DAIMLER TRUCKS NORTH AMERICA

WARRANTY MANUAL
(U.S. & CANADA)



DETROIT DEMAND PERFORMANCE

FREIGHTLINER

FREIGHTLINER Custom Chassis

Thomas BUILT BUSES

WESTERN STAR

WAR406

(revised 08/05/2020)

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FOREWORD

Foreword

At Daimler Trucks North America LLC (DTNA), we believe that every customer is entitled to two (2) equally important services – one (1) from our product and the other from the firm representing that product. Each member of the team who engineers, manufactures, sells, and services our vehicles shares in the responsibility of providing these services.

DTNA provides the best in customer service and Warranty. The Warranty Department is a link in this chain to our mutual customers. When you sell a new Detroit Diesel Corporation (Detroit) powertrain product or Freightliner, Freightliner Custom Chassis Corporation (FCCC), Thomas Built Bus (TBB), or Western Star vehicle, you provide the Owner with a Warranty that states that defects in material and/or workmanship that appear during the Warranty period will be repaired free of charge. This Warranty is printed in the applicable TBB Standard Limited Warranty Statement, coverage sheet or parchment, or the applicable Operator's Maintenance Manual and Owner's Warranty Information Book presented to each new Owner when his or her vehicle is delivered.

THE WARRANTY MANUAL IS SPECIFICALLY REFERRED TO IN THE COMPANY AGREEMENT AS SETTING FORTH THE SERVICE LOCATION'S RESPONSIBILITIES.

This manual covers the provisions and procedures under which Authorized Service Facilities will be reimbursed for warranty-related work on products, parts, and accessories manufactured or supplied by DTNA. DTNA recommends that all relevant personnel familiarize themselves with the contents of this manual. Refer to this Warranty Manual often to ensure that all warranty-related procedures are followed and requirements are met. THE WARRANTY MANUAL IS ACCESSIBLE ON DTNACONNECT, MAKING IT READILY AVAILABLE FOR REFERENCE FOR EVERYONE IN THE ORGANIZATION WHO PROVIDES OR ADMINISTERS WARRANTY SERVICE.

When using this manual, unless stated otherwise, be aware that:

- **Terminology (e.g., product, vehicle, unit, powertrain component, engine, axle, transmission, etc.) refers to DTNA products**
- **"Powertrain components" collectively refers to Detroit's suite of products**
- **When referring to a non-DTNA product, the brand will be noted in the text (e.g., Cummins engine)**

The material in this manual is confidential and intended solely for personnel who handle customer service and warranty-related claims. The provisions of this manual supersede all prior written or verbal instruction on Warranty procedures; this manual should be reviewed in its entirety as all recent changes have been incorporated and clarification added for the terms and conditions for the policies detailed within. DTNA reserves the right, at any time, to change any or all of the provisions of the manual upon written notice to the service network.

The Warranty program must be based on fair and expert handling of Owner problems, including transient Owners who deserve the same level of customer service as local Owners. As the service location responsible for this important phase of our business, you must protect the interest of all concerned – the Owner, the manufacturer, DTNA, and yourself.

A thorough understanding of this Warranty Manual and proper application of its provisions by all employees who meet and service product Owners is essential to successful service location/Owner relationships – relationships that will ensure that each new owner returns to an Authorized DTNA Service Location not only for Warranty and maintenance services, but also for his or her next new vehicle.

Our goal is simple – doing it right and ensuring customer satisfaction!

Daimler Trucks North America LLC

Warranty Department

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SECTION 1

NEW PRODUCT LIMITED WARRANTY STATEMENTS

New Product Limited Warranty Statements

The following section outlines standard Limited Warranty (Warranty) statements for all new Daimler Trucks North America LLC (DTNA; Company) products sold by DTNA and domiciled in the USA (50 states and Washington, D.C.) and Canada. As necessary, information below may be divided by DTNA product type (vehicle and powertrain components); this information is also included in the applicable Owner's Warranty Information Booklet.

Based on a product's specifications, Warranty coverage varies. For product-specific coverage information (time/distance amounts and component descriptions), enter a product serial number or vehicle identification number (VIN) on the *Coverage Information* screen in the Online Warranty Link (OWL). General time/distance amounts and coverage descriptions are available by DTNA brand at *DTNAConnect > Warranty Lit > Other Warranty Documents >* Coverages.

1.1 New Vehicle Limited Warranty Statement

Under this New Vehicle Limited Warranty, DTNA warrants that each new vehicle will be free from defects in material and workmanship that occur under normal use within the applicable Warranty period, subject to certain limitations and exclusions as specified in this document.

This Limited Warranty applies only to new vehicles sold by an Authorized DTNA Service Location or ordered directly from DTNA; vehicles sold at auction or as a result of repossession retain the Warranty coverage from the original in-service date or factory invoice date if the vehicle has not been warranty registered.

DTNA reserves the right to reduce or remove coverage on vehicles in salvage condition.

This Warranty covers all components and parts unless specifically covered by other warranties or otherwise excluded by this document.

1.2 New Powertrain Component Statements

Engine components are covered by two types of warranties, the standard Limited Warranty and the Emission Control Systems Warranty, a requirement of the U.S. (Federal) Clean Air Act and Canada Motor Vehicle Safety Act. Axle and transmission components are covered by the standard Limited Warranty.

New Powertrain Component Limited Warranty

The New Product Limited Warranty covers product repairs to correct any malfunction occurring during the Warranty period resulting from defects in material or workmanship. This Limited Warranty applies to the first retail purchaser and subsequent retail owners during the applicable Warranty period of new powertrain components manufactured by Detroit Diesel and/or supplied by Detroit Diesel or Detroit Diesel of Canada Limited (all which are collectively referred to as Detroit), subject to certain limitations and exclusions as specified in this document.

The Warranty period begins on the date the product is delivered to the first retail purchaser or put in use prior to sale at retail, whichever occurs first, and ends at the specified time or distance limits.

The cost of service supplies which are not reusable due to needed repairs is covered by this Warranty. Reasonable towing costs to the nearest authorized service facility are covered when due to warrantable failure, the powertrain component is either inoperable, cannot be safely operated, or continued operation would cause further damage to the product. Detroit will pay reasonable travel expenses for the repairing mechanic to travel to and from the repair site.

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Engine Major Component Warranty Coverage

Engine major component warranty covers casting defects. Casted engine major components are: cylinder block/head, crankshaft, camshaft, main bearing bolts, flywheel housing, connecting rod assemblies, oil cooler housing, water pump housing, and air inlet housing. Coverage is for the failed engine major component only; labor and additional parts are excluded. Progressive damage is limited to only the engine major component(s) affected by the failure.

Engines used in the on-highway application may carry longer coverage on engine major components; review the applicable Warranty parchment for coverage:

- MBE4000, Series 60, DD13, DD15, DD16 diesel fueled engines in on-highway applications (on-highway refers to a truck or coach designed and used to carry passengers and/or cargo, primarily on streets or paved highways)

Emission Control Systems Warranty

For detailed information about product compliance with U.S. and Canadian law regarding design, build, and equipment, see the Emission Regulations section. Please note that emission-related components no longer covered under the Limited Warranty described above may still be covered under the Emission Control Systems Warranty.

Certified Engines and Engine Parts

The Warranty period shall begin on the date the vehicle is delivered to the first retail purchaser or, if the vehicle is first placed in service as a demonstrator prior to sale at retail, on the date the vehicle is first placed in such service. Emission related defects in the genuine Company components listed in the Emission Regulations section, including reasonable related diagnostic costs, are covered by this Warranty.

Covered components and component terminology varies from engine to engine. Some scheduled maintenance is required (refer to the Owner's Emission Control Maintenance Service Chart which is included in the Warranty Information booklet). Please check the specific Warranty Information Booklet to determine which components are covered by the emissions control systems warranty.

Service Locations should refer to the applicable Engine Warranty Information booklet to determine if a particular component is covered by the Emission Control Systems Warranty, as the components covered differ on each engine type as well as from year to year.

1.3 Limitations

This Warranty does not apply to products that are sold or domiciled outside of the United States (50 states and Washington, D.C.) or Canada.

This Warranty does not apply to non-Detroit engines, Allison transmissions, tires, or other components or parts that are not manufactured by Company and that are warranted directly by their respective manufacturers. Progressive damage caused by these manufacturers' components to any other parts including, but not limited to, parts installed by Company is excluded from Company warranty coverage. With respect to the foregoing, Company makes no Warranty whether express, implied, statutory or otherwise including, but not limited to, parts installed by Company is excluded from Company Warranty coverage. With respect to the foregoing, Company makes no Warranty whether express, implied, statutory, or otherwise including, but not limited to, any Warranty of merchantability or fitness for a particular purpose.

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THIS WARRANTY IS EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES OF ANY KIND WHETHER WRITTEN, ORAL, OR IMPLIED INCLUDING, BUT NOT LIMITED TO ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. THIS WARRANTY SPECIFICALLY EXCLUDES ANY OTHER WARRANTIES OR CONDITIONS PROVIDED FOR BY LAW, WHETHER STATUTORY OR OTHERWISE.

COMPANY'S SOLE OBLIGATION UNDER THIS WARRANTY SHALL BE TO REPAIR OR REPLACE, IN COMPANY'S SOLE DISCRETION, ANY DEFECTIVE COMPONENT OR PART. SUCH REPAIR OR REPLACEMENT SHALL BE WITHOUT COST TO PURCHASER WHEN PERFORMED WITHIN THE APPLICABLE WARRANTY PERIOD (TIME, DISTANCE, OR HOUR LIMIT, WHICHEVER OCCURS FIRST).

Purchaser must notify Company, within the applicable Warranty period, of any failure of the product to comply with this Warranty and Purchaser must, at Purchaser's expense, promptly return the unit to an Authorized Service Facility for inspection and repair or replacement of any defect in material or workmanship occurring within the applicable Warranty period. During New Product coverage, Warranty reimbursement will not be paid on repairs performed by customers on their own vehicles without a current Customer Performed Warranty Agreement (CPWA).

The product must be maintained and serviced according to the prescribed schedules outlined in the Driver's/ Operator's and Maintenance Manuals. Receipted bills and other evidence showing that required maintenance and service have been performed are required by Company as a condition of this Warranty.

After the Company's obligations under this Warranty expire, all liabilities of Company to Purchaser under this Warranty shall terminate. Repairs made under this Warranty do not constitute an extension of the original Warranty period for the vehicle or for any specific component or part.

To the extent that any provision of this Warranty contravenes the law of any jurisdiction, such provision shall be inapplicable in such jurisdiction, and the remainder of the Warranty shall not be affected.

1.4 Purchaser's Exclusive Remedy

THIS WARRANTY SHALL BE THE PURCHASER'S SOLE AND EXCLUSIVE REMEDY AGAINST COMPANY, WHETHER IN CONTRACT, UNDER STATUTE (INCLUDING STATUTORY PROVISIONS AS TO CONDITIONS AS TO QUALITY OR FITNESS FOR ANY PARTICULAR PURPOSE OF GOODS SUPPLIED PURSUANT TO THE CONTRACT OF SALE), WARRANTY, TORT, STRICT LIABILITY, OR ANY OTHER LEGAL THEORY.

1.5 Limitation of Liability

COMPANY'S LIABILITY UNDER THIS WARRANTY IS LIMITED TO THE COST TO REPAIR OR REPLACE, IN COMPANY'S SOLE DISCRETION, THE DEFECTIVE COMPONENT OR PART THAT IN NO EVENT SHALL EXCEED THE FAIR MARKET VALUE OF THE PRODUCT AT THE TIME THE DEFECT IS DISCOVERED.

IN NO EVENT SHALL COMPANY BE LIABLE FOR SPECIAL, INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES INCLUDING, BUT NOT LIMITED TO, INJURIES TO PERSONS OR DAMAGE TO PROPERTY, LOSS OF PROFITS OR ANTICIPATED PROFITS, OR LOSS OF PRODUCT USE.

1.6 Emission Regulations

Vehicles and engines are designed, built, and equipped so as to conform, at the time of sale, with applicable regulations of the U.S. (Federal) Environmental Protection Agency (EPA), Emission Regulations under the Canada Motor Vehicle Safety Act in Canada, and the California Air Resources Board (CARB). Engines and vehicles are free from defects in material and workmanship which cause the engine to fail to conform with those regulations for the Warranty period. The Warranty period is 100,000 miles or five (5) years of engine operation, whichever occurs

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first, or the New Product Warranty, if the product warranty is longer for all emission-related components except tires and 24,000 miles or two (2) years, whichever occurs first, for the tires.

The Warranty obligations are not dependent upon the use of any particular brand of replacement parts. The Owner may elect to use non-Genuine Company Parts for replacement purposes. Use of replacement parts which are not of equivalent quality may impair the effectiveness of emission control systems. If other than Genuine Company Parts are used for maintenance replacements or for the repair of components affecting emission controls, the Owner should assure himself/herself that such parts are warranted by their manufacturer to be equivalent to Genuine Company Parts in performance and durability.

Conditions resulting from tampering, misuse, improper adjustments, alteration, accident, failure to use recommended fuel or non-performance of required maintenance services are not covered.

Warranted Components
Unless otherwise noted, the Warranty period is 5 years/100,000 miles, whichever occurs first, or the New Product Warranty, if the product Warranty is longer for all emission-related components except tires.

Components[1]	Diesel Emission 2010		Gasoline Evaporative Emission 2011[2]	Greenhouse Gas (GHG) 14/17	
	Detroit Engine	DTNA Installed[3]	DTNA Installed	Detroit Engine	DTNA Installed[4]
Aerodynamic Roof Fairings					X
Aerodynamic Roof Fairings (Adjustable Height)					X
Aerodynamic Side Fairings					X
Aftertreatment System (ATS) Aftertreatment Control Module (ACM)	X			X	
ATS Aftertreatment Device (ATD) Wiring Harness	X			X	
ATS Diesel Exhaust Fluid (DEF) Coolant Supply Valve & DEF Coolant Lines		X			
ATS DEF Pump	X			X	
ATS DEF Fuel Rail Pressure Sensor	X			X	
ATS DEF Fuel Pressure Sensor (Low)	X			X	
ATS DEF Low Dosing Unit	X			X	
ATS DEF System Air Pressure Regulator & Associated Air Lines		X			
ATS DEF System Chassis Interface Harness		X			
ATS DEF Tank		X			
ATS DEF Tank DEF Level Gauge		X			
ATS DEF Tank DEF Temperature Sensor		X			
ATS DEF Tank Heater Tubing		X			
ATS DEF Temperature Sensor NOX Sensors	X			X	

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Components[1]	Diesel Emission 2010		Gasoline Evaporative Emission 2011[2]	Greenhouse Gas (GHG) 14/17	
	Detroit Engine	DTNA Installed[3]	DTNA Installed	Detroit Engine	DTNA Installed[4]
ATS Diesel Oxidation Catalyst (DOC) Inlet Temperature Sensor	X			X	
ATS DOC Outlet Temperature Sensor	X			X	
ATS Diesel Particulate Filter (DPF) Inlet Pressure Sensor	X			X	
ATS DPF Outlet Pressure Sensor	X			X	
ATS DPF Outlet Temperature Sensor	X			X	
ATS Doser Block Assembly	X			X	
ATS Electrically-Heated DEF Lines		X			
ATS Fuel Doser Valve	X			X	
ATS Oxidation Catalyst	X			X	
ATS Particulate Filter	X			X	
ATS Selective Catalytic Reduction (SCR) Catalyst	X			X	
Air Cleaner (Excludes Filter Element)			X		
Air Conditioning Component Leakage (Applies to Tractors Only)					X
Air Intake Pipes			X		
Air Intake Resonator			X		
Ambient Air Temperature (AAT) Sensor					X
Automatic Engine Shutdown Timer					X
Cam Sensor			X		
Camshaft Position Sensor	X			X	
Catalytic Converter			X		
Charge Air Cooler		X			
Charge Air Cooler Outlet Sensor	X			X	
Coolant Outlet Temperature Sensor	X			X	
Coolant Sensor			X		
Crank Sensor			X		
Crankshaft Position Sensor	X			X	
Data Link Connector		X	X		X
Delta P Sensor	X			X	

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Components[1]	Diesel Emission 2010		Gasoline Evaporative Emission 2011[2]	Greenhouse Gas (GHG) 14/17	
	Detroit Engine	DTNA Installed[3]	DTNA Installed	Detroit Engine	DTNA Installed[4]
Engine Coolant Temp Sensor			X		
Engine Control Module (ECM)			X		
Evap Canister & Evap Canister Vent Solenoid			X		
Exhaust Gas Piping from the Turbocharger out to the Last ATD		X			
Exhaust Gas Recirculation (EGR) Cooler	X			X	
EGR Valve & Actuator	X			X	
Exhaust Manifold & Exhaust Manifold Gaskets			X		
Exhaust Pipes (Between Exhaust Manifold & Catalyst)			X		
Fuel Injectors	X		X	X	
Fuel Lines			X		
Fuel Rail			X		
Fuel Tank			X		
Fuel Tank Fairings					X
Fuel Tank Pressure Sensor			X		
Fuel Temperature Sensor	X			X	
Gap Reducing Fairings					X
Gas Cap			X		
High Pressure Fuel Pump	X			X	
Ignition Coils			X		
Intake Manifold Pressure Sensor	X			X	
Intake Manifold Temperature Sensor	X			X	
Intake Throttle Valve & Adaptor	X			X	
Knock Sensors			X		
Malfunction Indicator Lamp (MIL)		X	X		X
Manifold Absolute Pressure (MAP) Sensor			X		
Mass Air Flow Sensor			X		
Motor Control Module (MCM)	X			X	
Oxygen (O_2) Sensors			X		
Oil Fill Cap			X		

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Components[1]	Diesel Emission 2010		Gasoline Evaporative Emission 2011[2]	Greenhouse Gas (GHG) 14/17	
	Detroit Engine	DTNA Installed[3]	DTNA Installed	Detroit Engine	DTNA Installed[4]
Oil Temperature Sensor	X			X	
Positive Crankcase Ventilation (PCV) Hose (Engine to Air Intake Pipe)			X		
Purge Control Valve			X		
Side Extenders					X
Spark Plugs[5]			X		
Spark Plug Wires			X		
Temperature-Barometric Air Pressure Sensor					X
Throttle Body			X		
Throttle Pedal			X		
Tires[6]					X
Transmission Control Module			X		
Transmission Speed Sensor			X		
Turbo Speed Sensor	X			X	
Turbocharger	X			X	
Vapor Lines			X		
Vehicle Speed Limiter					X
Vehicle Speed Sensor (Transmission Main Shaft)		X			X
Wait to Start Indicator/Lamp					X

[1] Per California Emission Control Systems Warranty Statement, DTNA must warrant the emission control system components for the vehicle in accordance with either Diesel Emission 2010 or Gasoline Evaporative Emission 2011, whichever is applicable.

[2] Coverage period is 5 years/50,000 miles (80 500 km), whichever occurs first.

[3] The following are excluded under Emissions coverage but are covered under standard New Vehicle Warranty coverage:

- ATS ACM Mounting Bracket and Protective Cover
- DEF Tank Mounting Brackets/Hardware
- DEF Pump Mounting and Protective Cover

[4] Diesel Emission 2010 components and emission-related defects in the marked components listed are included in this coverage. Coverage duration:

- Spark-ignition vehicles and light heavy-duty vehicles – 5 years/50,000 miles (80 500 km), whichever occurs first
- Medium and heavy heavy-duty vehicles – 5 years/100,000 miles (161 000 km), whichever occurs first

[5] Spark plugs are warranted under Basic Chassis coverage or until the first required maintenance, whichever comes first.

[6] Coverage period is 2 years/24,000 miles, whichever occurs first.

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1.7 Coverage Exclusions

The following components, parts, or conditions are specifically excluded from coverage under this Warranty.

Note: Parts found defective prior to installation must be filed as a Parts Adjustment Request (PAR) to the Parts Distribution Center (PDC).

Aerodynamic Wheel Covers

Aerodynamic wheel covers are excluded from coverage under Warranty.

Note: Mounting loose covers on Freightliner Cascadia trucks may be reimbursed; see the *Product Receipt, Storage, and Registration* > *Loose Components* > Special Filing Instructions table for more information.

Air Springs

Tolerance buildup can occur during the assembly process of the rear suspension and rear cab air springs, and can cause the springs to have the appearance of being crooked, misaligned, or improperly installed. This tolerance buildup is not detrimental to the operation of the vehicle and will not have an effect on either the quality of the ride or the durability of the components or vehicle. Straightening of these springs is not covered under Warranty.

Alignment of Axles/Wheels/Steering Wheel

Each DTNA vehicle manufacturing plant uses an integrated alignment system to align axles and wheels and to center the steering wheel to DTNA specifications. Realignment or readjustment of these items, including steering stops and steering poppets, is not covered under Warranty.

Any special alignment settings at the request of the Owner must be handled between the service location and Owner after delivery from factory. These special adjustments are not covered under Warranty.

Axle Breather Vents

During the manufacturing process, an oil run or drip stain may appear at the breather vent. Removing the vent, applying pipe sealant to the threaded vent fitting and re-installing the vent is unnecessary. Removing the axle breather vent and re-sealing the threaded fitting is not covered under this Warranty.

Cab Interior Components

The repair or replacement of cab interior components that are rendered unserviceable due to normal wear or abuse are not covered under this Warranty.

These components include, but are not limited to:

- Curtains
- Floor coverings (including floor mats)
- Painted trim components
- Steering wheel
- Steering wheel wrap

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- Upholstery
- Window shades

Chrome Surfaces, Aluminum, and Stainless Steel Components

The following items ARE covered under this Warranty:

- Chrome peeling off in sheets
- Chrome cut at mounting bolts due to over-torque at the factory
- Bubbles in the chrome that are not caused by rock chips and/or general rust conditions
- Isolated rust along seams or welds

The following items are NOT covered under this Warranty:

- General rust (e.g., rust on the unfinished backside of a bumper)
- Dimpling at the mounting bolts
- Staining, bluing, and/or yellowing that can be cleaned with a quality cleaning product
- Rust, pits, and/or nicks caused by road wash or road debris breaking the chrome surface
- Streaks/stains/corrosion caused by severe wash solutions or corrosive road salts/chemicals

Claims pertaining to failures of chrome surfaces, aluminum, and stainless steel components will not be processed unless a clear photo is provided that adequately shows the defect.

Clutch Adjustment

Clutch adjustments are normally required due to clutch wear and are considered normal maintenance. However, if the clutch adjustment is found to be outside of Company specifications during, or prior to, product in-service, a claim will be accepted on a one-time basis.

Claims for clutch adjustments will not be accepted unless the adjustment is found to be outside of Company specifications using the special clutch adjustment measuring tools provided by Company (e.g., adjusting the clutch to satisfy feel will not be accepted as Warranty).

Competition

Warranty will become void on any product that is used in competition including, but not limited to:

- Racing
- Tractor pulls
- Other motor sports

Consumable Parts

Parts that are subject to consumption during their normal service life and are routinely replaced during normal maintenance services are covered up to 15,000 miles (24 000 km) for all DTNA vehicles except Thomas Built Bus (TBB) bodies and chassis. TBB consumable parts are covered up to 30 calendar days from the date of in-service. These items are:

- Antennas (exception: satellite radio antennas)
- Ashtrays

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- Belts
- Brake linings
- Caps (including, but not limited to, DEF, fuel, radiator, surge tank)
- Cigarette lighter assembly
- Clutch brake
- Clutch linings
- Data logger batteries
- Desiccant cartridges
- Fire extinguishers
- Flash tubes
- Fluorescent ballast and tubes
- Fuses
- Gladhand
- Hosetennas
- Light bulbs*
- Lower center bumper air dam
- Mattresses
- Mud flaps
- Mud flap mounting brackets
- Receiver-drier filter
- Trailer air hoses
- Trailer electrical cables
- Windshield washer nozzles
- Wiper arms and blades (TBB makes - wiper blades only)

** Sealed light and LED assemblies are not considered consumable*.

The cost of consumable parts which are not reusable due to needed warrantable repairs is covered by this Warranty; examples include but are not limited to:

- Antifreeze
- Coolant
- Filters
- Fluids
- Grease/lubricants
- Oil

Corrosion

Coverage provides Warranty against corrosion to any metal or metal alloy part of the vehicle. Rust or corrosion to specific components and/or caused by certain conditions are excluded from all Company Warranty coverage and will not be paid under Basic Vehicle, Cab Structure, Cab Corrosion, Aftermarket Parts Warranty, or Extended Service Coverage.

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Exclusions to corrosion Warranty include, but are not limited to, the following:

- Corrosion caused by general rust (e.g., rust on the unfinished backside of a bumper)
- Surface rust caused by chips or scratches in the paint or chrome surfaces
- Corrosion caused by high-pressure washing, severe wash solutions, cleaning solvents, detergents, compounds
- Corrosion caused by salinity in the environment or corrosive salts and/or chemicals used on the road surface
- Corrosion caused by acid rain or other industrial fallout
- Corrosion due to improper prevention measures during storage or use
- Corrosion or rust on tone rings, rotors, or drums
- Corrosion due to environmental damage (including ocean spray); airborne fallout (includes chemicals, tree sap, etc.), or other atmospheric conditions or other acts of nature
- Corrosion due to improper use, misuse, or abuse, negligence, including improper or insufficient maintenance

Damage

The following are not covered under Warranty:

- Damage caused by use of the vehicle in any application that is not approved or is inconsistent with build specifications
- Damage resulting from improper use or misuse or abuse, negligence, improper operation, improper or insufficient maintenance (including, but not limited to, failure to maintain vehicle as outlined in the Driver's/Operator's and Maintenance Manuals), overloading, unauthorized modifications, accidents, or operation at excessive speeds
- Environmental damage, including airborne fallout (including chemicals, tree sap, etc.), or other atmospheric conditions, hailstones, or other acts of nature
- Damage caused by road salts/chemicals or cleaning solvents, detergents, or compounds
- Storage deterioration including damage caused by improper or insufficient storage or maintenance
- Damage caused by road hazards or road conditions
- Damage caused during shipping/transport after initial delivery of vehicle
- Damages (including peeling or flaking) caused by high-pressure washing or steam cleaning
- Damages occurring after in-service (e.g., from rock chips)
- Damages caused by customer-installed sealer in air conditioning systems
- Damages caused by non-factory approved engine horsepower/torque upgrades
- Damage due to vibration associated with misapplication or improper operation of drivetrain components
- Damage due to terrorist activities
- Damage due to acts of war

Engine

Any DTNA engine in a vehicle on which odometer mileage has been changed so the mileage cannot be readily determined is excluded from Warranty.

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Non-DTNA engines, including all of its components as supplied by the non-Company engine manufacturer, are excluded from Warranty but are warranted separately by the manufacturer of the engine. For non-DTNA engine warranty or service, contact the engine manufacturer's authorized sales and service facility.

Engine Brakes, Air Compressors, and Other Proprietary Engine Components

The engine manufacturer installs most air compressors and engine brakes. Any failure of a proprietary engine component or Jake Brake® component must be filed directly to the engine manufacturer.

Failures on Company engines and non-proprietary engine components can be filed through DTNA.

Exhaust System Clamps

During the early life of the vehicle or when the engine is cold, many exhaust clamps exhibit a soot trace. This condition is self-correcting and does not require adjustment, tightening, or replacement of the clamp. Claims for adjusting or tightening will not be paid under Warranty.

Fifth Wheels

Adjustment of the locking mechanism, bushings, slide locking plungers, and the repair or replacement of lock guards are considered routine maintenance and are not covered under this Warranty.

Glass, Mirrors, Lens

Conditions excluded from Warranty include but are not limited to:

- Breakage
- Chips
- Scratches
- Cracks

Initial Operating Period

During a vehicle's Initial Operating Period (IOP), repair on components found loose and included on a scheduled maintenance table may be reimbursed by Company. The IOP for DTNA vehicles is as follows:

Make	IOP[1]
Freightliner, Western Star	Up to 15,000 miles/24 000 km[2]
Freightliner Custom Chassis Corporation (FCCC)	Up to 25,000 miles/40 000 km[2]
Thomas Built Bus (TBB) Bodies and TBB Chassis[3]	Up to 6 months from in-service date

[1] IOP does not apply to powertrain components.

[2] The IOP begins at zero (0) distance; the in-service distance does not affect the IOP distance limits.

[3] TBB applications utilizing FCCC chassis retain the FCCC IOP separate from the TBB body.

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Routine maintenance, servicing, and adjustment, as defined in the applicable Vehicle Maintenance Manual and Driver's Manual, are excluded from Warranty.

Periodic adjustment or re-torque of wheel bearings, wheel lug nuts, and suspension U-bolts are considered maintenance adjustments and are not covered under Warranty.

Vibrations, squeaks, rattles, loose fittings/clamps, hose fitting leaks, loose nuts/bolts/screws, and loose electrical connections may develop during the initial trip(s) of the vehicle; associated repairs/adjustments are covered under Basic Warranty unless the distance at which the condition occurs exceeds the published maintenance interval for the component.

- Components included on a scheduled maintenance table that have loosened at a time or distance exceeding the first scheduled maintenance or outside the IOP, whichever is greater, are not covered under Warranty and are the responsibility of the customer.

Components Found Loose and Included on a Scheduled Maintenance Table	**Prior to First Scheduled Maintenance**	**After First Scheduled Maintenance**
Within IOP	File Claim	File Claim
Outside IOP	File Claim	Customer Responsibility

- Components that do not appear on scheduled maintenance tables are not subject to IOP limitations and are covered per the applicable coverage and exclusions.

Consumable items are addressed separately from IOP; see Consumable Parts elsewhere in this section for details.

Exclusions from Warranty during the IOP are:

- Cab, hood, and fender-mounted mirrors are adjusted at the factory but may be retracted by the transporter to prevent damage during transport. Subsequent adjustments and tightening of mirror mounting hardware are considered part of the routine preparation of the vehicle before Customer delivery. Claims for adjusting the mirrors or tightening of the attaching hardware will not be paid under Warranty during or after the IOP.
- Claims for re-routing of electrical wiring, hoses, or lines which meet DTNA's routing standards will not be paid under Warranty during or after the IOP. However, if during the IOP, evidence of a potential failure (e.g., rubbing or chaffing that would lead to a short in a wire or a hole in a hose/line) is found where a line, hose, or electrical wiring is mis-installed and is making contact with one of the following, a one-time claim for correcting the routing will be accepted:
  - Hot surface
  - Moving part
  - Sharp edge

  Such claims should be filed with *28 - Part Improperly Installed* as the *Cause* code; photos that clearly show evidence of rubbing or chaffing due to mis-installation must be available upon request.

  Note: Preventative re-routing for other conditions not listed above is not considered warrantable. However, if a line, hose, or electrical wiring actually fails (i.e., leaks or shorts) due to rubbing or chaffing on any surface, such failures are covered per the applicable coverage and exclusions.

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- Final preparation of the vehicle for Customer delivery to include cleaning/vacuuming interior of cab, washing windows, washing the exterior of the vehicle, and polishing exterior chromed or painted surfaces are considered as ordering location responsibilities. Claims for these activities will not be paid under Warranty during or after the IOP.

Loose Components

During the manufacturing process, certain components are placed in the cab of the vehicle or strapped down to the chassis. It is the service location's responsibility to mount these shipped loose items in the correct location on the vehicle. Mounting the shipped loose items below will not be covered under Warranty.

These items include, but may not be limited to:

- Aerodynamic wheel covers
  - Exception: Mounting covers on Freightliner Cascadia trucks may be reimbursed; see the *Product Receipt, Storage, and Registration > Loose Components >* Special Filing Instructions table for more information
- Antennas
- Chrome lug nut covers
- Decals & paperwork
- Driver's pouch
- Fire extinguishers
- Jacks
- License plate brackets
- Mattress
- Reflectors with flares
- Reflectors without flares
- Spare wheels/tires
- Tire inflation hoses
- Trailer cables (air/electrical)
- Winter fronts

For more information about loose components that may be eligible for reimbursement (e.g., fairings removed for transport, aerodynamic components, etc.), see the Loose Components section.

Misapplication of Product

The Warranty on any product used inconsistent with its specified vocation/application will be downgraded to the Warranty that is consistent with product use. Any and all claims associated with the misapplication of the product will be subject to chargeback.

Miscellaneous Expenses

Premium charges and work not directly related to the repair or replacement of a warranted part are not covered under Warranty, unless specifically stated elsewhere in the applicable Warranty coverage. Examples include, but are not limited to:

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- Federal, state, provincial, and local taxes
- Travel expenses
- Loss of revenue
- Customer labor, including overtime labor
- Downtime
- Driver's expenses
- Cost of rental equipment
- Loss of cargo, including perishable cargo
- General housekeeping supplies (e.g., shop rags, solvents, sweeping compounds, coveralls, etc.)
- Communication charges
- Towing/road call assistance
- Repair or replacement of optional items not sold or installed by company
- Removal or replacement of service location, body builder, or customer installed equipment
- Environmental fees, cleanup, or other charges
- Cost of emergency services

Modifications to Original Equipment

Company does not warrant product modifications or equipment installations unless performed at a Company Custom Truck Services (CTS) Center. In addition, the extra time necessary to remove body builder-installed items and/or equipment to work on a warrantable repair is not covered under this Warranty unless Company sells the complete chassis/body/equipment as a package.

If service locations or Customers perform any product modifications or equipment installations, to the extent these modifications or equipment installations adversely affect other vehicle components or vehicle performance, Company shall not accept any product liability or claims under the terms of the product Warranty. These claims become the sole responsibility of the person performing the modifications or equipment installations.

For information about CTS-related failures, see the *Policies by Component* > Aftermarket Accessories/Modifications section.

Paint

The following exclusions to paint warranty include, but are not limited to:

- Complete chassis re-painting to repair paint damages
- Damages occurring after in-service (e.g., from rock chips)
- Peeling/flaking caused by high-pressure washing or steam cleaning
- Rusting of painted bumpers
- Removal and/or replacement of decals, striping, and/or lettering not applied by Company

Specific areas of the vehicle are deliberately not painted or are not painted to any standard; paint repairs are not warrantable to such areas. These areas include:

- Underside of the hood, including the inside of the wheel wells
- Underside of the roof-mounted air fairings
- Underside of the exterior sun visor

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- Inside of the side-mounted air fairings
- Inside of the bumper
- Aftertreatment devices

Gloss

Gloss claims pertaining to gloss issues on vehicles painted with low-gloss colors (as identified in the Truck/Bus Sales Order) will not be covered under Warranty.

Routine Maintenance

Routine or preventative maintenance, servicing, and adjustment, as defined in the applicable Vehicle Maintenance Manual and Driver's Manual, are excluded from Warranty.

Periodic adjustment or re-torque of wheel bearings, wheel lug nuts, and suspension U-bolts are considered maintenance adjustments and are not covered under Warranty.

Vibrations, squeaks, rattles, loose fittings/clamps, hose fitting leaks, loose nuts/bolts/screws, and loose electrical connections may develop during the initial trip(s) of the vehicle and these types of repairs/adjustments are covered under Warranty one (1) time during the applicable IOP unless excluded above.

Reminder: After the IOP, these developments are the result of use and their repair/adjustment activities are considered routine maintenance and thus excluded from Warranty.

Tampering/Misuse

Conditions resulting from tampering, misuse, improper adjustments, alteration, accident, failure to use recommended fuel or non-performance of required maintenance services are not covered.

It is a violation of U.S. federal law to alter the engine, exhaust plumbing, after treatment system, diesel exhaust fluid system, or other vehicle components in any way that would bring the engine/vehicle out of compliance with certification requirements [Ref: 42 U.S.C. §7522(a)(3)]. It is the Owner's responsibility to maintain the vehicle so that it conforms to EPA regulations.

Test Products

Any product(s) used in testing must be identified to the Warranty Department and accommodations must be made for claims that relate to the test item(s).

Any product used in endurance testing, such as the Altoona Test, are void of all Warranty, including but not limited to New Product Warranty, Aftermarket Parts Warranty, Extended Service Coverage, or any Company additional or used truck coverage.

Tires and Tire Balancing

The tires are not covered under this Warranty, but are warranted separately by the tire manufacturer. Tire balancing is not covered under Warranty.

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Transmissions (Non-Company)

Allison transmissions and components are not covered under this Warranty, but are warranted separately by Allison. Information regarding Allison's warranty is provided for informational purposes only and is subject to change. For warranty or service information, contact Allison's authorized sales and service facility.

Eaton Hybrid transmissions are not covered under this Warranty.

1.8 Transfer of Warranty

This Warranty is transferable to a subsequent Owner if it has not expired.

To ensure the Owner receives proper Warranty recognition, the ownership information should be updated in OWL.

1.9 Change of Owner Address Information

To ensure Company's ability to reach the current Owner with Recall and Field Service campaign information, the Owner's information must be updated whenever there is a change to the Owner's name or address.

1.10 Product Improvement

Company reserves the right to make improvements or changes to the product at any time without incurring any obligation to make such changes or improvements to any other vehicle.

1.11 Owner's Responsibilities

DTNA provides Owner's Warranty Information booklets for Company products. When the Owner first receives a Company product, the service location should review the Owner's Warranty Information booklet(s) with the Owner. It is important that the new Owner becomes familiar with the contents about Warranty, parts replacement that affects emission controls, and maintenance service. It is the Owner's responsibility to ensure the product is maintained as outlined in the Driver's/Operator's and Maintenance Manuals and to maintain the vehicle so that it conforms to EPA regulations.

To initiate Warranty, the customer must complete and sign the Warranty Start Form (WAR275). Service locations keep the signed form on file and provide to DTNA as an attachment in OWL.

As soon as a problem exists, the Owner is responsible for presenting the product to an Authorized Service Location. The Warranty repairs should be completed in a reasonable amount of time. The Owner should also be aware that DTNA may deny Warranty coverage if the product has failed due to abuse, neglect, improper maintenance, or unapproved modifications. DTNA recommends that Owners retain all receipts regarding product maintenance but Company cannot deny Warranty solely for the lack of receipts.

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SECTION 2

AFTERMARKET PARTS POLICY

Aftermarket Parts Policy

2.1 Aftermarket Parts Programs

Two (2) distinct aftermarket Warranty programs are available: Aftermarket Parts Limited Parts Warranty and Over the Counter (OTC) Aftermarket Parts Replacement Program.

The Warranty statement and all limitations and exclusions listed below apply to Aftermarket Parts Limited Parts Warranty Coverage. See Over the Counter Aftermarket Parts Replacement Program later in this section for limitations and exclusions specific to the OTC Program.

This section outlines coverages and policies for aftermarket parts distributed through Company in the USA (50 states and Washington, D.C.) and Canada.

See the Policies By Component section of this manual for policies on individual components.

Aftermarket Parts Limited Parts Warranty		
Coverage[1]	**Time[2]**	**Distance[2]**
Standard	12 months	Unlimited
Alliance Battery Group 31	18 months	Unlimited

[1] Detroit brand batteries of the same group and amperage are interchangeable with Alliance brand batteries and carry the same coverage period.

[2] Time or distance, whichever occurs first.

