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IMPORTANT WARRANTY INFORMATION

REF **16-020**

Effective 05/16/2016

Release 05/16/2016

SUBJECT Road Test Standard Repair Time Update

❖ Road Test SRT

This letter supersedes IWI letter 14-013R.

In collaboration with the Standard Repair Time (SRT) Joint Application Development (JAD) team, in 2014, DTNA created of a new SRT to reimburse the labor associated in the road test activities. To improve clarity within the service network and reduce the likelihood of misuse that results in chargeback(s), DTNA is renaming the SRT:

SRT Code	Description	Hours
939-6040A	Road Test	0.5

❖ Conducting Road Tests

When properly serviced, many component replacements have no impact on a vehicle's drivability. A road test is intended to substantiate that a drivability issue exists and/or verify that proper vehicle drivability has been restored. **Not all repairs require road tests and this SRT should not be used as a quality measure to check a technician's work. When claiming this SRT, all road testing must be justified in the claim narrative.** If there are no drivability concerns and the quality of a repair is questioned, any road testing is performed at the expense of the repair facility.

Road testing may be deemed a warrantable operation in the following circumstances:

- Verify customer ride complaints
- Cause is not visibly obvious (only surfaces during road test)
- Vehicle check engine light or historical fault codes are not present
- When required to clear certain codes or diagnose issues utilizing onboard diagnostic tools while driving
- Confirm that the customer drivability complaint has been corrected

❖ SRT Guidelines

For Detroit claims, follow these guidelines:

- Detroit axle/transmission claims: use the road test SRT (939-6040A), if applicable
- Detroit engine claims: use existing Detroit SRTs, if applicable

For claims filed in OWL, the road test SRT may be used on issues relating to diagnosis including but not limited to:

- Vibrations and harshness
- Overheating
- Major component repair
- Intermittent issues
- Transmission/drivetrain
- Vibrations/noise
- Brakes/steering components

If the total road testing time is greater than .5 hours, add the published SRT once to a claim and enter the remaining actual time as *Diagnostic* labor.

IMPORTANT WARRANTY INFORMATION LETTER

Verify latest version online: Important Warranty Information Letters are available at DTNAConnect > Warranty Lit > 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.