

WARRANTY POLICY LETTER		Please distribute to: Dealer Principal, Warranty Manager, Service Manager, Parts Manager, Sales Manager
No.	WP19-014	<input checked="" type="checkbox"/> Freightliner Dealers
Release	09/23/2019	<input checked="" type="checkbox"/> Western Star Dealers
Effective	10/01/2019	<input type="checkbox"/> FCCC Dealers
Subject	Delivery-Related Changes: Electronic Proof of Delivery and Loose Component Claim Filing	<input type="checkbox"/> Thomas Built Bus Dealers
		<input checked="" type="checkbox"/> Direct Warranty Customers
		<input type="checkbox"/> Export
		<input type="checkbox"/> DDC Distributors
		<input type="checkbox"/> Sales Terms (DTR)
		<input type="checkbox"/> Used Product (DTR)
		<input type="checkbox"/> Travel Centers of America/Petro:Lube

❖ **Electronic Proof of Delivery**

DTNA is pleased to announce several changes regarding new vehicle deliveries:

- Deployment of an electronic proof of delivery (EPOD)
- Standardized claim filing for certain loose (uninstalled) components

As announced recently by DTNA’s Outbound Logistics team, DTNA is transitioning to an EPOD on October 1, 2019. At launch, the EPOD will replace the Transporter Delivery Receipt (WAR500) and Items Removed for Transport Form (WAR501). The EPOD will also support the Subject to Inspect (STI) process for after hours deliveries and have a tracking feature for decking equipment.

To use the new EPOD, locations must have a mobile electronic device that takes pictures and set up an email contact list with transport carriers. The Outbound Logistics team announced the EPOD launch in a communication, dated August 29, that released via [DTNAConnect > My Communications](#). The notice contains more information about the transition, use, and webinar training.

Although delivery documentation is changing, most Warranty-related policies remain the same (*exception – see loose components below*). Receiving locations are expected to use the EPOD to record damage, take photos, confirm loose components arrived with the vehicle, verify that items removed by the driver were re-installed correctly, provide signature approval, etc.

The EPOD will improve the STI process by automating a step that is currently manual: receiving locations will no longer have to email delivery documentation to the applicable transport carrier. The EPOD will automatically notify the carrier when the receiving location completes the inspection.

With the EPOD launch, it is a receiving location’s responsibility to maintain up-to-date email contacts with transport carriers and to have contingency plans for technological glitches. For EPOD problems or questions, contact the Outbound Logistics team at newtruckdelivery@daimler.com; training will be available on the [DTNA DASH](#).

❖ **Loose Component Claims**

For certain components that are loose (uninstalled) at vehicle delivery, DTNA Warranty is streamlining the claim process. Effective for claims filed on or after October 1, 2019, the six (6) components listed below will share some claim information (e.g., type, component, etc.). The standardization will make filing easier and reduce the number of claims returned for corrections.

- Bumper
- Drive wheel fairings
- Front axle fairing
- Lower center bumper air dam
- Roof fairing
- Wheel covers

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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.

For questions, comments, or to submit an inquiry, go to:
[DTNACconnect > My Applications > WSC](#)

❖ **Warranty Manual Revision**

Claims should be filed with these standard elements:

- Claim Type: Warranty
- Primary Failed Part (PFP): None
- Component: F99-999-159
 - If used, *Position, Cause, and Corrective Action* fields automatically populate
- Position: 00-00 – NA-NA
- Cause: 28 – Part Improperly Installed
- Correction: 14 – Install
- Repair Details: List all installed components

The above components could be loose at vehicle delivery because either the DTNA manufacturing plant placed them inside the vehicle or a transport driver removed items to prevent damage. If loose at delivery, service locations can be reimbursed for installation. When a location seeks reimbursement for installation only, not repairs, the components listed above can be combined onto a single claim if all the installed components are listed in the *Repair Details* field.

The *Product Receipt, Storage, and Registration* section of the Warranty Manual will have several noteworthy revisions:

- References to the Transporter Delivery Receipt (WAR500) and Items Removed for Transport Form (WAR501) will be updated the EPOD and processes revised as necessary
- The components with new standardized filing practices were selected from tables in different parts of the manual: Special Filing Instructions and Aerodynamic Components. In determining how to incorporate the new loose component policy, several Warranty Manual areas were identified for improvement (see table below). Access the manual at [DTNACconnect > Warranty Lit > Other Warranty Documents > Manual](#).

Subsection	Action
Drop Shipped Vehicles	Applicable roof fairing content added from <i>Decked Vehicles</i> subsection
Decked Vehicles	Roof fairing and front axle fairing subsections removed; content incorporated into <i>Drop Shipped Vehicles</i> or <i>Loose Components</i> subsections
Items Removed or Altered for Transport and Items that Require Re-Torque	Removed; content incorporated into new <i>Loose Components</i> subsection, as appropriate
Shipped Loose Items and Components	
Loose Components (<i>New!</i>)	Re-organized into tables: Content from removed subsections and new claim filing information from this letter
Damage, Missing Items, or Improperly Re-Installed Items	References to improperly re-installed items removed and incorporated into new <i>Loose Components</i> subsection, as appropriate

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