

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 INFORMATIONREF **18-003**

Effective 02/05/2018

Release 02/05/2018

SUBJECT Dealer Management System Information for Detroit to OWL Integration

❖ **DMS Upload Information**

As stated in Important Warranty Information (IWI) letter 18-001, Detroit Diesel Corporation (Detroit) powertrain components will be integrated into the Online Warranty Link (OWL) on Monday, March 12, 2018.

At integration, service locations that use any of the Dealer Management Systems (DMS) listed below to currently upload chassis claims will also be able to upload Detroit powertrain component claims. Please see the attached pages for specific DMS upload requirements.

- CDK Global, LLC
- Karmak, Inc.
- Procede Software
- SERTI Informatique Inc.

Please direct any DMS-related questions to the applicable provider.

❖ **Integration Resources**

See IWI letter 18-001 for information about Detroit's integration into OWL, transition timeline, webinars, and online training. The letter is available at *DTNAConnect > Warranty Lit > [Warranty Letters](#)*. The Detroit to OWL Integration Quick Reference Guide (WAR417-11) is now available at *DTNAConnect > Warranty Lit > [Reference/User Guides](#)*.

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.



ATTENTION ALL DTNA OWL WARRANTY ADMINISTRATORS

DTNA is in the process of enhancing their OWL Warranty application website with changes that include:

- The ability for a DTNA Freightliner dealer to enter or import Detroit Diesel claims via the OWL warranty website.
- General enhancements to the existing Freightliner/Thomas Bus warranty process.
 - All claims will require actual Technician time to be included when claimed sold hours are > 0.0 HRS.
 - Technician ARC IDs will need to be included as part of each claim submission.

DTNA is currently planning to migrate and roll out their new OWL functionality the weekend of March 10-11, with changes taking effect on March 12, 2018. Please reach out to your DTNA warranty contact for more information about their planned migration and associated dealer required activities.

CDK Global Heavy Truck and DTNA have performed extensive testing of these new features, but unfortunately DTNA is unable to pilot these changes in a live dealer environment prior to their migration go-live date of March 12. Beginning March 12, we will pilot our changes with a few DTNA dealers to make sure the changes are operating as necessary. We will then deploy the changes to all CDK/DTNA clients within 30 days, following DTNA's deployment on March 12.

Below outlines the migration process and expectations:

Prior to March 12:	What Happens on March 12:
• On the CDK DMS, make sure that you have all your technicians set up in function WARC with their associated ARC ID's. - Failure to perform these setups prior to March 12 may cause some of your claims to go into a "Draft" status on the DTNA OWL website. This information is required with the new release. • Make sure you start to include ACTUAL HOURS in your warranty claims. - Actual hours will be required on each claim when submitting claims after March 12.	• DTNA will deploy their new OWL functionality to all DTNA and Detroit Diesel dealers. - The new functionality will allow dealers to now submit all DTNA warranty claims, including Detroit Diesel, via a single web portal. • CDK will start to pilot the new version of their DTNA Warranty (WL580) software with a few pilot dealers starting March 12. • Once the pilot phase is complete, we will then deploy the new software to all remaining CDK dealers. • During the transition time — and until your dealership gets the new DTNA Warranty (WL580) release — you can still submit Freightliner and Thomas Bus warranty claims as you currently do. However, you will have to manually enter any Detroit Diesel claims directly into the DTNA OWL website. • You may see an increase in the amount of claims going into "Draft" status during this time.



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DTNA Detroit Diesel OWL Integration

January 26, 2018

Effective March 12th of this year, DTNA will require all Detroit Diesel warranty claims to be submitted through OWL manually or via a DMS integration.

Please be advised that Karmak Fusion provides integration supporting Detroit Diesel OWL claim submission as of release 3.51.79, which is already deployed to production for all dealers using Fusion.

Karmak Legend does not currently include Detroit Diesel OWL functionality. However, you will still be able to submit DTNA chassis claims (FTL, STL, TBB, WST, etc.).

If you are a current Karmak Fusion customer, there is no additional charge for this integration if you are on an active support plan and have purchased the DTNA OEM Communications software module. If you have not purchased this module but are interested in utilizing this functionality, please contact Customer Care at Karmak.

Sincerely,

A handwritten signature in black ink, appearing to read "John Lebel", is positioned above the printed name.

John Lebel
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Dear Excede Customer / DTNA Dealer:

As you know, DTNA is making some big changes to how Detroit Diesel warranty claims will be handled in the future.

As of **March 12th** of this year, DTNA will require all Detroit claims be submitted through OWL manually or via a DMS integration such as our Excede DTNA Warranty Claim Tool (WCT) – with a very **strong preference for automated submissions via the WCT integration**.

With that in mind, we'd like to strongly encourage you to **get ready to upgrade** to WCT v1.3/v1.4 as soon as possible. Here is the process we would suggest to get as many dealers online as quickly as practical by or very shortly after March 12th.

1. If you are not yet using Warranty Claim Tool, schedule or arrange with Procede Support (work order required – support.procedesoftware.com) to **have WCT installed** before March 12th. Even if you do not use this integration now and have no plans to until after the March 12th date, this will allow Procede to verify your server configuration and credentials prior to the final cutover.*
 - a. WCT v1.3 will support Excede DMS version 9.21 and below
 - b. WCT v1.4 will support Excede DMS version 9.22 and above
2. If you are already using WCT but are not on a current version noted above, schedule or arrange with Procede Support (work order required – support.procedesoftware.com) to have your installation **upgraded to the most current and compatible version**.*
 - a. If you are not upgraded to WCT v1.3 or v1.4 by March 12th, all Detroit claims will have to be **entered into OWL manually** beginning on March 12th until such time as you are upgraded.

