



## MATERIAL RETURN INSTRUCTIONS

Electro-Motive Diesel, Inc. LaGrange, Illinois 60525 (708) 387-6000

In an effort to continue to improve our core return operations, provide more accurate core reports, and reduce the processing time for UTEX material, please refer to the following return policy.

**Effective March 1st, 2008**, all rebuild bad order cores, repair and return items, warranty return material should be shipped to EMD's core return processing center at:

**EMD – SRC Logistics**  
2065 E. Pythian  
Springfield, MO 65802

The Springfield, MO shipping address should be used for all returns as noted above with the **exception** of the following major components stated below (including warranty). The major components should be shipped directly to EMD's rebuild processing facilities as defined below:

### TRACTION MOTORS

**Shipments within US -**  
**(Contact your Customer Service Representative)**

**Shipments originating outside of the US -**  
**Use the following address:**

#### **EMD - Progress Vanguard**

130824 Lockwood Road  
Gering NE 69341  
Receiving Hours: 7:00 a.m. - 4:00 p.m. - M thru F  
Contact: Ricky Todd - 308-436-2575

### WHEEL AXLE & GEAR ASSEMBLIES

**COMBO'S (wags or traction motor assemblies)**  
**(Ship to the original supplying facility)**

#### **EMD - Progress Rail Services**

175 W. Chicago Avenue  
East Chicago, IN 46312  
Receiving Hours: 7:00 a.m. - 4:00 p.m. - M thru F  
Contact: Robin Davis - 219-397-5326

#### **EMD - Progress Vanguard**

130824 Lockwood Road  
Gering Ind. Park South Bldg.  
Gering, NE 69341  
Receiving Hours: 7:00 a.m. - 4:00 p.m. - M thru F  
Contact: Ricky Todd - 308-436-2575

#### **EMD - Progress Vanguard**

3909 Cincinnati Street  
Rocklin, CA 95765  
Receiving Hours: 7:00 a.m. - 2:30 p.m. - M thru F  
Contact: Craig Verdolivo - 916-645-6006

#### **EMD - R&W Machine**

6551 W. 74<sup>th</sup> Street  
Bedford Park, IL 60638  
Receiving Hours: 6:30 a.m. - 4:00 p.m. - M thru F  
Contact: David Hnatovic – 708-458-4200

### TURBOCHARGERS

#### **EMD, US Headquarters Campus**

Dock "N"  
9301 W. 55<sup>th</sup> Street  
LaGrange, IL 60525  
Receiving Hours: 6:00 a.m.- 2:00 p.m.- M thru F  
Contact: Ralph LeGrand - 708-387-5297

### ENGINE POWER ASSEMBLIES / CRANKSHAFTS

#### **EMD - Western Reman, Inc**

588 West 7<sup>th</sup> Street  
Peru, IN 46970  
Receiving Hours: 6:00 a.m. - 10:00 p.m. - Eastern Time - M thru F  
Contact: Joetta McGowan - 765-472-2002 – x224

### CRANKSHAFTS

**(Shipments within Canada Only)**

#### **EMD - Western Reman, Inc.**

Chrome Shop  
415 Madison Street  
Winnipeg, Manitoba, Canada R2X 2V9  
Receiving Hours: 7:30 a.m. – 3:30 p.m. - M thru F  
Contact: Ivy Maximitch - 204-784-2960  
Gary Kauk - 204-784-2966

### MAIN GENERATORS/ALTERNATORS

**(Contact your Customer Service Representative)**

Please note that ALL return material must include the appropriate material identification Return Tag. The return tag must contain the Customer Purchase Order number, EMD UTEX part number, quantity returned and the description.

For warranty material please completely fill out and attach an EMD S-tag to all components returned for processing. All materials returned due to the claims process must include the return material authorization (RMA) attached to the material.

To procure **EMD Return Tags**, contact Rich Bailey of APL at [richard.1.bailey@emdiesels.com](mailto:richard.1.bailey@emdiesels.com)

Please provide the following information:

1. Qty of boxes required - (Qty of 500 per box)
2. "Ship to" address
3. "Attn To:"
4. Method of transportation  
If expedited freight is required, please be sure to provide your UPS Account #, etc.

