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**IMPORTANT WARRANTY INFORMATION**

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| <b>REF</b>     | <b>14-026</b>                           |
| Effective      | 08/01/2014                              |
| Release        | 07/21/2014                              |
| <b>SUBJECT</b> | <b>SelecTruck Warranty Enhancements</b> |

**❖ SelecTruck Warranty Changes**

In collaboration with the Joint Application Development (JAD) team and in an effort to assist dealers expedite the throughput of Select Warranty repairs, DTNA is pleased to announce several SelecTrucks Warranty enhancements, including an increased pre-authorization threshold, significantly reduced pre-authorization requirements, and a new parts hold and return process. The Select Warranty changes will be effective with repairs performed on or after August 1, 2014.

**❖ Pre-Authorization Requirements**

**The enhanced Select Warranty pre-authorization threshold will increase from \$1,200 USD to \$5,000 USD, except for the repairs listed below.**

**The exception to the new pre-authorization threshold is any repair to internally lubricated parts, which requires pre-approval *prior* to performing repairs.**

- Internally lubricated parts pre-authorization exceptions:
  - Internal engine
  - Internal transmission
  - Internal differential

It should be noted that while the threshold is increasing, the process remains available to dealers who would like to submit voluntary pre-authorization; moreover, if there are questions regarding a repair, SelecTruck recommends that dealers seek pre-approval.

As stated in the Dealer Warranty Manual, when pre-authorization is required, submit a pre-approval claim via OWL using “Pre-approval” as the *Request Type* and select “Used Product Warranty” from the *Claim Type* drop-down menu. Attach digital photos and other required documentation via the *Attachments* tab. Once pre-approval is obtained, the dealer must submit a “Based On” claim.

**❖ Parts Hold and Return Guidelines**

Parts hold and return will be required for claims over \$2,500 USD. Dealers must hold the part and return, upon request. Parts hold and return is also required for the following components:

- Turbochargers
- Injectors
- Exhaust gas recirculation (EGR) valves
- EGR coolers

Per the *Handling and Shipping of Failed Material* section of the Dealer Warranty Manual, any part related to a warranty repair must be retained for 30 days. If DTNA requests a part return, dealers will be contacted by SelecTrucks.

For questions regarding SelecTrucks, submit an inquiry at [AccessFreightliner.com](http://AccessFreightliner.com) > Support > My Tickets and Submit an Inquiry > Manage WSC Tickets > Vehicles > Select Used Trucks.

**IMPORTANT WARRANTY INFORMATION LETTER**

Verify latest version on-line: [Important Warranty Information Letters are available at Accessfreightliner.com](http://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.