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IMPORTANT WARRANTY INFORMATION**REF 16-038**

Effective 12/05/2016

Release 12/05/2016

SUBJECT Policy Alignment: Steam Clean Standard Repair Time❖ **Policy Alignment**

In the ongoing collaboration with the Joint Application Development (JAD) Committee to align DTNA vehicle and Detroit powertrain policies, DTNA is pleased to announce the implementation of a steam clean Standard Repair Time (SRT) across all business units. Effective with repair orders opened on or after December 5, 2016, service locations can add SRT 939-6041A for 0.3 hours to eligible claims.

Steam cleaning may be deemed a necessary operation in warrantable fluid leak repairs (e.g., radiator, hose, transmission, brake, etc.) for:

- Repair diagnosis
 - Identifying potential leak sources that may be obstructed due to grease, road grime, oils, environmental issues, etc.
- Preparation of the repair area
- Returning the unit to pre-failure state

SRT Code	Description	Hours
939-6041A	Steam Clean, Chassis, Spot of Failure	0.3

❖ **Claiming the Steam Clean SRT**

To ensure full reimbursement, follow these guidelines:

- Claim narrative must support use of SRT 939-6041A
 - The SRT is for cleaning mating surfaces and/or internal parts involved in the repair, not cleaning other areas of the unit or service bay
- SRT 939-6041A can be used once per Single Repair Period
 - As defined by the DTNA Warranty Manual, a Single Repair Period is, "The period of time that a vehicle remains continuously in the repair and/or body shop for repairs."

Unjustified use or misapplication of SRT 939-6041A may result in claim modification, denial, or chargeback.

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.