

**Please distribute to:  
 Dealer Principal, Warranty Manager, Service Manager, Parts Manager, Sales Manager**

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| <input checked="" type="checkbox"/> Freightliner Dealers | <input type="checkbox"/> Thomas Built Bus Dealers  | <input checked="" type="checkbox"/> Sales Terms (DTR)                    |
| <input checked="" type="checkbox"/> Western Star Dealers | <input type="checkbox"/> Direct Warranty Customers | <input checked="" type="checkbox"/> Used Product (DTR)                   |
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**IMPORTANT WARRANTY INFORMATION**

REF **14-037**  
 Effective 11/01/2014  
 Release 11/03/2014  
 SUBJECT New Sales Terms and SelecTrucks Warranty Parts Handling Policy for Non-DTNA Makes

❖ **DTR Parts Handling Allowance**

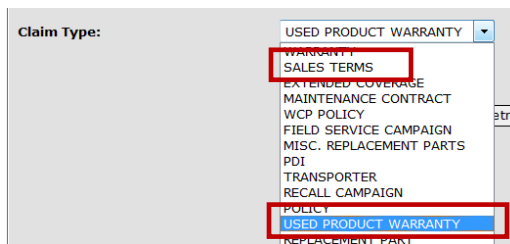
In collaboration with the Joint Application Development (JAD) team, and in an effort to assist dealers with parts handling, DTNA is pleased to announce a new Daimler Trucks Remarketing (DTR) policy for non-DTNA vehicle makes.

Effective for claims filed on or after November 1, 2014, a 10% handling allowance is available for Sales Terms and Used Product Warranty repairs on non-DTNA makes with parts purchased outside DTNA. The standard DTR handling limit of \$1,000 cap on engine blocks applies. Handling is excluded for bulk quantity items and miscellaneous parts acquired outside the Parts Distribution Center (PDC) network.

❖ **Claim Filing Guidelines**

To receive the 10% handling:

- Claim type is either *Sales Terms* or *Used Product Warranty*, filed for repairs on non-DTNA makes



- Part was bought outside DTNA because it was not offered for purchase through the PDC
- A scanned copy of the part invoice must be attached to claim
- Part pricing in the claim must match the invoice price

**Note:** Please do not include the 10% handling when entering a part's price; handling will be added to the claim by DTNA during processing.

**IMPORTANT WARRANTY INFORMATION LETTER**

Verify latest version on-line: [Accessfreightliner.com](http://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.