NOTE: You will still be able to submit DTNA chassis claims (FTL, STL, TBB, WST, etc.) to OWL via the legacy Excede OWL Wizard, however, this legacy wizard will not support Detroit claims. For clarification, the DTNA WCT (web application) and the DTNA OWL Wizard in Excede are different integrations. Only WCT will support Detroit claims.

NOTE (*): We'll make every effort to accommodate scheduling needs as we approach March 12th. To facilitate this process as efficiently as possible, please allow sufficient time to coordinate with Procede's Support Services. There is NO cost associated with upgrading to a version that supports Detroit functionality.

Please contact [Support Services](http://support.procedesoftware.com) if you have any questions about the process or preparing your dealership for this added functionality.

Procede Software
858.450.4820
www.procedesoftware.com

DETROIT TO OWL FUNCTIONALITY UPDATE TO SERTI SOFTWARE

Montreal, January 25, 2018 – Following the request from Daimler Trucks North-America, SERTI will shortly be adding the Detroit to OWL functionality to its current DTNA Online Warranty Link (OWL) transfer interface from SDS version 5.5d and newer.

This update to the SDS OWL interface will come at no additional charge to SERTI customers.

SERTI staff will contact its DTNA dealers currently using the OWL interface in the SDS software to schedule the update required for the Detroit feature.

Should you like more information on the SDS OWL interface or add OWL to your current SDS services, please contact the SDS Support Team at 1-800-361-6615 or sdssupport@serti.com.

Detroit Update to OWL Side Notes:

- DTNA's Go-Live date is March 12th, 2018th;

Starting at March 12, 2018:

- All claims will require Actual Tech Time to be included when claimed Labor hours are higher than 0.0;
- Technician ID will be required
- Until your dealership upgrades to the latest SDS release that includes Detroit functionalities, you can still submit Freightliner claims as you currently do. However, you will have to manually enter Detroit Diesel claims directly into the DTNA OWL application / website. You may see an increase in the amount of "Draft" status claims during this time.

About SERTI:

Founded in Montreal in 1975, SERTI Informatique Inc. employs 220 IT professionals. SERTI works in close collaboration with businesses of all sizes, offering its ever-expanding IT expertise to customers across North-America, in every field of activity.

About Daimler Trucks North America:

Daimler Trucks North America LLC, headquartered in Portland, Ore., is the leading heavy-duty truck manufacturer in North America. Daimler Trucks North America produces and markets commercial vehicles under the Freightliner, Western Star and Thomas Built Buses nameplates. Daimler Trucks North America is a Daimler company, the world's leading commercial vehicle manufacturer.

Fonctionnalités Detroit dans le transfert des réclamations à OWL

Montréal, le 25 janvier 2018 – Pour faire suite à la demande de Daimler Trucks North-America, la fonctionnalité de transfert des réclamations Detroit à DTNA Online Warranty Link (OWL) sera bientôt disponible dans SDS à partir de la version 5.5d et plus.

Aucuns frais additionnels ne seront facturés à nos clients pour cette mise à jour.

Un membre de l'équipe SERTI communiquera prochainement avec les concessionnaires qui utilisent l'interface OWL dans SDS afin de planifier la mise à jour nécessaire à la fonctionnalité Detroit.

Pour toute question au sujet de l'interface OWL dans SDS ou si vous désirez obtenir cette interface dans votre système SDS, n'hésitez pas à communiquer avec le soutien SDS au 1-800-361-6615 ou par courriel à sdssupport@serti.com.

Notes relative à l'intégration des fonctionnalités Detroit dans OWL:

- La date fixée par DTNA pour la mise en service des fonctionnalités Detroit est le 12 mars 2018;
- À partir du 12 mars :
- Le temps réel du technicien sera exigé pour les réclamations de main-d'œuvre dont le temps est supérieur à 0.
- Le numéro du technicien sera exigé
- Après cette date, si vous n'avez pas encore la mise-à-jour, vous pourrez continuer à soumettre vos réclamations à OWL dans SDS. Vous devrez cependant entrer vos réclamations Detroit directement sur le portail OWL de DTNA. Il se peut qu'il y ait une augmentation du nombre de réclamations en statut « Brouillon » durant cette période.

A propos de SERTI :

Fondée à Montréal en 1975, SERTI Informatique Inc. emploie plus de 220 professionnels en TI. Offrant une gamme sans cesse renouvelée de produits et services en TI à ses clients canadiens et américains, SERTI travaille en proche collaboration avec la petite, moyenne et grande entreprise de tous les domaines d'activités.

À propos de Daimler Trucks North America:

Daimler Trucks North America LLC, dont le siège social est à Portland, Oregon, est le chef file dans la fabrication de camion lourds en Amérique du Nord. Daimler Trucks North America produit et commercialise ses véhicules sous les bannières Freightliner, Western Star et Thomas Built Buses. Daimler Trucks North America est une compagnie de Daimler, manufacturier de véhicules commerciaux de réputation mondiale.