

**Please distribute to:**  
**Dealer Principal, Warranty Manager, Service Manager, Parts Manager, Sales Manager**

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**WARRANTY INFORMATION LETTER**

<b>No.</b>	<b>WI20-012</b>
<b>Release</b>	08/03/2020
<b>Effective</b>	08/03/2020
<b>Subject</b>	Warranty Manual Revisions After Internal Audit

**❖ Audit-Related WM Revisions** Earlier this year, the Warranty Department participated in an internal Daimler corporate audit. As a result, to ensure that DTNA policies and service network practices align, the Warranty Department will be revising the Warranty Manual. The table below identifies revisions and the impacted sections.

Topic	Revision	Subsection(s)
Clarified service location responsibilities for the Warranty Start Form (WAR275)	Service locations keep the Warranty Start Form (WAR275)* on file and attach a copy in OWL  *The same revisions will be applied to the form itself	<ul style="list-style-type: none"> <li>New Product Limited Warranty Statements &gt; Owner’s Responsibilities</li> <li>Product Receipt, Storage, and Registration &gt; Warranty Registration</li> </ul>
Claim time frame	Defined total claim time frame: all claim-related activities must be completed within 180 calendar days of the repair order close date	Claim Preparation, Transmission, and Reimbursement > Claim Time Limits
Detroit powertrain component repairs in customer program agreements	Removed Detroit exclusion <sup>1</sup>	Special Warranty Programs <ul style="list-style-type: none"> <li>Customer Program Options</li> <li>DWC Program</li> <li>CPWA Program</li> <li>CPPRA Program</li> <li>Ltd CPPRA Program – All Makes Except TBB</li> </ul>

<sup>1</sup> DTNA will add eligible Detroit powertrain component repairs to individual agreements at the next renewal, if requested. To start powertrain component repairs sooner, use the [Warranty Support Center \(WSC\)](#) to request an agreement update outside the renewal cycle.

**WARRANTY INFORMATION LETTER**

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.