

CXA Technical Questions/Issues Raised

Purpose of this Section:

- To capture and address CXA technical questions/issues that impact CX or CXA productivity.
- Any systemic field issues will need to follow the standard process of submitting a DPR or FSPR.

Status of Topic:



DTNA Team is deep diving the topic and will reach out to CXA(s) to further discuss.



Topic is being worked on. Update provided; however, additional work is needed.



DTNA has completed their deep dive and has identified a final solution or alignment between DTNA and CXA has been completed, and a solution has been identified.



Topic has been satisfied and closed during CXA call.

CXA Technical Questions/Issues Raised

Date	CXA	Area	Topic	Pain Point/Issues	Update/Solution	DTNA Contact	Status
7/17/25	Justin Sutton	DTTS	Checklist for GEN5.	Why isn't there a checklist for GEN5?	One is not needed. Gen5 SCR Catalysts very rarely fail as they are more robust and can handle higher temperatures better than previous versions. If they do fail, it's usually a known issue like a valve bridge issue or a poor weld from the factory. Also, most of the checks in the GHG17 upstream checklist are already in the GEN5 manual with the fault codes that usually would come with a failed catalyst like 3246/0 and 520349/14.	<ul style="list-style-type: none"> Tim Hope Steve Moss 	
<div style="background-color: #FFD700; padding: 5px; text-align: center;"> Tim Hope & Justin Sutton to Deep Dive Topic and Examples </div>							
7/17/25	Dave Weyler Justin Sutton	DTTS	Improper Tow for Transmission.	Need a section on this to support with identifying what is an improper tow and what is warranty.	DTNA Team met with CXA's on 9/5. Conclusion from the CXA's is that a section is not needed, Dealers need to ensure they are collecting detailed information upfront and follow the proper steps to remove the shift controller.	<ul style="list-style-type: none"> Steven Holts Steve Moss Corey Day 	 <small>Closing Out 9/18/25</small>