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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 **18-018R**

Effective 06/07/2018

Release 05/07/2018 (revised: 08/27/2018)

SUBJECT Revised: Custom Truck Service - Claims in OWL and Halo Tire Inflation System Installations

❖ CTS Services

Customers may add aftermarket accessory installation(s) to the factory-performed Pre-Delivery Inspection (PDI) process for new Freightliner or Western Star vehicles. DTNA's Custom Truck Services (CTS) team installs many of those aftermarket accessories. This letter addresses how the service network should use OWL for reimbursement in these scenarios:

- CTS installation issue or CTS-installed aftermarket product failure
- Customer ordered the Halo tire inflation system

❖ Scenario #1: CTS Failures

If there is an installation issue or an aftermarket product installed by CTS fails, effective for repairs performed on or after June 7, 2018, file a claim in OWL.

When CTS completes work, a sticker is placed in the driver's wing window or door jamb, indicating that a DTNA PDI/CTS Center performed work. In addition, the global notes in PartsPro contain CTS modification information and should include descriptions and part numbers.

See the table below for claim filing specifics. CTS warrants parts and labor for one (1) year. If a component supplier offers coverage for more than a year, that warranty is passed on to the customer. Body builder and 3rd party aftermarket accessory installations or modifications are excluded from this program, it is only for DTNA-performed work.

Claim Type	Warranty
Primary Failed Part (PFP)	None
Component	CTS-001-001 - CTS RESPONSIBILITY
Repair Details	Include justification with labor itemized per operation
Part Type	Other
Labor Type	Standard Repair Time (SRT), if applicable, or Generic

❖ Scenario #2: Halo Tire Inflation System Ordered

If a customer purchased the Halo tire inflation system, to prevent damage during transport to the receiving location, CTS places the Halo tire inflation system, which is multiple boxes, inside the truck's cab for installation after delivery. The receiving location installs the Halo components and submits a claim in OWL.

The PDI Center places the Halo tire inflation system in the cab and adds notes to the Ship Loose Form and the Transporter Delivery Receipt (WAR500) in the *Loose Items in Vehicle* section, including the number of boxes. Transport drivers confirm the boxes are in the vehicle and should inform the receiving location at delivery about the Halo tire inflation system. Before signing the Transporter Delivery Receipt (WAR500), the receiving location verifies all the Halo tire inflation system boxes were present or adds a note that item(s) were missing at the time of delivery.

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.

To ensure full reimbursement for installing the Halo tire inflation system on a new vehicle after delivery, please be aware of the following:

- Claims do not require a PFP
- Component code selection should trigger OWL to populate some fields automatically

For more claim filing information, see the table below.

Use the correct component code for the Halo tire inflation system and the <i>Cause</i> , <i>Corrective Action</i> , and <i>Position</i> fields automatically populate.		
Claim Type	Warranty	
PFP	None	
Component	CTS-001-002	
Cause	00 – No Failure	
Corrective Action	14 – Install	
Position	00-00 – NA-NA	
Labor ¹		
SRT Number	Description	Hours
939-6232A	Halo Tire Inflation Sys, One Axle, Install After Vehicle Delivery	0.5
939-6232B	Halo Tire Inflation Sys, Two Axles, Install After Vehicle Delivery	1.0
939-6232C	Halo Tire Inflation Sys, Three Axles, Install After Vehicle Delivery	1.5
939-6232D	Halo Tire Inflation Sys W/Flow Below, One Axle, Install After Vehicle Delivery	0.7
939-6232E	Halo Tire Inflation Sys W/Flow Below, Two Axles, Install After Vehicle Delivery	1.3
939-6232F	Halo Tire Inflation Sys W/Flow Below, Three Axles, Install After Vehicle Delivery	2.0

¹ Multiple SRTs available – vary by number of axles and whether the vehicle also has aerodynamic wheel covers.

❖ Contacting CTS

Claims for both scenarios mentioned above are processed by the CTS team. If a service location has questions or is unsure if CTS is responsible, submit a ticket inquiry through the [Warranty Support Center](#) (*Vehicles > Custom Truck Service Install*). The CTS team can clarify whether they performed any work or placed a Halo tire inflation system in a vehicle. If there are any warranty-related issues, CTS will investigate and determine how to proceed (i.e., whether to file a claim in OWL).

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