

For questions, comments, or to submit an inquiry, go to AccessFreightliner.com_Support.
[Submit an Inquiry](#)

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 Portland, Oregon 97217-4090

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 12-033
 Effective 11/02/12
 Release 11/02/12

SUBJECT Over the Counter No Hassle Warranty (OTC)

❖ **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 Dealer body and satisfy our end customers in the Aftermarket Parts Warranty:

The current Over the Counter Aftermarket Parts program is being replaced. Effective 11/02/2012 body or chassis claims submitted under OTC Aftermarket Parts warranty coverage will no longer be subject to charge back for:

- Parts Test OK / no defect found

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

❖ **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 ▾

See letter 12-033 for revision

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.