



EXTENDED SERVICE COVERAGE POLICY MANUAL

DTNA CHASSIS, DETROIT NEW & ENCORE USED ENGINE, DETROIT TRANSMISSION & CLUTCH

EFFECTIVE: JULY 20, 2016

1. New Coverage Purchase Timeframe

Extended coverage start date is based upon the registered in-service date.

Units that do not have base warranty (i.e. demo units over 10,000 miles/16,100 km, etc.) are not eligible for extended coverage.

Chassis Timeframe: Extended coverage can be purchased on the spec or in the aftermarket. Timeframe to purchase coverage in the aftermarket, as well as applicable late fees (25%, up to \$400 per unit) are based on the New Coverage Purchase Schedule (see below).

Engine/Transmission/Clutch Timeframe: Extended coverage can be purchased on the spec or in the aftermarket within eighteen (18) months of the registered in-service date. Extended Coverage is available up to twelve (12) months from the registered in-service date without additional fees. After twelve (12) months and up to eighteen (18) months, a \$400 late fee per unit will be applied.

New Coverage Purchase Schedule					
Months from Registered In-Service Date					
25% up to \$400					
Months	0-3	4-6	7-12	13-18	19-30
FTL/WST Heavy Duty Chassis	\$0	25%	N/A	N/A	N/A
FTL Medium Duty Chassis	\$0	\$0	\$0	25%	N/A
FCCC School Bus Chassis	\$0	\$0	\$0	\$0	25%
FCCC Urban Transit Chassis	\$0	25%	N/A	N/A	N/A
FCCC Shuttle Bus Chassis	\$0	\$0	\$0	25%	N/A
FCCC Walk-In Van Chassis	\$0	\$0	\$0	\$0	25%
FCCC Motor Home Chassis	\$0	\$0	\$0	\$0	25%
Detroit Engine	\$0	\$0	\$0	\$400	N/A
Detroit Transmission	\$0	\$0	\$0	\$400	N/A
Detroit Clutch	\$0	\$0	\$0	\$400	N/A

Encore Used Engine Coverage: An engine is considered used after eighteen (18) months from the registered in-service date. Encore Used Engine Coverage is available for engines less than five (5) years old and with fewer than 550,000 miles/885,500 km. Encore Used Engine Coverage must be purchased within twelve (12) months or 1,000 miles/1,610 km of the approval date of the Encore used engine Inspection/Certification Form.

The engine must be in its original chassis and must match the vocation on the original vehicle product registration.

2. Supplier Coverages

Supplier coverages are defined as coverage purchased through DTNA but are not the responsibility of DTNA (Cummins Engine, Allison Transmission, Eaton Transmission, etc.). Supplier coverages cannot be upgraded, downgraded or cancelled once the new truck invoice has been generated and are non-refundable through DTNA. Supplier coverages must be purchased on the vehicle spec and are not available for aftermarket purchase through DTNA.

3. Transfer of Coverage

All extended coverage will follow the chassis and will remain valid as long as component serial numbers match original chassis serial number. Vocation must match the vehicle product registration for coverage to remain valid.

4. Cancelling Extended Coverage

Extended coverage can be cancelled within ninety (90) days of the registered in-service date.

For stock trucks, extended coverage can be cancelled within twenty-four (24) months of delivery date to the dealer.

A cancellation fee of \$125 per unit will be applied.

Ext Towing/Roadside Service cannot be cancelled once the vehicle is placed in-service.

5. Upgrading Extended Coverages

Upgrades: the addition of time, distance or components that increases the price of the original purchased coverage.

Upgrades are available without additional fees up to ninety (90) days from the registered in-service date. Refer to the schedule below for all upgrade purchase timeframes.

Upgrades are subject to current coverage options and will be charged the fair market value/ aftermarket pricing at the time of purchase. Previously purchased extended coverage will be refunded.

