

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

☒ Freightliner Dealers	☒ Thomas Built Bus Dealers	☒ Sales Terms (DTR)
☒ Western Star Dealers	☒ Direct Warranty Customers	☒ Used Product (DTR)
☒ Sterling Dealers	☐ Export	☐ Travel Centers of America/Petro:Lube
☒ FCCC Dealers	☒ DDC Distributors	

IMPORTANT WARRANTY INFORMATIONREF **15-051**

Effective 12/23/2015

Release 12/23/2015

SUBJECT Warranty Classroom Training in 2016

❖ **Warranty Training Courses**

DTNA is pleased to announce that the Warranty Department will resume regional classroom training sessions in April 2016. Similar to 2015, two (2) different seminars will be offered in 2016: a New Hire course and an Advanced Warranty Training course. Both offerings are 2-day classes and encompass the full range of DTNA brands and products (Freightliner, Western Star, Freightliner Custom Chassis Corporation, Thomas Built Bus, and Detroit engines, axles, and transmissions).

Warranty and Service personnel, advisors, administrators, and managers are invited to attend although enrollment is limited to current employees of authorized DTNA locations. To promote a more in-depth and hands-on attendee experience, DTNA will keep class sizes small but please note that each class will require a minimum number of students to proceed.

All 2016 locations have two (2) sessions a week scheduled; however, if the scheduled classes are the same (e.g., both classes are the Advanced Warranty course), the second session will not open for registration without sufficient enrollment in the first. Please see the table on page 3 for 2016 courses, locations, and dates. Enroll online via the Aftermarket Resource Center (ARC) at www.dtnaarc.com > My Training > Available ILT Classes and look for classes named, "Warranty Training."

Costs

There are no tuition costs for DTNA Warranty training courses.

Attendees Are Responsible For:	DTNA Will Provide:
- Round-trip transportation to the class - Lodging, as necessary - Meals (breakfast and dinner)	- Instructional materials - Lunch during classroom sessions

❖ **New Hire Course**

DTNA's New Hire course is an entry level seminar designed to introduce attendees to the many aspects of DTNA warranty and develop strong best practices. It is aimed at assisting individuals who are either:

- Newly employed in a service location's Warranty Department; or
- Employed in a position that works closely with the Warranty Department (e.g., Service Writer or Shop Foreman)

Content and course materials address topics from a beginner's perspective and include:

- Outlining service location personnel roles/link to the claim process
- Utilizing various DTNA software applications and resources
- Evaluating warranty coverage and claim types
- Examining parts management
- Understanding vehicle registration
- Exploring recalls and field service campaigns
- Reviewing current events (e.g., recent WSC ticket/Processing/Recovery patterns, Important Warranty Information letters, etc.)

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.

❖ Advanced Course

The New Hire course was originally designed to be held in Portland, OR, and include tours of both the Western Star Truck Manufacturing Plant and DTNA's Parts Return Center as well as meet the Warranty Engineers who test returned parts. However, in 2016, the Warranty Department will modify the course slightly so that it can be offered in other locations. When possible, the course will include a DTNA facility tour; for example, in Cleveland, NC, the New Hire class will include a tour of the Freightliner Truck Manufacturing Plant.

Requirements

Participants must have the following:

- No more than six (6) months as a Warranty Administrator/Manager
- Completed two (2) web-based training courses available at ARC > Departments > Warranty > Online Warranty Link (OWL) Resources > OWL Training
 - o Warranty Personnel
 - o The 3Cs: Complaint, Cause and Correction

Registration

The New Hire class will be capped at 10 participants. Successfully registered participants will receive an email notification that contains class information and details such as suggested lodging, transportation, and directions.

DTNA's Advanced Warranty Training course examines trends across the dealership body and more specifically, the locations represented by participants in class. This upper level course is designed to benefit experienced personnel, not individuals new to a position. The Advanced Warranty Training class will be offered in various locations across the U.S. and Canada. Topics include:

- Claims: discovering unclaimed dollars, achieving full payment, and increasing auto-processing
- Chargebacks: avoiding technical chargebacks, defending claims, appealing chargebacks, and success rates for chargeback reversal
- Best practice suggestions and action plans ready for implementation
- Current events (e.g., recent WSC ticket/Processing/Recovery patterns, Important Warranty Information letters, etc.)

Requirements

The Advanced Warranty Training course has the following requirements:

- To ensure that attendees have the requisite on-the-job experience, participants must have:
 - o A minimum of six (6) months of employment*
- *Note: An individual who attends the New Hire course must allow three (3) months to pass before attending an Advanced Warranty Training class.
- Advanced Warranty Training classes in the U.S. will be held at DTNA Training Centers with on-site computer access. However, DTNA will hold Canadian sessions in hotels; *attendees to any Canadian classes are responsible for attending with a laptop for classroom use.*

Registration

The Advanced Warranty Training class will be capped at 15 participants. Successfully registered participants will receive an email notification that contains class information and details such as suggested lodging, transportation, and directions.

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❖ 2016
Schedule
of
Classes

Location	Course	Date	Available Seats
Sandman Signature Vancouver Airport Hotel, Richmond, BC, Canada	Advanced	April 5-April 6	15
Sandman Signature Vancouver Airport Hotel, Richmond, BC, Canada	Advanced	April 7-April 8	15
DTNA Northeastern Training Center, Bridgeport, NJ	Advanced	April 19-April 20	15
DTNA Northeastern Training Center, Bridgeport, NJ	Advanced	April 21-April 22	15
DTNA Midwestern Training Center, Wood Dale, IL	Advanced	May 10-May 11	15
DTNA Midwestern Training Center, Wood Dale, IL	Advanced	May 12-May 13	15
DTNA Southeastern Training Center, Cleveland, NC	New Hire	May 24-May 25	10
DTNA Southeastern Training Center, Cleveland, NC	Advanced	May 26-May 27	15
Fairfield Inn & Suites Montreal Airport, Montreal, QC, Canada	New Hire	June 7-June 8	10
Fairfield Inn & Suites Montreal Airport, Montreal, QC, Canada	Advanced	June 9-June 10	15
DTNA Western Training Center (Corp.2), Portland, OR	New Hire	June 21-June 22	10
DTNA Western Training Center (Corp.2), Portland, OR	Advanced	June 23-June 24	15
Courtyard Toronto Airport, Toronto, ON, Canada	Advanced	Aug. 9-Aug. 10	15
Courtyard Toronto Airport, Toronto, ON, Canada	Advanced	Aug. 11-Aug. 12	15
DTNA Northeastern Training Center, Bridgeport, NJ	Advanced	Aug. 23- Aug. 24	15
DTNA Northeastern Training Center, Bridgeport, NJ	Advanced	Aug. 25- Aug. 26	15
DTNA Midwestern Training Center, Wood Dale, IL	Advanced	Sept. 20-Sept. 21	15
DTNA Midwestern Training Center, Wood Dale, IL	Advanced	Sept. 22-Sept. 23	15
DTNA Western Training Center (Corp.2), Portland, OR	Advanced	Oct. 18-Oct. 19	15
DTNA Western Training Center (Corp.2), Portland, OR	Advanced	Oct. 20-Oct. 21	15
DTNA Southeastern Training Center, Cleveland, NC	New Hire	Nov. 15-Nov. 16	10
DTNA Southeastern Training Center, Cleveland, NC	Advanced	Nov. 17-Nov. 18	15

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