



## DIESEL REMAN Injection Core Policy # N116

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1. Core Return Process
2. Core Return Guidelines

### 1. CORE RETURN PROCESS:

Core returns must meet the following criteria:

- Drain all fuel and oil from units
  - Use all shipping plugs and caps received with the replacement item on the return core
- Units must be returned as “off the engine-assembled and complete”
- All cores must be returned in “rebuildable” condition
- Cores must be returned in the original packaging
  - Use original box and packing inserts
  - Place unit in plastic to prevent residual fluid leaks
- Only cores with eligible core part numbers will receive core credit
  - The following link will take you to the eligible core part number chart [Delphi Corporation - Driving Tomorrow's Technology](#)
  - Eligible core part number chart is also available as an attachment on the NAPA Electronic Catalog - look under “Attributes”
- Cores must be returned within six (6) months from the date of installation
- **NAPA Auto Parts Stores** should return all cores through their normal return process by attaching a Core Return Label to the outside of the box and sending it back to their respective NAPA DC.
- **NAPA DCs** should return all Delphi Diesel Core to Delphi’s Plainfield, Indiana Warehouse located at:

Delphi Distribution Center  
6032 Gateway Drive  
Plainfield, IN 46168

- NAPA DCs **should** return core as soon as possible back to Delphi or when they have a **minimum of 8 pieces** of Delphi core product on their shelf.
- All cores should be returned prepaid by NAPA’s preferred carrier
  - Cores that are damaged during shipment to Delphi are the responsibility of NAPA and its shipping carrier
- Unacceptable cores will be returned to NAPA at NAPA’s expense.
- Delphi will issue credit upon receipt of acceptable cores.



PRODUCT & SERVICE SOLUTIONS



Each DPSS box will have a *bar coded RMA number label* for core return. This is for Delphi-internal tracking purposes only. NAPA can disregard this RMA label.

Following is an Example of an RMA Label:



**Questions, contact us at:**

**1-877-DPH NAPA (1-877-374-6272)**

Diesel Core Policy and information also available online at:

[Delphi Corporation - Driving Tomorrow's Technology](#)

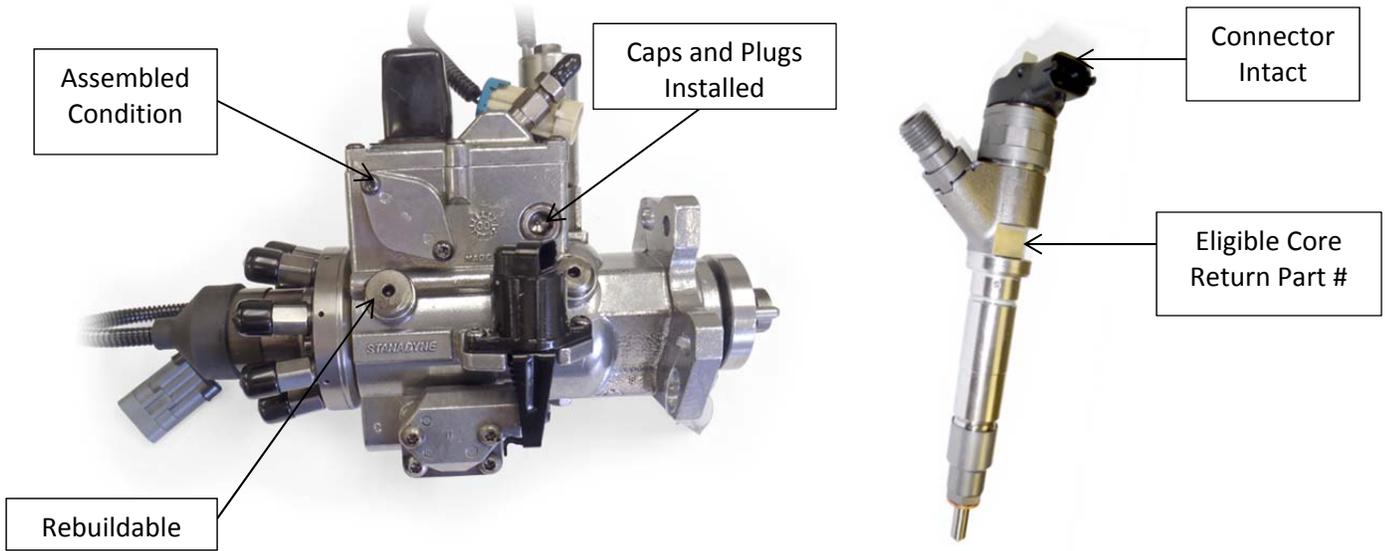
**2. CORE RETURN GUIDELINES:**

**Core Return Checklist:**

- ✓ Return within six (6) months from date of installation
- ✓ Core is in “off the engine-assembled” condition
- ✓ Cores is in “rebuildable” condition, with connectors intact
- ✓ Part number on returned core is on eligible core table (see eligible core chart)
- ✓ Use existing packaging
- ✓ See illustrated examples below



PRODUCT & SERVICE SOLUTIONS



Core credit will be **DENIED** if:

- ✓ Core is seized or hydraulic head is cracked
- ✓ Core is fire damaged or heavily corroded
- ✓ Core has cracked or damaged injector bodies, broken tips
- ✓ Core is disassembled
- ✓ Core is severely damaged or broken
- ✓ Part number on returned core is not on eligible core table (see eligible core chart)



A split injector tip is the result of fuel quality issues.

**Seized Injector (Spring Compressed)**      **Acceptable Core**