Note: A service location's Parts Department should file a Part Adjustment Request (PAR) if a part is found defective before installation; no claim should be filed if part has not yet been installed.

2.2 Aftermarket Parts Limited Parts Warranty

Under this Aftermarket Parts Limited Parts Warranty (Parts Warranty), Company warrants that, except for specified exclusions, any aftermarket part distributed by Company will be free from defects in material or workmanship arising from normal use and service for 12 months (18 months on Alliance Group 31 Batteries with part number, "AE…"), subject to certain limitations and exceptions as specified in this document.

Parts Warranty coverage is effective from the date of retail sale. When the customer is a repair shop or Target Customer (see the Sales and Marketing Manual for Target Customer definition), coverage is effective from the date of installation.

This Parts Warranty covers all components and parts, including Detroit new service replacement parts as well as reliabilt® replacement parts, unless specifically covered by other warranties or otherwise excluded by this document. Certain parts require pre-approval from the appropriate supplier. Refer to the Policies By Component section of this manual for supplier pre-approval details.

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Aftermarket Parts Warranty Start Dates	
Part	**Effective Date**
Part: Retail purchased	Date of retail sale
Part: Purchased by repair shop or Target Customer (see Sales and Marketing Manual for Target Customer definition)	Date of installation
Alliance Group 31 battery with part number, “AE...” (East Penn)	Battery ship date code or the date of invoice

Any defective assembly or part that is replaced becomes the property of Company. When a defective part is replaced, the new aftermarket part assumes the remaining portion of the Parts Warranty of the original part purchased by the customer.

Parts purchased and reimbursed under any other Company coverage are excluded from Parts Warranty. Non-powertrain component parts replaced by a recall/field service campaign have a one (1) year Parts Warranty (for vehicles outside of standard Warranty). Parts reimbursed under a *Policy* type claim have Parts Warranty if the customer participated financially in any part of the repair (i.e., has an invoice for parts and/or labor).

All Authorized Service Locations will, without charge, perform warrantable repairs or replacements made necessary due to defects in material or workmanship.

THIS PARTS WARRANTY IS EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES OF ANY KIND WHETHER WRITTEN, ORAL, OR IMPLIED INCLUDING, BUT NOT LIMITED TO, ANY PARTS WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. THIS LIMITED PARTS WARRANTY IS VOID, AND COMPANY SHALL NOT BE OBLIGATED TO REPAIR OR REPLACE ANY COMPONENT OR PART, WHERE THE NECESSITY OF SUCH REPLACEMENT OR REPAIR, IN COMPANY’S OPINION, IS DUE IN WHOLE OR IN PART TO LOADS IN EXCESS OF FACTORY-RATED CAPACITIES, IMPROPER MAINTENANCE OR SERVICE, MODIFICATION OR ALTERATION, ACCIDENT, OR OTHER MISUSE OR ABUSE OF THE COMPONENT OR PART, INCLUDING, BUT NOT LIMITED TO, USE OF THE COMPONENT OR PART THAT IS INCONSISTENT WITH ITS INTENDED/SPECIFIED APPLICATION. THIS PARTS WARRANTY SPECIFICALLY EXCLUDES ANY OTHER WARRANTIES OR CONDITIONS PROVIDED FOR BY LAW, WHETHER STATUTORY OR OTHERWISE.

COMPANY’S SOLE OBLIGATION UNDER THIS PARTS WARRANTY SHALL BE TO REPAIR OR REPLACE, AT COMPANY OPTION, ANY DEFECTIVE COMPONENT OR PART ACKNOWLEDGED BY COMPANY TO BE DEFECTIVE. SUCH REPAIR OR REPLACEMENT SHALL BE WITHOUT COST TO PURCHASER WHEN PERFORMED WITHIN THE APPLICABLE PARTS WARRANTY PERIOD.

If an Authorized Service Location performed the initial installation, DTNA reimburses labor for the diagnosis and removal of a failed part. If an Authorized Service Location installed a part which later has a warrantable failure, progressive damage and labor may be covered.

The component or part must be maintained and serviced according to the prescribed schedules outlined in the vehicle maintenance and Driver's/Operator's Manuals.

Company, as a condition of this Parts Warranty, will require receipted bills or other evidence that the required maintenance and service have been performed.

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2.3 Purchaser's Exclusive Remedy

THIS WARRANTY SHALL BE THE PURCHASER'S SOLE AND EXCLUSIVE REMEDY AGAINST COMPANY, WHETHER IN CONTRACT, UNDER STATUTE (INCLUDING STATUTORY PROVISIONS AS TO CONDITIONS AS TO QUALITY OR FITNESS FOR ANY PARTICULAR PURPOSE OF GOODS SUPPLIED PURSUANT TO THE CONTRACT OF SALE), WARRANTY, TORT, STRICT LIABILITY, OR ANY OTHER LEGAL THEORY.

2.4 Limitation of Liability

Company liability to a purchaser on any claim for loss or damage arising out of, connected with, or resulting from the contract or sale, or the performance or breach thereof, or from the design, manufacture, sale, delivery, service, repair or use of any part manufactured by Company, shall not exceed the price to purchaser allocable to the part of such vehicle which gives rise to the claim, and in no event shall it exceed the purchase price of the part.

In no event shall Company be liable for progressive or consequential damages including, but not limited to:

- Injuries to persons
- Damage to property
- Loss of profits or anticipated profits
- Loss of vehicle uses

2.5 Exclusions

The following components, parts, or conditions, are specifically excluded from coverage under this Parts Warranty:

- Aerodynamic wheel covers
- Antifreeze
- Chemical additives
- Consequential damage
- Freight and critical charges
- Labor for removal and replacement of defective parts sold but not installed by Company-approved facility
- Parts not sold through the Company
- Parts or accessories replaced under New Vehicle Warranty (these items are covered by any remaining portion of the New Vehicle Warranty only)
- Parts provided by Company at no charge and without invoice (e.g., in a direct shipment)
- Tires
- Tire chains

Note: Parts found defective prior to installation must be filed as a PAR to the PDC.

Additional Exclusions

For complete details regarding the following exclusions, please see the *New Product Limited Warranty Statements* > Coverage Exclusions section:

- Cab Interior Components
- Chrome Surfaces, Aluminum, and Stainless Steel Components

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- Damage
- Engine Brakes, Air Compressors, and Other Proprietary Engine Components
- Glass, Mirrors, Lens
- Miscellaneous Expenses
- Routine Maintenance
    - Note: Tightening or adjusting fasteners, fittings, hose clamps, and electrical connectors that are loosened by normal operation are considered to be normal maintenance and are not covered under Parts Warranty.

2.6 Product Improvement

Company reserves the right to make improvements or changes to the product at any time without incurring any obligation to make such changes or improvements to any other part or vehicle.

2.7 Aftermarket Parts Warranty Claim Procedures

Refer to the Policies By Component section of this manual for detailed information regarding specific components.

It is the service location's responsibility to validate the date of purchase or installation. Although claims do not require an attached copy of the customer's dated, original sales receipt (and/or parts sales invoice), service locations must verify that the failed part was purchased and/or installed from an authorized DTNA location.

If the customer is a Direct Warranty Customer, a copy of a repair order indicating when the original part was installed can be used as proof of purchase.

Service locations must keep these documents on file and have them available (upon request by Company) for all aftermarket parts-related claims. If the customer does not have the documentation available at the time of purchase/repair, customer will be charged for the purchase/repair at commercial rates. If the customer provides the documentation at a later date, a *Replacement Part* type claim can be filed, and the customer will be reimbursed at Warranty rates.

Claim Requirements:

- Replacement part date (The replacement part date is the date when the original part was purchased by a customer and/or installed. This date must be on or after the repair/failure date.)
- The distance of the vehicle on the claim must indicate when the part was installed and the distance when the part failed

Note: See the Over the Counter Aftermarket Parts Replacement Program later in this section for OTC Program filing instructions.

Alliance Batteries

East Penn batteries, labeled Alliance Group 31 Batteries with part number "AE...", provide an 18-month warranty without proration. Detroit brand batteries of the same group and amperage are interchangeable with Alliance batteries and have the same coverage period. The coverage period begins on the day the battery is installed.

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Proof Of Purchase/Installation

No Ship Date

If a battery does not contain a ship date, a copy of the customer's original sales receipt and/or part sales invoice will be required as proof of purchase/installation.

Ship Date on Battery

The ship date is located on a Code Sticker on the battery. This sticker is allowed as proof of purchase/installation (instead of a sales or repair order invoice) if requested by the customer.

Replace Date on Battery

If the customer chooses to use the ship date as proof of purchase, the replacement date is considered the 15th of the month listed on the Code Sticker.

Reading the Ship Date Code on Alliance Batteries

See the chart below for assistance on how to read the ship date code on the Alliance-labeled batteries. Codes are alphanumeric.

- Alpha = month (A = January, B = February, etc.)
- Numeric = year (0 = 2010, 1 = 2011, etc.)
- Example: C-9 = March 15, 2009

Battery Code Date Chart

Alliance Batteries (East Penn) Date Code Sticker (top of battery)

	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
2008	A8	B8	C8	D8	E8	F8	G8	H8	J8	K8	L8	M8
2009	A9	B9	C9	D9	E9	F9	G9	H9	J9	K9	L9	M9
2010	A0	B0	C0	D0	E0	F0	G0	H0	J0	K0	L0	M0
2011	A1	B1	C1	D1	E1	F1	G1	H1	J1	K1	L1	M1
2012	A2	B2	C2	D2	E2	F2	G2	H2	J2	K2	L2	M2
2013	A3	B3	C3	D3	E3	F3	G3	H3	J3	K3	L3	M3
2014	A4	B4	C4	D4	E4	F4	G4	H4	J4	K4	L4	M4
2015	A5	B5	C5	D5	E5	F5	G5	H5	J5	K5	L5	M5

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2.8 Aftermarket Parts Warranty for Remanufactured Powertrain Components

Detroit

For coverage information about remanufactured Detroit engines, axles, and transmissions, please refer to the applicable parchment on *DTNAConnect > Warranty Lit > Other Warranty Documents > Coverages >* Detroit.

Reviva

When making warranty repairs on Reviva remanufactured engines and engine components, follow the below guidelines for situations regarding:

- Parts used in warrantable repairs
- Parts purchased over the counter
- Claim submission
- Returning parts

Warrantable Repairs on Engine Assemblies

Prior to any repair, contact Reviva Parts Warranty Department at (888) 942-8744 to:

- Verify coverage
- Ask about repair strategies
- Obtain supplier authorization number (See the Policies By Component section of this manual for full claim submittal details)
- Obtain immediate parts return disposition

Reviva Parts Purchased Over the Counter

Claims to Reviva for components and piece parts purchased through a Company PDC can be submitted via OWL without a Reviva authorization number.

Submitting Claims

Once the warrantable repairs are completed (based on Reviva's guidance), submit a claim through OWL. See the Policies By Component section for full claim submittal details.

Returning Parts

If Reviva requests a part return before the claim is on the Failed Parts to Ship Recap Report, ensure that the shipping information is entered in the *Failed Parts/Shipping Inquiry/Update* screen of OWL. Failure to do so may result in a chargeback for parts not shipped.

Handling

Handling on Reviva components will be paid at 33% up to a maximum of $350 USD per single component.

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2.9 Sales Cabs/Sales Axles/Sales Hoods

A Sales Cab, Axle, or Hood is considered a replacement aftermarket part; however, when used in a new vehicle, the Sales Cab/Axle/Hood assumes the remainder of the New Vehicle Warranty:

- A Sales Cab/Axle/Hood that is used in a New Vehicle Warranty repair can assume the remainder of the New Vehicle Warranty if it is still within applicable time and distance. Check New Vehicle Warranty coverage eligibility by entering the vehicle's six (6) digit serial number or VIN into the *Coverage Information* screen in OWL.
- A Sales Cab/Axle/Hood used in a warrantable repair on a vehicle without New Vehicle Warranty coverage assumes the standard Aftermarket Parts Limited Warranty of one (1) year/unlimited distance.

Sales Cab/Axle/Hood Receipt and Inspection

It is the service location's responsibility to inspect a Sales Cab/Axle/Hood upon receipt. A Sales Cab/Axle/Hood is suspected of missing parts must be verified with the Bill of Material listed in PartsPro. Complete a Missing Parts Request Form (accessed on *DTNAConnect > Cab & Glider Sales >* Glider Program) and submit to the Cab & Glider Department as an attachment on a Warranty Support Center (WSC) ticket (V*ehicles > Sales Cab, Hood and Axle*). For mis-builds or specification differences over the Company pre-approval amount, contact the Cab & Glider Department. The Cab & Glider Department will provide guidance to the service location and Company Warranty Department as to whether specification differences and/or shortages will be reimbursed to the service location through a PAR or through a *Replacement Part* type claim. Shipping/transport damages must be noted in the electronic proof of delivery (EPOD) at the time of delivery and filed as a *Warranty* type claim.

Submitting Claims

If New Vehicle Warranty is still applicable, use the vehicle's six (6) digit serial number (not the serial number of the Sales Cab/Axle/Hood itself) in the *Product S/N* field of the claim.

If the vehicle is outside of New Vehicle Warranty coverage, file a *Replacement Part* type claim. When submitting a *Replacement Part* type claim for a Sales Cab/Axle/Hood, the Sales Cab/Axle/Hood reference number and the name of the person within Aftermarket Sales who agreed to a Warranty reimbursement must be clearly annotated in the *Repair Details* section of the *Failure* tab of the claim. Include any email correspondence with the Cab & Glider Department as an attachment to the claim. The failed part number will be the part that is missing or defective.

Warrantable Repairs/Pre-Approvals

In those cases where a warrantable failure results in extensive damage to the vehicle cab (e.g., electrical fire or extensive corrosion), it is the responsibility of the service location to conduct a cost analysis to determine if it is more cost effective to replace (rather than repair) the existing cab.

Sales Cabs/Axles/Hoods cannot be used in a warrantable repair unless authorized by the Company Warranty Department prior to the start of repairs. Submit a pre-approval request in OWL.

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2.10 Over the Counter Aftermarket Parts Replacement Program

The OTC Aftermarket Parts Replacement Program applies to parts sold directly to the customer for customer or 3rd party installation; the program excludes labor reimbursement and progressive damage. The OTC Program adheres to the policies and exclusions of the Aftermarket Parts Program listed above unless otherwise noted.

Claims for this program must be submitted as *Misc. Replacement Parts* type claim.

Any aftermarket part, excluding Detroit parts, purchased through the PDC and sold over the counter qualifies for this program, regardless of supplier. Claims submitted under the OTC Aftermarket Parts Replacement Program will not be subject to a technical chargeback for:

- Parts Test OK/No Defect Found (NDF)
- Customer Responsibility/Maintenance or Misuse
- Customer Responsibility/Shock Load
- Mis-installed/Mis-diagnosis

OTC Program claims may be charged back for:

- Wrong part returned
- Incorrect PFP
- Parts not shipped
- Lack of proof of delivery
- Other administrative chargeback reasons

The following requirements, restrictions, and limitations apply:

- Original part must have been sold directly to the customer for customer or 3rd party installation
- Excludes labor reimbursement
- Excludes Detroit parts
- Excludes progressive damage
- Claims for failures that have been charged back or denied under the Standard Aftermarket Parts Warranty Program (as *Replacement Part* type claims) may not be resubmitted under the OTC Program (as *Misc. Replacement Parts* type claims)
- Parts handling allowance is 33%

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SECTION 3

PRODUCT RECEIPT, STORAGE, AND REGISTRATION

Product Receipt, Storage, and Registration

This section outlines the receipt, storage, and registration procedures and policies for Company products.

3.1 Vehicle Receipt: All Makes Except TBB

The following procedures are guidelines for receiving vehicles. If a situation falls outside of these guidelines or for delivery-related questions/concerns, contact the DTNA Outbound Logistics team at newtruckdelivery@daimler.com for assistance.

It is the receiving location's responsibility to accurately check for and record:

- Damage (interior and exterior), missing items, and issues with re-installed items in the EPOD
- Receiving location and transport driver must sign the EPOD before the transport driver leaves
- Specification discrepancies by reviewing the Truck Sales Order (see the Specification Discrepancies section below for more information)

Transport drivers contact receiving locations at least 24-48 hours in advance of a delivery. Receiving locations must have a minimum of eight (8) hours per day Monday through Saturday for vehicle receipt and are encouraged to keep Sunday hours.

Special Circumstance Scenarios

After Hours Delivery

The Subject to Inspect (STI) process is for vehicles delivered outside published receiving hours on weekdays and weekends; for specific guidelines, see the STI Process later in this section.

Drop Shipped Vehicles

Vehicles ordered or purchased by a location but delivered directly to an outside location (customer, bodybuilder, etc.) are the responsibility of the ordering location. An outside receiving party must follow all vehicle receiving and inspection procedures listed herein. The ordering location is responsible for filing any claims.

Roof Fairings

If a vehicle is drop shipped directly to a customer, transporter notifies customer that the roof fairing was removed for transport and arranges for re-installation prior to or at delivery.

- If customer has facilities for re-installation of roof fairings, then fairings will be re-installed at final delivery location
- If customer does not have facilities to re-install fairings, transporter will arrange with nearest Authorized Service Location to have fairings re-installed and shuttle units to customer location at no additional cost to customer

Severely Damaged Vehicles

Vehicles that arrive severely damaged must be accepted regardless of the extent of damage. If the vehicle is so severely damaged that repairs would be impractical, contact the DTNA Outbound Logistics team at newtruckdelivery@daimler.com.

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Destroyed Vehicles

When a vehicle is destroyed in transit and cannot be delivered, a DTNA Outbound Logistics Specialist will contact the receiving location as soon as possible to provide details of the incident and advise of any follow-up.

Decked Vehicles

It is the receiving location's responsibility to provide a hoist or other method to undeck vehicles on arrival. The cost of undecking is the responsibility of the receiving location.

If a wrecker is required, the wrecking company is considered the receiving location's agent and the receiving location must recover any sustained undecking damages from the wrecking company. If a wrecker is utilized at a third party location, it remains the receiving location's responsibility and liability for all costs as described above. When lifting devices/tow hooks are required for undecking, it is the receiving location's responsibility to have the lifting device on hand.

To reduce damage, some components (e.g., bumper, roof fairing, front axle fairing, etc.) may be removed during the decking process and secured elsewhere on the unit for transport. It is the responsibility of the receiving location to verify in the EPOD that removed components are present at vehicle delivery. DTNA has labor operations for re-installing certain components; see the Special Filing Instructions table later in this section for claim filing information.

The majority of DTNA units are transported undecked; claims for component re-installation on ineligible units will not be reimbursed.

3.2 Glider and Glider Kit Accessory Boxes

A glider is a vehicle that may be ordered without major components. Gliders should be received and inspected as thoroughly as a vehicle. All applicable procedures for receiving vehicles apply in addition to those that are glider-specific.

If there is any indication of tampering with a glider kit accessory box, audit the contents and compare against the packing list while the transport driver attends. Record any damage or missing items in the EPOD.

It is the receiving location’s responsibility to inspect a glider upon receipt. Notify the Cab & Glider Department within 60 calendar days of receipt about missing parts. Complete a Missing Parts Request Form (accessed on *DTNAConnect > Cab & Glider Sales >* Glider Program) and submit to the Cab & Glider Department as an attachment on a WSC *> Vehicles > Glider* ticket. When contacting the Cab & Glider Department, provide VIN, BOM number(s), and part number(s). The Cab & Glider Department will provide information about how the missing components will be addressed (plant supplied, reimbursed, or replaced). For specification differences, contact the Cab & Glider Department through the WSC; see the Specification Discrepancies section for more information. For shipping damages, follow the same process as a new vehicle.

Include the WSC ticket number in the *WSC Ticket #* field of any associated claim. For glider information, see *DTNAConnect >* Cab & Glider Sales.

3.3 Vehicle Inspection Procedures: TBB Makes

Follow the instructions listed in the Vehicle Acceptance Form. The Vehicle Acceptance Form is completed by the transport company prior to leaving the TBB factory and a copy is transported with the unit. The transport driver has the completed form upon arrival with the unit; the form must be signed by an authorized agent of the receiving location or direct sales customer.

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3.4 Vehicle Inspection Procedures: All Makes Except TBB

New Vehicle Checklist

A completed New Vehicle Receipt to Delivery Checklist (WAR265) is recommended for every new vehicle because it allows receiving locations to keep track of a unit from delivery to customer possession. The New Vehicle Receipt to Delivery Checklist (WAR265) is located at *DTNAConnect > Warranty Lit > Other Warranty Documents >* Forms.

Inspection Requirements

Delivery locations must have published receiving hours to enable efficient transporter load planning. As noted in the Vehicle Receipt: All Makes Except TBB section, the minimum receiving hour requirement is eight (8) hours per day Monday through Saturday and Sunday hours are encouraged. The receiving location is responsible for having inspection-trained personnel available when vehicles arrive during published hours. These representatives should remain with vehicles during the undecking process.

The receiving location is responsible for using the EPOD for several tasks and then filing any associated claims:

- Identify all damage
- Confirm loose components arrived with the vehicle
- Verify items removed by the driver were re-installed correctly
- Take necessary photos

Transport drivers are instructed to remain at the receiving location while vehicles are completely inspected. If a driver refuses to wait, note in the EPOD and as soon as possible, email DTNA's Outbound Logistics team and the transporter's Quality Assurance desk for customer assistance:

- DTNA Outbound Logistics: newtruckdelivery@daimler.com
- CustomerCare@PPLDelivers.com
- Daimler.Help@truckmovers.com

Receiving location is responsible for cleaning the exterior of a vehicle; if a vehicle is too dirty to inspect, see *Inspecting a Dirty Vehicle* below. Transport driver must clean up receiving area.

For after hours deliveries, see the STI Process later in this section.

Authorizing Signatures on Delivery Documents

Both the transport driver and receiving location representative must sign the EPOD acknowledging the following:

- Receipt of the vehicle at the receiving location
- Existence of any shortage, damage, or improperly re-installed components
- Only transportation shortages, damages, or issues with re-installed items should be recorded in the EPOD, not warranty-related (factory or material supplier) defects; see Determining Claim Type later in this section for information about differentiating between defects and damages.
- Receiving location must keep the EPOD on file

Receiving locations can review the EPOD online:

- For the ATC Corporation website, request a login at: Vagus > *Login Request Form*
- For truckmovers.com access, email request to: daimler.help@truckmovers.com

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Inspecting a Dirty Vehicle

When a vehicle is so dirty that it must be washed before a proper damage inspection can take place but the wash cannot occur before the transport driver departs, the receiving location must note in the EPOD.

The receiving location has two (2) business days from vehicle receipt to report any undetected damage by filing a Concealed Damage Report (CDR) through the WSC. Concealed damages not reported within two (2) business days of vehicle receipt will not be reimbursed, unless an Extension of Delivery Inspection has been granted. For more information, see the Extension of Delivery Inspection and Concealed Damage sections below.

Extension of Delivery Inspection

There may be extenuating circumstances, such as severe inclement weather (blizzard, flooding, etc.) or a large number of vehicles being delivered at the same time, that prevent the initial inspection of the vehicle(s). If so, the receiving location must note in the EPOD and request an extension of delivery inspection to gain additional time to complete the inspection process. Submit a ticket requesting an extension of delivery inspection at *DTNAConnect* > WSC > *Transporter* > *Ext of Delivery Inspection*.

An extension of delivery inspection request must be submitted to DTNA within two (2) business days of vehicle receipt with a reason for the request. If granted, inspect the vehicle as normal and provide all damage and/or missing items on the CDR; access the CDR at WSC > *Transporter* > *Concealed Damage Report*. During claim creation, enter the associated WSC ticket number in the *WSC Ticket #* field.

Extensions for reporting concealed damages will be granted for exterior inspections ONLY; interior inspections must be completed at the time of vehicle receipt and captured in the EPOD.

Equipment Used to Transport

Confirm that transporter has removed all “hang-on” or transport equipment used to transport the vehicle including, but not limited to:

- Banding
- Differential and brake caging bolts removed and stored
- Frame blocks
- Hang-on wiring*
- Saddles
- Temporary fenders

*Check the rear of the vehicle to ensure that all lights that may have been removed to facilitate transport have been properly re-mounted and that all wiring is properly re-installed. Check operation of exterior lighting.

If any items used for transport were not removed by the transporter:

- Record the items in the EPOD
- Remove the items
- File a *Transporter* type claim for their removal

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It is the service location's responsibility to provide the proper means/equipment for the transport driver to safely and adequately re-install items removed for the purpose of transport including, but not limited to:

- An Occupational Safety & Health Administration (OSHA) approved platform ladder to re-install stacks and side extenders
- Air for the operation of air wrenches
- A forklift to remove banded items

Loose Components

Locations may receive units with loose components for these reasons:

- During manufacturing, components may be placed in the cab or strapped down to the chassis. At delivery, receiving locations must identify these items in the EPOD as present or missing.
- To reduce damage, a transport driver may remove components from their normal location; it is the driver's responsibility to re-install most items removed for transport. At delivery, receiving locations verify correct re-installation in the EPOD.

The tables below identify components that may be received loose at vehicle delivery, transport driver/receiving location responsibilities, and some claim filing guidelines. The Special Filing Instructions table displays components with specific filing instructions.

Components	Notes	Claims
Including but not limited to: • Antenna(s) • Decals & paperwork • Fire extinguishers • Jacks • License plate brackets • Mattress • Reflectors with flares • Reflectors without flares • Spare wheels • Trailer cables (air/electric) • Wheel covers • Winter fronts	• It is the receiving location's responsibility to mount components in the correct location on the vehicle. The labor to mount these components is not covered under Warranty. • Receiving location identifies components missing at delivery in the EPOD	File a *Transporter* type claim for missing component(s)

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Components	Notes	Claims
Including but not limited to: • *All air lines (including to rear brake chambers)* • Antenna(s) • *Axle flanges/ shafts* • Back-up alarm • *Brakes (caged)* • *Bumper** • Deck plates • *Drivelines* • Drive shaft • Dust covers • *Exhaust stacks* • Frame risers • Front axle fairing* • Mud flaps (front/ rear) • Rear lights • Roof fairing (non-collapsible)* • Rubber extenders • Side/flex extenders • Tail lights • *Tires & wheels - front, steer, tag* • Tow hooks Notes: • Components in italics: require re-torque • Components with asterisk (*): receiving locations may be eligible for re-installation reimbursement; see the Special Filing Instructions table below	• In order to facilitate transport operations, the driver may remove certain items from their normal location on the vehicle. It is the driver's responsibility to re-install most items removed for transport. • Receiving location records incorrectly re-installed or missing items in the EPOD and submits claim(s). Proper re-torque of certain items is the responsibility of the receiving location: • If the receiving location performs the Pre-Delivery Inspection (PDI) on the vehicle after receipt, the time to check the torque on all items removed is included in the PDI allowance • If the vehicle received a factory-performed PDI prior to transport, the receiving location should submit a *Transporter* type claim for the time to properly re-torque any item removed for transport	• Failure to note damage appropriately (e.g., in the EPOD or CDR) will result in unpaid claims • Information in the *Repair Details* field must match the EPOD
Halo Tire Inflation System (may be in multiple boxes)	• Customers may purchase the Halo tire inflation system • To prevent damage during transport, CTS places the Halo tire inflation system inside the cab for installation after delivery and adds to the EPOD • The receiving location installs the Halo components • For CTS-related questions, submit a ticket inquiry at *WSC > Vehicles > Custom Truck Service Install*	• Claim Type: Warranty • PFP: None • Component: CTS-001-002 (use this Component code and *Cause*, *Corrective Action*, and *Position* fields automatically populate) • Position: 00-00 - NA-NA • Cause: 00 - No Failure • Corrective Action: 14 - Install • SRT: 939-6232A, B, C, D, E, or F (Multiple "Halo Tire Inflation Sys" SRTs available; vary by number of axles and whether the vehicle also has aerodynamic wheel covers)

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Special Filing Instructions

Claim Entry
- Claim Type: Warranty
- PFP: None
- Component: F99-999-159 (use this Component code and *Cause*, *Corrective Action*, and *Position* fields automatically populate)
- Position: 00-00 - NA-NA
- Cause: 28 - Part Improperly Installed
- Corrective Action: 14 - Install
- SRT: Varies by component, see below
- Repair Details: List all components that were installed (for installation-only reimbursement, not repairs, can combine components into single claim)

Component	Model	Notes	SRT Number
Bumper	Coronado	Removed by transporter on trucks decked in the forward position	939-6104A
Drive Wheel Fairings	New Cascadia; 5700	For trucks spec'd with aerodynamic components, depending on model, the factory may install a portion or all of the components. Remaining components are placed inside the truck and the receiving location installs.	939-6229D* *Reimbursement is limited to New Cascadia or 5700. Drive wheel fairings are available on the Cascadia but installed entirely at the factory.
Front Axle Fairing	Cascadia; 5700	Removed by the transporter on decked units and secured inside the unit; receiving location reinstalls.	939-6229B
Lower Center Bumper Air Dam	New Cascadia; M2	For trucks spec'd with aerodynamic components, depending on model, the factory may install a portion or all of the components. Remaining components are placed inside the truck and the receiving location installs.	939-6229E
Roof Fairing (Non-Collapsible)	Cascadia; M2	Removed by transporter on decked units and secured on the frame rail; receiving location reinstalls. Note: Some units are received with the fairing collapsed. It is the receiving location's responsibility to mount fairings correctly; claims for mounting collapsed fairing are not covered under Warranty.	939-6229A
Wheel Covers	Cascadia; New Cascadia	For trucks spec'd with aerodynamic components, depending on model, the factory may install a portion or all of the components. Remaining components are placed inside the truck and the receiving location installs.	939-6229C

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Damage or Missing Items

Use codes (area, severity, etc.) in the EPOD to capture damage at delivery. Any damage or missing items must be accurately recorded in the EPOD or if applicable, see Concealed Damage in this section.

File a *Transporter* type claim for damage or missing items; see Determining Claim Type to differentiate between defects and damage. Photos clearly showing any damage (e.g., a close-up photo and a perspective photo) must be kept on file and available upon request. In addition, claims for some types of damage require attached photos; see below for more information.

Interior

The transport driver is responsible for adhering to DTNA's No Smoking policy in any truck being transported. Cab interiors should be clean and free of debris. Inspect interior cab and/or sleeper for any damage or missing items including, but not limited to, the following:

- Cabinets
- Dash
- Doors
- Floor coverings
- Knobs/dials/switches
- Mattresses
- Seats
- Steering wheel
- Upholstery
- Other installed equipment

Receiving locations must make a thorough inspection of the interior and **record all damages at the time of delivery** in the EPOD. Claims for interior damage must have attached photo(s) that clearly show the damaged area; SRT 939-6030A (Digital Photo Administration) may be added for 0.2 hours.

Note: **CDRs are for exterior damage only**; interior damages should not be included.

Undercarriage

All vehicles should be checked for undercarriage damage at the time of delivery.

The receiving location inspects the undercarriage to verify that the transport driver has removed any wooden blocking from the front or rear suspensions. If the blocking was not removed, ask the transport driver to remove. If the transport driver does not remove the wooden blocking, note in the EPOD.

Damages to the undercarriage not noticed at time of vehicle delivery but noticed at the PDI or in-service must be immediately reported as concealed damage; this is the only exception to the two (2) business day reporting window, see Concealed Damage for more information.

Exterior

Make a thorough inspection of the exterior of each vehicle for any damage or equipment missing at delivery including, but not limited to:

- All exterior light assemblies
- Antenna tips

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- Broken/scratched glass
- Bumper
- Cab and chassis for structural damage
- Dust covers
- Fuel (vehicle starts without priming)
- Fuel tank(s)
- Tires*
- Tow hooks

*When checking tires, check for embedded foreign objects and for flat spots. Confirm that the correct number of tires is installed. Flat-spotted tires must be sold to the local tire shop and the “Casing Value” (amount service location received from tire shop) must be deducted from the claim. Casing invoice must be kept on file and available upon request.

Use the EPOD to record damage. Claims associated with some kinds of damage (aerodynamic devices, cab, electrical accessories, expendable items, frame, frame rail paint) may require attached photos that clearly show the damaged area. If photos are required, a message displays in OWL and SRT 939-6030A (Digital Photo Administration) may be added for 0.2 hours. Exception: Windshield photos are not required. For information regarding DTNA paint finish standards, see Service Bulletins 98-1 and 98-15.

Air Line Testing at Delivery

Freightliner and Western Star air line systems may be modified as vehicles are decked and transported between factory and destination to comply with government regulations. Transporters may have up to five (5) air line touch points when making modifications:

- Air dryer fill tee plug
- Park brake control valve chassis - black 3/8
- Rear chassis air bag - left
- Rear chassis air bag - right
- Signal line - service brake relay - green 3/8

Inspection

For decked Freightliner and Western Star vehicles, receiving locations must perform an air line system inspection at vehicle receipt. Transport drivers use orange visibility tape during the decking process to identify touch points. Refer to the applicable Service Bulletin (42-010 or 42-073) for the inspection procedure and perform at tape locations.

- If the unit was decked but no orange visibility tape is present at delivery, perform the procedure at all five (5) transporter touch points
- In the EPOD, record touch point status (properly re-installed or leaking)
- The air leak inspection procedure does not apply to gliders or incomplete vehicles

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Claim Entry

Claim Type	File a *Transporter* type claim for any leak(s) detected at delivery at a transporter touch point
PFP	Manually enter: AIRLEAK
Component	• When AIRLEAK is entered as the PFP, the *Component* field auto-populates with F99-999-160 • When F99-999-160 auto-populates, use the drop-down menu that appears under the *Component* field to select the applicable leaking touch point
Cause	Select as applicable: • 23 - Poor Connection, Not Conn. • 36 - Scored, Scratched, Scuffed
Correction	24 - Repair (auto-populates)
Claim Narrative	Must include technician results

Fuel/DEF at Delivery

If a vehicle is delivered with low/no DEF, low/no fuel, lost prime, or gelled fuel, review the vehicle's position at delivery and see the table below for claim filing instructions.

- **Lead (Mule) - *Transporter* type claim**
- **Decked - *Warranty* type claim**

Condition	Notes[1]
Low/No DEF	• DTNA factories fill to full • At plant and at delivery, transport driver records DEF level in the EPOD • Receiving location verifies DEF level in the EPOD before signing
Low/No Fuel	• At delivery, a lead (mule) truck should have sufficient fuel to allow for un-decking, starting, and moving from hoist to parking area. If the vehicle will not start due to lack of fuel, or there is not enough fuel to complete these tasks, file a claim. • At delivery, a decked truck should have initial fuel quantities provided at the factory minus the amount consumed for transport terminal and decking operations • At plant and at delivery, transport driver records fuel level in the EPOD • Receiving location verifies fuel level in the EPOD before signing
Lost Prime/Gelled Fuel	• Receiving location must note lost prime or gelled fuel in the EPOD

[1] Before submission, please verify that complaint in claim narrative mirrors the EPOD.

Determining Claim Type

Defects should be filed as a *Warranty* type claim; damage should be filed as a *Transporter* type claim. Any transport-related damage must be recorded in the EPOD or CDR, if applicable. Factory or supplier-related defects should not be noted in the EPOD.

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At the time of new vehicle delivery, it is the receiving location's responsibility to thoroughly inspect all surfaces (interior, exterior, and painted) for damage and/or defects.

- When recording damage, sufficient detail must be used to describe exact location of the damage on the vehicle
- Clearly identify the cause of the failure in the *Repair Details* field of the claim (e.g., accident, due to decking, plant installation, tool mark, etc.)
- Photos clearly showing the damage must be kept on file and be readily available upon request

Common issues may include, but are not limited to, the following:

<table>
<tr><th>Defect (Warranty Type Claim)[1]</th><th>Damage (Transporter Type Claim)[1]</th></tr>
<tr><td>Paint:
Dirt or Foreign Material in Paint/Fisheye
Paint Runs
Thin Paint
Orange Peel
Peeling
Dimples
Overspray/Underspray</td><td rowspan="2">Scratched/Scuffed
Stained/Soiled
Gouged
Chipped
Cracked
Dented
Missing
Any damage consistent with decking/transportation process (e.g., paint chips, scratches, lifting of paint from rails, etc.)
Leaking Axle Flange Gasket - axle removed for transport</td></tr>
<tr><td>Other:
Rusted or Corroded
Improper Fabrication
Improper Weld
Water Leaks
Tool Marks
Glider Kit Damage
Leaking Axle Flange Gasket - axle not removed for transport</td></tr>
</table>

[1] Please see the *General Policies* > Paint -- Transporter/Delivery Damage and Paint -- Claim Guidelines subsections for paint-related claim guidelines.

Concealed Damage

Concealed transport damages are damages to the exterior of the vehicle not readily visible to a person walking around the vehicle during initial inspection at the time of vehicle receipt. Concealed damages are most likely on the undercarriage, inside tire walls, or bottom of tires. Receiving location is responsible for correctly noting all damages, with accurate locations, on the CDR.

To be reimbursed, concealed damages must be reported within two (2) business days of vehicle receipt. Report concealed transport damages to the DTNA Warranty Department as soon as noticed by submitting an inquiry at DTNAConnect > WSC > *Transporter> Concealed Damage Report*.

Photos that document the concealed damage must be attached to applicable claims. Since they are required by the transporter to substantiate the claim, these photos are reimbursable; use SRT 939-6030A (Digital Photo Administration) for 0.2 hrs. During claim creation, include the WSC ticket number in the *WSC Ticket #* field.

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In-Transit/Non-Receiving Location Units

If a unit is damaged while in-transit and the repairing location is not the end/receiving location, during claim creation, at the beginning of the claim narrative, please state, "Unit in-transit, not receiving location." This also applies to *No Problem Found* claims.

3.5 STI Process

The STI process is for vehicles delivered on weekdays and weekends outside published receiving hours. In an after hours delivery, the transport driver drops off a vehicle and the receiving location performs a delayed inspection. The table below provides driver and receiving location responsibilities for after hours deliveries.

Topic	Transport Driver	Receiving Location
Access & Equipment	Must be allowed access (if needed) to: • A hoist for undecking purposes; a wrecker service used if no hoist is available • An OSHA platform ladder to re-install stacks and side extenders	• Must allow transport drivers on-site access to a hoist and OSHA platform ladder
EPOD	• Records DEF and fuel levels, whether items were removed, shipped loose, etc. • Re-installs items that were removed • Selects "STI" and records if an OSHA platform ladder was not available • Signs the EPOD and leaves keys at the Service Desk or designated drop box	• Receives system-generated notice of delivery • Has two (2) business days to inspect vehicles delivered after hours • Records damage, missing items, and whether components removed by the driver were correctly re-installed
Note: Deck Plate	If removed roof fairing and deck plate: • Does not re-install roof fairing (per standard Warranty policy) • Does not re-install deck plate	• Re-installs roof fairing (per standard Warranty policy) • Re-installs deck plate and files *Transporter* type claim
Claims	N/A	• For damage, missing items, or improperly re-installed components, file *Transporter* type claims • If an OSHA platform ladder was not available, receiving location will not be reimbursed for associated re-installations

3.6 Requirements for *Transporter* Type Claims: All Makes Except TBB

The information recorded in the EPOD must match the damages described in the *Repair Details* field or the claim will be denied. Any claim for damage, missing item, or improperly re-installed component that was not properly noted in the EPOD or CDR, if applicable, will not be paid.

