



DAIMLER TRUCKS NORTH AMERICA AFTERMARKET

No.: 19 CSA-12
August 26, 2019

TO: Service Locations

FROM: Aftermarket Service Diagnostics & Tools

SUBJECT: **BCT-460DTNA PowerNet Assessment Tool Repair Procedure**

GENERAL INFORMATION

To assist the network with repair and service of the BCT-460DTNA PowerNet Assessment tool, the DTNA Tools team has developed a procedure, with AutoMeter, to repair and service tools no longer in their one-year warranty period. This procedure is only for tools no longer covered by their one-year warranty. All requests will be treated as if the tool is not under warranty.

IMPORTANT: In order to receive repair and service, the LM (Load Module) and CM (Control Module) must be shipped together. There will be delays in the unit's repair/service if the LM and CM are not together when the unit arrives at the repair/service facility.

REQUIRED ACTION

1. Verify the tool is no longer within its warranty period.
2. Complete the DTNA Repair/Service Request Form on the following page.
3. Contact Autometer by either email or phone, and provide the details in the DTNA Repair/Service Request Form below to request an RMA.
4. After receiving an RMA number, follow the instructions provided by AutoMeter.
5. Make sure to ship the CM and the LM together in the same shipment for repair/service.

CONTACT INFORMATION

Email - service@autometer.com
Phone – 866-248-6356

DTNA Repair/Service Request Form

Tool Information	
Tool Model Number	
Location Details	
Location/Dealer Code	
Location/Dealer Name	
Street	
City	
State	
Country	
Contact Information	
Name	
Email address	
Phone number	

Failure to provide complete information on this form may result in repair/service delays.