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**WARRANTY INFORMATION LETTER**

<b>No.</b>	<b>WI21-005</b>
<b>Release</b>	02/15/21
<b>Effective</b>	02/15/21
<b>Subject</b>	Body Builder/Truck Equipment Manufacturer Demonstration Program

**❖ Body Builder/TEM Demonstrators**

To help meet the varied needs of the network, effective immediately, DTNA is clarifying registration expectations for body builder/truck equipment manufacturer (TEMs) demonstrators.

When a body builder/TEM is the ordering customer, demonstrators are subject to the same registration requirements as new products and Warranty coverage timelines for aged vehicles. For each demonstration, the body builder/TEM records the customer name, address, date of check-out/check-in, and distance at check-out/check-in. The body builder/TEM also maintains a log of completed demonstrations and provides a copy to the DTNA selling location at retail sale to the end customer. The selling location is responsible for maintaining registration records.

**❖ Registering Demonstrators**

- If the product is in body builder/TEM or selling location inventory:
- A body builder/TEM has three (3) years from the build date to notify the selling location that a vehicle is being used as a demonstrator. Without notification, DTNA's aged vehicle policy applies.
  - Register to the body builder/TEM as a demonstrator when the vehicle will remain in inventory until retail sale to the end customer
  - When a body builder/TEM wants to register a vehicle as a demonstrator, submit a Warranty Support Center (WSC) registration inquiry to the DTNA Warranty Department. Provide the vehicle identification number (VIN), vocation, and current distance. If agreed, the Warranty Department records the VIN as an approved demonstrator.
  - When retail sold, the end customer is eligible for an in-service update; the update impacts the time aspect of the new product coverage, distance is not reset

- If the product is not in inventory and was sold to the end customer:
- If less than 10,000 miles / 16 100 km - register to the end customer with the date the product was sold
  - If more than 10,000 miles / 16 100 km - register to the end customer with the first date that the product was used as a demo
  - Attach the completed Warranty Start Form (WAR275) in OWL

Note: An approved demonstrator is not rent-to-own, lease-to-own, nor a loaner, rental, or training unit.

**❖ Warranty Manual Revision**

- The sections below of the DTNA Warranty Manual will be revised; access the manual at [DTNAConnect > Warranty Lit > Other Warranty Documents > Manual](#).
- *Product Receipt, Storage, and Registration > Body Builders:* Demonstrator notes to be added; subsection to be moved and re-positioned directly above *Demonstrators* subsection
  - *Special Warranty Coverages > Authorized Demonstration Programs:* Body builder subsection to be added

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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.