

WARRANTY POLICY LETTER		Please distribute to: Dealer Principal, Warranty Manager, Service Manager, Parts Manager, Sales Manager
No.	WP20-005	<input checked="" type="checkbox"/> Freightliner Dealers <input checked="" type="checkbox"/> Western Star Dealers <input checked="" type="checkbox"/> FCCC Dealers <input checked="" type="checkbox"/> Thomas Built Bus Dealers <input 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
Release	04/20/2020	
Effective	04/27/2020	
Subject	Handling Change: Over the Counter Aftermarket Parts Replacement Program	

❖ **OTC Program Handling Change**

DTNA is pleased to announce that handling will increase to 33% for *Misc. Replacement Part* type claims filed under the Over the Counter (OTC) Aftermarket Parts Replacement Program. The change is effective for claims filed on or after April 27, 2020. When parts are added during claim entry, OWL will automatically apply the updated handling percentage.

❖ **Warranty Manual Revision**

These sections of the Warranty Manual will be revised:

- *Aftermarket Parts Policy > Over the Counter Aftermarket Parts Replacement Program*
- *General Policies > Parts - Handling Allowance*

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

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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.