

<b>WARRANTY POLICY LETTER</b>		<b>Please distribute to:</b> <b>Dealer Principal, Warranty Manager, Service Manager, Parts Manager, Sales Manager</b>
<b>No.</b>	<b>WP20-001R</b>	<input checked="" type="checkbox"/> Freightliner Dealers
<b>Release</b>	01/20/2020 (Revised: 02/06/2020)	<input checked="" type="checkbox"/> Western Star Dealers
<b>Effective</b>	02/17/2020	<input checked="" type="checkbox"/> FCCC Dealers
<b>Subject</b>	Revised: One Stop Supplier Extended Program Launch	<input checked="" type="checkbox"/> Thomas Built Bus Dealers
		<input checked="" type="checkbox"/> Direct Warranty Customers
		<input type="checkbox"/> Export
		<input type="checkbox"/> DDC Distributors
		<input checked="" type="checkbox"/> Sales Terms (DTR)
		<input checked="" type="checkbox"/> Used Product (DTR)
		<input checked="" type="checkbox"/> Travel Centers of America/Petro:Lube

❖ **One Stop Supplier Extended Program**

Revisions are in blue font.

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. ([Delco Remy](#))
- 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 [One Stop Supplier Coverages](#) tab which displays supplier extended coverage and reimbursement terms.
- To assist with customer inquiries, a general search is available on the [One Stop Supplier Coverages](#) tab. Users **must pick a vocation and can select additional filters, such as** supplier and component, 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 [One Stop Supplier Coverages](#) tab contains links directly to supplier web pages; use these links to review supplier-specific coverage details, exclusions, pre-approval, claim requirements, etc.

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[Verify latest version online; access Warranty Policy Letters at DTNAConnect > Warranty Lit > Warranty Letters for 6 months after effective date.](#)

*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.*

- The [Supplier Reimbursement Estimator](#) helps service locations advise customers upfront about what suppliers may reimburse during coverage determination

Claim Type

- 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

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

Labor: No supplier-specific labor – use Standard Repair Times (SRTs); OWL automatically calculates supplier-mandated rate or hour caps, if any. [Generic time use and authorization requirements vary by supplier.](#) [Reimbursement is at the](#) Warranty labor rate.

Reports: *One Stop Supplier* type claim data incorporated into existing OWL reports

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

Chargebacks: 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.** [Though OWL functionality supports \*One Stop Supplier\* type claims, submitting these claims is voluntary;](#) service locations can opt out and continue to file directly to suppliers.

❖ **Program Resources**

For One Stop Supplier Extended Program information:

- When the program launches in February, a new One Stop [Supplier Extended Program](#) Quick Reference Guide ([WAR417-14](#)) 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.](#)

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