

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

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

- | | | |
|--|---|--|
| <input checked="" type="checkbox"/> Freightliner Dealers | <input checked="" type="checkbox"/> Thomas Built Bus Dealers | <input checked="" type="checkbox"/> Sales Terms (DTR) |
| <input checked="" type="checkbox"/> Western Star Dealers | <input checked="" type="checkbox"/> Direct Warranty Customers | <input checked="" type="checkbox"/> Used Product (DTR) |
| <input checked="" type="checkbox"/> Sterling Dealers | <input checked="" type="checkbox"/> Export | <input checked="" type="checkbox"/> Travel Centers of America/Petro:Lube |
| <input checked="" type="checkbox"/> FCCC Dealers | <input checked="" type="checkbox"/> DDC Distributors | |

IMPORTANT WARRANTY INFORMATION

REF 16-009R
Effective 04/04/2016
Release 03/21/2016 (revised 03/22/2016)
SUBJECT OWL Enhancements

❖ OWL Update

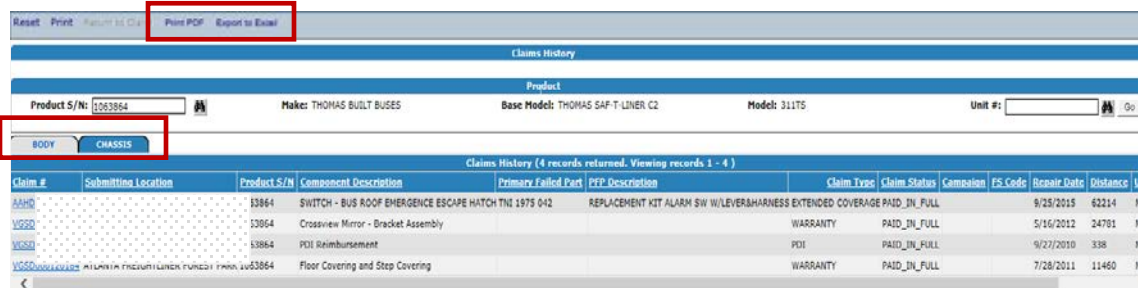
In the ongoing effort to enhance the user experience and ease the claim filing process, DTNA is pleased to announce several upgrades [that will be available to OWL users by April 4, 2016](#):

- New tabs on the *Claims History* page
- Expanded print options on the *Claims History* page

❖ Claims History Page

On the *Claims History* page, users will no longer have results limited to the product serial number that is searched. Instead, when a product serial number (S/N) is entered, OWL will provide all claims associated with the searched product S/N plus related products. For example, searching the product S/N of a unit with a Thomas Built Bus (TBB) body and Freightliner Custom Chassis Corporation (FCCC) chassis will yield links for any claims filed for the body or chassis.

Search results will be divided into different tabs within the *Claims History* page. Users also will have the ability to either convert search results into a PDF document or export to an Excel document.



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.