

WARRANTY POLICY LETTER		Please distribute to: Dealer Principal, Warranty Manager, Service Manager, Parts Manager, Sales Manager
No.	WP19-015	<input checked="" type="checkbox"/> Freightliner Dealers <input checked="" type="checkbox"/> Western Star Dealers <input checked="" type="checkbox"/> FCCC Dealers <input checked="" type="checkbox"/> Thomas Built Bus Dealers <input checked="" type="checkbox"/> Direct Warranty Customers <input checked="" type="checkbox"/> Export <input checked="" type="checkbox"/> DDC Distributors <input checked="" type="checkbox"/> Sales Terms (DTR) <input checked="" type="checkbox"/> Used Product (DTR) <input checked="" type="checkbox"/> Travel Centers of America/Petro:Lube
Release	10/14/2019	
Effective	10/14/2019	
Subject	Aftermarket Parts Warranty on Policy Claims	

❖ **Aftermarket Parts Warranty Alterations**

To assist DTNA customers and the service network regarding the Aftermarket Parts Limited Parts Warranty (Parts Warranty), DTNA is providing additional clarity. Effective immediately, all parts reimbursed under a *Policy* type claim will have Parts Warranty if the customer participated financially in any part of the repair (i.e., has an invoice for parts and/or labor).

❖ **Warranty Manual Revision**

The updated policy will be incorporated into the *Aftermarket Parts Limited Parts Warranty* subsection of the Warranty Manual.

DTNA is also clarifying an existing exclusion bullet point in the *Aftermarket Parts Policy > Exclusions* subsection of the manual by adding the following underlined text: “Parts provided by the Company at no charge and without invoice (e.g., in a direct shipment).”

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

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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.