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**WARRANTY INFORMATION LETTER**

<b>No.</b>	<b>WI20-014</b>
<b>Release</b>	08/03/2020
<b>Effective</b>	08/03/2020
<b>Subject</b>	OWL and Warranty Manual Improvement: Sublets and Travel Time/Distance

**❖ Sublet Review**

In the spirit of continuous improvement, DTNA reviewed sublet-related policies and procedures. The goal was to improve language clarity and optimize processes. OWL functionality and the four (4) sublet-related subsections in the *General Policies* section of the DTNA Warranty Manual were examined.

As a result of the review:

- For units with Road Call or Roadside Assistance coverage, an OWL enhancement project has started to add *Travel Distance* and *Travel Hours* fields on the *Other Charges* tab of vehicle claims (to match current powertrain claim functionality)
  - Until completion, projected for 2021, continue to enter time and distance as individual line items on the *Other Charges* tab
  - Distance: Reimbursement at the agreed upon rate (\$1.00 USD/mile or \$0.62/km)
  - Labor: Reimbursement at the approved, straight-time Warranty labor rate
- Recall and Field Service campaigns will qualify for travel time and distance reimbursement; see [Important Campaign Information Letter ICI20-022](#) for reimbursement criteria
- The Warranty Manual will have several updates, see the table below for details

Subsection	Action
Sublet - Reimbursement and Documentation	<ul style="list-style-type: none"> <li>• Labor on invoices - moved exceptions to directly below requirements</li> </ul>
Sublet - Outside Shop Repairs	<ul style="list-style-type: none"> <li>• Removed the bullet point that sublet costs are less than the cost to replace failed part</li> </ul>
Sublet - Towing/Roadside Assistance/Road Call: Authorized Service Locations	<ul style="list-style-type: none"> <li>• Renamed subsection to mirror OWL terminology and also differentiate between authorized/non-authorized service location towing scenarios</li> <li>• Restructuring                             <ul style="list-style-type: none"> <li>○ Added Truck Down content (relocated from another area)</li> <li>○ Removed separate vehicle and powertrain component subsections, combined language to create new <i>Coverage &gt; Roadside Assistance/Road Call</i> subsection that applies across DTNA brands</li> </ul> </li> </ul>
Sublet - Towing: Authorized Service Location Not Available	<ul style="list-style-type: none"> <li>• Renamed subsection to more clearly define use scenarios</li> <li>• Relocated Truck Down definition to an earlier subsection</li> </ul>

**WARRANTY INFORMATION LETTER**

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