



**FREIGHTLINER LLC**

**POLICIES & PROCEDURES**

# GUIDE

**For Detroit Diesel Engine Cores**

**FREIGHTLINER<sup>®</sup>**  
LLC

A DaimlerChrysler Company



# **Freightliner LLC Policies and Procedures Guide for Detroit Diesel Engine Cores**

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## CORE POLICIES AND PROCEDURES FOR DETROIT DIESEL CORES

Freightliner LLC is committed to providing its dealers with an easy-to-use, hassle free, Core Management system for Detroit Diesel cores.

### 1. CORE DEFINITION

- **Detroit Diesel cores** are those cores associated with part numbers containing a “DDE” Prefix.
- **Conventional cores** are those cores associated with Freightliner LLC core programs other than Detroit Diesel.

### 2. CORE PURCHASES

Cores are invoiced at the time of purchase on a separate invoice. A dealer group crossover (multiple dealer accounts under parent account) option for Detroit Diesel cores is not available at this time.

### 3. CORE ELIGIBILITY

- Core eligibility expires 12-month from the date of purchase. No extensions are allowed under any circumstances.
- Credits are issued for acceptable cores and for the value recorded at the time of purchase, regardless of the value of similar cores at the time of return, even if it is lower. (For details, please see acceptance criteria on DDC extranet, [www.detroitdiesel.com](http://www.detroitdiesel.com).)
- Partial credits may apply in specific cases; such as cores being damaged, loose components, buy back, etc. Partial credits are determined by DDC. For details, please see acceptance criteria on DDC extranet.
- Out of eligibility cores may be purchased at a reduced value by Freightliner LLC Core Buy program. For forms and procedures, please log on to the Freightliner extranet service at [www.accessfreightliner.com](http://www.accessfreightliner.com). For questions, please email the Freightliner LLC Cores Management department at [core@freightliner.com](mailto:core@freightliner.com).
- Core banking is not allowed for Detroit Diesel parts under the Freightliner LLC program. This is also true for warranty credits. Core eligibility is closely monitored by the CMCS system
  - NOTE TO CANADIAN DEALERS: Core eligibilities on CMCS are tracked in U.S. dollars. The initial currency conversion factor used, for core-tracking purposes, is 1.50, and will be adjusted yearly during our yearly annual pricing update. The currency conversion factor used in the application for a part is clearly indicated on the CMCS review screen.

### 4. REASONS FOR CORE REJECTION

- Core rejection and discounts will take place for the following reasons (for details, by product line, visit the Detroit Diesel extranet worldwide site at [www.DetroitDiesel.com](http://www.DetroitDiesel.com), in the core inspection section. This information is also available on CD-rom, upon request. For a copy, please email your request to [core@freightliner.com](mailto:core@freightliner.com).)
  - Excessive rust or salt-water damage

- Excessive heat and/or fire damage
- Cores that have been welded or brazed in the field
- Incomplete cores
- Foreign material damage
- Shipping/Packaging damage
- Out of core eligibility

## **5. CORE RETURNS**

- Cores, purchased from Freightliner LLC, must be shipped to the assigned FCRC (Freightliner Core Return Center). Assigned FCRC is the same one used for conventional Freightliner LLC cores. Shipments to an unauthorized location are subject to chargebacks.
- Shipments should take place once a dealership has accumulated cores in excess of 1000 pounds or 2 weeks has passed from the last shipment, whatever comes first.
- Dealers must use approved Freightliner LLC carriers and bill of lading must be completed correctly; specifically the description of articles section must be completed correctly with the Freightliner LLC third party billing PO Box address:

Freightliner LLC  
P.O. Box 3499  
Portland, OR 87208

- Freight will be paid by Freightliner LLC. However, if a dealer chooses a carrier other than a Freightliner LLC authorized carrier the dealer will be responsible for the premium.
- Paperwork
  - All returns must be recorded appropriately on CMCS before a shipment is made.
  - The CMCS system provides dealers with the appropriate packing slips when planning a return. The packing slips must accompany the shipment, along with a bill of lading. Pallets must be properly tagged.
  - When DDC cores and Freightliner LLC cores are returned in the same shipment, the CMCS packing slip number must cross-reference the RPA number to ensure shipments are properly received.
  - Dealership must take proper precaution to avoid possible shipping damages. Damaged cores caused by improper packaging will not be credited and will be shipped back freight collect, or scrapped.
- Freightliner LLC is not responsible for lost or damaged cores in transit, inbound or outbound to FCRC.
- Freightliner LLC is not responsible for unaccounted cores.

