For questions, comments, or to submit an inquiry, go to: DTNAConnect > My Applications > WSC WARRANTY DEPARTMENT

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Please distribute to:

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▼ Thomas Built Bus Dealers

WARRANTY INFORMATION LETTER

 No.
 WI19-010

 Release
 08/12/2019

 Effective
 08/12/2019

 Subject
 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
 - o 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
 - o 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).

WARRANTY INFORMATION LETTER

Verify latest version online; access Warranty Information Letters at DTNAConnect > Warranty Lit > Warranty Letters.

Update #3: SRT Entry

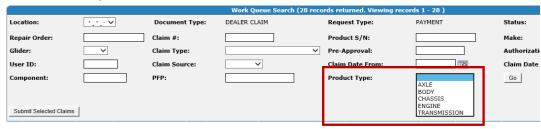
On the *Labor* tab, the red error message that displays when an SRT is included within another SRT has been improved. The message now identifies the base SRT by number.



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

Claim Type : WARRANTY
Product Type : CHASSIS
Status : DRAFT

In Service Date : 03/21/2018

Make : FREIGHTLINER

Update 5: Detroit Part Labels

Number

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



DEALER REQUEST: RETURN PARTS IF FOUND NON WARRANTABLE

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.

WARRANTY INFORMATION LETTER