

WARRANTY POLICY LETTER	
No.	WP20-018
Release	12/07/2020
Effective	12/07/2020
Subject	Alliance/Mascot Aftermarket Warranty and Claim Filing

Please distribute to: Dealer Principal, Warranty Manager, Service Manager, Parts Manager, Sales Manager	
<input checked="" type="checkbox"/>	Freightliner Dealers
<input checked="" type="checkbox"/>	Western Star Dealers
<input checked="" type="checkbox"/>	FCCC Dealers
<input checked="" type="checkbox"/>	Thomas Built Bus Dealers
<input checked="" type="checkbox"/>	Direct Warranty Customers
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<input type="checkbox"/>	DDC Distributors
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❖ Alliance/Mascot Aftermarket Warranty

With Mascot now in partnership with Detroit Reman and Alliance Parts, DTNA is pleased to announce that Mascot coverage has been added to OWL. As a result, on December 7, 2020, claims for warrantable failures of remanufactured Alliance/Mascot aftermarket parts must be filed in OWL.

Remanufactured Alliance/Mascot parts include transmission, differential, steering gear, and steering pump used in an on-highway vehicle applications. The Alliance/Mascot aftermarket warranty coverage period has not changed: depending on the part, coverage is for one (1) or two (2) years and current parts, labor, and reimbursement policies apply.

Alliance/Mascot created a coverage sheet to assist service locations and customers. The new document will be added to the Warranty Literature collection on DTNAConnect (*Warranty Lit > Other Warranty Documents > Coverages > Alliance*). See page 2 of this letter for an excerpt from the coverage sheet that shows time, parts, labor, and maximum payment amounts.

❖ OWL Claims

OWL was enhanced to find Alliance/Mascot coverage and accept claims. During claim creation, OWL finds coverage based on primary failed part (PFP), component code, supplier, vocation, and time/distance. When Alliance/Mascot coverage has been identified, if the claim exceeds the maximum amount paid, OWL returns a blue edit message on the *Claim* tab, "Total Processed will be reduced to Coverage Max Amount."

Claim	Failure	Parts	Labor	Other Charges	Location	Payment	Attachments
Basic Claim							
Submitting Location:	BXID			Currency:	usd		
				Claimed Amount		Processed Amount	
Elite Support:	<input checked="" type="checkbox"/>	Parts Amt:	1.92		0.00		
Claim Number:	2 7T	Handling:	0.63		0.00		
Request Type:	PAYMENT	Labor Amt:	1,106.00		0.00		
Claim Type:	REPLACEMENT PART	Other Charges:	0.00		0.00		
				Total:	1,108.55		0.00
				ECE271 : Total Processed will be reduced to Coverage Max Amount.			
				Net Paid:	0.00		

When the claimed amount exceeds the maximum paid, at submission, OWL automatically applies the appropriate maximum. Users will not see the maximum amount paid on the claim before submission but when the claim is in *Accepted* status, users can review reimbursement in the *Total Processed Amount* field.

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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.

For questions, comments, or to submit an inquiry, go to:
[DTNAConnect > My Applications > WSC](#)

For claims with a *Return* part disposition, at submission, OWL also automatically adds the parts return administrative time to the amount paid. The parts return amount plus the reimbursement amount displays in the *Labor Amt* and *Total Processed Amount* fields.

Claim Total		
Currency:	usd	
	Claimed Amount	Processed Amount
Parts Amt:	1.92	1.92
Handling:	0.63	0.63
Labor Amt:	1,121.80	513.25
Other Charges:	0.00	0.00
Total:	1,124.35	515.80

Submit questions via a [Warranty Support Center \(WSC\)](#) inquiry.

❖ **Warranty Manual Revision**

The Warranty Manual sections below will be revised; access the manual at *DTNAConnect > Warranty Lit > Other Warranty Documents > [Manual](#)*.

- *Aftermarket Parts Policy > Aftermarket Parts Warranty for Remanufactured Powertrain Components* - new Alliance/Mascot subsection to be added
- *General Policies > Parts - Genuine Replacement* - Mascot to be added to list of Company parts
- *Policies by Component > Mascot* - subsection removed (pre-authorization information obsolete)

❖ **Alliance/Mascot Aftermarket Coverage and Reimbursement:**

Product	Warranty Period	Dealer Install		Over the Counter (OTC)	
	(From Date of Purchase)	Year 1	Year 2	Year 1	Year 2
Heavy Duty Manual Transmission*	2 Years	Parts and Labor (shop rate @ SRT)	Maximum Coverage Amount	Maximum Coverage Amount	Parts Only
Heavy Duty Differential**	2 Years	Parts and Labor (shop rate @ SRT)	Maximum Coverage Amount	Maximum Coverage Amount	Parts Only
Mid-Range Manual Transmission	1 Year	Parts and Labor (shop rate @ SRT)	N/A	Maximum Coverage Amount	N/A
Steering Gear Steering Pump	1 Year	Parts and Labor (shop rate @ SRT)	N/A	Maximum Coverage Amount	N/A
Allison Mid-Range AT/MT/HT	1 Year 2 Years on School Bus	Maximum Coverage Amount	Maximum Coverage Amount	Maximum Coverage Amount	Maximum Coverage Amount
Allison HB/B	1 Year	Maximum Coverage Amount	N/A	Maximum Coverage Amount	N/A
Allison 1000/2000/3000	2 Years 3 Years on School Bus	Maximum Coverage Amount	Maximum Coverage Amount	Maximum Coverage Amount	Maximum Coverage Amount

* Two Year Warranty on Fuller On-Road Vocation Only

** Two Year Warranty on Meritor and Dana On-Road Vocation Only

Maximum Coverage Amount	
Heavy Duty Manual Transmission	\$725
Heavy Duty Front Differential	\$625
Heavy Duty Rear Differential	\$525
Mid-Range Manual Transmission	\$450
Allison Mid-Range (AT/MT, 1K, 2K, 3K)	\$500
Allison Heavy Duty (HB/HT/B)	\$700
Steering Gear	\$300
Steering Pump	\$300

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