

Please distribute to:
Dealer Principal, Warranty Manager, Service Manager, Parts Manager, Sales Manager

- | | | |
|--|--|---|
| <input checked="" type="checkbox"/> Freightliner Dealers | <input type="checkbox"/> Direct Warranty Customers | <input type="checkbox"/> Sales Terms (DTR) |
| <input checked="" type="checkbox"/> Western Star Dealers | <input type="checkbox"/> Export | <input type="checkbox"/> Used Product (DTR) |
| <input checked="" type="checkbox"/> FCCC Dealers | <input checked="" type="checkbox"/> DDC Distributors | <input type="checkbox"/> Travel Centers of America/Petro:Lube |
| <input checked="" type="checkbox"/> Thomas Built Bus Dealers | | |

WARRANTY INFORMATION LETTER

No.	W120-009
Release	06/08/2020
Effective	06/08/2020
Subject	Warranty Service Replacement Engine Program Clarification

- ❖ **Summary** Detroit established the Warranty Service Replacement Engine Program to support an unrepairable catastrophic engine failure due to manufacturing defect. To improve understanding and utilization of the program, DTNA is clarifying eligibility and engine returns.
- ❖ **Failure Scenarios**

The goal is to get units back in operating condition as soon as possible. If a catastrophic failure occurs (e.g., two engine major components* and/or block are damaged), repair the engine if possible. If the engine failure is not repairable, use the scenarios below to determine program eligibility. Submit Warranty service replacement engine requests via the [Warranty PowerTrain](#) application.

 - Scenario 1: New product launch – reman options not in production
 - Order a service replacement engine
 - In *Authorization #* field, enter *No Reman Exists*
 - No District Service Manager (DSM) authorization; the DSM is automatically notified through the Warranty PowerTrain application
 - Scenario 2: Failure prior to retail sale
 - Failure happened when a new vehicle was en route from the manufacturing plant to the receiving location/body builder or after vehicle delivery during a test drive
 - Order a service replacement engine
 - In *Authorization #* field, enter *Prior to Retail Sale*
 - No DSM authorization; the DSM is automatically notified through the Warranty PowerTrain application
 - Scenario 3: Failure after retail sale
 - A long block was considered but was not available
 - Use of a new service replacement engine is a commercial decision that needs approval
 - Vehicle should be within one (1) year of in-service and have less than 50,000 miles (81 000 km)
 - DSM must authorize using a new service replacement engine
 - In *Authorization #* field, enter authorization information from DSM
- ❖ **Returning Engines** After a Warranty service replacement engine is used, the failed engine is the property of DTNA and must be returned per the Failed Parts to Ship Recap Report. The original failed engine does not have a core charge so return it using the *CNOCORE* designation in Paragon.
- ❖ **Warranty Manual Revision**

The expanded eligibility scenarios and return content will be incorporated into the following Warranty Manual sections. Program information remaining as is (e.g., using Warranty PowerTrain, filing claims, etc.) was excluded from this letter.

 - *Policies by Component > Engines and Engine Components > Detroit Engines*
 - *Handling and Shipping of Failed Material > Powertrain Components – Shipping to a Detroit Reman Consolidation Center > Preparing Shipments > Engines*

*A list of engine major components is available in the *New Powertrain Component Statements > Engine Major Component Warranty Coverage* section of the Warranty Manual; access the 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.