



**No.: 06SO-2  
January 31, 2006**

TO: Distributors and On-Highway Dealers – U.S. and Canada

ATTN.: General Manager, Sales Manager, Parts Manager and Service Manager

FROM: R. P. Dziadzio, Manager, Service Operations

SUBJECT: **Change in Policy for Injector Pre-Authorizations**

DDC issued the requirement for injector pre-authorization in 2001 (01SO-5) to service outlets for warrantable injector repairs. DDC will now allow replacement of 1 or 2 injectors to be performed without pre-authorization effective January 31, 2006. In addition there is a small group of engines that DDC will allow all injectors to be replaced on the engine without pre-authorization for two specific conditions. The attached flow diagram can be used to determine if an authorization is required.

**The adjusted procedure remains in effect for all Series 50 and 60 on-highway engines.**

It will insure that all available troubleshooting expertise is exhausted prior to injector replacement. You do not need an authorization number if the engine/injector is beyond the warranty or P-3 coverage but similar diagnostics should be utilized when treating an out of warranty condition.

**To summarize:**

**After determination of injector failure under warranty or P-3 and 3 or more injectors require replacement:**

- 1) Call 313-592-5800 for an Injector Authorization Number**
- 2) Write the authorization number plainly on the injector box as well as the other requested information for return to DDC**
- 3) Return the injectors following normal return procedures**
- 4) Write the authorization number in the claim authorization field and in the narrative**

Please share this revised process with all personnel who are impacted by this change. Please call 313-592-5800 or submit a Warranty Inquiry ticket if you have any questions regarding this change in the program.

## On Highway Injector Authorization

