

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

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| <input checked="" type="checkbox"/> Freightliner Dealers | <input checked="" type="checkbox"/> Thomas Built Bus Dealers | <input type="checkbox"/> Sales Terms (DTR) |
| <input checked="" type="checkbox"/> Western Star Dealers | <input checked="" type="checkbox"/> Direct Warranty Customers | <input type="checkbox"/> Used Product (DTR) |
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IMPORTANT WARRANTY INFORMATION

REF **14-028**
 Effective 08/1/2014
 Release 07/28/2014
 SUBJECT Remy Extended Coverage Direct File

**❖ Delco Remy's
 Extended Warranty
 Program**

Effective August 1, 2014, dealers will no longer be able to file any claims through OWL on Remy International, Inc. (Remy) starters and alternators covered under the supplier's extended warranty coverage program for factory-installed components. Instead, such supplier extended coverage claims must be filed directly through Remy's warranty website: www.delcoremywarranty.com.

**❖ DTNA System
 Changes**

DTNA does not administer Remy's program; therefore, displays on the *Coverage Info/Check Coverage* screen in OWL will be updated in the following manner:

- EXT DR ALTERNATOR will be changed to EXT DR ALTERNATOR (FILE DIRECT)
- EXT DR STARTER will be changed to EXT DR STARTER (FILE DIRECT)

Please note that the new Remy file direct change also applies to retroactive units with extended coverages that are displayed in OWL. The system will be updated accordingly to reflect FILE DIRECT.

Any claims for customer-purchased extended coverage for alternator and/or starter through DTNA's extended coverage department, Aftermarket Service Products (ASP), will continue to be filed via OWL.

❖ Available Resources

Remy's Product Warranty Policy can be viewed at: <http://delcoremy.com/Documents/OEM-REMAN-WARRANTY.aspx>.

Information about ASP's extended coverage options is available through ASP's link on AccessFreightliner's home page (<https://aftermarketserviceproducts.com>). For warranty questions, please submit a Warranty Support Center ticket (AccessFreightliner.com > Support > My Tickets and Submit an Inquiry > Manage WSC Tickets).

IMPORTANT WARRANTY INFORMATION LETTER

Verify latest version on-line: [Important Warranty Information Letters are available at Accessfreightliner.com> Applications> WarrantyLit> Warranty Letters](#)

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.