEF Metering Unit Diagnostics–Moderate Visual inspections of the DEF Air System for contamination. Air pressure measurements using DDDL and/or a mechanical gauge. Flushing the DEF Metering Unit without disassembling.	2.0 Hour 061091E ATS-DEF Metering Diagnostics–Difficult Completion of published diagnostics. Moderate plus: Disassembling the DEF Metering Unit and flushing.

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		Performing the SCR Air Pressure Test, and DEF Quantity Test. Typically used for fault code 3361 FMI 7	Typically used for fault code 4335 FMI 7.
ATS- DEF INJ Nozzle			
EZ	Moderate	Difficult	
0.3 Hour 061090A ATS-DEF INJ Nozzle – Easy Visual diagnostic checks of other parts besides the PFP. Inspection of electrical connections for damage and DEF Fluid Leaks.	0.5 Hour 061090B ATS-DEF INJ Diagnostics – Moderate Visual diagnostic checks of other parts besides the PFP. Small amount of symptom based diagnostic such as SCR Air Pressure Test and DEF Quantity Test-- 1-14 steps. Typically used for a plugged DEF INJ Nozzle.	2.0 Hour 061090E ATS-DEF INJ Nozzle– Difficult Visual diagnostic checks of other parts besides the PFP. Large amount of symptom based diagnostics. Completion of published diagnostics, greater than 14 steps. Typically used for code 4335 MI 7 with Broken ATS-DEF INJ Nozzle.	
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 inspections of the DEF Air System for contamination. Air pressure measurements using DDDL and/or a mechanical gauge. Voltage/Resistance measurements. Typically used for a DEF Pump Circuit Fault.	2.0 Hour 234-0076E DEF Pump Diagnostics – Difficult Completion of published diagnostics. Typically used for a DEF Pressure fault code or code 4375 FMI 6 DEF Pump Supply Current High.	

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ATS-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. Typically used for a CAN Fault such as 3226 FMI 13 and 3216 FMI 13 SCR NOX Sensor Signal Error.	2.0 Hour 061062E NOX Sensor Diagnostics – Difficult Complete of published diagnostics. Including the DEF Quantity Test, and performing a regen with the DEF Doser unplugged. Typically used for a NOX Drift or NOX Conversion Efficiency Fault Code such as SPN 4363 FMI All.
Belt Idler/Tensioner		
EZ	Moderate	
0.3 Hour 053004A Belt Idler/Tensioner Diagnostic-Easy Visual Inspection of the belt condition and inspection of belt wear using the appropriate gauge.	0.5 Hour 053004B Belt Idler/Tensioner Diagnostic-Moderate Completion of published diagnostics.	

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❖ **Submitting
Claims**

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

SRT	SRT Description	Hours
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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