

For questions, comments, or to submit an inquiry, go to
AccessFreightliner.com_Support
[Submit an Inquiry](#)

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

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

IMPORTANT WARRANTY INFORMATION

REF	14-025
Effective	07/21/2014
Release	07/21/2014
SUBJECT	TBB - Changes to PDI Requirements & PDI Claims

❖ **New TBB PDI Guidelines**

In collaboration with the Thomas Built Bus (TBB) Customer Support Association, DTNA is pleased to announce that effective July 21, 2014, TBB's procedures for Pre-Delivery Inspections (PDIs) and filing PDI claims will change.

❖ **TBB PDI Time Frame**

The PDI on a TBB vehicle must be completed before reaching 10,000 miles/16 100 kilometers and prior to a bus being placed in-service; however, TBB PDIs no longer need to be completed within 30 days of the vehicle's delivery. When a PDI is performed, dealers must still utilize the TBB Pre-Delivery Inspection Form (WAR402).

❖ **TBB PDI Claims**

When a claim is filed as a result of the PDI, the WAR402 is no longer required as an OWL attachment. Please note that the original WAR402 form must continue to be maintained in accordance with the *Claim-Supporting Records* section of the Warranty Manual:

“...the original retained by the submitting location for seven (7) years. Full documentation must be made available for Company review (if requested). Records may be kept either in physical paper form or electronically as long as there is no loss of data.”

IMPORTANT WARRANTY INFORMATION LETTER

Verify latest version on-line: Important Warranty Information Letters are available at 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.