Daimler Trucks North America LLC

WARRANTY DEPARTMENT

6121 N Cutter Circle, Suite A
Portland, Oregon 97217-4090

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

☑	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/Petro:Lube
🚫	Thomas Built Bus Dealers – US and Canada	☑	SelecTrucks Dealers – US and Canada
🚫	DDC Distributors	🚫	Export

IMPORTANT WARRANTY INFORMATION

REF	13-039
Effective	9/27/13
Release	9/23/13
SUBJECT	**The Procedure for Used Product Certification and Registration for Daimler Trucks Remarketing (DTR) is migrating to OWL.**

❖ **Used Product Certification and Registration for Select Warranty Moves to OWL**

Effective 9/27/2013, the Used Product Certification and Registration processes functionality will be turned off in the Freightliner Mainframe system.

Used Product Certification and Registration processes have been activated in the OWL system. Authorized locations may begin using OWL for these functions immediately:

❖ **OWL Training/ Quick Reference Guide**

The Quick Reference guide is attached to this letter for your convenience.
Web based training is also available on DTRConnection.

To access the online training:
- Go to www.dtrconnection.com

Important Warranty Information Letter
REF # 13-039
Revised: 9/20/13

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- Once logged in, type *OWL* in the Search field.

- Choose OWL – *Certifying and Registering Used Products* to begin the training.
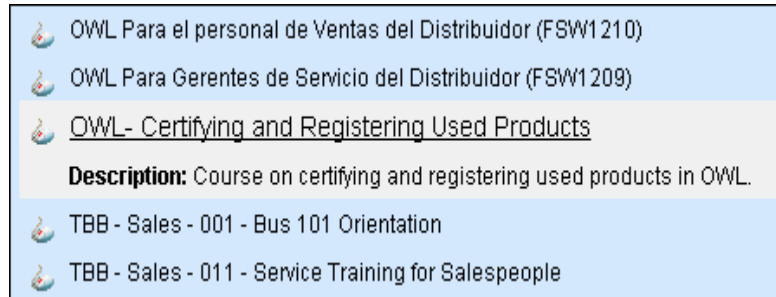
For questions, please email DTRCustSupport@Daimler.com

Certify and Register Used Products

Daimler Trucks Remarketing (DTR) manages the purchase and sale of used products, including DTNA and non-DTNA manufactured vehicles. All used products acquired by DTR are known as DTR- sourced vehicles. Used trucks can also be purchased by dealers on the open market. These trucks are non-DTR sourced and are referred to as Open Market Program (OMP) units, which are subject to eligibility criteria located on DTRConnection.com. All used products, regardless of their source, must be certified by a dealership and then approved by DTR in order to qualify for used product registration and coverage.

Determine Used Product Source

To determine used product source:
1. On the **OWL Home** page, click **Used Product Certification**.
2. The Used Product Certification Search page appears.
3. On the Action menu, click **New**.

For **DTR Sourced** Products (DTNA and non-DTNA makes)
1. Enter the following:
   a. Submitting Location
   b. Product Serial Number
2. Click the **Determine Source** button.

For **Non-DTR Sourced** Products
1. Enter the following:
   a. Submitting Location
   b. Product serial number for DTNA makes or full 17 character VIN for non-DTNA makes
   c. If a non-DTNA make, select the appropriate Make from the dropdown
2. Click the **Determine Source** button.

The **Used Product Certification Details** screen appears.

Certify a Used Product

Once in the source has been established and you are in the Used Product Certification Details screen, the certification details may be entered.

For a **DTR** sourced product the system will auto-populate product information in the top section of the **Used Product Certification Details** screen. Complete the following:
1. Enter the Certification Details by checking the box next to the Item Description and entering the following in the row:
2. **Dealer**: Dealer Code of the location performing the item (Required)
3. **Date**: Date item was performed (Required)
4. **RO#**: Repair Order number (Required)
5. **Comments**: Any additional comments to DTR regarding the item (Optional)

6. Complete the Certifying Dealer Acknowledgement Section:
    a. **Name:** The name of the person entering the certification. (Required)
    b. **Certification Date:** The date all certification items were completed. (Required)
    c. Enter any general comments to DTR in the **Comments** section at the bottom of the page. (Optional)

