

Please distribute to:
Dealer Principal, Warranty Manager, Service Manager, Parts Manager, Sales Manager

- | | | |
|--|--|---|
| <input checked="" type="checkbox"/> Freightliner Dealers | <input type="checkbox"/> Direct Warranty Customers | <input type="checkbox"/> Sales Terms (DTR) |
| <input checked="" type="checkbox"/> Western Star Dealers | <input type="checkbox"/> Export | <input type="checkbox"/> Used Product (DTR) |
| <input type="checkbox"/> FCCC Dealers | <input type="checkbox"/> DDC Distributors | <input type="checkbox"/> Travel Centers of America/Petro:Lube |
| <input checked="" type="checkbox"/> Thomas Built Bus Dealers | | |

WARRANTY INFORMATION LETTER

No.	WI19-013
Release	08/26/2019
Effective	08/26/2019
Subject	Thomas Built Bus Demonstrator Program

❖ TBB Demo Programs

As efforts continue to align across business units, DTNA is pleased to announce that Thomas Built Bus (TBB) will be included as a brand with an Authorized Demonstrator Program. Demonstration programs allow service locations to register certain DTNA products in a program with incentives for demonstrating vehicles to customers. For TBB programs, requirements, exceptions, and demonstration units that exceed 10,000 miles, contact the applicable TBB District Sales or Service Manager.

Products registered and specifically used for demonstration purposes may receive Warranty coverage at the time of retail sale. Coverage is determined by age and/or distance:

Authorized Demonstrator Program Coverage Reduction			
Age ¹ of Vehicle at Retail Sale		Distance ² at Retail Sale	Applicable Warranty at Retail Sale
Any Age	and	Up to 10,000 mi/ 16 000 km	Full Warranty
Any Age	and	10,001 mi/ 16 101 km or more	Remaining Warranty from original date vehicle placed in demonstrator service

¹ Age begins at build date of vehicle

² Distance is the odometer reading at the date of retail sale (or in-service to a body builder)

❖ Registering Demos

To ensure that registration is accurate, please use these guidelines when registering a demonstration unit for the first time:

- If the product is in inventory:
 - Register to dealer stock as a demo if the product will remain in inventory until retail sale to the end customer
 - Enter the sales/option code during registration (see individual program documentation for applicable codes)
 - When retail sold, the end customer is eligible for an in-service update
- If the product is not in inventory, was retail sold:
 - If 10,000 miles/16 000 km or under – register to the end customer with the date the product was sold
 - If more than 10,000 miles/16 000 km – register to the end customer with the first date the product was used as a demo

Demonstrators are subject to standard Warranty coverage timelines for aged vehicles. If a product is registered but a service location has a question about demonstration use, submit an inquiry through the [Warranty Support Center \(WSC\)](#).

❖ Warranty Manual Revision

These sections of the Warranty Manual will be revised:

- *Product Receipt, Storage, and Registration > Warranty Registration > Demonstrators:* registration steps will be added
- *Special Warranty Coverages > Authorized Demonstration Programs:* TBB will be included

Access the Warranty Manual at [DTNAConnect > Warranty Lit > Other Warranty Documents > Manual](#).

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.