



# FULL SERVICE DEALERS WARRANTY CERTIFICATION PROGRAM OVERVIEW AND USER GUIDE

Program Effective 1/1/03

# FREIGHTLINER LLC WARRANTY CERTIFICATION PROGRAM

## Special Conditions for Participants:

- Participation in the Warranty Certification Program is voluntary. By participating in the program, the dealer agrees to abide by all program terms and conditions.
- Certification level assessment requires processed claim data for each quarter, therefore dealers with zero claims will not qualify for benefits under this program
- Dealer must file warranty claim under location code where repair was performed
- Open enrollment to the Freightliner LLC Warranty Certification Program is March 1<sup>st</sup> to 30<sup>th</sup> and September 1<sup>st</sup> to 30<sup>th</sup>. Late applications will not be considered and must be re-submitted during the next enrollment.
- Freightliner LLC reserves the right to amend, cancel or revoke the program if Freightliner LLC judges any further circumstances to warrant such a decision, with 30 days written notice. Freightliner LLC will be the final authority with respect to interpretation of the program rules or any area of controversy not specifically covered in the rules.

# FREIGHTLINER LLC WARRANTY CERTIFICATION PROGRAM

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# Warranty Certification Program (WCP) Overview

Freightliner LLC Service and Parts Division's Warranty Certification Program (for full service dealers only) features include the following:

- Bi-Annual open program enrollment periods are from March 1<sup>st</sup> to March 31<sup>st</sup> and from September 1<sup>st</sup> to September 30<sup>th</sup> of each year. New applicants should complete the WCP Application contained in this packet and submit to Freightliner LLC as indicated on the form.
  - A notice of acceptance into the program will be issued by email after the original application/agreement has been received and verified. Once accepted into the program, dealers will be given access to view their online Certification Standing Report to monitor their warranty progress. Eligibility for certification starts the beginning of the next quarter. Certification level placement assessment requires processed claim data for one quarter.
- The online Certification Program Standing Reports are located under the Warranty Management Reports on *AccessFreightliner.com* Web site then under the Application section.
- Warranty Certification Program (WCP) benefits are determined by certification level
- Quarterly reassessment of certification level results in benefit adjustments
  - Warranty performance improvement can raise certification level which provides increased benefits
  - Warranty performance decline triggers a three month "Warning Period"
    - After a three month Warning Period, lack of performance increase in identified areas will result in reduction of Certification level and benefits
    - If minimum Bronze level is not maintained participant is issued "Uncertified" status but will remain in the program
- Appeals for individual claims must be filed 30 days from the credit memo issue date.
- Appeals for level adjustment are accepted up to 30 days after the post date of the assigned level.
- The Appeals form is available by request from [warrantycertification@freightliner.com](mailto:warrantycertification@freightliner.com)

*Questions? Submit an inquiry at [accessfreightliner.com](http://accessfreightliner.com), support, select Submit an Inquiry*

*Freightliner LLC reserves the right to discontinue this program, alter the benefits or modify eligibility criteria upon thirty days written notice.*

## Warranty Certification Dealer Benefits

- 1) Generates criteria for dealers to measure warranty performance and set goals
- 2) Incentives for employees to perform at higher levels
- 3) Consistency in Warranty Management
- 4) Expedites reimbursement time frames due to quicker submission of warranty claims
- 5) Streamlines processes within dealership by providing up front warnings of declined performance
- 6) Reduces claim aging
- 7) Provides incentive to close repair orders
- 8) Improves customer satisfaction

