

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

- |                                                          |                                                               |                                                               |
|----------------------------------------------------------|---------------------------------------------------------------|---------------------------------------------------------------|
| <input checked="" type="checkbox"/> Freightliner Dealers | <input checked="" type="checkbox"/> Direct Warranty Customers | <input type="checkbox"/> Sales Terms (DTR)                    |
| <input checked="" type="checkbox"/> Western Star Dealers | <input type="checkbox"/> Export                               | <input type="checkbox"/> Used Product (DTR)                   |
| <input type="checkbox"/> Thomas Built Bus Dealers        | <input type="checkbox"/> DDC Distributors                     | <input type="checkbox"/> Travel Centers of America/Petro:Lube |
| <input type="checkbox"/> FCCC Dealers                    |                                                               |                                                               |

## IMPORTANT WARRANTY INFORMATION

REF **18-028**

Effective 09/10/2018

Release 09/10/2018

SUBJECT Transporter Photo Requirement Changes

❖ **Photo Requirement Changes**

If a new vehicle is delivered with damage, there are many components that the receiving location must photograph to ensure full reimbursement. However, in collaboration with the Joint Application Development (JAD) Committee, DTNA is pleased to announce the elimination of approximately 275 photo requirements for such components. OWL has been updated and the new photo exemptions are effective immediately.

❖ **Components That Still Require Photos**

Approximately 50 components will continue to require photos. If photos are required, a message displays on the *Coverage Information* screen in OWL, "Please provide 2 clear photos of the damaged area. Mark area/location with tape/paint of damage if applicable. 1 up close photo, 1 perspective of location on truck. Please label photos."

The table on page 2 lists unchanged photo requirements.

### 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.

| Photos Required If Damaged at Vehicle Delivery |                  |                                             |                  |
|------------------------------------------------|------------------|---------------------------------------------|------------------|
| Component Description                          | Component Number | Component Description                       | Component Number |
| Grille - Radiator                              | 002-001-001      | Paint - Deployable Step                     | 053-998-017      |
| Fender Assembly - Cab, Front, Non-Metal        | 002-002-089      | Paint - General                             | 053-998-018      |
| Hood Assembly                                  | 002-004-053      | Paint - Mud Flap Hanger                     | 053-998-026      |
| Panel - Dash                                   | 002-008-001      | Paint - Wheels                              | 053-998-029      |
| Cover - Dash Panel                             | 002-008-028      | Paint - Bumper                              | 053-998-030      |
| Dash Assembly                                  | 002-008-093      | Paint - Baggage Door, Cab Or Sleeper        | 053-998-045      |
| Covering - Cab or Front Floor                  | 002-013-001      | Paint - Cab & Hood, Complete, Exterior      | 053-998-051      |
| Panel - Cab Rear                               | 002-015-008      | Paint - Cab/Sleeper, Corner Panel, Exterior | 053-998-052      |
| Door Assembly - Cab Or Front                   | 002-017-001      | Paint - Cab/Sleeper, Door, Exterior         | 053-998-053      |
| Panel - Trim, Door, Front                      | 002-017-029      | Paint - Cab/Sleeper, Extender               | 053-998-054      |
| Grab Handle - Door, Inner                      | 002-048-040      | Paint - Cab/Sleeper, Front Panel, Exterior  | 053-998-055      |
| Compartment - Over Door                        | 002-048-094      | Paint - Cab/Sleeper, Rear Panel, Exterior   | 053-998-056      |
| Cup/Thermos Holder Assembly                    | 002-048-150      | Paint - Cab/Sleeper, Roof, Exterior         | 053-998-057      |
| Wall Assembly - Rear                           | 002-050-254      | Paint - Cab/Sleeper, Side Panel, Exterior   | 053-998-058      |
| Fairing - Chassis, Front                       | 004-005-001      | Paint - Cab/Sleeper, Skirt, Exterior        | 053-998-059      |
| Fairing - Chassis, Rear                        | 004-005-003      | Paint - Cowl                                | 053-998-064      |
| Step - Chassis Fairing                         | 004-005-013      | Paint - Cross Member, Frame                 | 053-998-065      |
| Rail - Frame, Side                             | 014-001-002      | Paint - Drive Shaft, Main                   | 053-998-069      |
| Bumper Assembly - Front                        | 014-002-001      | Paint - Fairing, Roof                       | 053-998-071      |
| Bumper - Center                                | 014-002-025      | Paint - Fender, Front                       | 053-998-072      |
| Steering Wheel Assembly                        | 015-001-001      | Paint - Fender, Rear                        | 053-998-073      |
| Cover - Steering Column                        | 015-002-006      | Paint - Fifth Wheel                         | 053-998-074      |
| Paint - Finish, Vehicle                        | 053-998-001      | Paint - Fuel Tank                           | 053-998-077      |
| Paint - Frame Rail Or Bracket                  | 053-998-012      | Paint - Grille                              | 053-998-078      |
| Paint - Cab, Complete Exterior                 | 053-998-013      | Paint - Hub, Rear Drive Wheel               | 053-998-083      |
| Paint - Hood                                   | 053-998-014      | Paint - Rear Drive Axle                     | 053-998-086      |
| Paint - Fairing, Chassis                       | 053-998-016      | Paint - Sun Visor, Exterior                 | 053-998-088      |

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