

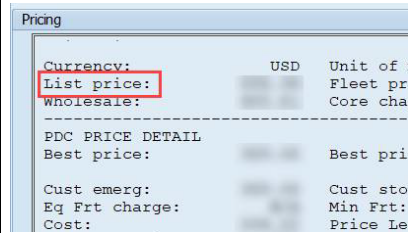
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Dealer Principal, Warranty Manager, Service Manager, Parts Manager, Sales Manager

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| ☒ Freightliner Dealers | ☐ Direct Warranty Customers | ☐ Sales Terms (DTR) |
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| ☐ FCCC Dealers | ☒ DDC Distributors | ☐ Travel Centers of America/Petro:Lube |
| ☐ Thomas Built Bus Dealers | | |

WARRANTY INFORMATION LETTER

No. **WI21-022**
Release 09/20/2021
Effective 09/20/2021
Subject Part Shortages - Temporary Reimbursement Guidelines

- ❖ **Summary** As a result of supply chain constraints, DTNA understands that service locations and customers are taking unique steps to get parts, perform repairs, and maintain customer uptime. Therefore, effective immediately, DTNA will temporarily reimburse the scenarios described below for warrantable repairs. These adjustments will expire on December 31, 2021, or be re-evaluated based on market conditions.

Scenario	Claims ¹
Scenario 1: A high level assembly is available (either in stock or from a Parts Distribution Center/another Authorized Service Location) but the given repair needs only a portion of the assembly. Use the high level assembly in the repair. <u>Example:</u> A water pump failed. The service location has an oil coolant module in stock. Perform the repair using the entire oil coolant module.	Identify the component that actually failed as the primary failed part but list the high level assembly as a part to be reimbursed
Scenario 2: Customer-supplied aftermarket parts purchased from a third party Once installed, non-genuine parts are not covered by DTNA nor is any progressive damage they cause in the event of failure. Existing Warranty Manual limitations apply: - To retain warrantability, genuine parts must be used during repairs. If a non-genuine part was used and that part is later replaced with a genuine part, coverage (if any remains) is reinstated for the duration of the original warranty. - For emission-related components, the Owner may elect to use non-genuine Company parts for replacement purposes. Use of replacement parts which are not of equivalent quality may impair the effectiveness of emission control systems. If other than genuine Company parts are used for maintenance replacements or for the repair of components affecting emission controls, the Owner should assure himself/herself that such parts are warranted by their manufacturer to be equivalent to genuine Company parts in performance and durability.	DTNA will reimburse up to Paragon's <i>List Price</i> or acquisition cost, whichever is less 
Scenario 3: For a high level assembly with core value, remove a serviceable component and use in repair. After repair completion, install failed component onto the donor high level assembly and proceed with core return.	- Use Standard Repair Times (SRTs) for the warrantable failure plus labor for securing and reassembling the core - Add parts that are not reusable but required for the repair (e.g., O-ring, gasket, seal, etc.)
Scenario 4: Component removed from a donor truck	- Use SRT(s) for the warrantable failure claim - When a replacement component is available for the donor truck, file a supplemental claim on the original product serial number and add R/R SRT(s)

¹ Normal DTNA policies apply including, but not limited to, itemizing Generic labor tasks per operation in the claim narrative and keeping all records related to the repair as the basis for submitting a claim.

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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.