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

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WARRANTY INFORMATION LETTER

No. **WI18-039**
Release 12/24/2018
Effective 12/24/2018
Subject Warranty Manual Handling Table Updates

**❖ Handling
Table
Revisions**

In December 2018, DTNA released two (2) Warranty Policy letters that included handling changes for Daimler Trucks Remarketing used trucks (WP18-037) and Detroit medium duty engines (WP18-038). When incorporating those policy changes into the *General Policies > Parts – Handling Allowance* section of the Warranty Manual, several other adjustments were also made to the handling table to improve clarity:

- Aftermarket Parts Policy: Incorporated into main table (instead of being contained in a separate table); added identifiers to *Make/Product* column about applicability (i.e., all DTNA brands, Detroit, or vehicle)
- Detroit Customer First Program: Combined content into a single row
- Footnote: Removed and incorporated handling cap information as a bullet point in all applicable rows
- Cap on single Detroit part over \$15,000 USD: Removed obsolete bullet point from below table

The revised Warranty Manual released on December 20, 2018, and is accessible at *DTNAConnect > Warranty Lit > Other Warranty Documents > [Manual](#)*.

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.