

WARRANTY POLICY LETTER		Please distribute to: Dealer Principal, Warranty Manager, Service Manager, Parts Manager, Sales Manager	
No.	WP18-035	☒	Freightliner Dealers
Release	11/19/2018	☒	Western Star Dealers
Effective	11/19/2018	☒	FCCC Dealers
Subject	Warranty Letter Revamp	☒	Thomas Built Bus Dealers
		☒	Direct Warranty Customers
		☒	Export
		☒	DDC Distributors
		☒	Sales Terms (DTR)
		☒	Used Product (DTR)
		☒	Travel Centers of America/Petro:Lube

❖ **Summary**

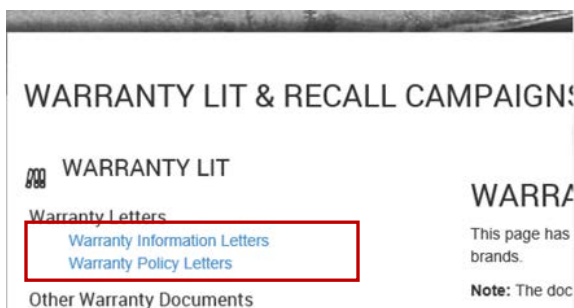
As part of continuous improvement initiatives to improve clarity and streamline Warranty-related content on DTNAConnect, DTNA is pleased to launch a revamped structure for Warranty Department letters. Effective immediately, there will be two (2) types of letters; depending on content, either a Warranty Policy (WP) or a Warranty Information (WI) letter will be released to the service network.

❖ **WP vs. WI Letters**

Having different types of letters will allow the Warranty Department to communicate more effectively and with clear expectations. Letters will continue to release on Mondays and display with “New” flags on the DTNAConnect home page and within the Warranty Lit collection for 10 days. The table below identifies general guidelines about use and availability for each letter type.

WP Letters	WI Letters
- Describe new or updated policies and procedures - Incorporated into the DTNA Warranty Manual - Availability – deactivated six (6) months after a letter’s effective date - Release on new WP letterhead - Numbers include WP (e.g., WP18-035)	- Provide Warranty-related information that is not a policy or procedure change - Examples: Standard Repair Time/Standard Diagnostic Time updates, annual training schedule, OWL enhancements, new or revised Warranty Lit documents, etc. - Rarely incorporated into the Warranty Manual - Availability – varies by letter content; six (6) month minimum - Replaces Important Warranty Information (IWI) letter, keeps IWI letterhead - Numbers include WI (e.g., WI18-034)

Each letter type has a folder within *Warranty Lit > Warranty Letters* on DTNAConnect:

**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.

❖ IWI Letter Review

To simplify the collection and make it easier to find information, all IWI letters in Warranty Lit were reviewed for relevance. As a result, the letter collection was reduced by more than 75%. Keeping or deactivating letters was generally based on the criteria below.

Kept ¹	Deactivated
- Letters within six (6) months of the effective date about policy/procedure changes, labor updates, or OWL enhancements - Will be deactivated when six (6) months old - Letters with information that is not anywhere else in Warranty Lit	- Content is in the DTNA Warranty Manual - Content was obsolete - Labor updates and OWL enhancements² more than six (6) months old

¹ Located in the *Warranty Information Letters* folder.

² OWL Help is searchable and offers usability and how-to assistance

Warranty Lit usability reviews are ongoing so users may notice additional changes as enhancements are made.

❖ Training

To assist with the transition, the Warranty Department's Training team will add letters/Warranty Lit to the agenda of an upcoming breakfast webinar. Webinar links are always available in the [Warranty Newsletter](#) and on the [Warranty Support Center \(WSC\)](#) home page.

WARRANTY POLICY LETTER

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

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