**EMD RETURN TAGS**

**White return tag**

EMD 1166E 03/95 NO. **A 0055731**

Ship To **Electro-Motive Diesel, Inc.** **A 0055731**

Customer

Customer Location (City & State)		Date
P.O. No.	Part No.	Qty.
Description		
ZRE (RMA) No. (if known)	FOR EMD USE ONLY	
	Date Rec'd	Rec'd. By
		Location

Bailed property of Electro-Motive Diesel, Inc. owner

Customer

Attach This Tag To Material Being Returned

The following information is required to process your core material

- **Customer Name**
- **Customer location (city and state) where material is being shipped from**
- **Date**
- **P.O. #**
- **Part # (THIS HAS TO BE THE UTEX #)**
- **Quantity**
- **Description of material**
- **ZRE # (RMA #) ( if known)**

**Yellow Warranty Return Tag**

EMD 1187 03/05 NO. <b>S 0124751</b>	<b>WARRANTY</b>			<b>S 0124751</b>
	Ship To	Electro-Motive Diesel, Inc.		
Customer				
Customer Location (City & State)				Date
F.O. No.	Qty.	Part No.	Serial No.	
Description				
ZRE (RMA) No. (if known)			ZW SERVICE NOTIFICATION	
<b>FOR EMD USE ONLY</b>				
Date Rec'd	Rec'd. By	Location		
Bailed property of Electro-Motive Diesel, Inc. owner				
Customer				

Attach This Tag To Material Being Returned

The following information is required to process your warranty core material

- **Customer Name**
- **Customer location (city and state) where material is being shipped from**
- **Date**
- **P.O. #**
- **Quantity**
- **Part #**
- **Serial #**
- **Description of material**
- **ZRE # (RMA #)**
- **ZW Service notification #**

## International Material Shipments to the U.S.

To ensure smooth transportation and timely receipt upon arrival to/from the USA, it is important to follow these guidelines.

\* Prior to shipment, the following documents must be completed for all material being shipped to the U.S.:

- **Bill of Lading at the lowest level (House or Regular)**

- Commercial Invoice

- **Completed Importer Security Filing Form ISF-10 for all ocean shipments destined to the U.S.**

- Declaration of Foreign Shipper.

\* All material must be physically marked with the EMD Part#, Description, Country of Origin and quantity. It must be identifiable at all stages during the shipping process. This information must be consistent with that provided on all copies, other shipping documents, shipping marks, boxes, etc.

\* The shipper will prepare three sets of documentation and distribute them as follows, (noting that ocean vessel shipments require 3 Original Bills of Lading.)

- **One set** mailed via express courier to EMD's Customs Broker  
UPS Supply Chain Solutions, Inc. – Cleveland Branch  
Attention: Ann Glass  
6940 Engle Road, Suite C  
Middleburg Hts., OH 44130  
Phone: (440) 816-3933  
Fax: (440) 239-3838

For the purposes of filing the ISF, please e-mail all documentation to: [electro-motive\\_diesel@ups.com](mailto:electro-motive_diesel@ups.com); and [sorina.tira@emdiesels.com](mailto:sorina.tira@emdiesels.com) at least 72 hours prior to vessel loading at the foreign port.

- **One set** mailed via express courier to EMD Headquarters.  
Electro-Motive Diesels, Inc.  
9301 W. 55th Street, LaGrange, IL 60525  
Attention: Customs Department
- **One set** filed and kept for future reference or claims. Note: The customs broker cannot clear a shipment into the United States without original shipping documents.

## Declared Values:

Importation values can be found on the bi-monthly core report. All values are in USD.

## Land shipments from Canada & Mexico:

Mexican and Canadian contract maintenance facilities are authorized to return warranty and claim materials without Customer Service Department or Engineering Service Representative authorization. Both facilities have the technical expertise to qualify material for export purposes and they are also connected to SAP. They must, however, contact the Customer Service Department to determine the value, EMD part number and any other related information for the part being returned.

\* Other customers from Canada and Mexico must contact the Customer Service Department or the Engineering Service Representative to request authorization to return material to the United States.

\* The authorized customs broker for material shipped from Canada and Mexico is **UPS Supply Chain Solutions, Inc. (UPS-SCS, Inc.)**

## Overseas Shipments, Mexico and Canada Air shipments (Commercial claims and Warranty):

\* The Customer Service Department or the Engineering Service Representative must authorize all material returns to the United States. This authorization will be granted in a written document (Authorization Form) indicating the Claim or Warranty number and the instructions for the return of the material.

\* The shipper must follow all the instructions as indicated on the Authorization Form. Address the material to its final destination in the United States, It is the shipper's responsibility to contact the carrier specified in the return instructions, to arrange pick-up times and general conditions for the load.