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Example: If the front bumper has a 5-inch scratch, the receiving location uses the appropriate area, severity, and damage codes in the EPOD to record. During claim creation, enter the same information into the *Repair Details* field. To ensure the claim narrative mirrors the damage in the EPOD, create the claim with the EPOD open.

Only one (1) repair may be submitted per claim, unless the claim is for an accident.

3.7 Shipped Short Items on New Vehicles: All Makes Except TBB

If a unit is delivered to a location with items that are being shipped separately from the factory, the Items Shipped Short at Time of Delivery Form (09QA-R009) will be stapled to the Factory's Delivery Receipt and placed in the vehicle. The part(s), along with a copy of the Items Shipped Short at Time of Delivery Form, will be shipped to the receiving location at no charge.

A *Warranty* type claim should be submitted for the labor needed for the installation. Include the part number and the phrase, "Items shipped short from the factory" following in the *Repair Details* field. A copy of the Items Shipped Short at Time of Delivery Form must be retained on file and be available upon request.

3.8 Specification Discrepancies

The service location is responsible for ensuring that the vehicle is built according to the Truck Sales Order (TSO), Bus Sales Order (BSO), or invoice. Any discrepancies between the delivered vehicle and the TSO/BSO/invoice must be addressed (see table below).

- **Vehicles**: A service location has 90 calendar days from vehicle delivery to open a repair order which identifies and addresses discrepancies from the TSO/BSO

  Note: TBB body and TBB chassis specification differences must be reported to TBB within 30 calendar days of receipt and require pre-approval prior to repair.

- **Gliders**: A service location has 60 calendar days from the receipt of a glider to determine if there are any missing components resulting from factory shortage. Contact the Cab & Glider Department through the WSC regarding specification discrepancies; see also Glider and Glider Kit Accessory Boxes earlier in this section.

For factory mis-built units, complete a Dealer Product Report (DPR); DPRs are not related to Warranty compensation. For more information, see the Dealer Product Report - All Makes Except TBB section below.

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Specification Differences Upon Receipt of New Unit[1]	
If	**Then**
Vehicle is delivered with item/component that is: • Listed on the TSO or BSO; and • Listed on the service location's invoice; and • NOT with the unit; and • There is NO Items Shipped Short at Time of Delivery Form issued for the missing component -or- • Incorrect, as compared to the TSO or BSO; and the service location has been invoiced for the incorrect item	1. Submit a *Warranty* type claim in OWL 2. Attach a copy of the invoice to the claim showing that the location has been charged for the missing item/component
Vehicle is delivered with item/component that is: • Listed on the TSO or BSO; and • NOT on the service location's invoice; and • NOT with the unit; and • There is NO Items Shipped Short at Time of Delivery Form issued for the missing component	1. Contact a DTNA Sales Coordinator for resolution 2. If a warrantable repair is authorized, the Sales Coordinator's name must be included in the *Repair Details* field of the claim
Vehicle is delivered with item/component that is: • In an incorrect location, position, or has incorrect routing	Correct the installation and submit a *Warranty* type claim in OWL.

[1] Pre-approval may be available for factory-built discrepancies; see the *General Policies* > Pre-Approval: All Makes Except Detroit section for more information.

Exclusions and Exceptions

The repairs below may be excluded from reimbursement or covered under special circumstances. Also, refer to Coverage Exclusions section at the beginning of this manual.

- The time required to adjust fluid levels (top-off or remove) is included in the standard PDI reimbursement and will NOT be honored under Warranty separately. If a component is found to be dry from the factory, the cost of the fluid will be reimbursed under Warranty. If a fluid level is low due to a warrantable failure, the fluid costs to bring the fluid to the proper level will be reimbursed as part of the warrantable repair.
- Claims for damage or missing items documented in the EPOD, TBB's Vehicle Acceptance Form, or concealed damage, cannot be reported as a warrantable repair related to PDI. These claims will be denied.
- Adjustments made as required by PDI which require additional correction will be allowed for a one-time Warranty reimbursement if both of these conditions exist:
  - Correction is made by a service location OTHER than the location (or associated location) that performed the original PDI
  - Vehicle is within the IOP, as outlined in the Initial Operating Period section of this manual

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Dealer Product Report - All Makes Except TBB

A DPR provides service locations with a method of quickly advising the Company Quality Department of design or manufacturing-related quality problems; this allows corrective action to be taken prior to the manufacture of later vehicles. Submission of a DPR is not required for, nor related to, any Warranty compensation. Plant response to a DPR is not an authorization for Warranty.

Service locations should report repetitive quality assurance problems that are found prior to or during the PDI. Because of requirements for analyzing the DPR database for emerging issues, each DPR must report only a single problem. If multiple problems occur, separate DPRs must be filed.

The DPR is not linked to OWL. It is located at DTNAConnect > *My Applications* > *DPR*. If a DPR has been submitted, please include the DPR number in *Repair Details* field of any related claim for reference purposes.

3.9 New Vehicle PDI

New vehicle preparation is one of the primary responsibilities of the ordering location. Use the following guidelines for inspection time frames and eligibility for reimbursement.

All PDIs on FCCC chassis are factory performed and are **not eligible for PDI reimbursement**. Gliders and incomplete vehicles do not receive PDI and are not eligible for reimbursement.

For all makes except TBB, PDI must be performed within calendar 30 days of receipt of the new unit using the New Vehicle Pre-Delivery Inspection Form (WAR264). TBB PDI must be completed before reaching 10,000 miles (16 100 km) and prior to a vehicle being placed in-service; use the TBB Pre-Delivery Inspection Form (WAR402) for TBB body or TBB chassis PDIs. Access both PDI forms via *DTNAConnect > Warranty Lit > Other Warranty Documents >* Forms.

All pre-delivery services must be performed by an Authorized Service Location and assigned to fully qualified service personnel.

- If a vehicle is destined for an alternate location or a body builder, it is the purchasing location's responsibility to arrange for a timely PDI either by the factory or another service location
- Inspections performed on vehicles that have a factory-ordered PDI are not eligible for additional PDI reimbursement
- A request for a factory-performed PDI must be entered on the TSO (e.g., vehicles that are not being delivered directly from the factory to an Authorized Service Facility)
- Demonstrators must have had the standard new vehicle PDI. Any subsequent inspection prior to retail sale and delivery to the end user will not be considered for reimbursement.

An inspection performed by a body builder is not valid and is not eligible for reimbursement unless prior written approval has been received from the Company Warranty Department.

Reimbursement

Submit a *PDI* type claim in OWL for PDI reimbursement. Reimbursement is paid to the performing facility, not to the ordering location.

The reimbursement will be paid at the inspecting location's authorized labor rate according to the following (all makes):

- Heavy Duty – 3.5 hours (examples include: 114SD, M2 112, Argosy, Cascadia, Century Class, Columbia, Coronado, Western Star)

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- Medium Duty – 2.5 hours (examples include: 108SD, Business Class, M2 106)
- Light Duty – 0.9 hours
- C2 – 5 hours (TBB)
- HDX and EF – 5 hours (TBB)
- Minotour – 2 hours (TBB)

Repairs/Claims

Failure to ensure all vehicles receive a PDI prior to in-service may result in denial of subsequent claims.

If, during the PDI, conditions are found that require repair, a separate repair order should be opened and a claim filed (one claim per repair).

During the PDI of a TBB chassis or TBB body, any current or expired Product Service Bulletin or Vehicle Owner Notification Campaign may be filed to TBB prior to delivery to the first owner.

3.10 Storage/Maintenance of Inactive/New Products

Vehicles

All vehicles must be properly stored, maintained, and exercised to protect from deterioration and weather. Upon receipt of the vehicle, the service location must initiate an Inactive Vehicle Maintenance Schedule (WAR255) and use the form until the owner has taken possession. Use of this form is mandatory and the completed form must be available upon request. Body builders must also maintain vehicles per DTNA requirements listed in this section and service locations must communicate DTNA policies to their body builder(s) or customers.

Adequate protection, storage, and maintenance of new vehicles are the responsibilities of the location. Claims arising from loss or damage to improperly stored or maintained vehicles will not be reimbursed.

Please also review the form New Vehicle Receipt to Delivery Checklist (WAR265) to ensure the vehicle is received correctly. This form should be completed and retained in the vehicle file. Both forms (WAR255 and WAR265) are available at *DTNAConnect > Warranty Lit > Other Warranty Documents >* Forms.

Engines

The storage of new or reliabilt® engines by Authorized Service Locations requires that special precautions be taken to protect the interior and exterior of the engine. **The service location must follow the applicable engine maintenance/service manual for temporary storage (30 calendar days or less) and extended storage (more than 30 calendar days)**. The stored engine should be inspected periodically. If there are any indications of rust or corrosion, corrective steps must be taken to prevent damage to engine parts.

Service locations must perform a complete inspection at the end of one (1) year of storage and apply additional treatment, as required. Service manuals provide maintenance procedures. Proper documentation of either temporary or extended storage related activity must be available upon request from DTNA.

Engine parts that fail due to storage-related damage are not covered by DTNA engine Warranties.

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3.11 Warranty Registration

The Warranty Start Form (WAR275) is a legal document that must be completed in its entirety and kept on file; the form is available at *DTNAConnect > Warranty Lit > Other Warranty Documents >* Forms *> WAR275 Warranty Start Form*.

If a service location has a fleet customer with 25 or more DTNA branded vehicles and is interested in automatic registration, please see *Special Warranty Programs >* Auto Registration Program - All Makes Except TBB.

Note: All vehicles must be stored prior to in-service in accordance with the Inactive Vehicle Maintenance Form (WAR255). Engines must be maintained in accordance with procedures provided in the applicable maintenance/service manual.

User Guide

Before registering a product for the first time, read the user guide. The OWL Registration User Guide can be accessed via *DTNAConnect > Warranty Lit > Other Warranty Documents >* Reference/User Guides *> OWL Registration User Guide*.

Vehicle Inventory

Vehicles in inventory longer than 12 months from factory release must be registered to stock to submit claims for repairs. When transferring vehicles between service locations, vehicles should have registration updated to new location's stock account.

Body Builders

Vehicles sent to a body builder should be registered to that body builder with the in-service date reflecting date the vehicle was sent and current distance. Upon completion of body installation and sale to body builder distribution network, the unit's registration must be updated to reflect distributor location.

For PDI, registration, and maintenance guidelines in different order/delivery/customer possession scenarios, the Body Builder Reference Guide (WAR286) is available at *DTNAConnect > Warranty Lit > Other Warranty Documents >* Reference/User Guides. The Body Builder Reference Guide can also be distributed to body builders.

New Product Retail Sale

When a product is sold, the Warranty Start Form (WAR275) must be completed in its entirety; access the form online at *DTNAConnect > Warranty Lit > Other Warranty Documents >* Forms. The retail customer signs and dates the Warranty Start Form (WAR275) on the day the customer takes physical or financial possession of the product, whichever comes first.

The selling location keeps the completed Warranty Start Form (WAR275) and registers the product for Warranty in OWL, attaching the completed Warranty Start Form (WAR275). When a Detroit powertrain component is inside a DTNA unit, OWL simultaneously registers the powertrain component(s) at the same time as the vehicle.

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Powertrain Components in Non-DTNA Chassis

If a Company powertrain component is in a non-DTNA chassis, only the powertrain component should be registered. On the *Product Registration* screen or during claim creation, for powertrain component serial numbers that are not tied to a DTNA unit, OWL prompts users to provide information about the Detroit product.

New Product In-Service

The in-service date of a product is the date customer either takes physical possession or financial ownership, whichever occurs first.

Additional possession scenarios:

- The date the customer takes possession from the service location or from the factory (in direct ship situations)
- The date the customer takes possession from a body builder when the costs of the body builder's body installation were part of the selling location's transaction with the customer. Note: The body builder invoice showing the agreement with the selling location may be requested by DTNA at any time for verification.
- The date the customer takes possession from a body builder when the customer has contracted the body builder independent of the selling location's transaction with the customer. This date must be within six (6) months of the Retail Sales and Inventory date, and will only be eligible for update if the current in-service date in OWL matches the date of sale in the Retail Sales and Inventory system. Note: Tractors are not eligible for this update.

Engines

There are specific cases where the in-service date is determined by special circumstances pertaining to the storage and/or in service date of a Company engine:

- Service Location reliabilt® Engine Inventory - Warranty begins on the reliabilt® engine when it is installed and made available for service or 12 months after delivery to the customer by the service location, whichever occurs first
- Service Location Rebuilt Engine Inventory – Warranty begins on the new service parts installed on the rebuilt engine when the installation is completed or 12 months after the rebuilt engine is delivered by the service location, whichever first occurs
- New Service Parts Used in Rebuilt Subassemblies - Warranty begins on new service parts used in rebuilt subassemblies when the subassembly is sold over-the-counter or is installed on an engine and placed in service, in no case longer than 12 months from date the subassembly was rebuilt

Non-DTNA engines must be registered through the applicable engine manufacturer. For specific information, contact the engine manufacturer.

Glider Kit

When a glider has been fully assembled, returned, inspected by to the ordering location, and put into service by the customer, a glider must be registered. Complete a Warranty Start Form (WAR275) found online at *DTNAConnect > Warranty Lit > Other Warranty Documents >* Forms *> WAR275 Warranty Start Form (WAR275)* and register the glider using the *Product Registration* screen in OWL.

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Note: Gliders are subject to the coverage reduction policies outlined in the Aged Vehicle Registration and Coverage Determination section below.

Used Vehicles

For information regarding used vehicle registration, please log into DTNA DASH > *DTR > Sales > U.S. Sales Policies > Sales Terms & Conditions Manual*.

For questions regarding used vehicle registration, submit a WSC ticket or contact Daimler Trucks Remarketing Corporation via email at: DTRCustSupport@Daimler.com.

Demonstrators

Demonstrators are subject to the same registration requirements as new products and Warranty coverage timelines for aged vehicles. When registering a demonstrator for the first time:

- If the product is in inventory:
  - Register to dealer stock as a demo if the product will remain in inventory until retail sale to the end customer
  - Enter the sales/option code during registration (see individual program documentation for applicable codes)
  - When retail sold, the end customer is eligible for an in-service update
- If the product is not in inventory, was retail sold:
  - If 10,000 miles/16 000 km or under - register to the end customer with the date the product was sold
  - If more than 10,000 miles/16 000 km - register to the end customer with the first date the product was used as a demo

See the *Special Warranty Coverages* > Authorized Demonstration Programs section for program information.

3.12 Aged Vehicle Registration and Coverage Determination

This section discusses the amount of standard Warranty that is applicable at registration as determined by age and/or distance of vehicle. If the vehicle has exceeded age and/or distance parameters, a reduction in Warranty coverage will be applied in accordance with the table below.

If vehicles are eligible to retain factory Warranty, as outlined in the table below, the request for coverage reinstatement must be submitted within 30 calendar days of the retail sale date. Any vehicle not marked retail sold in the Retail Sales and Inventory System and/or requests received after 30 calendar days from retail sale date will not be accepted.

To request coverage on an aged vehicle, submit a WSC ticket (*Vehicles > Registration > Coverage Reinstatement Request*). Scan and attach the completed Warranty Start Form (WAR275) to the ticket.

In order to be eligible for coverage reinstatement or to retain the reduced Warranty coverage, the service location and/or body builder must be able to provide proof the vehicle has been maintained in accordance with the policies and procedures in the Storage/Maintenance of Inactive/New Products section. The Inactive Vehicle Maintenance Form (WAR255) is available at *DTNAConnect > Warranty Lit > Other Warranty Documents >* Forms; the form must be retained and provided upon request.

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Aged Vehicle Coverage Determination		
Age of Vehicle at Retail Sale	**Distance at Time of Retail Sale**	**Applicable Coverage[1]**
0 Months Up to 36 Months Past Build Date	Up to 10,000 miles/ 16 100 km	Full Standard Warranty
36 Months Up to 48 Months Past Build Date	Up to 10,000 miles/ 16 100 km	Standard Warranty with Exclusions[2]
48 Months or Older Past Build Date	Up to or over 10,000 miles/ 16 100 km	In-Service Date will be set to build date; once set, assumes only remaining Warranty coverage

[1] Coverage refers to New Vehicle Warranty; for Extended Service Coverage information, see www.aftermarketserviceproducts.com.

[2] Exclusions include batteries, brightwork, chassis paint, and corrosion; additional exclusions may apply.

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SECTION 4

GENERAL POLICIES

General Policies

This section outlines the general policies and procedures for claim submission and reimbursement. Failure to meet all requirements and conditions outlined in this section or charging a customer for a warrantable repair may result in denial and/or chargeback.

Service locations must provide supporting invoices and other documentation at request of Company. Some specific requirements apply for sublets, paint repair, diagnostics, and other circumstances. Those requirements are detailed in this section; also, see the Policies By Component and Claim-Supporting Records sections of this manual.

4.1 Authorized Warranty Repairs

Warrantable repairs must be performed as a result of customer complaint, not as a preventative measure. A warrantable repair restores to operating condition, by repair or replacement, only the defective or damaged parts necessary to remove and/or replace the defective parts, according to the terms of the appropriate coverage. Other parts removed in the repair process will be re-installed as-is, unless the customer authorizes the additional expense. The intent of a warrantable repair is to repair or replace the warranted parts and restore the rest of the component to its operating condition prior to the warrantable failure, not to restore the product to like new condition.

Service locations are authorized to perform warrantable repairs only on the products outlined in the location's Company Agreement. Exceptions to this are:

- Truck down situations (if coordinated by Company Customer Assistance Center [CAC])
- Recall repairs (if directed by Company Recall Department)

DTNA products domiciled in the U.S. that travel into Mexico will have Warranty. In the event of a warrantable failure while in Mexico, the Daimler Commercial Vehicles Mexico (DVCM) location should perform the repair and submit claims to DVCM for reimbursement.

DVCM ordered products domiciled in Mexico that travel in the U.S. will have Warranty. In the event of a warrantable failure while in the U.S., the DTNA service location should perform the repair and submit claims to DTNA for reimbursement.

4.2 Single Repair Period

A Single Repair Period is defined as the period of time that a vehicle remains continuously in the repair and/or body shop for repairs.

Example: If a vehicle remains in the body/repair shop for one (1) week and the total cost of all paint and paint/corrosion repairs accomplished during that one week period is $5,000 USD or above, pre-approval may be available.

4.3 Verification of Warranty

Authorized Service Locations are responsible for determining and verifying applicable Warranty coverage. When performing a repair, service locations must:

- Consult the *Coverage Information* screen in OWL to verify that the product is under Warranty
- Validate the failure is a warrantable condition
- File a claim (if appropriate)

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The following items may be taken into consideration when there are discrepancies regarding in-service date:

- Documentation from customer reflecting date of sale and delivery
- Verification from selling location as to date of sale and delivery
- Equipment/vehicle registration and/or identification plate
- Shop records for previous repairs

4.4 General Exclusions

Expenses that are not warrantable under any circumstances include, but are not limited to:

- Time to remove or replace components/parts not installed by Company (exception: powertrain component repairs)
- Dynamometer testing on non-Company engines after repairs have been performed
- Housekeeping supplies (e.g., shop rags, solvents, coveralls, cleaning compounds, etc.)
- Shop hardware supplies that are not itemized on the claim as “parts used” (e.g., common bolts, washers, nuts, tie straps, cotter pins, etc.)
- Taxes
- Time spent waiting at a counter to obtain a part, etc.
- Environmental charges

4.5 Pre-Approval: All Makes Except Detroit

Claim reimbursement is subject to final inspection. If information provided by the repair facility in the claim or pre-approval request does not match actual failure analysis or is found to be non-warrantable, the claim may be denied or charged back.

Warranty pre-approval is required for:

- A sales cab is used in a warrantable repair
- TBB sublet repairs $600 USD or more per vehicle
- TBB claims for 15 or more units with the same defect within a 60-day period
- Daimler Trucks Remarketing (DTR) Select Warranty repairs, regardless of value, to internally lubricated parts of the assemblies below (*Sales Terms* and *Used Product Warranty* type claims):
    - Engine
    - Transmission
    - Differential
- DTR Select Warranty repairs for $5,000 USD or more per vehicle, per Single Repair Period (*Sales Terms* and *Used Product Warranty* type claims)

Pre-approval is voluntary for *Extended Coverage*, *Transporter*, or *Warranty* type claims for:

- Repairs $5,000 USD or more per vehicle, per Single Repair Period for the following:
    - Paint repairs
    - Corrosion repairs
    - Cab structure and fairing body shop repairs

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- Transporter-related damage, as noted in the EPOD
- Frame rail replacements
- Factory build discrepancies

Claims submitted with voluntary pre-approval will not be denied, charged back, or modified. However, components are subject to failed parts inspection and parts and labor must not exceed approved amounts.

Pre-approval is also available for *Sales Terms* and *Used Product Warranty* type claims. DTR's Select Warranty Department provides voluntary pre-approval service for any potentially covered repair, upon a service location's request. A toll-free number is also available for service location support; please do not provide this number to any retail customer, 888-855-9104.

Time Frame for Requesting Pre-Approval

Pre-approval must be requested prior to the end of the applicable Warranty and before a repair is started.

Submitting Request

To submit a pre-approval request, from the *Request Type* drop-down menu, select *Pre-Approval*; from the *Claim Type* drop-down menu, select as appropriate. Scan and attach photos.

Required Information

- Product serial number and Authorized Service Facility information
- Detailed estimate of labor hours; list SRTs, if available; a lump sum of *Generic* time is not acceptable
- Details of all actions necessary to complete the repair (includes components that must be removed for access)
- Itemized list of all materials/parts to be used for repair (this includes paint bases and color)
- Photos that clearly illustrate the warrantable failure and the unit's vocation (e.g., logger, lift, dump, etc.)

Note: TBB requires the body serial number be displayed in all photos submitted. The body serial number may be written on a piece of tape or on a piece of paper and placed next to the subject of the photo to verify body serial number.

After Pre-Approval is Granted

Once approval is given, submit a *Based On* claim from the pre-approval request number.

If the Authorized Service Facility is provided with a CAC ticket number, the approval ticket number must be included in the *Repair Details* section for processing.

Time Frame For Repairs After Pre-Approval

Repairs must be completed and a *Based On* claim must be filed within 60 calendar days following the receipt of an approved pre-approval request. If repairs are not made within 60 calendar days, re-confirm approval prior to the start of repairs by using the *Modify* function on the pre-approval request. Do not create a new pre-approval request.

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Modifying a Pre-Approval Request

To modify an approved pre-approval request prior to creating a *Based On* claim, click on the *Modify* button to re-open the pre-approval. An explanation/notes are required in the *Comments* field to modify an approved pre-approval request.

If a *Based On* claim has already been submitted, the request cannot be modified. Submit a WSC ticket to request that the *Based On* claim be denied.

To create a new pre-approval request, do one (1) of the following:

- Open the original pre-approval request and create a new request using the *Save As* function. Choose *Copy Complete*.
- Open the denied claim and create a *Based On* claim using the *Save As* function. Choose *Copy Complete*. Change the Request Type to *Pre-Approval*.

4.6 Parts -- Genuine Replacement

To retain warrantability, genuine parts must be used during repairs. Genuine is defined as Company and non-Company parts that are purchased through DTNA directly (e.g., from a PDC) or indirectly (e.g., from another Authorized Service Location).

- Company parts include, but are not limited to, parts branded as DTNA Genuine, Freightliner, Western Star, TBB, Detroit, Detroit Reman, reliabilt®, Alliance Truck Parts, etc.
- Examples of non-Company parts are Meritor axles, Remy starters, etc.

Customers must be informed if any non-genuine part is used in a repair. If a non-genuine part was used and that part is later replaced with a genuine part, coverage (if any remains) is reinstated for the duration of the original warranty.

Powertrain Repairs

Powertrain components which are remanufactured by Detroit Diesel Remanufacturing Corporation and marketed by Detroit, Detroit Diesel Remanufacturing Centers, and service locations carry the reliabilt® trademark.

Service locations have the responsibility to determine the most economical means of performing repairs. This includes determining if new or remanufactured parts or components (reliabilt®) are to be used. In most instances, remanufactured components provide the most economical repair cost and are to be utilized in performing repairs. In instances where national back orders exist at the PDC for specific reliabilt® parts, new powertrain parts are to be used in the repairs. In the case of pre-delivery repairs, only new Company parts are to be used. Company will reimburse the service location for new and Company-approved remanufactured parts/components if the parts that are replaced in the repair are not reusable and required to correct the failure or malfunction.

4.7 Parts -- New and Unused Defective Parts

Parts purchased from a PDC found defective prior to installation must be filed as a PAR to the PDC.

Parts purchased from a PDC found defective during or immediately after installation, may be submitted as a *Replacement Part* type claim. DTNA may request that parts be returned so parts should be appropriately identified and tagged/marked to indicate the nature of the defect.

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4.8 Parts -- Sales Cabs

The use of a sales cab in a warrantable repair requires pre-approval by the Company Warranty Department. See Pre-Approval: All Makes Except Detroit elsewhere in this section.

4.9 Parts -- Allowance

Parts used in warrantable repairs or services will be reimbursed up to Company-published service location stock-price (not to exceed the value of the original failed item).

4.10 Parts -- Handling Allowance

Depending on make/product and claim type, a handling allowance may be available for reimbursement. Handling is normally the amount of the part price to the service location on the repair date plus the applicable rate, as shown in the table below.

Make/Product	Handling	Part Sourcing/Limitations	Claim Type
Detroit Axles, Transmissions, Drivelines (New & Remanufactured)	33%	• Valid for new and remanufactured assemblies and parts purchased through the PDCs and used in warrantable repairs	• Warranty • Extended Coverage • Detroit QST • Field Service Campaign • Recall Campaign • Transporter • Sales Term • Used Product Warranty
• Freightliner • FCCC • Sterling • Western Star	33%	• Valid only for parts purchased through the PDCs and used in warrantable repairs • DTR handling limits for *Sales Terms* and *Used Product Warranty* type claims: $1,000 USD on Detroit and non-Detroit engine blocks/assemblies; $500 USD on one boxes	• Warranty • Extended Coverage • Field Service Campaign • Recall Campaign • Transporter • Sales Term • Used Product Warranty
• Sterling Bullet • Sterling 360	33%	• Valid for parts used in warrantable repairs that cannot be purchased through the PDCs and therefore must be purchased outside the Company (excludes bulk quantity items and miscellaneous parts) • DTR handling limits for *Sales Terms* and *Used Product Warranty* type claims: $1,000 USD on Detroit and non-Detroit engine blocks/assemblies; $500 USD on one boxes	

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Make/Product	Handling	Part Sourcing/Limitations	Claim Type
TBB	30%	• Valid for parts purchased through the PDCs and used in warrantable repairs • DTR handling limits for *Sales Terms* and *Used Product Warranty* type claims: $1,000 USD on Detroit and non-Detroit engine blocks/assemblies; $500 USD on one boxes	• Warranty • Extended Coverage • Field Service Campaign • Recall Campaign • Transporter • Sales Term • Used Product Warranty
Aftermarket Parts Warranty (With Labor): All DTNA Brands (New & Remanufactured)	(Varies) • Vehicle: 33% • Axles, Transmissions, Drivelines: 33% • Engines: 25%	• Valid for parts purchased through the PDCs and used in warrantable repairs • Parts installed by an Authorized Service Location	• Replacement Part
Aftermarket Parts Warranty (Without Labor): • OTC Aftermarket Parts Replacement Program (Vehicle) • Detroit (New & Remanufactured)	(Varies) • Vehicle: 33% • Axles, Transmissions, Drivelines: 33% • Engines: 25%	• Valid for parts purchased through the PDCs and used in warrantable repairs • Parts installed by the customer or 3rd party (e.g., over the counter parts sales)	• Misc. Replacement Part
Detroit Engines and Aftertreatment (New & Remanufactured)	25%	• Valid for new and remanufactured parts purchased through the PDCs and used in warrantable repairs	• Warranty • Extended Coverage • Detroit QST • Field Service Campaign • Recall Campaign • Used Product Warranty
Service Location Part Transfers (see Service Location Part Transfers below for details)	Handling + 14% premium	• Valid for new or reman part that costs less than $3,500 USD and used in a warrantable repair • Part purchased from a nearby Authorized Service Location because the facing PDC was out of stock • Repairs start the same day, or as soon as possible, to achieve 24-hour throughput	• Warranty • Extended Coverage • Replacement Part
Detroit Engines (Remanufactured)	10%	• Valid for remanufactured engine assemblies purchased through the PDCs and used in warrantable repairs	• Warranty • Extended Coverage • Field Service Campaign • Recall Campaign • Used Product Warranty

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Make/Product	Handling	Part Sourcing/Limitations	Claim Type
Non-DTNA Vehicles	10%	• Valid for parts purchased outside the PDCs because they were not offered through the PDCs • DTR handling limits: $1,000 USD on Detroit and non-Detroit engine blocks/assemblies; $1,000 USD on Detroit DT12 transmission assemblies; $500 USD on one boxes • Handling is excluded for bulk quantity items and miscellaneous parts purchased outside the PDC network • Attach a scanned copy of the part invoice to the claim; part pricing in the claim must match the invoice price. Handling will be added to the claim by DTNA during processing.	• Sales Term • Used Product Warranty
Progressively Damaged Cummins Engine and Allison Transmission Parts (see Handling on Cummins/ Allison Claims below for details)	10%	• Handling is only available for parts that were replaced as a result of a warrantable DTNA failure • Valid for parts purchased outside the PDCs because they were not offered through the PDCs • DTR handling limits for *Sales Terms* and *Used Product Warranty* type claims: $1,000 USD on non-Detroit engine blocks/ assemblies	• Warranty • Extended Coverage • Transporter • Sales Term • Used Product Warranty
Detroit Powertrain Components	5%	• Valid for parts sent out by Detroit at no cost	• Warranty • Extended Coverage • Field Service Campaign • Recall Campaign • Used Product Warranty
Detroit Warranty Service Replacement Engines	Flat Fee (varies by engine series) • DD15/16: $925 USD • DD13: $900 USD • S60 14L: $825 USD • MDEG: $700 USD • S60 12L: $650 USD • MBE900: $312.50 USD	• Valid for new engine assemblies ordered through the Warranty PowerTrain application and used in warrantable repairs	• Warranty
Gasoline, Compressed Natural Gas (CNG), and Liquefied Petroleum Gas (LPG) Engines; Used in FCCC Applications	Flat Fee (varies) • 6L: $600 USD • 8L: $950 USD	• Valid for engine assemblies purchased through the PDCs and used in warrantable repairs	• Warranty • Extended Coverage • Field Service Campaign • Recall Campaign • Transporter • Sales Term • Used Product Warranty

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When Parts Handling Allowance is Not Applicable

Unless otherwise noted, handling is not applicable for:

- Parts claimed as *Other* (non-DTNA) and not ordered through the Company
- Non-Company engines and Allison transmission parts that are warranted directly by those manufacturers (i.e., failure is not the result of progressive damage from a DTNA part)

Service Location Part Transfers

Part price, freight, and a 14% premium handling allowance may be available if a service location requires a part for a warrantable repair that is not at the facing PDC but is at a nearby Authorized Service Location. If Paragon indicates zero (0) stock at the facing PDC, the repair facility in need can use RIMpro to check stock availability at other Authorized Service Locations. To qualify for reimbursement:

- Part must not exceed $3,500 USD
  - Applies to new or remanufactured genuine parts for DTNA vehicles
- Repairs should start the same day, or as soon as possible, to achieve 24-hour throughput
- Applies to transactions between Authorized Service Locations that are not part of the same dealer/distributor family

Submitting Claims

- Claim type must be *Warranty*, *Extended Coverage*, or *Replacement Part*
- Include an explanation of why the part was not in stock in the *Repair Details* field
- Provide part number, handling, and freight charges (if applicable)
- Add part and handling on the *Parts* tab
  - Enter the part as a *Standard* part type; regular handling calculates automatically
  - Enter the 14% premium as an *Other* part type. In the *Part Description* field, type *14% Handling*, calculate 14% of the part's system price (PDC net price), and enter that amount in the *Part Price Claimed* field.
- Keep a screenshot from Paragon showing zero (0) stock at the facing PDC on file, which must be available upon request
  - Screenshot must show the date it was taken and match the repair order date

If RIMpro was used to acquire the part but a *Warranty* type order was already placed in Paragon, cancel the PDC order. If RIMpro shows no availability from a nearby Authorized Service Location, continue to place the *Warranty* type order through Paragon. The part will be expedited following standard *Warranty* type order procedures.

Handling on Cummins/Allison Claims

A 10% handling allowance is available for Cummins engine and Allison transmission parts that were replaced as a result of a warrantable DTNA failure. To receive the 10% handling:

- Claim type must be *Warranty*, *Extended Coverage*, *Transporter*, *Used Product Warranty*, or *Sales Terms*

  Note: The standard DTR handling limit of $1,000 USD on engine blocks/assemblies applies to *Used Product Warranty* and *Sales Terms* claims; handling does not apply to bulk quantity items or miscellaneous parts.

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- The Cummins or Allison part was purchased outside DTNA because it was not offered for purchase through the PDC network. A scanned copy of the part invoice may be required; if prompted by OWL, attach the invoice to the claim.
- The *Repair Details* field on the *Failure* tab contains a thorough explanation of the repair, including the Cummins or Allison part replacement

To enter parts and handling on the *Parts* tab in OWL:

- From the *Part Type* drop-down menu, select *Other* for both the part(s) and the handling. Enter the part price into the *Part Price Claimed* field; if an invoice is required, part pricing in the claim must match the invoice.
- After entering all applicable part numbers, add handling:
  - In the *Part #* field, type *Cummins Handling 10%* or *Allison Handling 10%*, as applicable
  - In the *Qty Claimed* field, enter 1; **even if multiple Cummins or Allison parts were used in the repair, add handling to the claim once**
  - Add up all Cummins or Allison part prices, calculate 10% of the sum, and enter that amount into the *Part Price Claimed* field

4.11 Parts -- Freight Charges

DTNA's freight program provides a process to quickly receive parts needed to complete warrantable repairs, without incurring expedited freight charges, for failures occurring within the New Product Warranty or Extended Service Coverage period. To qualify for the expedited freight program, specific requirements relating to parts ordering, freight selection, and claim filing must be met. If all requirements are not met, service locations will be debited the freight charges for ordered parts. Claims filed outside time frames provided in this manual will have freight charged back. Any claim denied or charged back will also have associated freight costs charged back.

The program is for expedited freight; it is not a guaranteed overnight shipping program. A combination of less than truck load (LTL), FedEx, and UPS shipping methods will be utilized to ship orders as fast as possible; see the *Freight Selection Guidelines* section below for additional information.

Entering Orders into Paragon

All warranty-related orders requiring shipping outside the normal stock order process must be placed as a *Warranty* type order in Paragon. *Warranty* type orders must be placed per vehicle. When ordering, the six (6) digit serial number of the vehicle must be entered in the *Order Reference Text* field in Paragon. Vehicle serial numbers will be used to match claims to part order requests; the serial number listed in the *Order Reference Text* field must match the truck serial number used for the claim. Do not enter more than one (1) serial number per order. Orders placed with content other than a six (6) digit vehicle serial number in the *Order Reference Text* field in Paragon will be charged back.

In circumstances when a customer or repair facility opts for faster shipping outside this program (e.g., heavyweight air freight), the repair facility must order the part as *Critical* in Paragon, not *Warranty*. The customer/repair facility will be responsible for all freight charges incurred as those freight charges will not be reimbursable under the expedited freight program.

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Freight Selection Guidelines

All *Warranty* type orders will set to *Order in Process* status and be reviewed by the Parts Order Expedite (POE) team at the time of order to confirm the best method of shipment available under the expedited program. An order with multiple line items may be consolidated to fill from the fewest number of PDCs; due to PDC cutoff times, this could result in a one (1) day shipping delay. In some instances, the PDC may combine the *Warranty* type part with the next stock order or include that part in a Direct Delivery Shipping (DDS) or a Rapid Referral program shipment. Please be aware that:

- FedEx Priority Overnight orders will be changed to FedEx Standard Overnight
- LTL Carriers:
  - U.S. and Canadian locations: Requests for a specific LTL carrier will be changed to *Motor Freight*
  - Canadian locations: LTL carriers selected as *Collect* will NOT be changed to *Motor Freight* and the carrier's bill will not be reimbursed; freight is billed directly to the service location
  - For orders filling from a PDC: Service location's default stock order LTL carrier will be used
  - For drop ship purchase orders (POs): LTL carrier is determined based on the carrier zones from vendor to service location that have been established by DTNA's Material Planning Department
  - ABF TimekeeperEXP is allowed ONLY for miscellaneous oversized/heavy parts that require faster service but cannot ship via air
    - Exception: Engines and frame rails will only ship via standard LTL carrier due to excessive size and weight.
- If the customer or repair facility wishes to use a specific LTL carrier, order the part as *Critical* in Paragon, not *Warranty* type. The customer or repair facility will be responsible for all freight charges incurred; these freight charges will not be reimbursable under the expedited freight program.

Stock Items

Refer to the Coverage Exclusions section of this manual for the complete list of items not covered under Warranty and therefore, ineligible for this freight program. The following items are not eligible for this program as they are considered normal stock items or Warranty excluded:

- Batteries
- Fasteners, nuts, bolts
- General housekeeping supplies

Repair facilities are expected to maintain the recommended parts stock level or greater. Claims and repair facility stock level ratios will be monitored on a regular basis. Repair facilities that fall below the established recommended parts stocking level are subject to penalty. Stock ratio calculations will not include facing PDC outages.

Heavy/Oversized Items

Heavy and oversized items are excluded from air freight under this program, such as:

- Engines
- Engine blocks
- Axle assemblies
- Transmissions

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- Hoods
- Body panels
- Frame rails
- Any part that is greater than 120 lbs. or requiring shipment via pallet
- Parts required for significant repairs if the remaining repair labor time extends beyond an additional 24 hours

If the customer or repair facility chooses to receive a heavy/oversized item by air freight, order the part as *Critical* in Paragon. The customer/repair facility will be responsible for all freight charges incurred; these freight charges will not be reimbursable under the expedited freight program.

Ordering Parts From an Authorized Service Location

Check Paragon prior to placing any warranty-related part orders. If Paragon indicates zero (0) stock at the facing PDC, the repair facility in need can use RIMpro to check stock availability at nearby Authorized Service Locations. If genuine parts are ordered from another Authorized Service Location for a warrantable repair, part price, freight, and handling may be reimbursed; see the *General Policies > Parts - Handling Allowance >* Service Location Part Transfers section for program, claim, and ordering information.

4.12 Labor -- Standard Repair Time (SRT)

An SRT is a published description of each repair operation and the amount of time associated with that repair. Times are representative of an average technician in a typical service location using normally available tools, service equipment, and all essential special service tools necessary to perform the repair.