# Warranty Certification Levels

## Overview

Bronze	Silver	Gold
<b>Prerequisites<sup>1</sup></b> a) Tooling, Equipment & Training Requirements	<b>Prerequisites<sup>1</sup></b> a) Tooling, Equipment & Training Requirements	<b>Prerequisites<sup>1</sup></b> a) Tooling, Equipment & Training Requirements b) Performs Warranty Self-Audit
<b>Level I Eligibility Criteria</b> Minimum of 7 Points (Table A) (A thru F Minimum 1 point each)	<b>Level II Eligibility Criteria</b> Minimum of 13 Points (Table A) (A thru F Minimum 2 points each)	<b>Level III Eligibility Criteria</b> Minimum of 20 Points (Table A) (A thru F Minimum 3 points each)
<b>Benefits</b> 1) Certificate 2) Quarterly Performance Reports 3) Certification Policy Level is based on net warranty dollars paid in prior year; if net warranty paid is \$135,000 or greater, dealer will be provided with \$400 per quarter with a cumulative maximum of \$1,600* annually. If less than \$135,000 in net warranty paid in previous year, dealer will be eligible for equivalent amount based on 1.2% of net warranty dollars paid during previous year. These dollars may accumulate from quarter to quarter. The maximum redemption amount per claim is \$400 dollars.	<b>Benefits</b> 1) Priority Scheduling for Training 2) Certification Policy Level is based on net warranty dollars paid in prior year; if net warranty paid is \$500,000 dollars or greater, dealer will be provided with \$1,500 per quarter, \$6,000* annually. If less than \$500,000 in net warranty paid in previous year, dealer will be eligible for equivalent amount based on 1.2% of net warranty dollars paid during previous year**. These dollars may accumulate from quarter to quarter. The maximum redemption amount per claim is \$500 dollars. 3) No parts return with participating suppliers 5) Certificate 6) Quarterly Performance Reports	<b>Benefits</b> 1) Priority Scheduling for Training 2) Certification Policy Level is based on net warranty dollars paid in prior year; if net warranty paid is \$500,000 dollars or greater dealer will be provided with one of the four levels below: \$2,000/quarter-\$500/per claim \$ 8,000*/max \$2,500/quarter-\$500/per claim \$10,000*/max \$3,000/quarter-\$500/per claim \$12,000*/max \$3,500/quarter-\$500/per claim \$14,000*/max If less than \$500,000 in net warranty paid in previous year, dealer will be eligible for equivalent amount based on 1.2% of net warranty dollars paid during previous year**. These dollars may accumulate from quarter to quarter. The maximum redemption amount per claim is \$500 dollars. 3) No parts return with participating suppliers 4) Certificate 5) Quarterly Performance Reports 6) Reduced Likelihood of Audit 7) Reimburse Lodging for Warranty Training Class attendees (up to \$80/night per person; maximum 2 nights and 2 people per dealership per class)

<sup>1</sup>If Prerequisites as specified in your Annual Operating Requirements Addendum (addendum to the Dealer Sales and Service Agreement) are not met, a Certification Level of \*\*Uncertified will be issued

\*Cumulative amounts will be zeroed out December 15<sup>th</sup> of each year

\*\*Less than \$500,000 in net warranty paid in previous year, dealer will be eligible for equivalent amount based on 1.2% of net warranty dollars paid during previous year

# Warranty Certification Level Point Assignments

TABLE A

CATEGORIES	Level Point Ranges					
	Bronze 1 Point each	MIN Level Points	Silver 2 Points each	MIN Level Points	Gold 3 Points each	MIN Level Points
A. Average Days to Submit	30 - 18	1	17 - 8	2	7 - 0	3
B. Rejected Claims %	4.00 - 2.01	1	2.00 - 1.00	2	.99 - 0	3
C. Denied Claims %	4.00 - 2.01	1	2.00 - 1.00	2	.99 - 0	3
D. Chargeback %	6.00 - 4.00	1	3.99 - 2.51	2	2.50 - 0	3
E. Average Days to PDI	30 - 20	1	19 - 13	2	12 - 0	3
F. Average Days to Registration	30 - 21	1	20 - 11	2	10 - 0	3

Plus

FLOATING POINTS ( X= 1 point )

G. No "Parts Not Shipped" Chargeback	X	X	X
H. Web-Based Training	X	X	X
I. Dealer Trainer	X	X	X
J. Warranty Self-Audit	X	X	*

To achieve a certification level the dealer must meet the minimum level points for Categories A-F and attain the minimum floating points required in each certification level. One floating point is required to attain Silver and Bronze level. To achieve Gold level, dealer must have 3 points in each category and have two floating points as well as performing the Self-Audit\*.

Sample

Category:	A	B	C	D	E	F	G	H	I	J	Total Points
Points:	1	2	1	2	3	3	1				14

This point structure would warrant a Bronze Level

\*Warranty Self-Audit is a prerequisite for Gold level.

# Warranty Certification

## Floating Point “Level Boost” potential

Warranty Certification floating points can be used to compensate one deficient category enabling attainment to the next Bronze or Silver Level (Gold level is excluded).

### Description:

Any qualified dealer deficient in one category will be able to advance to next level using 2 or more Floating Points. Floating Points cannot be used for the same deficient category in any two consecutive quarters.

