

Daimler Trucks North America LLC

WARRANTY DEPARTMENT

6121 N Cutter Circle, Suite A
Portland, Oregon 97217-4090

For questions, comments, or to submit an inquiry, go to:

AccessFreightliner.com > Support >

[Submit an Inquiry](#)

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 |
| ☒ Thomas Built Bus Dealers – US and Canada | ☐ SelecTrucks Dealers – US and Canada |

☒ Dealer ☐ Direct Warranty ☐ Export

IMPORTANT WARRANTY INFORMATION

REF 08-014
Effective 06/23/08
Release 06/23/08
SUBJECT **SRT Developed for Abandoned Assessments**

DTNA Warranty supports the Dealer Excellence Platform ►

Daimler Trucks North America is pleased to provide support for the Dealer Excellence Platform and the Dealers who have adopted the Express Assessment Lane.

New SRT Developed ►

A new SRT has been developed which will reimburse for diagnostic time for “Abandoned Assessments” for warrantable repairs.

Abandoned Assessments ►

An Abandoned Assessment is one in which the customer chooses not to have the repair work completed after the vehicle has been assessed.

Claim Requirements ►

For Abandoned Assessments of a warrantable repair, dealers may recoup diagnostic time up to one hour when submitted per the following requirements:

*DSM Pre-Approval Required
File as Policy
D-Time SRT
Up to 1 hour
Documented Program*

- Call or e-mail DSM for Pre-Approval to use SRT
- File for reimbursement under policy from the facing DSM
- Use SRT 939-6210D
- Request no more than actual time spent (up to one hour)
- Available to Dealers with an Express Assessment Lane that has been verified by a DSM and is documented with SSI.

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.