

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

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| ☒ Freightliner Dealers – US and Canada | ☒ FCCC Dealers – US and Canada |
| ☒ Sterling Dealers – US and Canada | ☐ Direct Warranty Customers – US and Canada |
| ☒ Western Star Dealers – US and Canada | ☒ Travel Centers of America/Petro:Lube |
| ☒ Thomas Built Bus Dealers – US and Canada | ☒ SelecTrucks Dealers – US and Canada |
| ☒ DDC Distributors | ☒ Export |

IMPORTANT WARRANTY INFORMATION

REF 13-020

Effective 4/29/13

Release 4/29/13

SUBJECT Additional Repair Time Allowance

Daimler Trucks North America LLC, together with the Joint Application Development (JAD) Committee, is pleased to announce new policies regarding additional repair time allowed on claims.

It has come to our attention not all facilities are entering the additional SRT times allowed on claims for specific repairs. Review the tables below, which list both new and current additional labor times allowed.

Disclaimer: SRT times and policies are subject to change. Additional Labor Allowed/Criteria descriptions are summaries, see the appropriate warranty manual section or Important Warranty Information letter for full policies.

<u>SRT</u>	<u>Additional Labor Allowed /Criteria</u>	<u>Section Title/Reference</u>
• xxx-1xxxA Diagnostic	Further diagnostics of Electrical/Steering/Vibration (Also includes Dyno Time).	Diagnostics / Troubleshooting
• xxx-1xxxA Diagnostic	Diagnostic time less than 1 hr, no explanation required. Use <i>Diagnostic</i> labor type in OWL.	Labor – Diagnostic Time/Troubleshooting
• 939-6035A Pre-Approval Admin	0.3 hr for submitting <i>required</i> pre-approvals per the Warranty Manual. Applies to Freightliner, Western Star, and FCCC makes, and Detroit products. Does not apply to TBB bodies, TBB Chassis, or Select Truck pre-approvals. Optional pre-approvals are <i>exempt</i> .	Pre-Approval
• 939-6025A Meritor Telephone Time Allowance	0.2 hr administrative time for required calls. Calls to OnTrac for claims under US\$150 are exempt. (Excludes Export)	Per Meritor guidelines
• 939-6030A Digital Photo Administration	0.2 hr for photos of undetected / concealed damage required to substantiate claim	Vehicle Inspection Procedures: All makes except TBB
• 204-6025A Fuel Tank, Verified Destruction	0.5 hr for completing <i>Scrapping of Fuel Tank</i> form. Both the Digital Photo SRT and the Fuel Tank Scrap SRT will be paid for warrantable repairs.	Fuel Tanks
• 939-6030A Digital Photo Administration	0.2 hr for digital photos requested by Eaton Real Time Warranty	Eaton Real Time Warranty

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.

939-6227B Additional Attachment Support	0.2 hr for additional attachments requested to substantiate claim. System generated photo requests, photo requirements listed in Section 6 of the Warranty Manual, and Photo Return dispositions are <i>exempt</i> .	IWI 13-011
939-6220D No Defect Found Diagnostic Time	1.0 hr for diagnostic time and no problem was found. This applies only when there is no problem found, and the customer leaves with no work performed to the vehicle; only one claim will be accepted per visit. If Virtual Technician leads you to look longer than one hour on a NPF issue DTNA may reimburse additional time. Explain why Virtual Technician led to additional diagnostic time and provide the associated CSC ticket # in the claim comments. Use a Diagnostic SRT type to claim the additional time.	IWI 12-038
939-6225D Computer Hook-Up Used In Vehicle Diagnostics	0.2 hr to hook up computer used in vehicle diagnostics. May not be used with any SRT that already includes 939-6225D. Most SRTs already include spot diagnostics, see the "Includes".	N/A
939-6015A Electronic Vibration Analyzer, Hookup And Testing	0.7 hr to hookup electronic vibration analyzer if required for the repair.	N/A
174-6784A Syntec Seat, Completing Warranty Form And Photo	0.4 hr per vehicle to complete the <i>Syntec Seat Back Failures Field Data Record</i> form and taking and submitting photographs of failed welds, torn foam, or seat covers(s). <u>TBB claims only</u>	Seats
939-6227A CB Technical Appeal Administration	1.0 hr for the successful appeal of a technical chargeback. A claim for the admin time is automatically created by DTNA on behalf of the dealer.	Technical Chargeback Appeal Procedure: except TBB claims
939-6010A Administrative Time	0.3 hrs (0.4 for motor homes) Administrative time allows for: - Bringing the vehicle into the shop bay - Obtaining the correct tools and/or equipment Note: TBB body and TBB chassis claims exclude administrative time.	Labor—Administrative Time

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