

WARRANTY POLICY LETTER		Please distribute to: Dealer Principal, Warranty Manager, Service Manager, Parts Manager, Sales Manager	
No.	WP21-010	☒	Freightliner Dealers
Release	04/12/2021	☒	Western Star Dealers
Effective	04/12/2021	☒	FCCC Dealers
Subject	One Stop Supplier Extended Program - NorthStar Battery Coverage Updates	☒	Thomas Built Bus Dealers
		☒	Direct Warranty Customers
		☐	Export
		☐	DDC Distributors
		☒	Sales Terms (DTR)
		☒	Used Product (DTR)
		☒	Travel Centers of America/Petro:Lube
❖ NorthStar Update	Since DTNA launched the One Stop Supplier Extended Program in early 2020, NorthStar (an EnerSys company) has been a supplier that allows the service network to use OWL to file claims when there is coverage on factory-installed components beyond DTNA's time and distance amounts. NorthStar requires battery testing, the accompanying results, and serial numbers. Since the One Stop Supplier Extended Program launched, DTNA and NorthStar have been collaborating to improve reimbursement and testing.		
❖ Battery and Core Pricing	NorthStar will now reimburse \$265 USD for a failed battery on a <i>One Stop Supplier</i> type claim but no labor. The part price includes a core credit per replaced battery that is guaranteed with Battery Systems; the core credit is subject to chargeback if the core is returned with a different company. Contact Battery Systems Customer Service for a local pickup representative or general questions via phone (1-800-782-7848) or email (cs@batterysystems.net). Battery Systems core credits are tracked in OWL; see the Failed Parts to Ship Recap Report for instructions on entering the Battery Systems credit memo number.		
❖ AutoMeter Testing	Effective for NorthStar <i>One Stop Supplier</i> type claims filed on or after April 12, 2021, when using the AutoMeter BCT-460 DTNA Powernet Assessment Tool (AutoMeter), service locations can choose to test batteries individually in lieu of a full powernet test. Attach the single battery test results to the associated claim. When the AutoMeter is used, serial numbers do not have to be entered on the claim because the AutoMeter's testing steps include serial number entry and the numbers display in test results. <u>Please note that if the open circuit voltage (OCV) is 10.5 or less, a battery is considered damaged and not warrantable.</u> For <i>One Stop Supplier</i> type claims, OWL will not automatically connect to AMPNET (AutoMeter's cloud-based data repository) to locate and attach test results. For test results, users must login into AMPNET, retrieve results, export to an Excel file, and manually attach to the claim. OWL returns a red error message on the <i>Attachments</i> tab if nothing is attached.		
❖ AutoMeter Technical Resources	Summarized steps for accessing test results in the <i>Data Overview</i> section of AMPNET are on page 2 of this letter. Instructions for performing an individual battery test (including detailed steps for retrieving/downloading test results), updating firmware, signing up for AMPNET, and many other AutoMeter guides are available via <i>DTNAConnect > Service Diagnostic and Tools > Specialty Tools > BCT-460 DTNA Powernet Assessment Tool</i> . To ensure optimal tool functionality after the latest firmware update, technicians should verify that firmware levels are: CM – 1.07, LM – 1.62.		
❖ New Estimating Labor Operation	Using the Supplier Reimbursement Estimator during coverage determination assists service locations with advising customers upfront about what NorthStar may reimburse and what may be the customer's responsibility. Though NorthStar does not reimburse labor on <i>One Stop Supplier</i> type claims, to help estimate customer costs, DTNA created an individual battery test Standard Repair Time (SRT) for the AutoMeter. The new SRT is: Advanced Powernet Diagnostic Tool, One Battery,		

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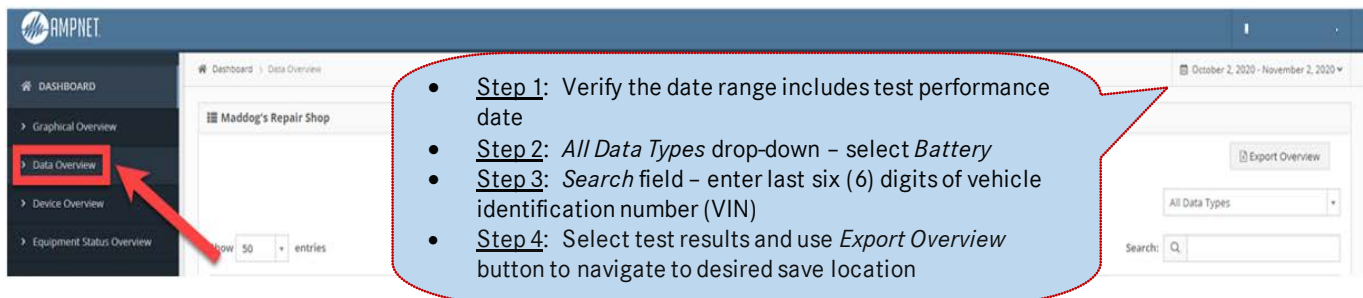
DISCLAIMER: The information contained in this letter supersedes and supplements any related policies and procedures in the Warranty Manual and/or previously released letters. Failure to read or distribute this letter will not exempt addressees from compliance with the information contained herein.

❖ **Other Testing Tools**

Individual Test (292-6018C) for 0.3 hours. When selected in the estimator, the individual battery test SRT displays as a labor line item and the associated labor cost shows in the *Customer* column of the *Estimate Summary* section.

If the AutoMeter is not available, NorthStar will accept alternate test evidence attached to *One Stop Supplier* type claims: the ½ cold cranking amp (CCA) load test or test results from a NorthStar-approved handheld battery tester. Include the OCV prior to testing and test results (CCA, voltage, etc.). Both the failed battery serial number and the replacement battery serial number are required. If an alternative tool is used, do not apply the AutoMeter individual battery test SRT in the Supplier Reimbursement Estimator; customer labor costs may vary.

For questions about testing tools or evidence requirements, contact NorthStar's Warranty Manager directly at Dave.Mitchell@NorthstarBattery.com or 1-417-380-5587.

❖ **Summarized Steps – Getting AutoMeter Test Results Via AMPNET > Data Overview:**


- Step 1: Verify the date range includes test performance date
- Step 2: *All Data Types* drop-down – select *Battery*
- Step 3: *Search* field – enter last six (6) digits of vehicle identification number (VIN)
- Step 4: Select test results and use *Export Overview* button to navigate to desired save location

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