

<b>WARRANTY POLICY LETTER</b>		<b>Please distribute to:</b> <b>Dealer Principal, Warranty Manager, Service Manager, Parts Manager, Sales Manager</b>
<b>No.</b>	<b>WP19-016</b>	<input checked="" type="checkbox"/> Freightliner Dealers
<b>Release</b>	10/28/19	<input checked="" type="checkbox"/> Western Star Dealers
<b>Effective</b>	10/28/19	<input checked="" type="checkbox"/> FCCC Dealers
<b>Subject</b>	Hold Disposition for Parts Eliminated	<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 type="checkbox"/> Sales Terms (DTR)
		<input type="checkbox"/> Used Product (DTR)
		<input type="checkbox"/> Travel Centers of America/Petro:Lube

<p>❖ <b>Hold Disposition Eliminated</b></p>	<p>DTNA is pleased to announce that the <i>Hold</i> disposition for warrantable parts has been eliminated in OWL. Effective immediately, the only part dispositions that OWL assigns will be <i>Scrap</i> or <i>Return</i>.</p> <p>With the end of the <i>Hold</i> disposition, please be aware that:</p> <ul style="list-style-type: none"> <li>DTNA is removing the 30-day parts retention threshold. Any part related to a warrantable repair must be retained until reimbursement is received (per credit memo) <u>or</u> until disposition is provided in OWL’s parts-related reports, whichever comes first.             <ul style="list-style-type: none"> <li>If a claim number displays on the Scrap Parts Report, all associated parts can be scrapped or returned for core credit according to internal procedures</li> </ul> </li> <li>Existing <i>Hold</i> dispositions in OWL have been updated to <i>Scrap</i>. Service locations can scrap any part currently being retained for a previous <i>Hold</i> disposition.</li> <li>The Hold Part Claim Report in OWL is being removed and until that enhancement is complete, the report remains available. However, since the <i>Hold</i> disposition can no longer be assigned, if run, the report will display zero results.</li> </ul>
<p>❖ <b>Chargeback Prevention</b></p>	<p>For OWL to assign the appropriate disposition (scrap or return) and prevent future chargebacks, the correct primary failed part (PFP), cause, and corrective action must be selected at claim submission. As stated in the <i>Claim Preparation, Transmission, and Reimbursement &gt; Claim Chargeback</i> section of the Warranty Manual, “If a claim with a part disposition of <i>Scrap</i> has been charged back for being filed incorrectly (e.g., incorrect PFP, incorrect part availability, etc.) and the part is requested to be returned on resubmittal, the resubmitted claim may be charged back if the part is not available.” Please review on-site procedures for PFP determination, claim entry, and parts retention to ensure alignment.</p>
<p>❖ <b>Warranty Manual Revision</b></p>	<p>Multiple sections of the Warranty Manual will be revised and information about holding parts removed. The table below displays what will be removed and from where. Access the Warranty Manual at <a href="#">DTNAConnect &gt; Warranty Lit &gt; Other Warranty Documents &gt; Manual</a>.</p>

Section	Subsection	Language Removed	
		Holding Parts or Hold Disposition	Hold Part Claim Report
Product Receipt, Storage, and Registration	Salvage of Damaged Parts: All Makes Except TBB <i>(subsection removed)</i>	X	X
Claim Preparation, Transmission, and Reimbursement	Reports		X
	Claim Chargeback	X	X
Handling and Shipping of Failed Material	Parts Retention Requirements	X	X
	Parts-Related Reports <i>(renamed from Parts Disposition Requirement Reports)</i>		X
	Parts Tracking Requirements	X	

**WARRANTY POLICY LETTER**

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.