- 3 Floating Points are required to advance from Bronze to Silver
- 2 Floating Points are required to advance from Uncertified to Bronze

### EXAMPLE:

Note:			Note:		
Bronze - Floating Point Boost			Silver - Floating Point Boost		
1. Has only one deficient category	Category	Points	1. Has only one deficient category	Category	Points
	A	1		A	2
	<b>B</b>	<b>0</b>		B	2
	C	2		C	2
	D	2		<b>D</b>	<b>1</b>
	E	2		E	2
	F	2		F	2
	*G	1		*G	1
	*H	1		*H	1
	*I			*I	
2. Has two floating points	*J		2. Has three floating points	*J	1
3. Deficient category is not same as previous quarter			3. Deficient category is not same as previous quarter		
*Floating Points			*Floating Points		
Total Points		11	Total Points		14

Final certification level is determined based on achieved points in each category as well as obtaining required Floating Points. Minimum of one floating point is required to achieve either Bronze or Silver Certification Level.

To achieve Gold Level, dealer must have three points in each category plus 2 Floating Points.



## Description of Warranty Certification Level Benefits

### 1) Priority Scheduling for Training

Warranty classes will have a percentage of seats reserved for dealers qualifying for this benefit

### 2) Certification Policy Levels

- **Bronze Level:** Certification Policy Level is based on net warranty dollars paid in prior year. If net warranty paid is \$135,000 or greater dealer will be provided with \$400 per quarter with a cumulative maximum of \$1,600\* annually. If less than \$135,000 in net warranty paid in previous year, dealer will be eligible for equivalent amount based on 1.2% of net warranty dollars paid during previous year. These dollars may accumulate from quarter to quarter. The maximum redemption amount per claim is \$400 dollars
- **Silver Level:** Certification Policy Level is based on net warranty dollars paid in prior year. If net warranty paid is, \$500,000 dollars or greater dealer will be provided with \$1,500/Quarter; with a cumulative maximum of \$6,000\* annually. If less than \$500,000 in net warranty paid in previous year, dealer will be eligible for equivalent amount based on 1.2% of net warranty dollars paid during previous year\*\*. These dollars may accumulate from quarter to quarter. The maximum redemption amount per claim is \$500 dollars.
- **Gold Level:** Based on net warranty dollars paid in prior year; if net warranty paid is \$500,000 dollars or greater dealer will be provided with one of the four levels below:  
\$2,000/Quarter, up to \$500/per claim, cumulative maximum \$ 8,000\* annually  
\$2,500/Quarter, up to \$500/per claim, cumulative maximum \$10,000\* annually  
\$3,000/Quarter, up to \$500/per claim, cumulative maximum \$12,000\* annually  
\$3,500/Quarter, up to \$500/per claim, cumulative maximum \$14,000\* annually  
If less than \$500,000 in net warranty paid in previous year, dealer will be eligible for equivalent amount based on 1.2% of net warranty dollars paid during previous year.\*\* These dollars may accumulate from quarter to quarter. The maximum redemption amount per claim is \$500 dollars.

\* Cumulative amounts will be zeroed out by December 15<sup>th</sup> of each year

\*\* Less than \$500,000 in net warranty paid in previous year, dealer will be eligible for equivalent amount based on 1.2% of net warranty dollars paid during previous year

### *Certification Level Benefits (continued)*

- **Guideline for Use of Certification Policy Dollars**
  - Customer goodwill (such as towing charges, repairs)
  - Cannot be used for administrative purposes or chargebacks
  - CP Dollars are awarded in the currency of the country the dealership resides
- **Submittal Procedures when Claiming Certification Policy Dollars**

Qualified dealers will be advised how to submit certification policy claims for reimbursement upon attainment of Warranty Certification Program Bronze, Silver or Gold levels

### **3) No Parts Return For Participating Suppliers**

Select suppliers have agreed to discontinue normal parts return for dealers certified at the Silver and Gold levels. Parts disposition for these dealers and the participating suppliers will be set at SCRAP. Parts may still be required for return for parts sampling in order to perform root cause analysis or special programs as well as campaigns or recalls so be sure to check your Parts Recap Report. Following are the current participating suppliers in this program:

