

CXA Questions/Issues Raised:

Purpose of this Section:

- To capture and address questions/issues that impact CX or CXA productivity.
- To capture and address any communication updates requested.
- 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 Questions/Issues Raised:

Date	CXA	Area	Topic	Pain Point/Issues	Update/Solution	DTNA Contact	Status
9/18/25	Dave Weyler	SE	Oil Pan Issues – Communication Updates	We had a customer with an oil pan that had inserts fall out on a side. We had another one that has started leaking. Possibly DD15.	TSB-01-001 released early this year to address the topic. 	<ul style="list-style-type: none"> Waleed Salama 	 Closing Out 11/20/25
9/18/25	Paul Dugan	SE	Ground and Power Connections Cleaning and Re-Insulation – Need Instructions	<p>DTNA needs to get clear instructions on the ground and power connections cleaning and re-insulation lugs/connectors with the Glyptol Dielectric paint on them. I hear the CSC to check, clean and make sure they are tight. I do not see any work instructions on how to do this. In Recall F1020A it was revised with some instructions to do this below.</p> <p>If there is only minor corrosion and no evidence of chafing, clean the cable ends with a brass brush and wipe with solvent. Clean any old dielectric paint from the overlap area of the post, nut, and cable ends. Apply dielectric red enamel paint to the exposed surfaces of the cable ends and fastener.</p>	Workshop Manual Update projected to be released Q1 2026 to provide inspection criteria and cleaning information to allow for proper diagnosis and repair of cable lug connection using dielectric paint.	<ul style="list-style-type: none"> Kevin Robinson 	 Closing Out 11/20/25