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**IMPORTANT WARRANTY INFORMATION**

REF **15-013**

Effective 04/20/2015

Release 04/20/2015

SUBJECT TBB: Cummins 10% Handling Allowance

❖ **New Cummins Parts Handling Policy**

As a result of the ongoing collaboration with the Joint Application Development (JAD) committee, DTNA is pleased to announce a 10% handling allowance for Thomas Built Bus (TBB) vehicles when Cummins parts were replaced as a result of a DTNA failure (progressive damage).

❖ **Handling Guidelines**

Effective for repairs performed on or after April 20, 2015, a 10% handling allowance is available when Cummins parts were replaced as a result of a failed DTNA component on a TBB vehicle. For example, if an air system repair impacted a Cummins engine, the Cummins parts required for the repair would be eligible for the 10% handling allowance. Please note that per the DTNA Warranty Manual, handling is excluded for bulk quantity items and sublet repairs.

To receive the Cummins 10% handling:

- Claim type must be *Warranty, Extended Coverage, or Transporter*
- The Cummins part was purchased outside DTNA because it was not offered for purchase through the Parts Distribution Center (PDC) network
- A scanned copy of the part invoice may be required; if prompted by OWL, please attach the invoice to the claim
- The *Repair Details* field on the *Failure* tab contains a thorough explanation of the repair, including the Cummins part replacement

❖ **OWL Claim Filing Steps**

When entering the Cummins part(s) and handling on the *Parts* tab in OWL, please note:

- From the *Part Type* drop down menu, select *Other* for both the Cummins part(s) and the handling
- Enter the part's price into the *Part Price Claimed* field; if an invoice is required, part pricing in the claim must match the invoice price(s)
- After entering all applicable Cummins part numbers, to claim handling:
  - In the *Part #* field, type *Cummins Handling 10%*
  - In the *Qty Claimed* field, enter **1**; **even if multiple Cummins parts were used in the repair, add handling to the claim once**
  - Add up the part prices for all Cummins parts used, calculate 10% of the sum, and enter that number into the *Part Price Claimed* field

| Claim   |           | Failure |      | Parts            |              | Labor   |  | Other Charges |  | Location |  | Payment |  | Charge Back |  | Attachments |  |
|---|-----------|---------|------|------------------|--------------|---------|--|---------------|--|----------|--|---------|--|-------------|--|-------------|--|
| Qty   |           |         |      |                  |              |         |  |               |  |          |  |         |  |             |  |             |  |
| Part #  | Part Type | Claimed | U/M  | Part Description | System Price | Claimed |  |               |  |          |  |         |  |             |  |             |  |
| <input type="checkbox"/> CUM 4984575          | OTHER     | 1       | EACH | CUM 4984575 PRE  | 0.00         | 36.92   |  |               |  |          |  |         |  |             |  |             |  |
| <input type="checkbox"/> CUM 4309536NX        | OTHER     | 1       | EACH | Cummins          | 0.00         | 1490.62 |  |               |  |          |  |         |  |             |  |             |  |
| <input type="checkbox"/> Cummins Handling 10% | OTHER     | 1       | EACH | Cummins Handling | 0.00         | 152.75  |  |               |  |          |  |         |  |             |  |             |  |

**IMPORTANT WARRANTY INFORMATION LETTER**

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