

## Please distribute to:

Dealer Principal, Warranty Manager, Service Manager, Parts Manager, Sales Manager

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## WARRANTY INFORMATION LETTER

**No.** WI26-009R  
**Release** 30Jun26 and revised 6aug26  
**Effective** 30Jun26  
**Subject** Missing Chamber Caging Bolts – Transportation Handling & Warranty Guidance 

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 All Dealers • DWCs • Export • Sales Terms • Used Product

## Summary

DTNA has identified multiple **DPRs** reporting missing **caging bolts** on units processed through the Santiago TMP location. Investigation indicates bolts are removed during transportation decking operations and not consistently reinstalled.

Dealers are performing corrective installation at delivery. This letter provides standardized guidance and introduces warranty support using an applicable **SRT of 0.1hrs** with 939-6055A for Bolt – Brake Caging.

Required Actions 

Dealers should:

- Inspect all units for missing **caging bolts** during delivery
- Install caging bolts to restore proper brake chamber function
- Document findings clearly on the EPOD (include **DPR** reference if available)
- Retain documentation per standard warranty requirements

Warranty Claim Guidance 

- Submit claims using **SRT 939-6055A** for Bolt – Brake Caging for 0.1 hours
- Standard warranty documentation applies
- Submit as **Transporter claim type**
- Must be noted on the EPOD
- Use clear CCC:
  - Condition: Missing caging bolts
  - Cause: Not reinstalled after transportation decking
  - Correction: Install caging bolts per standard procedure

## Notes

- Reimbursement applies only to correcting missing **caging bolts**
- Incomplete documentation may result in claim review or adjustment

Verify latest version online; access Warranty Information Letters at DTNA Portal > Warranty Literature > Letters.

**Note:** This letter is effective on the date listed and supplements the Warranty Manual and prior communications. In the event of a conflict, the Warranty Manual controls.

Verify latest version online; access Warranty Information Letters at DTNA Portal > Warranty Literature > Letters.

**Note:** The information in this letter becomes effective on the date noted above and supersedes and/or supplements policies and procedures in the DTNA Warranty Manual and/or previously released letters with respect to the subject matter of this letter. When information reflects pending changes to the Warranty Manual, after revision, to the extent there is a conflict between the Warranty Manual and this letter, the Warranty Manual controls.