

## Customer Performed Warranty Agreements (CPWA)

A Customer Performed Warranty Agreement (CPWA) is an agreement between an authorized Daimler Trucks North America LLC (DTNA) dealership and a fleet customer which allows the fleet customer to perform common warranty repairs in one or more of their repair shops located within the sponsoring dealer’s Area of Responsibility (AOR)

### Program Requirements for Customers

- Customer must have a minimum of ten vehicles to be eligible for CPWA
- Vehicles must include one Freightliner, Sterling or Western Star chassis and the remainder Thomas Built Bus bodies on other chassis.
- Customer shop must be inspected and approved by a District Service Manager (DSM) each time a new contract is requested
- Customer files claims through sponsoring Dealership; this program is designed for the fleet customer who either does not have or does not want to maintain the infrastructure required to file claims directly to DTNA.

### CPWA Customer Responsibilities

- Customer may perform basic warranty repairs solely on DTNA vehicles that they own (or wholly lease)
- Customer assumes full liability for all repairs they accomplish.
- Customer is not authorized to perform PDI.
- Customer is required to use authorized DTNA dealers for major component repairs, e.g. engines and automatic transmissions, cab repairs, paint repairs and pre-delivery inspections.
- Customer must procure all parts used in warranty repairs from an authorized DTNA dealership.
- Customer files claims through the sponsoring Dealership. Customer must provide the dealer with the repair order and required information with 30days of completion of the repair.

*The following information is needed to start the CPWA application process.*

Customer Business Name as will be shown on the CPWA application	
Customer City, State, Zip	
Customer Service/Warranty contact name	
Customer Service/Warranty email	
Customer Service/Warranty phone	
Serial Number of one VIN	
How many miles from the Telin service center in Farmington, MN	
Number of vehicles owned	

