Daimler Trucks North America LLC

For questions, comments, or to submit an inquiry, go to:
DTNAConnect > My Applications > WSC

WARRANTY DEPARTMENT
6121 N Cutter Circle, Suite A
Portland, Oregon 97217-4090

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

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

IMPORTANT WARRANTY INFORMATION

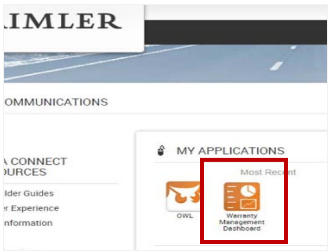
REF	**16-040**
Effective	12/19/2016
Release	12/19/2016
SUBJECT	Warranty Management Dashboard Now Available Via DTNAConnect

❖ New Dashboard Available

To assist users with data management and to help identify growth opportunities, DTNA has been collaborating with the Joint Application Development (JAD) committee to develop the Warranty Management Dashboard. The Dashboard provides data regarding claims filed in OWL and is intended to provide a foundation for implementing continuous improvement initiatives that increase efficiency, improve service throughput, and promote warranty recovery.

❖ Accessing the Dashboard

The Warranty Management Dashboard is available through an icon in the *My Applications* section of DTNAConnect.



It is important that Dashboard data be shared at all levels of an organization as a tool to identify areas of strength and/or weakness. Therefore, the Warranty Management Dashboard will be available to individuals with the following service location OWL user app roles:

- Dealer Principal
- Dealer Trainer
- General Manager
- Owner
- Parts Manager
- President
- Service Director
- Service Manager
- Warranty Administrator
- Warranty Manager

User app roles are set by a location's designated Identity Management (IdM) Security Administrator, not the DTNA Warranty Department. For app role questions or concerns, please see your onsite IdM Security Administrator; if that person is unknown, contact the Dealer Help Desk.

❖ Using the Dashboard

The Warranty Management Dashboard provides the following:

- Claims in Dealer and DTNA work queues (per last day of the prior month)
- Field Service and Recall Campaign information (open/completed for 5 years)
- Claim recap (accepted, corrections, paid in full, modified, denied, charged back)
- Chargeback reasons (Top 5)
- Links to labor rate and dealer agreement information

All blue underlined data displayed in the Dashboard has an associated detail report that launches as an Excel spreadsheet when the blue link is clicked. In addition to month to date, depending on the category, data may also be available quarter to date and year to date.

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.

Copyright © Daimler Trucks North America LLC. All rights reserved.
Daimler Trucks North America LLC is a Daimler company.

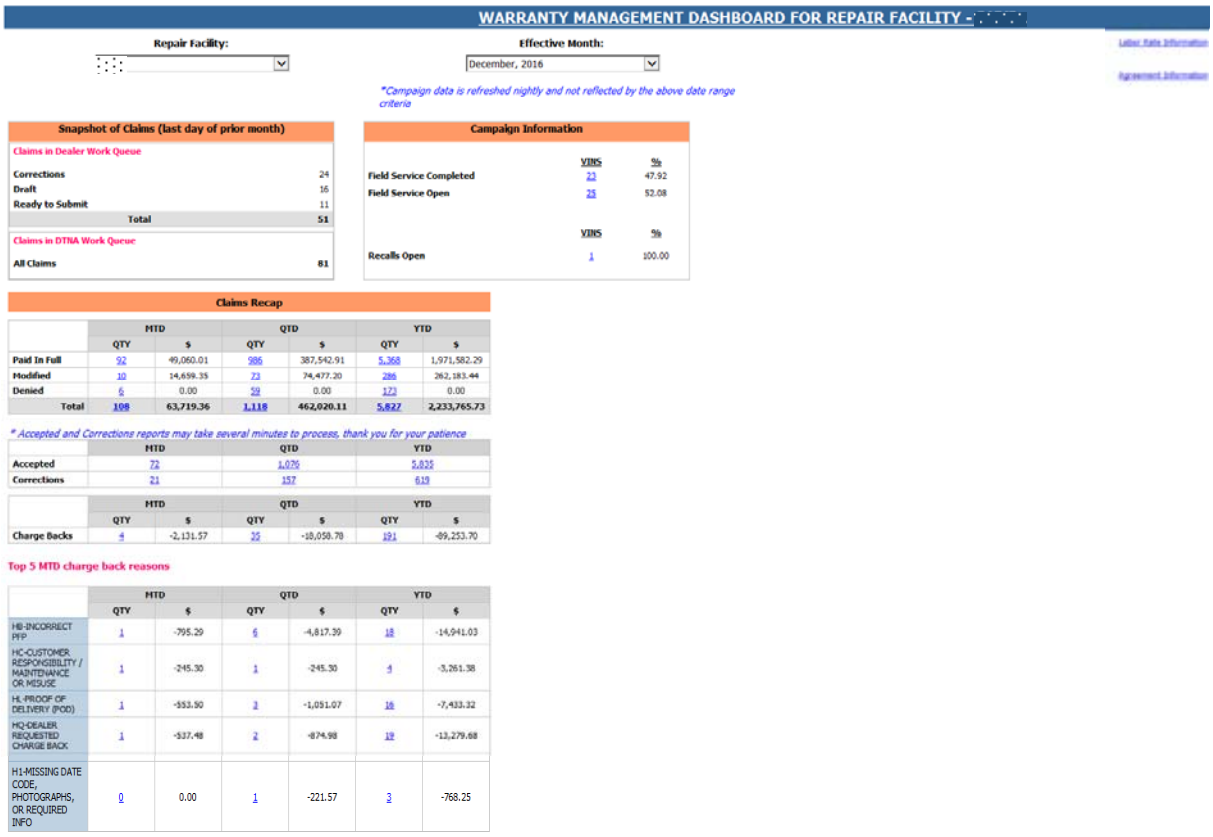
WARRANTY DEPARTMENT
6121 N Cutter Circle, Suite A
Portland, Oregon 97217-4090

