

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 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 **17-001**
Effective 01/16/2017
Release 01/16/2017
SUBJECT Warranty Classroom Training in 2017

❖ Warranty Classroom Training

In March 2017, DTNA will resume regional classroom training in the U.S. and Canada. Similar to years past, two (2) different seminars will be offered: 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).

Warranty and Service personnel, advisors, administrators, and managers are invited to attend although enrollment is limited to current employees of authorized DTNA locations. If minimum enrollment and/or wait list thresholds are not met, DTNA reserves the right to cancel classes. In addition, 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.

Please see the table on page 3 for 2017 courses, locations, and dates. Enroll online via the Aftermarket Resource Center (ARC) at www.dtnaarc.com > My Training > ILT Class List and search for courses named, "Warranty."

Class Costs

There are no tuition costs for DTNA Warranty training courses.

Attendees Are Responsible For:	DTNA Will Provide:
<ul style="list-style-type: none"> • Round-trip transportation to the class • Lodging, as necessary • Meals (breakfast and dinner) • Laptop computer (<i>varies by location</i>)* 	<ul style="list-style-type: none"> • Instructional materials • Lunch during classroom sessions • Computer access (<i>varies by location</i>)*

**Attendees to any Canadian or Portland, OR, class are responsible for attending with a laptop for classroom use.*

❖ 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 are either:

- Newly employed in a service location's Warranty Department; or
- Employed in a position that works closely with the Warranty Department (e.g., Service Writer or Shop Foreman)

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.

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

Wherever possible, the New Hire course includes on-site visits to local DTNA facilities. The course in Portland, OR, includes tours of both the Western Star Truck Manufacturing Plant, the Parts Return Center, and meeting the Warranty Engineers who test returned parts. In Cleveland, NC, the New Hire class includes a tour of the Freightliner/Western Star Truck Manufacturing Plant.

Requirements

Participants must have the following:

- No more than six (6) months as a Warranty Administrator/Manager
- Completed web-based training courses available at ARC > Departments > Warranty > Online Warranty Link (OWL) Training > OWL Training
 - Warranty Personnel
 - The 3Cs: Complaint, Cause and Correction

Registration

The New Hire class will be capped at 20 participants. Successfully registered participants will receive an email notification that contains class information and details such as suggested lodging, transportation, and directions.

❖ 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: avoiding technical chargebacks, defending claims, appealing chargebacks, and success rates for chargeback reversal
- Best practice suggestions and action plans ready for implementation
- Current events (e.g., recent WSC ticket/Processing/Recovery patterns, Important Warranty Information letters, etc.)

Requirements

The Advanced Warranty course has the following requirements:

- To ensure that attendees have the requisite on-the-job experience, participants must have:
 - A minimum of six (6) months of employment*
 *Note: Individuals who attend the New Hire course must allow three (3) months to pass before attending an Advanced Warranty Training class.
- 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

Registration

The Advanced Warranty class will be capped at 25 participants. Successfully registered participants will receive an email notification that contains class information and details such as suggested lodging, transportation, and directions.

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❖ **2017 Schedule of Classes**

Location	Course	Date	Seats Available ¹
DTNA Corporate Headquarters, Portland, OR	New Hire	March 21 - March 22	20
DTNA Corporate Headquarters, Portland, OR	Advanced	March 23 - March 24	25
DTNA Midwestern Training Center, Wood Dale, IL	Advanced	April 4 - April 5	25
DTNA Midwestern Training Center, Wood Dale, IL	Advanced	April 6 - April 7	25
Fairfield Inn & Suites Montreal Airport, Montreal, QC	Advanced	May 23 - May 24	25
Fairfield Inn & Suites Montreal Airport, Montreal, QC	Advanced	May 25 - May 26	25
DTNA Southeastern Training Center, Cleveland, NC	New Hire	June 6 - June 7	20
DTNA Southeastern Training Center, Cleveland, NC	Advanced	June 8 - June 9	25
Sandman Signature Vancouver Airport Hotel, Richmond, BC	Advanced	August 8 - August 9	25
Sandman Signature Vancouver Airport Hotel, Richmond, BC	Advanced	August 10 - August 11	25
DTNA Corporate Headquarters, Portland, OR	Advanced	August 22 - August 23	25
DTNA Corporate Headquarters, Portland, OR	Advanced	August 24 - August 25	25
Courtyard Toronto Airport, Toronto, ON	New Hire	September 12 - September 13	20
Courtyard Toronto Airport, Toronto, ON	Advanced	September 14 - September 15	25
DTNA Northeastern Training Center, Bridgeport, NJ	New Hire	October 24 - October 25	20
DTNA Northeastern Training Center, Bridgeport, NJ	Advanced	October 26 - October 27	25

¹If enrollment and/or wait list minimum thresholds are not met, DTNA reserves the right to cancel classes [New Hire minimum: at least six (6) people; Advanced minimum: at least eight (8) people].

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