Reimbursement for warrantable repairs or services is based on the most recently published Company SRT. Included in the SRT is the time to remove and replace Company-installed component(s) necessary to gain access to a failed component.

In OWL, the *Standard* labor type is associated with SRTs. If a repair required more time than the applicable SRT, select the *Generic* labor type and provide justification with labor itemized per operation in the claim narrative.

Equipment Not Originally Installed

Time to remove and re-install equipment not originally installed on the vehicle by Company (except in powertrain repairs) is not included in SRT and excluded from Warranty.

Requesting Review of SRT

To request review of an SRT, submit an inquiry through the WSC on *DTNAConnect >* WSC *> Standard Repair Time > SRT Review*.

To request review of an SRT in the TBB SRT Manual, complete an SRT Restudy Form located on ThomasBusOnline *> MyTBB Information Portal > Documents/Reporting Tools > TBB Service Manuals> Standard Repair Time > SRT Users (page 8)*.

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4.13 Labor -- Administrative Time

Administrative time allows for:

- Driving the vehicle into the shop bay
- Obtaining the correct tools and/or equipment

OWL will automatically add 939-6010A (the Administrative SRT) to each claim containing a valid SRT. It can/will be added only once per claim.

When no valid SRTs are claimed and Generic time is used instead, the claim is not eligible for Administrative time; OWL will not add the Administrative SRT.

Note: TBB body and TBB chassis claims exclude Administrative time.

4.14 Labor -- Generic Time

Miscellaneous, non-published labor is identified on the claim by the *Generic* labor type. Generic time is always the "actual" time invested in the repair.

In OWL, if the repair required more time than the applicable SRT or if no SRT was available, select the *Generic* labor type and provide justification with labor itemized per operation in the claim narrative.

Guidelines and Requirements for Claiming Non-Standard Repair Time

- The request must be reasonable and consistent with industry practices
- The request must be reasonable for the procedures performed
- No labor can be claimed for lunch and/or breaks
- The *Repair Details* field of the claim must state "No SRT available," the reason for using Generic time, and itemize labor per operation
- If extraordinary circumstances require additional labor (for example a broken bolt must be extracted causing more time than the published SRT), select the *Generic* labor type

Do not sum all labor into the *Generic* labor type if published SRTs exist:

- List the published SRT(s)
- Add additional SRT(s) (if applicable)
- Add Generic time (if applicable)

Generic time may only be entered once each on the claim.

4.15 Labor -- Standard Diagnostic Time (SDT)

A Standard Diagnostic Time (SDT) is a published description of a known failure mode where the diagnostic procedures are established and repeatable for the majority of failure occurrences. Times are representative of an average technician in a typical service location using normally available tools, service equipment, and all essential special service tools necessary to diagnose the repair.

There are typically three (3) levels of SDTs: Easy, Moderate, and Difficult. During claim creation, select the level of SDT that matches the diagnostics performed. Do not apply a level of an SDT if the actual diagnostic procedures performed by the technician do not match published procedures or when actual time exceeds the appropriate SDT.

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In OWL, the *Standard Diagnostic* labor type is associated with SDTs. If the repair required more time than the applicable SDT or if no SDT was available, select the *Diagnostic* labor type and provide justification with diagnostic tasks itemized per operation in the claim narrative.

4.16 Labor -- Diagnostic Time

Extended diagnostics or troubleshooting is sometimes necessary, but certain restrictions apply. In OWL, if the repair required more time than the applicable SDT or if no SDT was available, select the *Diagnostic* labor type and provide justification with diagnostic tasks itemized per operation in the claim narrative.

Diagnostic time may only be entered once per claim.

Note: TBB claims require District Service Manager (DSM) or TBB Customer Assistance Center approval for all additional diagnostic/ troubleshooting time. The approval ticket number must be included in the *Repair Details* field for processing.

4.17 Labor -- Advanced Diagnostic

Technicians can access many troubleshooting routines through DiagnosticLink's Advanced Diagnostics (AD) and a repair order write-up should state that an AD troubleshooting routine was used. When an AD troubleshooting routine is used, the system creates an AD report, which enhances the technician's notes by providing additional information regarding the repair.

When using AD labor, additional SDTs are not necessary. The *Total Diagnostic Time* section of the AD report accrues while the AD routine runs and is the actual diagnostic portion of the repair. To complete an AD routine, the technician is required to perform a repair validation; the time to perform this repair validation is included in Total Diagnostic Time. Validation may include a regen, Airless Dosing System (ADS) self-check, running the engine at idle, etc. Additional unnecessary repair validations outside the AD troubleshooting routine are not required and will not be reimbursed.

If a technician followed an AD troubleshooting routine, in OWL, select the *Advanced Diagnostic* labor type, apply the AD labor code (939-1000A), and manually enter the technician's hours (from the *Total Diagnostic Time* section of the AD report); do not attach AD reports to claims unless prompted. If AD labor is applied to a claim but DiagnosticLink data does not indicate an AD routine was completed in a particular repair, the claim is subject to modification and/or chargeback.

The AD report also provides:

- Applicable SRTs, if any, to claim for component removal and installation/replacement
- If Generic labor was necessary (see the technician's notes in the *Additional Repair Time Requested* and *Reason for Requesting Additional Repair Time* sections of the report)

4.18 Labor -- Approved Warranty Labor Rate

Labor for warrantable repairs or services will be reimbursed at the service location's approved labor rate currently on record with the Company Warranty Department. Reimbursement by Company for warranty labor will be based on the service location's approved warranty hourly labor rate multiplied by the labor on a claim.

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Labor Rate Changes

Once annually, an Authorized Service Facility may request a labor rate change. The request may be initiated during the month prior to the one (1) year anniversary date of the last approved change. Complete the Labor Rate Request Form at the WSC > *Labor Rates*. After submitting the request, allow 30 business days for a formal response. Approved changes will take effect on the date the request is approved by Company, but no earlier than the anniversary date. Retroactive changes will not be considered. A Company-approved warranty labor rate shall not exceed a service location's posted retail labor rate.

4.19 Labor/SRT -- Service Location Body/Paint Repairs

For paint and body repairs, service locations with their own body shop facilities will use their approved service technician warranty labor rates.

Company SRTs are used for service location-performed paint and body repairs. If SRTs are not available, then adjusted Mitchell Manual times may be used.

4.20 Labor -- Overtime (For Powertrain Component Claims Only)

For claims associated with powertrain components, use the *Overtime* expense type to be reimbursed for overtime charges. If overtime labor is performed for the customer's convenience, the service location is expected to absorb any difference in rates or negotiate such difference with the customer. This policy allows service locations to maintain straight time rate profit. There is no reason to refuse repairs merely because overtime may be involved.

However, when overtime becomes necessary on a warrantable powertrain component repair, Company will give consideration to the associated claim if the claim narrative includes:

- Reason for the overtime in the claim
- Total time (to tenths of an hour) for overtime work; reimbursement shall be calculated at 25% of the service location's agreed labor rate of the total overtime hours

Note: Overtime is not permitted on *Extended Coverage* type claims unless specified in coverage.

4.21 Sublet -- Reimbursement and Documentation

Reimbursement

DTNA will not reimburse for:

- Taxes
- Environmental fees
- Unnecessary sublet repairs performed due to improper diagnosis
- Miscellaneous items

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Documentation

To be considered valid documentation, all sublet invoices must:

- Identify the repair facility
- Include at least one (1) of the following:
  - Purchase order number
  - Repair order number
  - Fleet unit number
  - Product serial number or last six (6) digits of VIN
- Display labor as either a total amount or in itemized operations
  - Exceptions: Labor not required on sublet invoices under $150 USD or towing invoices without roadside repair charges.
- Contain an itemized list of all materials/parts used for repair
- Be attached to claim and retained by the Authorized Service Location; documentation must be available upon request

For additional sublet topics, see also:

- Sublet -- Outside Shop Repairs
- Sublet -- Towing/Roadside Assistance/Road Call: Authorized Service Locations
- Sublet -- Towing: Authorized Service Facility Not Available

4.22 Sublet -- Outside Shop Repairs

Sublet or outside shop repairs may be necessary when an Authorized Service Location lacks the facilities required to perform a particular repair (e.g., radiator or fuel tank cleaning, driveline repair, no on-site body or paint shop, etc.). For some sublet repairs, pre-approval may be required/available; see Pre-Approval: All Makes Except Detroit elsewhere in this section.

A customer must be informed if a replacement item is not a genuine part and therefore not warranted by DTNA. Any warranty for these repairs is at the discretion of the repairing location and/or parts supplier.

Reimbursement

DTNA will reimburse service locations for sublet repairs (at actual cost) if:

- The cost is fair, reasonable, and consistent with industry practices
- The repair adheres to all Warranty guidelines

Administrative Fees

An administrative fee of $50 USD for sublet paint repairs over $1,000 USD is allowed on any repair performed by an outside body shop and subsequently filed as a sublet charge on the claim. File as a separate *Other* expense type and enter *ADMIN FEES* in the *Description* field.

An administrative fee of $50 USD is allowed for Cummins engine sublet repairs on vehicles that have SelecTruck Warranty Coverage. File as a separate *Other* expense type and enter *ENGINE SUBLET* in the *Description* field.

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An administrative fee of $25 USD is allowed to cover the administrative time for filing a third-party claim when an Authorized Service Location is requested to do so by either their DSM or a SelecTruck Customer Support Representative. File as a separate *Other* expense type and enter *ADMIN FEES* in the *Description* field.

Note: TBB body, TBB chassis, and Detroit claims exclude administrative fees on sublet repairs.

Markup

DTNA pays 10% markup for the labor on specific sublet repairs (maximum $125 USD). Removal and replacement of components must be done by an Authorized Service Location.

The sublet repairs that are eligible for markup are:

- Radiator
- Upholstery
- Driveline welding and balancing; see the *Policies by Component* > Drivelines section for details on when sublet services may be used

Note: TBB body, TBB chassis, and Detroit claims exclude markup on sublet repairs.

Claims

Authorized Service Locations must follow standard claim guidelines for sublet claims and provide the same degree of detail as repairs performed on-site:

- Explain all sublet charges in the *Repair Details* field
- On the *Other Charges* tab, list each amount for parts, labor, and markup separately
- Attach a copy of the sublet invoice

Claim Example - *Other Charges* Tab						
Expense Type	**Description**	**Invoice #**	**Invoice Date**	**Claimed**	**Processed**	**Supporting Documentation**
Parts	(Parts used)	123	1/1/17	246.00	0.00	Attached
Labor	(Repair time)	456	1/1/17	462.50	0.00	Attached
Other[1]	Markup	789	1/1/17	24.60	0.00	Attached

[1] Markup is *excluded* from TBB and Detroit claims.

For additional sublet topics, see also:

- Sublet -- Reimbursement and Documentation
- Sublet -- Towing/Roadside Assistance/Road Call: Authorized Service Locations
- Sublet -- Towing: Authorized Service Facility Not Available

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4.23 Sublet -- Towing/Roadside Assistance/Road Call: Authorized Service Locations

Truck Down

DTNA may reimburse for towing, regardless of a unit's individual coverage in a Truck Down situation. Truck Down refers to a warrantable failure that prevents the safe and lawful operation of a vehicle, including during:

- The operation of an FCCC Motor Home or other DTNA vehicle subject to Lemon Laws
- The delivery of a New Retail Sold vehicle
- The delivery of a new vehicle in an "in-transit" status when transport was arranged by DTNA directly from the factory

DTNA will accept reasonable towing expenses but some limitations/exclusions apply:

- Only towing expenses, not in excess of the local prevailing rate, shall be considered for reimbursement
- Handling/markup does not apply
- For powertrain component failures, towing or transportation of off-highway equipment to an Authorized Service Location is not covered (off-highway refers to any vehicle/unit designed especially to operate away from public roads; examples include marine, military, rail, agriculture, generator sets, construction, industrial, and mining equipment)
- If the customer requests towing to a location beyond the distance to the nearest Authorized Service Location, the customer is responsible for the additional charges

Coverage

Warranty coverage may include emergency roadside assistance, road call, or towing to the nearest Authorized Service Location for a warrantable repair that prevents safe and lawful operation. Verify coverage on the *Coverage Information* screen in OWL; coverage displays as a separate category. If OWL shows Towing, Roadside Assistance, or Road Call coverage, use the *Road Call* or *Towing* expense type on the associated claim to be reimbursed in local currency. Towing/roadside assistance/road call expenses should be added to the same claim as the warrantable failure. If the customer requests towing to a location beyond the distance to the nearest Authorized Service Location, the customer will be responsible for the additional charges.

Roadside Assistance/Road Call

For units with coverage, if the Authorized Service Location maintains a well-equipped service truck and an emergency roadside repair will enable a complete or partial repair that permits driving the unit to an authorized service facility, such repair should be performed. Reasonable travel time and travel distance may be reimbursed:

- Labor: Travel time begins at the technician's clock punch. Reimbursement is at the approved, straight-time Warranty labor rate in effect on the date of the repair order.
- Distance: Reimbursement at the agreed up rate ($1.00 USD/mile or $0.62 USD/km); applies to travel distance accrued by the Authorized Service Location to perform warrantable repairs within its normal area of service responsibility.

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Filing Claims

To be reimbursed for roadside work, enter a technician's time and distance on the *Other Charges* tab:

- For powertrain claims, use the *Travel Distance* and *Travel Hours* fields in the *Travel* section
- For vehicle claims, enter time and distance as individual line items

For additional sublet topics, see also:

- Sublet -- Reimbursement and Documentation
- Sublet -- Outside Shop Repairs
- Sublet -- Towing: Authorized Service Facility Not Available

4.24 Sublet -- Towing: Authorized Service Facility Not Available

Towing to a non-authorized service location (sublet) will only be reimbursed in a Truck Down situation if an Authorized Service Location is not available. For the customer to be reimbursed:

- Repair is due to a warrantable failure
- All failed parts must be available for return, if requested
- All sublet charges are explained in the *Repair Details* field of the claim
- Provide the name, address, and telephone number of the repairing facility
- The original sublet invoice (with VIN) or customer's part invoice (with purchase date) is attached to the claim
- Original documentation is retained in the vehicle file at the claim filing location and is available upon request

Repairs performed at non-authorized service locations and/or non-genuine parts are excluded from DTNA Warranty. Any warranty for these repairs is at the discretion of the repairing location and/or parts supplier.

Claims

The following are required on claims:

- Explain sublet charges in the *Repair Details* field
- On the *Other Charges* tab, list each expense on the repair invoice as a separate expense type
- Attach a copy of the sublet invoice or customer's part invoice to the claim

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Claim Example - *Other Charges* Tab						
Expense Type	**Description**	**Invoice #**	**Invoice Date**	**Claimed**	**Processed**	**Supporting Documentation**
Parts	(Parts used)	123	1/1/17	246.00	0.00	Attached
Labor	(Repair time)	456	1/1/17	462.50	0.00	Attached
Freight	(Location invoice #)	789	1/1/17	23.59	0.00	Attached
Towing	AJ Wrecker	012	1/1/17	350.00	0.00	Attached
Other[1]	Markup	345	1/1/17	24.60	0.00	Attached

[1] Markup is *excluded* from TBB and Detroit claims.

For additional sublet topics, see also:

- Sublet -- Reimbursement and Documentation
- Sublet -- Outside Shop Repairs
- Sublet -- Towing/Roadside Assistance/Road Call: Authorized Service Locations

4.25 Paint, Corrosion, and Bodywork

Pre-approval may be available, see Pre-Approval: All Makes Except Detroit elsewhere in this section.

Chassis Paint Repair Technique

Repair of chassis paint damages must be made using “area repair” technique.

Truck Down

Paint issues are not considered a Truck Down situation. Corrosion is not considered a Truck Down situation with the exception of hydraulic disc rotors.

Paint -- Warranty

Company warrants its products to meet Company paint finish standards during the New Vehicle or Aftermarket Parts Limited Warranty. See Service Bulletins 98-1, 98-15, or TBB Quality Acceptance Manual for TBB bodies and TBB chassis for full details on quality and blemish acceptability. Repairs made to correct paint defects will not be paid under Warranty unless the defect is out of compliance with Company paint finish standards.

If seeking pre-approval, the process should be done well in advance of scheduling a unit for paint repairs.

Paint - Exclusions to Warranty

The following exclusions to Company paint warranty include, but are not limited to:

- Complete chassis repainting to repair paint damages

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- Damages occurring after in-service (e.g., from rock chips)
- Peeling/flaking caused by high-pressure washing or steam cleaning
- Rusting of painted bumpers
- Removal and/or replacement of decals, striping, and/or lettering not applied by Company

Specific areas of the vehicle are deliberately not painted or are not painted to any standard and paint repairs are not warrantable, including:

- Underside of the hood, including the inside of the wheel wells
- Underside of the roof-mounted air fairings
- Underside of the exterior sun visor
- Inside of the side-mounted air fairings
- Inside of the bumper

Gloss

Claims pertaining to gloss issues on vehicles painted with low-gloss colors (as identified in the TSO/BSO) are the service location's responsibility and will not be honored by Warranty.

Corrosion -- Warranty

Warranty provides coverage against corrosion to any metal or metal alloy part of the vehicle. If seeking pre-approval, the process should be done well in advance of scheduling a truck for corrosion repairs.

Corrosion - Exclusions to Warranty

Rust or corrosion to specific components and/or caused by certain conditions are excluded from all Company Warranty coverage and will not be paid under Corrosion, Cab Structure, Cab Corrosion, Aftermarket Parts Warranty, or Extended Service Coverage.

The following exclusions to warranty include, but are not limited to:

- Corrosion caused by general rust (for example, rust on the unfinished backside of a bumper)
- Surface rust caused by chips or scratches in the paint or chrome surfaces
- Corrosion caused by high-pressure washing, severe wash solutions, cleaning solvents, detergents, compounds
- Corrosion caused by salinity in the environment or corrosive salts and/or chemicals used on the road surface
- Corrosion caused by acid rain or other industrial fallout
- Corrosion due to improper prevention measures during storage or use
- Corrosion or rust on tone rings, rotors or drums (not including hydraulic disc rotors)
- Corrosion due to environmental damage (including ocean spray); airborne fallout (includes chemicals, tree sap, etc.), or other atmospheric conditions or other acts of nature
- Corrosion due to improper use, misuse or abuse, negligence, including improper or insufficient maintenance

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Cab and Integral Sleeper Structure - Rust-Through or Perforation

Rust-through or perforation of the cab and integral sleeper structure due to corrosion from within is covered under the provisions of cab corrosion warranty. The cab and integral sleeper structure includes the cab structural components, sheet metal panels, cab doors, and metal hoods.

Paint -- Transporter/Delivery Damage

Prior to in-servicing, any painted surface that is damaged or sub-standard is to be identified and repaired. See Service Bulletins 98-1, 98-15, or TBB Quality Acceptance Manual for TBB bodies and TBB chassis for details of paint standards. At the time of new vehicle delivery, it is the service location's responsibility to thoroughly inspect all surfaces (interior, exterior, and painted) for damages and/or defects.

Defects should be filed as a *Warranty* type claim; damage should be filed as a *Transporter* type claim. Any transport-related damage must be recorded in the EPOD or CDR, if applicable. Factory or supplier-related defects should not be noted in the EPOD. File *Transporter* type claims for damages caused by the decking/transportation process (e.g., paint chips, scratches, lifting of paint from the rails).

	Condition	OWL *Cause* Code
Defect (*Warranty* Type Claims)	Dirt or Foreign Material in Paint/Fisheye	15 - Foreign Material Present
	Bubbles/Craters/Fisheye	15 - Foreign Material Present
	Paint Runs	74 - Runs, Sags
	Thin Paint	70 - Underspray
	Orange Peel	73 - Orange Peel
	Peeling	96 - Paint-Peeling From Part or 97 - Paint-Peeling from Primer
	Overspray	71 - Overspray
	Underspray	70 - Underspray
Damage (*Transporter* Type Claims)	Scratched/Scuffed	36 - Scored, Scratched, Scuffed
	Gouged	13 - Fretted, Pitted, Chipped or 36 - Scored, Scratched, Scuffed
	Chipped	13 - Fretted, Pitted, Chipped

Paint -- Claim Guidelines

Follow these guidelines when preparing a claim for paint repairs performed within the Authorized Service Facility body shop. If seeking pre-approval, the process should be done well in advance of scheduling a truck for paint repairs. For sublet work, see Sublet -- Reimbursement and Documentation and Sublet -- Outside Shop Repairs also in this section.

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Some paint repairs should be combined into a single claim; the table below provides filing instructions by damage location.

Location	Instructions[1]
Hood	• One (1) paint repair per claim ○ Example: For peeling and thin paint on the same hood, file separate claims • Hood = left, right, center, etc.
Bumper	• One (1) paint repair per claim
Side Fairings	• Multiple paint repairs should be combined in a single claim • Group left side fairings together on a claim and right side fairings on another
Roof Fairing	• Sealant failure: one (1) paint repair per claim • Transport-related damage: add to a left side/right side combined claim for paint damage (see below)

Left Side/
Right Side
	• Multiple paint repairs should be combined in a single claim
	• Group left side components together on a claim and right side components on another
	• Side = door, bag door, sleeper access door, sleeper panel (cab exterior), cowl, a-pillar, etc.
	  ○ Can include roof fairing only if there is no sealant failure
	  ○ Can include rear cab panel, if applicable

Quarter Fenders	• Multiple paint repairs should be combined in a single claim

[1] Does not apply to TBB.

Photos and Paint Sample

All paint repair claims must be supported with photos that clearly illustrate the paint defect or damage. These photos must be on file at the service location (as supporting documentation) and be available upon request.

When filing claims for chassis paint that is peeling and/or flaking, clear photos of the defect and an actual sample of the paint must be available if requested.

Primary Failed Part - Peeling

In OWL, use the word “PAINT” as the PFP. Select the appropriate painted part from the drop-down list and choose one of the two *Cause* codes on the *Failure* tab:

- 96 - Paint-Peeling From Part
  - For when the paint and primer are peeling from the component’s surface
- 97 - Paint-Peeling From Primer
  - For when the paint is peeling from the primer

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Bulk Purchases

Authorized Service Facilities (that purchase paint supplies in bulk quantities) must document the cost of paint based on the actual amounts of ingredients needed to create the color. Note in the *Repair Details* section of the claim.

Paint and paint ingredients are not assigned Company part numbers. On the *Parts* tab, select the *Other* part type and enter the description in the *Part Description* field.

Miscellaneous Items

Miscellaneous items are not reimbursable under Warranty or as a sublet charge. These items include but are not limited to:

- Razor blades
- Sandpaper
- Paper
- Paint remover
- Coveralls
- Gloves
- Boots
- Tape
- Thread locking compound
- Cut off wheels
- Dielectric grease
- Brake cleaner

Handling - Service Location Body Shop

Company will allow a 33% handling on paint used in warrantable paint repairs as long as the repair is performed in the service location body shop.

Add 33% handling as the last item claimed on the *Parts* tab. Handling should be identified on the claim as “ZZ Paint Handling.” The amount claimed should be 33% of the total paint ingredient costs.

Handling is not allowed on any repair performed by an outside body shop and subsequently filed as a sublet charge on the claim.

No SRT

In the event that there is no SRT for a paint operation, the actual repair time should be claimed using Generic time. See Labor -- Generic Time elsewhere in this section.

Paint -- Time-Frame For Repairs

Any paint defects or blemishes (excluding paint adhesion) not detected and repaired prior to in-service must be identified and documented by the Authorized Service Facility within 30 calendar days following the in-service date. Those documented defects or blemishes must be repaired within 60 calendar days following the in-service date.

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Vehicle In-Serviced, Extension Required

If the vehicle was in-serviced without documenting paint defects/blemishes, but the vehicle cannot be pulled from service for repairs within 60 calendar days following in-service:

- The customer must make an appointment with the supporting service location for repair of the paint defects
- The supporting service location must arrange with Company Warranty Department for a 60-day extension to the repair time frame
- The appointment for repair must be scheduled (or extension given) within 30 calendar days following in-service

Defects/blemishes that are not documented and repaired within above time frames (or agreed upon time frames) are not covered under Warranty.

Paint Adhesion

The above paint time frames for repair do not apply to paint adhesion since adhesion issues are usually not apparent until after the vehicle is in-serviced.

Corrosion -- Claim Guidelines

The below guidelines must be followed when preparing a claim for repairs performed within the Authorized Service Facility body shop. If seeking pre-approval, the process should be done well in advance of scheduling a truck for corrosion repairs.

Submission Requirements for All Claims

- Include in the *Repair Details* field of the claim:
  - Exactly **where** the corrosion was located (i.e., area on the vehicle, area on the part)
  - The exact **cause** of the corrosion
  - The steps taken to **correct** the corrosion

In accordance with the applicable Warranty, either New Vehicle or Aftermarket Parts, all corrosion claims must be filed per the table below:

Location	Instructions
Cab Structural Panels	Consolidate all parts on one (1) claim if performed in a single repair period
Chassis (Non-Cab)	One (1) claim for each individual part

Keep photos on file (with the claim at the service location) that clearly document the corrosion damages, the New Vehicle Pre-Delivery Inspection Form (WAR264), and the Inactive Vehicle Maintenance Schedule (WAR255). Documentation must be available upon request. Please see the Claim-Supporting Records section of this manual for complete retention requirements.

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4.26 Accidents, Property Damage, Personal Injury, and Fires

It is the responsibility of the service location to notify the DSM (or TBB in situations involving TBB bodies or TBB chassis) immediately if a Company product is alleged to have caused or been involved in an accident (including rollovers), property damage, personal injury, or fire. Submit a TBB Incident Report in situations involving TBB bodies or TBB chassis located on ThomasBusOnline > *MyTBB Information Portal > Documents/Reporting Tools > TBB Reference Material > Incident Report 2011 > Incident Report.doc*.

Any fire (e.g., burning or combustion evidenced by flame, smoldering, smoking, blackening, or sparks), whether or not it caused property damage or progressive damage, must immediately be reported to DSM (or TBB in situations involving TBB bodies or TBB chassis).

Service location personnel should be instructed to make no statements regarding any such incidents. No work (Warranty or Policy) should begin until the proper Company authority has completed an investigation and approval has been given. All claims submitted must have DSM Justification from the appropriate DSM.

4.27 Wrecked, Totaled, or Stolen Vehicles

It is the responsibility of the service location to notify the Company Warranty Department – in writing – of all wrecked, totaled, or stolen vehicles.

Wrecked Vehicle

Components that are replaced on a wrecked vehicle carry either the remaining portion of the New Vehicle Warranty or the Aftermarket Parts Warranty, whichever is greater.

New Vehicle Warranty and Aftermarket Parts Warranty DO NOT cover repairs done by other than an Authorized Service Location on a wrecked vehicle.

Once a wrecked vehicle is repaired, contact the DSM and request a vehicle inspection. The DSM will advise the Warranty Department if the vehicle has been properly repaired so that the applicable Warranty can be applied.

Totaled Vehicle

A vehicle that has been “totaled” by an insurance company will NOT be covered by any portion of the New Vehicle Warranty.

Stolen Vehicle

If a vehicle is stolen, notify the Warranty Department immediately. The Warranty will be removed and the registered customer information changed in the Company system to reflect the stolen vehicle status. If a service location is requested to perform a repair, the system will alert that location of the stolen vehicle status.

If the vehicle is recovered, immediately notify the Warranty Department. The Warranty Department may request that, prior to restoring the Warranty, the DSM completes an inspection. The service location should hold the vehicle until Warranty determination is made.

4.28 Test Products

For information regarding test products, including endurance testing, see the Coverage Exclusions section.

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4.29 Shop Comebacks

Proper and effective completion of warrantable work is the responsibility of the repairing Authorized Service Facility. Qualified service personnel should inspect vehicles when a repair is completed to ensure that all of the customer's concerns were addressed and that the repairs were properly completed.

Shop Comeback repairs are repairs that result in a subsequent failure (due to an improper repair). Shop Comeback repairs must not be billed to the retail customer or submitted for Warranty reimbursement. The cost of a Shop Comeback repair is the responsibility of the Authorized Service Facility that performed the improper repair.

In cases where the Authorized Service Facility making the improper repair is the same Authorized Service Facility making the subsequent repair, then the situation is clearly a Shop Comeback to that Authorized Service Facility and the cost of the subsequent repair should be absorbed by that Authorized Service Facility.

In cases where a repairing Authorized Service Facility (Authorized Service Facility B) determines that another Authorized Service Facility (Authorized Service Facility A) made an improper Warranty repair, the following steps should be followed:

Step 1 -The Service Manager of Authorized Service Facility B should contact the Service Manager of Authorized Service Facility A, explain the circumstances, and request reimbursement of the costs necessary to perform the subsequent repair.

Step 2 - In the event that the Service Managers of the two facilities cannot resolve the situation, the Service Manager of Authorized Service Facility B should contact his/her DSM, explain the situation, and request assistance.

Step 3 - If the DSM for Authorized Service Facility B agrees that Authorized Service Facility A made an improper warrantable repair, the DSM should do the following:

- Contact the DSM for Authorized Service Facility A and request assistance in getting Authorized Service Facility A to reimburse Authorized Service Facility B for the corrective repair
- Ensure that Authorized Service Facility B completes the corrective repairs as expeditiously as possible and retains all removed parts
- Issue Authorized Service Facility B a warranty FSA that indicates that Authorized Service Facility A made an improper warranty repair
- Ensure that the vehicle is released upon completion of the corrective repairs and not held until responsibilities are sorted out

Step 4 - After investigating the situation, if the DSM for Authorized Service Facility A agrees that Authorized Service Facility A made an improper warranty repair and Authorized Service Facility A still refuses to provide Authorized Service Facility B with a purchase order, then the DSM for Authorized Service Facility A should notify the Dealer Principle at Authorized Service Facility B and the DSM for Authorized Service Facility B that the Authorized Service Facility B should be paid for the corrective repair under warranty and that Authorized Service Facility A should be charged back for the amount of the corrective repair.

Step 5 - The DSM for Authorized Service Facility B should update the warranty FSA to reflect that Authorized Service Facility B should be charged back for the corrective repair.

Step 6 - Based on the warranty FSA, the Company Warranty Department will pay Authorized Service Facility B for the corrective action and charge the cost of the corrective repair back to Authorized Service Facility A.

If the DSMs for Authorized Service Facility A and Authorized Service Facility B cannot reach a resolution, the matter will be elevated within the Field Service organization until a resolution is reached.

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4.30 Charging for Warrantable Repairs

If a service location charges a customer for a warrantable repair, the customer will be reimbursed for the full amount charged for the repair. If no indication is provided on the repair documentation (provided to the customer) as to why the repair was considered non-warrantable, the repairing location will be subject to chargeback of all costs to the customer in excess of what was a warrantable expense.

When the service location determines that a repair is non-warrantable, the location must advise the customer. If the customer wants the ability to appeal the non-warranty decision, the customer must take all removed parts and pay any applicable core charges. If the customer refuses to take the removed parts, the reason must be stated on the repair documentation provided to the customer.

If the customer does take the removed parts, state this on the repair documentation provided to the customer.

By failing to offer the parts to the customer and/or document the customer's refusal to take the parts (on the repair documentation), the repairing location will be subject to chargeback of the entire invoiced amount of the repair.

When a customer has been charged for a warrantable repair, a claim should be filed on behalf of the charged party.

- In the *Repair Details* field of the claim, identify what service location originally charged for the warrantable repair.
- Attach a copy of the invoice to the claim

If it appears that a service location is routinely charging customers for warrantable repairs, the DSM will be requested to investigate and discuss the situation with the service location's management. If a service location continues to routinely charge customers for warrantable repairs, a meeting will be arranged that will include the Dealer Principal and the Regional Service Manager.

This policy is intended to identify service locations that are routinely charging for warrantable repairs. It is not the intent to penalize locations that occasionally misinterpret Warranty coverages or make legitimate technical decision errors.

4.31 Publications

The service location is responsible for maintaining files with all Company-issued Warranty, Technical, and Service publications and bulletins. These documents should be accessible to all service location staff and steps should be taken to ensure that the staff is familiar with the information and conditions contained therein.

Failure to read or distribute Warranty and Service literature will not exempt a Company service location from compliance.

All service locations are expected to use approved Company forms. Warranty publications are available via DTNAConnect > *Warranty Lit*. The Warranty Lit pages on DTNAConnect include links for some or all of the following, depending on a user's access:

- Coverage Sheets/Parchments
- Warranty Letters
- Warranty Manual
- Newsletters
- Reference/User Guides
- Forms

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- Supplier Warranty Evaluation Guides
- Warranty Best Practices

Note: Some TBB Warranty publications (other than this manual) may be downloaded from www.thomasbuson-line.com.

4.32 Lemon Laws

Some company vehicles may be subject to Lemon Laws in one (1) or more states. Accordingly, it is essential that these guidelines be followed for every warranty claim for vehicles to which Lemon Laws apply.

- **Repair documentation** must be kept on file at the service location for three (3) years and provided to the customer when appropriate
  - A repair order must accurately reflect actual repair time as well as all communication between the repairing location and customer
  - Each repair operation should be documented by clocking in and out on a time clock that indicates month, day, and time of each operation
  - The date the repair was started should be the first punched date and the date the repair was completed, the last punched date
  - The service location should provide the owner with a copy of repairs completed
- **While waiting for repairs, the customer should keep possession of the vehicle**. If the vehicle is safe to operate, advise the customer to use the vehicle until the scheduled appointment.
- **Vehicles brought in prior to the appointment** - Should a vehicle be brought in prior to the service appointment, the customer must sign and date the repair order acknowledging on the repair order that the unit will be stored until the actual service appointment. The number of days out of service is often one of the criteria for determining whether the vehicle falls under the Lemon Law presumption. The days out of service may not count if it is properly documented that the unit was brought in prior to the scheduled appointment.
- **Required parts** - Whenever possible, order parts prior to the arrival of the vehicle (as in the case of recall or field service kits), and confirm parts are on hand prior to the scheduled appointment.

  If parts must be ordered after the vehicle arrives and the unit can be safely and lawfully operated, request that the owner either return when the parts are on hand or have the customer sign the repair order acknowledging that the unit was safe to operate but the customer chose to leave the unit at the service location while waiting for parts. Note the date of arrival on the repair order.
- **Truck Down situation** - If parts needed to repair a vehicle in a Truck Down situation are not on hand, order according to Company guidelines. See Parts -- Freight Charges elsewhere in this section.
- **Previous repairs** - If the customer reports that repairs have been previously attempted, the service writer should review the claims history. It may be necessary to contact Customer Support for technical assistance in order to ensure the complaint is resolved. Refer to the *Customer Service Support* bullet point below for contact information.
- **Required dates on all claims** - The following five (5) dates are required for any claim submitted through OWL:
  - Vehicle In Date – date vehicle actually arrived at service location (Refer to bullets above for special situations)
  - Repair Start Date – date work actually started for each complaint
  - Repair End Date – date repair completed for each complaint

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- Customer Notified Date – date service location advised the customer that the repair was complete and vehicle ready. Annotate the repair order if the owner does not pick up unit on the same date notified.
- Vehicle Out Date – actual date the customer picks up the vehicle. It is important that if the vehicle is not picked up on the same day, customer was notified of its readiness and that both dates (notification and pickup) are noted.

- **Customer service support** - If questions arise when diagnosing items for repair, contact the appropriate customer support. For FCCC issues, contact Customer Service at (864) 206-8790 between 8:00 a.m. and 8:00 p.m. EST. For Freightliner, Sterling, and Western Star contact (503) 745-7769. For TBB support, contact the Customer Assistance Center at (336) 822-2871.

4.33 Recommended Procedure for Resolving a Complaint at the Service Location Level

Every effort should be made to resolve EVERY ITEM of customer dissatisfaction as soon as possible. Every employee should be aware of his/her importance in maintaining the satisfaction of the customer. Regular training should be conducted to ensure that each instance of dissatisfaction is promptly reported to a member of management who will be in a position to provide the necessary clarification or decision.

Upon receipt of a customer complaint:

- Contact the customer within 24 hours and arrange for an inspection of the product as soon as possible, or a review of the items mentioned in the complaint
- If the customer cannot be contacted by phone, send the customer a fax or registered letter advising that unsuccessful phone contacts have been attempted and request him/her to contact the service location
- When the appropriate course of action is determined, and adjustments or repairs are required, the customer must be informed if it appears he/she will incur expense. The customer should also be advised as to the estimated time required to make the repairs.

If the customer refuses to discuss the problems or will not make the products or part(s) available for inspection, someone in the management of the service location should attempt to convince the customer that these are steps required to resolve his complaint. If a complaint cannot be readily resolved by the service location, a member of the service location management team should promptly contact the Regional Office for assistance.

4.34 Customer Satisfaction

The satisfaction and goodwill of the owners of Company products are of primary concern of DTNA. Prompt, responsive action to all customer complaints will assist service locations in many ways, such as:

- Makes it easier for the customer to accept a reasonable solution
- Demonstrates interest which will result in building trust
- Gives the customer confidence that the service location is a good place with which to do business
- Generates positive advertising as the customer tells others of good experiences

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4.35 Customer Assistance Procedure

DTNA has established a 2-step procedure that customers should follow when experiencing a problem with any Company product or part. DTNA fully realizes that ultimately the customer's concerns will be resolved at the local level and therefore encourages service locations to be aware of the procedure outlined below when dealing with customers.

Step 1

Complaints are frequently the result of a breakdown in communication and can quickly be resolved. Customers should discuss the problem with member(s) of management at the service location. If the location's Sales or Service Manager cannot resolve, customers should then contact the General Manager.

Step 2

If customers are still not satisfied, they should ask the service location's leadership team to elevate the topic to the DSM or District Service Representative (DSR).

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SECTION 5

CLAIM PREPERATION, TRANSMISSION, AND REIM-BURSEMENT

Claim Preparation, Transmission, and Reimbursement

This section covers specific policies that must be followed when preparing and transmitting a claim as well as matters related to claim documentation, information requirements, and reimbursement.

Use the *Help* link within OWL or user guides in the DTNAConnect > *Warranty Lit* collection for additional information on claim preparation.

5.1 Claim Time Limits

Claims submitted by the ordering service location are not accepted if the vehicle has not been Warranty registered and has 10,000 miles (16 000 km) or more for heavy-duty vehicles or 3,000 miles (4 800 km) or more for medium duty vehicles.

All claim-related activities must be completed within a 180-day time frame; see sample time line below:

- Repairs performed by an Authorized Service Location - submit within 30 days*
- Repairs performed by a CPWA Customer - submit within 60 days* (e.g., CPWA Customer to sponsoring location - 30 days; sponsoring location to DTNA Warranty Department - 30 days)
- Repairs performed on vehicles in transient status by a non-authorized service facility - submit within 90 days* (e.g., CPWA Customer to sponsoring location - 60 days; sponsoring location to DTNA Warranty Department - 30 days)
- Denied claims - Resubmit within 30 calendar days of credit/debit memo date
- Charged back claims - Resubmit within 30 calendar days of credit/debit memo date

*Refers to the number of calendar days from repair completion date.