## **6. NEW PRODUCT RETURNS TO FREIGHTLINER LLC PARTS DISTRIBUTION CENTER**

Core reimbursement for remanufactured parts or new parts with exchange value will be issued on all approved PDC Dealer Returns and Parts Adjustment Returns to a FLLC PDC. Special procedures are required to ensure core eligibilities are correctly adjusted and proper credits are issued to the dealer's account.

If the requested parts return includes reman or new exchange product with core, authorization for return is *complete* only when the return documents include the CMCS core return approved packing slip. Once a dealer return has been accepted by Freightliner LLC and the dealer has received the proper documentation for shipment, dealer must create and attach a CMCS packing slip to the return documents in the shipment. Your product will be received by the PDC, the paperwork verified and a credit will be issued to your account. Please note that a CMCS return number is required on all paperwork.

#### **ANNUAL RETURN**

1. Dealer wishes to return parts to PDC (annual return, quarterly return, excess inventory, etc.)
2. Dealer process return on CMCS (dealer must indicate the PDC as the ship-to location, and not the FCRC codes “E,” east, or “W,” west).
3. Once the CMCS return is completed, dealer prints the CMCS packing slip and completes the RGA paperwork.
4. Dealer faxes the CMCS packing slip and RGA paperwork to Freightliner LLC dealer excess return coordinator. This person may be contacted by fax at 503.745.6644.
5. Freightliner LLC reviews the paperwork. If approved, Freightliner LLC will provide to dealer the appropriate tags and paperwork.
  - An RGA for Detroit Diesel parts will not be approved if a CMCS packing slip does not accompany the RGA request.
6. Once the dealer receives the approved paperwork, the dealer packs the product, properly tags the package following the Freightliner LLC packing guidelines, includes the CMCS packing slip, and ships the product to facing PDC with a Freightliner LLC authorized carrier.
7. The PDC receives product. If the product is acceptable, and the CMCS packing slip number matches the product included in the shipment, the PDC will issue credit for the part and core.
  - Returns without a CMCS packing slip will not be accepted and a credit for the core will not be issued. The PDC personnel and/or Cores Management personnel may contact the dealer for instruction, if the CMCS document is not included.

#### **PARTS ADJUSTMENT REQUEST RETURNS**

1. Dealer wishes to return part purchased in error.
2. Dealer processes return on CMCS (dealer must indicate PDC as the ship-to location, not E or W).
3. Once the CMCS return is completed, dealer prints the CMCS packing slip and processes the PAR on SOS/MAX.
4. The CMCS number must be included in the “NOTES” field at the PAR screen.
5. Once PAR is approved for shipment, dealer packs the product, properly tags the package using Freightliner LLC packing guidelines, includes the CMCS packing slip, and ships the product to facing PDC with a Freightliner LLC authorized carrier. All the paperwork must be stapled together.
6. The PDC receives product. If the product is acceptable, and the CMCS packing slip number matches the CMCS number on the PAR, PDC will issue credit for the part. Credit for the core will be issued by Freightliner LLC separately.
  - Returns without a CMCS packing slip will not be accepted and a credit for the core will not be issued. The PDC personnel and/or Cores Management



personnel may contact the dealer for instruction, if the CMCS document is not included.

NOTE: if dealer does not have core return eligibility, dealer may still be able to return the part. However, credit for the core will not be issued.

## 7. INSPECTION AND EXCEPTION

### INSPECTION

- Trained inspectors at FCRC (Detroit Diesel Reman East or West) will inspect the core.
- Credit toward the dealer's account is applied at the time the returned core is approved. Credit will be reversed and/or adjusted if core is found to be damaged or in poor condition at the time of inspection.

### EXCEPTION

- Cores which do not meet Detroit Diesel's core acceptance criteria will be placed on the exception report.
- Core inspection comments are located on CMCS. Inspectors may place a follow up phone call to dealership if immediate feedback is required. Rejected parts may be returned freight collect or scrapped. If no action has been taken by dealer within four hours, the cores will be shipped, freight collect, to dealership. This will be faxed or noted on the CMCS system.

## 8. CREDITS

Freightliner LLC will post credit for cores that have successfully passed inspection. Core eligibility will be adjusted on CMCS. There are four types of credit:

- **Full credit:** credits are noted on CMCS for good core. However, exemptions are pending on the status of the core. Please review the Detroit Diesel core acceptance manual on the Detroit Diesel extranet site.
- **Partial credit:** Certain components are easy to identify, visual inspection criteria. If core is found not to meet the Detroit Diesel core acceptance criteria, a partial credit is still allowed.
- **Credit adjusted for missing or damaged components:** Cores which have missing components or that have non-operational damage, will be credited at reduced value based on the current core net price of the component.
- **Warranty credit:** appropriate credits will be submitted against dealer's account once approved by Detroit Diesel Warranty.

