

Please distribute to:
Dealer Principal, Warranty Manager, Service Manager, Parts Manager, Sales Manager

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WARRANTY INFORMATION LETTER	
No.	WI26-008
Release	20May26
Effective	20May26
Subject	Reman Parts Usage Policy Reminder

Reman Parts Usage: What We Heard & How We're Responding




Key message: Earlier this year, DTNA Parts, Service, and Warranty teams met with dealer personnel at **10 rooftops** for focused continuous improvement workshops. We listened to what's driving current processes and partnered with you on practical ways to **increase Reman parts usage** in warranty repairs. 🤝

What we heard

Across the workshops, dealer teams shared candid, practical feedback in three key areas:

-  **Training & awareness:** Many attendees were not familiar with [Warranty Policy \(Section 4.7\)](#) and its requirements. Please ensure counter personnel, service advisors, technicians, and warranty staff understand when Reman is required and how to apply the policy.
-  **Parts availability:** Bay turn time strongly influences parts selection. If a Reman equivalent is **not on the shelf**, it typically will not be ordered. Dealers are encouraged to review stocking practices and keep Reman equivalents available for **high-volume new part applications** commonly used in warranty repairs.
-  **Data & systems:** DTNA will keep Reman cross-references current in **Exceleator** and **Paragon**. Dealers are encouraged to also load Reman crosses into their **DMS** to support fast, consistent part selection.

How DTNA is supporting the network

-  **Drive policy awareness:** We're using available training channels to reinforce [Warranty Policy \(Section 4.7\)](#) across the network.
-  **Maintain accurate cross-references:** We will keep Reman cross-references up to date in **Exceleator** and **Paragon**.
-  **Improve availability:** We'll continue pushing Reman parts as close to the customer as possible through appropriately facing **PDCs**.

Verify latest version online; access [Warranty Information Letters at DTNA Portal > Warranty Literature > Letters](#).

Note: The information in this letter becomes effective on the date noted above and supersedes and/or supplements policies and procedures in the DTNA Warranty Manual and/or previously released letters with respect to the subject matter of this letter. When information reflects pending changes to the Warranty Manual, after revision, to the extent there is a conflict between the Warranty Manual and this letter, the Warranty Manual controls.