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WARRANTY INFORMATION LETTER

No. WI19-009
Release 07/29/2019
Effective 07/29/2019
Subject Filing Paint Claims

❖ Paint Claim Guidelines

In collaboration with the Joint Application Development (JAD) Committee, DTNA is pleased to announce expanded guidelines for paint-related claims. Effective July 29, 2019, some paint repairs should be combined onto a single claim; the table below provides filing instructions by damage location.

Location	Claim Guidelines
Hood	<ul style="list-style-type: none"> • One (1) paint repair per claim <ul style="list-style-type: none"> ○ Example: For peeling and thin paint on the same hood, file separate claims • Hood = left, right, center, etc.
Bumper	<ul style="list-style-type: none"> • One (1) paint repair per claim
Side Fairings	<ul style="list-style-type: none"> • Multiple paint repairs should be combined in a single claim • Group left side fairings together on a claim and right side fairings on another
Roof Fairing	<ul style="list-style-type: none"> • Sealant failure – one (1) repair per claim • Transport-related damage – add to a left side/right side combined claim for paint damage (see below)
Left Side/ Right Side	<ul style="list-style-type: none"> • Multiple paint repairs should be combined in a single claim • Group left side components together on a claim and right side components on another • Side = door, bag door, sleeper access door, sleeper panel (cab exterior), cowl, a-pillar, etc. <ul style="list-style-type: none"> ○ Can include roof fairing only if there is no sealant failure ○ Can include rear cab panel, if applicable
Quarter Fenders	<ul style="list-style-type: none"> • Multiple paint repairs should be combined into a single claim

If not included on the table above, standard Warranty Manual filing guidelines apply and only one (1) repair can be submitted per claim. For any paint claim, whether failures are combined or not, required claim information remains unchanged.

❖ Warranty Manual Revisions

These sections of the Warranty Manual will be updated with expanded paint claim information:

- *General Policies > Paint, Corrosion, and Bodywork > Paint – Claim Guidelines*
- *Claim Preparation, Transmission, and Reimbursement > Claim Requirements*

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.