

## **IMPORTANT**

THIS BOOKLET CONTAINS EMISSION CONTROL SYSTEMS MAINTENANCE AND WARRANTY INFORMATION THAT IS PROVIDED BY DETROIT DIESEL IN COMPLIANCE WITH THE FEDERAL CLEAN AIR ACT.

IT ALSO PROVIDES THE DATE OF VEHICLE DELIVERY AND MILEAGE AT TIME OF DELIVERY. PLEASE KEEP THIS BOOKLET WITH THE VEHICLE AND MAKE IT AVAILABLE TO ANY AUTHORIZED DETROIT DIESEL SERVICE LOCATION IF WARRANTY WORK IS REQUIRED.

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**ATTENTION**

This booklet provides the Starting Date of your warranty. Keep it with the vehicle and make it available to any Detroit Distributor or authorized Service Dealer if warranty work is needed.

**Detroit ProDriver Serial No.** \_\_\_\_\_

**Detroit Data Logger Model No.** \_\_\_\_\_

**Date Product Installed or Purchased** \_\_\_\_\_

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## **INTRODUCTION**

### ***An Important message to Detroit Product Owners...***

We are pleased to have you as a “Detroit Customer” and thank you for your purchasing our Data Hub<sup>®</sup> Products.  
This booklet contains warranty information applicable to the Detroit Data Hub<sup>®</sup> Product you have purchased.

## **LIMITED WARRANTY ON NEW DETROIT DATA HUB® PRODUCTS**

### **Terms of Coverage:**

#### **Uses**

This warranty applies to the first retail purchaser and subsequent owners during the WARRANTY PERIOD of new Detroit Data Hub® Products; TRAC®, ProDriver®, Optimized Idle®, Data Pages and Data Logger (referred to as Product) manufactured or supplied by Detroit Diesel Corporation and/or supplied by Detroit Diesel of Canada Limited or Detroit Diesel Overseas Distribution Corporation (all which are collectively referred to as Detroit) and sold at retail in the U.S. or Canada.

#### **Defects**

This warranty covers Product REPAIRS to correct any malfunction occurring during the WARRANTY PERIOD resulting from defects in material or workmanship.

#### **Repairs**

To obtain warranty REPAIRS, the defective or malfunctioning Product must be delivered within the WARRANTY PERIOD to an authorized Detroit service outlet and the outlet furnished with the purchaser's copy of the original sales slip on "over the counter" sales, the repair order on service installations or if purchased as "original engine equipment" proof of delivery date. Only new genuine parts or remanufactured parts or components supplied or approved by Detroit will be used. Detroit may at its discretion replace rather than repair the Product. A reasonable time must be allowed to perform the warranty repair after taking the Product to the authorized service outlet. The owner is responsible for the percentage of repair costs shown under WARRANTY PERIOD. Repairs will be performed during normal working hours.

**LIMITED WARRANTY ON NEW DETROIT  
DATA HUB® PRODUCTS (Cont'd)**

**Warranty Period**

The WARRANTY PERIOD begins on the date the Product is installed by and authorized Detroit service outlet, the date of sale on the “over the counter” purchases or the date the engine is delivered to the first retail purchaser, if purchased as “original engine equipment”.

WARRANTY PERIOD				
Item	Warranty Limitations (Whichever Occurs First)		Repair Charge To Be Paid By Owner	
	MONTHS	MILES/KILOMETERS	PARTS	LABOR
Used in Combination with Detroit Engine	0-24	Unlimited	No Charge	No Charge
Used in Combination with Engines other than Detroit	0-12	0-100,000 mi 0-160,000 km	No Charge	No Charge

**Like Replacement Product**

Products used to replace a Product still under warranty will assume the identity of the Product being replaced and will be entitled to the remaining warranty coverage.

**Product Removal and Reinstallation**

Reasonable labor costs for the removal and reinstallation of the Product are covered by this warranty, unless the Product was originally purchased “over-the-counter”.

**This Warranty Does Not Cover:**

**Repairs Due To Accidents, Misuse, Storage Damage, Negligence Or Certain Modifications**

Repairs due to an accident, misuse, misapplication, storage damage, negligence or modifications exceeding Detroit specifications, are not covered by this warranty.

**LIMITED WARRANTY ON NEW DETROIT  
DATA HUB® PRODUCTS (Cont'd)**

**Labor Charge on “Over-The-Counter” Sales**

Labor costs for the removal and reinstallation of a Product purchased “over-the-counter” are not covered by this warranty.

**Detroit No-Charge Products**

This warranty does not apply to Products provided by Detroit at no-charge.

**Incidental or Consequential Damages**

Detroit is not responsible for incidental or consequential costs or expenses which the owner may incur as a result of a malfunction or failure covered by this warranty, such as communication expenses, meals, lodging, towing, overtime, loss of use of the Product or vehicle (“downtime”), loss of time, inconvenience, cargo loss or damage, and other similar costs and expenses.

**Other Limitations**

The REPAIR of the Product is the exclusive Owner’s remedy under this warranty. Detroit does not authorize any person to assume or create for it any other obligation or liability in connections with the Product.

THIS WARRANTY IS THE ONLY WARRANTY APPLICABLE TO NEW DETROIT DATA HUB® PRODCUTS. DETROIT MAKES NO OTHER WARRANTIES EXPRESS OR IMPLIED INCLUDING ANY IMPLIED WARRANTY OF MECHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. DETROIT SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES AS DESCRIBED ABOVE.

SOME STATES DO NOT ALLOW THE LIMITATION OF HOW LONG THIS WARRANTY MAY LAST OR THE LIMITATION OR EXCLUSION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH MAY VARY FROM STATE TO STATE.



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## **POLICY ON OWNER SERVICE**

### **PRODUCTION CHANGE**

Detroit reserves the right to make change(s) in design or add improvement(s) on the products at any time without incurring any obligations to install same products previously purchased. Authorized Service Outlets reserve a similar right.

### **WARRANTY REPAIR ORDER**

For the owner's records, the authorized Service Outlet will provide a copy of the Warranty Repair Order listing all warranty repairs performed.



## **CUSTOMER ASSISTANCE**

Detroit has established a three-step procedure which customers should follow when experiencing a problem with any Detroit Product or Part. Detroit fully realizes that ultimately the customer's concerns will be resolved at the Distributor/Dealer level and therefore encourages customers to follow the procedure outlined below:

### **Step One**

Customers should discuss the problem with a member of management from the authorized service outlet. Frequently, complaints are the result of a breakdown in communication and can quickly be resolved by a member of management. If you have already discussed the problem with the Distributor or Dealer Sales or Service Manager, contact the General Manager

### **Step Two**

When it appears that your problem cannot readily be resolved at the Distributor/Dealer level without additional assistance, the Detroit Customer Support Center (CSC) should be contacted at 800-445-1980.

The information provided to the CSC will be forwarded to the appropriate Regional Product Support Manager. The customer will then be assisted by a member of the Regional Product Support Managers staff, depending on the nature of the problem.

Prior to contacting the CSC the customer should have the following information available:

- Name and location of authorized service outlet
- Type, make and vehicle identification number of equipment.
- Engine model and serial number.
- Engine delivery date and accumulated kilometers/miles or hours of operation.
- Nature of the problem.
- Chronological summary of engine's repair history.

## **CUSTOMER ASSISTANCE (Cont'd)**

### **Step Three**

If you are still not satisfied, present the entire matter in writing or by phone to:

#### **Director of Technical Service or Manager, Service Operations BX5**

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