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WARRANTY INFORMATION LETTER

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| No. | WI20-008 |
| Release | 04/27/2020 |
| Effective | 04/27/2020 |
| Subject | Warranty Training Online |

❖ **Online Training**

DTNA is pleased to announce the release of new Warranty-related training videos. The videos provide Warranty content in short instructional videos that are available on demand through the *AftermarkeTV Video Channel* icon on the [Aftermarket Resource Center \(ARC\)](#) home page.

In addition to the new ARC videos, the Warranty Training Department will connect directly with the service network by holding monthly webinars throughout the summer.

❖ **New Videos in ARC**

The collection will continue to expand but the AftermarkeTV channel currently contains this Warranty-related content:

- OWL training videos
 - Old ARC modules are being updated
- New Hire course videos
 - The Training Department is in the process of transitioning information from the New Hire course; multiple videos have been released
 - Course material has previously only been offered in-person or as a series of webinars

Go to: [AftermarkeTV Video Channel](#) > *Browse* > *Warranty*. The Training Department may also create standalone videos, as needed to support the service network, and will post them in ARC.

❖ **Webinars**

The Warranty trainers will start hosting a webinar on the first Tuesday of the month at 10:00 am Pacific/ 1:00 pm Eastern. Each webinar is expected to last about an hour and address a specific topic before opening up for attendees to ask questions. Topics and links will generally be posted in the [Warranty Support Center \(WSC\)](#) and the Warranty Newsletter (access via *DTNAConnect > Warranty Lit > Other Warranty Documents > Newsletters*). When instructor-led classes resume, the Training Department will evaluate whether to continue the webinars.

The first webinar will be about the new Warranty videos and online training resources; it will be at 10:00 am Pacific/ 1:00 pm Eastern on Tuesday, May 5, 2020. [Click here](#) for access; the ID is 98380029796 and the password is 589319. Login information is also on the WSC home page.

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Verify latest version online; access Warranty Information Letters at [DTNAConnect > Warranty Lit > Warranty Letters](#).

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.