<b>Vendor Code</b>	<b>Vendor Name</b>	<b>Start Date</b>
ROKN	Meritor	06/23/03
ETN3	Eaton Transmission	06/28/03
KYS1	Borg Warner Emissions/Thermal Systems (Cadillac)	01/21/04
F046	Pollak	01/22/04
HOR	Horton	06/24/03
FBH	Breeze	05/22/03
DAN2	Eaton Clutch	06/28/03
BHH1	Behr Climate Systems	03/01/04
CM	Conmet	02/13/04
ARS	Commercial Vehicle Systems	02/18/04
SDH	Modine Mfg Co.	04/01/04
Z984	Progressive Metal Mfg.Inc	06/09/04
HDR1	Hendrickson Suspension	06/14/04
GRO	Grote	06/18/04
M2B	McCoy Bolt	06/16/04
LOR1	Lord Corp	07/13/04
RGT1	TRW Corp	07/16/04

*Certification Level Benefits (continued)*

**4) Certificate**

Dealerships will receive a certificate of achievement suitable for display based on performance assessment at the end of each quarterly review.

**5) Certification Program Standing Report**

This report can be accessed at any time and will display quarter-to-date totals for self-monitoring of dynamic performance. This report is located within the Warranty Management Reports.

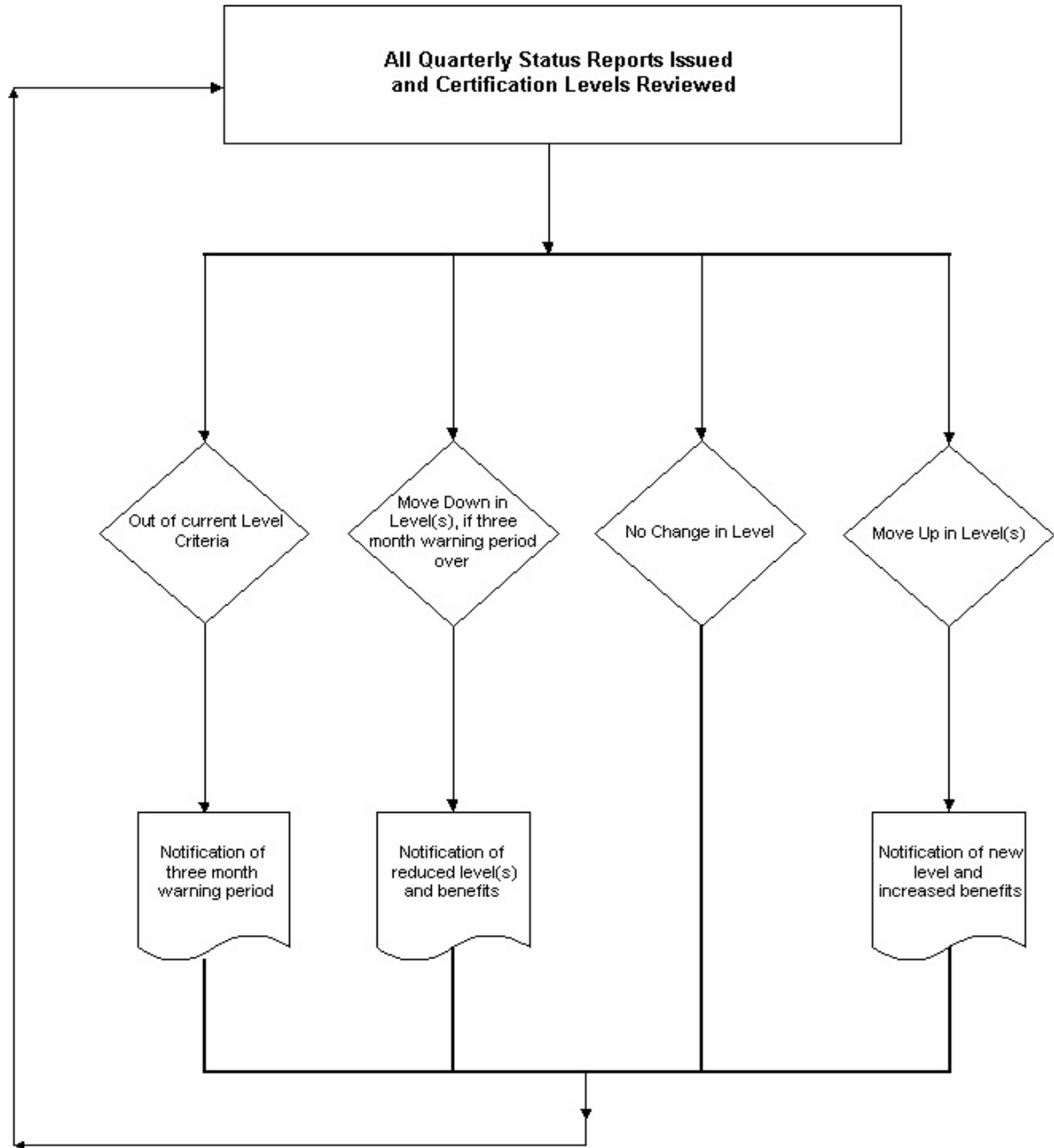
**6) Reduced Likelihood of Audit**

Reduces the likelihood of being selected for a Warranty Audit

**7) Reimburse Lodging for Warranty Training Class Attendees**

Freightliner LLC will reimburse lodging costs for up to \$80.00 per night per person for a maximum of two nights and two dealer personnel attending each Warranty Training class.

## FREIGHTLINER LLC WARRANTY CERTIFICATION PROGRAM



# Rationale of Warranty Certification Categories

## Category

### A. Average Days to Submit

<u>Levels:</u>	<u>Bronze</u>	<u>Silver</u>	<u>Gold</u>
<u>Ranges:</u>			
<u>(Days)</u>	30-18	17-8	7-0

#### *Definition*

Number of days from the date that the repair completed, to the date when the dealer submits the claim and it successfully logs into Freightliner LLC mainframe. Note: Only calculates number of days for Warranty type claims that terminate in the final letter "T" (these include Extended Warranty and Supplier Extended Warranty claims).

Excluded from this category are the following types of claims:

- CPWA
- Sales Term
- Policy
- Recall & Field Service Campaign
- Replacement
- Transporter
- FSA (Field Service Authorization)
