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IMPORTANT WARRANTY INFORMATION

REF **18-027**

Effective 07/30/2018

Release 07/30/2018

SUBJECT Recent OWL Enhancements

❖ OWL Updates

DTNA is pleased to announce recent OWL enhancements to *Tech ID* field validation and TBB body/chassis customer accounts.

❖ Update #1: *Tech ID* Field Validation

As announced in [Important Warranty Information letter 18-006](#), the *Tech ID* field is required for all claims filed in OWL. Users can now manually enter the ID number for a technician not associated with the service location submitting the claim. OWL validates the ID and then displays the technician's name next to the *Tech ID* field. A new field, *Tech Location*, has been added to OWL to display the technician's location. The *Tech Location* field will be blank if the selected technician is not from a different location.

Searching for a technician remains the same: the binoculars button next to the *Tech ID* field triggers the look-up functionality. Only technicians associated with that location will display; it is not possible to search for technicians from other locations.

❖ Update #2: TBB Chassis/Body Registration

When registering a TBB chassis or body, there are four (4) new required fields: Transportation Director Name, Transportation Director Phone, Maintenance Supervisor Name, and Maintenance Supervisor Phone. The fields will be visible on the *Product Registration* screen when a user creates a new customer account or modifies an existing account.

If any of the new fields are left empty, the account cannot be saved and users will receive the following red error message, "Please Update Registered Customer Account to add the missing data for Transportation Director and Maintenance Supervisor."

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.