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## IMPORTANT WARRANTY INFORMATION

REF **17-012**

Effective 04/10/2017

Release 04/10/2017

SUBJECT Cascadia Windshield Improvements

## ❖ Overview

DTNA is committed to delivering quality products that promote customer uptime and satisfy the high expectations of both customers and the service network. Part of that includes reimbursing service locations for repairs that result from a defect in material or workmanship. Warrantable repairs must be performed as a result of customer complaint, not as a preventative measure.

## ❖ Windshield Improvements

DTNA's commitment to customers and the network also includes regular assessments to identify areas of improvement. With that in mind, DTNA's Quality Department reviewed photos attached to claims associated with warrantable windshield leaks on Freightliner Cascadias\* to identify current leak paths and make improvements.

As a result of the photo review, several advanced processes have been implemented to further enhance the quality of the product:

- Process changes now prevent debris from dropping onto the windshield bond line, which reduces risk of creating a leak path
- Because silicone burrs can create a leak path between the glass and the rubber seal, the windshield supplier now wipes the edges of the glass to clean up any silicone burrs
- Multiple process controls have been implemented to ensure proper equipment calibration and correct preparation of the surfaces, which results in a strong adhesive bond
- Water leak test equipment was upgraded to standardize the process and to ensure any leaks are reported back to the point of origin in the assembly process
- The nose beam section of the windshield opening is now e-coated to eliminate any loss of adhesion due to corrosion

## ❖ Claim Requirements

Per the *New Vehicle Limited Warranty Statement > Limitations* section of the DTNA Warranty Manual, "Company's sole obligation under this Warranty shall be to repair or replace, in Company's sole discretion, any defective component or part." Failure to meet Company requirements, including a sufficient claim narrative, may result in claim denial.

\*For more information about Freightliner Cascadia windshield leak photo requirements, please see Important Warranty Information letter 16-035 (DTNAConnect > Warranty Lit > Warranty Letters > [Important Warranty Information Letters](#)).

## IMPORTANT WARRANTY INFORMATION LETTER

Verify latest version online: Important Warranty Information Letters are available at DTNAConnect > Warranty Lit > Warranty Letters

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