

| WARRANTY POLICY LETTER | | Please distribute to: Dealer Principal, Warranty Manager, Service Manager, Parts Manager, Sales Manager |
|-------------------------------|------------------------------|--|
| No. | WP19-011 | <input checked="" type="checkbox"/> Freightliner Dealers |
| Release | 08/19/2019 | <input checked="" type="checkbox"/> Western Star Dealers |
| Effective | 08/19/2019 | <input checked="" type="checkbox"/> FCCC Dealers |
| Subject | Detroit Parts Return Changes | <input checked="" type="checkbox"/> Thomas Built Bus Dealers |
| | | <input type="checkbox"/> Direct Warranty Customers |
| | | <input type="checkbox"/> Export |
| | | <input checked="" type="checkbox"/> DDC Distributors |
| | | <input type="checkbox"/> Sales Terms (DTR) |
| | | <input type="checkbox"/> Used Product (DTR) |
| | | <input type="checkbox"/> Travel Centers of America/Petro:Lube |

❖ **Summary**

Detroit powertrain component parts return policies remain the same but this letter supersedes Warranty Letter 16-023R by updating shipping procedures.

To improve how to ship parts to the Detroit Reman Consolidation Centers (also known as FCRC), DTNA's Warranty and Core Management Departments recently conducted a process review. As a result, policies aligned and effective immediately, the service network must refer to Core Management Department documentation and guidelines when preparing and returning:

- Detroit powertrain components for Warranty-related inspection
- Any part with core value

❖ **LTL Shipments**

There is a 1,000 lb minimum requirement for less than truck load (LTL) shipments. Accumulate Detroit powertrain components for Warranty-related inspection **with** any core parts to reach the weight minimum. When 1,000 lbs has been met, use one (1) bill of lading (BOL) and divide material onto separate skids per Core Management Department guidelines.

Detroit powertrain components to be returned for Warranty-related inspection have a *Return* parts disposition in OWL and display on the Failed Parts to Ship Recap Report.

❖ **Under 150 Lbs**

For Detroit powertrain components on the Failed Parts to Ship Recap Report, the UPS small parcel account number, E49591, remains active for shipments under 150 lbs. This account number should only be used when Warranty-related material must be returned but the 1,000 lb LTL weight requirement cannot be met within OWL's required timeline.

❖ **Core Resources**

All Core Management Department documentation, guidelines, and training material can be accessed via *DTNAConnect > [Core Management](#)*. For questions, contact the Core Management Department by email at core@daimler.com, by phone at 866-843-6049, or create a POST ticket.

❖ **Warranty Manual Revision**

Content that should be obtained from Core Management Department documentation (e.g., packing, routing, etc.) will be removed from the following section of the Warranty Manual:

- *Handling and Shipping of Failed Material > Powertrain Components – Shipping to a Detroit Reman Consolidation Center*

Access the Warranty Manual at *DTNAConnect > [Warranty Lit](#) > [Other Warranty Documents](#) > [Manual](#)*.

WARRANTY POLICY LETTER

Verify latest version online; access [Warranty Policy Letters at DTNAConnect > Warranty Lit > Warranty Letters for 6 months after effective date](#).

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.