

DAIMLER

Daimler Trucks North America
Nasser Zamani
Senior Manager
Compliance and Regulatory Affairs

March 7, 2012

Nancy Lewis
Associate Administrator for Enforcement
National Highway Traffic Safety Administration
Attention: Recall Management Division (NVS-215, Rm. W45-206)
1200 New Jersey Avenue S.E.
Washington D.C. 20590

**RE: Defect Information Report – Supplemental Report No. 2
11V-605, (11C-4, FL-621) EPA10 DD13 Fire Truck Engine Software Reprogramming
Dealer Notice**

Ms. Lewis,

In accordance with Part 573 of Title 49 of the Code of Federal Regulations, Daimler Trucks North America LLC herewith submits supplemental defect information and copies of documents distributed to dealers.

- (c)(3) Total number of vehicles potentially affected: 66
- (c)(8)(ii) Dealer and distributor notification: Began and ended: March 6, 2012
- (c)(10) A copy of communications sent to dealers is attached.

Please contact me if you have any questions, or concerns.

Sincerely yours,



Nasser Zamani

Cc: Amy Martin, CAL-OSHA
Attachment

SAFETY RECALL BULLETIN

Subject: **Safety Recall 11C4**
EPA10 DD13 Firetruck Engine Software Reprogramming

Defect Involved

Detroit Diesel Corporation (DDC) has determined that some certified EPA10 DD13 engines in firetruck applications will require reprogramming to the following software and fuel map levels.

- MCM with **v7.7.0.50** software (*or higher*) and fuel map version ZGS 004 (*or higher*).
- ACM with **v8.7.0.104** software (*or higher*) and fuel map version ZGS 002 (*or higher*).
- CPC with **v22.02** software (*or higher*).

Reprogramming will prevent engine shutdown due to Aftertreatment System (ATS) issues that may result in customer dissatisfaction.

The software and fuel maps became effective with vehicles manufactured after approximately February 6, 2012. Any vehicle manufactured before February 6, 2012, and running older software and fuel maps will need all three modules (MCM, ACM, and CPC) reprogrammed.

There are approximately 457 engines affected by this Campaign.

This campaign will also satisfy the requirements of Campaign 12C1. These units will therefore not require any work for Campaign 12C1.

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Engines Involved

A list of engines located in your area of responsibility that require this correction is attached.

The table below gives descriptive information to help identify the affected units:

Model Series	Model Number	Model Year	Inclusive Mfg. Date (From) (To)	Descriptive Information
DD13	D471914	2010 2011	January 1, 2010 to February 6, 2012	Pierce Firetruck Applications
DD13	D471911	2010 2011	January 1, 2010 to February 6, 2012	Firetruck Applications using Western Star chassis
DD13	D471913	2010 2011	January 1, 2010 to February 6, 2012	Firetruck Applications using Freightliner M2 chassis

Owner Notification

Detroit Diesel will notify owners of equipment incorporating engines identified with this safety recall. A copy of the owner letter that will be used by Detroit Diesel is enclosed with this recall notice.

Distributor / Dealer Modification Responsibility

Detroit Diesel Repair Facilities are to service all engines subject to this recall. The recall is to be performed at no charge to owners on all affected engines under the provisions of this recall notice.

Please use the appropriate steps, noted below, for indicating that Safety Recall 11C4 has been completed.

Freightliner, Sterling, and Western Star Trucks

- Check the base label (**Form WAR259**) to see if **Safety Recall 11C4** has been completed. The base label is usually located on the passenger-side door about 12 inches (30 cm) below the door latch. If **Safety Recall 11C4** has been completed, no further work is needed. If base label is not located on the passenger-side door, please affix label (**Form WAR259**) 12 inches or 30 cm from the door latch.

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- Upon completion of **Safety Recall 11C4**, clean a spot on the base label (**Form WAR259**), write the Safety Recall Number (**11C4**) on a blank, red completion sticker (**Form WAR260**), and attach it to the base label.

Ordering Information

1. If you do not have the appropriate Form or Labels (DDC_WAR 259, DDC_WAR 260, DDC_WAR 261), they can be ordered them from Access EPI by going to the Detroit Diesel Extranet and click on Access EPI as well as going directly to ddc@epiinc.com.
2. You can also fax in your order to (269) 968-4260; or
3. Contact EPI directly at (269) 964-4600 Ext. 5806.

Parts Information

There are no parts required for this Campaign.

Corrective Procedure

1. Apply the parking brake, chock the wheels, and perform any other applicable safety steps.
2. You **MUST** use Detroit Diesel Reprogramming Software (DDRS) 7.08 when reprogramming. **REFERENCE** attached CSA letters 11 CSA-30.