OWL does not accept claims more than 180 calendar days past the repair order close date. Claims not submitted within the 180-day time frame are considered aged and will not be accepted without aged claim submission approval; refer to Appealing Aged Claims.

5.2 Claim Requirements

Only one (1) repair can be submitted per claim. Multiple repairs performed on the same repair order must be combined on a single claim if the PFP, component code, and SRT are identical for each of the repairs.

For example:

- The grab handle on the right and left side of a cab has the same part number
- Both were replaced on the same repair order
- A single claim should be filed listing the failed part number for grab handles
- The SRT associated with the grab handles for the removal and replacement should be listed twice

Exceptions:

- Installation-only reimbursement (not repairs) of certain loose components that share common claim information can be combined into a single claim; see the *Product Receipt, Storage, and Registration > Loose Components >* Special Filing Instructions table for specific components

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- Depending on damage location, some paint repairs should be combined into a single claim; see the *General Policies > Paint, Corrosion, and Bodywork >* Paint -- Claim Guidelines section for location guidelines

5.3 Claim Information and Documentation Requirements

Required information and documentation varies based on many factors (e.g., claim type, supplier, PFP, etc.) and are noted throughout this manual. OWL may also alert users about information/documentation requirements through messages on the *Coverage Information* screen and colored errors during claim creation:

- Red errors indicate serious problems; users must make changes before the claim can be submitted successfully
- Blue errors indicate potential problems but the claim can still be submitted

In the *Repair Details* field, provide a narrative that includes the customer's complaint, cause of the failure, and corrective action taken to repair the failure. Use the *Attachments* tab to provide required documentation. Claims with missing or incomplete information/documentation may be denied, modified, or charged back.

5.4 Reports

Service locations may have multiple ways to access data, including OWL reports and the Warranty Management Dashboard, to assist with record keeping. Reports can be used for many purposes including, but not limited to, claim recap (accepted, corrections, paid in full, modified, denied, charged back), reconciling credit differences between amounts claimed and paid, tracking labor hours (actual, requested, and paid), and managing parts. It is the service location's responsibility to review and act upon any available data.

In OWL, the following reports are available:

- Claim Overview
- Closed Claims
- Chargeback
- Credit Memo
- Modified/Denied Claims
- Dealer Warning
- Scrap Part
- Failed Parts to Ship Recap

Note: Refer to the *Help* feature in OWL for detailed information on report descriptions, generating reports, report parameters, and viewing the report repository.

5.5 Claim Reimbursement

All claim reimbursements, except claims submitted for TBB and Detroit, are reported weekly via a Warranty Credit Memo to the service location's open parts account.

TBB claims are processed and sorted into two (2) pay periods per month. The first pay period is from the 1st to the 15th and the second pay period is from the 16th to the last day of the month. Use OWL's weekly Credit Memo reports to reconcile the claims processed during each pay period.

Detroit claims are reported weekly via a warranty Credit Memo; payment is made on the 15th of every month via automated clearinghouse (ACH) or check.

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5.6 Claim Resubmittal/Appeal Procedure

Reports in OWL should be reconciled weekly.

Claims the service location feels have been modified or denied in error should be resubmitted within 30 calendar days of the claim credit memo date. Denied claims or charged back claims should only be resubmitted if instructed to do so after the denial or chargeback has been reviewed by the Company Warranty Department.

Resubmitting Claims

OWL has multiple features to resubmit claims:

- Based On
- Save As
- Supplemental

Based On: Claims may be resubmitted using the *Based On* feature if the following are true:

- There is no change of PFP
- There are no additions to the claim other than providing additional repair details or attachments
- The resubmittal amount does not exceed the original claim request amount
- There is a dollar amount available in one of the categories listed under *Amounts Available for Based On Claims* on the *Payment* tab

Save As: Resubmit claims using the *Save As* feature for claims that do not qualify for resubmittal as *Based On*.

Supplemental: There are two (2) common scenarios:

- A service location needs to submit items from the original repair order that were left off the original claim; create through the Save As functionality in the original claim
- A repair is split between two (2) locations and requires claims from each (e.g., a Direct Warranty Customer tows a vehicle which is then repaired at another location); create through the Claim History screen

Supplemental claims can only be created for *Warranty*, *Extended Coverage*, *Replacement Part*, and *Transporter* type claims. The original claim must have been the *Payment* request type and must have completed the weekly pay cycle. Supplemental claims cannot be created from a *Based On* claim, a denied claim, a prior supplemental claim that was charged back, for transporter down time, or direct pay scenarios. If Parts Return Admin Time and/or Admin time (939-6010A) were paid on the original claim, they will not be added to the supplemental claim. Additionally, if the supplemental claim includes more SRTs, 939-6010A will not populate in the supplemental claims because this is the same repair.

Charged Back Claims

Charged back claims can be resubmitted for the amount charged back only by following the resubmittal guidelines above. If additional items are added for any reason which exceed the original claimed amount, create a new claim from the existing claim using the *Save As* feature. See the Claim Chargeback or Claim Resubmittal/Appeal Procedure sections for additional information.

Denied Claims

Denied claims can be resubmitted for up to the entire amount of the original claim by following the resubmittal guidelines by claim type. If additional items are added for any reason which exceed the original claimed amount, create a new claim from the existing claim using the *Save As* feature.

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When resubmitting denied claims, the following should be included:

- Detailed explanation in the *Repair Details* section
- All supporting documentation attached
- Reference ticket numbers, if applicable:
  - Enter WSC ticket numbers in the *WSC Ticket #* field on the *Claim* tab
  - List all other ticket numbers in the *Repair Details* field on the *Failure* tab
- If submitting a *Save As* claim, include the original claim number in the *Repair Details* field

Modified Claims

Modified claims can only be resubmitted for the difference on the original claim, follow the resubmittal guidelines by claim type.

Example: Original claim was submitted for $100.00 and DTNA paid $75.00; the service location can only resubmit for the difference of $25.00

If additional items are added for any reason which exceed the original claimed amount, create a new claim from the existing claim using the *Save As* feature.

When resubmitting modified claims, the following should be included:

- Detailed justification in the *Repair Details* field as to why the unpaid amount should be paid
- All supporting documentation attached
- Reference ticket numbers, if applicable:
  - Enter WSC ticket numbers in the *WSC Ticket #* field on the *Claim* tab
  - List all other ticket numbers in the *Repair Details* field on the *Failure* tab
- If submitting a *Save As* claim, include the original claim number in the claim story

Appealing Aged Claims

Service locations may request an aged claim window be opened for situations where claims could not be submitted within the allotted time frame and circumstances were beyond the service location's control.

Requests for authorization to submit aged warranty claims must be submitted via the WSC; go to *DTNAConnect > WSC > Claims > All Claim Inquiries > Aged Claim*.

If more than one (1) outstanding claim is aged, all outstanding aged claims must be submitted on one (1) aged claim ticket request. Failure to include all aged claims on one (1) request may result in a denial of future aged claim requests within the next 12 months.

The appeal must include:

- Reasons for the delay
- Corrective action taken by the service location to prevent re-occurrence
- The total number of claims that are in aged status
- Date range of repairs being appealed (oldest to newest date)

All parts that were replaced must be available for inspection. If the supplier denies an accepted aged claim, it will be charged back to the service location.

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5.7 Claim Chargeback

Non-TBB and non-Detroit claims that are charged back are applied to the service location's open parts account. TBB and Detroit claims that are charged back are debited from the next Warranty reimbursement. Service locations can retrieve chargeback information weekly via OWL reports.

Chargeback Guidelines and Time Frames

In order to reduce the number of chargebacks, please note the following:

- **Parts** must be shipped and the shipping information recorded in OWL within 23 calendar days of the request. A *Part Not Shipped* chargeback will occur within 30 calendar days of the expiration of this time limit.
- **Claims with a *Return* disposition**: If a chargeback is applied, it will happen within 60 calendar days from the date the part is received at the final destination (inspecting location)
- **Claims with *Photo Return* or *Scrap* dispositions**: If a chargeback is applied, it will happen within 60 calendar days from the Scrap Part Report date (located in the right-hand corner of the report)
- **Any parts (with required return) that are not received per the shipping information entered** in the *Warranty Failed Parts Ship Inquiry/Update* screen may have the claim charged back. The chargeback will occur within 30 calendar days of when the shipping information was entered into OWL.
- **Request for review of claim chargebacks** must be submitted in sufficient time to allow claim resubmission within the 30 calendar days of claim chargeback
- **Technical appeal** of a chargeback must be made within 60 calendar days of the chargeback date
- **Parts that may be scrapped**: The weekly Scrap Part Report indicates which parts may be scrapped. If a claim with a part disposition of *Scrap* has been charged back for being filed incorrectly (e.g., incorrect PFP, incorrect part availability, etc.) and the part is requested to be returned on resubmittal, the resubmitted claim may be charged back if the part is not available.
- **Claims that do not meet Warranty compliance requirements** (e.g., duplicate claims, non-DTNA claims including but not limited to *Transporter* or *Sales Terms* type claims, or audits) can be charged back beyond 60 calendar days from claim paid date

Chargeback Exemption - Elite Support Locations

If failed material from a Freightliner or Western Star Elite Support location is returned and tested but no defect is found, the submitting service location is not charged back. When a part is tested and no defect is found, the part is scrapped; DTNA does not send notification about test results.

Requirements

To receive the NDF chargeback exemption, these requirements must be met:

- Component failure is warrantable under one (1) of the following:
  - New Product Limited Warranty (vehicle, powertrain, or emission control systems)
  - Parts Warranty
  - OTC Aftermarket Parts Replacement Program
  - Extended Service Coverage (ESC)
- All troubleshooting/service procedures were completed and provided in the claim's repair details

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- Submitting location is Elite Support certified at the time the claim is filed
  - OWL automatically validates business partner information from Service Support Index (SSI)

Limitations

The exemption program has certain exclusions:

- SelecTruck Used Product Warranty (parts are not requested for return/testing)
- Non-Elite Support locations
  - If a location leaves the Elite Support program, the status change will be updated during the OWL/SSI validation and the location becomes subject to NDF chargebacks
- Claims filed under any Customer-performed repair program

DTNA reserves the right to review a location's claim data and revoke the exemption due to non-compliance; non-compliance may include, but is not limited to, a 10% or higher denial rate for eligible claims.

5.8 Non-Technical Chargeback Request for Review Procedure

Requests for review of all non-technical claim chargebacks (e.g., parts not shipped, part mismatches, incorrect PFP, etc.) must be submitted in sufficient time to allow claim resubmission within the allowed 30 calendar days. The request must include:

- Service location code
- Claim number
- Explanation of why claim should be reconsidered for appeal
- Name of the person that appears on the chargeback invoice

Submit chargeback review requests (including review of *Transporter* and *Sales Terms* type claim chargebacks) through WSC: *DTNAConnect* > WSC > *Chargebacks* > *Chargeback Inquiry* > *I want to dispute/review a chargeback*.

5.9 Technical Chargeback Appeal Procedure: Non-Detroit Claims

When appealing a technical denial on a chargeback, a service location must complete the Chargeback Appeal Form located on the WSC: *DTNAConnect* > WSC > *Chargebacks* > *Chargeback Appeal* > *I want to file a technical chargeback appeal*.

Use the Chargeback Appeal Form to appeal a claim that has been charged back for a technical reason (e.g., NDF or customer abuse); do not use this form for claims that have been charged back for administrative reasons (e.g., parts not shipped, part mismatches, incorrect PFP, etc.).

All appeals must be filed within 60 days from chargeback invoice date.

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Chargebacks that Meet Appeal Form Criteria

When all of the following apply, a chargeback is eligible for appeal using the Chargeback Appeal Form:

- Warranty Recovery has issued a chargeback invoice for a technical denial
- Chargeback is less than 60 calendar days old
- Failed parts are at the service location and are available for return and re-inspection

Appeals that do not meet the above criteria will be returned to the sender along with the reason for rejection.

Accessing and Using the Chargeback Appeal Form

Use the following instructions to access the Chargeback Appeal Form:

- Go to *DTNAConnect* > WSC > *Chargebacks* > *Chargeback Appeal*
- Use the drop-down choice to select: *I want to file a technical chargeback appeal*, review all questions, and click *Continue*
- Fill out form completely (all fields)
- Click *Submit*

Instructions should be followed for filling out the form (enter location code, claim number, chargeback number, etc.). Add any other information that should be considered by the Warranty Recovery Analyst. All appeals will be reviewed upon receipt.

The analyst will evaluate the appeal and comments and proceed with the appeal process. If it is determined that the part should be returned for testing, the service location will be issued a Return Authorization Number (RAN). Instructions regarding how to ship the part will also be provided. The following Monday, the claim number will appear on the location's Failed Parts to Ship Recap Report.

Tag the part(s) and enter the RAN provided by the recovery analyst in the "OTHER DATA" category of the Warranty Part Return tag. If the RAN is not referenced, the part will be returned to the service location.

The service location must enter shipping information into the *Warranty Failed Parts Ship Inquiry/Update* screen within 23 calendar days. If an appealed claim expires from OWL, the appeal will be considered closed and no credit will be issued.

Ship the part to the Warranty Return Center as instructed on the Failed Parts to Ship Recap Report. When the part is received at the Return Center, a service analyst engineer will be assigned responsibility to re-evaluate the claim. During this time, the engineer may contact the location's technical contact noted on the Chargeback Appeal Form.

If the supplier denial is validated, no credit will be issued.

The Final Appeal Decision will be sent to service location and include credit memo number or denial information.

The Warranty Recovery Department typically responds to all chargeback appeals within 45 calendar days from the date the part is received at the Return Center. If special testing equipment or procedures are required, response time may be delayed.

Administrative Time

Company will provide one (1) hour of Admin time at the service location approved labor rate for all claims where supplier or Company inspections were incorrect and resulted in a reversal of a chargeback for claims accepted into the Formal Appeal Process only under the following circumstances:

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- The error was clearly the result of incorrect findings by the supplier or Company
- The original claim story was sufficient in detail that the error should not have been made during the first inspection

This Admin time will not apply for claims where the following is true:

- The chargeback was reversed because significant or key information was left off the original claim which, had it been included, would have allowed the inspector to find the defect
- It is also not applicable for requests to review chargebacks via regular e-mail or WSC

If a chargeback appeal qualifies, DTNA will create a claim on the submitting location's behalf for the equivalent of one (1) hour. The claim number will be listed in the resolution comments.

Note: Appeal decisions are final. A claim may not be appealed more than one (1) time.

5.10 Chargeback Procedure: TBB Claims

Any claim which is charged back will be deducted from the service location's Warranty check. Copies of the chargebacks will be included with the check.

Claims that do not meet Warranty compliance requirements (duplicate claims, non-TBB issues, incorrect body or chassis serial number, etc.) can be charged back beyond published time frames.

5.11 Technical Chargeback Appeal Procedure: Detroit Claims

To appeal a technical chargeback on a Detroit claim, submit a new claim and provide justification in the claim narrative regarding why the chargeback should be reversed.

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SECTION 6

POLICIES BY COMPONENT

Policies By Component

This section discusses and outlines special instructions that must be adhered to when submitting a claim for the specified component. Failure to follow these guidelines may result in denial or chargeback.

Supplier Component Warranty Evaluation Guides are available to assist in the determination of warrantable and non-warrantable failures on *DTNAConnect > Warranty Lit > Other Warranty Documents >* Supplier Warranty Evaluation Guides.

6.1 Part Return Disposition

Follow instructions for disposition on the Failed Parts to Ship Recap Report.

6.2 Supplier Photo Requirements

In order to reduce the number of part returns, some vendors have agreed to accept photos to aid in analyzing the failure and the validity of the claim. See requirements by supplier/component in this section.

Photos, when requested, replace parts being shipped. DO NOT SEND THE ACTUAL PART.

Have available, and provide upon request, as many photos as necessary to clearly indicate the failure and the claimed repairs.

Photo Quality

Photos that are out of focus, have glare, or do not clearly illustrate the failure may cause the claim to be denied or charged back until new photos are re-submitted.

Photo in Lieu of Part Return

Attach photos directly to the *Attachments* tab of the claim.

6.3 Supplier Pre-Approval Programs

The following is a list of suppliers that require pre-approval; see further information on the suppliers elsewhere in this section:

- Meritor - see Meritor
- Powertrain Integration - see Engines and Engine Components
- Reviva - see Engines and Engine Components
- Transmission Technologies (TTC) - see Transmissions
- WABCO - see WABCO

Pre-approval available, but not required (except for Hybrid Transmission systems):

- Eaton Real Time Warranty (Service locations have been certified by Eaton Corporation) - see Eaton Real Time Warranty

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6.4 Aftermarket Accessories/Modifications

Customers may have aftermarket accessory installations and/or modifications performed by CTS on Freightliner and Western Star vehicles in conjunction with the PDI. When CTS completes work, a sticker is placed in the driver's wing window or door jamb, indicating that a DTNA CTS/PDI Center performed work. In addition, the global notes in PartsPro contain CTS modification information and should include descriptions and part numbers.

CTS warrants parts and labor for one (1) year. If a component supplier offers coverage for more than a year, that warranty is passed on to the customer. Body builder and 3rd party aftermarket accessory installations or modifications are excluded, this program is only for DTNA-performed work.

To be reimbursed for a failure in an aftermarket accessory or for an installation issue, submit a claim in OWL using the guidelines below.

Claim Type	Warranty
PFP	*Not required, leave field blank*
Component	CTS-001-001 - CTS RESPONSIBILITY
Repair Details	Include justification with labor itemized per operation
Part Type	Other
Labor Type	SRT (if applicable) or Generic

For questions or if a service location is unsure if CTS is responsible, submit a ticket inquiry at WSC > *Vehicles* > *Custom Truck Service Install.*

6.5 Air Actuated Components

Air lines that are cut, as opposed to removed, from air actuated components with integral push-on style fittings may prevent testing of the part and may result in claim denial. This applies, but is not limited to:

- Heater/air conditioning controls
- Height control valves
- Air junction blocks
- Fittings

6.6 Air Conditioning (A/C)

Labor Reimbursement

If the air conditioning system must be opened due to a warrantable failure of a system component, Company will reimburse labor (at SRT) for:

- Replacement of the failed component
- Purging of the system (if contaminated)

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- Replacement of the receiver-drier (see below for circumstances when replacement is required)
- Evacuation/recharging of the system

Parts Reimbursement

In addition to a failed warrantable component, reimbursement will be made for:

- Seals
- Refrigerant (the quantity required for the repair – to top-off system [i.e., up to system capacity])
- Receiver-drier (if replacement was required)

Note: The receiver-drier must be replaced if one (1) of the following occurred:

- The refrigerant system experienced catastrophic failure that put debris into the system
- The refrigerant system was empty due to a system leak when the vehicle arrived for service, confirmed by zero pressure at the air conditioning system service ports

Reimbursement will NOT be paid for:

- Flush or refrigerant used to purge a system
- A receiver-drier that has reached the end of its consumable life
- Nitrogen used during air conditioning system service

Receiver-Drier Bracket Failure

The receiver-drier assembly is a consumable part and therefore is only covered under Warranty through the IOP. However, when the bracket on a receiver-drier assembly cracks, the failure is considered warrantable under standard Warranty; when this occurs, the entire assembly (the receiver-drier and bracket) must be replaced.

To file claims for receiver-drier assemblies with broken brackets:

- Enter the assembly part number in the *PFP* field
- In the drop-down that comes up in the *Component* area, select: Bracket-Dehydrator/Receiver, Air Conditioner
- In the *Cause* drop-down, select: 14-CRACKED

Refrigerants

Warranty will be voided if a refrigerant other than R-134WA is used in the vehicle air conditioning system.

Refrigerant Claims

Quantity: Enter number of pounds or ounces needed – not bulk quantity.

Refrigerant Reimbursement

When submitting a claim with air conditioning refrigerant, regardless if it is sourced from DTNA or an outside vendor, please use this part number:

COS R134WA

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All refrigerant must be claimed in US Pounds. If the cost of refrigerant in claims submitted with any other refrigerant part number exceeds the maximum reimbursement per pound, the cost will be adjusted to match the maximum reimbursement per pound allowed for COS R134WA.

Warranty will reimburse up to the air conditioning system's specific vehicle/model capacity.

Refrigerant Sealers

The use of aftermarket air conditioning refrigerant sealers has shown evidence of damaging refrigerant recovery, evacuation, and recharging equipment. The sealers may also cause damage to the vehicle's air conditioning refrigerant system components.

Vehicle air conditioning systems that are suspected of containing refrigerant sealer should be serviced as if containing contaminate. Refrigerant sealer can be visually detected when either the inlet or outlet hose is removed from the air conditioning compressor.

Refrigerant system flushing products or equipment may not remove the sealer from a contaminated system and therefore replacement of the entire air conditioning refrigerant system is recommended. If a vehicle's air conditioning system has been contaminated due to the introduction of an aftermarket refrigerant sealer, the resulting repairs will not be warrantable and any remaining Warranty on that vehicle's air conditioning system components will be voided.

Compressor and Clutch

T/CCI Special Requirements

T/CCI requires the following for Warranty consideration:

- When an aftermarket-purchased compressor/clutch combo unit fails, the combo unit must be replaced and filed as one (1) complete assembly regardless of which component has failed
- When an aftermarket-purchased compressor only fails, the compressor only should be replaced and filed as compressor only
- When an aftermarket-purchased clutch only fails, the clutch only should be replaced and filed as clutch only

Note: All non-generic T/CCI Compressors MUST be returned with the T/CCI nameplate affixed. Generic compressors are not supplied with a nameplate, but instead with an identification mark on the back; generic compressors will be considered for Warranty without the nameplate. For further information, refer to Supplier Warranty Evaluation Guide, 83.02 - T/CCI Air Conditioning Compressor Warranty Evaluation Guide, which is available on *DTNAConnect > Warranty Lit > Other Warranty Documents >* Supplier Warranty Evaluation Guides.

Visteon Special Requirements

- When the clutch fails on a Visteon scroll compressor, use the clutch kit as identified in PartsPro
- File claim as clutch only, not the assembly

All Other Manufacturers

In the case of a failure to a compressor and/or clutch, the complete compressor/clutch must be replaced as one (1) complete assembly.

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Submitting Claims

- Submit one (1) claim with the SRT for the compressor/clutch assembly
- Use the PFP number that initiated the failure
- Do not submit claims with two SRTs (one for the clutch and another one for the compressor)
- Failed components must be replaced

Returning Compressors

- Parts may be requested; follow instructions in Failed Parts to Ship Recap Report
- Compressors returned without all parts and caps installed will not be accepted for Warranty and will be returned to the submitting location. The claim can be re-filed and parts shipped back if caps are installed.

Shipping Compressors

- Seal by installing caps on the compressor's fittings
- Confirm all compressor parts, such as the pressure relief valve, Schrader valves, and refrigerant hose manifold are installed on the unit
- Do not drain any oil from the compressor during removal or handling

Field Repairs

Field repairs are unauthorized and non-warrantable.

6.7 Air Springs

Submitting Claims

- Claims attributed to a failed air bag must be fully explained. Include the nature of the failure and the exact location on the product. Explanations such as "hole in bag" and "airbag leaks" do not provide enough detail and may be charged back.
- Include date code in the *Supplier Additional Info* field of the claim

6.8 All Wheel Drive Steer Axle

Include repaired/replaced model number and drive steer axle or transfer case serial number in the *Supplier Additional Info* field on the *Claim* tab.

6.9 Auxiliary Power Units (APU)

Impco/Carrier

Carrier ComfortPro APUs are warranted directly through the manufacturer for all failures except those related to installation where the APU was installed by a DTNA manufacturing plant or DTNA PDI center.

Contact the local Carrier dealer for questions or assistance using the *Dealer Locater* link at www.carrier.com.

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ThermoKing

ThermoKing APUs are warranted directly through the manufacturer for all failures except those related to installation where the APU was installed by a DTNA manufacturing plant or DTNA PDI center.

Contact the local ThermoKing dealer for questions or assistance using the *Dealer Locater* link at www.thermoking.com.

Bergstrom

When returning a ParkSmart unit, package the removed unit in the original box, as delivered, with all inserts/protection in place and the unit upright. Failure to return the unit protected and upright could make it impossible to verify the complaint and could result in a chargeback.

6.10 Axles

Dana Axles

Contact Numbers

- 1-877-777-5360 – OE Dealer Support Line
  - Option 1 = Tech Service Support
  - Option 2 = Customer Service Support
  - Option 3 = Warranty Support
- Customer Service–WD – Aftermarket Group – Holland, OH
  - Phone #: 1-800-621-8084
- Customer Service-OE – Aftermarket Group – Holland, OH
  - Phone #: 1-888-242-7253
- Dana Axle Real Time Warranty (RTW) – Maumee, OH
  - Phone #: 1-800-353-0803, ext. 2
- OE-Tech Service Canada or USA – Aftermarket Group – Holland, OH
  - Phone #: 1-877-824-9321
- WD-Tech Service – Dana Aftermarket Group – Holland, OH
  - Phone #:1-419-866-3951

Detroit™ Axles

For coverage information about Detroit axles, please refer to the applicable parchment on *DTNAConnect > Warranty Lit > Other Warranty Documents > Coverages >* Detroit.

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6.11 Bendix Components

Note: Warranty is void if a non-Bendix cartridge is replaced or used in a Bendix air dryer.

Refer to the Bendix Part Inspection Wall Chart for assistance in determining if the part failed due to contamination, which is not warrantable. Bendix components may be disassembled to the extent that is outlined on the wall chart to determine if the part is contaminated. Further disassembly will void Bendix warranty and result in claim denial or chargeback. Return the entire part for supplier inspection when the conditions noted on the wall chart are not found.

Do not re-assemble, re-install, or re-use inspected parts due to performance, safety, and liability issues. Bendix requires the replacement of any failed component.

Field repairs are not acceptable (except as noted in the *Field Repair Policy* section below). All parts involved in a repair should be returned if indicated on the Failed Parts to Ship Recap Report.

Bendix maintenance kits are not to be used on warrantable parts (except as noted in the *Field Repair Policy* section below). Use of Bendix maintenance kits not listed below will constitute tampering and will result in claim denial for such parts.

Field Repair Policy

When replacing a failed Bendix component, remanufactured exchange parts are to be used as Warranty replacements except in situations where remanufactured parts are unavailable from PDC or ship direct. The complete unit must be returned when requested.

There are three (3) exceptions to the above policy:

- Air Dryers - Repairs can be made on purge valves as long as valve assemblies are used for replacement; the use of valve rebuild kits on these parts is not warrantable
- Replacement of the governor assembly (Bendix AD-IS air dryers) with a genuine Bendix governor approved for this device
- Air Dryer Cartridges - When a Bendix air compressor is submitted for Warranty due to “oil passing” and the vehicle is equipped with a Bendix air dryer, the cartridge should also be replaced and returned with the compressor

Note: Bendix does not support or promote using an engine manufacturer’s “Card Test” to verify that an air compressor is passing oil.

6.12 Brakes

Out-of-Round Brake Drums

If brake drums are out of round as a result of a manufacturing defect, the condition should be detected during the PDI or on the vehicle’s first trip.

Once a vehicle is placed in service, the cause for brake drums in out-of-round condition is due to a combination of an overheated brake drum and an aggressive brake application.

Claims will not be accepted for out-of-round brake drums after 10,000 miles (16 100 kilometers).

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6.13 Bumpers

Hendrickson Stamping

If the serial number sticker is not on the bumper, provide a photo of the part number, date code, and Hendrickson insignia stamped on the bottom flange of the bumper.

A bumper with an unfinished back surface does not qualify for Warranty if the rust/corrosion is on the unfinished back surface of the bumper.

6.14 Clutches

Sachs

Warranty

ZF is handling claims and questions for Sachs branded heavy duty clutches.

Sales Network

ZF has developed its own sales network for Sachs heavy duty clutches. To find a local representative, call 1-734-737-8802, select 1 for OE, then select 2 for sales.

Technical Assistance

Contact ZF at:

- HCVCWarranty-NA@zf.com
- ZF Heavy Duty Clutch Customer Help Line: 1-734-737-8802, select 1 for OE, then select 1 for technical help (from 8:00 am to 8:00 pm EST)

6.15 Compression Brake

Proprietary engine brakes must be filed through the engine manufacturer. Pac brakes must be filed through DTNA.

Jake Brake®

Jake Brake claims must be filed directly with the corresponding engine manufacturer.

Detroit Engines

Claims associated with replacing or repairing Jake Brake components on Detroit Series 60 engines must include Jake Brake housing serial numbers. A Jake Brake housing serial number is located on the housing ID tag. Enter the serial number(s) in the *Repair Details* field. If the Jake Brake housing was remanufactured and has a Detroit Reman tag, enter the remanufacture date in the repair details. Tune-up kits used in warrantable repairs will be denied. Only specific failed components within the Jake Brake housing(s) will be reimbursed.

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6.16 Drivelines

Dana Drivelines

When the root cause of a warrantable failure is an out-of-balance or out-of-phase Dana driveline and the total claim is $1,000 or more, the driveline:

- Must be available for return in its original condition
- Must not be balanced or re-phased by an outside facility

Please follow these procedures when driveline out-of-balance or out-of-phase is suspected:

- The driveline may be taken to an outside facility for confirmation that it is out of balance or phase but no repairs may be performed
- The invoice for the outside confirmation will be paid if it contains detailed information as to the findings and Dana verifies those findings
- When requested by the Failed Parts to Ship Recap Report, the driveline must be returned complete with the U-joints and caps in their original positions
- The replacement driveline must be purchased through a PDC. If not available through the PDC, it may be purchased from an outside facility and claimed at cost. If this occurs, indicate this in the *Repair Details* field on the *Failure* tab of the claim.

Where the driveline is out-of-balance or out-of-phase and the total claim is less than $1,000:

- The driveline may be re-balanced or repaired at an outside facility
- For the claim to be paid, the outside invoice must have sufficient detail to confirm the defect

6.17 Eaton Real Time Warranty

Eaton Real Time Warranty (RTW) pre-authorization is required for all Eaton Hybrid Product warranty repairs.

Progressive damage may still be reimbursed and should be included in the claim even if the supplier pre-approval process does not provide this coverage. Include the progressive damage cost on the same claim as the supplier pre-approval amount. Clearly explain how progressive damage was caused in the *Repair Details* field.

Progressive damage is excluded from Aftermarket Parts Warranty coverage.

The Eaton Real Time Warranty program is optional (not required) for claim submission to DTNA and available only for those service locations enrolled in the program. Eaton Pre-Authorized Repair Guidelines for certain failures are available to all locations and are also optional for claim submission.

Note: Automated Transmission Claims - Any service location (including those not enrolled in the RTW program) performing warrantable repairs on automated products are welcome to call RTW.

Contact Information

For more details regarding certification, contact Eaton at 800-826-4357.

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Pre-Authorized Repair Guidelines

Pre-authorized and standard repair guidelines are accessible online from Eaton. Service locations can use the Pre-Authorization Guidelines, when available for the repair, to avoid calling Eaton Real Time Warranty and receive the same claim adjudication result.

Access to repair guidelines is available through DTNAConnect > *Other Resources > Supplier > Eaton – Wty Quick Reference Guide*. Access is also available through Roadranger:

- Click on the *Warranty* tab and select *Repair Guidelines*
- Select the appropriate link to choose a specific guideline or select the *Pre-Authorized Repair Guidelines* link for complete pre-authorized repairs

Clutch Repairs

- Clutch Pre-Authorized Repair Guidelines require a pre-authorized claim form submitted along with photos
- Eaton will process the request and respond with a pre-approval authorization number

Real Time Warranty Claim Processing Information

The following information applies to service locations that have been certified by Eaton Corporation. This information also applies to non-certified service locations who contact RTW regarding automated transmission claims.

The fourth character of the authorization number designates the part disposition assigned by Eaton:

- RTWSETN123456 — Scrap immediately
- RTWRETN123456 — Return parts as specified by RTW and enter tracking information into OWL

Start with “RTWR” or “RTWS” and enter as many characters of the RTW pre-approval number as possible into the *Supplier Authorization* field.

- For example, enter: RTWRETN12345

Enter the entire RTW number in the *Supplier Additional Info* field on the *Claim* tab.

- For example, enter: RTWRETN123456

Claim Confirmation

A copy of the approved RTW claim can be viewed by entering the approval number in the search box on *roadranger.com* > Real Time Warranty or via the Quick Reference Guide at DTNAConnect > *Other Resources > Supplier > Eaton – Wty Quick Reference Guide*. Denied or in-process claims can be viewed by entering the repair order number and service location code.

Photos for Pre-Approval

Eaton will reimburse for photos requested by Eaton Real Time Warranty:

- Eaton will allow 0.2 hrs (per claim) for photos requested as a condition of pre-approval. Eaton will include the DTNA SRT on the Eaton claim confirmation (SRT 939-6030A).
- Includes standard and extended warranty claims
- Photos must be of high quality and clearly identifying primary failure and extent of damage

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Submitting Claims

A claim submitted with an authorization number formatted incorrectly will be denied. A claim will not be accepted or charged back if it does not match the RTW number authorization values (e.g., additional labor, and/or parts). All documentation must be made available to Eaton.

6.18 Electrical Parts/Wiring

Claim Requirements

The following information is required in the *Repair Details* field on the *Failure* tab of any wiring failure claim:

- Wire/circuit number
- Location of failure
- Detailed description of the steps to diagnose and repair

When a part monitored by an electronic control unit (ECU) fails, the ECU will log a fault code to assist in diagnosing the failure accurately and efficiently. The fault codes and a detailed description of the failure must be listed in the *Repair Details* field.

The correct PFP will be the harness or other electrical component that requires repair. No connectors, pins, seals, or other harness commodity parts may be used as the PFP.

Claims missing required information may be returned for corrections, denied, or charged back.

LED Light Assemblies - TBB

Troubleshooting the electrical circuit will NO LONGER be accepted on claims for LED light assemblies when the failure or complaint is one (1) or more of the LED lights within the assembly are inoperable. Troubleshooting is not required, only SRT 52-01, Light Assembly – Replace (0.2 hrs), will be accepted.

6.19 Engines and Engine Components

Detroit Engines

For coverage information about Detroit engines, please refer to the applicable parchment on *DTNAConnect > Warranty Lit > Other Warranty Documents > Coverages >* Detroit.

Detroit engines are sold to multiple original equipment manufacturers (OEMs) and can be ordered with various accessories. Accessories are parts manufactured or supplied by Detroit and designed for addition to and use on Detroit engines (.e.g., starters, hydraulic pumps, etc.).

Forms

Forms and documents for diagnostic/repair procedures that are completed per Power Service Literature (PSL) should be attached to the claim or provide the values in the claim narrative. Examples may include but are not limited to: any Engine Injection Harness Form, Lube Oil Consumption Report, and suspect parameter number/failure mode identifier (SPN/FMI) values. For more information about the Lube Oil Consumption Report, see below.

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Lube Oil Consumption Report

All claims for repairs performed to correct conditions related to excessive oil consumption should be supported with a copy of the Lube Oil Consumption Report – Form DA-94.

In the event that all pertinent information required to complete Form DA-94 is unavailable, an attempt should be made to obtain the lube oil consumption rate through continued operations. In these instances, the customer should be provided with copies of this form to record oil usage.

Caution: Continued operation is to be suggested only if the condition is of a nature that corrective action can be delayed without damage to internal parts of the engine. Similarly, the minimum reporting range of 5,000 miles or 500 hours is not intended to suggest that corrective action be delayed until these miles/hours are accumulated when circumstances indicate the possibility of progressive damage.

In situations where a Lube Oil Consumption Report cannot be generated, the reason should be clearly stated in the claim narrative along with all available data regarding the oil consumption rate.

The information obtained through the proper use of the Lube Oil Consumption Report is vital for locating and initiating corrective measures for potential product difficulties relating to lube oil consumption. Access the report via DTNAConnect > *My Applications* > *PSL*.

Warranty Service Replacement Engines

The Warranty Service Replacement Engine Program provides support in the event of an unrepairable catastrophic engine failure due to manufacturing defect.

The goal is to get the unit back in operating condition as soon as possible. If a catastrophic engine failure occurs (e.g., two engine major components and/or block are damaged), repair the engine if possible. If the engine failure is not repairable, the Warranty Service Replacement Engine Program may be available. A list of engine major components is available in the *New Powertrain Component Statements* > Engine Major Component Warranty Coverage section.

Scenarios

If the catastrophic engine failure is not repairable, use the three (3) scenarios below to determine program eligibility. Submit Warranty service replacement engine requests via *DTNAConnect* > *My Applications* > Warranty PowerTrain.

- **Scenario 1**: New product launch - reman options not in production
  - Order a service replacement engine
  - In *Authorization #* field, enter *No Reman Exists*
  - No DSM authorization; DSM is automatically notified through the Warranty PowerTrain application
- **Scenario 2**: Failure prior to retail sale
  - Failure happened when a new vehicle was en route from the manufacturing plant to the receiving location/body builder **or** after vehicle delivery during a test drive
  - Order a service replacement engine
  - In *Authorization #* field, enter *Prior to Retail Sale*
  - No DSM authorization; DSM is automatically notified through the Warranty PowerTrain application

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- **Scenario 3**: Failure after retail sale
  - A long block was considered but was not available
  - Use of a service replacement engine is a commercial decision that needs approval
    - Vehicle should be within one (1) year of in-service and have less than 50,000 miles (81 000 km)
  - DSM must authorize using a service replacement engine
  - In *Authorization #* field, enter authorization information from DSM

Ordering

Use the Warranty PowerTrain application to request an engine. A detailed description of the failure is also required (e.g., #6 rod spun - caused damage to cylinder block, crankshaft, #6 cylinder kit, valves in cylinder head, and metal throughout entire engine). After a request has been successfully submitted, the application automatically generates several emails for:

- DTNA Warranty Department approval, denial, and/or request for additional information
- Product Distribution team's estimated ship date
- Shipment information

Filing Claims

- DTNA sends the engine free of charge. Handling reimbursement is a flat fee and varies by engine type; see the *General Policies* > Parts -- Handling Allowance section for specific handling amounts.
- An exact engine match is not guaranteed. If additional parts are necessary or changed (e.g., front sump vs. rear sump oil pan), the extra parts and labor can be claimed.
- Return the entire original engine, not just the PFP; see the *Handling and Shipping of Failed Material* > *Powertrain Components - Shipping to a Detroit Reman Consolidation Center* > Engines for more information

Engines in FCCC Applications

For gasoline, CNG, and LPG engines installed in FCCC applications, file claims in OWL.

FCCC Model	FCCC Engine	Fuel System	FCCC Technical Support
MT45G/55G - Walk-in Van	6.0 (L96)	Gasoline	(800) 206-3519
MT45G/55G - Walk-in Van	6.0 (LC8)	Gasoline	
MT45G/55G - Walk-in Van	6.0 (LC8)	CNG	
MT45G/55G - Walk-in Van	6.0 (LC8)	LPG	
S2G - Delivery	8.0	LPG	
B2 - School Bus	8.0	LPG	

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Reviva Remanufactured Engines and Components

When making Parts Warranty repairs on remanufactured engines and engine components, follow the below guidelines regarding parts used in warrantable repairs, parts purchased over the counter, claim submission, and returning parts.

