



No.: 18 CSA-11
May 30, 2018

TO: Service Locations

FROM: Service Systems Development

SUBJECT: **Detroit™ Axle Rapid Parts Warranty Return**

Note: This document supersedes Customer Service Announcement Letter 17 CSA-8.

GENERAL INFORMATION

It is important to have select replacement parts from Detroit™ axles returned to Detroit. To help expedite this, use the shipping information and label on page two of this letter. Use this form only when a specific request is made for the 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 ensures the parts are identified as “received” and noted against the warranty claim number. A completed page two of this letter must be copied and attached to the outside of the box or skid, and attached to the part.

Use this document to expedite the return of material from your claim on a Detroit™ axle part or the axle itself.

CONTACT INFORMATION

Please contact Detroit™ Warranty by submitting a WSC ticket online if you have any questions.

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

A completed page two of this letter must be copied and must be attached to the outside of the box or skid, and attached to the part.

Warranty Claim Number: _____

Paragon Number: _____

CSC Reference Number: _____

Vehicle Identification Number (VIN): _____

Axle Serial Number: _____

Requestor: _____
First Name Last Name

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: Warranty Return Material Center

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
Redford, Michigan 48239
Attn: Warranty Return Material Center**

Detroit Axle