

<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>WP20-002</b>	<input checked="" type="checkbox"/> Freightliner Dealers
<b>Release</b>	03/16/2020	<input checked="" type="checkbox"/> Western Star Dealers
<b>Effective</b>	04/16/2020	<input checked="" type="checkbox"/> FCCC Dealers
<b>Subject</b>	Frame Rail Welding Repair Policy Alignment	<input checked="" type="checkbox"/> Thomas Built Bus Dealers
		<input checked="" type="checkbox"/> Direct Warranty Customers
		<input checked="" type="checkbox"/> Export
		<input type="checkbox"/> DDC Distributors
		<input type="checkbox"/> Sales Terms (DTR)
		<input type="checkbox"/> Used Product (DTR)
		<input checked="" type="checkbox"/> Travel Centers of America/Petro:Lube

❖ **Frame Rail Welding Approval**

The Warranty Department is aligning with the frame rail repair policy, published in DTNA Workshop Manuals, which states that there are very few cases in which welding a heat-treated frame rail is allowed. Therefore, **before** welding anything on a frame rail, contact the applicable regional service representative for approval.

❖ **Filing Claims**

For warrantable welding repairs approved by a regional service representative and performed on or after April 16, 2020, when filing the claim in OWL:

- Use corrective action: 24 - Repair
- Provide approver’s name/authorization information in the *Repair Details* field

❖ **Warranty Manual Revision**

These sections of the Warranty Manual will be updated:

- Frame rail repair pre-approval as voluntary will be removed from the *General Policies > Pre-Approval: All Makes Except Detroit* section (frame rail replacement information will remain)
- A new frame rails subsection will be added in *Policies by Component*

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.*