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**Attention: Dealer/Distributor Principal, Warranty Manager, Service Manager, Parts Manager, Sales Manager**

- |  |  |
|--|--|
| <input checked="" type="checkbox"/> Freightliner Dealers – US and Canada     | <input type="checkbox"/> FCCC Dealers – US and Canada              |
| <input checked="" type="checkbox"/> Sterling Dealers – US and Canada         | <input type="checkbox"/> Direct Warranty Customers – US and Canada |
| <input checked="" type="checkbox"/> Western Star Dealers – US and Canada     | <input type="checkbox"/> Travel Centers of America/Petro:Lube      |
| <input checked="" type="checkbox"/> Thomas Built Bus Dealers – US and Canada | <input type="checkbox"/> SelecTrucks Dealers – US and Canada       |
| <input checked="" type="checkbox"/> Detroit Distributors                     | <input type="checkbox"/> Export                                    |

**WARRANTY OPERATION LETTER**

REF 13WO-3REV2  
 Effective February 25, 2014  
 Release February 25, 2014  
**SUBJECT Actual Labor Hours on Detroit Claims**

❖ **Actual Labor Hours on Detroit Claims**

❖ **Submitting Claims**

**This is a revision of Warranty Letter 13WO-3REV. The changes have been highlighted.**

A new field has been entered into the claim wizard for Detroit Warranty claims.

For claims submitted after June 1, 2013, this will be a required field. The field will only be required and available for Base, Extended and Recall claims, and will be visible and editable by the submitting source. The field will not be available for additional credit claims, as this would cause a double counting of actual labor hours. Note: Direct Warranty Customers will be exempt from this requirement.

Use the *Actual Tech Time* function to enter the actual technician time/hours for a single condition/warranty repair on the warranty claim. **If there are multiple conditions on a repair order do not enter the total repair time, only enter the actual time for the single condition claimed.** Technician's breaks and other downtime should not be included. Do not enter more time than what is reported on the repair order, inaccurate actual tech time will adversely affect reporting.

Figure 1 on the next page displays the original actual labor hour's field location on page 1 of the claim wizard. **As the result of a request by the Dealer Joint Application Development (JAD) committee, this field has been moved to page 3 of the claim wizard. Figure 2 displays the placement of the current actual labor hour's field on page 3 of the claim wizard.**

**WARRANTY OPERATION LETTER**

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

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Figure 1: Previous Actual Labor Hours Field Location

**Claim Entry (page 1)**

Next Close Reset

Claim Type \*  List

Dist / Dir \*  List

RO Num \*

RO Date \*  (dd-mm-yy)

RO Close Date \*  (dd-mm-yy)

Serial Num \*

Vehicle VIN \*  (last 6 characters)

PFP Part Num \*  List

Requested Amount \*

Actual Labor Hrs

\* Indicates field may be required (depending on claim type and reported mileage)

Figure 2: Current Actual Labor Hours Field Location

**Claim Entry (page 3) - WAXXXXXXXXX**

Next Back Save Close Reset

**ENTER NEW LINE ITEMS**

Line Type	Code	Reqstd Qty
<input type="text"/>	<input type="text"/> List	<input type="text"/>
<input type="text"/>	<input type="text"/> List	<input type="text"/>
<input type="text"/>	<input type="text"/> List	<input type="text"/>

Number of Additional Blank Lines:

**ACTUAL LABOR HOURS**

Enter Actual Labor Hrs

**PART**

Part Number	Qty Reqstd	Delete?
101 A0179978945 <input type="text"/> List O-RING	<input type="text" value="1"/>	<input type="checkbox"/>

**LABOR**

Operation	Hrs Reqstd	Delete?
101 #022000 <input type="text"/> List # HIGH PRESSURE	<input type="text" value="7.4"/>	<input type="checkbox"/>

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