



No.: 06 TS - 28
December 13, 2006

TO: Service Locations

FROM: Parts Sales and Marketing

SUBJECT: **2007 Certification and Training**

GENERAL INFORMATION

All Detroit Diesel Distributors and Freightliner/Sterling/Western Star/Thomas Built Bus Dealers will automatically qualify for warranty reimbursement for work on EPA 2007 engines. However, Dealer Operations will reverse this ability to outlets that are not 2007 "certified". Certification can be obtained by each technician completing the training requirements by the required deadlines, and you must purchase the required tools and parts.

Detroit Diesel has simplified the process to order parts and tools for the service network by creating an EPA 2007 certification website. There will be links to the website from AccessFreightliner, Sterling/Western Star, the new www.DDCSN.com site, DDC Direct, and the Detroit Diesel extranet. The website will allow you to simply enter some contact information and then provide us with a P.O. number, triggering the parts and tool shipment as well as a requirements update in SSI that Dealer Operations will reference.

Timing

For the Series 60, the "ordering window" for parts and tools opened Friday, December 1, 2006. The initial Series 60 parts and tools ordering window is short – only until Friday, December 22nd – in order to provide shipping information to SPX which will allow for tools to be direct-shipped from their facility (and, subsequently, the ordering outlet to enjoy the significant direct ship discount we'll receive).

Required Training

The certification timeline is staggered for the Series 60®, MBE 4000, and MBE 900. The updated training curriculum is a combination of web-based (WBT) and instructor-led training (ILT). The required WBT training courses can be taken either through the G2 program or with mail in exams in conjunction with instructor-led classes.

The benefits of this new curriculum include:

- More technicians trained more quickly and effectively
- Product knowledge, diagnostic and service capabilities are maximized
- Technician time spent out of the shop is minimized

Certified Detroit Diesel Service locations are required to have:

- 25% of engine technicians web based trained by March 30, 2007
- 50% of engine technicians web based trained by June 30, 2007
- 100% of engine technicians web based trained by September 30, 2007

By having these requirements staggered, attaining certification will be easier than ever. Systems certification requires technicians to complete all relevant WBT modules and certification examinations. Specific course requirements vary depending on whether a technician is 2004 certified.

Also, service locations are now required to have a minimum of two engine Expert certified technicians per shift (for shifts where engine work is performed). Expert certification requires completion of all relevant WBT and ILT courses and associated exams. Specific course requirements vary depending on whether a technician is 2004 certified. Service locations that do not have to meet the requirement for two Engine Expert technicians per shift will receive specific notification of their certification requirements from FLLC Dealer Operations.

The web based training courses and exams are now available either on the web through the G2 program or by purchasing training CD's and mail-in exams. CD's of each of the five 2007 web courses are available through G2 Program Headquarters at \$75 each and the corresponding exams for \$150 each. The total cost for a technician to become Systems Certified through the CD and mail-in process is \$1,125. Considering that 100% of all engine techs need to be Systems Certified, it's clear that the G2 program provides the lowest cost path to Systems Certification. The annual fees of the G2 program are \$275 per location and \$150 per member. If you're not already participating in G2, contact G2 Program Headquarters at (866) 851-9829 to find out how to join.

Required Parts and Tools

The required parts and tools are available on the website. If you would like this information in an excel spreadsheet format, email epa2007certification@detroitdiesel.com. Please note the currency listed is \$US.

Incentives to Early Parts and Tools Purchases

Remember, certification is required. There are significant conveniences to using the website ordering process for the parts and tools components of certifications, but perhaps more importantly, there are significant financial benefits to timely certification:

1. Financial Benefits
 - o Series 60 parts ordered through the site and shipped in January will receive extended terms, from the standard 30 days to 120 days (a 90 day extension). This means that you will receive your parts in January but won't have to pay for them for four months!
 - o Series 60 tools, and tools common to Series 60 and other engine lines, that are ordered through the site will automatically be shipped in January; they will receive a 20% discount (over \$1,800 savings!) and the 90 day extended terms (same terms as the parts)!
2. Convenience Benefits
 - o All parts ordered through the website process will qualify for return after 24 months if they do not sell.
 - o Parts with core charges will have the normal 12 month eligibility extended to 28 months, in order to reflect the 24 month parts-on-the-shelf requirement.
 - o The website ordering process needs only a P.O. number from an outlet and the parts will be automatically shipped when available. There is no need for you to enter part numbers and quantity line by line.

Answers to FAQ's from Early Website Visitors

The EPA 2007 Certification Parts / Tools website is up and running, and we have already collected some orders. In addition, the epa2007certification@detroitdiesel.com email address has already received a significant number of emails. All of them have been answered within hours. Here are the questions – and their respective answers – that we've received so far:

1. When will I receive these parts and tools if I order them today?
 - a. If you select the January shipping window, you will receive your order by late January or early February. Orders for February and March shipments will be received in those respective months. Remember – only orders that are shipped in January receive 120 day terms.

2. Should I still order tools if I normally receive them automatically?
 - a. Yes. Since these tools are not currently on the “Essential Tool Program,” you will not be receiving them automatically. If you do not order now, during these heavy incentives, you may receive these tools automatically later in the year as they are rolled into the Essential Tools Program.
3. Will I get a discount if I wait to order my tools?
 - a. No. The discount only qualifies for those orders that are received now and shipped in January. The discount is 20% off of DN, and results in over \$1,800 in savings.
4. Why should I order now – are there even any 2007 Series 60’s produced yet? I won’t sell these parts for months.
 - a. Actually, by the time you receive these parts and tools there will be several hundred EPA 2007 engines traveling the highways, and as the program ramps up, thousands more will be put into service each month. While we hope demand is not significant for these parts, nonetheless they still need to be in the hands of the service network so that early-purchasing customers see the support behind the new product. To help subsidize your purchase, however, we have extended the terms on these parts and tools from the typical 30 days to 120 days. This 90 day increase will ensure that the parts are on your shelves to cover potential demand yet not impact you financially until May. Also, now is the only time to get a significant discount on the tools – which will save you over \$1,800.
5. I can’t find the link on any of the websites.
 - a. The link is on the new www.DDCSN.com, the Detroit Diesel extranet, AccessFreightliner/Sterling/Western Star, and DDC Direct.
6. I can’t find my location on the pull-up menu of the site.
 - a. First pull up your state. Then pull up the Service Outlet drop-down menu. If you do not see your outlet at this point, there may be an issue with the Dealer Operations database. We have resolved two of these issues within hours and sent back replies to the outlets in question when they were added to the website.
7. If I buy a second set of tools during the promotional period, will they qualify for the 20% discount?
 - a. Yes. Email us at epa2007certification@detroitdiesel.com and express your intention to purchase a second set of tools and we will contact you with more information.

ADDITIONAL INFORMATION

Your location’s Principal, Parts Manager, and Service Manager should have already received a brochure explaining, in more detail, the EPA 2007 Certification process. Please email epa2007certification@detroitdiesel.com if you have not received this and would like an electronic copy in PDF format.

Also, you can view the EPA 2007 Certification “StreaMail” for more information. If this video does not play back clearly, pause playback and allow the incoming stream to build up before replaying. The playback progress arrow must always be to the left of the gray streaming progress bar.

<http://www.streamail.biz/Admin/MoviePlayer.aspx?uID=e0d22e56-5707-4ad4-a153-3cb85e631149>

CONTACT INFORMATION

If your field parts or service representative cannot answer your question, please feel free to email EPA 2007 Certification HQ at epa2007certification@detroitdiesel.com.

Please distribute to all affected members of your outlet.