

WARRANTY POLICY LETTER		Please distribute to: Dealer Principal, Warranty Manager, Service Manager, Parts Manager, Sales Manager	
No.	WP19-005	☒	Freightliner Dealers
Release	05/13/2019	☒	Western Star Dealers
Effective	05/13/2019	☐	FCCC Dealers
Subject	Filing Change: Transporter Type Claims	☐	Thomas Built Bus Dealers
		☒	Direct Warranty Customers
		☐	Export
		☐	DDC Distributors
		☐	Sales Terms (DTR)
		☐	Used Product (DTR)
		☐	Travel Centers of America/Petro:Lube
❖ Transport-Related Claim Filing Change		DTNA is pleased to announce that claim filing time frames will be standardized and <i>Transporter</i> type claims will no longer have a different time limit. Effective immediately, for repairs performed at an Authorized Service Location, <i>Transporter</i> type claims must be filed within 30 calendar days of repair completion, not 30 days from vehicle delivery.	
		Furthermore, <i>Transporter</i> type claims that were denied for being more than 30 days past delivery may be eligible for re-filing: claims denied on or after February 1, 2019, can be re-filed through June 13, 2019. Standard DTNA processing procedures will apply.	
❖ Warranty Manual Revision		The <i>Claim Preparation, Transmission, and Reimbursement > Claim Time Limits</i> section of the Warranty Manual already includes the policy about filing claims within 30 calendar days of repair completion. However, the <i>Product Receipt, Storage, and Registration > Requirements/Time Limits for Transporter Claim Submittal: All Makes Except TBB</i> section will be renamed and language removed to reflect the filing change.	
		In addition, to improve clarity and understanding, DTNA recently removed the references to the Federal Motor Carrier Safety Administration Commercial Authority Regulations from the <i>Product Receipt, Storage, and Registration</i> section of the Warranty Manual. The federal regulations provide a framework for DTNA and transport companies to complete the full claim cycle (within 9 months). DTNA voluntarily included this information in the Warranty Manual to show the entire reimbursement process. However, due to confusion regarding requirements for filing <i>Transporter</i> type claims, DTNA has taken out the regulatory references.	
		Access the Warranty Manual at <i>DTNAConnect > Warranty Lit > Other Warranty Documents > Manual</i> .	

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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.