

March 7, 2005

## Warranty News and Updates

Here are some helpful suggestions around placing **Recall Orders**:

- Be sure to follow the ordering procedure in the Service bulletin as not all recalls are the same.
- When placing recall orders, be sure to include your dealer number on the form.
- Recall order form is always the last page of the service bulletin on h-dnet.com. If there is no order form, please fax on dealer letterhead the following information: Dealer Number, name of person placing order, Recall Code, Quantity, Part Number and VIN.
- Fax order forms to 414-343-██████.
- Remember that orders are entered at 8:00 each morning except Friday. Orders are then shipped the same day to arrive at your dealership the next day.
- To expedite processing of your orders, be sure to write legibly.

### Labor Code Information:

Please make the following corrections to your 2005 Job/Time Code Manual:

Anti-lock Brake System (ABS) is an option on Police vehicles only, and the FLTRI (FSW) is not a police vehicle. Delete labor hours for the FSW Model. Add labor hours to the models listed below.

2463	FHW/FTW	1.0
2464	FHW/FTW	1.4
2465	FHW/FTW	0.5
2467	FHW/FTW	0.3
2468	FHW/FTW	0.5
2473	FHW/FTW	0.6

### Reminder:

Job/Time codes may be updated from time to time. If you attempt to use a labor code listed in the current Job/Time code manual and your system won't access that code, please download your labor codes from the Talon or Lightspeed warranty systems before calling the Warranty Department. We communicate weekly with Talon and Lightspeed on updates and the issue may have already been resolved.

If you use h-dnet.com or have downloaded from Talon or Lightspeed and the labor code will still not work for you then, please feel free to call the Warranty Department at 1-800-664-██████ (prompt 4) for assistance.

**Note: Due to the high volume of calls, please review warranty claims in their entirety and be prepared to provide dealer number, claim number and reason for call.**