

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

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| ☒ Freightliner Dealers | ☒ Thomas Built Bus Dealers | ☒ Sales Terms (DTR) |
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IMPORTANT WARRANTY INFORMATION**REF 17-007**

Effective 02/17/2017

Release 02/17/2017

SUBJECT Detroit to OWL Integration Postponed**❖ Integration
Postponed**

DTNA continues to rigorously test, both internally and externally, the new enhancements to the OWL Warranty System to enable the new feature of claim submission for Detroit powertrain components, so all claims from 'front bumper to rear taillights' can be submitted through one warranty system, OWL. DTNA is working through all known issues derived from our testing to ensure a successful launch.

DTNA will not launch the newly enhanced OWL system until we have consensus on the performance and readiness of the system amongst our Portland and Detroit-based IT, Warranty, Aftermarket Service Products (ASP), and Quality staff, as well as the input from our respective Dealer Joint Application Development (JAD) members and Direct Warranty Customer (DWC) locations who are assisting with the testing of the pilot system. As a result, DTNA is postponing the prior planned implementation date of March 6, 2017, until further notice.

Current scheduled webinars will be cancelled and rescheduled at a later date.

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.