

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

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| <input checked="" type="checkbox"/> Freightliner Dealers | <input checked="" 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) |
| <input checked="" type="checkbox"/> Sterling Dealers | <input checked="" type="checkbox"/> Export | <input checked="" type="checkbox"/> Travel Centers of America/Petro:Lube |
| <input checked="" type="checkbox"/> FCCC Dealers | <input checked="" type="checkbox"/> DDC Distributors | |

IMPORTANT WARRANTY INFORMATION	
REF	14-024
Effective	07/14/2014
Release	07/14/2014
SUBJECT	DTNA & JAD Highlights - Q1 & Q2

❖ DTNA & JAD Q1 & Q2 Actions

In collaboration with the Joint Application Development (JAD) committee, DTNA has made many system and policy enhancements. The following is a list of Important Warranty Information (IWI) letters released in the first two (2) quarters of 2014 as a direct result of the cooperation between DTNA and the JAD committee:

- 14-002 – Warranty Classroom Training Classes
- 14-006 – Revised Standard Diagnostic Time
- 14-008 – New Level 2 (Advanced) Warranty Training Course
- 14-011 – OWL Enhancements
- 14-013R – Revised Road Test/Repair Validation Standard Repair Time
- 14-016 – DTNA and Cummins Guidelines: Determining Warranty Responsibility and Filing Claims
- 14-017 – Detroit Addition of Admin Time
- 14-019 – OWL Updates
- 14-022 – DTNA Pre-Approval Increase
- 14-023 – Detroit Pre-Approval Change

These and all other IWI letters are available at AccessFreightliner.com > Applications > WarrantyLit > Warranty Letters.

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.