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**WARRANTY INFORMATION LETTER**

<b>No.</b>	<b>WI19-010</b>
<b>Release</b>	08/12/2019
<b>Effective</b>	08/12/2019
<b>Subject</b>	OWL Enhancements

**❖ Recent OWL Build**

In the continuing effort to improve the user experience and improve efficiency, DTNA is pleased to announce several enhancements that deployed recently. The updates impact a variety of system functions including product and coverage validations, claiming bulk parts, Standard Repair Time (SRT) entry, Detroit parts return labels, product type fields, and suspended campaigns. Individual enhancements are described in greater detail below.

**❖ Update 1: Validation Process**

Validation has been improved in several ways:

- *Recall Campaign* and *Field Service Campaign* type claims created via the *Create Draft Claim* button on the *Coverage Info* screen
  - OWL now assigns the appropriate product (e.g., a Detroit transmission with a recall) to the claim even if different criteria (e.g., the vehicle serial number) was entered for the coverage information search
- Major component parts (MCPs) on *Supplemental* claims
  - OWL verified MCPs when the original claim was created. Validation was refined so the red edits about needing MCP information (e.g., new model number, serial number, etc.) should not display.
- *Road Call* and *Towing* expense types on the *Other Charges* tab
  - For Detroit powertrain component claims, OWL now cross-references component code with claim type (e.g., Warranty, Extended Coverage, etc.). If coverage cannot be authenticated, OWL returns a red error message, "Expense type not valid for this coverage."



- Parts only coverage
  - When OWL authenticates coverage, if a primary failed part (PFP) is not eligible for labor reimbursement, a blue error message, "Labor will not be paid for this claim" displays on the *Labor* tab. All labor values in the *Processed* column show zero and cannot be edited.
- Towing/roadside coverage caps
  - When the cap has been reached, OWL prevents additional reimbursement on *Based On* claims (with a B or C extension) and *Supplemental* claims; error messages vary depending on the claimed item(s)
    - If the later claim requests reimbursement for towing only, a red error message, "Maximum amount paid in previous claims" displays at the top of the claim
    - If the later claim requests reimbursement for more than just towing, a blue error message, "Maximum reimbursement paid for other charges" displays on the *Other Charges* tab

**❖ Update 2: Bulk Parts Calculation**

The unit of measurement calculation was improved for claiming some bulk parts. OWL now defaults to the appropriate unit of measurement so that bulk parts ordered from a DTNA Parts Distribution Center (PDC) can be claimed in increments that match the amount used in a repair (e.g., 3 tie wraps out of a 100 tie wrap package or 6 ounces from a 40 gallon drum).

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❖ Update #3:  
SRT Entry

On the *Labor* tab, the red error message that displays when an SRT is included within another SRT has been improved. The message now identifies the base SRT by number.

❖ Update #4:  
Product Type Addition

Product type (i.e., axle, body, chassis, engine, transmission) has been added as a category in a couple areas:

- As a work queue search filter

- As a field when claims are printed or converted to a PDF file

Submitting Location : [REDACTED]	Claim Type : WARRANTY
Product S/N : [REDACTED]	Product Type : CHASSIS
Elite Support : [REDACTED]	Status : DRAFT
Claim Number : [REDACTED]	In Service Date : 03/21/2018
Original Claim Number : [REDACTED]	Make : FREIGHTLINER

❖ Update 5:  
Detroit Part Labels

The label for returning Detroit powertrain components has been updated:

- New fields were added: claim type, time in service, distance, and cause code
- Field names and layout adjusted for spacing and clarity
- Bottom barcode removed to accommodate the new fields

❖ Update 6:  
Campaign Suspension

The Joint Application Development (JAD) Committee contributed to improving campaign information. When a campaign is inactivated, in addition to the *Suspended* watermark, OWL displays the repair inactivation date. When the campaign is reactivated, the reactivation date displays.

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