

For questions, comments, or to submit an inquiry, go to:
[DTNAConnect > My Applications > WSC](#)

WARRANTY POLICY LETTER		Please distribute to: Dealer Principal, Warranty Manager, Service Manager, Parts Manager, Sales Manager
No.	WP18-033R	<input checked="" type="checkbox"/> Freightliner Dealers <input checked="" type="checkbox"/> Western Star Dealers <input checked="" type="checkbox"/> FCCC Dealers <input checked="" type="checkbox"/> Thomas Built Bus Dealers <input checked="" type="checkbox"/> Direct Warranty Customers <input checked="" type="checkbox"/> Export <input checked="" type="checkbox"/> DDC Distributors <input checked="" type="checkbox"/> Sales Terms (DTR) <input checked="" type="checkbox"/> Used Product (DTR) <input checked="" type="checkbox"/> Travel Centers of America/Petro:Lube
Release	10/29/2018 (revised 11/26/2018)	
Effective	10/29/2018	
Subject	Revised: Warranty Manual > Policies By Component Section Revisions	

- ❖ **Warranty Manual Changes**

DTNA is pleased to announce the completion of a review of the *Policies By Component* section of the Warranty Manual and the associated blue and red error messages in OWL. The project aligns with several of the Warranty Department’s continuous improvement initiatives aimed at streamlining content, improving clarity, and easing the claim filing process.
- ❖ **Policies By Component Section Revisions**

The review focused on identifying outdated supplier or component content. Many subsections and messages were removed from the Warranty Manual and OWL. See the table below for manual subsections [where requirements were removed](#).

The OWL updates are finished and the revised Warranty Manual is available via [DTNAConnect > Warranty Lit > Other Warranty Documents > Manual](#).

Subsection	Supplier or Component	Removal
Air Conditioning	Compressor and Clutch > Returning Compressors	Compressors returned without parts & caps cannot be re-filed (<i>All Other Manufacturers</i> subsection)
Air Deflectors	Core Composites Corporation	Photo
All Wheel Drive Steer Axle	Marmon-Herrington Company	Pre-approval; authorization number in <i>Supplier Authorization</i> field
Brakes	<ul style="list-style-type: none"> Anchorlok Spring Brakes MGM Brakes 	Date code in <i>Supplier Additional Info</i> field
Bumpers	Hendrickson Stamping	Serial number in <i>Supplier Additional Info</i> field
Cab Door Components	Hansen International	Door lock assemblies & striker pins must be replaced
Electrical Parts/Wiring	Grote	Turn signal light harnesses must be repaired
Fuel Tanks	Tankcraft	Tank return, not scrap
Heaters	Webasto Heaters	Serial number in <i>Supplier Additional Info</i> field
Mirrors	Lang Mekra	Using appropriate service parts and verbiage about unnecessary mirror replacement
Seats	<ul style="list-style-type: none"> Bostrom Seating Istringhausen, Inc. Seats, Inc. Sears Seating 	<ul style="list-style-type: none"> All 4 suppliers – Serial number in <i>Supplier Additional Info</i> field Seats, Inc. – Photos
Shock Absorbers	Gabriel	Date code, location of shock, and location of leak in <i>Supplier Additional Info</i> field
Slack Adjusters	Haldex	Date code in <i>Supplier Additional Info</i> field
Sun Visors	Hansen International	Failed visors must be replaced
Throttle Pedals	Williams	Fault code in <i>Supplier Additional Info</i> field
Transmissions	Transmission Technologies	Pre-approval; authorization number in <i>Supplier Authorization</i> field
Wheels	Accuride Corporation	Date code in <i>Supplier Additional Info</i> field
Valves	Barksdale, Inc.	Conditions that void Warranty; pressure and time reading in <i>Supplier Additional Info</i> field

WARRANTY POLICY LETTER

Verify latest version online; access [Warranty Policy Letters at DTNAConnect > Warranty Lit > Warranty Letters](#) for 6 months after effective date.

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.