

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

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|--|---|---|
| <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 type="checkbox"/> Export | <input type="checkbox"/> Travel Centers of America/Petro:Lube |
| <input checked="" type="checkbox"/> FCCC Dealers | <input checked="" type="checkbox"/> DDC Distributors | |

IMPORTANT WARRANTY INFORMATION

REF **17-027**
Effective 12/04/2017
Release 12/04/2017
SUBJECT Warranty Classroom Training in 2018

❖ **Warranty Classroom Training**

In 2018, DTNA will offer regional classroom training in the U.S. and Canada. Similar to years past, there will be two (2) different seminars: a New Hire course and an Advanced Warranty course. Both are 2-day classes that cover the full range of DTNA brands and products (Detroit powertrain components, Freightliner, Freightliner Custom Chassis Corporation, Thomas Built Bus, and Western Star).

❖ **Course Notes**

The information below applies to both Warranty courses. See the table on page 3 for the 2018 schedule, which includes locations and dates.

Cost

- No tuition fees

Enrollment

- Limited to current employees of authorized DTNA locations
- Capped at 20 participants
- If minimum enrollment and/or wait list thresholds are not met, DTNA reserves the right to cancel classes
 - If scheduled classes within a week 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
- Register via the [Aftermarket Resource Center \(ARC\)](#)
 - Successfully registered participants receive an email notification containing course information, suggested lodging, transportation, directions, etc.

Provided by DTNA

- Instructional materials
- Lunch during classroom sessions
- Internet access

Attendee Responsibility

- Completion of web-based training courses available at *ARC > Departments > Warranty > Online Warranty Link (OWL) Training > OWL Training*:
 - Warranty Personnel
 - The 3Cs: Complaint, Cause and Correction
- Round-trip transportation to class location
- Lodging
- Meals (breakfast and dinner)
- Laptop computer
 - *The laptop computer requirement is a 2018 change; DTNA will no longer provide any computers*

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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.

❖ New Hire Course

The New Hire course is an entry level seminar designed to introduce attendees to the many aspects of DTNA warranty and develop efficient day-to-day processes. It is aimed at assisting individuals who either:

- Have no more than six (6) months employment as a Warranty Administrator/Manager; or
- Are employed in a position that works closely with the Warranty Department (e.g., Service Writer, Shop Foreman, Master Technician, Service Manager)

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 coverage and claim types
- Examining parts management
- Understanding vehicle registration
- Exploring recalls and field service campaigns
- Reviewing current events (e.g., Warranty Support Center ticket/Processing/Recovery patterns, Important Warranty Information letters, etc.)

Wherever possible, the New Hire course includes on-site visits to local DTNA facilities. In Portland, OR, the course includes tours of the Western Star Truck Manufacturing Plant, the Parts Return Center, and meeting the Warranty Engineers who test returned parts.

❖ Advanced Warranty Course

The Advanced Warranty course examines trends across the service network 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. Topics include:

- Claims: discovering unclaimed dollars, achieving full payment, and increasing auto-processing
- Chargebacks: preventing shipping chargebacks and technical chargebacks, defending claims, appealing chargebacks, and success rates for chargeback reversal
- Best practice suggestions and developing action plans for continuous improvement
- Current events (e.g., Warranty Support Center ticket/Processing/Recovery patterns, Important Warranty Information letters, etc.)

To ensure that attendees have the necessary on-the-job experience to understand and apply content, participants must have at least six (6) months employment as a Warranty Administrator/Manager. Individuals who attend the New Hire course must allow three (3) months to pass before attending an Advanced Warranty Training class.

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❖ **2018 Schedule of Classes**

Location	Course ¹	Date
DTNA Corp HQ, Portland, OR	New Hire	March 20 – March 21
DTNA Corp HQ, Portland, OR	Advanced	March 22 – March 23
DTNA Northeastern Training Center, Bridgeport, NJ	New Hire	May 8 – May 9
DTNA Northeastern Training Center, Bridgeport, NJ	Advanced	May 10 – May 11
Detroit Training Center, Detroit, MI	New Hire	May 22 – May 23
Detroit Training Center, Detroit, MI	Advanced	May 24 – May 25
Sandman Signature Vancouver Airport Hotel, Richmond, BC	Advanced	June 5 – June 6
Sandman Signature Vancouver Airport Hotel, Richmond, BC	Advanced	June 7 – June 8
Holiday Inn Montreal Airport, Montreal, QC	New Hire	June 19 – June 20
Holiday Inn Montreal Airport, Montreal, QC	Advanced	June 21 – June 22
DTNA Corp HQ, Portland, OR	Advanced	August 7 – August 8
DTNA Corp HQ, Portland, OR	Advanced	August 9 – August 10
Courtyard Toronto Airport, Toronto, ON	Advanced	August 21 – August 22
Courtyard Toronto Airport, Toronto, ON	Advanced	August 23 – August 24
DTNA Southeastern Training Center, Cleveland, NC	New Hire	October 16 – October 17
DTNA Southeastern Training Center, Cleveland, NC	Advanced	October 18 – October 19

¹ Each class has space for 20 participants. If the enrollment and/or wait list minimum threshold of at least six (6) people is not met, DTNA reserves the right to cancel classes.

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