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☐ Sterling Dealers	☐ Export	☐ Travel Centers of America/Petro:Lube
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IMPORTANT WARRANTY INFORMATION**REF 16-010**

Effective 03/31/2016

Release 03/28/2016

SUBJECT Warranty Recognition Program Suspension**❖ WRP Update**

As noted in Important Warranty (IWI) letter 15-039, DTNA piloted the Warranty Recognition Program (WRP) in late 2015 and automatically enrolled all eligible dealers. As part of the pilot period, DTNA provided \$450 USD WRP Policy Dollars to all enrolled dealers as a goodwill gesture to test the new program and get comfortable with the WRP's new host environment, OWL.

During the pilot, DTNA continued to add functionality in OWL in preparation for full WRP deployment as well as address technological issues identified by users. At the same time as the WRP pilot period and soft launch in 2016, DTNA has also been working on the Detroit integration into OWL, a challenging but very significant project that when complete, will greatly ease the claim filing process.

❖ Adjusted WRP Timeline

As pledged in IWI letter 15-039, WRP Policy Dollars awarded during the pilot period will be available through March 31, 2016. However, in an effort to streamline the Detroit integration project, rather than continue to split resources, DTNA will suspend the WRP on March 31, 2016. The WRP will re-launch after Detroit has been successfully deployed in OWL and WRP functionality enhancements in OWL have been completed. When the WRP suspension ends, dealers will start with a clean slate and DTNA will release additional IWI letters to provide program parameters and new calendar benchmarks.

IMPORTANT WARRANTY INFORMATION LETTER

Verify latest version online: Important Warranty Information Letters are available at DTNAConnect > Warranty Lit > Warranty Letters

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