

Please distribute to:

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

☒ Freightliner Dealers	☒ Thomas Built Bus Dealers	☐ Sales Terms (DTR)
☒ Western Star Dealers	☒ Direct Warranty Customers	☒ Used Product (DTR)
☒ Sterling Dealers	☒ Export	☐ Travel Centers of America/Petro:Lube
☒ FCCC Dealers	☒ DDC Distributors	

IMPORTANT WARRANTY INFORMATION

REF 17-020

Effective 07/24/17

Release 07/24/17

SUBJECT Detroit Parts Return Decline

❖ Detroit Packing Slip Change

In the continuing effort to align policies and procedures across brands, DTNA is pleased to announce the release of a new part return option for claims filed in the Detroit Warranty System. Effective immediately, service locations can now decline having parts returned if Detroit determines the material is non-warrantable during inspection.

The Detroit part return process remains the same as service locations must continue to print and affix the packing slip to any failed warranty material sent to a Detroit Remanufacturing Consolidation Center (for powertrain component return procedures, see the [DTNA Warranty Manual](#) and [Important Warranty Information letter 16-023R](#)). However, if Detroit finds the failed material is non-warrantable, now service locations can avoid the freight cost of having those components returned by using the packing slip to opt out.

❖ Guidelines

To opt out of having failed material returned if found unwarrantable, check the *Do Not Return Parts If Claim is Denied or Cancelled* box on the packing slip after it is printed. If components have core value, the non-warrantable parts are scrapped but the core credit is still applied. Please note that when failed material is scrapped instead of returned, a service location cannot file an appeal because parts are required for appeals.

A BARCODE MUST BE VISIBLE IN PACKING LIST ENVELOPE

TYP: 01 DAYS: 65 TZ:		TYP: 01 DAYS: 65 TZ:
RCLM: PFP:		RCLM: PFP:



DE



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CLAIM NUMBER: RO NUMBER: F8343671.2 CLAIM TYPE: 01 * ENGINE S/N: 472906S0345755 MILES/HRS: 24299 DST/DLR: 05005-00000 DST/DLR NAME: SERVICE DEPARTMENT PFP PART NO: A0001420789 PART NAME: DEF PUMP FLTR INSERT NEW UNIT S/N:	CLAIM NUMBER: RO DATE: 14-OCT-2015 REQUESTED AMT: \$515.59 DELIVERY DATE: 10-AUG-2015 PARAGON #: 73616499 OWNER NAME: PAM TRANSPORT PRINTED BY: SUPERADMINISTRATOR PRINT DATE: 14-JUL-2017 03:02 PM
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01/ B3 C1- CEL C2- DEF MAIN FILTER PLUGGED C3- VERIFIED CONCERN PRINTED CODES AND PRINTED THE TS ON THE UNIT. UNIT HAS 4374/0. PRFM T/S 1-12. REPLACED DEF DOSER KIT. PUMP INLET SCREEN. PRESSURE RELIEF VLV. DEF DOSING UNIT INLET SCREEN. DEF DOSING UNIT. PRFM SCR.ADS TEST.

DO NOT RETURN PARTS IF CLAIM IS DENIED OR CANCELLED ☐

<u>LINE ITEM PARTS:</u>		
PART NUMBER	PART NAME	QTY
☐ A0001406378	DEF/DOSER KT	☐ 1
☐ A0001401094	INLET FITTING	☐ 1
☐ A00021409960	PR/LM VALVE	☐ 1
☐ A0001401494	INLT SCR.N KT	☐ 1

IMPORTANT WARRANTY INFORMATION LETTER

Verify latest version online: Important Warranty Information Letters are available at [DTNACONnect > Warranty Lit > Warranty Letters](#)

DISCLAIMER: The information contained in this letter supersedes and supplements any related policies and procedures in the Warranty Manual and/or previously released letters. Failure to read or distribute this letter will not exempt addressees from compliance with the information contained herein.