

WARRANTY POLICY LETTER		Please distribute to: Dealer Principal, Warranty Manager, Service Manager, Parts Manager, Sales Manager
No.	WP20-018R	<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 <input checked="" type="checkbox"/> Export <input 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
Release	12/07/2020 (Revised: 12/08/2020)	
Effective	12/07/2020	
Subject	Revised: Alliance/Mascot Aftermarket Warranty and Claim Filing	

❖ **Alliance/Mascot Aftermarket Warranty**

Revisions are in blue font.

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 revised 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 (PPF), 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
Submitting Location:		Basic Claim		Claim Total				
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 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)

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

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

* Two Year Warranty on Fuller On-Road Vocation Only

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

Maximum Labor 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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