- Certification Policy Dollars
- Outside Repairs (except for Paint or Freight charges)

#### *Rationale*

The maximum number of days to log claims into Freightliner LLC's mainframe is 30 days. The benefits for getting this information logged expediently as possible are:

1. Dealers are reimbursed sooner
2. Less chance of parts being lost
3. Claims do not age
4. Closes Repair Orders quicker

*Rationale of categories Continued*

**Category**

**B. Rejected Claims %**

<u>Levels:</u>	<u>Bronze</u>	<u>Silver</u>	<u>Gold</u>
<u>Ranges:</u>			
<u>(%)</u>	<b>4.00-2.01</b>	<b>2.0-1.0</b>	<b>.99- 0</b>

***Definition***

Freightliner LLC Warranty Department rejects claims for data entry errors and/or non-compliance with policies and procedures outlined in the Warranty Manual. Reports percent of claims rejected for the reasons cited below, relative to all claims submitted by the dealer in the past three months.

***Rationale***

Freightliner LLC will use the following reasons to determine rejected claims' percentages.

1. Duplicate Input Claim - Numbers - Rejected Duplicate
2. Need Manufacture and Part # of Failed Part
3. Potential Duplicate Claim
4. Tightening Fittings/Clamps Maintenance. At This Mileage
5. Aged Claim - Claim Too Old to Accept
6. Invalid Freightliner Authorization # For Claim Type Specified
7. Inappropriate Damage Code/Use Another Code
8. Claim Amount > Unpaid Amount of Previous Claim
9. Consumable Part/Not Warranty After In-Service
10. Not Warranty After In-Service
11. One Repair If Less Than 25,000 Miles or First Maintenance
12. Paint Claim Amount Exceeds Allowable Limit
13. Not Warranty After In-Service (Sec 1)
14. Vehicle Is Not Warranty Registered
15. Re-Routing of Lines/Hoses/Tubes Is Not Warrantable

*Rationale of categories Continued*

**Category**

**C. Denied Claims%**

<u>Levels:</u>	<u>Bronze</u>	<u>Silver</u>	<u>Gold</u>
<u>Ranges:</u>			
<u>(%)</u>	<b>4.00-2.01</b>	<b>2.00-1.00</b>	<b>.99-0</b>

*Definition*

Claims processed through the Freightliner LLC mainframe and denied by Freightliner processing. Percent of claims denied for the reasons cited below, relative to all claims submitted by the dealer in the past three months.

