



Stick with the Specialists®

WARRANTY BULLETIN

TO: Dealer Principal, Service Mgr., Parts Mgr. and
Warranty Claims Administrator

NO: D-07-10
DATE: April, 2007

SUBJECT: ON-VEHICLE BRAKE LATHE
WARRANTY SYSTEM EDIT CHANGES

FOR: X Dealers
Business Centers

PURPOSE:

To inform dealers of a new warranty system edit to allow payment of warranty claims for disc brake rotor refacing only if the dealer has the proper On-Vehicle Brake Lathe service equipment.

TIMING:

Target July 9, 2007

ACTION:

Dealers should only submit rotor refacing claims if they use an approved On-Vehicle Brake Lathe or, if the repair is a sublet, to a facility with an approved on-vehicle brake lathe equipment.

ADDITIONAL INFORMATION:

Dealers submitting disc brake rotor refacing claims, who do not have approved on-vehicle brake lathe equipment, will have their claims rejected with a message code “**TL1**”: “*This repair requires an approved DCX On-Vehicle Brake Lathe.*”

This action does not apply to sublet repair claims. However, dealers are responsible for insuring that all repairs performed by approved sublet repair facilities conform to the necessary standards and quality set forth by DaimlerChrysler.

Refer to the Warranty Administration Manual, Claim Procedure Section, Page CP-4 for additional details regarding brake rotor replacement or refacing.

NOTE: Brake rotors that do not meet the minimum specifications, before or after refacing, must be replaced.

To order the approved On Vehicle Brake Lathe, see **DealerCONNECT>eStore/Market Center>eStore sites>Pentastar Service Equipment; Type “Lathes” in the search box.** Questions related to equipment orders should be directed to **teamPSE** at 1-800-223-5623.

Please ensure that all affected dealership personnel are aware of this bulletin.

WARRANTY OPERATIONS