

WARRANTY POLICY LETTER		Please distribute to: Dealer Principal, Warranty Manager, Service Manager, Parts Manager, Sales Manager
No.	WP20-007	<input checked="" type="checkbox"/> Freightliner Dealers
Release	04/20/2020	<input checked="" type="checkbox"/> Western Star Dealers
Effective	04/27/2020	<input checked="" type="checkbox"/> FCCC Dealers
Subject	Chassis Progressive Damage Policy Change	<input checked="" type="checkbox"/> Thomas Built Bus Dealers
		<input checked="" type="checkbox"/> Direct Warranty Customers
		<input checked="" type="checkbox"/> Export
		<input checked="" type="checkbox"/> DDC Distributors
		<input checked="" type="checkbox"/> Sales Terms (DTR)
		<input checked="" type="checkbox"/> Used Product (DTR)
		<input checked="" type="checkbox"/> Travel Centers of America/Petro:Lube

❖ **Progressive Damage Update**

DTNA is pleased to announce that vehicle/chassis business units will align to Detroit’s powertrain component policy regarding progressive damage. Effective for repair orders opened on or after April 27, 2020, if an Authorized Service Location installed a part which later has a warrantable failure, progressive damage and labor may be covered under the Aftermarket Parts Limited Parts Warranty (Parts Warranty).

For chassis failures, OWL is being enhanced to allow *Replacement Part* type claims with part quantities greater than one (1) to be accepted. The service network will no longer need to submit a Warranty Support Center (WSC) ticket for assistance.

The Over the Counter (OTC) Aftermarket Parts Replacement Program, Standard New Vehicle Limited Warranty, and Extended Service Coverage (ESC) policies are unaffected.

❖ **Warranty Manual Revision**

The *Aftermarket Parts Policy* section of the Warranty Manual will be revised:

- *Aftermarket Parts Limited Parts Warranty*: coverage statement added
- *Exclusions*: non-powertrain component bullet point removed

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.