

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

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

IMPORTANT WARRANTY INFORMATION

REF **18-010**

Effective 04/02/2018

Release 04/02/2018

SUBJECT Pre-Approval Program Changes

❖ **Pre-Approval
Changes**

This letter supersedes Important Warranty Information letter 14-022.

In collaboration with the Joint Application Development (JAD) Committee, DTNA is pleased to announce that the mandatory pre-approval requirement for select repairs is being replaced with a voluntary program. Effective for chassis repairs performed on or after April 2, 2018, pre-approval will be voluntary, not required, for these OWL claim types:

- Extended Coverage
- Transporter
- Warranty

❖ **Voluntary Pre-
Approval**

Claims submitted with pre-approval will not be denied, charged back, or modified. However, components are subject to failed parts inspection and parts and labor must not exceed approved amounts. The voluntary pre-approval program is based on the following criteria:

- Repairs are \$5,000 USD or more per vehicle, per Single Repair Period
 - o Paint repairs
 - o Corrosion repairs
 - o Cab structure and fairing body shop repairs
 - o Transporter-related damage, as noted on Transporter Delivery Receipt (WAR500)
 - o Frame rail repairs/replacements
 - o Factory build discrepancies

❖ **Pre-Approval
Limitations**

Please note that pre-approval remains unchanged for:

- Sales cabs used in warrantable repairs
- Thomas Built Bus (TBB) repairs
- Supplier-specific pre-approvals
- Additional work or expenses outside the recall or field service campaign repair instructions provided in the Dealer notification
- Select Warranty

❖ **Required
Information
Update**

The DTNA Warranty Manual outlines pre-approval guidelines and instructions. Please be aware that in addition to moving to a voluntary program, DTNA is adjusting the photo requirements for locations that seek pre-approval. Instead of providing photos of all four (4) sides of a unit, the *General Policies > Pre-Approval: All Makes Except for Detroit > Required Information* section of the manual will be updated to, "Photos that clearly illustrate the warrantable failure and the unit's vocation (e.g., logger, lift, dump, etc.)."

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.