*Rationale*

Freightliner LLC will use the following denial reasons to determine denied percentages:

1. Duplicate of previous claim
2. Need manufacturer and part number of failed part
3. No warrantable corrective work done
4. FTL Authorization Required for Modifications
5. Unauthorized repair
6. Incorrect failed part number on claim
7. Repair and part descriptions do not agree
8. Part of Pre Delivery Inspection
9. Trade terms expired
10. Deducted item considered normal maintenance
11. Use valid SRT's when available
12. Only one repair allowed per claim
13. Repair not warranty at this time and mileage
14. Must have model serial of major component
15. Improper repair procedures - dealer responsibility
16. Incorrect part number or number format
17. Documentation missing

## *Rationale of categories Continued*

### **Category**

#### **D. Chargeback %**

<b><u>Levels:</u></b>	<b><u>Bronze</u></b>	<b><u>Silver</u></b>	<b><u>Gold</u></b>
<b><u>Ranges:</u></b>			
<b>(%)</b>	<b>6.00-4.00</b>	<b>3.99-2.51</b>	<b>2.50-0</b>

#### *Definition*

Freightliner LLC Warranty Department issues chargebacks to dealers when processed claims do not adhere to the Freightliner LLC policies/procedures as specified in the Warranty Manual, and/or vendor analysis. The percent of claims charged back for the reasons cited below, are relative to all claims submitted by the dealer in the past three months.

Excluded from this category are the following types of claims:

- Over the Counter Parts Claims have been excluded in this category.

#### *Rationale*

Freightliner LLC will use the following reasons to determine chargeback percentages:

1. Parts Not Shipped/Shipping Information Not Entered Into Parts Tracking
2. Parts Tested Good/No Defect Found (Only if greater than 20%)
3. Dealer Responsibility
4. Incorrect PFI (Primary Failed Indicator)
5. Customer Responsibility-Maintenance Issue
6. Wrong Part Returned
7. Dealer Mis-Installation/Mis-Diagnosis
8. Insufficient Claim Explanation
9. missing Date Code, Photographs, or Required Info
10. Proof-of-Delivery (POD) Chargeback
11. Repetitive Claims Filed by Dealer
12. Parts Adjustment-Over Repair
13. Insufficient Parts Returned

### **Category**

#### **E. Average Days to PDI**

<b><u>Levels:</u></b>	<b><u>Bronze</u></b>	<b><u>Silver</u></b>	<b><u>Gold</u></b>
<b><u>Ranges:</u></b>			
<b>(Days)</b>	<b>30 - 20</b>	<b>19 – 13</b>	<b>12 - 0</b>

#### *Definition*

The number of days from the date the transporter delivers the vehicle to the dealership to the date the Pre-Delivery Inspection is performed.

Excluded from this category are the following truck models:

- American LaFrance
- Condor
- Glider
- Freightliner Custom Chassis

#### *Rationale*

Freightliner requires dealers to PDI vehicles as soon as possible when the vehicle is received at the dealer's location from the transporter or have the factory PDI the vehicle. This provides the following benefits:

1. PDI dollars reimbursed sooner to dealers
2. Vehicles are road-ready for demonstrator/customer use
3. Warranty repairs are identified as soon as possible prior to customer taking receipt of vehicle
4. Improves customer satisfaction



*Rationale of categories Continued*

**Category**

**F. Average Days to Registration**

<b><u>Levels:</u></b>	<b><u>Bronze</u></b>	<b><u>Silver</u></b>	<b><u>Gold</u></b>
<b><u>Ranges:</u></b>			
<b>(Days)</b>	<b>30 - 21</b>	<b>20 – 11</b>	<b>10 - 0</b>

***Definition***

The number of days from the date the dealer advises Freightliner LLC Sales that the vehicle is retail sold, to the date the registered customer information is entered into the Freightliner LLC mainframe.

Excluded from this category are:

- Gliders
- Auto Registration Customers VIN's
- Freightliner Custom Chassis

***Rationale***

The dealer is responsible for keying the in-service date into Freightliner's Service Advisor system. This date signifies the date the customer signs the Warranty Start Form and takes possession of the vehicle. This date accomplishes the following:

1. Begins the warranty period
2. Provides customer information so Freightliner LLC can notify the customer regarding recalls, customer surveys, etc.
3. Allows claims to be entered into the Freightliner LLC warranty system
4. Improves customer satisfaction

**Category**

**G. No "Parts Not Shipped" Chargeback**

<b><u>Levels:</u></b>	<b><u>Bronze</u></b>	<b><u>Silver</u></b>	<b><u>Gold</u></b>
<b>*Ranges:</b>	<b>X</b>	<b>X</b>	<b>X</b>

***Definition***

Dealers can utilize this as a "floating point". To qualify, dealers must have no chargebacks for parts not returned as indicated on their Parts Tracking Reports.

