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Description of Revisions: *This bulletin replaces the version dated August 2006. A link to DTNAConnect has been added in the 'Submitting a DPR' section.*

General Information

The Dealer Product Report (DPR) provides dealers with an effective and positive way to participate in Western Star's efforts to improve product quality and ensure customer satisfaction. The purpose of the DPR is to report to the truck manufacturing plants and corporate headquarters on repetitive quality-assurance issues found before or during the Pre-Delivery Inspection (PDI) process. This will enable the manufacturing plants to take corrective action quickly.

All other customer issues should be communicated directly to the dealer's District Service Manager (DSM) or Regional Service Manager (RSM).

A DPR should be submitted for the following:

- The first group of vehicles in a fleet arrives with a repetitive problem that the manufacturing plant needs to be aware of in order to ensure that the remaining vehicles are released correctly.
- A repetitive issue related to assembly quality is noticed on a particular vehicle model.
- A vehicle arrives with a severe issue involving product quality or safety.

A DPR should *not* be submitted if a vehicle arrives with the following issues (instead, contact your DSM or RSM):

- damage from transportation
- a part shortage
- a one-time minor quality issue

Response to a DPR should be received within five working days from submittal. There may be cases when root-cause analysis or the development of corrective action takes longer than five days; in these cases, you will be contacted by the manufacturing plant.

The response to a DPR will depend on the nature of the issue(s) reported. For example, in the case of a repetitive or systemic issue, the response will indicate how the issue will be resolved to prevent future occurrences. For a non-repetitive issue, the information will be added to the database for the purpose of trend analysis, and the response from the plant will simply acknowledge the receipt of the DPR.

Benefits

The DPR provides timely input and assists Western Star in expediting corrective action(s) to ensure that the end customers receive vehicles of the quality they expect and deserve.

Recipients of the DPR include:

- Truck Manufacturing Plant Managers and Quality Managers;
- General Manager of Quality;
- Field Service Staff.

As such, the DPR has widespread visibility and is given top priority by plant, corporate, and field personnel. The goal of Western Star is to respond to each DPR within five working days to maintain customer and dealer satisfaction with our products at the highest possible level in the industry.

Western Star Service Bulletin

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IMPORTANT: A DPR is not required when submitting a warranty claim. However, if a DPR has been submitted in accordance with the above guidelines, please reference the DPR in the "comment" field when submitting a warranty claim. It is important to note that the acceptance of a DPR does *not* in itself constitute a warranty claim approval.

Submitting a DPR

The DPR system can be accessed as follows:

1. Launch *Internet Explorer*.
2. Go to www.DTNACconnect.com.
3. Click *Login*. The network log in screen appears.
4. Enter your user id and password, then click *Login*.
5. Click DPR in *My Applications*.
6. Provide the applicable information as completely and accurately as possible, including photos. The system now has the ability to attach photos, so use this feature whenever possible to more effectively communicate the issue(s) to the manufacturing plant and corporate headquarters.

Warranty

This is an informational bulletin only; warranty does not apply.