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WARRANTY INFORMATION LETTER

No.	WI20-015
Release	08/24/2020
Effective	08/24/2020
Subject	Active Lane Assist Steering Column - Providing Serial Number During Claim Entry

❖ ALA Steering Component Serial Numbers

To maintain quality and capture reliability data, DTNA plants have recently applied the process currently in use for major components to the Active Lane Assist (ALA) steering column. The serial number for an ALA steering column is scanned at installation and displays in OWL on the *Major Components* screen.

Effective for repairs performed on or after August 24, 2020, if a factory-installed ALA steering column is replaced due to a warrantable failure, the serial number will be required on the *Failure* tab. If the replacement serial number is not entered on the claim, a red error message will display.

A sample ALA steering column sticker is displayed below. Service locations are encouraged to share the contents of this letter internally and collaborate on process updates to ensure the ALA steering column serial number is captured.



❖ WSC Ticket Notification

As with major components, if an ALA steering column is replaced outside of a warrantable repair, submit a Warranty Support Center (WSC) ticket. In the ticket, please provide the repair date and replacement serial number so the Major Component table can be updated.

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.