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

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WARRANTY INFORMATION LETTER

No. **WI21-012**
Release 04/26/2021
Effective 04/26/2021
Subject Detroit Parts Return Guidelines

❖ **Returning
Powertrain
Components**

In 2019, the DTNA Warranty Department announced that Warranty-related Detroit powertrain component returns need to be prepared and shipped using the same Aftermarket Core Management procedures as parts with core value. This includes meeting the 1,000 lb minimum requirement for less than truck load (LTL) shipments, using a single bill of lading (BOL), dividing material onto separate skids, etc.

❖ **Shipping
Guidelines**

Since moving to Aftermarket Core Management procedures, the Warranty Department has continued to study Detroit's Warranty-related part returns and improve shipping account information in OWL to ease the return process for the service network. Service locations are requested to review the following notes to ensure onsite parts management practices match:

- Retrieve the Failed Parts to Ship Recap Report from OWL on a weekly basis. The report advises which part(s) to ship, ship-to location, shipping method, and must be affixed to the outside of a powertrain component box.
- For parts bound for the same Detroit Reman Consolidation Center (FCRC), consolidate returns to reach the required 1,000 lb LTL weight minimum; includes all makes, Detroit dirty cores, Detroit Warranty (*Scrap* and *Return* disposition), etc.
- Use approved LTL carriers
 - Do not use a UPS account number, except as directed by the Failed Parts to Ship Recap Report
 Exception: In limited special circumstances (e.g., new product launches, demos, etc.), the Customer Support Center may provide a UPS number for returns.
- Ship parts and enter tracking information into OWL within the correct timeframe
 - Temporarily adjusted from 23 to 46 days in March 2020 due to the coronavirus pandemic

Aftermarket Core Management documentation is available on the DTNACONnect > [Core Management](#) page; information includes training, packaging, routing, frequently asked questions, etc.

❖ **Warranty
Manual
Revision**

DTNA's continuous improvement project included reviewing the Warranty Manual. As a result, multiple areas in the *Handling and Shipping of Failed Material* section will be improved for clarity and usability:

- *Parts-Related Reports*: Failed Parts to Ship Recap Report content to be expanded
- *Shipping Failed Parts > Consolidation*: Subsection to be renamed to, *Packing Boxes*, and moved up (will display below *Shipping Instructions*)
- *Powertrain Components - Shipping to a Detroit Reman Consolidation Center > Shipping Guidelines*: subsection to be removed (content was either repetitive or can be accessed in OWL)

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

WARRANTY INFORMATION LETTER

Verify latest version online; access Warranty Information Letters 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.