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**Dealer Principal, Warranty Manager, Service Manager, Parts Manager, Sales Manager**

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**IMPORTANT WARRANTY INFORMATION**

REF	14-017R
Effective	06/23/2014
Release	06/23/2014 (Revised: 08/11/2014)
SUBJECT	Revised: Detroit Addition of Admin Time

❖ **DTNA Warranty Operations Reminder**

An analysis provided by the Standard Repair Time (SRT) Joint Application Development (JAD) committee indicates DTNA service locations are not utilizing the additional available Detroit standard diagnostic times (SDTs) and the new admin time to their full advantage. Please ensure that all appropriate areas within the dealership are aware of the recent enhancements which can assist in increasing warranty reimbursement. For more detailed information about Detroit SRTs and SDTs, please refer to the following Important Warranty Information letters:

- 14-006: Revised SDTs
- 14-007R: SRT Quick Tips
- 14-017R: Detroit Addition of Admin Time
- 14-027: New Detroit CLOs
- 14-029: New Detroit SDTs

❖ **Adding Admin Time to Detroit Claims**

In collaboration with the JAD team and, in the continuing effort to align DTNA and Detroit SRTs for warranty repairs, DTNA is pleased to announce that, effective with Repair Orders opened on or after Monday, June 23, 2014\*, Detroit will allow 0.3 hours admin time to be added to engine warranty claims.

❖ **Admin Time Use**

**Claims must include either a published Standard Repair Time (SRT) or Standard Diagnostic Time (SDT) in the claim to qualify.** Manually enter (select) SRT 939-6010A into the Labor section of the claim during the process of claiming other published SRTs or SDTs. Admin time may only be added once per claim.

Only the following claim types are eligible for the addition of admin time:

- 01 - Base Warranty/Field Service Modification
- 02 - Extended Coverage
- 04 - Recall
- 05 - Service Part (does not apply to over-the-counter claims)

\*Current Field Service Campaigns and Recalls that are already in effect or released prior to September 1, 2014 are not eligible for admin time. **Any new Field Service Campaign or Recall released after September 1, 2014 will be eligible.** Please refer to the campaign letter to determine if admin time may be applied.

**IMPORTANT WARRANTY INFORMATION LETTER**

Verify latest version on-line: [Warranty Operation Letters](#) are available at [DDCSN.com](http://DDCSN.com)> [Literature](#)> [Service Letters/Bulletins](#)> [Warranty Operations](#)

*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.*