

NOTE: The information contained in this document is intended for use by trained, professional technicians with the knowledge, tools, and equipment to properly and safely perform diagnoses and repairs. It informs service technicians about conditions that may occur in some vehicles, or provides information that could assist in proper vehicle diagnosis, service, or repair, and does not indicate that a defect is present. DO NOT assume that a symptom or condition, or a described cause of a symptom or condition, affects any particular vehicle or that a described repair applies to any particular vehicle. There can be multiple causes resulting in the same symptoms or conditions, and trained professional service technicians must use their diagnostic skills to make evaluations on a case-by-case basis.

SUBJECT:

Fuso Technical Service Center (TSC) Use Process

MODELS:

All

DESCRIPTION:

The TSC was created in order to reduce customer down time and repair efficiency by offering technical support to our dealers through our web based call center. In order for this to be successful, **MFTA relies on accurate information and details by our trained dealer staff.**

Current hours of operation are Monday through Friday 8 am to 5 pm EST. Our target response time will be set at two hours per inquiry. Please check Fusonet regularly for updates, changes, and MFTA holiday scheduling as this may change based on business needs. Hours of operation adjustments will be considered in the future to better serve our dealer body operating in other time zones.

The TSC is for:

- Technical support AFTER a technician's initial diagnosis has been performed and no clear path is evident.
- On any vehicle that comes to dealer with repeat failure.
- Any time transmission or engine major component diagnosis leads to replacement. (Please see attached for items needed when requesting engine and transmission replacement.)

**General Instructions – If a dealer can repair the truck in a timely manner, please do so. The only exception is for major engine and transmission failures resulting in assembly replacement.*

Items needed when opening a Technical Assistance Request (TAR):

Please provide a clear description of the work you have performed leading up to the TAR submission, and any relevant information that will help the TSC better assist you. Tell us your results so far and provide all required documents:

- What has been observed
- Any history leading to this failure
- The diagnostic steps taken, any tests performed, any parts replaced etc.
- Clearly marked photos (one photo per damaged component)
- XD print final quick test with fault freeze frame data
- EEC history codes with expanded parameter information
- Flight Recording

Please initial and route to the following personnel before filing.

Service Mgr.		Warranty Mgr.		Service Technicians - Initial in boxes below.							
Shop Foreman		Parts Mgr.									

This Service Information Bulletin is supplied for information purposes only and is not an authorization for any repairs.



Engine failures: Be prepared to provide all the documentation below when working with the TSC on an engine failure:

4P10 Diesel Engine

- XD Print of Final Quick Test with Freeze Frame data
- History DTCs with all windows open to show data
- Photos of failure and what the cause was of failure (Post teardown)
- Photos of related main failed parts (Ex turbo, rod bearings, valves, cylinders etc.)
- Flight recording
- Applicable maintenance records. Begin the TAR case while obtaining maintenance records to keep the repair moving. Attach the maintenance records to the TAR when available. (NOTE: The TAR will be put on hold if waiting for records. Refer to Service Information Bulletin 17-003)
- Engine diagnostic sheet
- 4P10 parts price sheet completed (For engine approval repair must be in range of 80% of replacement)

6.0L Engine

- Review Service Information Bulletin 19-002B
- Diagnostic report
- Photos of failure and what the cause was of failure (Post teardown)
- Photos of related main failed parts
- Applicable maintenance records. Begin the TAR case while obtaining maintenance records to keep the repair moving. Attach the maintenance records to the TAR when available. (NOTE: The TAR will be put on hold if waiting for records. Refer to Service Information Bulletin 17-003)
- Photo of engine plate with serial number or the cylinder head

Transmission failures: Be prepared to provide all the documentation below when working with the TSC on a transmission failure:

- XD Print of Final Quick Test with Freeze Frame Data
- Duonic Diagnostic Worksheet
- Applicable complete maintenance records. Begin the TAR case while obtaining maintenance records to keep the repair moving. Attach the maintenance records to the TAR when available. (NOTE: The TAR will be put on hold if waiting for records. Refer to Service Information Bulletin 17-003)

Note: A Prior Work Authorization (PWA) number will not be issued and parts will not be released to dealer until all requested documents have been received and reviewed.

Upon receiving all required documents, the TSC will review all TARs in the order received and give guidance as soon as possible.

PLEASE REMEMBER TO FOLLOW ALL INSTRUCTIONS PROVIDED. IF THERE ARE ANY QUESTIONS CONCERNING GUIDANCE PROVIDED BY THE TSC, PLEASE ASK FOR CLARIFICATION. DO NOT MOVE FORWARD WITH YOUR OWN IDEAS IN THE MIDDLE OF A CASE.

Please do not release any vehicle until the TAR case has been closed.

Note: Responses from Fuso Technical Assistance are intended for technical support. Direction does not imply warranty coverage for any repair under any circumstance. Please consult your employee responsible for Warranty or the Fuso Warranty Manual for specific coverage information regarding any repairs performed.

If you encounter any issues or concerns in regards to the technical assistance center or have any suggestions on how we can improve this service function please email us @ mfta_techsupportcenter@daimler.com