NOTICE:
BEFORE you begin reprogramming, make sure the VIN is correct in all three modules (ACM, CPC, and MCM). If the VIN is not correct in all three modules, you will get an error when attempting to program.

3. Make sure the VIN is correct in all three modules (ACM, CPC, and MCM) by looking at the "Identification" screen in DDRS. If the VIN is not correct in all three modules, you can correct the VIN under the Actions drop down menu in DDRS by selecting the "Check VIN Synchronization" item. Select "Start" from this panel and follow the prompts. You will be prompted to cycle the key until the routine has completed. When synchronization is complete, turn the key back on and continue with the download process.

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- When an engine eligible for this Modification is successfully added, you will see a screen similar to Figure 2. Note the green check mark for example engine serial number 472903S0022388, the yellow exclamation points for the ACM, CPC, and MCM, and the remarks stating something similar to "11C4 – Update Device Software" and "authorized operation required". Click the "Next" button in the bottom right corner.

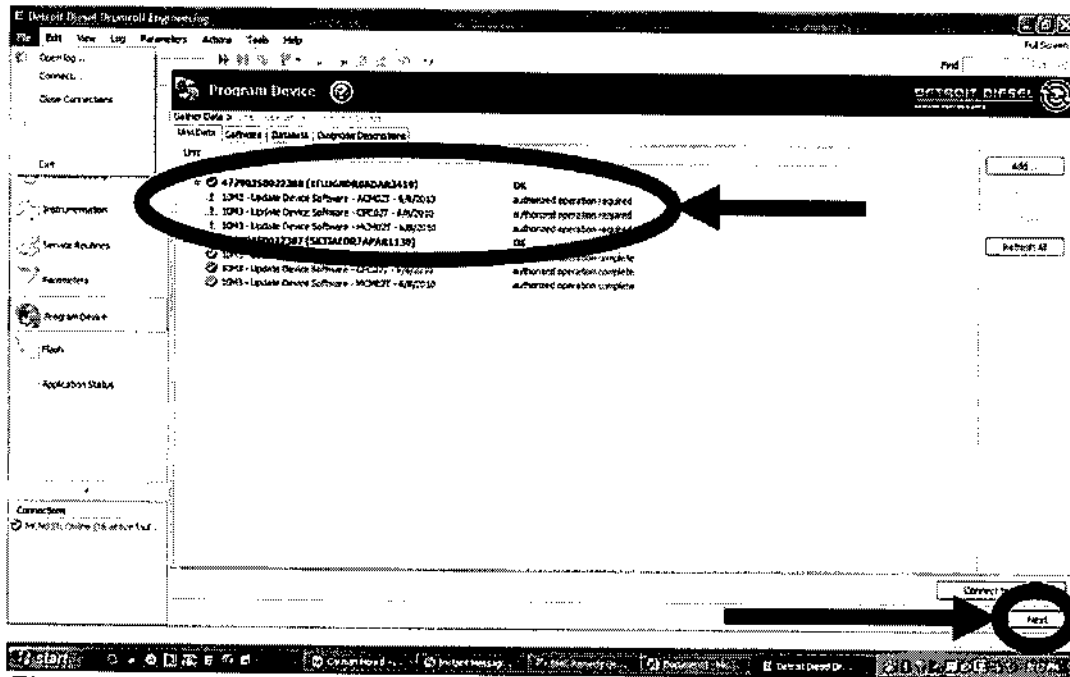


Figure 2 – Engine Serial Number Information

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9. You will see a screen similar to Figure 3. You will not have to select the individual module, or software level, like was done for previous programming. Click the "Start" button to begin programming the ACM.