\* The authorized customs broker used for overseas shipments to the United States is UPS Supply Chain Solutions, Inc. (UPS-SCS, Inc.) The shipper must indicate UPS Supply Chain Solutions, Inc. (UPS-SCS, Inc.) as the "First Notify Party" on the Bill of Lading and shipping documents.

\* The shipper will prepare three sets of documentation and distribute them as follows, (noting that ocean vessel shipments require 3 Original Bills of Lading.)

- **One set** mailed via express courier to EMD's Customs Broker  
UPS Supply Chain Solutions, Inc. – Cleveland Branch  
Attention: Ann Glass  
6940 Engle Road, Suite C  
Middleburg Hts., OH 44130  
Phone: (440) 816-3933  
Fax: (440) 239-3838

Email for all documentation: [electro-motive\\_diesel@ups.com](mailto:electro-motive_diesel@ups.com)

- **One set** mailed via express courier to EMD Headquarters.

Electro-Motive Diesels, Inc.

9301 W. 55th Street, LaGrange, IL 60525

Attention: Customs Department

- **One set** filed and kept for future reference or claims.

### Returns of United Exchange (UTEX) and Repair and Return (R&R) material:

\* The Customer Service Department or the Engineering Service Representative must authorize all material returns to the United States. This authorization will be granted in a written document (Authorization Form) indicating the Claim or Warranty number and the instructions for the return of the material. They will provide all instructions and necessary documentation for transit of the material to its final destination in the United States.

\* The value of the material being returned must be consistent with the EMD information system price for the part number shipped. Therefore, any value declared in the shipping documents must be provided by either the Customer Service Department or the Engineering Service Representative. They shall obtain the value from the corresponding source, based on the country and customer requesting the return.

\* Return all shipments included under this category by FCA Origin (Free Carrier.) EMD will be responsible for transportation, handling fees and charges as well as importation duties and taxes into the United States. Required documents are:

- **Bill of Lading at the lowest level (House or Regular)**
- Commercial Invoice
- **Completed Importer Security Filing Form ISF-10 for all ocean shipments destined to the U.S.**
- Declaration of Foreign Shipper.

\* The shipper must follow all the instructions as indicated on the Authorization Form. Address the material to its final destination in the United States, It is the shipper's responsibility to contact the carrier specified in the return instructions, to arrange pick-up times and general conditions for the load.

\* The authorized customs broker used for overseas shipments to the United States is UPS Supply Chain Solutions, Inc. (UPS-SCS, Inc.) The shipper must indicate UPS Supply Chain Solutions, Inc. (UPS-SCS, Inc.) as the "First Notify Party" on the Bill of Lading and shipping documents.

\* The shipper will prepare three sets of documentation and distribute them as follows, (noting that ocean vessel shipments require 3 Original Bills of Lading.)

- **One set** mailed via express courier to EMD's Customs Broker  
UPS Supply Chain Solutions, Inc. – Cleveland Branch  
Attention: Ann Glass  
6940 Engle Road, Suite C  
Middleburg Hts., OH 44130  
Phone: (440) 816-3933  
Fax: (440) 239-3838

For the purposes of filing the ISF, please e-mail all documentation to: [electro-motive\\_diesel@ups.com](mailto:electro-motive_diesel@ups.com); and [sorina.tira@emdieisels.com](mailto:sorina.tira@emdieisels.com) at least 72 hours prior to vessel loading at the foreign port.

- **One set** mailed via express courier to EMD Headquarters.  
Electro-Motive Diesels, Inc.  
9301 W. 55th Street, LaGrange, IL 60525  
Attention: Customs Department
- **One set** filed and kept for future reference or claims.

\* All shipments that fall under this category must be returned using DDU (Deliver Duty Unpaid.) The shipper will pay for the transportation from origin and EMD will be responsible for importation duties and taxes into the United States.

\* For valuation purposes, it is important to identify the part number, description, serial number, and price used on all shipping documents. In most cases, a CORE part number has been issued to represent the value of a defective part or component. This value should be consistent with the information provided by the EMD pricing systems, in accordance with the country and/or customer that are shipping the part.

\* The Customer Service Department must provide an order number or work order prior to the return of all UTEX and R&R material.

\* In order to maintain an adequate pool of used parts for rebuilt components and to control the production process UTEX and R&R materials must be in transit from the customer within one month after the return has been approved.

### **Convenience Returns**

\* Overstocked materials or material ordered in error may be returned at the customer's convenience. In such cases, unless the commercial department dictates otherwise, the customer will be the importer of record into the United States.

