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<b>WARRANTY POLICY LETTER</b>		<b>Please distribute to:</b> <b>Dealer Principal, Warranty Manager, Service Manager, Parts Manager, Sales Manager</b>
<b>No.</b>	<b>WP24-017</b>	<input checked="" type="checkbox"/> Freightliner Dealers <input type="checkbox"/> FCCC Dealers <input type="checkbox"/> Thomas Built Buses Dealers <input checked="" type="checkbox"/> Western Star Dealers <input checked="" type="checkbox"/> Direct Warranty Customers <input checked="" type="checkbox"/> Export <input checked="" type="checkbox"/> DDC Distributors <input type="checkbox"/> Sales Terms (DTR) <input type="checkbox"/> Used Product (DTR)
<b>Release</b>	09/30/24	
<b>Effective</b>	09/30/24	
<b>Subject</b>	Steering Wheel Centering Policy Amendment	

❖ **Policy Update**

As a result of changes during the manufacturing process, the DTNA Warranty Department is amending the policy about centering the steering wheel for Freightliner and Western Star units. Effective immediately, the centering exclusion in the standard New Vehicle Limited Warranty will not apply.

If a steering wheel in a Freightliner or Western Star unit was mis-installed and is off-center as a result, refer to [TechLit](#) for the repair procedure. The repair will be covered within the Initial Operating Period (IOP). On the associated claim, use the steering shaft as the primary failed part (PFP).

Note: Exceleator lists the part as, “steering universal shaft.”

❖ **Warranty Manual Revision**

Steering wheel information in the *New Product Limited Warranty Statement > Coverage Exclusions > Alignment of Axles/Wheels/Steering Wheel* section of the Warranty Manual will be updated with brand notes. Access the Warranty Manual at [DTNA Portal](#) > *Warranty Literature > Manual*.

Warranty Policy Letters are available online for 6 months after effective date at [DTNA Portal](#) > *Warranty Literature > Letters*.

*Note: The information contained in this letter becomes effective on the date noted above and reflects pending changes to the DTNA Warranty Manual with respect to the subject matter of this letter. Please refer to the DTNA Portal website for the most recent version of the Warranty Manual.*