

Please distribute to:

Dealer Principal, Warranty Manager, Service Manager, Parts Manager, Sales Manager

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|--|---|--|
| ☒ Freightliner Dealers | ☒ Direct Warranty Customers | ☒ Sales Terms (DTR) |
| ☒ Western Star Dealers | ☒ Export | ☒ Used Product (DTR) |
| ☒ FCCC Dealers | ☒ DDC Distributors | ☒ Travel Centers of America/Petro:Lube |
| ☒ Thomas Built Bus Dealers | | |

WARRANTY INFORMATION LETTER

No. WI18-036
Release 12/10/2018
Effective 12/24/2018
Subject Holiday Closure 2018

❖ Holiday Schedule

Please be aware that DTNA's corporate offices will be closed from December 24, 2018, through January 1, 2019.

During the closure, limited Warranty Department personnel will be available to process claims and answer ticket inquiries submitted through the Warranty Support Center. Due to the reduced staff, response times may be longer than usual. No staff will be working on December 25 or January 1.

Normal DTNA corporate operations resume on Wednesday, January 2, 2019.

WARRANTY INFORMATION LETTER

Verify latest version online; access Warranty Information Letters 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.