

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 Name	
Customer Address	
City, State Zip	
Serial Number of one VIN	
How many miles from the Lakeville, MN shops	
Number of Vehicles	

