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Dealer Principal, Warranty Manager, Service Manager, Parts Manager, Sales Manager

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IMPORTANT WARRANTY INFORMATION

REF **15-012**

Effective 04/20/2015

Release 04/20/2015

SUBJECT Claiming Labor After CAC/CSC/DSM Contact

❖ **Using
DTNA
Resources**

DTNA, in conjunction with the Joint Application Development (JAD) committee, is pleased to offer support on how to file for additional labor performed in a warrantable repair at the direction of the Customer Assistance Center (CAC), Customer Support Center (CSC), and/or a District Service Manager (DSM).

IMPORTANT: Opening a CAC and/or CSC ticket to gain warranty authorization is not required or advised and does not guarantee payment for service performed.

On occasion, the diagnosis of a failure and subsequent repair of DTNA vehicles can be a highly complex endeavor. If troubleshooting or diagnostics exceed a reasonable time frame (generally anything over 2 hours), no resolution is apparent, and all published diagnostic procedures are exhausted, it may be necessary to contact one of the following DTNA resources for additional assistance: CAC, CSC, and/or DSM for on-site diagnosis.

❖ **Claim
Filing**

If the CAC, CSC, and/or a DSM directs a location to perform additional steps or repeat steps outside the scope of a normal warranty repair, the extra steps can be claimed but must be clearly identified in the claim narrative. While DTNA provides these resources free of charge, please note that phone time itself is not reimbursable and should be excluded from a claim.

- For warranty claims filed via OWL, use the *DSM Justification* feature to assign a DSM; the DSM will add information to the claim and submit to DTNA for processing. Any associated CAC/CSC ticket number and/or DSM recommendations must be included in the claim narrative.
- For warranty claims filed via Detroit's warranty system, please provide a CAC/CSC ticket number and/or DSM authorization number in either the *Auth Number* field or claim narrative.

Any labor performed must be claimed using standard repair times (SRTs) and/or standard diagnostic times (SDTs), when available. Utilize generic/general time only when there are no available SRTs or SDTs; explain any use of generic/general labor operations in the claim narrative.

❖ **Warranty
Status**

Neither the CAC nor CSC are warranty authorization centers. The CAC and CSC make recommendations based on the vehicle's failure, not warranty status. *The CAC and CSC will not look up warranty coverage nor can either call center approve or authorize any repair as warrantable.*

Warranty coverage questions should be addressed to the Warranty Support Center (WSC).

- To create chassis-related warranty tickets, access the WSC at AccessFreightliner.com > My Tickets and Submit an Inquiry > Manage WSC Tickets
- For Detroit-related warranty questions, access the WSC via either:
 - o DDCSN.com > [Warranty](#) > [Warranty Applications](#) > [Inquiries](#)
 - o AccessFreightliner.com > My Tickets and Submit an Inquiry > Manage WSC Tickets > Detroit Inquiries

IMPORTANT WARRANTY INFORMATION LETTER

Verify latest version online: [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.