

## Warranty Start Form (WAR275) Guide

The Warranty Start Form (WAR275) is designed to initiate the start of the warranty on a vehicle. A DTNA dealer representative must register the vehicle for warranty using the Product Registration Details screen located in OWL. The Warranty Start Form must be completed and signed the day the retail customer or Authorized Representative<sup>1</sup> takes either financial or physical possession of the vehicle.

<sup>1</sup> The Authorized Representative, as defined by DTNA Warranty, is any person who has a power of attorney for the customer, fleet, or end user of the vehicle being registered. The dealer or dealer administrators cannot sign for the customer on the WAR275 without providing a copy showing power of attorney.

<b>WAR275 Form Submission</b>	
<p><b>DTNA Dealers:</b> Attach the WAR275 form directly to the vehicle's Product Registration in OWL after updating the in-service information.</p> <p><small>*Note: Do <b>not</b> include this <i>WAR275 Guide</i> with submission.</small></p>	<p><b>RV Dealers/Body Builders without access to OWL or WSC:</b> Scan a copy of the WAR275 and email the form to <a href="mailto:WarrantyDEP@Daimler.com">WarrantyDEP@Daimler.com</a>.</p>
<b>Vocational Vehicle Descriptions/Examples</b>	
<b>Line Haul/Long Haul</b>	
<ul style="list-style-type: none"> <li>• Used in high mileage operations on normal road surfaces</li> <li>• Usually have distances greater than 30 miles between stops</li> </ul>	<ul style="list-style-type: none"> <li>• General Freight</li> <li>• Grain Hauler</li> <li>• Refrigerated Freight</li> <li>• Auto Hauler</li> </ul>
<b>Heavy Haul Service</b>	
<ul style="list-style-type: none"> <li>• Gain moderate mileage operating/transporting heavy loads not normally seen on a roadway</li> <li>• Typically have 100% load at time of delivery and return empty</li> </ul>	<ul style="list-style-type: none"> <li>• Tankers</li> <li>• Lowboy Tractors</li> <li>• Scrap Trucks</li> <li>• Steel Trucks</li> </ul>
<b>Pickup and Delivery/Short Haul Service</b>	
<ul style="list-style-type: none"> <li>• Intended for pickup and delivery service vehicles</li> <li>• Transport freight usually within a 100-mile radius in cities</li> <li>• Typically operate on standard road surfaces</li> <li>• Usually make more than three stops daily</li> </ul>	<ul style="list-style-type: none"> <li>• Beverage Trucks</li> <li>• Step Vans</li> <li>• Food Delivery Trucks</li> <li>• Package Delivery Trucks</li> </ul>
<b>Construction Vocation</b>	
<ul style="list-style-type: none"> <li>• Utilized in moving materials to and from a job site</li> <li>• Can be utilized on a job site with specific job functions</li> <li>• Can operate on less than ideal terrain such as sandy or muddy job sites</li> </ul>	<ul style="list-style-type: none"> <li>• Asphalt Trucks</li> <li>• Concrete Pumps</li> <li>• Dump Trucks</li> <li>• Roll-off Trucks</li> </ul>
<b>Logging Vocation</b>	
<ul style="list-style-type: none"> <li>• Involved in the movement of lumber products (logs, chips, and pulp) from one logging site/mill to another logging site/mill</li> <li>• Usually have 3 to 30 miles between starts and stops</li> <li>• Operate mostly on paved roads but may operate on sandy or muddy surfaces</li> <li>• Typically have 100% load at time of delivery and return empty</li> </ul>	<ul style="list-style-type: none"> <li>• Tractor/Trailer Vehicles</li> <li>• Tractors with Pole Trailers</li> <li>• Log Haulers</li> <li>• Pulp Transporters</li> </ul>
<b>Mobile Lab Service (Medical, Education, and Training) Vocation</b>	
<ul style="list-style-type: none"> <li>• Intended to provide mobile laboratory services for medical, educational, and training purposes</li> </ul>	<ul style="list-style-type: none"> <li>• Red Cross Blood Mobiles</li> <li>• Mobile Dental Units</li> <li>• Mobile Mammogram Vehicles</li> <li>• Mobile Medical Examination Units</li> </ul>