To ensure Dashboard understanding, please note the following:

- When users open the Dashboard, a prompt page displays dropdown menus for a selecting location code and month; depending on a user's access, multiple location codes may be available
- At Dashboard release, the data in the *Snapshot of Claims* section will be for the last day of the prior month (November)
- Data is updated per pay cycle (each Saturday and at month end, except for the Campaign data which refreshes nightly)
- Thomas Built Bus (TBB) and Detroit claim data are projected to launch in the next enhancement phase
- *Accepted* and *Corrections* reports may have longer load times than other reports

Though the initial launch includes many reporting categories, please be aware that DTNA has planned a phased rollout of the Warranty Management Dashboard. Users should expect to see graphic enhancements and improved performance time for *Corrections* and *Accepted* reports in spring 2017.

Sample Warranty Management Dashboard Screen (Phase 1):



WARRANTY MANAGEMENT DASHBOARD FOR REPAIR FACILITY -

Repair Facility:

Effective Month: December, 2016

*Campaign data is refreshed nightly and not reflected by the above date range criteria

Snapshot of Claims (last day of prior month)

Claims in Dealer Work Queue	
Corrections	24
Draft	16
Ready to Submit	11
Total	51
Claims in DTNA Work Queue	
All Claims	81

Campaign Information

	VINS	%
Field Service Completed	23	47.92
Field Service Open	25	52.08

	VINS	%
Recalls Open	1	100.00

Claims Recap

	MTD		QTD		YTD	
	QTY	$	QTY	$	QTY	$
Paid In Full	92	49,060.01	986	387,542.91	5,368	1,971,582.29
Modified	10	14,659.35	73	74,477.20	286	262,183.44
Denied	6	0.00	59	0.00	173	0.00
Total	108	63,719.36	1,118	462,020.11	5,827	2,233,765.73

* Accepted and Corrections reports may take several minutes to process, thank you for your patience

	MTD	QTD	YTD
Accepted	72	1,076	5,835
Corrections	21	157	619

	MTD		QTD		YTD	
	QTY	$	QTY	$	QTY	$
Charge Backs	4	-2,131.57	35	-18,050.78	191	-89,253.70

Top 5 MTD charge back reasons

	MTD		QTD		YTD	
	QTY	$	QTY	$	QTY	$
HB-INCORRECT PFP	1	-795.29	6	-4,817.39	18	-14,941.03
HC-CUSTOMER RESPONSIBILITY / MAINTENANCE OR MISUSE	1	-245.30	1	-245.30	4	-3,261.38
HL-PROOF OF DELIVERY (POD)	1	-553.90	3	-1,051.07	16	-7,433.32
HQ-DEALER REQUESTED CHARGE BACK	1	-537.48	2	-874.98	19	-13,279.68
H1-MISSING DATE CODE, PHOTOGRAPHS, OR REQUIRED INFO	0	0.00	1	-221.57	3	-768.25

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.

Copyright © Daimler Trucks North America LLC. All rights reserved.
Daimler Trucks North America LLC is a Daimler company.