Mack SNM15-032 Outstanding Campaigns Are Now Displayed In Tech Tool

Internal Content

Refer to Mack SNM15-032 Outstanding Campaigns are Now Displayed in Tech Tool here

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MACK TRUCKS
Service News

To: *U.S. and Canada Mack General Managers*
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U.S. and Canada Mack Warranty Managers

From: *Greg Holderfield – Director, Product Reliability*

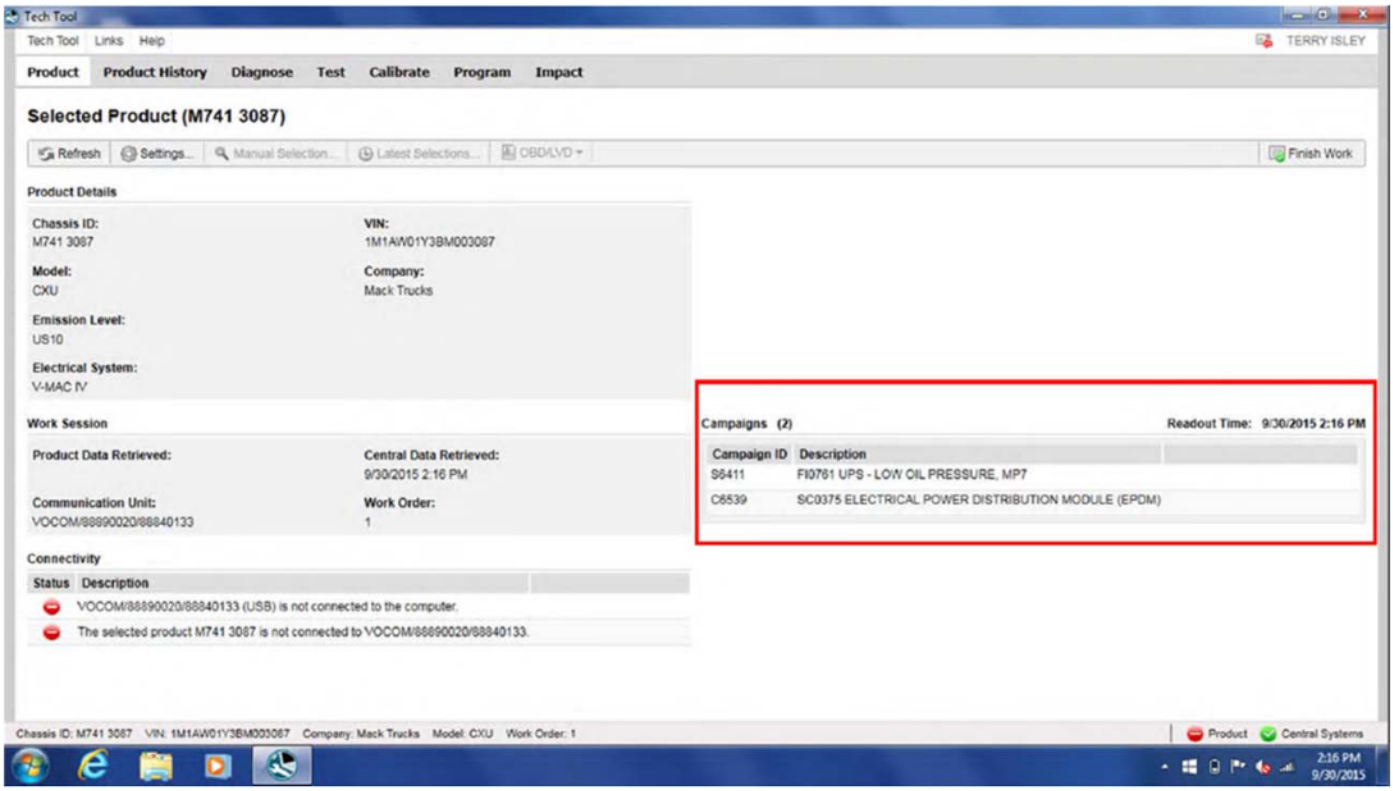
Subject: *Outstanding Campaigns are Now Displayed in Tech Tool*

Bulletin: *SNM15-032*
Date: *October 19, 2015*
Valid to: *Until Further Notice*
Replaces: *N/A*
Action Required? **Yes**

Outstanding Campaigns per Vehicle are now displayed on the front page in Tech Tool (TT2).

Be certain to thoroughly read the campaign bulletin prior to beginning the repair.

- *Campaign claims are to be submitted within two working days from the repair date. (Failure to do so may jeopardize payment of the claim. i.e. someone else files claim first)*
- *The claim is the trigger that clears the campaign from both VDA+ and TT2. As always, VDA+ is the system of record; if conflicting information between systems is present, VDA+ trumps all other systems regarding campaign eligibility/completion.*



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