For a **Non-DTR** sourced product complete the following:
1. If the product is a non-DTNA make, a base model must be selected. If the base model is not available on the list of available base models, press the **Notify DTR** button and request the new base model be added. The system will default to "Unknown" and allow the user to continue.
2. Enter the actual distance of the vehicle at the time of certification in the **Distance** field and select the proper distance type from the **Unit** drop-down.
3. Select the **GVWR** from the drop-down.
4. Enter the Certification Details by checking the box next to the Item Description and entering the following in the row:
    a. **Dealer**: Dealer Code of the location performing the procedure (Required)
    b. **Date**: Date procedure was performed (Required)
    c. **RO#**: Repair Order number (Required)
    d. **Comments**: Any additional comments to DTR regarding the procedure (Optional)
5. Attach required documents (OMP units require the forms noted above the **Comments** fields in the Certification Details section, ex. Form DTR/WA-F-007)
6. Complete the Certifying Dealer Acknowledgement Section:
    a. **Name:** The name of the person entering the certification. (Required)
    b. **Certification Date:** The date all certification procedures were completed. (Required)
7. Enter any general comments to DTR in the **Comments** section at the bottom of the page. (Optional)

At any time in the certification process the certification can be saved as a draft by clicking on the **Save** link in the Action menu. Once all information has been entered click **Submit**.

Checking the Status of a Certification

Once a certification has been submitted it can be viewed at any time, in any status.

To view certifications:
1. On the **OWL Home** page, click **Used Product Certification**.
2. Do one of the following:
    Click **Go** – shows all certifications requiring action by the dealer and certifications pending review by DTR.

    –or–

    Select a status from the **Status** drop-down to filter results, then click **Go**.

    -or-

    Enter a specific serial number in the **Product S/N** field, then click **Go**.

3. Click on the desired VIN listed in the **Product S/N** column to view the certification

Depending upon the status of the certification, action may be required.

Status	Action
Approved	Product may now be warranty registered.
Corrections Needed	Follow instructions provided by DTR in the comments section(s).
Deleted	None. Submit WSC ticket for questions.
Draft	Continue to complete certification process and submit when completed.
Pending	None. Certification is pending processing by DTR. Submit WSC ticket for questions.
Recertify	Product must be recertified by DTR request, see comments section(s).
Rejected	None. Submit WSC ticket for questions.

Registering a Used Product

Only those products with approved certifications by DTR can be registered as used and may be eligible for used product coverage.

Note:
If you are simply transferring a unit to a new owner and Select warranty is not involved, use the **Transfer** action in Product Registration, do not register as used. If you have trouble updating the registered owner of a used vehicle, please submit a WSC ticket.

To register used vehicle with a Select warranty, complete the following steps:
1. On the **OWL Home** page, click **Product Registration**.
2. The Product Registration Details page appears.
3. In the **Product S/N** box, type the last six digits of the product serial number.
4. Do one of the following:
   On your keyboard, press the **Tab** key
   –or–
   Click the **Retrieve** button
5. Product information for the product you entered appears.
6. In the **Delivery** section complete the following:
   a. Select the **Action** of **Used** from the drop-down. The screen will refresh.
   b. Enter the **Used In-Service Date** (Required)

      c. Enter the **Used In-Service Distance** (Required)

      d. Enter **Comments** (Optional)

7. In the **Customer** section do one the following:

Enter the customer account number if known in the **Registered Customer Account:** field and press the **Tab** key.

<center>–or–</center>

Press the binoculars to use the lookup feature to find the customer's account number.

<center>–or–</center>

If no customer account number exists for the customer, press the **Add Customer** button and complete the open fields.

8. In the **Used Vehicle Coverage** section do the following:

      a. Click on the **Coverage Name** drop-down. Available coverages will appear. Choose coverage. Screen will refresh.
Note: If you do not see the exact coverage you need, submit a WSC ticket.

      b. Determine if the customer wants to purchase one of the used coverage options.

            i. If no, click the **No** radio button next to **Customer Accepts Coverage**.

           ii. If yes, select desired coverage from the drop-down and click the **Yes** radio button next to **Customer Accepts Coverage.**

9. Click **Save** in the Action menu.