Warrantable Repairs on Engine Assemblies

Prior to any warrantable repair, contact Reviva at 888-942-8744 to verify Parts Warranty coverage, ask about repair strategies, obtain Parts Warranty pre-approval number, and obtain immediate parts return disposition.

Parts Purchased Over the Counter

Parts Warranty claims to Reviva for components and piece parts that are purchased through the Company PDC can be submitted via OWL without a Reviva authorization number.

Submitting Claims

Once the warrantable repairs are completed based on Reviva guidance, submit a claim through OWL. Add the Reviva authorization number in the *Supplier Authorization #* field on the *Claim* tab.

The fourth character of the authorization number designates the part disposition assigned by Reviva:

- DLMS12345 - Scrap immediately
- DLMR12345 - Return parts as specified by Reviva and enter tracking information into the *Warranty Failed Parts Shipping Inquiry/Update* screen

The full authorization number (e.g., DLMS12345) must be entered into the *Supplier Authorization #* field.

Returning Parts

If Reviva requests the part be returned before the claim is paid and/or it appears on the Failed Parts to Ship Recap report, ensure that the shipping information is entered into the *Warranty Failed Parts Shipping Inquiry/Update* screen.

Handling

Handling on Reviva components will be paid at 33% up to a maximum of $350 USD per single component.

6.20 Fifth Wheels

Holland Hitch

Performing repairs or installing kits is considered maintenance unless the claim clearly identifies defective materials and/or workmanship.

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6.21 Frame Rails

There are very few cases in which welding a heat-treated frame rail is allowed. **Before** welding anything on a frame rail, contact the applicable regional service representative for approval; for more information, go to DTNA-Connect > *Technical Literature*.

For warrantable welding repairs approved by a regional service representative, when filing the associated claim:

- Use corrective action: 24 - Repair
- Provide approver's name/authorization information in the *Repair Details* field

6.22 Fuel Tanks

Fuel tanks with cosmetic damages should not be replaced if the cosmetic damage can be buffed out. All failed fuel tanks must be replaced, NOT repaired. DO NOT weld any fuel tank as a repair procedure. All fuel tanks must be scrapped.

Required Photos

All Failures

- Fuel tank manufacturer's identifying information - use one (1) of the following (varies by manufacturer):
  - At least one (1) photo clearly showing the vendor's three-character identification code (usually located on the fill-neck area of the fuel tank)
  - At least one (1) photo clearly showing the Federal Motor Carrier Safety Administration (FMCSA) label on the side of the tank

External Failure

- At least two (2) photos clearly indicating the failed or affected area of the fuel tank
- At least one (1) photo showing the entire tank

Internal Failure (e.g., Tank Baffle)

- At least one (1) photo showing the entire tank

A full explanation of the failure in the *Repair Details* field on the *Failure* tab.

Scrapping of Fuel Tanks

ALL failed fuel tanks MUST be scrapped and a Fuel Tank Scrap Form (WAR110) must be filled out, even if the parts return disposition calls for a photo. Both the Digital Photo Administration SRT and the Fuel Tank Scrap SRT will be paid for warrantable repairs.

Required Form

The Fuel Tank Scrap Form (WAR110) is required. The form must be signed by both the location's Service Manager and either the General Manager or Dealer Principal. Attach a copy of the completed form to the claim.

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6.23 Fuel/Water Separators

Due to Federal shipping regulations, fuel/water separators must be drained of all liquid prior to shipping/returning of failed parts. Dispose of all hazardous material in compliance with federal, state, and local regulations.

DAVCO

When returning failed DAVCO fuel/water separators, the following procedures must be followed (see DAVCO Part Return Preparation Supplier Warranty Evaluation Guide for illustrated guide):

- Open drain valve and drain any fuel*
- Close drain valve
- Remove clear filter cover
- Dispose of fuel filter*
- Pour any remaining fuel from the housing*
- Re-install clear filter cover and hand tighten
- Place unit in plastic bag or container and seal

* Dispose of all hazardous material in compliance with federal, state, and local regulations.

Any DAVCO part not properly packaged per the above procedure or showing visible fuel leaks will be rejected by Receiving, returned to sender, and the claim will be subject to chargeback.

6.24 Grab Handles

Hansen International

Grab handles must be replaced.

6.25 Heaters

Webasto Heaters

Heater assemblies must be repaired by replacing defective components or repairing wiring problems.

Contact information

For service information, please go to techwebasto.com and select the desired component. Please contact Webasto at (800) 860-7866 if assistance in required.

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6.26 Liquefied Natural Gas (LNG) Tanks and Delivery Systems

FAB Industries

LNG fuel tanks and delivery systems supplied by FAB Industries are warranted directly by FAB Industries for 5 years/unlimited distance. Contact the component manufacturer's sales and service facility for warranty or service information.

6.27 Mascot

Pre-Approval

All Mascot remanufactured parts include a 12-month/unlimited distance, limited warranty. In the event of a failure within the warranty period of a Mascot part, follow the steps below to receive warranty authorization.

- Contact Mascot at (800) 668-5560 prior to working on a Mascot remanufactured part that fails within the warranty period. If the part is within the warranty period, or it is believed that there is a warranty reimbursement due on the unit, Mascot must be called prior to working on the warrantable unit.
    - Mascot is open weekdays from 7:30 am to 8:00 pm EST. Leave a message after hours and the call will be returned the next business day.
    - Obtain claim pre-approval and a Warranty Return Authorization ID (WRAID) number. The WRAID number must be listed in the *Supplier Authorization* field of the claim. Failure to enter the WRAID number when submitting a claim may result in a chargeback.
- Warranty coverage applies to the complete unit. No warranty will be paid on piece parts unless approved and authorized by Mascot.

At the time of authorization, Mascot will provide the WRAID number over the phone. On an e-mail copy, the WRAID number is located in the upper right hand of the warranty return authorization.

6.28 Meritor

For information regarding products and services, warranty information, exclusions and limitations, etc., go to: meritor.com.

When to Use OnTrac

OnTrac pre-approval is required for Meritor claims of $1,000 USD or more, except *Misc. Replacement Parts* type claims. *Misc. Replacement Parts* type claims do not require OnTrac pre-approval.

Calling OnTrac is a voluntary option for claims under $1,000 USD; these claims can be submitted in OWL without OnTrac authorization. OnTrac's pre-approval telephone number is: 1-866-OnTrac1 (1-866-668-7221).

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Specific DEF valves DO NOT require OnTrac authorization for the following part numbers **ONLY (does not apply to supersedures)**:

- WAB 975 009 002 0
- TDA S975 009 002 0
- 04-27926-000
- WAB 975 009 101 0
- TDA S975 009 101 0

Specific brake sensors DO NOT require OnTrac authorization for the following part numbers **ONLY (does not apply to supersedures):**

- WAB 441 032 184 0
- WAB 441 032 185 0
- WAB 441 032 381 0
- TDA S441 032 184 0
- TDA S441 032 185 0
- TDA S441 032 381 0

Pinion seal leak repairs DO NOT require OnTrac authorization when total labor time per seal does not exceed 1.5 hrs for the following part numbers **ONLY (does not apply to supersedures)**:

- A1205N2588
- A1205P2590
- A1205Q2591
- A1205R2592

Input cage-to-carrier casting leaks DO NOT require OnTrac authorization where the total labor time per repair does not exceed 2.4 hours, and where the vehicle in-service date is prior to March 1, 2006, for causal O-ring part number:

- TDA 5x1034

OnTrac Number Format

Meritor's OnTrac System issues an OnTrac number for each claim submitted.

The format of the OnTrac number is as follows:

ARM	S, R, or D	123GY1
(Meritor)	(Scrap, Return, or Deny)	(OnTrac #)

- ARMS123GY1: An "S" in the fourth position indicates "Scrap"
- ARMR123GY1: An "R" in the fourth position indicates "Return"
- ARMD123GY1: A "D" in the fourth position indicates a "Denied" claim

Note: Do not submit a claim in OWL for a denied claim unless it is OEM responsibility and Meritor specifically indicates this in their denial reason.

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Submitting OWL Claims

- Meritor claims of $1,000 USD or more require an OnTrac Pre-Authorization number be provided in the *Supplier Authorization #* field
- Claims without authorization number may be denied or charged back
- On *Warranty* type claims, if the PFP is a Meritor component and the failure is the result of a known OEM issue (e.g., installation), enter OEMRESP into the *Supplier Authorization #* field. If there are any doubts regarding OEM responsibility, contact OnTrac directly. Claims with OEMRESP in the *Supplier Authorization #* field will be processed manually.

Returns

Meritor may request return of parts on authorized repairs for sampling or for failure-spike analysis. OnTrac will provide return instructions at the time of the call. In the event a part was returned to Meritor but OWL shows a part disposition of *Return*, to avoid a *No Parts Shipped* chargeback, enter the tracking information into OWL from when the part was sent to Meritor.

6.29 Paint

Elite Enterprises

Claims for paint repairs in excess of $100 USD to Elite Enterprises products (including but not limited to side fairings, bumpers, and mirror housing) require clear photos; include as many as necessary to clearly illustrate the failure. See Supplier Photo Requirements elsewhere in this section.

Hydro Aluminum North America Inc.

All claims submitted to TBB for paint adhesion issues on AG2 entrance doors manufactured by Hydro Aluminum North America, Inc., and installed on C2 bodies must have photos clearly showing the paint adhesion issue prior to repair. Include as many photos as necessary to clearly illustrate the failure and attach directly to the claim.

6.30 Powernet System

The powernet system includes batteries, battery interconnect cables, starters, starter cables, alternators, and alternator cables. To be reimbursed for powernet failures, use of the approved tester, the AutoMeter BCT-460DTNA Powernet Assessment Tool (AutoMeter), is required. Powernet claims with valid AutoMeter test results showing the claimed component failed are eligible for an exemption from NDF chargebacks. To be exempt, the AutoMeter must be used correctly and completely before claim submission. When an AutoMeter test is completed, AMPNET (AutoMeter's cloud-based data warehouse) creates a Powernet Assessment Worksheet. If a powernet system component is entered as the PFP on *Extended Coverage*, *Replacement Part*, and *Warranty* type claims, OWL automatically connects to AMPNET at claim submission. If a valid Powernet Assessment Worksheet is found, OWL attaches it as a PDF file when the claim is submitted. If AMPNET cannot validate the failure, OWL returns a red error message and PDF test results must be manually attached to the claim.

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If a service location does not use the AutoMeter, repairs must be completed using the Powernet Assessment Checklist, available in Service Bulletins 54-278, 54-025, and 54-057. Claims for repairs performed using the Service Bulletin checklist, instead of the AutoMeter, are subject to NDF chargebacks. Use SRT 032-002CC for starter repairs or SRT 031-001CC for alternator and battery repairs (do not use the powernet SRTs) and manually attach the Powernet Assessment Checklist as a PDF.

For suspected tool defects, refer to the applicable Service Bulletin and follow defective tool procedures. Add the ticket number to the *WSC Ticket #* field during claim creation; the claim will not be subject to technical charge-back if a tool defect is confirmed.

Batteries

Battery tags must be kept on file (attached to the repair order) and be available for review or submittal, if requested.

Starters and Alternators

Additional costs associated with upgrades during replacement will not be reimbursed. To maintain warrantability during a field repair, failed component(s) must be removed and replaced, not repaired.

Remy

When a starter or alternator fails, replace the failed part as an assembly with a Remy remanufactured or new component purchased from Company. Use the table below for component replacement options. For vehicles under DTNA Warranty, refer to the truck specification and Company parts system to determine the correct remanufactured starter or alternator.

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Starters

Remy Starter Replacement Guide		
Retail Sold Vehicles or Aftermarket Replacement	**Remanufactured Component**	**New Component**
39MT Starter	Yes	Yes
All Starters Except 39MT	Yes	No
Vehicles Not Retail Sold[1]	**Remanufactured Component**	**New Component**
All Starters	No	No

[1] Vehicles either in transit or that have a failure prior to sale to the end customer.

Alternators

Remy Alternator Replacement Guide		
Retail Sold Vehicles or Aftermarket Replacement	**Remanufactured Component**	**New Component**
All Alternators	Yes	No
Vehicles Not Retail Sold[1]	**Remanufactured Component**	**New Component**
All Alternators	No	No

[1] Vehicles either in transit or that have a failure prior to sale to the end customer.

Core return form (included in the box with every Remy remanufactured alternator and starter) must be completed and attached to the failed part when returned through the commercial core bank.

Leece-Neville/Prestolite

When an originally installed starter or alternator fails, replace the failed part as an assembly; alteration and/or removal of starter relay and related leads/hardware will void Warranty.

Progressive Damage

When a battery fails because a failed alternator overcharged the battery to the point of damage, the alternator is the PFP and the battery failure is considered progressive damage. Using the alternator PFP and component code, submit one (1) claim for both the alternator failure and the battery overcharge failure. Powernet Assessment Worksheet results, which must be attached to the claim, will show the alternator failed and overcharged the battery. Return the alternator if requested; batteries are not returned for overcharge failures.

A battery failure that is not due to a failed alternator overcharging the battery is not considered progressive damage; the battery failure and alternator failure must be filed on two (2) separate claims.

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6.31 Radiators

If the radiator failed due to a leak, it is important to identify where the leak was located. The area of the leak should be clearly identified on the part (e.g., paint pen markings) and provide a description of the location of the leak and the conditions in which it was leaking in the *Repair Details* field of the claim.

Behr Heat Transfer

Behr Heat Transfer requires the replacement of individual failed/defective sub-component parts (channels, core and tank, braces) as needed on warrantable radiator repairs, instead of full assemblies. For coverage to apply, replace individual Behr radiator components; do not replace complete Behr radiator assemblies.

6.32 Radios

Radios are to be replaced, not repaired. Field repairs are considered unauthorized and non-warrantable.

6.33 Refrigerators

Dometic-Tundra

If the failure is a subcomponent, only the claims for the subcomponent will be accepted (e.g., thermistor, power supplier, cooling unit, switch, etc.). Service information is available, including in Service Solution 1981.

Contact information

Dometic-Tundra has diagnostic and repair assistance available.

- Online: www.dometic.com
- (804) 746-1313 or (800) 234-8778
    - Monday through Friday, 8:00 am-5:00 pm EST (North America)

Submitting Claims

File claims through OWL. Add the serial number and model number to the *Supplier Additional Info* field of the claim.

Indel B

Contact Information

For technical and/or customer support, contact:

- Telephone: (502) 867-2888
- Email: service@IndelBNorthAmerica.com

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Submitting Claims

File claims through OWL. Add the serial number and model number to the *Supplier Additional Info* field of the claim.

Thetford Norcold

All warrantable work must be performed at a Company Authorized Service Facility. Refrigerators that are sent to sublet facilities or Norcold Service Centers for repair and then reinstalled at Company Authorized Service Facilities will be denied Warranty.

Subcomponents are to be replaced, not repaired (thermistor, thermostat, power supply, cooling unit, etc.). If one subcomponent fails, replace only that one (1) subcomponent. If two (2) or more subcomponents fail, replace the entire refrigerator.

Submitting Claims

File all DTNA claims directly to DTNA. The refrigerator serial number and model number must be provided in the *Supplier Additional Info* field of the claim.

Contact information

If assistance is required, contact Norcold Technical Service Hotline (800) 444-7210 (Monday through Friday 8:00 am-5:00 pm EST, North America) or go to www.norcold.com.

Panasonic

When failure of a Panasonic Refrigerator is confirmed, the unit must be replaced, not repaired, and the failed unit must be available to be returned for analysis. If a return is requested, ship parts in accordance with the Failed Parts to Ship Recap Report.

Returning a unit

Proper boxing/crating of a refrigerator is critical. Whenever possible, use the box of the replacement unit to package the failed unit.

In order to confirm the failure of a Panasonic refrigerator or to help in troubleshooting, Company Authorized Service Facilities may contact the manufacturer's engineering staff. It is advisable to contact the manufacturer when the end user is at the Authorized Service Facility.

Contact information

Call 800-848-6560 Monday through Friday 7:00 am-4:00 pm PST, North America.

Submitting Claims

If the manufacturer's engineering staff has been consulted, please add their remarks to the *Repair Details* field on the *Failure* tab of the claim.

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6.34 Seats

All seat manufacturers require the replacement of individual defective sub-component parts (knobs, frames, controls, etc.) as needed on warrantable repairs. Replace individual seat components; do not replace complete assemblies when sub-component parts are available.

Published SRTs are available for the most commonly replaced seat sub-components. Refer to the individual seat manufacturer's website or hotline if PartsPro does not fully break down available sub-components.

National Seating

Submitting Claims

Enter the serial number, located on the seat suspension, into the *Supplier Additional Info* field.

Contact Information

For technical assistance in performing seat repairs, contact the Warranty Department at (800) 222-7328. Troubleshooting assistance and service information is available from 8:00 am-4:30 pm EST, Monday through Friday.

TBB Seats

Syntec Passenger Seat Back Failures

Claims for seat back failures must have the Seat Back Failures Field Data Record Form attached; use the *Attachments* tab. The form is located on Thomas Bus Online > *TBB Reference Material* > *Warranty-Syntec Seat Field Data*.

The SRT 174-6784A for 0.4 hours is per vehicle and includes:

- Completing the Syntec Seat Back Failures Field Data Record form
- Taking and submitting photos of failed welds, torn foam, or torn seat cover(s)

Returning Parts (All Suppliers)

- When replacing the driver's seat assembly, TBB claims require return of the seat assembly
- When replacing a seat cover, TBB claims require return of the seat cover

6.35 Shock Absorbers

Gabriel/Gabriel North America

Contact information

For technical assistance, service locations may call the "Gabriel Answerman" at (800) 999-3903 or send an e-mail to answerman@gabriel.com.

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6.36 Steering Gears and Pumps

ZF TRW Ross Gear

ZF TRW has a Technical Assistance Hotline available to all DTNA Authorized Service Facilities to assist in trouble-shooting steering system complaints. The ZF TRW Hotline should be used any time an Authorized Service Facility has a question about a TRW steering system component.

- Complete a Checklist for Troubleshooting Hydraulic Power Steering Systems (STI492) prior to repairing the steering gear and/steering pump
- Contact ZF TRW's Service Hotline at (800) 879-0899 if the problem still exists after the troubleshooting checklist (STI492) has been performed
- Attach the completed Checklist for Troubleshooting Hydraulic Power Steering Systems (STI492) to the claim

Claim Submissions

Attach the completed Checklist for Troubleshooting Hydraulic Power Steering Systems (STI492) to the claim in OWL; retain a copy at service location. Visit the ZF TRW web site for additional resources: https://www.trwaftermarket.com/us/products/heavy-duty/service-literature/.

Part Returns

All ZF TRW steering gears and pumps replaced in a warrantable repair need to be returned, unless otherwise directed.

R.H. Sheppard

R.H. Sheppard offers service locations the opportunity to call in for an authorization number before changing out a Sheppard steering gear.

Contact information

The service hotline is: (800) 2RH-SHEP (800-274-7437). Visit their website at www.rhsheppard.com/home.htm.

Benefits for Pre-Authorization

- No risk of denial or chargeback once an authorization number has been obtained
- Diagnostic assistance from R.H. Sheppard to determine root cause of a customer's steering complaint
- No-questions-asked diagnostic time of one (1) hour with a completed "Troubleshooting Checklist" when pre-authorization is used

Service locations are not required to use the pre-authorization procedure, but any claim for replacement of steering gears when pre-authorization is not used is subject to normal parts return and chargeback rules.

A copy of the M-Series "Troubleshooting Checklist" can be downloaded from the R. H. Sheppard Website: www.rhsheppard.com/customer-service/service-bulletins/.

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6.37 Tanks - Air

Leaking air tanks must be replaced NOT repaired. DO NOT weld any air tank as a repair procedure.

6.38 Tires

Tires (Mounting Issues Only)

Mounting issues are related to incorrect tire mounting at the factory or by the supplier. Tire Mounting includes issues such as improperly seated beads and/or leaking valve stems. File claims through OWL.

Note: Claims for tire defects must be handled between the service location and the tire manufacturer directly, claims submitted in OWL for defective tires will be charged back.

6.39 Transmissions

BROKEN SYNCHRONIZER PINS

Broken synchronizer pin failures *by themselves* are not a warrantable failure because vibrations *external* to the transmission are the cause of the breakage. Claims with the component and failure codes for “synchronizer broken” will not be accepted.

Failure is possible due to progressive damage associated to a warrantable (non-maintenance) failure or condition in the vehicle. In these situations, the warrantable failure must be corrected and a claim submitted using the appropriate component code for the warrantable failure with “repair to the synchronizer pins” claimed as progressive damage.

WORN SYNCHRONIZER LININGS

Worn synchronizer linings are normally caused by:

- A problem in the range-shift system (e.g., defective range shift valve, leak in the system etc.)

  -or-

- A driver/operating issue (e.g., shifting without using the clutch or pre-selecting the gear)

Worn synchronizer linings are warrantable if:

- A warrantable range shift problem is reported and repaired within the transmission time/distance limits and the synchronizer lining fails within 30 days or 10,000 miles (whichever comes first) after repair to the range shift failure

  -or-

- Failure to the synchronizer lining is determined to be caused by a warrantable failure to the range-shift system at time of repair
  - Code the claim as failure to the range shift system with “repair to the synchronizer” claimed as progressive damage

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Note: This policy does not apply to de-bonding of the synchronizer lining from the synchronizer. This is a warrantable failure covered within the published time and distance limits. Refer to the transmission manufacturer's literature to determine how to diagnose a lining wear versus de-bonding failure.

Supplier-Specific Information

Detroit Transmissions

For coverage information about Detroit transmissions, please refer to the applicable parchment on *DTNAConnect > Warranty Lit > Other Warranty Documents > Coverages >* Detroit.

Forms

Forms and documents for diagnostic/repair procedures that are completed per PSL should be attached to the claim or provide the values in the claim narrative. Examples may include but are not limited to Flywheel Housing Runout Calculator and SPN/FMI values.

Mercedes Benz (MB) Transmissions

Pre-approval authorization will be required for MB Transmission repairs of $1,200 USD and over. Pre-approval is available for MB Transmission repairs $500 USD and over.

Note: If a major component is replaced, enter the new model and new serial number in the *Major Component > New S/N* and *Model #* fields on the *Failure* tab **or the claim will be denied**.

MB Transmissions are proprietary components so standard DTNA claim procedures apply to submitting a claim, shipping failed parts, or inquiring about a claim.

In the case of an internal transmission failure (gears, bearings, shafts, etc.) within Warranty, the entire transmission should be replaced rather than repaired; a new exchange unit should be used in the 1st year of Warranty and an Alliance Reman unit afterwards.

To ensure correct diagnostics and repair action, it is strongly recommended to contact technical support prior to any warrantable repair work on MB transmissions.

Contact Information

- Phone: (503) 745-4988 or (503) 745-4965
- Fax: (503) 961-8435
- E-mail: MBTServiceSupport@Daimler.com

Eaton Transmissions

Eaton transmissions have specific replacement requirements for non-warrantable Eaton transmission failures.

If an Eaton transmission fails due to a non-Eaton component failure, follow the information in the table below to maintain Eaton transmission standard and extended warranties. If a remanufactured transmission is installed in the third year, it is not eligible to purchase Eaton extended coverage.

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Eaton Transmission Replacement Requirements for Eaton Non-Warrantable Transmission Failures to Continue Standard and Extended Warranty[1]					
Warranty Without Extended	**Warranty With Extended (XT)**	**Age From Vehicle In-Service**	**and/or**	**Distance From Vehicle In-Service**	**Required Transmission**
2 years/unlimited distance		Up to 1 year	Any distance		New exchange
2 years/unlimited distance		2nd year	Any distance		Eaton reman
	2 years/unlimited distance XT	Up to 2 years	Any distance		New exchange
	2 years/unlimited distance XT	2nd year	Any distance		New exchange or reman
3 years/unlimited distance		Up to 2 years	Any distance		New exchange
3 years/unlimited distance		3rd year	Any distance		Eaton reman
	3 years/unlimited distance XT	Up to 3 years	Any distance		New exchange
	3 years/unlimited distance XT	Over 3 years	Up to 300,000 mi/482 790 km		New exchange or reman
3 years/300,000 mi		Up to 2 years	Up to 300,000 mi/482 790 km		New exchange
3 years/300,000 mi		3rd year	Up to 300,000 mi/482 790 km		Eaton reman
	3 years/300,000 mi XT	Up to 3 years	Up to 300,000 mi/482 790 km		New exchange
	5 years/500,000 mi XT	Over 3 years	Up to 300,000 mi/482 790 km		New exchange or reman
	5 years/750,000 mi XT	Over 3 years	Up to 300,000 mi/482 790 km		New exchange or reman
3 years/350,000 mi		Up to 2 years	Any		New exchange
3 years/350,000 mi		3rd year	Any		Reman
	3 years/350,000 mi XT	Up to 3 years	Up to 350,000 mi/564 000 km		New exchange
	5 years/750,000 mi XT	Over 3 years	Up to 350,000 mi/564 000 km		New exchange or reman

[1] See Eaton Warranty Manual (TCWY-0600) for definitions and coverages and Eaton Warranty Guide (TCWY-0900) for time and distance.

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6.40 Tools

Service Special Tools - Detroit

For defective or broken service tools, refer to Special Tool Warranty Program Tool Letters (14 TL-9, 18 TL-13) for information on what tools are covered and how to file a claim. Any tools not listed in the letters require contacting the tool supplier directly.

Service tools purchased from the PDC that are shipped in error, ordered in error, improperly packaged, recalled, part of a buy-back program, etc., should not be submitted for reimbursement. Contact the PDC or tool supplier for instruction regarding service tool returns.

6.41 WABCO

For claims with a WABCO electronic component as the PFP and greater than $1,000 USD, pre-approval is required for all claim types, except *Misc. Replacement Parts* type claims. *Misc. Replacement Parts* type claims and non-electronic WABCO components (e.g., brakes) are excluded from the pre-approval requirement.

Contacting WABCO is a voluntary option for electronic component claims under $1,000 USD; these claims can be submitted without a WABCO reference code.

For authorization, email wnacustomercare@wabco-auto.com or call WABCO Customer Care Center at 1-855-228-3203.

Reference Code Format

The 10-character number will start with “WAB” and the fourth character will be either an R, S, or D:

- “R” indicates authorized return
- “S” indicates authorized scrap
- “D” indicates denial

Note: Do not submit a claim in OWL for a denied claim unless it is OEM responsibility and WABCO specifically indicates this in their denial reason.

Submitting OWL Claims

- Claims with a WABCO electronic component as the PFP and greater than $1,000 USD require a reference code in the *Supplier Authorization #* field
- Claims without the required reference code may be denied or charged back
- On *Warranty* type claims, if the PFP is a WABCO component and the failure is the result of a known OEM issue (e.g., installation), enter OEMRESP into the *Supplier Authorization #* field. If there are any doubts regarding OEM responsibility, contact WABCO directly. Claims with OEMRESP in the *Supplier Authorization #* field will be processed manually.

6.42 Wheels

Note: TBB claims do not require return of wheels.

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Accuride Corporation

All wheels must be shipped as follows:

- 1 to 3 wheels - ship individually via UPS
- 4 or more wheels - palletize and ship via LTL motor freight

Contact Information

- Technical Support: (800) 869-2275

Gunite

All wheels must be shipped as follows:

- 1 to 3 wheels - ship individually via UPS
- 4 or more wheels - palletize and ship via LTL motor freight

Include the Date Code from wheel or rim in the *Supplier Additional Info* field on the *Claim* tab.

6.43 Wheel Chair Lifts

The following wheel chair lift suppliers require the serial number of the lift to be entered into the *Supplier Additional Info* field of the claim:

- Bode
- Braun
- Maxon
- Ricon

6.44 Windshields

TBB

Windshield stress crack claims require DSM justification from the appropriate DSM and photos. Photos must show:

- The windshield crack prior to repair/removal
- The cause of the stress (weld slag, rivet, etc.)
- Body serial number

6.45 Yokes (Transmission and Rear Axle)

Transmission or rear axle yokes must be replaced, not repaired with a Speedie–Sleeve.

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SECTION 7

HANDLING AND SHIPPING OF FAILED MATERIAL

Handling and Shipping of Failed Material

This section outlines requirements for the following:

- The control of failed and/or replaced parts and administrative systems
- Processing failed and/or replaced parts that are replaced under Warranty
- Freight carriers associated with returning parts

7.1 Parts Retention Requirements

Any part related to a warrantable repair must be retained until reimbursement is received (per credit memo) or until disposition is provided in OWL's parts-related reports, whichever comes first. If a claim number displays on the Scrap Parts Report, all associated parts can be scrapped or returned for core credit according to internal procedures.

7.2 Parts Tagging

All warranty-related repair parts must be tagged individually with a bar code label printed from OWL. Include a completed Failed Parts to Ship Recap Report in the container as a packing list. All parts associated with a single claim must be tagged and shipped in the same carton. Failure to tag all parts or shipping parts of the same claim separately could result in a chargeback. Only the value selected on the *Location* tab will be used to determine if a denied part is returned to the service location. See the Service Location Request for Return of Denied Warranty Material section for more information or the Shipping Failed Parts section for packing instructions.

7.3 Parts-Related Reports

Reports available through OWL provide notice of parts disposition. The service location must follow the instructions on these reports. Go to the OWL Home Page and click the *Reports* link to view a list of available reports. The following reports should be retrieved weekly:

- **Failed Parts to Ship Recap Report** - This report advises which part(s) to ship. Print this report weekly; a copy of this report must be used as a packing list.

  Note: See the No Part To Return or Labor Only Claims section for instructions on what to do if a part number is flagged for return on this report but there is no part to return.

- **Scrap Part Report** – This report advises which parts may be scrapped

  Note: If a claim with a part disposition of *Scrap* has been charged back for being filed incorrectly (i.e., incorrect PFP, Incorrect Part Availability, etc.) and the part is requested to be returned on resubmittal, the resubmitted claim may be charged back if the part is not available.

- **Dealer Warning Report** – This report advises:
  - If shipping information was not entered
  - If a tracking number was entered but shipment was not received
  - See the Parts Tracking Requirements section below for more tracking information

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7.4 Parts Tracking Requirements

Parts tracking is an integral part of the return of failed materials. Parts tracking information must be entered into the *Failed Parts Shipping Inquiry/Update* screen within 23 calendar days of the start date on the Recap Report. Failing to enter the required information in a timely manner may result in a chargeback.

Parts tracking information cannot be entered into the system once tracking status has expired and the claim will be charged back. However, once the claim has been charged back, it can be re-submitted and tracking information can be added when OWL again requests it.

- If the part is still at the service location, a claim may be re-submitted. Include the chargeback invoice number on the new claim and use OWL reports to determine part disposition.
- If the part was already shipped to a Return Center, the part will be automatically returned to the service location. Once the part is received back at the service location, the claim can be re-submitted. Include the chargeback invoice number on the new claim and use OWL reports to determine part disposition.
- If the part was already shipped directly to a supplier, the service location may follow-up with the Warranty Recovery team via a WSC > *Parts Return* ticket approximately 45 - 60 calendar days from the chargeback invoice date. If the supplier has issued a credit on the claim, Warranty Recovery will reverse the charge-back. However, if the supplier has denied the claim, Warranty Recovery will reverse the original charge-back and issue a new chargeback for the correct reason.

7.5 Service Location Request for Return of Denied Warranty Material

Users designated as Dealer Principal or Fleet Warranty Manager may adjust a service location's part disposition by claim type, as desired; those settings can be reviewed via OWL's *User Profile > Claim Preferences* tab. Regardless of a location's settings, part disposition may be adjusted per claim using the *If part found Non-warrantable* drop-down.

When a returned part is determined to be non-warrantable, OWL defaults to a *Return* status. If the service location does not want the part returned, the disposition status can be changed to *Scrap*. Use the *If part found Non-warrantable* drop-down on the *Location* tab of the claim in OWL to review or change the part disposition.

A service location should select *Return* if a part denied Warranty by the supplier needs to be returned; the service location is responsible for return freight charges and brokerage fees (if applicable).

If *Scrap* is selected from the *If part found Non-warrantable* drop-down, the part denied Warranty will be scrapped or processed for core reimbursement. Core charges are not paid on any claims. For more information about core, go to *DTNAConnect > Resources >* Core Management. Scrapped material claims cannot be filed for a technical appeal.

Material that has been denied Warranty by the supplier will be returned to the service location if *Return* was selected from the *If part found Non-warrantable* drop-down in the claim whether or not the claim is charged back by Company.

Note: Often suppliers deny claims to Company but the claim is not charged back to the service location. If the part is marked for *Return*, it WILL BE returned even if the claim is not charged back. The cost of returning the material under these circumstances is still the service location's responsibility.

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7.6 Special Return Requests

A Company representative may request that a part be returned for failure analysis outside of the claim process. When a Return Request is made, a numeric code displays on a service location's Failed Parts to Ship Recap Report; the numeric code will appear with the claim numbers on the report. Follow standard part return procedures when fulfilling a Return Request (e.g., ship within standard time frame, print the bar code label, use the Failed Parts to Ship Recap Report to determine shipping destination, etc.).

7.7 Shipping Failed Parts

Shipping Time Allowance

When Company requests that a part be returned, the part must be shipped and the shipping information entered in OWL within 23 calendar days of the "Start Tracking Date."

Shipping Instructions

All returned material must be properly packaged to avoid damage during shipping; material damaged during shipping because of improper packing is the responsibility of the service location and may result in a chargeback. All parts associated with the same claim must be tagged individually and shipped in the same carton/package; failure to properly tag, package, and/or ship could result in a chargeback. Parts must be shipped according to information provided on the Failed Parts to Ship Recap Report and the instructions below. Tables elsewhere in this section provide instructions that are supplier and country-specific.

- Pack radios with protective wrapping in a sturdy box
- Cap air conditioning compressors for shipment; the caps from the new compressor can be used to cap the failed part. Shipping air conditioning compressors uncapped may result in a chargeback.
- Ship clutches using an approved motor freight carrier

Parts That Must Be Drained

Due to federal shipping regulations and the potential damage to and/or contamination of other parts included in failed part shipments, all failed parts must be drained of all liquid prior to shipping except air conditioning compressors*. Failure to drain parts may result in claim chargeback. Parts containing the following fluids must be drained including, but not limited to:

- Antifreeze
- Brake fluid
- DEF
- Fuel
- Oil*
- Power steering fluid
- Windshield washer fluid

Dispose of all hazardous material in compliance with federal, state, and local regulations.

*See the *Policies by Component > Air Conditioning >* Submitting Claims section for specific shipping instructions.

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Submitting Photos to Supplier

Photos (when requested) replace shipping parts. DO NOT SEND THE ACTUAL PART. The part, if sent, will be returned at the service location's expense.

No Part To Return or Labor Only Claims

A "No Part to Return" or "Labor Only" claim may generate a parts return request on the Failed Parts to Ship Recap Report if the PFP is a part that is normally required for return. If this occurs, a WSC ticket must be submitted prior to the expiration of the 23 day parts tracking time frame with the claim number and requesting that the disposition be changed to *Scrap*. Failure to do so will result in an automatic, system-generated chargeback.

Consolidation

Vehicle Components

To gain cost efficiency, parts should be shipped once a week in conjunction with the printing of the Failed Parts to Ship Recap Report. Whenever practical, vehicle parts (non-Detroit) should be consolidated into a single shipment. Use the Failed Parts to Ship Recap Report as a packing slip to identify which parts are included in a shipment. The following guidelines should be followed when determining whether to ship in a consolidated package or individual shipments:

- Heavy components (e.g., starters, alternators, AC compressors) should not be shipped together with smaller components (e.g., gauges, circuit boards, mirrors) but should be individually packaged and then packed together in a stout, single larger container or on a pallet
- Fragile components, such as air style oil coolers and AC condensers, should be packed in protective wrapping and shipped separately from any other material

Note: A single shipment by Motor Carrier for shipments exceeding 120 lbs is more cost efficient than two (2) UPS shipments of 60 lbs.

Powertrain Components

Powertrain components must be packaged per claim, do not place parts for multiple claims into the same box. If multiple parts are placed in a single box, all parts must relate to the same claim. Detroit Reman Consolidation Centers move boxes unopened between locations; parts for multiple claims must not be mixed. A copy of the Failed Parts to Ship Recap Report placed inside the box must also be affixed to the outside of the box.

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Parts Return Administrative Time

The Company allows 0.1 hours of administrative time for parts returned eligible claims and depends upon the actual receipt of the requested parts, shipped in accordance with guidelines outlined in this manual. The following claim types filed in OWL with a *Return* disposition for failed parts receive the parts return credit:

- Warranty
- Extended Coverage
- Replacement Part
- Misc. Replacement Parts

If a part is not returned or if the part disposition is changed to *Scrap* at the service location's request, the 0.1 hour is charged back.

7.8 Authorized Freight Carriers and Procedures

Material must be shipped following the procedures detailed in the tables that follow. Premium charges incurred as the result of using unauthorized shipping methods or unapproved carriers are the responsibility of the sending location.

Standard Shipping Charges

Shipments must be made using an approved freight carrier. DTNA will not reimburse the freight for parts shipped pre-paid. It is the sending location's responsibility to ship according to published procedures. Freight charges are billed directly to Company unless otherwise noted in the tables below.

Premium Shipping Charges

Sending locations are responsible for any premium charges incurred as the result of using unauthorized shipping methods. These include, but are not limited to:

- Any UPS service other than UPS Ground or Small Parcel, including UPS 2nd Day Air
- Use of non-approved motor freight carrier
- Third party freight bills that cannot be traced to a claim via OWL; these will not be accepted. The freight company will charge the freight directly to the sending location.
- Additional insurance will not be reimbursed

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7.9 Powertrain Components – Shipping to a Detroit Reman Consolidation Center

Preparing Shipments

Powertrain components will be returned to a Detroit Reman Consolidation Center (also known as FCRC):

Reman East
Detroit Diesel Remanufacturing - East Plant #2
8475 Commerce Drive
Cambridge, OH 43725

Reman West
100 South Lodestone Way
Tooele, UT 84074

Use the Failed Parts to Ship Recap Report to determine the appropriate ship-to facility. As previously noted, a copy of OWL's Recap Report must also be affixed to the outside of the box. The service network must refer to DTNA's Core Management Department documentation and guidelines when preparing/shipping powertrain components for Warranty-related inspection and any part with core value. The Core Management Department provides instructions and guides for Return Parts Authorization (RPA) slips, packaging, routing, etc.; shipping requires consolidation with the rest of a location's outstanding cores to reach the 1,000 lb LTL weight minimum. Access Core Management Department documents via *DTNAConnect* > Core Management > *Shipping, Routing, & Packaging Guides.*

OWL does not generate a bar code label for claims with a *Scrap* disposition. If a part has core value, write the OWL claim number or attach a copy of the claim to the RPA packing slip and verify that parts have been properly identified as *Warranty*. Add the RPA number in OWL (*Warranty Failed Parts Ship Inquiry/Update* Screen > *RPA#* field).

