



FREIGHTLINER CAE DEALER LETTER #161

DATE: March 15, 2016

TO: U.S. / Canadian Dealer Principals, General & Sales Managers, Salespeople
U.S. / Canadian General, Regional, District Sales & Service Managers
Select Daimler Personnel

FROM: Customer Application Engineering

As part of Daimler, Freightliner Trucks is committed to high ethical standards in all business transactions through compliance with the Daimler Integrity Code and our company's policies and guidelines. Freightliner Trucks does not tolerate unethical or corrupt business practices by its employees or its business partners.

TOPICS

- **ENGINE RPM CONTROLS** - New Detroit DD13, DD15, & DD16 Engine RPM Control Codes
- **ADMINISTRATION** - "Replacement Order" Process Considerations & Notifications
- **ADMINISTRATION** - "Short Order Board" Impacts to Truck Order Process

**ENGINE
RPM
CONTROLS**Detroit:
DD13
DD15
DD16

40C

Effective: Chassis Starts on January 4, 2016

Effective with 2016 Onboard Diagnostic/GHG17 (99C-017) emissions changes, the cruise control switches can no longer be used for engine speed control during PTO operations to incrementally increase the engine speed for Detroit DD13, DD15, & DD16 powered vehicles unless the engine is in PTO mode. Note that module 372 PTO controls are necessary to provide a PTO switch to move the engine into PTO mode.

In order to make this change in functionality more transparent, new Module 148 Data Codes have been created. Truck Change Orders are being issued per the following table:

Discontinued		Replaced By (New)	
148-003	PROGRAMMABLE RPM CONTROL - ELECTRONIC ENGINE	148-085	EMISSIONS LIMITED IDLE ADJUST
148-058	PROGRAMMABLE RPM CONTROL- ELECTRONIC ENGINE WITH PARK BRAKE ACTIVATED THROTTLE INHIBIT	148-086	EMISSIONS LIMITED IDLE ADJUST - ELECTRONIC ENGINE WITH PARK BRAKE ACTIVATED THROTTLE INHIBIT

New Data Codes 148-085 & 148-086 also provide controls that can be used to incrementally adjust the engine idle speed from 600 to 900 RPM for non-PTO engine operation; engine idle at speeds above 900 RPM is not permitted.

There is no pricing impact.

**REPLACE-
MENT
ORDERS**

Freightliner Trucks now uses a more automated process to review and approve replacement orders. Dealers may notice a change to certain system-generated emails. Examples of these notifications follow:

Replacement TSO Approval Notification

From: WebTCO@daimler.com [mailto:WebTCO@daimler.com]
Sent: Thursday, February 11, 2016 2:14 PM
To:
Subject: Replacement TSO Has Been Approved

Status	Split	Split Qty	S/O Code	TSO No	Repl Serial	Repl Split Qty	Repl S/O Code	Repl TSO No	SpecPro Date/Time	Pre CBN	Team	Sales Coordinator	CBN Charge	CBN Charge Reason	Dealer Notes
Applied	HY92381		IVAR	1B67GO	HY92381		IVAR	1C60UD	2/11/2016 12:31:00 PM		8	JOSEPH SMITH	750	PREVIOUS REPLACEMENT ORDER	
Approved															

Replacement TSO Denial Notification

From: WebTCO@daimler.com [mailto:WebTCO@daimler.com]
Sent: Wednesday, February 17, 2016 5:32 PM
To:
Subject: DEV: Replacement TSO Has Been Denied

Status	Split	Split Qty	S/O Code	TSO No	Repl Serial	Repl Split Qty	Repl S/O Code	Repl TSO No	SpecPro Date/Time	Pre Replacement TSO	Team	Sales Coordinator	Dealer Notes
Denied	HL59709		IVAR	S510SLOT	HL59701		IVAR	T193APEX	1/28/2016 3:07:59 PM	N	1	JOSEPH SMITH	Too close to production
Denied: See Notes to Dealer													

The new process will automatically reject any replacement order with a serial range that extends to more than the serial range associated with the order in the order processing system. Replacement orders will also be denied if there is another replacement order in process for the same serial number(s). Automatic notifications will be generated within moments of any denial. In order to prevent unnecessary denials, please be sure to utilize DTNA Connect to verify that the serial ranges are intact and valid in the order processing system.

Please also consider these order management tips:

- If a serial is already created and a new TSO is needed, a replacement order should be submitted via SpecPro. Any build and paint instructions will be considered reference only.
- If there is no serial assigned and a new order will be placed, Build and paint same as requests should be submitted via SpecPro. The Data Codes are copied from the existing serial.
- If a serial number is already created and the TSO will be copied from an existing order, a build and paint same as request should be done via TCO.

**SHORT
ORDER
BOARD**

Due to changes in the order backlog, Freightliner Trucks has an increased ability to satisfy requests for immediate vehicle builds; however, receiving and scheduling "close-in" orders poses unique challenges for our supply chain and our engineering and manufacturing activities. To minimize the negative impacts, CAE has adjusted some of our internal procedures. We ask our dealers to be aware of the situation and make the following adjustments:

- Submit Price Quotes for any unpublished or incompatible option prior to order submission. Unapproved data codes may be removed during order processing.
- Confirm vehicle specifications with the customer prior to submitting the order. Changes made after the order is released from CAE may be denied if the order is inside the timing outlined in the TCO Policy which is published on the Dash.
- Understand that the dealer handshake is intended to communicate and verify changes made by CAE; it is not intended for customer requested changes. If a response is not received within three days, changes are deemed acceptable.
- Verify requested delivery dates with your customer. Potential exists to pull trucks forward in order to fill open build slots. The requested delivery date will remain the target date to the dealership.
- Frequently verify order details on DTNA Connect as build date changes are common.
- Beware of missing notifications. If you do not receive automated notifications regarding order and schedule revisions, the sales manager should contact the dealer helpdesk in order to resolve the situation.