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IMPORTANT WARRANTY INFORMATION

REF **18-006**

Effective 03/12/2018

Release 03/12/2018

SUBJECT Tech ID Field Required for OWL Claims

❖ Tech ID Field Requirement

As DTNA aligns policies and practices across brands, when Detroit Diesel Corporation (Detroit) powertrain components are integrated into OWL, the *Tech ID* field will be required for all DTNA products. Effective for all claims filed in OWL on or after March 12, 2018, technician information must be entered in the *Tech ID* field.

The *Tech ID* field provides enhanced reporting capability. This data can be used to review technician efficiency and effectiveness, impact service capacity, and promote proper assignment of work based on technician certifications.

❖ Adding a Technician

The *Tech ID* field is located below the labor row(s) on the *Labor* tab. Use the binoculars button to access look-up functionality for technician names.

The *Tech ID* binoculars button will launch a new window containing the first and last names of a service location's technicians. OWL automatically pulls data from the Aftermarket Resource Center (ARC) and displays individual names and identification numbers. Clicking the blue link in the *Tech ID* column populates the selected information on the claim.

Use the *Technician Name* field to search, either by first or last name, for a particular individual. If more than one (1) technician worked on the repair, select the technician who had the most time invested. If a technician's name is not available, select *No Tech ID*; the *No Tech ID* option is always the last option and below the list of technician names.

❖ Filing Claims

Claims cannot be submitted without a *Tech ID* field selection. OWL will generate a red error message if technician information is missing.

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.