

EXTENDED SERVICE COVERAGE POLICY MANUAL

DTNA CHASSIS, TBB BODY DETROIT ENGINE, TRANSMISSION & CLUTCH

EFFECTIVE: April 27, 2020

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/Towing/Engine/Transmission/Clutch

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 \$500 per unit) are based on the New Coverage Purchase Schedule (see below).

New Coverage Purchase Schedule Months from Registered In-Service Date 25% up to \$500												
Months	0-3	4-6	7-9	10-12	13-15	16-18	19-21	22-24	25-30	31-33	34-42	43-54
DTL/ND1 Heavy Duty Chassis	50	25%	25%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
DTL/ND1 Heavy Duty Towing	50	25%	25%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
DTL Medium Duty Chassis	50	50	50	50	25%	25%	N/A	N/A	N/A	N/A	N/A	N/A
DTL Medium Duty Towing	50	50	50	50	25%	25%	N/A	N/A	N/A	N/A	N/A	N/A
ECCE School/Transit/Van/Bus	50	50	50	50	50	50	25%	25%	N/A	N/A	N/A	N/A
ECCE Walk-In Van/Motor Home	50	50	50	50	50	50	25%	25%	N/A	N/A	N/A	N/A
ECCE AP Models Towing	50	50	50	50	50	50	25%	25%	N/A	N/A	N/A	N/A
TBB Minuteman/ND1/ND2/ND3 Buses	50	25%	25%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
TBB C2 (Type 3)	50	50	50	50	50	50	25%	25%	N/A	N/A	N/A	N/A
Detroit MD Engine (D01 MD15/D016)	50	50	50	50	25%	25%	N/A	N/A	N/A	N/A	N/A	N/A
Detroit MD6 Engine (D05/D06)	50	50	50	50	50	50	25%	25%	N/A	N/A	N/A	N/A
Detroit Transmission	50	50	50	50	50	50	50	50	50	50	25%	25%
Detroit Clutch	50	50	50	50	50	50	50	50	50	50	25%	25%

2. Extended Next Engine Coverage:

An engine is eligible for Extended Next if it has an active EW1, EW2, EW3 or EW4 extended engine coverage. Coverage must be purchased within 1 year or 120,000 miles/193,200 km prior to the expiration of the active EW1, EW2, EW3 or EW4 engine coverage.

Upon request, an upgrade from EW1 Extended Engine Coverage to EN2 Extended Next Coverage will be considered with the completion of the Extended Next Inspect and Repair Checklist (form located on our website – AftermarketServiceProducts.com).

Upon request, an upgrade from EW3 Extended Engine Coverage to EN4 Extended Next Coverage will be considered with the completion of the Extended Next Inspect and Repair Checklist (form located on our website – AftermarketServiceProducts.com).

DPF filter replacements and service are no longer a part of the Extended Next coverage product and are no longer a requirement for purchasing Extended Next, however DPF replacements are still available for purchase. The Extended Next contract without a DPF exchange in no way releases the owner from Aftertreatment maintenance.

Extended Next Engine Coverage can only be purchased once per unit. The total of original Extended Engine Coverage plus Extended Next Engine Coverage cannot exceed 7 years or 750,000 miles/1,207,500 km.

Extended Next coverage begins from the original In-Service Date and not from the contract purchase date.

Once Extended Next is purchased, upgrades, downgrades, and cancellations are not available.

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

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3. 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.

4. 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.

5. 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 \$150 per unit (25% up to \$150 for Ext Towing) will be applied to the original registering dealer.

The original registering dealer will receive the credit for the full amount of the purchased extended coverage.

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

6. 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 availability and will be charged the fair market value/ aftermarket pricing at the time of purchase. Previously purchased extended coverage will be refunded to the original registering dealer.

Upgrade Coverage Purchase Schedule Months from Registered In-Service Date 25% up to \$500													
Months	0-3	4-6	7-9	10-12	13-15	16-18	19-21	22-24	25-30	31-33	34-47	48-51	52+
F11/W57 Heavy Duty Chassis	50	25%	25%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
F11/W57 Heavy Duty Towing	50	25%	25%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
F11 Medium Duty Chassis	50	25%	25%	25%	25%	25%	25%	25%	N/A	N/A	N/A	N/A	N/A
F11 Medium Duty Towing	50	25%	25%	25%	25%	25%	25%	25%	N/A	N/A	N/A	N/A	N/A
1CCC School/Transit/Shuttle Buses	50	25%	25%	25%	25%	25%	25%	25%	25%	25%	N/A	N/A	N/A
1CCC Walk-In Van/Motor Home	50	25%	25%	25%	25%	25%	25%	25%	25%	25%	N/A	N/A	N/A
1CCC All Models Towing	50	25%	25%	25%	25%	25%	25%	25%	25%	25%	N/A	N/A	N/A
TBB Minibus/MDA/ELFA Buses	50	25%	25%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
TBB C2 (Tape C)	50	25%	25%	25%	25%	25%	25%	25%	25%	25%	N/A	N/A	N/A
Detroit HD Engine (D011/2011/2013)	50	25%	25%	25%	25%	25%	25%	25%	N/A	N/A	N/A	N/A	N/A
Detroit MDI G Engine (D04/D08)	50	25%	25%	25%	25%	25%	25%	25%	25%	25%	N/A	N/A	N/A
Detroit Transmission	50	25%	25%	25%	25%	25%	25%	25%	25%	25%	25%	25%	N/A
Detroit Clutch	50	25%	25%	25%	25%	25%	25%	25%	25%	25%	N/A	N/A	N/A

7. 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 to the original registering dealer. Downgrades are subject to current coverage availability and will be charged the fair market value/aftermarket pricing at the time of purchase.

A downgrade fee of \$150 per unit will be applied.

8. 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). A \$150 cancellation fee will apply.

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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.

9. Coverage Is Not Retro-Active

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

10. Engine Replacements

If an engine is replaced due to a manufacturing defect within the first 12 months/100,000 miles from the in-service date, extended coverage can be canceled and refunded in full.

11. 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 \$150 per unit will be applied.

Ext Towing/Roadside Service coverage is non-refundable.

12. Foreign Exchange Rate

All extended coverage purchases (spec and aftermarket), including all applicable fees, are subject to current foreign exchange rates as communicated by DTNA.

13. Auctioned Vehicles

Vehicles sold through auction or as a result of repossession will retain the extended coverage as long as component serial numbers match original chassis serial number and vocation matches the vehicle product registration. Coverage is valid from the original in-service date.

DTNA reserves the right to remove extended coverage on salvaged units.

14. Registered Vocation

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

15. Hours Conversion for Detroit Engines

The calculation is 1 hour = 33 miles, or the hours reading.

Odometer plus the PTO hours must be supplied for consideration of extended coverage.

Example:

Item	Extended Coverage Limits (Whichever Occurs First)		
	1 Mile = 33 Hours		
	Months	Miles / Kilometers	Hours
Engine	0-84	250,000 ml. / 400,000 km.	7575

16. 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 OWL or the ASP Quoting tool. SpecPro is not valid for aftermarket quoting purposes.

17. Level III / Severe Duty Warranty Levels

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

18. 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.

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Refer to Policy #1 for timeframe to purchase.

19. Fees

All fees (late, cancellation, downgrade, roll over, etc.) are non-negotiable and are subject to current foreign exchange and will be applied to the registering dealer.

20. 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.