

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**

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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 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	17-028
Effective	12/11/2017
Release	12/11/2017
SUBJECT	OWL Enhancement: Service Model Field

❖ **New Field in OWL**

DTNA is pleased to announce the deployment of a new field in OWL to improve the claim filing process. The *Service Model* field is visible for every product and provides the service model code with a brief description; this information categorizes data to facilitate correct standard repair time (SRT) selection. The field displays in two (2) locations: on the *Parts and Labor Lookup* (PLL) screen and within a claim on the *Labor* tab.

On the *PLL* screen:

OWL Home > Parts Labor LookUp (PLL)
New Create Draft Claim Reset Return to Claim

Parts and Labor Lookup (PLL)

Submitting Location: [Dropdown]
Product S/N: [Text Field]
Customer Name: [Text Field]

STEP 1 Product Information

Product S/N: [Text Field]
Make: FREIGHTLINER [Dropdown] Failure Date: [Text Field]
Base Model: 122SD [Dropdown] Repair Date: [Text Field]
Service Model: F14 F14 FTL CORONADO 122 - EPA 2010 [Red Box]
STEP 2 Parts Information

Primary Failed Part (PFP): [Text Field]

In a claim on the *Labor* tab:

Claim - Labor

Submitting Location: [Text Field] ER
Product S/N: [Text Field]
Claim Number: [Text Field]
Make: FREIGHTLINER
Repair Distance: 0 Units: KILOMETERS
Model Year: 2018
Base Model: 122SD
Model: CD122064SD
Repair Date: [Text Field]
Repair Order: [Text Field]
Product Type: CHASSIS

Claim Type: [Text Field]
Status: [Text Field]
In Service Date: [Text Field]
Build Date: [Text Field]
Ordered Domicile: [Text Field]
Customer Name: [Text Field]
Months In Service: [Text Field]
Failure Date: [Text Field]
Glider: [Text Field]
Incomplete: [Text Field]

Claim Failure Parts Labor Other Charges Location Payment Attachments

Labor Type: [Dropdown] SRT: [Text Field] SRT Description: [Text Field] Add Ops: [Text Field]
[Text Field] [Text Field] [Text Field]
[Text Field] [Text Field] [Text Field]
Delete Selected Labor Actual Tech Times: 0.0

Service Model: F14 F14 FTL CORONADO 122 - EPA 2010 [Red Box]

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.