**\*Floating Points X = 1 point each**

## *Rationale of categories Continued*

### **Category**

#### **H. Web-Based Training**

<b><u>Levels:</u></b>	<b><u>Bronze</u></b>	<b><u>Silver</u></b>	<b><u>Gold</u></b>
<b><u>*Ranges:</u></b>	<b>X</b>	<b>X</b>	<b>X</b>

#### ***Definition***

To qualify for this floating point, any dealer personnel must successfully complete two Web-based training tests from the list below, per Quarter a year. This can be accomplished by either one person successfully completing two different tests per Quarter, or two people successfully completing one test (either the same test or different tests) per Quarter. Please note that the same test per person cannot be used to obtain this floating point within a 12-month period. Two tests must be successfully completed in order to obtain the floating point for the Quarter.

Note: Freightliner Learning Center's Online testing is located on the *AccessFreightliner.com* Web page, under the Tools & Services section. A \$15 dollar fee will be charged for each test ID. Please note that tests starting with "pe" in the Test ID must be successfully completed with a grade 80% or better and those that opt to take these tests must be enrolled in the Parts Expert Certification Program; any other tests must be successfully completed with a grade 85% or better

### **Warranty Certification Program Approved Web-based Testing**

<b><u>Test ID</u></b>	<b><u>Course Name</u></b>
1. FSW423	Parts Tracking (Web)
2. FSW424	QuickClaim (Web)
3. FSW489	Parts Locator (Web)
4. FSW250	PartsPro Web Based Training
5. FSW252	Intro to Windows & Internet Explorer Computer-Based Training (Web)
6. FSW259	EZWiring
7. FSW290	ServiceLink Web Based Training
8. FSW323	ServicePro Web Based Training
9. FSW324	Extended Coverage
10. FSW506	Intro to Warranty on Accessfreightliner (pre-recorded session)
11. pe01en	Truck Systems – Engines
12. pe02dr	Truck Systems – Drivetrain
13. pe03br	Truck Systems – Brakes
14. pe04ch	Truck Systems – Chassis
15. pe05el	Truck Systems – Electrical
16. pe06hv	Truck Systems – HVAC
17. pe07ca	Truck Systems – Cab and Hood
18. pe13pw	Parts Warranty Management
19. SDF 005	Drivetrain Drivelines
20. SDF 008	Basic Electricity: Symbols & Diagrams
21. SDF 009	Basic Electricity: Terms
22. SDF 023	Using a DMM
23. SDF 024	The Pressure's On: Air Brakes
24. SDG 006	Basic Electricity: Volts, Ohms & Amps
25. SDG 007	Basic Electricity: Magnetism
26. 6001	Managing the Warranty Process

**\*Floating Points X = 1 point each**

*Rationale of categories Continued*

**Category**

**I. Dealer Trainer**

**Levels:**

**\*Ranges:**

**Bronze**

**X**

**Silver**

**X**

**Gold**

**X**

*Definition*

Dealers can utilize this as a "floating point". To qualify, dealers must have an On-site Dealer Trainer or share a Trainer for their dealership(s).

**Category**

**J. Warranty Self-Audit**

**Levels:**

**\*Ranges:**

**Bronze**

**X**

**Silver**

**X**

**Gold**

**X**

*Definition*

Dealers can utilize this as a "floating point". To qualify, dealers must perform a Quarterly Warranty Self-Audit and return a verification form by specified periods listed on the Self-Audit Verification Form.

Note: To obtain a copy of the Warranty Self-Audit packet, go to the [AccessFreightliner.com](http://AccessFreightliner.com) website and select WarrantyLit and then Forms.

