

**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 type="checkbox"/> Sales Terms (DTR)                    |
| <input checked="" type="checkbox"/> Western Star Dealers | <input type="checkbox"/> Direct Warranty Customers | <input type="checkbox"/> Used Product (DTR)                   |
| <input checked="" type="checkbox"/> Sterling Dealers     | <input type="checkbox"/> Export                    | <input type="checkbox"/> Travel Centers of America/Petro:Lube |
| <input checked="" type="checkbox"/> FCCC Dealers         | <input type="checkbox"/> DDC Distributors          |   |

**IMPORTANT WARRANTY INFORMATION**

<b>REF</b>	<b>15-029</b>
Effective	09/14/2015
Release	09/14/2015
<b>SUBJECT</b>	<b>Warranty Recognition Program - Coming Soon!</b>

**❖ WRP Launch**

DTNA is pleased to announce the dates for the rollout of the new Warranty Recognition Program (WRP). The current Warranty Certification Program (WCP) will be sunset on October 31, 2015, to allow for necessary system updates prior to implementing the new program.

The WRP contains multiple automated processes, all managed through OWL, including:

- WRP applications
- Appeals
- Standings
- WRP dollars available
- WRP dollars used
- Self-audits
- Warranty Management Reports
- Auto processing of WRP claims

In the coming weeks, DTNA will release additional Important Warranty Information letters regarding program parameters, participation, and the publication of the WRP User Reference Guide.

**❖ WRP Timeline**

In anticipation of the program roll-out, please take note of several changes and upcoming calendar benchmarks.

Calendar Time Frame	Benchmark
June 30, 2015	End of dollar accumulation under the old WCP program
October 31, 2015	Last day to submit claims for WCP dollars earned during Q2 under the old program
October – December 2015	Q4 Warranty Management Report data accumulates
December 2015	Submit self-audits
January – March 2016	New WRP launches
April 2, 2016	WRP Q1 standings, levels, and dollars earned published in OWL
April – June 2016	Participants can use WRP dollars earned during Q1

**IMPORTANT WARRANTY INFORMATION LETTER**

Verify latest version online: [Important Warranty Information Letters are available at DTNAConnect > Warranty Lit > 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.*