



No.: 14 CSA-8
May 21, 2014

TO: Service Locations

FROM: Service Systems Development

SUBJECT: **Detroit™ DT12™ Transmission Rapid Parts Warranty Return**

GENERAL INFORMATION

It is important to us to have select replacement parts from Detroit™ DT12™ transmissions returned to Detroit. 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 Detroit™ DT12™ transmission part or the transmission itself.

CONTACT INFORMATION

For Detroit™ DT12™ transmission information, please contact the Detroit Customer Support Center at 855-253-0428 or email csc@daimler.com if you have any questions.

Please use this form if Detroit™ DT12™ transmission failed parts are requested by DDC. Warranty claim and Paragon Core Return form (if applicable) must be completed before shipping.

Warranty Claim No.: _____ Paragon No.: _____

CSC Reference No.: _____

Engine Serial No.: _____

Transmission 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
M16 Building, Dock 3
Redford, Michigan 48239
Attn: Quality Feedback Loop 6

Small packages should use the DDC UPS Account No. E49591.

Large packages 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
M16 Building, Dock 3
Redford, Michigan 48239
Attn: Quality Feedback Loop 6**

Detroit DT12