## 9. CORE MANAGEMENT SYSTEMS

### CMCS

- CMCS is the Detroit Diesel core tracking system. It operates under a FIFO (First In-First Out) environment.
- Logon IDs and passwords are provided by the Freightliner LLC Cores Management department. To obtain a logon ID please fax the form **in exhibit C** to 503.745.5403 or contact, via e-mail, the Freightliner LLC Cores Management department at [core@freightliner.com](mailto:core@freightliner.com).

#### DETROIT DIESEL CORE TRANSACTION HISTORY

- Transactions executed against core eligibility, adjustments, crediting, pending credit, etc., are viewable in CMCS up to 90 days only.

#### REPORTING

- A number of reports are available on CMCS. Please refer to the training manual for details.

### 10. FREIGHT CARRIERS

- Returns without a CMCS packing slip will not be accepted and a credit for the core will not be issued. The PDC personnel and/or Cores Management personnel may contact the dealer for instruction, if the CMCS document is not included.
- Detroit Diesel engine cores must be shipped with a Freightliner LLC authorized carrier. If dealer chooses to ship with an unauthorized carrier, dealer is responsible for the full freight premium.
- Returns without a CMCS packing slip will not be accepted and a credit for the core will not be issued. The PDC personnel and/or Cores Management personnel may contact the dealer for instruction, if the CMCS document is not included.
- All shipments must be to dealer's assigned FCRC, DDRW (Detroit Diesel Reman West) or DDRE (Detroit Diesel Reman East):

Dealers facing West ship to:  
Detroit Diesel Remanufacturing – West  
100 S. Lodestone Way  
Tooele, UT 84070  
USA

Dealers facing East ship to:  
Detroit Diesel Remanufacturing – East  
60703 Country Club Road  
Byesville, OH 43723  
USA

#### REQUIRED CORE RETURN SHIPMENT INFORMATION

- The **consignee** section should be completed with the appropriate shipping location. Please see **shipping locations** section.
- The **Description of Articles** section should be completed as: "Parts, truck used, having value not exceeding the value for reconditioning. NMFC 19180, class 70.
- The **Bill Freight Charges** section should be completed with the following address. The address **MUST** be written (preferably typed) in the body of your bill of lading or billing issues may result.  
Freightliner LLC  
P.O. Box 3499  
Portland, OR 97208
- The **Freight Charges** box should be marked as **COLLECT**.

### 11. WARRANTY

- Warranty claims are handled directly with DDC.
- Approved claims will receive a reimbursement directly from Detroit Diesel Corporation for the exchange value of the parts ONLY plus any labor claimed. Core value for exchange items must be claimed separately using standard core return procedures and documentation. Detroit Diesel Corporation warranty claims should reference the CMCS packing slip number for the core return, and the CMCS packing slip must reference the Detroit Diesel Corporation warranty claim number to avoid possible unacceptable core charges.
  - Certain new components from a warrantable repair must also be returned to Detroit Diesel Corporation. Refer to the CMCS manual for instructions on how to enter and return Detroit Diesel property as “C-Warranty”.
  - For more details, please see Detroit Diesel guidelines located at the [www.detroitdiesel.com](http://www.detroitdiesel.com) website.
  - Warranty cores should be returned to the source that the replacement parts were purchased from (where the eligibility for return is).
  - Purchased from Freightliner PDCs – return to Detroit Diesel’s Return Center.
  - Purchased from Detroit Diesel distributor - return to the distributor.
  - If however you have no core eligibility from either source, the core will still need to be inspected by the return center in order for the warranty claim to be credited.
  - To return a warranty core that has no eligibility on CMCS, use a core number of CWARRANTY on CMCS. This will track the return of the core for warranty but will not issue any core credit. *Only use CWARRANTY if you have no eligibility.*

## 12. CORE INVOICING

Cores are invoiced at the time of a reman part purchase on a second invoice.

## 13. CORE PAYMENT TERMS

Payment terms for Detroit Diesel cores are net 15 prox plus 60.

## 14. NOTIFICATION AND COMMUNICATIONS

- Core program changes and/or updates will be posted on Dealers-Desktop. It is recommended to access the site at least once a week. It is also a good idea to keep a binder with the latest communications on cores for your team’s review.
- Additional information may be found on the Detroit Diesel Extranet site under “Parts-Reliability”.

## 15. SPECIAL INSTRUCTIONS TO CANADIAN DEALERS

- CMCS, the core tracking system, will track all transactions in U.S. dollars. An exchange factor is included for dealer reconsolidation purposes. The exchange factor will be initially set at 1.50, and will be revised every year, proper notification will be provided.