**\*Floating Points X = 1 point each**

# Warranty Certification Program Application and Agreement Form

Date: \_\_\_\_\_

Dealership Name: \_\_\_\_\_

Dealer Sales Outlet Code: \_\_\_\_\_

Product Lines: ☐ FTL ☐ STL ☐ FCCC ☐ WST ☐ ALF ☐ TBB

Mailing Address: \_\_\_\_\_ (Street)  
\_\_\_\_\_ (City, State, Zip)

## Person to contact regarding this application:

Name (please print): \_\_\_\_\_

Email Address: \_\_\_\_\_

Phone Number : ( \_\_\_\_\_ ) \_\_\_\_\_

~~~~~

### 1) Is your dealership current with your \*AORA Training Requirements?

☐ Yes ☐ No

### 2) Is your Tooling and Equipment \*AORA Requirements current?

☐ Yes ☐ No

### 3) Are you a Full Service dealership (must have Sales, Service & Parts)?

☐ Yes ☐ No

### 4) Do you currently have or share a dealer trainer? ☐ Yes ☐ No

If yes, your employee's name: \_\_\_\_\_

If sharing, trainer's name: \_\_\_\_\_

Shared trainer's dealership name: \_\_\_\_\_

Comment Section: \_\_\_\_\_

## Agreement must be signed by Dealer Principal or General Manager

|  |  |  |
|--|--|--|
|  |  |  |
|--|--|--|

Print Name

Signature

Title

|  |
|--|
|  |
|--|

Area Code, Phone Number

\* AORA "Annual Operating Requirements Addendum" An addendum to the Dealer Sales and Service Agreement outlining the requirements that needs to be met in the following year.

Open enrollment to the Freightliner LLC Warranty Certification Program is MARCH 1<sup>ST</sup> - 31<sup>TH</sup> AND SEPTEMBER 1<sup>ST</sup> - 30<sup>TH</sup>. Late applications will not be considered and must be re-submitted during the next enrollment. Signature on this Application and Agreement signifies agreement by user to the terms and conditions associated with Freightliner LLC Warranty Certification Program as set forth in the attached overview. Freightliner LLC reserves the right to discontinue this program, alter the benefits or modify eligibility criteria upon 30 days written notice. Completed applications can be faxed to 503-745-5424, or emailed to: [WarrantyCertification@Freightliner.com](mailto:WarrantyCertification@Freightliner.com), then followed by original signed application/agreement mailed to: 6121 N. Cutter Circle, Portland, OR 97217. If original signed application/agreement is not received within 30 days of receipt of fax or emailed application/agreement, enrollment will be cancelled.



## Warranty Certification Program Appeal Form

Use ONLY your TAB key or click with mouse to move within this form

Date:

Dealership Name:

Dealer Sales Outlet Code:

Product Lines involved in Appeal: ☐ FTL ☐ STL ☐ FCCC ☐ WST ☐ ALF ☐ TBB

Dealer Mailing Address: (Street)  
(City, State, Zip)

1) What certification level quarter are you appealing? ☐ Last Qtr ☐ Current Qtr

2) What was the issued Certification Level? ☐ Uncertified ☐ Bronze ☐ Silver ☐ Gold

3) What category or floating point(s) needs to be reviewed? Check all that apply

- |                                                      |                                                               |
|------------------------------------------------------|---------------------------------------------------------------|
| <input type="checkbox"/> A. Avg Days to Submit       | <input type="checkbox"/> G. No "Parts Not Shipped" Chargeback |
| <input type="checkbox"/> B. Rejected Claims %        | <input type="checkbox"/> H. Web-Based Training                |
| <input type="checkbox"/> C. Denied Claims %          | <input type="checkbox"/> I. Dealer Trainer                    |
| <input type="checkbox"/> D. Chargeback %             | <input type="checkbox"/> J. Warranty Self-Audit               |
| <input type="checkbox"/> E. Avg Days to PDI          | <input type="checkbox"/> Certification Policy Dollars         |
| <input type="checkbox"/> F. Avg Days to Registration |                                                               |

4) Details: (Appeals for individual claims must be filed 30 days from the credit memo issue date)

| Category | Qtr/YR | Month | Claim # | CM Date | Reason of Appeal |
|----------|--------|-------|---------|---------|------------------|
| 1)       |        |       |         |         |                  |
| 2)       |        |       |         |         |                  |
| 3)       |        |       |         |         |                  |
| 4)       |        |       |         |         |                  |
| 5)       |        |       |         |         |                  |
| 6)       |        |       |         |         |                  |
| 7)       |        |       |         |         |                  |
| 8)       |        |       |         |         |                  |
| 9)       |        |       |         |         |                  |

5) Additional Comments:

|                           |  |               |      |
|---------------------------|--|---------------|------|
| Submitted By Name (print) |  | Title         | Date |
| Area Code, Phone          |  | Email Address |      |

Complete and email form to: [WarrantyCertification@Freightliner.com](mailto:WarrantyCertification@Freightliner.com)  
Allow 30 days after submitting request for a formal response