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

- | | | |
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| <input checked="" type="checkbox"/> Freightliner Dealers | <input checked="" type="checkbox"/> Direct Warranty Customers | <input type="checkbox"/> Sales Terms (DTR) |
| <input checked="" type="checkbox"/> Western Star Dealers | <input type="checkbox"/> Export | <input type="checkbox"/> Used Product (DTR) |
| <input type="checkbox"/> Thomas Built Bus Dealers | <input type="checkbox"/> DDC Distributors | <input type="checkbox"/> Travel Centers of America/Petro:Lube |
| <input type="checkbox"/> FCCC Dealers | | |

IMPORTANT WARRANTY INFORMATION

REF 18-030

Effective 10/08/2018
Release 10/08/2018

SUBJECT Delivery-Related Claims: Low DEF, Low/No Fuel, Lost Prime, Gelled Fuel

❖ Claim Filing Guidelines

To assist with the claim filing process, please use the guidelines below when creating claims for trucks that are delivered with any of the applicable conditions. The table is intended to clarify existing processes and will replace the current table in the *Product Receipt, Storage, and Registration > Vehicle Inspection Procedures: All Makes Except TBB > Fuel/DEF at Delivery* section of the DTNA Warranty Manual.

- Low diesel exhaust fluid (DEF)
- Low or no fuel
- Lost prime
- Gelled fuel

If a vehicle is delivered with low DEF, low/no fuel, lost prime, or gelled fuel, review the vehicle’s position at delivery to determine which type of claim to file:

- Lead (Mule) – *Transporter* type claim
- Decked – *Warranty* type claim

Condition	Notes ¹
Low DEF	<ul style="list-style-type: none"> • DTNA factories fill to full² • At plant and at delivery, transport driver records DEF level in the upper right³ <u>or</u> the <i>Other (98)/Uncoded Vehicle Damage</i> section of the Transporter Delivery Receipt (WAR500) <ul style="list-style-type: none"> ○ The receiving location verifies DEF level before signing the Transporter Delivery Receipt (WAR500)
Low/ No Fuel	<ul style="list-style-type: none"> • At delivery, a lead (mule) truck should have sufficient fuel to allow un-decking, starting, and moving from hoist to parking area. If the vehicle will not start due to lack of fuel, or there is not enough fuel to complete these tasks, a claim should be filed. • At delivery, a decked truck should have initial fuel quantities provided at the factory minus the amount consumed for transport terminal and decking operations • At plant and at delivery, transport driver records fuel level in the upper right³ <u>or</u> the <i>Other (98)/Uncoded Vehicle Damage</i> section of the Transporter Delivery Receipt (WAR500) <ul style="list-style-type: none"> ○ Receiving location verifies fuel level before signing the Transporter Delivery Receipt (WAR500)
Lost Prime/ Gelled Fuel	<ul style="list-style-type: none"> • Receiving location must note lost prime or gelled fuel in the <i>Other (98)/Uncoded Vehicle Damage</i> section on the Transporter Delivery Receipt (WAR500)

¹ Per the *Product Receipt, Storage, and Registration* section of the DTNA Warranty Manual, “The damages noted on the Transporter Delivery Receipt (WAR500) must match the damages described in the *Repair Details* field on the *Failure* tab or the claim will be denied.” Before submission, please verify that complaint in claim narrative mirrors the Transporter Delivery Receipt (WAR500).

² Freightliner deployed a new DEF gauge design in the New Cascadia. To ensure information is recorded accurately on the Transporter Delivery Receipt (WAR500), review the applicable Driver’s Manual for instructions on how to read gauges.

³ See Figure 1 on page 2 for location on the delivery receipt.

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.

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Figure 1. Transporter Delivery Receipt (WAR500) DEF and Fuel Level Location

WAR500 -- TRANSPORTER DELIVERY RECEIPT			
UNIT DESCRIPTION			
DELIVER TO:	DELIVER FROM:	LOAD NUMBER / POSITION:	LOAD TYPE:
		SHIP DATE:	ETA:
VIN:	DRIVER:	DEF Level at Delivery: _____ bars	
COLOR / MAKE / MODEL:	ODOMETER:	ROUTED MILES:	Fuel: Left _____ inches Right _____ inches

IMPORTANT WARRANTY INFORMATION LETTER

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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.