Engines

For a warrantable failure in a long block or service replacement engine:

- All components not reinstalled on the replacement engine must be returned in the same shipment
- Oil filters must accompany the failed engine
- If the engine was replaced due to an external coolant or oil leak as a result of porosity, mark the area of the leak
- After a Warranty service replacement engine is used, the failed engine is the property of DTNA. When the Failed Parts to Ship Recap Report identifies that all parts must be returned (not just the PFP), that includes the original failed engine; use standard packing and shipping guidelines. The original failed engine does not have a core charge so return it using the *CNOCORE* designation in Paragon.

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Shipping Guidelines

When returning powertrain components, do not use any DTNA UPS account number associated with vehicle part returns.

Authorized Freight Carriers and Procedures		
Package	**Carrier**	**Method**
Under 150 lbs	UPS Small Parcel (UPSE)	• For warranty-related shipments, use UPS account number: E49591 • All shipments leaving on the same day must be combined onto a single bill of lading. The bill of lading must state, "Third party bill – Detroit Diesel Warranty, 13400 West Outer Drive, Detroit, MI 48239." • Use only when parts must be returned but the 1,000 lb LTL weight requirement cannot be met within OWL's required timeline
Shipping Minimum: 1,000 lbs	Approved LTL carriers	• Shipping requires consolidation with the rest of a location's outstanding cores to reach the 1,000 lb minimum • Use one (1) bill of lading; divide like material onto separate skids • Refer to Core Management Department documentation for guidelines: *DTNAConnect* > Core Management > *Shipping, Routing, & Packaging Guides*

7.10 Vehicle Parts – Shipping to a DTNA Consolidation Center

US Service Locations

Ship failed parts according to the instructions on the Failed Parts to Ship Recap Report. The Failed Parts to Ship Recap Report will identify which Consolidation Center to use. Shipments to the DTNA Consolidation Center in Portland, OR (RTCP) should follow the guidelines in the table below. Send RTCP shipments to:

DTNA Warranty Returns

6121 N. Cutter Circle, Suite C

Portland, OR 97217

Direct Shipments: If final destination is not a DTNA or Detroit Consolidation (Reman) Center, please follow instructions for direct ship on the Failed Parts to Ship Recap Report.

Authorized Freight Carriers and Procedures		
Package	**Carrier**	**Method**
Under 70 lbs and within UPS dimensions	UPS Ground (UPSE)	Ship third party; enter account number 983786; use postal code 97217
Exceeds 70 lbs and/or exceeds UPS dimensions	YRC Freight (YSFY)	• Ship third party; on bill of lading, enter: Daimler Trucks North America LLC, PO Box 4090, Portland, OR 97208-4090 • Exception: Shipments direct to supplier - follow supplier instructions. Use full address shown on Failed Parts to Ship Recap Report.

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Canadian Service Locations

Shipments to the DTNA Consolidation Center (RTCR-Mississauga, ON) should follow the guidelines in the tables below (Authorized Freight Carriers and Procedures – Canadian Service Locations and Approved Motor Freight Carriers for Canada).

All parts MUST be sent to the Mississauga Consolidation Center (RTCR) regardless of what is indicated on the Failed Parts to Ship Recap Report (unless shipping address designates a Canadian supplier.) Send RTCR shipments to:

Daimler Trucks NA

C/O ITN Logistics

6975 Pacific Circle, Unit A

Mississauga, ON L5T 2H3

Direct Shipments: If final destination is not a DTNA Consolidation Center, please follow instructions for direct ship on Failed Parts to Ship Recap Report.

Authorized Freight Carriers and Procedures - Canadian Service Locations		
Package	**Carrier**	**Method**
Under 70 lbs and within UPS dimensions	UPS Ground (UPSE)	Ship “Third Party,” use account number 028-8W5; use postal code L5N 6J5
Exceeds 70 lbs and/or exceeds UPS dimensions	Refer to *Approved Motor Freight Carriers for Canada* table (below)	• Use full address shown on Failed Parts to Ship Recap Report • Ship using third party billing to: Daimler Trucks North America LLC, PO Box 4090, Portland, OR 97208-4090

Approved Motor Freight Carriers for Canada	
Shipping Location	**Carrier**
Alberta, British Columbia, Manitoba, Northwest Territories, Saskatchewan, and Yukon Territory	Canadian Freightways (CFEL)
New Brunswick, Newfoundland, Nova Scotia, Ontario, Prince Edward Island, and Quebec	Day and Ross (DARS)

7.11 Vehicle Parts – Shipping Directly to Suppliers: All Makes Except Detroit

Material sent directly to suppliers must be shipped following the procedures detailed in the tables below, which are divided for US and Canadian locations. Premium charges incurred as the result of using unauthorized shipping methods or unapproved carriers are the responsibility of the service location.

In order to keep non-warranty cores separate from warranty-related parts, place all warranty-related parts in a separate box and mark, “WARRANTY.”

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U.S. Service Locations

Shipping procedures set forth by a specific supplier must be followed if shown in the table below; otherwise, follow the row titled, *All Other Suppliers*.

Shipments to Suppliers - U.S. Service Locations						
Supplier	**Package Type**	**Special Info**	**Carrier/Method**	**Carrier Code**	**Billing**	**Address To**
Dana-Spicer Heavy Axle & Brake Div.	Under 150 lbs	Include copy of claim	FedEx Ground; locations without a daily FedEx pickup must call Ann Dewaters at Dana Global Logistics (260) 481-3735.		Collect: Dana account #: 6350-2401-1	Dana Corporation - CV Axle Warranty Return Center, 6515 Maumee Western Rd., Maumee, OH 43537
Dana-Spicer Heavy Axle & Brake Div.	150 lbs and over	Include copy of claim	Call Menlo Worldwide at (248) 648-6201; identify that the Warranty return is for commercial vehicle axle and driveshaft; Menlo will coordinate material pickup.		Call Penske Logistics at (855) 456-3867, press option 2 then option 1 for order entry; identify that the return is for Dana drive axle and Penske will arrange for material pickup.	Dana Corporation - CV Axle Warranty Return Center, 6515 Maumee Western Rd., Maumee, OH 43537
Eaton Clutch Div.	Clutches	Do not ship via UPS	Old Dominion	ODFL	Ship Freight Ground Collect; bill charges to Eaton Clutch Division, 201 Brandon, Auburn, IN 46706	Full address shown on Failed Parts to Ship Recap Report
Eaton Transmission	Transmission under 100 lbs and within UPS dimensions		UPS Ground	UPSE	Collect Ground; account #: 0XW780 (zeroXW78zero)	Full address shown on Failed Parts to Ship Recap Report

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Shipments to Suppliers - U.S. Service Locations						
Supplier	**Package Type**	**Special Info**	**Carrier/Method**	**Carrier Code**	**Billing**	**Address To**
Eaton Transmission	Transmission exceeds 100 lbs and/or exceeds UPS dimensions		Old Dominion	ODFL	Ship Freight Ground Collect; bill freight charges to Eaton Corp., Transmission Division, 13100 E. Michigan Ave., Galesburg, MI 49053	Full address shown on Failed Parts to Ship Recap Report
Remy	Under 150 lbs and within FedEx dimensions		FedEx Ground, unless otherwise noted on Failed Parts to Ship Recap Report	FEXC, unless otherwise noted on Failed Parts to Ship Recap Report	Third party account #: 169565287	Remy Reliability Center, 214 Fellowship Rd., Taylorsville, MS 39168
Remy	Exceeds 150 lbs and/or exceeds FedEx dimensions		Call ProTrans to schedule a pickup: (888) 747-7369		Notify ProTrans of “BorgWarner Reliability Center” pickup, third party billing	Remy Reliability Center, 214 Fellowship Rd., Taylorsville, MS 39168
All Other Suppliers	All	Follow directions on Failed Parts to Ship Recap Report	Follow supplier instructions		Follow carrier instructions	Follow directions on Failed Parts to Ship Recap Report

Canadian Service Locations

Shipping procedures set forth by a specific supplier must be followed as shown in the table below. If supplier is not listed, follow the instructions in the *Authorized Freight Carriers and Procedures – Canadian Service Locations* and *Approved Motor Freight Carriers for Canada* tables elsewhere in this section.

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Shipments to Suppliers - Canadian Service Locations						
Supplier	**Package Type**	**Special Info**	**Carrier/Method**	**Carrier Code**	**Billing**	**Address To**
Dana-Spicer Heavy Axle & Brake Div.	Under 150 lbs	Include copy of claim	FedEx Ground; locations without a daily FedEx pickup must call Ann Dewaters at Dana Global Logistics (260) 481-3735.		Collect: Dana account #:2417-2740-8	Dana Corporation - c/o Axiom Warehousing, 165 Orenda Rd., West Brampton, ON L6W 1W3
Dana-Spicer Heavy Axle & Brake Div.	150 lbs and over	Include copy of claim	Call Menlo Worldwide at (248) 648-6201; identify that the Warranty return is for commercial vehicle axle and driveshaft; Menlo will coordinate material pickup.		Call Penske Logistics at (855) 456-3867, press option 2 then option 1 for order entry; identify that the return is for Dana drive axle and Penske will arrange for material pickup.	Dana Corporation - c/o Axiom Warehousing, 165 Orenda Rd., West Brampton, ON L6W 1W3; phone #: (905) 456-7888, ext.224 In the body of the bill of lading, print: Third Party Billing to: Dana-Kalamazoo, Data Logistics, PO Box 6030, Grand Blanc, MI 48480
Eaton Clutches	80 lbs and over	Ship freight collect	Follow supplier instructions			Eaton Warranty, EFLN #002508, 2160 Williams Parkway, Brampton, ON L6S 5X7
All Other Suppliers	All	Follow directions on Failed Parts to Ship Recap Report	Follow supplier instructions		Follow carrier instructions	Follow directions on Failed Parts to Ship Recap Report

7.12 Vehicle Parts – Carrier Codes: All Makes Except Detroit

Shipments must be made using an approved freight carrier. Approved freight carriers and requirements are listed elsewhere in this section. Service locations are responsible for any premium charges incurred as a result of using unauthorized shipping methods or carriers.

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Carrier Codes for Generally Authorized Freight Carriers*

Country	Carrier	Carrier Code
CAD	Canadian Freightways	CFEL
CAD	Day and Ross	DARS
CAD	Manitoulin	MXTN
U.S.	Cabano	CABX
U.S.	Epic ExClick	EEPD
U.S.	Purolator	PRLA
U.S.	QuickX	QXTI
U.S.	Robert Transport	CBPT
U.S.	United Parcel Service (UPS)	UPSE
U.S.	YRC Freight	YSFY

*Powertrain component freight carriers may vary, see Core Management Department guidelines at *DTNAConnect* > Core Management.

Carrier Codes for Supplier-Specified* Freight Carriers

Carrier	Carrier Code
AAA Cooper Transportation	AACT
ABF Freight System	ABFS
Central Freight	CENF
Central Transport Inc.	CETL
Conway Western ExClick	CWWE
FedEx	FEXC
Southeastern Freight Lines	SEFL
USF Dugan	DUGN
USF Reddaway	RETL
USF Red Star	RSEC
USF Bestway	TNBW
USF Holland	HMES
Watkins	WWAT
YRC Freight	YFSY

*Unless they are specifically requested by the supplier, using these carriers may result in a chargeback.

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SECTION 8

CLAIM-SUPPORTING RECORDS

Claim-Supporting Records

This section outlines the proper procedures for documenting warrantable repairs. The Warranty, Service, Parts, and Accounting Departments are responsible for following these guidelines.

8.1 Customer Signature on Warranty Repairs

Initial Vehicle Drop-Off

There are a number of acceptable methods to acquire customer authorization to perform warranty-related repairs. Use one (1) of the following nine (9) methods for initial vehicle drop-off:

- Customer signature on repair order at time of vehicle drop-off (preferred method)
- Signed Vehicle Drop-Off Form (WAR294)
- Use of customer-developed Vehicle Drop-Off Form* specific to Area of Responsibility
- Faxed in Vehicle Drop-Off Form
- Purchase order/reference number from customer to be included on repair order; purchase order must be available upon request
- An e-mail from the customer, dated prior to or up to 30 calendar days after the repair date, containing all of the required information (except customer signature) as a customer-developed Vehicle Drop-off Form*. Print e-mail and attach to repair order.
- Documented phone call; documentation to include first and last name of caller, date, time, and location's Service Manager or Person In Charge signature, containing all of the required information (except customer signature) as a customer-developed Vehicle Drop-Off Form*.
- Electronically documented communication for authorization from customer, dated prior to or up to 30 calendar days after the repair date, containing all of the same required information (except authorizing signature) as a customer-developed Vehicle Drop-off Form*
- In extenuating situations when the customer will not sign the repair order, the location's Service Manager or Person In Charge can sign and date the repair order. Include a comment on the repair order that the customer would not sign.

Note: Location Service Manager or Person In Charge must sign repair orders for warrantable work performed to new or used vehicles/engines in service location stock, or vehicles in-transit between the factory and the initial drop-off point.

*Customer-Developed Vehicle Drop-Off Forms

When a customer purchase order, customer-developed Vehicle Drop-off Form, or other non-DTNA form is used, the following information must be included:

- Drop-off date
- Vehicle serial number (last six digits of VIN)/ fleet number
- Items to be inspected/repaired
- Authorizing signature

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Add-On Repairs

See *Repairs Added to Original Repair Order* section below.

8.2 Repairs Added to Original Repair Order

Before any warranty-related service is added to a repair order (that has already been signed by the customer), the Customer must authorize the repair and the Service Manager or Person In Charge must initial the repair order.

When the repaired vehicle is returned to the customer, the customer should initial the previously authorized change(s). However, the following will be considered acceptable documentation for add-on repairs in lieu of the requirement for customer's initials on the repair order at vehicle pick-up.

- Documented phone call; documentation to include:
  - First and last name of caller on phone call
  - Additional repairs that were authorized
  - Vehicle serial number/fleet unit number
  - Date
  - Time
  - Service Manager or Person In Charge signature
- E-mail authorization from customer noting:
  - Additional repairs that were authorized
  - Vehicle serial number/fleet unit number
  - Date
  - Time

Repair details on the original repair order must match the details on the claim. During a Warranty audit, an add-on warrantable repair that is not properly documented may be disallowed.

8.3 Off-Site Technician

Requirements

All repairs performed at off-site locations are required to comply with DTNA policies and procedures including valid time records and technician notes identifying validation of customer complaint, cause, and correction.

Customer approval is required for all warranty-related repairs performed at off-site locations.

- Warranty-related complaint should be identified by Customer Facility Manager
- Complaint should be documented and authorized by Customer Facility Manager prior to technician performing repair
- A warranty-related service added to the original repair order after the original complaint must be authorized by the Customer Facility Manager and approved by Dealer/Distributor Service Management

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Recommendations

Dealer/Distributor Service Manager should have controls in place to adequately monitor off-site technician activity. Technicians should discuss repairs greater than four (4) hours with their Service Management prior to initiating repair.

Technicians at off-site locations should be rotated at least annually.

Dealer/Distributor Service Manager should visit each off-site location periodically to review, validate, and sign-off on the following:

- Repairs performed
- Paperwork supporting each repair
- Parts tagged
- Time records

It is recommended that the Dealer/Distributor Warranty staff provide analytical over-sight and inform their Service Management of all repetitive repairs. It is suggested that they do the following:

- Monitor the Warranty Scorecard for abnormal trends
- Periodically review incoming paperwork looking for trends

8.4 Supporting Documentation for Warranty Repairs

To verify the accuracy of information on the warranty-related claim, it is the service location's responsibility to keep all records related to the repair as the basis for submitting a claim. As a courtesy to assist customers in maintaining accurate vehicle records, service locations should provide customers with copies of no-charge invoices that identify completed warrantable repairs.

Vehicle serial numbers listed on claim documentation must be traceable back to the correct vehicle in the event of a duplicate serial number.

Scanned documents are acceptable for supporting records; however, any documentation which is illegible or missing due to data loss, file corruption, or any other reason may result in claim chargeback if the original physical document is unavailable.

These records must be arranged in a systematic order and be accessible for examination by a Company representative for a minimum of three (3) years following the date of claim payment unless instructed to maintain for a longer period.

Supporting documents include, but are not limited to, the following:

- Accounting copy of the repair order
- Customer's complaint list or purchase order signed by the customer (or notation of verbal approval) for repairs performed at the customer location
- Location claim copies
- Cash sales invoices
- Outside purchase invoices for parts or service
- Purchase orders
- Battery tags
- Applicable journals and ledgers

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- Payroll records that include the Accounting copies of the technician's daily time; job tickets with employee's name and/or number; and the repair order number
- Customer service record
- Technician's original description of repair, including cause and correction
- Advanced Diagnostic troubleshooting reports
- Original, unadjusted labor posted audit report
- Photos, if required for claim
- Electric time entry records, detailed as required
- Non-DTNA sourced part invoices
- Corporate Authorization Reference/Ticket number (e.g., from CAC, Warranty, DTR, etc.)
- Supplier Pre-Approval Requests (e.g., Meritor, Eaton, etc.)
- Credit to the CPWA/CPPRA, if applicable

It is not necessary to attach the TBB Pre-Delivery Inspection form (WAR402) to the claim but the original must be retained by the submitting location for seven (7) years. Full documentation must be made available for Company review, if requested.

Records may be kept either in physical paper form or electronically as long as there is no loss of data.

Sublet Documentation

To be considered valid documentation, all sublet invoices must:

- Identify the repair facility
- Include at least one (1) of the following:
  - Purchase order number
  - Repair order number
  - Fleet unit number
  - Product serial number or last six digits of VIN
- Display labor as either a total amount or in itemized operations
  - Exceptions: Labor not required on sublet invoices under $150 USD or towing invoices without road-side repair charges.
- Contain an itemized list of all materials/parts used for repair
- Be attached to claim and retained by the Authorized Service Location; documentation must be available upon request

8.5 Vehicle Service Records

To administer new product Warranties, a vehicle service file must be established and maintained. Warranty-related records and documents are required to support claims. Each document must have the vehicle's serial number recorded on it by the person initiating the document.

Supporting documents include, but are not limited to:

- EPOD
- New Vehicle Receipt to Delivery Checklist (WAR265)

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- Inactive Vehicle Maintenance Schedule(s) (WAR255)
- Pre-Delivery Inspection Form (WAR264)
- New Vehicle Receipt Checklist (non-TBB bodies and chassis only)
- Vehicle Acceptance Form (TBB bodies and chassis only)
- Warranty Start Form (WAR275)
- Warranty Registration Pre-Delivery Form (TBB bodies and chassis only)
- Advanced Diagnostic troubleshooting reports
- Warranty-related claim forms or computer printouts for a transmitted claim
- All priced repair orders showing technician clock-time and written description of work performed
- All invoices for outside purchased parts or service
- Copy of claim summary page displaying approved claim
- Service location initiated repair orders for routine maintenance services

8.6 Parts Inventory Records

An accurate parts inventory control system and a record of purchases must be maintained. Parts that are issued and used for warrantable repairs must be traceable in the repairing facility's parts inventory system. The purchase history of parts claimed in warrantable repairs may be requested by auditors and should be available during a Warranty audit. DTNA-sourced parts must be individually listed on the Accounting copy of the repair order.

8.7 Recording Warranty Time

All claims must be supported by time cards and time entries on the repair orders. Copies must be kept in the vehicle's service files.

Record warranty-related time as follows:

- The time must be punched by a time clock, recording date and time on a technician's "Daily Time And Operation" ticket, NOT the repair order itself
- The technician must record the time at the beginning and end of each operation
- The time clock must show the time in hours and tenths of hours
- The Service Manager or Person In Charge must initial handwritten time entries and any changes to any time record
- The technician must record a description of the work performed on the repair order each time a mechanic punches on and off the repair or condition

When utilizing an electronic time and/or technician description entry system to record labor, the following information must be maintained at the service location(s) for each warranty repair performed:

- Technician's number
- Start and stop times with dates
- Technician's original description of repair (including cause and correction) each time a technician punches on and off the repair or condition
- Explanation and Service Manager or Person In Charge signature authorizing any adjustments to labor hours

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Adjusted time (handwritten or electronic) must be properly documented and authorized by the Service Manager or Person In Charge; the following information must be maintained at the service location(s) for each warrantable repair performed:

- Written explanation for the reason of the time change
- Technician's number
- Repair order number
- Operation/job number of specific repair
- Audit trail which includes:
  - Original start and stop times with dates
  - Adjusted start and stop times with dates

Technician's Work Performed

Any condition that is claimed as a warrantable repair must be described in the technician's own words. Each condition must be described separately. The text of the technician's description of the work must include the following for each repair:

- Complaint
- Cause of the complaint
- How the complaint was corrected

If the repair was completed over multiple days, the technician must provide a description of work performed for each day labor time is claimed.

If the description is insufficient to support the claim, the claim may be disallowed during a Warranty claim audit.

In addition to the above requirements, if technicians enter their descriptions electronically, the system must record date, time, and tech ID next to each description. Business system logic must not allow any editing after original technician descriptions/stories have been recorded. If the technician's description is recorded electronically by another employee, the original handwritten description must be retained.

Recording Repair/Diagnostic Time

If repairs are covered by SRT or SDT, the Technician must "clock on" using the "Daily Time and Operation" ticket (when the operation starts) and "clock off" (when the operation is completed). For repairs not covered by SRT or SDT, the total amount of time that can be claimed cannot exceed the technician(s) total documented time for the operation. Refer to the section titled General Policies in this manual for SRT/SDT guidelines.

Non-warrantable repair times must also be recorded.

When the repair is completed and the time has been clocked off, the top section of the "Available Time" section of the "Daily Time and Operation" ticket must be punched and attached to a copy of the repair order. The "Daily Time and Operation Ticket" must show:

- Date (on top)
- Employee's name and/or number
- Repair order number
- Repair operation number

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The Accounting copy of the “Daily Time and Operation” must be identical to the top copy. The hard copy of the “Daily Time and Operation” must be retained by the service location.

Multiple Repairs

When a customer has multiple complaints on a vehicle (e.g., replacing a radio as well as replacing a wheel bearing), each repair must have a separate time punch. However, if a single complaint is a result of related multiple failures, the repairs may be included in a single time punch.

Failure to account for time spent on individual warrantable repairs may result in the disallowance of warranty-related claims.

8.8 Warranty Claims Audit

As provided in the Company Agreement, authorized Company representatives may exercise the right to examine service location and repair facilities, records, accounts, and all on-hand Company products during service location’s regular business hours.

The Warranty audit provides Company with an opportunity to assist a service location with warranty-related claims processing and to ensure that the service location’s reporting and documentation procedures comply with agreed upon terms. It also ensures that warranty-related issues are resolved in a consistent manner for Company customers.

When a Warranty audit is planned, the service location will be notified of:

1. The audit date and time
2. The warranty-related claims and records to have available

Upon arrival, the Warranty Audit team will explain the audit procedure to the appropriate service location personnel. When the review is completed, the auditors will meet with the location’s managers along with the DSM or Regional Service Manager, if available, and present the team’s findings and recommendations. The service location will be provided with a written report of the review.

During an audit, the following represents categories that will be considered for adjustments of warranty-related claims:

- Mis-represented claims
- Falsified supporting documents
- Unsubstantiated claims
- Suspect trend-type or repeat repairs
- Flagrant excessive charges

All information recorded on a warranty-related claim must be:

- Accurate in every respect
- Supported by written records
- In compliance with the documentation requirements and general policies of this manual
- Reflective of the terms of the respective Company agreement

Any warranty-related claim that is for a failure that is not warrantable or that is unsubstantiated will be disallowed (in full or in part) and will be subject to chargeback.

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SECTION 9

STATE, PROVINCIAL, AND FEDERAL REGULATIONS

State, Provincial, and Federal Regulations

This section outlines state, provincial, and federal regulations that apply to warranty-related procedures.

9.1 State and Provincial Regulations

Every state and province has passed legislation that affects the manner in which business is conducted. Certain legislation pertains to warranties or so called “lemon laws;” others deal with trade practices and customer protection. Contact appropriate state or provincial agencies and obtain legal counsel to become thoroughly familiar with all applicable laws and regulations.

9.2 Compliance with State, Provincial, and Federal Regulations

The Company Agreement states that the participating service facility will comply with all applicable provisions of federal, state, provincial, and local laws that relate to all vehicle types, parts, accessories, or other products that may be purchased by the service location from Company. These include, but are not limited to, laws relating to:

- Safety
- Emissions
- Noise
- Damageability

To help comply with these laws, Company will provide service location, and service location will provide Company, such information and assistance as may be reasonably requested to fulfill legal obligations.

9.3 National Traffic and Motor Vehicle Safety Act as Amended

Section 108(a) “Prohibited Acts” of the National Traffic and Motor Vehicle Safety Act states:

“NO PERSON SHALL MANUFACTURE FOR SALE, SELL, OFFER FOR SALE, OR INTRODUCE OR DELIVER FOR INTRODUCTION IN INTERSTATE COMMERCE, OR IMPORT INTO THE UNITED STATES ANY MOTOR VEHICLE OR ITEM OF MOTOR VEHICLE EQUIPMENT MANUFACTURED ON OR AFTER THE DATE ANY APPLICABLE FEDERAL MOTOR VEHICLE SAFETY STAN- DARD TAKES EFFECT UNDER THIS TITLE UNLESS IT IS IN CONFORMITY WITH SUCH STANDARD.”

Whoever violates any provision of Section 108(a) of the Safety Act or any regulation issued thereunder is subject to a civil penalty not exceeding $1,000 USD for each violation, except that the maximum penalty shall not exceed $800,000 USD for any related series of violations.

Noise Control Act of 1972

Section 10(a)(2) prohibits:

“ANY DEALER TO REMOVE OR RENDER INOPERATIVE OR TO REPLACE ANY NOISE COMPONENTS FROM ANY PRODUCT IN COMPLIANCE WITH NOISE REGULATIONS.”

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Section 11 states that any service location who willfully or knowingly violates Section 10(a)(2) of this Act shall be punished by a fine of not more than $25,000 USD per day of violation, or by imprisonment of not more than one year, or by both.

Clean Air Act Amendments of 1990

Section 203(a)(3) “Prohibited Acts” of the Clean Air Act makes it unlawful:

“FOR ANY PERSON TO REMOVE OR RENDER INOPERATIVE ANY DEVICE OR ELEMENT OF DESIGN INSTALLED ON OR IN A MOTOR VEHICLE OR MOTOR VEHICLE ENGINE IN COMPLIANCE WITH REGULATIONS UNDER THIS TITLE PRIOR TO ITS SALE AND DELIVERY TO THE ULTIMATE PURCHASER OR KNOWINGLY TO REMOVE OR RENDER INOPERATIVE ANY SUCH DEVICE OR ELEMENT OF DESIGN AFTER SUCH SALE AND DELIVERY TO THE ULTIMATE PURCHASER.”

Section 203 also prohibits switching non-identical components or parts from one model to another or the installation of components or parts that are not originally certified.

Section 205 of the Clean Air Act states that, “any Dealer who violates paragraph 3 of Section 203(a) shall be subject to a civil penalty of not more than $25,000 USD per engine.” It is illegal to sell a vehicle from service location inventory if the vehicle is:

- Not in compliance with the Federal Motor Vehicle Safety Standards
- Not in compliance with the EPA
- To be modified under Recall and the repair has not yet been performed

Stringent government regulations concerning all Recall Campaigns, as well as concern for the safe motoring of vehicle owners, makes compliance with the above laws mandatory. Further, the Company Agreement requires compliance with such laws. Conviction of a violation of such laws would be considered grounds for termination of the Company Agreement.

9.4 Regulatory Labels

It is the service location’s responsibility to assure the labels are affixed to the vehicle that corresponds with the VIN on the label.

- Certification Labels: Under regulations established by the National Highway Traffic Safety Administration (NHTSA) and Transport Canada (TC), Company is required to affix a label to each vehicle certifying that the vehicle conforms to all applicable U.S. or Canadian motor vehicle safety standards in effect on its date of manufacture. The label includes the VIN, month, and year of manufacture of the vehicle. The label must be riveted or permanently affixed to the vehicle in such a way that it cannot be removed without destroying or defacing it.
- Noise Emission Labels: Each complete vehicle delivered in the U.S., certified under the EPA’s exterior drive–by noise emission regulations must have a noise emission label permanently affixed to the vehicle in such a way that it cannot be removed without destroying or defacing it.
- Emissions Control Information Labels: These labels contain the engine serial number, model number, and engine family as well as application, certification, and EPA compliance information. With any order for parts, the engine serial number must be given. In addition, if a type number is shown on the label covering the equipment required, this number should also be included on the parts order. It is important that the service location explain to the owner or operator the value of the Emissions Control Information Label and that it is required by law.
- Clean Idle Labels: These labels display an engine’s compliance with California’s Air Resources Board regulations. New Clean Idle Labels cannot be ordered or applied to a vehicle without reprogramming the MCM to be clean idle compliant. If a warrantable failure occurs that mandates that the MCM/Common

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Powertrain Control Module (CPC) be reprogrammed, Clean Idle can be enabled at that time. Labels that have been lost or discarded must be replaced and are the responsibility of the requesting location.

9.5 Replacement Labels

It is the service location's responsibility to assure the labels are affixed to the vehicle that corresponds with the VIN on the label. Fees may be incurred for replacement labels.

- Certification Labels: Due to legal regulations, new labels can only be sent to Authorized Service Locations. Replacement certification labels may be requested from the Company. The Certification Label Request form for all makes except TBB can be found in online at *DTNAConnect > Services and Reference >* Request for Certification Label or OWI.

  If a replacement Certification Label or Incomplete Vehicle Label is required due to a warrantable failure, the cost will be reimbursed and must be submitted on the claim with the warrantable repair.

  TBB will replace faded or blurred data stickers at no charge on units built prior to January 1, 2010. In order to receive a replacement sticker, a photo of the unreadable label is required. All replacement data stickers will be sent by regular mail unless the service location provides a UPS number. The sticker will then be shipped at the location's expense. A charge will be incurred to replace stickers for matters other than faded, blurred, or incorrectly sent from the factory. To request new data stickers from TBB, complete the Request for New Data Sticker form located online at *DTNAConnect > Warranty Lit > Other Warranty Documents >* Forms *> TBB Request for New Data Sticker*. Submit the completed form to TBB via the WSC *>Vehicles > Registration > TBB Data Sticker Request*.
- Noise Emission Labels: Any request for a replacement Noise Emission Label for a new vehicle (i.e., damaged or missing upon arrival) must be verified by a DSM or Regional Service Manager and approved by the Company Compliance and Regulatory Affairs Department.
- Emission Control Information Labels: Replacement labels for Company engines can be ordered via DTNAConnect *> Detroit Extranet > Order Center*. For additional information, contact the Customer Support Center at (800) 445-1980.
- Clean Idle Labels: Replacement requests for Company engines require an explanation and the label serial number from the label being replaced. If the label is severely damaged and the serial number is unreadable, send photos and return the remains of the label. For more information about ordering Clean Idle Labels, go to DTNAConnect *> Detroit Extranet > Order Center*.

9.6 Registration of Tires

As per the National Traffic and Motor Vehicle Safety Act of 1966, 15 USC 1381, as amended, manufacturers must retain records of names and addresses of the first purchasers of new and re-treaded vehicle tires. This is necessary for customer notification should a Recall arise. All tires manufactured after May 22, 1981, must carry a "DOT" number.

A service location may be affected by this law in the following situations:

- Selling new or re-treaded tires
- Replacing damaged tires
- Installing other than original equipment tires

Original equipment tires are pre-registered by Company. The law permits exchanging makes of tires provided tires are correctly marked, of the proper size, and are approved for Company vehicles. If the service location elects to

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supply other than the original equipment tires, the service location should contact those suppliers for registration instructions.

9.7 Odometer

Vehicle Odometer

Company policy is to provide replacement instrument panels with odometers set to zero (0) to avoid conflicts with the odometer tampering provisions of United States Code, Title 49, Chapter 327 and similar state laws.

49 USC Chapter 327 permits a person to "-service, repair, or replace an odometer of a motor vehicle if the mileage registered by the odometer remains the same as before the service, repair, or replacement." If the distance cannot remain the same, the odometer must read zero (0) and there must be written notice on the left door frame. 49 CFR Part 578 prescribes civil penalties for violation of 49 U.S.C. Chapter 327.

Permitting adjustment of odometers for replacement instrument panels eliminates any assurance that they will "remain the same." The only way to ensure compliance with federal and state odometer tampering laws is to set the replacement odometers to zero (0).

Engine Odometer or Hourmeter Changes

In the event an engine odometer or hourmeter is changed to reflect less than actual mileage driven or hours of usage, the applicability of the aforementioned Warranties shall be determined in accordance with actual rather than odometer miles or hourmeter hours as then determined by DTNA from the facts available.

Power Take-Off Use

In the case of a vehicle used as a stationary engine in conjunction with power take-off (PTO) equipment or where usage is not recorded by mileage registered on the odometer, one (1) hour of such use shall be deemed the equivalent of 33 miles.

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SECTION 10

RECALL AND FIELD SERVICE CAMPAIGNS

Recall and Field Service Campaigns

10.1 Recall and Field Service Campaigns

Recall Campaigns

A recall campaign is initiated when DTNA and/or NHTSA or TC determine that certain vehicles have a safety defect or require modification for non-compliance with federal regulations.

Federal regulations governing recalls require that:

- Recalls be completed in a reasonable time after a vehicle is tendered for repair (currently 60 calendar days or less)
- Recall remedies be provided at no charge to the customer
- Aftermarket parts with the same defect as production parts used in affected vehicles are recalled
- Customers who have paid to have a recall issue corrected prior to the availability of a remedy without charge (start of the actual recall campaign) are reimbursed for those repairs

Recalls address urgent safety issues and service locations should work with customers to complete recall campaigns as soon as possible.

Recall Clearance for Import to Canada

For vehicles, bodies, or chassis being imported into Canada, the Canadian government requires documentation that there are no open recalls (either the vehicle/body/chassis is not involved in any recalls or any applicable recalls have been completed). The required documentation is a screen print of the *Campaign Details* screen in OWL provided by a service location. Information provided by Company corporate offices is not accepted by the Canadian government.

When a customer requests documentation on a vehicle, body, or chassis, please do the following:

- Check OWL for involvement in recalls and whether they are open or completed
- Inform the customer of any open recalls and make arrangements to complete the work
- Submit any recall claims immediately
- When there are no open recalls, provide a screen print of the OWL *Campaign Details* screen to the customer

Field Service Campaigns

A field service campaign is Company-initiated for non-safety-related reasons and for product improvements.

Recall and Field Service Campaigns for Non-DTNA Chassis

In the event of recall and field service campaigns for powertrain components in non-DTNA chassis, Detroit sends notice to the impacted OEMs to initiate a recall or field service campaign, as appropriate.

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Unmodified Vehicles

Company policy supports Section 2504 of the Intermodal Surface Transportation Act of 1991 that prohibits a service location from selling a new vehicle unless all outstanding recalls have been completed. It is Company policy that all outstanding recalls also be completed prior to delivering a used DTNA product to the customer.

Service locations must verify that all outstanding recalls have been completed prior to delivering a vehicle to a customer and should also verify that any vehicle received for service has had all required recalls completed.

Service locations must complete all outstanding field service campaigns prior to the delivery of a vehicle. Failure to do this puts service locations out of compliance with the Sales and Service Agreements entered into with the Company. Service locations will be liable for any progressive damage that results from its failure to complete campaigns before delivery of a vehicle.

The Company encourages customers to have their vehicles repaired by same-brand Authorized Service Facilities. However, DTNA allows campaigns to be performed by alternate Company facilities when a same-brand Authorized Service Facility is not reasonably accessible to the customer. For any questions pertaining to this subject, contact the Warranty Campaigns Department by submitting an inquiry via *DTNAConnect* > WSC > *Campaigns* > *Campaign Inquiry*.

10.2 Campaign Notification

Service Location Notification

Campaign bulletins and other information will be posted online at DTNAConnect. In the *Recall and Field Service Campaigns* section, the notice, “New in the past 10 days,” alerts service locations when new campaigns or other information is available.

Campaign bulletins specify campaign information including:

- Issue addressed
- Corrective action
- Required parts
- Ordering instructions
- Work instructions
- Reimbursable time allowances
- Copy of the owner notice
- Recalled aftermarket parts
- Other relevant details

It is very important that all service location personnel are aware of recall and field service campaigns and are familiar with all necessary procedures.

Service Location Vehicle Lists

Service locations can access a list of affected vehicles that Company records indicate were ordered by that location. If a service location did not order any affected vehicles, no list will be available for that campaign. Lists are available in OWL’s Campaign Completion Report. Locations should use this list for planning kit/parts orders and for customer support.

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Owner Notification

Recall and field service campaign notices are sent via First Class mail to the last registered owner of an affected vehicle shortly after the bulletin for service locations has been posted on DTNAConnect. Lessors are required to send a copy of a recall notice to lessees within ten (10) business days. Subsequent stage manufacturers (i.e., body builders) are required to send a copy of a recall notice to their distributors and retail outlets within five (5) business days.

Owners may be offered reimbursement for repairs correcting a recall issue completed prior to the release of the recall campaign. Service locations will include appropriate reimbursement requests on claims by using OWL's Recall Pre-Approval Requests. See the Campaign Claim Submission section for information about requirements for including additional expenses on campaign claims.

When a vehicle is presented for a recall or field service campaign, service locations should take the opportunity to make any needed corrections or updates to the information in OWL. This includes changes of ownership, address, or status of the vehicle (e.g., damaged beyond repair, stolen, permanently out of service, etc.).

Reminder Notices

One (1) or more reminder notices may be mailed to all owners of unmodified vehicles over a period of roughly 18 months, or as requested by Company management and/or NHTSA and TC. Reminder notices are used primarily for recall campaigns and only rarely for field service campaigns.

Important Campaign Information Letters

To communicate information to service locations that is not appropriate for a campaign bulletin or to highlight new or urgent information, Important Campaign Information Letters are published. Service locations are responsible for conducting campaigns in accordance with the information contained in these letters, supplementing campaign bulletins.

Important Campaign Information Letters are posted at *DTNAConnect > Recall and Field Service Campaigns > Other Information >* Important Campaign Information Letters. The flag, "New in the past 10 days," alerts service locations when new letters are available.

10.3 Replacement Parts

When replacement parts are required for a campaign, the bulletin will include the necessary information. Please order a sufficient supply of kits (**over time and not in a single order at the start of a campaign**) for the vehicles in the service location's area. If there are restrictions on the availability or use of kits or other parts, this information will be provided in the campaign bulletin.

All recall and field service campaigns must be completed with specified kits or parts obtained from the Company Parts Distribution Network or as otherwise specified in the campaign bulletin.

Recall kits or parts may be sold to an Authorized Distributor or Service Location or a Direct Warranty Customer (DWC), as specified in the DWC agreement with the Company. Recall kits may not be sold to CPWA customers (exception: TBB dealers will provide recall kits to their TBB dealer-sponsored CPWA customers, who may perform recalls).

