

WARRANTY POLICY LETTER

No. WP19-023

Release 12/23/2019

Effective 01/01/2020

Subject Allison Transmission Handling Allowance Introduced

Please distribute to:
Dealer Principal, Warranty Manager, Service
Manager, Parts Manager, Sales Manager

- ☒ Freightliner Dealers
- ☒ Western Star Dealers
- ☒ FCCC Dealers
- ☒ Thomas Built Bus Dealers
- ☐ Direct Warranty Customers
- ☐ Export
- ☐ DDC Distributors
- ☒ Sales Terms (DTR)
- ☒ Used Product (DTR)
- ☐ Travel Centers of America/Petro:Lube

❖ New
Allison
Policy

Similar to the Cummins engine handling allowance, DTNA is pleased to announce a 10% handling allowance for Allison transmission parts that are progressively damaged and replaced as a result of a warrantable DTNA failure. The handling allowance will be available for repairs performed on or after January 1, 2020.

❖ Guidelines

To receive the Allison handling allowance:

- Repair was performed by an Authorized Service Location
- Allison part was purchased outside DTNA because it was not offered through the Parts Distribution Center (PDC) network
- Claim type must be *Warranty, Extended Coverage, Transporter, Used Product Warranty, or Sales Terms*
- If prompted by OWL, attach a scanned copy of the part invoice to the claim
- Provide a thorough explanation of the repair, including the Allison part replacement, in the *Repair Details* field
- Standard handling exclusions and limits apply (e.g., Daimler Trucks Remarketing caps on *Used Product Warranty* or *Sales Terms* type claims; bulk quantity items and miscellaneous parts excluded, etc.)

❖ Filing
Claims

To enter the Allison part and handling on the *Parts* tab in OWL:

- From the *Part Type* drop-down, select *Other* for both the part and the handling
- Enter the part price into the *Part Price Claimed* field
 - If an invoice is required, claim pricing must match the invoice
- After entering all applicable Allison part numbers, add handling:
 - In the *Part #* field, enter *Allison Handling 10%*
 - Even if multiple Allison parts were used in the repair, in the *Qty Claimed* field, enter *1*. Add handling to the claim once.
 - Add up all Allison part prices, calculate 10% of the sum, and enter that number into the *Part Price Claimed* field

Claim	Failure	Parts	Labor	Other Charges	Location	Payment	Attachments(1)
Part #	Part Type	Qty Claimed	Processed U/M	Part Description	Part Price Claimed		
☐ ALLISON PART #1	OTHER	1	1 EACH	ALLISON PART #1	10.00		
☐ ALLISON PART #2	OTHER	1	1 EACH	ALLISON PART #2	10.00		
☐ ALLISON HANDLING 10%	OTHER	1	1 EACH	ALLISON HANDLING 10%	2.00		

❖ Warranty
Manual
Revision

Allison transmissions will be incorporated into the existing Cummins handling information in the *General Policies > Parts - Handling Allowance* section of the Warranty Manual. Access the Warranty Manual at [DTNACONnect > Warranty Lit > Other Warranty Documents > Manual](#).

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.