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## **Detroit Diesel G2 Technician Program Offers Faster Service, Improved Quality**

*Guild 2.0 certification and training program increases uptime with faster, more reliable service at more than 540 locations in North America*

**DETROIT, Michigan, April 17, 2006** – Detroit Diesel Corporation’s (DDC) new G2 technician training and certification program is providing Detroit Diesel engine owners with faster service and improved quality. A mere three months after its official launch, the program has been a success across the company’s extensive service network.

“With our G2 program, the best place for you to have your Detroit Diesel engine serviced is a G2 shop,” said Tom Diefenbaker, Director of Technical Support. “Our customers already have the best engines on the road. Now they have the best technicians to service those engines.”

The G2 or Guild 2.0 program builds on DDC’s successful Guild program by training, testing, certifying and rewarding technicians who participate. Customers who visit a shop that participates in the G2 Expert Service Network will know their on-highway engines are in the hands of knowledgeable, highly-trained and certified technicians and parts associates with the most up-to-date information on their model year engine – whether it’s a 10-year-old Series 60 or a 2007 MBE 900 featuring the latest emissions technology.

For technicians, the program focuses on training, certification, continuous improvement and recognition. They receive cutting-edge education



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through access to training modules that focus on how to diagnose and repair the most common engine issues; recognition of professional knowledge through certifications, as well as previous Guild service; opportunity for specialization or overall engine and parts knowledge; and career development.

“Through G2, we’ve strengthened our technician training, certification and continuous improvement in an effort to help improve customer satisfaction,” Diefenbaker said. “We will constantly evaluate the program to ensure continuous improvement is part of how we manage the program so that our customers receive the best from our G2 technicians and parts associates.”

The program, which was launched in late 2005, now has more than 540 service locations and more than 6,300 members. The numbers continue to grow as more of the service network participates in G2.

“We understand that time is money for our customers,” explained Diefenbaker. “When you see the G2 logo at service locations, know that these locations have made an investment and are committed to assist in getting you back on the road as quickly as possible and are working to provide faster and more reliable service to you. Our goal is to exceed our customers’ needs and expectations with real-time solutions.”

Detroit Diesel Corporation is a leading manufacturer of on-highway heavy-duty diesel engines for the commercial truck market. The company offers a complete line of engines from 170 to 515 horsepower for the on-highway and vocational markets. Through its corporate headquarters in Detroit, Michigan, Detroit Diesel is engaged in the design, manufacture, sale and service of these products, in addition to supporting alternative and hybrid engine strategies for the commercial truck marketplace. Detroit Diesel is a subsidiary of DaimlerChrysler and part of the Freightliner group of companies.