

WARRANTY POLICY LETTER		Please distribute to: Dealer Principal, Warranty Manager, Service Manager, Parts Manager, Sales Manager
No.	WP19-019	<input checked="" type="checkbox"/> Freightliner Dealers
Release	11/18/2019	<input checked="" type="checkbox"/> Western Star Dealers
Effective	11/18/2019	<input checked="" type="checkbox"/> FCCC Dealers
Subject	Repair Orders for Specification Discrepancies	<input checked="" 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

❖ **Spec Discrepancy Repair Orders**

DTNA is pleased to announce additional alignment across business units as buses and non-buses will no longer have the different time frames for opening repair orders to address specification discrepancies. Effective immediately, service locations have 90 calendar days from delivery to open a repair order which identifies and addresses discrepancies from the sales order.

❖ **Warranty Lit Updates**

These documents in Warranty Lit will be revised with the 90 day timeline:

- Warranty Manual
 - *Product Receipt, Storage, and Registration > Specification Discrepancies* section
- New Vehicle Receipt to Delivery Checklist (WAR265)

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

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.