

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

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

**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 **17-026**
 Effective 12/25/2017
 Release 12/04/2017
 SUBJECT Holiday Closure 2017

❖ **Holiday Schedule**

Please be aware that DTNA's corporate offices will be closed from December 25, 2017, through January 1, 2018. No staff will be working on December 25 or January 1.

Between December 26-29, limited Warranty Department personnel will be available to answer ticket inquiries submitted through the Warranty Support Center. Due to the reduced staff, response times may be longer than normal.

Normal DTNA corporate operations resume on Tuesday, January 2, 2018.

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.