Upgrade Coverage Purchase Schedule					
Months from Registered In-Service Date					
\$400					
Months	0-3	4-6	7-12	13-18	19-30
FTL/WST Heavy Duty Chassis	\$0	\$400	N/A	N/A	N/A
FTL Medium Duty Chassis	\$0	\$400	\$400	\$400	N/A
FCCC School Bus Chassis	\$0	\$400	\$400	\$400	\$400
FCCC Urban Transit Chassis	\$0	\$400	N/A	N/A	N/A
FCCC Shuttle Bus Chassis	\$0	\$400	\$400	\$400	\$400
FCCC Walk-In Van Chassis	\$0	\$400	\$400	\$400	\$400
FCCC Motor Home Chassis	\$0	\$400	\$400	\$400	\$400
Detroit Engine	\$0	\$400	\$400	\$400	N/A
Detroit Transmission	\$0	\$400	\$400	\$400	N/A
Detroit Clutch	\$0	\$400	\$400	\$400	N/A

6. Downgrading Extended Coverages

Downgrades: reduction of time, distance, or components that reduces the price of the original purchased coverage.

Downgrades are allowed within ninety (90) days of the registered in-service date.

Previously purchased extended coverage will be refunded. Downgrades are subject to current coverage options and will be charged the fair market value/aftermarket pricing at the time of purchase.

A downgrade fee of \$125 per unit will be applied.

7. Roll Over Units

A vehicle ordered by a customer who did not take possession is considered a roll over unit.

Extended coverage contracts on roll over units that received customer specific terms must be cancelled and credited back to the original purchasing dealer prior to vehicle registration to new customer. The new customer will be able to purchase current published coverage at fair market value/aftermarket pricing (see section 1 for timeframe to purchase).

If spec'd coverage is not cancelled prior to vehicle registration to new customer, coverage contracts will be voided and a \$500 cancellation fee per unit will be applied. In addition, any claims will be denied.

8. Coverage Is Not Retro-Active

Extended coverage is not retro-active and does not cover pre-existing claims.

9. Totaled Vehicles

If the unit is totaled within twelve (12) months or 100,000 miles/161,000 km from the registered in-service date, or the unit is totaled within twelve (12) months of the delivery date to the dealer or body builder, extended coverage can be cancelled and refunded. A cancellation fee of \$125 per unit will be applied.

Ext Towing/Roadside Service coverage is non-refundable.

Extended coverage is non-refundable if unit is totaled by transporter or is a demo unit.

10. Foreign Exchange Rate

All extended coverage purchases (spec and aftermarket), including all applicable fees, are subject to foreign exchange rates as posted on The DASH.

11. Auctioned Vehicles

Vehicles purchased through auctions are not eligible for extended coverage.

12. Registered Vocation

Use of the vehicle for anything other than registered vocation will void extended coverages.

13. Pricing for Aftermarket Extended Coverage

Aftermarket extended coverage price is based on fair market value/aftermarket pricing at the time of purchase.

An official DTNA quote must come from the OWL or ASP Quoting tool. SpecPro is not valid for aftermarket quoting purposes.

14. Tier III

Engine: Tier III engine extended coverage is only available for S60 engines spec'd with a Mining (A85-013) or Airport (A85-015) vocation.

15. Level III / Severe Duty Warranty Levels

Chassis/Transmission/Clutch: Extended coverage is not available on vehicles that are warranty registered as Level III or Severe Duty on the vehicle product registration.

16. Aged Vehicle Adjustment for Stock Units

Requests for extended coverage on aged stock units must be accompanied by the Inactive Vehicle Maintenance Schedule (WAR255). Extended coverage will only be allowed if maintenance records have been completed at DTNA required intervals (refer to form WAR255 for schedule). Coverage is not guaranteed if inactive maintenance records are incomplete or unavailable. Units that do not have base warranty are not eligible for extended coverage. Extended coverage can be purchased on aged units with approval of base warranty reinstatement. Coverage will be charged fair market value/aftermarket pricing at the time of purchase, plus an aged vehicle adjustment fee (see chart). Fees are applied based on vehicle age.

Aged Vehicle Adjustment From Delivery to Dealer	
0 – 24 Months	0%
25 - 36 Months	33%
37 - 48 Months	66%
49 - 60 Months	100%
60+ Months	Not Available

17. Fees

All fees (late, cancellation, downgrade, aged vehicle, roll over, etc.) are non-negotiable, cannot be waived and are subject to foreign exchange.

18. EW Multi-Torque, Hi-Torque, Low-Torque

When purchasing coverage for multi-torque engines and/or transmissions, the higher torque package will apply. Any torque values changed will void the extended coverage.