Field service kits or parts may be sold to an Authorized Distributor or Service Location, DWC, or CPWA customer. CPWA customers may perform field service campaigns but not recall campaigns (exception: TBB dealer-sponsored CPWA customers, as noted above). Field service kits or parts may not be sold to individual customers.

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10.4 Vehicle Involvement

Prior to beginning any campaign work on a vehicle, the service location must verify:

- That the campaign is current and the vehicle is involved
- Whether or not the campaign has been completed on that vehicle

Check the *Campaign Details* or *Coverage Information* screens in OWL, which can be accessed via DTNAConnect.

Determine if a Campaign Has Been Performed on a Vehicle

Attention: Do not perform a campaign if the vehicle shows one (1) or more of the following indicating a campaign has been performed:

- Completion sticker
- "Pending Claim" status in the *Claim Number* column on the OWL *Campaign Details* or *Coverage Information* screens
- "Completed" or "Closed by Admin" status in the *S/N Status* column on the OWL *Campaign Details* or *Coverage Information* screens
- A claim number or "FLWA009999999" in the *Claim Number* column on the OWL *Campaign Details* or *Coverage Information* screens

To determine whether the campaign has been completed on a vehicle:

- Check the vehicle for a completion sticker
- Check online in OWL for campaign status:
    - Check the *Coverage Information* screen under Product Campaigns in OWL; if the *Claim Number* column has a claim number listed or "FLWA009999999," the campaign is considered completed and no work is needed
    - On the *Campaigns* screen, if the *Status* column has "Completed" for a campaign, no further work is needed
    - If the message, "Pending Claim" is in the *Claim Number* column of the *Coverage Information* screen or the *Status* column of the *Campaigns* screen, the campaign has been recently completed and should not be duplicated. If the final claim is not submitted within two (2) weeks, the completion status of the campaign will revert to open.

Termination Dates

Recall campaigns do not have a set ending date. Unless a recall is superseded (or replaced) by another campaign, it should be completed if it is outstanding for a vehicle. A superseded recall campaign will be indicated on both the *Coverage Information* screen and the *Campaigns* screen in OWL.

- On the *Coverage Information* screen under *Product Campaigns*, a superseded recall will be indicated by an end date in the *End Date* column; the replacement campaign number in the *Replaced With* column, and an "N" (for 'no') in the *Active* column
- On the *Campaigns* screen, a superseded recall will be indicated by an end date in the *End Date* column and the replacement campaign number in the *Replaced With* column

Field service campaigns terminate on a specific date, generally one (1) to two (2) years from the date of issue. All work must be completed prior to this date. A claim's repair date must be within the valid dates of a field service

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campaign and cannot be later than the termination date. After the termination date, customers may choose to have the campaign completed at their own expense. A terminated field service campaign will be indicated on both the *Coverage Information* screen and the *Campaigns* screen in OWL.

- On the *Coverage Information* screen under *Product Campaigns*, a terminated field service campaign will be indicated by an end date in the *End Date* column and an "N" (for 'no') in the Active column
- On the *Campaigns* screen, a terminated field service campaign will be indicated by an end date in the *End Date* column
- Both screens will show a "Terminated" watermark over the campaign

10.5 Campaign Claim Submission

A campaign claim may include the labor, parts, and other expenses as published in the recall or field service bulletin. For expenses beyond the scope of the specific campaign, pre-approval is voluntary.

Recall Campaign and *Field Service Campaign* type claims must be filed within 30 calendar days of the repair date. Final *Field Service Campaign* type claims must also be filed within 30 calendar days of the **termination** of the campaign. The repair date on *Field Service Campaign* type claims must be within the valid dates of the campaign.

If a *Recall Campaign* or *Field Service Campaign* type claim has not been filed within 30 calendar days of the repair date or a completion sticker has not been affixed to the vehicle and the campaign is duplicated, the first service location's claim can be denied or charged back for failure to fully complete the campaign.

It is strongly recommended that campaign claims be filed immediately upon completing the work. DTNA will pay once for a campaign. If multiple service locations file for the same campaign on the same vehicle, only the first claim processed will be paid. It is also recommended that service locations use the *Pending Claim* flag by saving a draft claim for the campaign as early as possible. If the final claim is not submitted within two (2) weeks, the campaign status will revert to *No Claim Filed*.

One (1) claim should be filed per vehicle and should contain everything associated with that campaign, including appropriate additional repair expenses or reimbursement requests from customers for repairs to correct recall issues prior to the release of a recall campaign.

Use the *Help* link within OWL for information regarding claim transmission or pre-approval requests for recall and field service campaigns.

Additional Work or Service Expenses

In situations when work or expenses beyond the scope of the campaign may be needed, service locations can voluntarily submit a pre-approval request. When submitting a *Recall Campaign* or *Field Service Campaign* type pre-approval request in OWL, include the basic campaign parts and labor first and then the additional items. Provide a clear explanation of the additional work and why it was needed in the *Repair Details* field; include all necessary supporting documentation.

When the request is processed, submit a *Based On* claim from the pre-approval. The payment claim based on the pre-approval will not be denied, charged back, or modified as long as the additional expenses do not exceed approved amounts. If additional expenses are incurred but no pre-approval request is submitted, the claim will be processed according to standard adjudication procedures (additional expenses must be justified; claim is subject to modification, charge back, etc.).

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Replacement Part Claims

If a part from a campaign kit fails within one (1) year of the performance of the campaign and no Warranty coverage is available, it is replaced at no charge to the customer and a *Replacement Part* type claim can be filed.

To avoid confusion with regular Warranty rules for replacement parts, include an explanation in the *Repair Details* field noting the associated campaign and original repair date. Use the actual part numbers for the repair and PFP, not the kit numbers from the original campaign. Do not repeat the campaign repair.

Exception: Powertrain recall and field service campaign parts, provided at no cost to the customer, assume the identity of the part being replaced plus the remainder of the Warranty. Detroit does not offer Warranty coverage on any part that was replaced outside the coverage period.

10.6 Completion Stickers

Fully completing a recall or field service campaign includes affixing a campaign completion sticker.

When a recall or field service campaign has been completed, affix a campaign completion sticker (WAR260 for recall or WAR261 for field service) to a base completion label (WAR259) in the appropriate location on the vehicle. This will reduce duplication of repairs and claims as well as subsequent chargebacks for not fully completing a campaign.

Note: Completion stickers are used for all campaigns, except TBB body and chassis campaigns.

Completion sticker location by vehicle type:

Vehicle Make	Vehicle Type	Sticker Location
Freightliner Sterling Western Star	Class 6, 7, 8	Inside the passenger's door, about 12 inches below the latch
FCCC	Step Van	Above the driver's door
FCCC	Motor Home	Under the dashboard
FCCC	Buses	Near the driver's side window

Interim Recalls

Unlike final recall repairs, a repair done as part of an interim recall may or may not require attaching a completion sticker. Locations must attach a completion sticker only when instructed to do so in the interim recall bulletin. In many cases, a completion sticker from an interim repair will prevent a vehicle from receiving a necessary final recall repair.

Stickers are provided in most campaign kits. If a campaign does not require a kit or if a sticker is not included in a kit, write the campaign number on a blank sticker and attach it to the base completion label.

Additional stickers and labels may be ordered at no charge through *DTNAConnect > Services and Reference >* Publications & Warranty Supplies.

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10.7 Recall of Aftermarket Parts

Federal regulations require that the Company and its service locations attempt to recall aftermarket parts. Recalls involving aftermarket parts will include instructions for identifying and returning affected parts.

To meet this requirement, service locations may be asked to:

- Stop selling the affected parts
- Inspect inventory and return affected parts per the instructions of the supplier of the recalled part
- Accept the return of affected parts, provide a refund to the customer, and return them per the instructions of the supplier of the recalled part
- Post a flyer (if provided) for employees and customers in the location's Parts Department
- Follow any remedy instructions provided by the supplier of the recalled part

Note: The requirements of this section are subject to change based upon government regulation.

Recalls that do not involve parts will not be affected by this provision.

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SECTION 11

SPECIAL WARRANTY COVERAGES

Special Warranty Coverages

The section discusses special coverages available for both new and used vehicles that are formulated to accommodate specific owner requirements.

11.1 Authorized Demonstration Programs

Age and/or distance may affect New Vehicle Warranty coverage for vehicles used in demonstrator service. Service locations are responsible for notifying all affiliated body builders of time and distance issues related to Warranties.

The Authorized Demonstration Program allows a service location to register certain specified Company products for participation in a program with incentives for demonstrating vehicles to customers. More information is available at Sales Center > *Sales Programs* > *Dealer Demo Programs* or contact the applicable DSM for current program details and requirements. For TBB programs, requirements, and demonstration units that exceed 10,000 miles/16 000 km, contact the applicable TBB District Sales or Service Manager.

Company products specifically used for demonstration purposes and registered in a Company Authorized Demonstration Program are subject to a reduction in coverage beginning at 10,001 miles/16 101 km. Any reduction is determined by the age and/or distance (whichever occurs first) of the vehicle as described in the table below. Only products pre-registered as demonstrators may receive Warranty coverage. For instructions on how to register a demonstrator for the first time, see the *Warranty Registration* > Demonstrators section.

Freightliner, Western Star, Detroit, and TBB Authorized Demonstration Program Coverage Reduction			
Age[1] of Vehicle at Retail Sale		**Distance[2] at Retail Sale**	**Applicable Warranty at Retail Sale**
Any Age	and	Up to 10,000 mi/16 000 km	Full Warranty
Any Age	and	10,001 mi/16 101 km or more	Remaining Warranty from original date vehicle placed in demonstrator service

[1] Age begins at build date of vehicle

[2] Distance is the odometer reading at the date of retail sale (or in-service to a body builder)

Note: In the case of a vehicle (Company or non-Company chassis) used as a stationary engine in conjunction with PTO equipment or where usage is not recorded by mileage registered on the odometer, one (1) hour of such use shall be deemed the equivalent of 33 miles.

11.2 Exclusions to Warranty

Several exclusions apply to all vehicle coverage programs. These include issues regarding normal maintenance and miscellaneous expenses. See the *New Vehicle Product Warranty Statements* > Coverage Exclusions section of this manual for general exclusions and use OWL to determine product-specific coverage and exclusions.

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11.3 Extended Service Coverage

DTNA offers comprehensive ESC options. ESC is not an extension of standard New Vehicle Warranty. Vehicle and powertrain extended options can be purchased on the new vehicle invoice or purchased in the aftermarket. Suppliers that have partnered with DTNA (e.g., Allison, Cummins, Eaton, etc.) on their extended coverage offerings also allow coverages to be purchased on the new vehicle invoice or through the local OEM distributor. For ESC information and options, go to *DTNAConnect >* Extended Service Coverage.

To access the Policy Manual from the Aftermarket Service Products page on DTNAConnect, select the *Detroit Coverage* or T*ruck Chassis Coverage* link *> Documents > Extended Coverage Policy Manual*.

11.4 One Stop Supplier Extended Program

The One Stop Supplier Extended Program enables the service network to use OWL to submit claims directly to participating suppliers for supplier-supported coverages on factory-installed components that are beyond DTNA's time and distance amounts. Use OWL's program-specific claim type, *One Stop Supplier*, to file claims; adjudication is done by suppliers. For questions about *One Stop Supplier* type claims, contact suppliers directly. The program applies only to DTNA vehicles; claims for non-DTNA makes/models are not accepted, even if the vehicle contains components from participating suppliers.

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SECTION 12

SPECIAL WARRANTY PROGRAMS

Special Warranty Programs

Company offers programs to accommodate specific customer requirements. The following programs are available to those customers who can meet and maintain all requirements of the respective program agreements. For details or questions, please submit an inquiry through *DTNAConnect* > WSC.

12.1 Labor Rate Programs

DTNA establishes warranty labor rates in order to reimburse service locations for their warrantable repair labor. All warranty labor rate-related requests are processed through DTNA Warranty Operations. DTNA currently has two (2) programs: the Standard Labor Rate Program and the Alternative Labor Rate Program (for non-TBB claims).

- It is the service location's responsibility to request a warranty rate change; a change can be requested once annually, based on the last labor rate effective date
- Requests may be submitted up to 30 calendar days prior to the anniversary date
- Company verifies tooling/training via SSI; service locations (including satellites) must meet Annual Operating Requirements Addendum (AORA) tooling/training requirements before receiving a warranty rate increase. All areas must be "green" in SSI for a labor rate to be approved. If the requesting location is deficient in any area, all labor rate changes will be denied; the location can re-apply for a rate change upon tooling and training compliance.
- DTNA will review all applicable powertrain and vehicle (including TBB body/chassis) labor rates at the time of the rate change request. The review process applies to all labor rate programs. A single WSC ticket initiates a labor rate review for all DTNA business units.

Standard Labor Rate Program

- The Standard Labor Rate Program is based primarily on the service location's requested rate and a competitive market analysis within a 50-mile radius. DTNA may perform a competitive analysis of other OEM competitors such as International, Kenworth, Peterbilt, Mack, Volvo, Caterpillar, and Cummins.
- A service location's warranty labor rate cannot exceed the location's posted retail labor rate while enrolled in the Standard Labor Rate Program
- DTNA will review requests for warranty labor rate changes in a timely manner. Approved changes will take effect on the date the request is approved by Company. Retroactive changes will not be considered. Service locations should establish a reasonable retail customer labor rate that is consistent with sound business practices.

  Display a sign, readily visible to customers, stating the retail customer labor rate. Signs shall not be less than 20x20 inches with 1 ¼ inch letters. All lettering will be dark, bold face printed letters on suitable background with the following message, "CUSTOMER LABOR CHARGES ARE BASED ON A RATE OF $_____ PER HOUR."

  Note: The purpose of the posting requirement is to ensure the customer has knowledge of the service location's retail labor rate, which should be responsive to competitive conditions in the area.

  If the service location elects to calculate its charge to customers for retail service labor by multiplying the posted rate by the amount shown in the current Labor Time Guide (as opposed to actual clock time), the service location should consider including the following statement on the sign in clearly visible lettering, "THIS SERVICE LOCATION UTILIZES THE HOURS PUBLISHED IN THE LABOR TIME GUIDE, WHICH REFLECTS AN AVERAGE REQUIREMENT FOR THE PERFORMANCE OF SPECIFIC REPAIRS, WHICH MAY, THEREFORE, BE EITHER MORE OR LESS THAN THE ACTUAL CLOCK TIME IN ANY GIVEN INSTANCE."

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If the service location is using any method other than Labor Time Guide or actual clock time to determine the amount of time for which the customer will be charged, the location should consult with an attorney regarding the advisability of explicitly disclosing that fact. List this retail labor rate on each copy of all customer and warranty-related repair orders. Also, list the number of hours and/or tenths of hours being charged for each repair on the original copy (service location Accounting copy) of all retail customer and warranty-related repair orders.

- The DSM may also provide additional information, such as a service location's hours of operation, condition of facility, specialized tooling or training, etc.
- A service location can apply for a warranty labor rate change once annually by submitting a request through *DTNAConnect* > WSC > *Labor Rates* > *Standard Program* > *I would like to request a labor rate increase*. After an initial rate is established, a service location must wait one (1) year before submitting a request for a labor rate change.

Labor Rate Appeal Process

To appeal a labor rate increase, a service location must submit the appeal request within 30 calendar days of getting a new approved rate. To appeal an approved rate, service locations must provide sample repair orders for DTNA's review. Sample repair order criteria include:

- Provide consecutively numbered repair orders, with no gaps, for a sample size large enough so that 100 of the repair orders include Freightliner vehicles, non-warranty charges, heavy duty trucks, powertrain, and repairs similar to what would be covered under DTNA Warranty. In the sample, do not flag DWC special pricing, maintenance items, preventative maintenance, or Department of Transportation or state inspections. Because there can be no gaps in the repair order numbers, provide DTNA with all repair orders in the sequence even if not all meet the sample requirements.
- Create a spreadsheet with the following information: repair order number, repair date, actual hours, billed hours, total labor, repair story, and whether repairs were warranty-related or customer pay; include the 100 applicable repairs orders (not the entire group of consecutively numbered repair orders) on the spreadsheet
- Provide DTNA with the location's Accounting Department copy of the selected repair orders electronically on an external drive for review. Repair orders will be reviewed in a timely manner. If downloading the Accounting Department's copy of repair orders to an external drive is not possible, repair orders must be printed and mailed to DTNA. Mail external drives or repair orders to:

  Daimler Trucks North America

  Labor Rate Administration

  6121 N. Cutter Circle, Suite A

  Portland, OR 97217

Alternative Labor Rate Program: Non-TBB Claims

- The Alternative Labor Rate Program is available to established service locations that are currently enrolled; Company does not currently support new enrollees. The Alternative Program is not available to DWCs.
- This program enables dealerships to freely promote location services to local and niche market customers by allowing the flexibility to market multiple retail rates (variable, tiered, menu, or other appropriate rates as determined by the service location)
- The Alternative Labor Rate Program is based on service location's average technician wage (journeyman-level techs)

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- The Labor Rate Ratio is permanent and is used in determining all future warranty labor rates while the service location is enrolled in the Alternative Labor Rate Program

Calculating the Alternative Labor Rate

Formula for calculation:

(Location's Labor Rate Ratio) X (Location's A&B Tech Wage Average) = Location's New Warranty Rate

A service location can apply for a warranty labor rate change once annually by submitting a request through *DTNAConnect > WSC > Labor Rates > Alternative Program > I would like to request an increase in my alternative labor rate*.

Alternative Labor Rate Program Participation Restrictions

A service location that exits the Alternative Labor Rate Program may not re-enter it. Upon exiting the program, a location returns to the Standard Labor Rate Program where, once again, the warranty labor rate may not exceed the location's posted retail labor rate, and the location may no longer market multiple tiered labor rates.

12.2 Auto Registration Program - All Makes Except TBB

The Automatic Owner Warranty Registration Acknowledgment (AutoReg) is an agreement between DTNA and an authorized fleet customer that allows DTNA to automatically register the fleet customer's vehicles to a master customer account.

- A customer must have a minimum of 25 DTNA-branded vehicles to be eligible for AutoReg
- Each vehicle must be properly stored, maintained, and exercised. A separate Inactive Vehicle Maintenance Schedule (WAR255) must be initiated and maintained for each vehicle until the vehicle has been placed in-service and DTNA Warranty has been notified of the in-service date.

Program benefits for customers include:

- Removes requirement for signed Warranty Start Forms (WAR275) for each vehicle purchased
- Eliminates the manual input of each VIN
- Automatically applies in-service date 45 days from offline date
- Ensures that the Warranty coverage is in effect when vehicle is offline from the factory
- Calculates in-service distance based on pre-established distance and allows customer to request system access on DTNAConnect

AutoReg allows a one-time in-service date change. Requests for an in-service change will be processed one (1) time only and must be within 24 months of the delivery date.

To start AutoReg, submit a request via the WSC *(Registration > Auto Registration Request)*.

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12.3 Customer Program Options

Direct Warranty Customer (DWC)	Customer Performed Warranty Agreement (CPWA)	Customer Performed Parts Replacement Agreement (CPPRA)	Customer Performed Parts Agreement - Limited Repairs (Ltd CPPRA)
Owns or wholly leases 150 DTNA vehicles under Warranty	Owns or wholly leases a minimum of ten (10) DTNA vehicles under Warranty	Must own at least one (1) DTNA vehicle under Warranty	Must own at least one (1) DTNA vehicle under Warranty
Files own claims	Sponsoring service location files claims	Sponsoring service location files claims	Sponsoring service location files claims
Warranty labor rate set by DTNA; reimbursed by DTNA via monthly check	Service location reimbursed by DTNA for warrantable repairs; location negotiates reimbursement to customer	Service location reimburses customer for parts purchased on warrantable repairs - no labor paid	Service location reimburses customer for parts purchased on warrantable repairs - no labor paid
For non-Company major components, DWCs must use an authorized repair facility for the applicable component manufacturer (e.g., for Allison transmissions, use an authorized Allison repair location)	For non-Company major components, CPWA Customers must use an authorized repair facility for the applicable component manufacturer (e.g., for Allison transmissions, use an authorized Allison repair location)	Parts replacement only	• Repairs allowed specified by service location • Parts replacement only
		For remote locations	For remote locations

Initiation/Escalation

When a Customer requests approval for performing repairs and filing claims to DTNA, either directly or indirectly, then DTNA's Service and Warranty Departments, along with the sponsoring location, verify the requester's ability and preparedness to perform and meet the requirements. "Sponsoring location" refers to the Authorized Service Facility in whose area of responsibility (AOR) the requester's repair shop resides; for prospective DWCs, sponsoring location will be determined by DWC headquarters location. Findings from the verification process are presented to the sponsoring location for agreement.

If the sponsoring location does not agree and declines the request, then it is their responsibility to propose an alternative that is agreeable to all parties (requester, sponsoring location, and DTNA). When a successful alternative agreement is reached between the requester and the sponsoring location, an agreement will be formalized with DTNA. However, if an agreement cannot be reached, the Director of Service Operations presents the topic to the Parts and Service Committee of the Dealer Council for resolution.

12.4 DWC Program

A DWC agreement is a contractual agreement designed for large fleet customers. DWC agreements are between DTNA and fleet customers capable of performing warrantable repairs and submitting claims from a centralized location directly to DTNA. This agreement enables the customer to perform warrantable repairs solely on DTNA

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vehicles that they own (or wholly lease) and which reside in the USA or Canada; allowable repairs are per individual DWC agreement. A DWC must possess or have the potential to possess 150 DTNA vehicles under Warranty.

Requests for DWC applications are initiated through the appropriate DSM, who then requests an application packet.

12.5 CPWA Program

A CPWA is an agreement between an Authorized Service Location and a fleet customer which allows the fleet customer to perform common warrantable repairs in one (1) or more of their repair shops located within the sponsoring service location's AOR. The Customer files claims through a sponsoring location; this program is designed for the fleet customer who either does not have or does not want to maintain the infrastructure required to file claims directly to DTNA.

A Customer must have a minimum of ten (10) DTNA vehicles under Warranty to be eligible for a CPWA. Customer responsibilities:

- May perform basic warrantable repairs solely on DTNA vehicles that they own (or wholly lease) and assumes full liability for all repairs they accomplish
- Required to use Authorized Service Locations for: certain major component repairs, cab repairs, paint repairs, safety recalls, and PDIs

  Note: TBB Customers may perform recalls on TBB body and chassis vehicles as well as FCCC school bus chassis owned by the CPWA.
- Must procure all parts used in warrantable repairs from an Authorized Service Location. Any part related to a warrantable repair must be retained by the Customer; such parts must be returned upon request or in accordance with the sponsoring location's defined process.
- Provide claim data to sponsoring location for filing; Customer must provide the sponsoring location with the repair order and required information within 30 calendar days of completion of the repair

Service location responsibilities:

- Responsible for filing claims for their CPWA Customer; when filing the claim, not properly identifying the claim as Customer-performed can result in a chargeback
- Service location is reimbursed at 75% of their Warranty Labor Rate; negotiates reimbursement to the CPWA Customer
- Responsible for warrantable repair training with Customer repair technicians on-site and monitoring Customer service performance
- Obtains access for the Customer to appropriate literature, including service letters and procedural bulletins
- Sponsoring locations request program set-up for their Customers through: *DTNAConnect* > WSC > *Agreements > New Agreement > I would like a new or to renew a CPWA agreement*

12.6 CPPRA Program

A CPPRA is an agreement between an Authorized Service Location and a Customer either 1) in a remote location, or 2) vehicle authorized only for off-road (not legal for highway) application, which allows the Customer to replace parts on their owned or fully leased vehicle. This program is designed for the Customer who, because of their location or type of vehicle (a vehicle restricted from public streets, roads or highways), does not have access to an Authorized Service Location.

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- Customer must have at least one (1) DTNA vehicle under Warranty to be eligible for a CPPRA
- Reimbursement is for parts only, labor reimbursement is excluded

Note: It is recommended that the sponsoring location obtain the signed CPPRA at the time of vehicle sale. This will ensure that the agreement is in effect before the remote Customer is attempting vehicle repair and request claim filing.

Customer responsibilities:

- Assumes full liability for all parts replaced
- Required to use Authorized Service Locations for: certain major component repairs, cab repairs, paint repairs, safety recalls, and PDIs
- Must procure all parts used in warrantable repairs from an Authorized Service Location. Any part related to a warrantable repair must be retained by the Customer; such parts must be returned upon request or in accordance with the sponsoring location's defined process.
- Provide claim data to sponsoring location for filing; Customer must provide the sponsoring location with the repair order and required information within 30 calendar days of completion of the repair

Service location responsibilities:

- Responsible for filing claims for their CPPRAs; when filing the claim, not properly identifying the claim as Customer-performed can result in a chargeback
- Responsible for warrantable repair training with Customer repair technicians on-site and monitoring Customer service performance
- Obtains access for the Customer to appropriate literature, including service letters and procedural bulletins
- Sponsoring locations request program set-up through: *DTNAConnect* > WSC > *Agreements* > *New Agreement* > *I would like a new or to renew a CPPRA agreement*

12.7 Ltd CPPRA Program - All Makes Except TBB

A Ltd CPPRA is an agreement between an Authorized Service Location and a Customer where, due to special circumstances, the service location requests that a Customer be allowed to perform certain warrantable repairs on DTNA vehicles which the Customer owns or leases in the U.S. or Canada. Customer only performs warrantable repairs as specified by the sponsoring location.

- Customer must have at least one (1) DTNA vehicle under Warranty to be eligible for a Ltd CPPRA
- Reimbursement is for parts only, labor reimbursement is excluded

Customer responsibilities:

- Assumes full liability for all parts replaced
- Required to use Authorized Service Locations for: certain major component repairs, cab repairs, paint repairs, safety recalls, and PDIs
- Must procure all parts used in warrantable repairs from the sponsoring location. Any part related to a warrantable repair must be retained by the Customer; such parts must be returned upon request or in accordance with the sponsoring location's defined process.
- Provide claim data to sponsoring location for filing; Customer must provide the sponsoring location with the repair order and required information within 30 calendar days of completion of the repair.

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Service location responsibilities:

- The sponsoring location specifies in writing (in an addendum to the agreement) all repairs the Ltd CPPRA Customer is allowed to perform
- Responsible for filing claims for their CPPRA Customers; when filing the claim, not properly identifying the claim as Customer-performed can result in a chargeback
- Responsible for warrantable repair training with Customer repair technicians on-site and monitoring customer service performance
- Obtains access for the Customer to appropriate literature, including service letters and procedural bulletins
- Sponsoring locations request program set-up through: *DTNAConnect > WSC > Agreements > New Agreement > I would like a new or to renew a CPPRA agreement*

Note: TBB does not participate in the Ltd CPPRA Program.

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SECTION 13

DAIMLER TRUCKS REMARKETING (DTR) - SALES TERMS POLICIES AND USED TRUCK COVERAGE

DTR - Sales Terms Policies and Used Truck Coverage

This section contains information about DTR Sales Terms policies and procedures, which are separate from Warranty.

Also, Limited Warranty programs (known as “Select” for Company vehicles and “Favor” for non-Company vehicles) may be available. Any valid warranty can be confirmed by vehicle serial number through the OWL *Coverage Info* screen.

Claims should be submitted through OWL. Freight and critical charges are not covered.

All used vehicle warranties are transferable, please send inquiries to dtrcustsupport@daimler.com.

13.1 DTR Vehicle Receipt and Inspection, Sales Terms Policies, and Procedures

DISCLAIMER: This section contains a link to the DTNA Dash for accessing the DTR Sales Terms Manual. Sales Terms is separate from Warranty.

The DTR Sales Terms Manual is subject to change. Please refer to the current online copy of the DTR Sales Terms Manual located on the DTNA DASH *(DTR > Sales > U.S. Sales Policies > Sales Terms & Conditions Manual).*

Note: A user name and password are required for access to the DTNA Dash. New users need to request a user name and password from their service location’s Identity Security Administrator.

For questions regarding Sales Terms, submit an inquiry at: *DTNAConnect >* WSC *> Vehicles > Select Used Trucks > I have a question regarding Sales Terms prior to submission of claims*.

13.2 DTR Used Vehicle Coverage Options

DTR used vehicles may be eligible for one (1) or more used vehicle coverages based on eligibility criteria found on the DTNA DASH which can be accessed from the applications page on DTNAConnect. Coverage options include Buyer's Assurance, Select Limited, Select Extra, Five Points for Western Star Product, and Favor for non-DTNA makes. Warranty coverage Fact Sheets are also located on the DTNA DASH.

SelecTrucks Used Product Warranty coverage options include the components listed below; verification in OWL by serial number is required before proceeding with any potential warrantable repairs.

Select Limited Warranty

Provides coverage for internally lubricated parts of the engine, transmission, and rear axle. This coverage also includes the cab structure, frame rails, and crossmembers.

Pre-approval through OWL is required for all repairs to internally lubricated parts of the engine, transmission, and rear axle.

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Engine

Coverage Includes (see OWL for individual vehicle coverage):

All Internally Lubricated Parts	Camshaft & Bearings	Connecting Rods, Caps, & Cap Screws
Crankshaft & Bearings	Cylinder Block Casting	Cylinder Heads
Cylinder Head Gaskets	Cylinder Head Casting & Cap Screws	Engine Block
Exhaust Manifold	Injector Sleeves	Oil Pump
Pistons	Piston Rings & Pins	Timing Cover & Gears
Rocker Arms & Shafts	Spacer Plate or Block	Progressive Damage (on covered components)
Valve Lifters & Push Rods	Valves, Valve Springs, & Valve Keepers	Engine Brake

Coverage Excludes:

Engine coverage excludes OEM service items, adjustments, seals, gaskets, failures due to abuse or lack of scheduled maintenance as outlined in the applicable maintenance manual or OEM manual, worn components, or failures due to wear out. Progressive damage from a non-warrantable failure, tightening, fittings, hose clamps, and electrical connectors are considered normal maintenance and are excluded.

Transmission

Includes transmission housing and all internally lubricated parts. *-Excludes gaskets, seals, and mounted parts such as transmission pump, oil cooler, and PTO pump. -Excludes Allison transmissions.* Transmission synchronizers and sliding clutches are *excluded* under all DTR coverage options *except* Buyer's Assurance.

Rear Axle

Includes axle housing, axle shafts, differential housing, and all internal lubricated parts. *-Excludes gaskets, seals, rear axle alignment, and mounted parts such as suspension mounting brackets, hubs, wheel bearings, and brake ends.*

Cab

Includes cab and integral sleeper structural components, structural components of factory-installed sleeper boxes (if applicable), sheet metal panels, doors, and hoods. *-Excludes all bolt-on components including door and hood hinges, latches, guides, and other mounting hardware.*

Frame

Includes factory-installed frame rails, frame rail liners, frame rail extensions, and any item(s) factory welded to them. *-Excludes all bolt-on items regardless if attached with conventional or huck bolts.*

Crossmembers

Includes crossmembers, gussets, and huck-mounting bolts that attach gussets to crossmembers and gussets/crossmembers to frame rails. *-Excludes any bolt-on item attached with either conventional or huck bolts.*

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Select Extra Warranty

Provides coverage for these specific components:

Injectors	Fan Hub	Charge Air Cooler
Turbo/Actuator/Vpod	Fan Clutch	Rocker Cover
Fuel Pump	A/C Compressor	Oil Pan
Water Pump	EGR Valve/Cooler	Vibration Damper

Select ATS Warranty

Provides coverage for these specific components:

Temperature Sensors	DOC	Progressive Damage (caused by covered components)
Pressure Sensors	DPF	
NOX Sensors	Header Assembly	Metering Unit
Doser Injector	SCR Catalyst	DEF Pressure Limiting Valve (PLV)
DEF Injector	DEF Pump	One Box

Select Buyer's Assurance

Provides coverage for 60 days on specific components and includes the Select Limited Warranty:

Air Compressor	Fifth Wheel	DPF
Air Conditioning*	ECM	ICU
Alternator	EGR Valve/Cooler	Radiator
Brake Drum	Fan Clutch	Starter
Clutch	Fan Hub	Turbocharger/Actuator/Vpod

*Includes condenser, compressor, evaporator, A/C valves & controls, blower motor, A/C lines, and O-rings

Select Warranty Exclusions

OEM service items, adjustments, seals, O-rings (except for Buyer's Assurance A/C coverage), gaskets (except head gaskets), failures due to abuse or lack of scheduled maintenance as outlined in the applicable maintenance manual or OEM manual, worn components, or failures due to wear out are excluded. Progressive damage from a non-warrantable failure, tightening of fasteners, hose clamps, and electrical connectors, are considered normal maintenance and excluded.

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13.3 DTR Limited Liability Warranty Coverage Statement

Limited Warranty and Disclaimer

Please refer to the Limited Warranty terms and conditions set forth on the Limited Warranty Fact Sheet, which terms and conditions are incorporated therein. Limited Warranty Fact Sheets are located on the DTNA Dash.

Purchaser must notify DTNA, within the applicable coverage period, of any failure of the vehicle to comply with this Limited Warranty and Purchaser must, at Purchaser's expense, promptly return the vehicle, component or part to an authorized Freightliner, Sterling, or Western Star Dealer, as applicable, for inspection of any defect in material or workmanship occurring within the applicable time or distance limits.

Company's sole obligation shall be the repair or replacement, at Company's option, of any defective component or part thereof. Such repair or replacement shall be without cost to Purchaser when performed within the time or distance limits, whichever occurs first.

On expiration of Company obligation for the cost of parts and labor in accordance with the time and distance limits stated herein, all liabilities of Company to Purchaser under this Limited Warranty shall terminate. Covered repairs do not constitute an extension of the original coverage period for the vehicle or for any specific component or part.

THE FOREGOING LIMITED WARRANTY IS EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES WHETHER WRITTEN, ORAL OR IMPLIED INCLUDING, BUT NOT LIMITED TO ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR PURPOSE.

THIS LIMITED WARRANTY SPECIFICALLY EXCLUDES ANY OTHER WARRANTIES OR CONDITIONS PROVIDED FOR BY LAW, WHETHER STATUTORY OR OTHERWISE.

THIS LIMITED WARRANTY SHALL BE VOID, AND COMPANY SHALL NOT BE OBLIGATED TO REPAIR OR REPLACE ANY COMPONENT OR PART, WHERE THE NECESSITY OF SUCH REPLACEMENT OR REPAIR, IN COMPANY'S OPINION, IS DUE IN WHOLE OR IN PART TO LOADS IN EXCESS OF STATED FACTORY-RATED CAPACITIES, USE IN OFF-HIGHWAY APPLICATIONS, IMPROPER MAINTENANCE OR SERVICE, MODIFICATION OR ALTERATION, ACCIDENT, OR OTHER MISUSE OR ABUSE OF THE VEHICLE.

The vehicle must be maintained and serviced according to the prescribed schedules outlined in the applicable OEM manuals. Receipted bills or other evidence that required maintenance and service have been performed may be required by Company as a condition of this warranty.

To the extent any provision of this warranty contravenes the law of any jurisdiction, such provision shall be inapplicable in such jurisdiction, and the remainder of the coverage shall not be affected.

Purchaser's Exclusive Remedy

The foregoing Limited Warranty shall be the Purchaser's sole and exclusive remedy against Company, whether in contract, under statute (including statutory provisions as to conditions as to quality or fitness for any particular purpose of goods supplied pursuant to the contract of sale), warranty, tort, strict liability, or any other legal theory.

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Limitation on Liability

Company's liability to a Purchaser on any claim for loss or damage arising out of, connected with, or resulting from the contract of sale, or the performance or breach thereof, or from the design, manufacture, sale, delivery, service, repair or use of any vehicle, shall not exceed the price to Purchaser allocable to the part of such vehicle which gives rise to the claim, and in no event shall it exceed the purchase price of the vehicle.

In no event shall Company be liable for special or consequential damages including, but not limited to, injuries to persons or damage to property, loss of profits and revenues, or loss of vehicle use.

13.4 Select Warranty Claims

For related information, see also:

- Pre-Approval: All Makes Except Detroit
- Parts -- Handling Allowance

Claim Requirements

With any claim submission, the three Cs (Complaint, Cause, and Correction) are required for every claim; in addition, an explanation of the diagnostic path followed to determine the root failure needs to be included in the claim story.

The explanation must include:

- What failed
- Why it failed
- How it failed
- Where it failed

Repairs to the components below do not require pre-authorization, but do require specific information to be included with the claim to avoid being denied.

Note: Not all trucks with Select Warranty include all the components listed below; specific component coverage must be verified in OWL.

Component	Claim Requirements
Injectors	Include specifics of how the injector(s) failed; if electronic failure, include fault codes; if mechanical failure, describe failure and diagnostics used; claim must include how injector(s) were determined to be failed.
Turbocharger	For 04 EPA engines, the 09 TS 17 worksheet should be followed. 07 EPA should have hysteresis test and any fault codes used in diagnostics need to be included. The claim must include the fault code printout if the diagnostics were based off of a "check engine light" or fault codes were present.
Actuator	Diagnostic results where applicable, the claim must include the fault code printout if the diagnostics were based off of a "check engine light" or fault codes were present.
Vpod	Describe failure; if repair was based on fault codes, the claim must include a copy of the fault code printout; if the failure was mechanical, include a description of why it failed.
Fuel Pump	Applicable test for EPA model year (e.g., FSIC for 2010), diagnostic steps, and results of the tests

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Component	Claim Requirements
Water Pump	Photo of the leak
EGR Valve	Include all tests that apply and the results. What has failed on the valve? Was the repair based on codes or a mechanical failure?
EGR Cooler	Must include a photo of the cooler inlet and outlet and fault codes printout, if the repair is based on codes. What diagnostic steps were taken to determine failure of the cooler?
Charge Air Cooler (CAC)	Provide leak test results (e.g., rate of leakage); include a photo of the front and back of the CAC
Rocker Cover	Claim must include a photo of the failure
Oil Pan	Claim must include a photo of the leak and a description of the actual failure
Vibration Damper	Claim must include a photo and a description of the failure
Air Compressor	How the compressor failed (not, “doesn’t build air”). What is the rate of build up? What part of the compressor has failed? Air system leaks must be repaired prior to evaluation of rate of air build up.
Alternator	Claim must include the charge rate of the alternator
Brake Drums	Photo of the crack in the drum that would expand when brakes are applied; heat cracks on the inside of the drum that are not cracked all the way through the drum are not warrantable
Transmission Clutch	Include how the clutch has failed and photos of the failure
DPF	All fault codes that support an “at capacity” condition. Include photos of the inlet and outlet sides of the DPF.
ECM	Fault code print out or screen shot showing ECM failure to communicate
Fifth Wheel	Photos of what has failed on the fifth wheel and how it failed
ICU	Must include an explanation of failure
Radiator	Claim must include a photo of the leak
Starter	Diagnostic results of testing; how is the starter failed?
Exhaust Manifold	Coverage is for cracks in the manifold, gaskets are not covered as a primary failed part; must include photo of crack(s)
One Box	Claim must include all fault codes and have ATD checklist attached
DOC	Claim must include all fault codes and have ATD checklist attached
SCR	Claim must include all fault codes and have ATD checklist attached
ATS Sensors	Claim must include all fault codes and have ATD checklist attached

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