

Detroit Document Distribution Lists	Dealer	Distributor	Fleet	OEM	Business Roles
Customer Service Announcement (CSA)	X	X	X		All
OEM Heavy Duty Captive (OEM)	X	X		X	All
Service Information Bulletins (SIB)	X	X	X	X	All
Service Operations Letter (SO)	X	X	X		Service, Warranty, Manager
Tool Letter (TL)	X	X	X		Parts, Service, Manager
Service Information Letter (TS)	X	X	X		Parts, Service, Warranty, Manager

Dealer Business Roles

PARTS ROLES	MANAGER ROLES
Asst Parts Manager	Asst Parts Manager
Inside Parts Sales Person	Body Shop Manager
Outside Parts Sales Manag	Body Shop Shift Foreman
Outside Parts Sales Repre	Body Shop Director
Parts Clerical	General Manager
Parts Core Manager	Outside Parts Sales Manag
Parts Counter	Parts Core Manager
Parts Director	Parts Director
Parts Manager	Parts Manager
Purchasing Manager	Purchasing Manager
	Owner
	President
	Service Contract Maintena
	Service Director
	Service Manager
	Service Shift Foreman
	Marketing Manager
	Sales Director
	Used Truck Sales Manager
	Warehouse Manager
	Warranty Manager
SERVICE ROLES	
Body Shop Service Writer	
Dealer Trainer	
Mobile Service Technician	
Outside Service Sales	
Service Advisor	
Service Clerical	
Service Contract Maintena	
Service Director	
Service Manager	
Service Shift Foreman	
Service Technician	
Service Writer	
WARRANTY ROLES	
Warranty Manager	
Warranty Administrator	

Distributor Business Roles

PARTS ROLES	MANAGER ROLES
Inside Parts Sales Person	Branch Manager
Outside Parts Sales Manager	Distributor Principal
Outside Parts Sales Representative	General Manager
Parts Clerical	Outside Parts Sales Manager
Parts Core Manager	Parts Core Manager
Parts Counter	Parts General Manager
Parts General Manager	Parts Manager
Parts Manager	Marketing Manager
Warehouse Staff	Owner
	President
	Sales Manager
	Service Contract Maintenance
	Service General Manager
	Service Manager
	Warranty Manager
SERVICE ROLES	
Mobile Service Technician	
Outside Service Sales	
Service Advisor	
Service Clerical	
Service Contract Maintenance	
Service General Manager	
Service Manager	
Service Technician	
Service Writer	
WARRANTY ROLES	
Warranty Manager	
Warranty Admin	

Fleet Business Roles

PARTS ROLES
Parts Operations
SERVICE ROLES
Service Technician
Service Writer
WARRANTY ROLES
Warranty Administrator
Warranty Manager
MANAGER ROLES
District Manager
Fleet Manager
Owner
Parts Operations
Shop Manager
Warranty Manager