

| <b>WARRANTY POLICY LETTER</b> |   | <b>Please distribute to:</b><br><b>Dealer Principal, Warranty Manager, Service Manager, Parts Manager, Sales Manager</b> |
|-------------------------------|---|--|
| <b>No.</b>                    | <b>WP20-006</b>   | <input checked="" type="checkbox"/> Freightliner Dealers   |
| <b>Release</b>                | 04/20/2020  | <input checked="" type="checkbox"/> Western Star Dealers   |
| <b>Effective</b>              | 04/27/2020  | <input checked="" type="checkbox"/> FCCC Dealers   |
| <b>Subject</b>                | Handling for Authorized Service Location Part Transfers | <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  |

❖ **Handling Policy Change**

To promote 24-hour throughput and maximum efficiency, DTNA is adjusting multiple handling policies:

- Launching a new handling allowance for parts ordered from another Authorized Service Location because the facing Part Distribution Center (PDC) is out of stock
- Retiring Detroit’s Customer First Program

❖ **Guidelines**

Effective for claims filed on or after April 27, 2020, part price, freight, and a 14% premium handling allowance may be available if a service location requires a part for a warrantable repair that is not at the facing PDC but is at a nearby Authorized Service Location. If Paragon indicates zero (0) stock at the facing PDC, the repair facility in need can use RIMpro to check stock availability at other Authorized Service Locations. To qualify for reimbursement:

- Part must not exceed \$3,500 USD
  - Applies to new or remanufactured genuine parts for DTNA vehicles
- Repairs should start the same day, or as soon as possible, to achieve 24-hour throughput
- Applies to transactions between Authorized Service Locations that are **not** part of the same dealer/distributor family

❖ **Filing Claims**

When filing the claim for reimbursement:

- Claim type must be *Warranty, Extended Coverage, or Replacement Part*
- Include an explanation of why the part was not in stock in the *Repair Details* field
- Provide part number, handling, and freight charges (if applicable)
- Add part and handling on the *Parts* tab
  - Enter the part as a *Standard* part type; regular handling calculates automatically
  - Enter the 14% premium as an *Other* part type. In the *Part Description* field, type *14% Handling*, calculate 14% on the part’s system price (PDC net price), and enter that amount into the *Part Price Claimed* field.
- Keep a screenshot from Paragon showing zero (0) stock at the facing PDC on file, which must be available upon request
  - Screenshot must show the date it was taken and match the repair order date

❖ **Paragon Orders**

If RIMpro was used to acquire the part but a *Warranty* type order was already placed in Paragon, cancel the PDC order. If RIMpro shows no availability from a nearby Authorized Service Location, continue to place the *Warranty* type order through Paragon. The part will be expedited following standard *Warranty* type order procedures.

**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.*

❖ **Warranty Manual  
Revision**

The *General Policies* section of the Warranty Manual will be revised:

- *Parts – Handling Allowance*
  - Authorized Service Location Part Transfers – new row in the handling table and new subsection added
  - Detroit Customer First Program removed
- *Parts – Freight Charges > Ordering Parts from an Authorized Facility in the Network*
  - Subsection title modified to: Ordering Parts From an Authorized Service Location
  - RIMpro reference added
  - OEConnection-related content removed

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

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