

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

- | | |
|--|---|
| <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 checked="" type="checkbox"/> Travel Centers of America |
| <input checked="" 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	12-041
Effective	12/24/12
Release	12/24/12
SUBJECT	Over the Counter No Hassle Warranty (OTC)

The current Over the Counter Aftermarket Parts program, which only applied to a select few suppliers, has been discontinued.

Aftermarket Parts No Hassle Warranty

As a result of joint efforts by DTNA Warranty, DTNA Aftermarket Parts and the Joint Application Development (JAD) committee, the following OTC Aftermarket Parts policy has been implemented to better support our Authorized Repair Facilities and satisfy our end customers in the Aftermarket Parts Warranty:

Effective with claims submitted 11/02/2012, any aftermarket part, excluding Detroit® parts, sold over the counter that was purchased through the PDC or via direct ship and invoiced through Paragon qualifies for this program, regardless of supplier. Claims submitted under this OTC Aftermarket Parts warranty replacement program will not be subject to technical charge back for:

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

OTC Aftermarket Parts claims may still 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:

- The 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
- The claim type must be: *MISC. REPLACEMENT PARTS*
- Excludes Export claims
- Claims for failures which have been charged back or denied under the Standard Aftermarket Parts Warranty Program may not be resubmitted under the *MISC. REPLACEMENT PARTS* claim type.

Aftermarket Parts Handling

To accommodate this policy change, OTC Aftermarket parts handling allowance will be adjusted to 20%.

Filing Instructions

File replacement part claims sold over the counter to customers using the *Misc. Replacement Parts* claim type:

Claim Type: MISC. REPLACEMENT PARTS ▼

IMPORTANT WARRANTY INFORMATION LETTER

Verify latest version on-line: Important Warranty Information Letters are available at Accessfreightliner.com> Applications> WarrantyLit> Warranty Letters

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.