

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

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| ☒ Freightliner Dealers – US and Canada | ☒ FCCC Dealers – US and Canada |
| ☒ Sterling Dealers – US and Canada | ☐ Direct Warranty Customers – US and Canada |
| ☒ Western Star Dealers – US and Canada | ☒ Travel Centers of America |
| ☒ Thomas Built Bus Dealers – US and Canada | ☒ SelecTrucks Dealers – US and Canada |
| ☒ DDC Distributors | |

☒ Dealer☐ Direct Warranty☐ Export**IMPORTANT WARRANTY INFORMATION**

REF 12-036
Effective 11/02/12
Release 11/12/12

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

Effective with claims submitted 11/02/2012, any aftermarket part purchased through the PDC and sold over the counter 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 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.