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WARRANTY INFORMATION LETTER

No.	WI20-014R
Release	08/03/2020 (Revised: 02/08/2021)
Effective	02/08/2021
Subject	Revised: OWL and Warranty Manual Improvement - Sublets and Travel Time/Distance

❖ Sublet Review

Revisions are in blue font.

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, [the OWL enhancement to add *Travel Distance* and *Travel Hours* fields on the *Other Charges* tab of vehicle claims \(matching powertrain claim functionality\) recently deployed. To be reimbursed for roadside work, enter the technician's distance and time in the *Travel* section. OWL automatically applies applicable reimbursement rates:

 - Distance: Agreed upon rate \(\\$1.00 USD/mile or \\$0.62/km\)
 - Labor: Approved, straight-time Warranty labor rate](#)
- Recall and Field Service campaigns may qualify for travel time and distance reimbursement; [upcoming Important Campaign Information Letters](#) (release on February 15, 2021) will provide reimbursement criteria:
 - ICI2 1-003 – Detroit, Freightliner, Freightliner Custom Chassis Corporation, Sterling, and Western Star campaigns
 - ICI2 1-004 – Thomas Built Buses campaigns
- 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"> • Labor on invoices – moved exceptions to directly below requirements
Sublet – Outside Shop Repairs	<ul style="list-style-type: none"> • Removed the bullet point that sublet costs are less than the cost to replace failed part
Sublet – Towing/Roadside Assistance/Road Call: Authorized Service Locations	<ul style="list-style-type: none"> • Renamed subsection to mirror OWL terminology and also differentiate between authorized/non-authorized service location towing scenarios • Restructuring <ul style="list-style-type: none"> ○ Added Truck Down content (relocated from another area) ○ Removed separate vehicle and powertrain component claim filing instructions in <i>Coverage > Roadside Assistance/Road Call</i> subsection, combined language applies across DTNA brands
Sublet – Towing: Authorized Service Location Not Available	<ul style="list-style-type: none"> • Renamed subsection to more clearly define use scenarios • Relocated Truck Down definition to an earlier subsection

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.