

**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) |
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IMPORTANT WARRANTY INFORMATION

REF **15-015**
 Effective 05/04/2015
 Release 05/04/2015
 SUBJECT Warranty Exclusions Reminder

❖ Charging for Warrantable Repairs

Please be reminded that per the DTNA Warranty Manual, customers must not be charged for costs associated with warranty repairs. DTNA requires that service locations be knowledgeable about and remain in compliance with the policies detailed in the Warranty Manual.

❖ Warranty Manual Compliance

As noted in the *New Vehicle Limited Warranty > Warranty Statement > Limitations* section of the Manual, "Company's sole obligation under this warranty shall be to repair or replace, in Company's sole discretion, any defective component or part. **Such repair or replacement shall be without cost to purchaser** when performed within the applicable warranty period (time, distance, or hour limit, whichever occurs first)."

Additionally, in the *New Vehicle Limited Warranty > Warranty Statement > Exclusions > Miscellaneous Expenses* section, "Premium charges and work not directly related to the repair or replacement of a warranted part are not covered under this Warranty." Exclusions include, but are not limited to:

- General housekeeping supplies (i.e., shop rags, solvents, sweeping compounds, coveralls, etc.)*

Labor and overhead rate calculations include the above costs associated with general overhead supplies and expenses needed to perform warranty repairs. As a result, these costs are not warrantable as separate costs and should be excluded from a claim. Also, any subsequent attempt to recover these costs from the customer directly is a violation of DTNA Warranty policies and procedures.

Items such as fasteners, lubricants, oil, etc., used during a warrantable repair are reimbursable under warranty and should be itemized on the associated claim.

*Please see the Warranty Manual for the complete list of exclusions, available at [AccessFreightliner.com > Applications > WarrantyLit > Warranty Manual](#). For clarification or warranty-related questions, please submit a ticket inquiry via the Warranty Support Center (WSC).

IMPORTANT WARRANTY INFORMATION LETTER

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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.