

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

☐ Freightliner Dealers	☒ Thomas Built Bus Dealers	☐ Sales Terms (DTR)
☐ Western Star Dealers	☐ Direct Warranty Customers	☐ Used Product (DTR)
☐ Sterling Dealers	☐ Export	☐ Travel Centers of America/Petro:Lube
☒ FCCC Dealers	☐ DDC Distributors	

IMPORTANT WARRANTY INFORMATION

REF **17-019**

Effective 07/17/2017

Release 07/17/2017

SUBJECT Policy Alignment: FCCC Towing Allowance Increase

❖ FCCC Increase

As part of the effort to align policies across all DTNA brands, Freightliner Custom Chassis Corporation (FCCC) is increasing that maximum amount that will be reimbursed per towing incident. Effective for claims filed on or after July 17, 2017, FCCC will reimburse \$550 per occurrence on units that have towing/roadside assistance coverage. The exchange rate will not be applied because service locations will be reimbursed in local currency, either U.S. or Canadian dollars, as appropriate.

❖ Guidelines

To ensure full reimbursement, please note the following:

- Verify towing/roadside assistance coverage on the *Coverage Information* screen in OWL; coverage will display as a separate category
- Towing/roadside assistance expenses should be added to the same claim as the warrantable failure
- The \$550 threshold does not apply to FCCC recreational vehicles (RVs), which continue to have towing/roadside assistance to the nearest DTNA Authorized Service Location fully reimbursed

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.