

ATTENTION: Dealer Principal, Warranty Manager, Service Manager, Parts Manager
Freightliner Dealers – U.S. and Canada
Western Star and Sterling Dealers – U.S. and Canada
FCCC Dealers – U.S. and Canada
Direct Warranty Customers – U.S. and Canada
Export Distributors

Daimler Trucks North America LLC

WARRANTY CAMPAIGNS DEPARTMENT

P.O. Box 4090

800-547-0712

Portland, Oregon 97208-4090

If you have questions
about this Letter, please
submit your inquiry on the
Web using the [WSC Link](#)
on DTNAConnect

REF #: ICI18-030

Effective: 10/15/2018

Release: 10/15/2018

SUBJECT: Voluntary Pre-Approvals for Recall and Field Service Campaigns

This letter is to inform you, effective immediately, pre-approvals for recall and field service campaigns are now voluntary. Important Warranty Information Letter 18-031 outlining this policy change follows for your reference.

If you have questions or need further information, contact the Warranty Campaigns Department by submitting an inquiry through the WSC Link on DTNAConnect.

The information contained in this letter supercedes and supplements any related policies and procedures in any previously released bulletins, 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.

Please distribute to:
Dealer Principal, Warranty Manager, Service Manager, Parts Manager, Sales Manager

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|--|---|--|
| ☒ Freightliner Dealers | ☒ Direct Warranty Customers | ☒ Sales Terms (DTR) |
| ☒ Western Star Dealers | ☒ Export | ☒ Used Product (DTR) |
| ☒ Thomas Built Bus Dealers | ☒ DDC Distributors | ☒ Travel Centers of America/Petro:Lube |
| ☒ FCCC Dealers | | |

IMPORTANT WARRANTY INFORMATION**REF 18-031**

Effective 10/15/2018

Release 10/15/2018

SUBJECT Recall and Field Service Pre-Approvals Now Voluntary❖ **Recall and Field Service Changes**

DTNA is pleased to announce that pre-approvals for recall or field service campaigns are now voluntary. Effective immediately, service locations are no longer required to submit a pre-approval request when a recall or field service campaign repair exceeds published instructions for parts, labor, or other expenses.

When additional repair expenses are needed, a service location can voluntarily submit a pre-approval request; include all necessary supporting documentation. The payment claim based on the pre-approval will not be denied, charged back, or modified as long as the additional expenses do not exceed approved amounts.

If additional expenses are incurred during the Campaign repair, the repairing dealer can submit a pre-approval request. If a pre-approval is not submitted, the claim will be processed based on standard adjudication procedures.

❖ **Warranty Manual Update**

The *Recall and Field Service Campaigns* section of the DTNA Warranty Manual will be updated with the pre-approval changes.

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.