For questions, comments, or to submit an inquiry, go to: DTNAConnect > My Applications > WSC WARRANTY DEPARTMENT

6121 N Cutter Circle, Suite A Portland, Oregon 97217-4090

Please distribute to:

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

✓ Freightliner Dealers
 ✓ Direct Warranty Customers
 ✓ Sales Terms (DTR)
 ✓ Western Star Dealers
 ✓ Export
 ✓ Used Product (DTR)

▼ Thomas Built Bus Dealers

WARRANTY INFORMATION LETTER

No. WI21-003
Release 01/25/2021
Effective 01/25/2021

Subject Detroit Bearing Failures - Standard Diagnostic Times

Overview

In an effort to improve repair efficiency in the service network and enhance the customer experience, DTNA is increasing repair strategies for determining the root cause of Detroit DD heavy duty Iower end bearing failures. To support this strategy change, Detroit now has two (2) Standard Diagnostic Times (SDTs), easy and difficult, which can be applied to repair orders.

Labor Operations

The tables below identify the SDTs, engine series, and labor hours. For additional repair information, refer to Technical Service letter 21TS-01, which is available at *DTNAConnect > Detroit Service Information > Service Info Page > Letter Archive > Detroit Bulletins*.

Labor Code	Description	Hours
SDT 101-035AE	LOWER END BEARING FAILUREANALYSIS (EASY)	2.4

Summary: New SDT for rod out of the block failures on GHG17, EURO V, and GEN 5 DD13, DD15, and DD16 engines.

Includes time to read and complete these eight (8) chapters from the DD Platform Bearing Failure Guide (DDC-SVC-MAN-0196): DD Platform Bearing Failure Guide Introduction, A Note on Warranty, Design of the Engine Lubrication System, Driver Questionnaire, Vehicle and Engine Inspection, Gathering and Interpreting Electronic Information, Oil Filter and Oil Filter Standpipe Inspection, and Technician Checklist.

Note: Include or attach all results of bearing failure guide tasks in the claim for review.

Engine Series						
•	EA4 DD13 GHG17		EB5 DD 15GHG17AT		EC3 DD 16 GHG17	
•	EA5 DDE GEN 5 DD 13	•		•		
•	EA6 DDE DD 13 EURO 5	•	EB6 DDE GEN 5 DD 15	•	EC4 DDE DD 16 EURO 5	

Labor Code	Description	Hours
SDT 101-035EE LOWER END BEARING FAILURE ANALYSIS (DIFFICULT)		10.7
C Davian	and complete the entire DD Dietform Descripe Failure Cuide (DE	OC CVC MANI 0104)

Summary: Review and complete the entire DD Platform Bearing Failure Guide (DDC-SVC-MAN-0196). Includes all necessary steps to review, inspect, and determine the primary failed part (PFP) in a lower end bearing failure on a DD heavy duty engine.

Note: Include or attach all results of bearing failure guide tasks in the claim for review.

	ries¹

- EA1 DD13 EPA07EA2 DD13 EPA10
- EA6 DDE DD 13 EURO 5
- EC1 DD16 EPA10

- EA3 DD 13 GHG14
- EB1 DD15 EPA07
- EC2 DD 16 GHG14

- EA4 DD 13 GHG 17EA5 DDE GEN 5 DD 13
- EB2 DD 15 EPA 10EB6 DDE GEN 5 DD 15
- EC3 DD 16 GHG17
 EC4 DDE DD 16 EURO 5
- ¹ Applies to all chassis service models that can be equipped with the listed engines.

Any questions regarding SRTs may be submitted through the Warranty Support Center (WSC).

WARRANTY INFORMATION LETTER

Verify latest version online; access Warranty Information Letters at DTNA Connect > Warranty Lit > Warranty Letters.