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IMPORTANT WARRANTY INFORMATION

REF	18-029
Effective	11/10/2018
Release	09/10/2018
SUBJECT	AutoMeter BCT-460DTNA Powernet Assessment Tool: Warranty Requirement and Claim Filing

❖ AutoMeter Requirement Coming

As announced in [Important Warranty Information letter 18-022](#), to be reimbursed for powernet failures, the service network will be required to use AutoMeter’s BCT-460DTNA Powernet Assessment Tool. The powernet system includes batteries, battery interconnect cables, starters, starter cables, alternators, and alternator cables. The tester requirement also applies to Customer Performed Warranty Agreement (CPWA), Customer Performed Part Replacement Agreement (CPPRA), and Limited Customer Performed Part Replacement Agreement (Ltd CPPRA) participants. The AutoMeter BCT-460DTNA Powernet Assessment Tool will replace all previous powernet testing equipment.

When used correctly and completely (i.e., failure is diagnosed, repaired, and powernet test resumed and finished), BCT-460DTNA Powernet Assessment Tool test results get uploaded via WiFi to AMPNET, a cloud-based data management service. Once loaded, results are always available and never get deleted. After a test is complete, a Powernet Assessment Worksheet is available in AMPNET.

❖ Grace Period

To ease the transition to the new tool requirement, DTNA will allow a 60-day grace period. During the grace period, service locations can use the AutoMeter BCT-460DTNA Powernet Assessment Tool for powernet system failures or the Cadex CA-12 DT tester for battery failures. **Claims with valid AutoMeter BCT-460DTNA Powernet Assessment Tool test results will be eligible for the No Defect Found (NDF) chargeback exemption;** claims without valid AutoMeter BCT-460DTNA Powernet Assessment Tool test results will be subject to NDF chargebacks.

Service locations that use the AutoMeter BCT-460DTNA Powernet Assessment Tool must manually attach the Powernet Assessment Worksheet to the claim. Locate the Powernet Assessment Worksheet in AMPNET and save to a local network. On the *Attachments* tab within the claim, use the *Browse Files* button to navigate to the worksheet and attach. In battery claims, on the *Parts* tab, enter old and new battery serial numbers, as normal; in the *Battery Failure Code* fields, use these codes: *AMPNT1-AMPNT2*.

❖ Filing Claims On Nov. 10, 2018

Powernet system claims filed on or after November 10, 2018, must have valid AutoMeter BCT-460DTNA Powernet Assessment Tool results. On November 10, 2018, existing battery validations in OWL will be discontinued and current battery-related fields will no longer display. Powernet system failures in the following situations will not be accepted:

- Unsubmitted claims
- Claims submitted before November 10, 2018, but in *Corrections Needed* status on or after November 10
- Aged claim requests for repairs performed before November 10, 2018

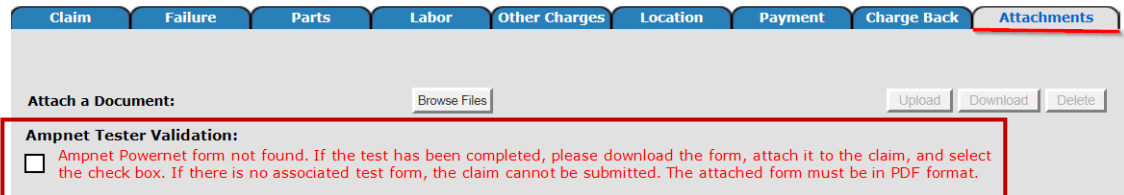
When a powernet system component is entered as the primary failed part (PFP), OWL will automatically connect to AMPNET when the claim is submitted. If a valid Powernet Assessment Worksheet is found, OWL will attach it as a PDF file to the claim.

IMPORTANT WARRANTY INFORMATION LETTER

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If AMPNET cannot validate the failure, OWL will return a red error message on the *Attachments* tab of the claim and the submitting location must manually attach the PDF worksheet. After attaching, then check the box next to error message. If a PDF is not attached to the claim or the box is not checked, the claim will remain in *Draft* status.



Attach a Document:

Ampnet Tester Validation:
 Ampnet Powernet form not found. If the test has been completed, please download the form, attach it to the claim, and select the check box. If there is no associated test form, the claim cannot be submitted. The attached form must be in PDF format.

Use OWL's parts disposition reports to ensure failed material is managed properly.

❖ Limitations

The OWL/AMPNET validation process has the following limitations:

- Applies to *Extended Coverage*, *Replacement Part*, and *Warranty* type claims
- Excludes *Based On* and *Supplemental* claims
 - Validation is based on PFP, failure date, and product serial number (information which cannot be changed on a *Based On* and *Supplemental* claim)
- If the PFP is a battery and the number of batteries entered on the *Parts* tab exceeds than the number of test results stored in AMPNET, users will get a red error message, "Quantity of batteries claimed exceeds Powernet failed tests"
- After the claim is submitted, if the location uses the *Return for Corrections* button to add or change information, the Powernet Assessment Worksheet remains attached. OWL will not attempt another AMPNET validation unless the PFP, failure date, or product serial number are changed.
- If the claim is for a product with a Detroit serial number but there is no related VIN, a red error message displays on the *Attachments* tab, "Repair requires Powernet form. Please download form from AMPNET, attach it to the claim, and then select the check box. The form must be in PDF format."
- The service location that performed the AutoMeter powernet test must match the location submitting the claim
 - Exception: CPWA, CPPRA, and Ltd CPPRA location codes are linked in AMPNET to the applicable facing dealer who will file the claim in OWL.

❖ Getting and Registering Testers

Order the AutoMeter BCT-460DTNA Powernet Assessment Tool via DTNA's Parts Distribution Centers (PDCs); the part number is: DDE BCT-460DTNAK. Firmware levels should be at or above the following: Control Module – 1.04; Load Module – 1.58. An internet connection is required for device registration and uploading information from the tester to AMPNET. Devices get registered to a specific service location but can have an unlimited number of user logins.

❖ Technical Resources

For technical information about how to use the AutoMeter BCT-460DTNA Powernet Assessment Tool, several resources are provided below. It is important to note that to qualify for the NDF chargeback exemption, the BCT-460DTNA Powernet Assessment Tool must be used **correctly and completely** before claim submission.

- [Tool Letter 18 TL-5](#) (*DDCSN > Literature > Service Letters/Bulletins > Tool > 2018*)
- Setup information, diagnosing intermittent issues, charge/retest information, work instructions, etc., in *DTNAConnect > DTNA Solutions > Service Solution 1033520*
- Service Bulletins and troubleshooting manuals in *DTNAConnect > Technical Literature*
- Videos in the Aftermarket Resource Center ([ARC](#) > *ARC Video Channel > Technical > Electrical*)

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