\* The process for returning this material is the same as that previously mentioned above with the exception that the material must be returned DDP (Deliver Duty Paid.) EMD will not be responsible for the transportation or importation duties and taxes for these shipments.

## **AUTHORIZATION TO RETURN MATERIAL TO EMD**

To: (Customer or Distributor's Name)

Attention: (Customer or Distributor's Contact)

Date:

Regarding: Authorization to Return Material

Your Reference: (Customer P.O. Number)

Note: EMD Distributors must forward these instructions to their customers if material is shipped from customer location.

This letter is authorization for (Customer or Distributor's Name) to return (Enter Qty, Part Number, and Description) for (Enter repair and return price credit here). Please prepare and ship the return material according to the following instructions:

1. EMD (Enter EMD return Sales Document #) must be marked on all documentation and packaging.
2. To receive full credit, all return material must be new, salable, and in its original packaging.
3. If there is no original packaging, you must properly package the material to avoid any damage during return transit.
4. Light oil, such as a mixture of kerosene and SAE Engine Oil, should protect unpainted and raw metal parts.
5. Attach the enclosed Return Material Tags to each piece of material being returned in a visible place by wrapping the tag wire around the part for immediate identification upon arrival.
6. All Return Material Tags must include your return address and complete field information as requested.
7. If material weighs less than 300 pounds, ship airfreight; if it weighs more than 300 pounds, ship ocean freight.
8. Material is to be returned BEST WAY/ FCA Shipping Port within 30 days of this letter, to the appropriate EMD facility indicated as follows. Do not use a courier to return material.
9. If the material loses additional value in return transit, EMD will determine the amount of customer responsibility and adjust customer accounts accordingly.
10. Please complete the attached ISF-10 Form (if applicable), Declaration of Foreign Shipper and Customs Invoice Forms, as indicated.
11. Request Ocean Bill of Lading or Air Bill of Lading (depending on transport method) from carrier. Note: The Bill of Lading must indicate UPS Supply Chain Solutions, Inc. (UPS-SCS, Inc.) as FIRST NOTIFY PARTY in order to facilitate US Customs clearance and avoid delays in the transit of your material. The address and information is marked below:
12. Keep one set of the following shipping documents in the event they are requested for customs authorities or EMD:
  - Original Ocean Bill of Lading
  - ISF-10 Form (if applicable)
  - Declaration of Foreign Shipper
  - Customs Invoice Forms
13. You MUST accompany every shipment with an original copy of the following shipping documents:
  - This authorization letter
  - A letter stating the name, city, and state of the arrival airport or seaport for customs clearance
  - Completed Declaration of Foreign Shipper form
  - Completed Customs Invoice
14. Mail two of the sets of Original Ocean Bill of Lading and support documents via express courier (DHL, FEDEX, UPS, etc) to:

SET 1:

UPS Supply Chain Solutions, Inc.  
Attn: Air/Ocean Import  
Department (1280)  
6940 Engle Rd. Suite C  
Middleburg Hts., OH 44130 USA  
Fax: (440) 243-3879  
Phone: (440) 243-3344 ext# 3828

SET 2:

Electro-Motive Diesel  
Attn: Import Transportation  
9301 West 55<sup>th</sup> Street  
LaGrange, IL 60525 USA  
Fax: (708) 387-3681  
Phone: (708) 387-6308

15. Fax copies of the shipping documents, including the tracking numbers used for forwarding the above mentioned envelopes to:

Electro-Motive Diesel, Inc.  
Customer Service Department  
Fax: (708) 387-6626

## DECLARATION OF FOREIGN SHIPPER

I, **(SHIPPER'S NAME)**, declare that to the best of my knowledge and belief the articles herein specified were exported from the United States, from the port of **(ASKS FOR THE US PORT OF EXPORT FROM WHICH THE MATERIAL WAS ORIGINALLY SHIPPED. UNKNOWN IS AN ACCEPTABLE RESPONSE IF THIS INFORMATION IS NOT KNOWN)** on or about **(ASKS FOR THE DATE OF EXPORT OF THE MATERIAL FROM THE US. IT IS ALSO OK TO RESPOND UNKNOWN IF THE DATE IS NOT AVAILABLE)**, and that they are returned without having been increased in value or improved in condition by any process of manufacture or other means.

Shipper Name & Address:**(PROVIDE NAME OF THE COMPANY AND SHIPPING ADDRESS)**

Shipment Identification:**(PROVIDE SHIPMENT, B/L OR TRUCK NUMBER)**

Signature and Capacity:**(SHIPPER'S POSITION AND SIGNATURE)**

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