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| <input checked="" type="checkbox"/> Thomas Built Bus Dealers | | |

WARRANTY INFORMATION LETTER

No. WI19-018
Release 10/28/2019
Effective 10/28/2019
Subject OWL Enhancements: Coverage Validation

❖ Coverage Validation Updates

DTNA is pleased to announce several enhancements deployed recently in OWL that impact coverage validations. Coverage determination on the *Coverage Info* screen has improved in multiple ways:

- If OWL finds coverage on multiple products, a red error message with a drop-down menu display. To proceed, users must select the applicable product.

Coverage is found on multiple products. Please select the product on which to draft a claim:

- The *Create Draft Claim* button only displays if OWL finds coverage

Coverage may be invalid if all parameters in the Coverage Determination Section are not supplied. Note: Warranties may contain exclusions. Please refer to warranty manual for base warranty, for extended coverages and preventive maintenance please email ASPHELP@daimler.com.

CHASSIS - 3AKJHTDVXKSJX1602 Extended Coverage												
Coverages	Time	Period	End Date	Distance	Unit	Pay Rate				Expense Type	Deductible	
						Parts	Labor	Handling	Other			
EXT TRUCK COVERAGE 4	60	MONTHS	9/14/2023	500000	MILES	100.00%	100.00%	100.00%	100.00%	All	0.0	Create Draft Claim

- The *Coverage Info* screen and claims now have the same validation. If coverage is not found during coverage determination, no *Create Draft Claim* button displays. Users may also get a red error message at the top of the *Coverage Info* screen, as seen in the sample below.

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.