



No.: 12 CSA-19
August 20, 2012

TO: Service Locations

FROM: Customer Support Center

SUBJECT: **GHG14 Rapid Warranty Parts Return**

GENERAL INFORMATION

When a GHG14 engine or aftertreatment system comes in for anything other than normal maintenance, call the Detroit™ Customer Support Center at (800) 445-1980 first (refer to Technical Service Letter number [12 TS-14](#)). This will allow Detroit™ to help facilitate any repairs, assist with diagnostics, and expedite part movement.

It is important to us to have select replacement parts from GHG14 engines returned to Detroit™ quickly. To help expedite this, utilize the shipping information and label on page two of this letter. Use this form only if a specific request is made for return of one or more failed parts. We also need the assistance of your warranty group to complete the warranty claim for reference on the shipping documentation. This will ensure the parts are identified as received and noted against the warranty claim number.

Use this document to expedite the return of material from your claim on a GHG14 engine or aftertreatment system.

NOTE: There is a new street address for deliveries of requested return materials found in the form on page two.

CONTACT INFORMATION

Please contact the Detroit™ Customer Support Center at 800-455-1980 or email csc@daimler.com if you have any questions.

Please use this form if GHG14 Urgent Parts Return of Failed Parts Is Requested by DDC. Warranty claim and Paragon Core Return form must be completed before shipping.

Warranty Claim No.: _____ Paragon No.: _____
CSC Reference No.: _____
Engine Serial No.: _____

Expedite your warranty claim and Paragon Core Return Packing slip, then ship with the parts directly to:

Detroit Diesel Corporation
12200 Telegraph Road
Redford, Michigan 48239

Attn: Return Material Room

Small package should use the DDC UPS Account No. E49591

Large package should use the normal LTL carrier Prepay freight and add costs to AFA as a net item – “F”

-----Fold and display the tag below on the outside of the package-----

**Detroit Diesel Corporation
12200 Telegraph Road
Redford, Michigan 48239
Attn: Return Material Room**

GHG14