**Single or Multiple Vehicle Registration for a Single Customer**

Instructions for DTNA Dealers only: Scan and upload this completed and **signed** form to the Product Registration screen in OWL. Save a copy of completed form for your files.  
 Instructions for other Dealers (including Bodybuilder and Coach dealers)/Customers: Scan and email this completed and signed form to DTNA's Warranty Department at [WarrantyDEP@Daimler.com](mailto:WarrantyDEP@Daimler.com)

<b>Dealer</b>		Dealer Name		Phone			
DTNA Dealer Code		Dealer Contact Name		Email			
<b>Vehicle</b>		VIN (17 characters)		In-Service Date			
FTL <input type="checkbox"/> STL <input type="checkbox"/> WST <input type="checkbox"/> TBB <input type="checkbox"/> FCC <input type="checkbox"/>							
FTL <input type="checkbox"/> STL <input type="checkbox"/> WST <input type="checkbox"/> TBB <input type="checkbox"/> FCC <input type="checkbox"/>							
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<b>Customer</b>		Name		Phone			
Authorized Representative Name							
Email							
Address							
City		State / Province		Country			
Zip							
The above vehicle(s) will be used for the following vocation / applications only (choose only one):							
<input type="checkbox"/> Airport <input type="checkbox"/> Airport/Transit Shuttle <input type="checkbox"/> Armored Car Service <input type="checkbox"/> Charter/Shuttle/Transit <input type="checkbox"/> Church/Prison/Activity <input type="checkbox"/> Construction <input type="checkbox"/> Farm		<input type="checkbox"/> Fire Service <input type="checkbox"/> Heavy Haul Service <input type="checkbox"/> Inter-city Bus/Coach <input type="checkbox"/> Intra City Bus Service <input type="checkbox"/> Line Haul/Long Haul <input type="checkbox"/> Logging Service <input type="checkbox"/> Mining		<input type="checkbox"/> Mobile Lab Service <input type="checkbox"/> Oil Field <input type="checkbox"/> Para-transit Van Service <input type="checkbox"/> Pickup and Delivery/Short Haul <input type="checkbox"/> Recreation (specify one below) <input type="checkbox"/> Business <input type="checkbox"/> Personal <input type="checkbox"/> Refuse		<input type="checkbox"/> Rescue and Emergency <input type="checkbox"/> Road/Rail Service <input type="checkbox"/> School Bus Service <input type="checkbox"/> Shuttle Bus <input type="checkbox"/> Tour/Bus Coach – City <input type="checkbox"/> Tour Bus/Coach-Cross Country <input type="checkbox"/> Utility/Repair Maintenance <input type="checkbox"/> Wrecking Service	
<p><b>Customer Certification:</b> By signing below, I certify that the above vehicle(s) will be used only for the above selected vocation/application. I understand that all notices regarding the above vehicle(s), including warranty, recall, and field service campaign information, will be mailed to the above customer name and address. I acknowledge that I have received the applicable Owner's Warranty Information book, and I accept the terms and conditions set forth therein including the Limited Warranty Disclaimer and Limitation of Liability. I certify that I have received the applicable Maintenance Manual(s) and Operator's Manual(s) for the above vehicle(s) or, in the case of vehicles manufactured by Thomas Built Bus, I have been provided the website address where these documents may be obtained. If applicable, I have been instructed on correct fifth wheel operation. I further acknowledge that the Federal Safety Standards and Emission stickers have been affixed to the driver's side doorframe of the above vehicle(s). I acknowledge that I have been offered Extended Coverage warranty options (if applicable).</p>							
Customer/authorized customer representative signature ( <b>REQUIRED</b> )				Date			