

## DTNA Tire Communication Update - 2024

Communication Type: Product News

Date: 7/17/2024

As a follow-up to our May 10, 2023, communication, DTNA continues to face a critical situation regarding tire availability. Unfortunately, these shortages apply to all brands and impact all models and all assembly plants. As a result, DTNA has no choice but to continue providing alternative tire brands when necessary. Substitutions will be based on preserving size, load capacity, and tread style, but both brand and model may vary. This situation will continue throughout the remainder of this calendar year.

CAE will process changes through an Internal Truck Change Order (ITCO) or Mass Backlog Update (MBU) as required. CAE will confirm that the tires being added fit the application.

Potential pricing impacts will be handled as follows:

- The difference will be price-protected if the Truck Sales Order is changed to a higher-priced tire.
- If the Truck Sales Order is changed to a lower-priced tire, the lower price should be reflected on the invoice.

If the invoice does not reflect the aforementioned pricing intentions, please submit a Truck Invoice Adjustment (TIA) using the Data Code Pricing Adjustment type.

To maximize production efficiency, we are not in a position to accept customer-furnished tires shipped to the plant or to subsidize the cost of swapping out tires upon delivery.

DTNA very much appreciates your patience and support as we continue to navigate supply challenges. For those of you who have customers who refuse tire substitutions, our only alternative is to pull the trucks from the schedule and attempt to reinsert when/if the specific tire requested becomes readily available. Your support in convincing customers to take substitutions is imperative to keep materials flowing to our production facilities, which helps stave off future scheduling rolls. However, if you find yourself in a difficult situation that you cannot resolve, don't hesitate to contact your district manager so they can assist with a customer discussion.

Best Regards,  
Freightliner Sales  
Western Star Sales  
Customer Application Engineering

**DAIMLER TRUCK**  
North America