

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. WI18-034
Release 11/19/2018
Effective 11/19/2018
Subject Warranty Classroom Training in 2019

❖ **Warranty Classroom Training**

In 2019, DTNA will offer regional classroom training in the U.S. and Canada. As in past years, there will be two (2) different courses offered: a New Hire course and an Advanced Warranty course. Both are 2-day classes that cover the full range of DTNA brands and products (Detroit powertrain components, Freightliner, Freightliner Custom Chassis Corporation, Thomas Built Bus, and Western Star).

❖ **Course Notes**

The information below applies to both courses. See the table on page 3 for the 2019 schedule, which includes locations and dates.

Cost

- No tuition fees

Enrollment

- Limited to current employees of authorized DTNA locations
- Capped at 20 participants
- If minimum enrollment and/or wait list thresholds are not met, DTNA reserves the right to cancel classes
- Register for courses via the [Aftermarket Resource Center \(ARC\)](#)
 - o Successfully registered participants receive an email notification containing course information, suggested lodging, transportation, directions, etc.

Provided by DTNA

- Instructional materials
- Lunch during classroom sessions
- Internet access

Attendee Responsibility

- Prior to attending class, students must complete multiple web-based training courses available at [ARC](#) > Departments > Warranty > Online Warranty Link (OWL) Training > OWL Training:
 - o Warranty Personnel
 - o The 3Cs: Complaint, Cause and Correction
- Round-trip transportation to class location
- Lodging
- Meals (breakfast and dinner)
- Laptop computer
 - o **Each student is responsible for bringing their own laptop to class**

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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.

❖ **New Hire Course**

The New Hire course is an entry level seminar designed to introduce attendees to the many aspects of DTNA warranty and help develop efficient day-to-day processes. It is aimed at individuals who either:

- Have no more than six (6) months employment as a Warranty Administrator/Manager; or
- Are employed in a position that works closely with the Warranty Department (e.g., Service Writer/Advisor, Shop Foreman, Master Technician, Service Manager)

Content and course materials address topics from a beginner's perspective and include:

- Service location personnel roles/link to the claim process
- Multiple DTNA software applications and resources
- Coverage and claim types
- Parts management
- Recalls and field service campaigns
- Current events (e.g., Warranty Support Center ticket/Processing/Recovery patterns, Important Warranty Information letters, etc.)

Wherever possible, the New Hire course includes on-site visits to local DTNA facilities. In Portland, OR, the course includes tours of the Western Star Truck Manufacturing Plant, the Parts Return Center, and meeting the Warranty Engineers who test returned parts. In Detroit, MI, there is a tour of the Detroit Manufacturing Plant.

❖ **Advanced Warranty Course**

The Advanced Warranty course examines trends across the service network and more specifically, the locations represented by participants in class. This upper level course is designed to benefit experienced personnel, not individuals new to warranty. The course is also recommended for non-warranty employees in a position that works closely with the Warranty Department, such as Service Writer/Advisor, Shop Foreman, Master Technician, and Service Manager. Topics include:

- Claims: discovering unclaimed dollars and achieving full payment
- Chargebacks: preventing shipping chargebacks, defending claims, and appeals
- Best practice suggestions and developing action plans for continuous improvement
- Tools for developing and executing continuous improvement events
- Current events (e.g., Warranty Support Center ticket/Processing/Recovery patterns, Important Warranty Information letters, etc.)

To ensure that attendees have the necessary on-the-job experience to understand and apply content after class is over, participants are required to have a minimum six (6) months employment in their current position. Individuals who attended the New Hire course must allow three (3) months to pass before attending an Advanced Warranty Training course.

Pre-Course Assignment: The Advanced Warranty course also includes an assignment for attendees to complete before class. The assignment, which is aimed at reducing shipping chargebacks, is to document their location's part return process. Documentation should include step-by-step instructions, which any employee can follow with minimal or no questions, for the following:

- Tagging process for technicians to return failed parts to the Parts Department
- Warranty parts storage room process
- Procedure and process for shipping parts

Students are expected to bring the documentation to class and be prepared to discuss with the group. During the discussion, attendees can share best practices for part storage and returns as well brainstorm ideas for improvements. Additional information on the pre-course assignment is sent to attendees following registration.

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❖ **2019 Class Schedule**

Location	Course ¹	Date
DTNA Southeastern Training Center, Cleveland, NC	New Hire	February 12 – February 13
DTNA Southeastern Training Center, Cleveland, NC	Advanced	February 14 – February 15
DTNA Corp HQ, Portland, OR	New Hire	April 23 – April 24
DTNA Corp HQ, Portland, OR	Advanced	April 25 – April 26
Detroit Training Center, Detroit, MI	New Hire	May 14 – May 15
Detroit Training Center, Detroit, MI	Advanced	May 16 – May 17
Residence Inn Moncton, Moncton, NB	New Hire	June 11 – June 12
Residence Inn Moncton, Moncton, NB	Advanced	June 13 – June 14
Holiday Inn Montreal Airport, Montreal, QC	New Hire	July 16 – July 17
Holiday Inn Montreal Airport, Montreal, QC	Advanced	July 18 – July 19
DTNA Northeastern Training Center, Bridgeport, NJ	New Hire	August 13 – August 14
DTNA Northeastern Training Center, Bridgeport, NJ	Advanced	August 15 – August 16
Courtyard Toronto Airport, Toronto, ON	New Hire	September 17 – September 18
Courtyard Toronto Airport, Toronto, ON	Advanced	September 19 – September 20

¹ Each class has space for 20 participants. If the enrollment and/or wait list minimum threshold of at least eight (8) people is not met, DTNA reserves the right to cancel classes.

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