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Attention: Dealer Principal, Warranty Manager, Service Manager, Parts Manager, Sales Manager

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| <input checked="" type="checkbox"/> Freightliner Dealers – US and Canada | <input checked="" type="checkbox"/> FCCC Dealers – US and Canada |
| <input checked="" type="checkbox"/> Sterling Dealers – US and Canada | <input type="checkbox"/> Direct Warranty Customers – US and Canada |
| <input checked="" type="checkbox"/> Western Star Dealers – US and Canada | <input type="checkbox"/> Travel Centers of America/Petro:Lube |
| <input type="checkbox"/> Thomas Built Bus Dealers – US and Canada | <input checked="" type="checkbox"/> SelecTrucks Dealers – US and Canada |
| <input checked="" type="checkbox"/> DDC Distributors | |

Dealer Direct Warranty Export

IMPORTANT WARRANTY INFORMATION

REF 12-038
 Effective 12/10/12
 Release 12/10/12
SUBJECT "No Problem Found" Policy Claims - During Basic Vehicle/Chassis or Base Engine Coverage

- ❖ **No Problem Found Policy** This letter is being sent in regard to an existing policy relating to reimbursement for diagnostic testing of warrantable repairs when there is No Problem Found (NPF).

- ❖ **One Claim per Visit to Dealer** DTNA will reimburse claims up to one hour diagnostic time for NPF issues using the Policy claim type (NPF claims do not qualify for administrative time). This applies only when there is no problem found, and the customer leaves with no work performed to the vehicle; only one claim will be accepted per visit.

 If Virtual Technician leads you to look longer than one hour on a NPF issue DTNA may reimburse additional time. Explain why Virtual Technician led to additional diagnostic time and provide the associated CSC ticket # in the claim comments. Use a *Diagnostic* SRT type to claim the additional time.

- ❖ **Time Limitations** NPF claims will only be accepted within the vehicle’s Basic Vehicle/Chassis or Base Engine coverage period; does not include extended coverage periods.

 Claims must be submitted within 72 hours of the diagnosis. This is necessary in order to ensure claim information is in the warranty system with sufficient promptness to avoid duplicating “No Problem Found” issues.

- ❖ **Submitting Claims** Submit claims as “Policy” and use SRT Code 939-6220D. The Primary Failed Part should reflect the appropriate component being diagnosed.

 1) Select “Policy” claim type
 2) Enter primary failed part (PFP)
 3) Use SRT 939-6220D on Labor Tab.

IMPORTANT WARRANTY INFORMATION LETTER

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DISCLAIMER: The information contained in this letter supersedes and supplements any related policies and procedures in the Warranty Manual and/or previously released letters. Failure to read or distribute this letter will not exempt addressees from compliance with the information contained herein.