

For questions, comments, or to submit an inquiry, go to
DDCSN.com > [Warranty](#) > [Warranty Applications](#) > [Inquiries](#) > [Submit an Inquiry](#)

**Please distribute to:
 Dealer Principal, Warranty Manager, Service Manager, Parts Manager, Sales Manager**

- | | | |
|--|---|---|
| <input checked="" type="checkbox"/> Freightliner Dealers | <input checked="" type="checkbox"/> Thomas Built Bus Dealers | <input type="checkbox"/> Sales Terms (DTR) |
| <input checked="" type="checkbox"/> Western Star Dealers | <input checked="" type="checkbox"/> Direct Warranty Customers | <input type="checkbox"/> Used Product (DTR) |
| <input checked="" type="checkbox"/> Sterling Dealers | <input checked="" type="checkbox"/> Export | <input type="checkbox"/> Travel Centers of America/Petro:Lube |
| <input checked="" type="checkbox"/> FCCC Dealers | <input checked="" type="checkbox"/> DDC Distributors | |

IMPORTANT WARRANTY INFORMATION

REF	14-023
Effective	07/01/2014
Release	07/14/2014
SUBJECT	Detroit Axles Pre-Approval Changes

❖ Detroit Axles Pre-Approval Becomes Voluntary

In collaboration with the Joint Application Development (JAD) team, DTNA is pleased to announce that, effective with repairs performed on or after July 1, 2014, Detroit Axles pre-approval authorization becomes voluntary.

For those who continue to utilize the pre-approval process, this guarantees a decision upfront about whether or not the failure is warrantable. Claims submitted with a pre-approval authorization number will not be denied, charged back, or short paid; however, please note that components are still subject to failed parts inspection and parts and labor must not exceed the allowed amounts.

The pre-approval process will continue to offer troubleshooting and service parts assistance, as needed.

❖ Pre-Approval Resources

As a reminder, Detroit Axles Warranty Guides are available at AccessFreightliner.com > [WarrantyLit](#) > [Supplier Component Warranty Evaluation Guides](#). The Warranty Guides are designed to aid in determining repair strategy as well as provide guidelines for claim submission.

IMPORTANT WARRANTY INFORMATION LETTER

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

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.