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Dealer Principal, Warranty Manager, Service Manager, Parts Manager, Sales Manager

☒ Freightliner Dealers	☒ Thomas Built Bus Dealers	☒ Sales Terms (DTR)
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IMPORTANT WARRANTY INFORMATION

REF **18-001**

Effective 01/29/2018

Release 01/29/2018

SUBJECT Integration of Detroit Powertrain Components into OWL

❖ **Detroit to
OWL
Integration**

DTNA is pleased to announce that the transition of Detroit powertrain components into the Online Warranty Link (OWL) will occur on Monday, March 12, 2018. DTNA is looking forward to providing the service network with centralized claim filing and policy alignments across business units for most policies and procedures. To make the changeover as seamless as possible, the DTNA Warranty Department will offer several resources to assist the network.

❖ **Detroit
Warranty
System
Sundown**

Service locations can continue to file claims in the Detroit Warranty System through Saturday, March 3, 2018. **From March 4 – 11, 2018, new Detroit powertrain component claims CANNOT BE SUBMITTED. On March 12, all Detroit powertrain component claims must be filed in OWL.**

Claim history from the Detroit Warranty System will be available in OWL at integration. Service locations will be able to access the Detroit Warranty System for parts return management activities for a limited time after integration.

Date	Description
March 3 (11:59 PM ET)	Last day to use the Detroit Warranty System to: - Submit new claims - Purchase Extended Service Coverage (ESC) - Purchase/register StepUp® and PowerPacks
March 7 (11:59 PM ET)	- Last day to correct/edit/resubmit claims already in a user's Detroit Warranty System work queue - Any remaining claims in a work queue will be cancelled and can be submitted in OWL¹ beginning on March 12
March 4 - 11	Submission of new Detroit powertrain component claims suspended
March 10	Detroit Warranty Department completes processing all submitted claims
March 12	- Start Detroit powertrain component-related activity in OWL¹ - Pull remaining credit memo and parts return report in the Detroit Warranty System
April 26	Deadline for parts to be received at the appropriate Detroit Reman Center to avoid a chargeback.

¹ See the DTNA Warranty Manual for claim filing time frames in OWL.

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.

❖ Webinars	DTNA Warranty Department trainers will host several webinars in February and March to ease the transition to OWL. - February 19 and 26, March 5: <i>Detroit to OWL Integration Introduction</i> webinar - Topics: integration process, Detroit-specific system enhancements, question/answer session - Content will be the same on each date - March 19 and 27: <i>Post-Integration Support</i> webinar - Topics: looking up Standard Repair Times (SRTs), updates regarding system issues that may have come up after deployment, question/answer session - Content may vary slightly The sessions will start at 8:00 AM (Pacific time) and are scheduled for 1.5 hours. Webinar links can be accessed through any of the methods listed below. The call-in number is 1-866-706-5486; no participant code/password is needed. Click here Warranty Support Center (WSC) - February and March Warranty Newsletters (<i>DTNAConnect > Warranty Lit > Other Warranty Documents > Newsletters</i>) For individuals not able to attend or who wish to have a copy of the content, the webinar presentations will be available at <i>DTNAConnect > Warranty Lit > Other Warranty Documents > Reference/User Guides</i>.
❖ Quick Reference Guide	In addition to the webinars, the Warranty Department will release the Detroit to OWL Integration Quick Reference Guide (WAR417-11). The user guide contains Detroit-specific information regarding the following topics: access, policy alignments, dates, distance, part numbers, labor operations, claim types, net items, product registration, deductibles, ESC, PowerPack registration, Paragon packing slips, <i>Actual Tech Time</i> and <i>Tech ID</i> fields, reports, and work queues. The guide will be available in February at <i>DTNAConnect > Warranty Lit > Other Warranty Documents > Reference/User Guides</i>.
❖ ARC Training	For individuals who are not familiar with OWL, DTNA highly recommends online training to explore OWL functionality. The training applies to all DTNA business units, not just Detroit, and includes the Warranty process, claim creation, claim types, registration, checking coverage, parts/labor searches, parts management, etc. More than 20 modules are available in the Aftermarket Resource Center (ARC) and grouped by personnel type (e.g., Parts, Principals/General Managers, Sales, Service, and Warranty). To access the training, go to: DTNAConnect > ARC > <i>Departments > Warranty > Online Warranty Link (OWL) Training</i>.
❖ Questions	When Detroit deploys in OWL, for warranty-related questions, continue to use the WSC to contact the Warranty Department. For software, system, or access questions, please contact the Dealer Help Desk at 855-639-8680.
❖ DMS Uploads	An Important Warranty Information letter providing specific Dealer Management System (DMS) upload requirements will be released in the future.

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