Daimler Trucks North America

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

WARRANTY DEPARTMENT
6121 N Cutter Circle, Suite A
Portland, Oregon 97217-4090

WARRANTY POLICY LETTER		Please distribute to: Dealer Principal, Warranty Manager, Service Manager, Parts Manager, Sales Manager
No.	WP20-001	☑ Freightliner Dealers
		☑ Western Star Dealers
Release	01/20/2020	☑ FCCC Dealers
		☑ Thomas Built Bus Dealers
Effective	02/17/2020	☑ Direct Warranty Customers
		🚫 Export
Subject	One Stop Supplier Extended Program Launch	🚫 DDC Distributors
		☑ Sales Terms (DTR)
		☑ Used Product (DTR)
		☑ Travel Centers of America/Petro:Lube

❖ **One Stop Supplier Extended Program**

In collaboration with the Joint Application Development (JAD) committee, DTNA is pleased to announce that the One Stop Supplier Extended Program launches for DTNA vehicles on February 17, 2020. Before One Stop Supplier Extended, if suppliers offered coverage on factory-installed components beyond DTNA's time and distance amounts, the associated claims had to be filed directly to the supplier. The One Stop Supplier Extended Program streamlines the claim filing process and supports DTNA's continuous improvement initiatives because with One Stop Supplier Extended, the service network will file claims for some supplier-supported extended coverages in OWL. The initial six (6) suppliers participating in the One Stop Supplier Extended launch are listed below, more will be added in the future.

- Bendix Corporation
- BorgWarner, Inc.
- Eaton Corporation (clutch and transmission)
- Meritor, Inc.
- NorthStar
- WABCO

In general, standard claim filing procedures also apply to One Stop Supplier Extended; see below for program-specific information. DTNA will release additional Warranty Letters as the One Stop Supplier Extended Program expands. *Extended coverages purchased from DTNA continue to display as usual in OWL and the claim filing process is unchanged.*

❖ **Program Impact on OWL**

When the One Stop Supplier Extended Program launches in OWL, please be aware of the following:

Coverage

- Supplier-supported coverages, if any, are returned during coverage determination. The *Coverage Information* screen includes a new *Supplier Extended Coverages* tab which displays supplier extended coverage and reimbursement terms.
- To assist with customer inquiries, a general search is available on the *Supplier Extended Coverages* tab. Users pick supplier, component, and vocation but do not have to enter a vehicle serial number; actual coverage may vary when coverage determination is performed with a serial number.
- When the vehicle identification number (VIN) is entered, OWL associates the serial number with model year and vocation and displays only the applicable supplier coverages (e.g., if a user enters a serial number for a model year 2018 chassis with on-highway vocation, the only supplier coverages to show are for that model year and vocation)
- The *Supplier Extended Coverages* tab contains links directly to supplier web pages; use these links to review supplier-specific coverage details, exclusions, pre-approval, claim requirements, etc.
- The "Calculate Reimbursement" functionality helps service locations advise customers upfront about what suppliers may reimburse during coverage determination

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<u>Claim Type</u>
- New claim type created – *One Stop Supplier*
- Program applies only to DTNA vehicles; claims for non-DTNA makes/models are not accepted even if the vehicle contains components from participating suppliers

<u>Parts</u>: OWL automatically applies supplier-designated part pricing during claim creation; handling, if any, is supplier determined.

<u>Labor</u>: No supplier-specific labor; use Standard Repair Times (SRTs) and/or Generic time at the Warranty labor rate. OWL automatically calculates supplier-mandated rate or hour caps, if any.

<u>Reports</u>: *One Stop Supplier* type claim data incorporated into existing OWL reports

<u>Parts Retention</u>: Parts return is based on supplier preference. OWL displays disposition and shipping information as normal on claims and reports.

<u>Chargebacks</u>: To dispute a *One Stop Supplier* type claim chargeback, contact the supplier directly; the No Defect Found Chargeback Exemption Program for Elite Support locations applies.

❖ **Non-OWL Claims**

For claims already submitted directly to suppliers, adjudication will occur within their respective systems; do not re-submit claims in OWL. Even with the ability to submit *One Stop Supplier* type claims in OWL, service locations can opt out and continue to file these claims directly to suppliers.

❖ **Program Resources**

For One Stop Supplier Extended Program information:
- When the program launches in February, a new One Stop Extended Warranty Quick Reference Guide (QRG) will be available via *DTNAConnect > Warranty Lit > Other Warranty Documents > Reference/User Guides*
- The *Special Warranty Coverages* section of the Warranty Manual will be revised to include a basic program outline. Access the manual at *DTNAConnect > Warranty Lit > Other Warranty Documents > Manual*.