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| ☒ Freightliner Dealers | ☐ Direct Warranty Customers | ☐ Sales Terms (DTR) |
| ☒ Western Star Dealers | ☐ Export | ☐ Used Product (DTR) |
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IMPORTANT WARRANTY INFORMATION

REF **18-032**

Effective 11/01/2018

Release 10/29/2018

SUBJECT No Defect Found Chargeback Exemption

❖ NDF Chargeback Change

As a new benefit for Freightliner and Western Star Elite Support locations, DTNA is pleased to announce a pilot program to eliminate no defect found (NDF) chargebacks. Under the pilot program, if failed material is returned and tested but no defect is found, the submitting service location will not be charged back. The chargeback exemption pilot, which is tentatively scheduled to last 12 months, will go into effect on November 1, 2018.

❖ Pilot Program Requirements

To receive the NDF chargeback exemption, the following requirements must be met:

- Component failure is warrantable under one (1) of the following: standard New Vehicle Limited Warranty, Aftermarket Parts Limited Parts Warranty, or Over the Counter (OTC) Aftermarket Parts Replacement Program
- All troubleshooting and service procedures were completed and provided in the claim's repair details
- Claims filed on or after November 1, 2018
- The submitting location is Elite Support certified at the time the claim is filed
 - o OWL automatically validates business partner information with the Service Support Index (SSI)

❖ Limitations

The chargeback exemption program has several exclusions:

- Detroit powertrain components (engine, axle, and transmission)
- Extended Service Coverage and SelecTruck Used Product Warranty
- Non-Elite Support locations
 - o If a location leaves the Elite Support program, the status change will be updated during the OWL/SSI validation and that location becomes subject to NDF chargebacks

DTNA will be regularly auditing the pilot program and reserves the right to review a location's claim data and revoke the NDF chargeback exemption due to abuse. Abuse may include, but is not limited to, a 10% or higher denial rate for pilot program-related claims.

❖ Part Testing

When a part is tested and no defect is found, that part is either returned or scrapped based on the service location's selected disposition. DTNA will not send notification regarding test results.

❖ Elite Support Resource

For more information about Elite Support program and certification requirements, [click here](#).

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.