- Detroit Diesel Engine Core returns are to U.S. locations. Dealer is responsible for completing the customs form, bill of lading and packing slips correctly.
  - DDRW (Detroit Diesel Reman West), located in Tooele, Utah, is the Freightliner Core Return Center facing location to dealers in the provinces of British Columbia, Manitoba, Northwest Territories, Yukon and Saskatchewan). Shipping address for DDRW is:  
Detroit Diesel Remanufacturing – West  
100 S. Lodestone Way  
Tooele, UT 84070  
USA
  - DDRE (Detroit Diesel Reman East), located in Cambridge, Ohio, is the Freightliner Core Return Center facing location to dealers in the provinces of New Foundland, Nova Scotia, Quebec, Prince Edward Island and Ontario.  
Detroit Diesel Remanufacturing – East  
60703 Country Club Road  
Byesville, OH 43723  
USA
  - If Canadian dealers have questions about their FCRC for DDC cores, they should e-mail the Cores Management department at [core@freightliner.com](mailto:core@freightliner.com).
- Conventional cores are to be shipped to Harper, following current practice
- Carriers to use are as assigned by Freightliner LLC. Customs form – the custom form provided in Exhibit A must be completed for each shipment. Dealers are not responsible for freight, tariffs, or brokerage fees. However, dealers are responsible for completing the paperwork correctly. Please use the following guidelines, If you have any questions about the shipping procedures, please contact the Freightliner LLC Core Management department via e-mail at [core@freightliner.com](mailto:core@freightliner.com) or by phone at 866.843.6049.

NOTE: the freight associated for product returned by customs to dealer for not completing their paperwork correctly will be charged back to dealer.

## **15. PART NUMBER NOMENCLATURE**

Detroit Diesel part numbers under the Freightliner LLC program are preceded by a DDE prefix. In most cases reman part are alphanumeric, which are identified by an “R” (Reman) or “E” (Exchange) prefix. To arrive at a core number simply replace the “R” or “E” prefix by a “C” (Core).

Example:

Part Number DDE/E23533360 – Core Part Number **C23533360**

Part Number DDE/R5236952S – Core Part Number **C5236952S**

There are some exceptions to the rule, where the core part number may not reflect the reman part number or the new exchange part number. Please refer to the cross-reference list in [accessfreightliner.com](http://accessfreightliner.com). If you are not able to find the applicable core part

number while attempting a return, please do not hesitate to contact the Freightliner LLC Cores Management department at [core@freightliner.com](mailto:core@freightliner.com).

## **16. CUSTOMER SERVICE**

- Dealer may contact, via e-mail, the Freightliner LLC Customer Support Core Department at [core@freightliner.com](mailto:core@freightliner.com), or by phone at 866.843.6049.
- Customers are helped on a first-come first-served basis. Emailing your questions or needs to [core@Freightliner.com](mailto:core@Freightliner.com) is highly recommended to ensure efficient response time.

## **Exhibit A - CONTACT INFORMATION**

### **Freightliner LLC**

Cores Management Department (POC1-PSM)  
4527 North Channel Avenue  
Portland, OR 97217  
Phone: 866.843.6049  
Fax: 503.745.5403  
E-mail: [core@freightliner.com](mailto:core@freightliner.com)

### **FCRC C/O**

#### **Detroit Diesel Remanufacture – East**

60703 Country Club Road  
Byesville, OH 43723  
Phone: 740.439.6512  
Fax: 740.439.1214

### **FCRC C/O**

#### **Detroit Diesel Remanufacture – West**

100 S. Lodestone Way  
Tooele, UT 84070  
Phone: 435.843.6282  
Fax: 435.843.6125

### **Detroit Diesel Help Desk**

Phone: 313.592.5959 (24 HOURS/ 5)

### **Customs Broker**

Livingston International (Southbound)  
Richard Rocco  
Tallor, Michigan  
714.941.2050 ext. 204

# CMCS Setup Form

Fax to 503.745.5493 or E-mail to [core@freightliner.com](mailto:core@freightliner.com)

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## Customer use this part

Customer Name: \_\_\_\_\_

Customer Location: \_\_\_\_\_

Printer IP Address: \_\_\_\_\_

Printer Queue Name(specify upper or lower case): \_\_\_\_\_

User ID(s): \_\_\_\_\_

User ID(s): \_\_\_\_\_

User ID(s): \_\_\_\_\_

E-mail Address: \_\_\_\_\_

Contact Name: \_\_\_\_\_

Contact's Phone Number: \_\_\_\_\_

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## For Software use only

TCP/IP Information

Runoss1: \_\_\_\_\_ Runoss2: \_\_\_\_\_

LDP queue Name: \_\_\_\_\_ for JES

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Dispatch use

Recipient Name: \_\_\_\_\_

Mail Drop ID: \_\_\_\_\_

Completed by: \_\_\_\_\_

E-mailed Back to Customer on: \_\_\_\_\_