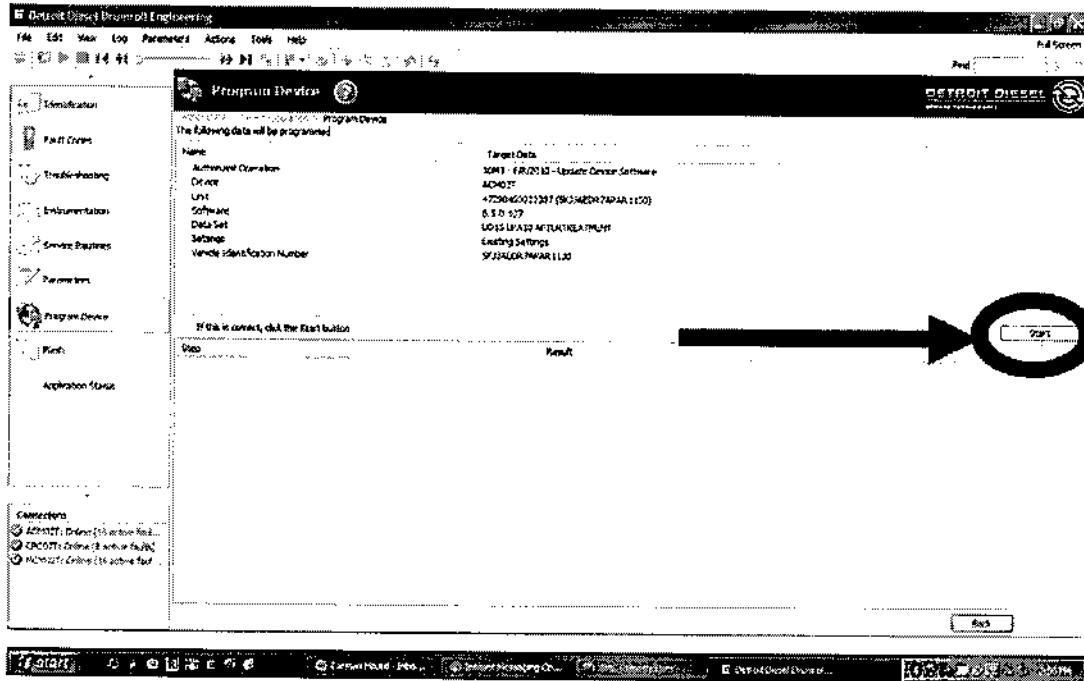


Figure 3 – Beginning Of Programming

10. After the ACM successfully programs, you will see a screen similar to Figure 4. Click the “Next” button in the bottom right corner.

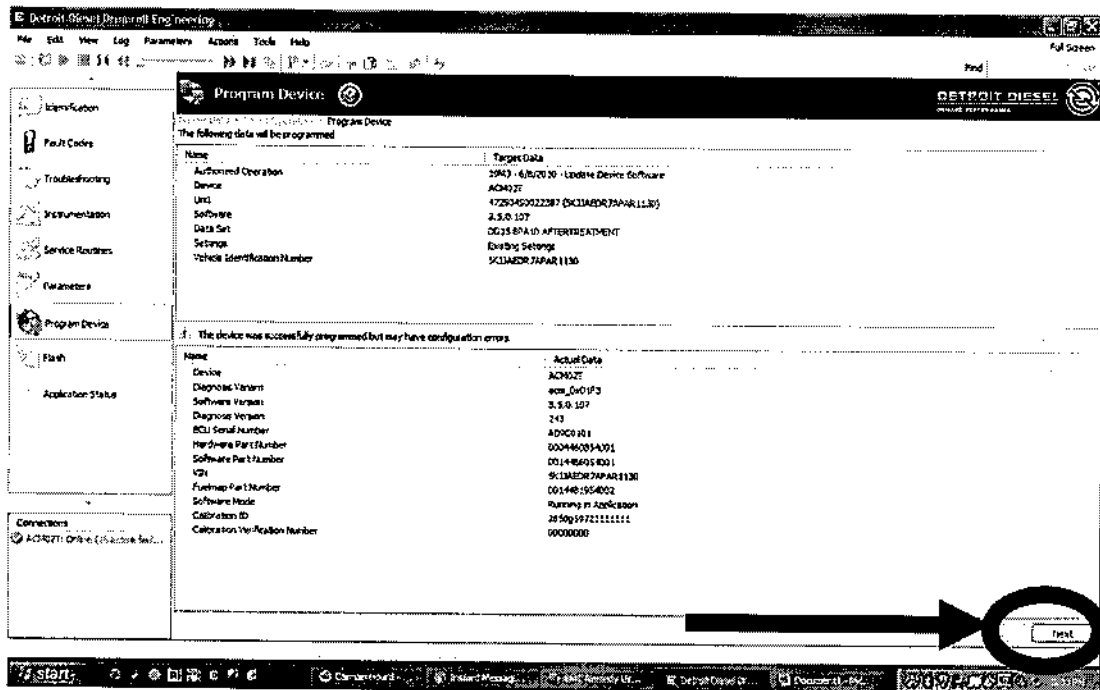


Figure 4 – Completion Of Programming

11. You will now be at the screen in Figure 2. Click the “Next” button in the bottom right corner.
12. You will now be at the screen in Figure 3, except it will be for the CPC. You will not have to select the individual module, or software level, like was done for previous programming. Click the “Start” button to begin programming the CPC.
13. After the CPC successfully programs, you will see a screen similar to Figure 4. Click the “Next” button in the bottom right corner.
14. You will now be at the screen in Figure 2. Click the “Next” button in the bottom right corner.

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15. You will now be at the screen in Figure 3, except it will be for the MCM. You will not have to select the individual module, or software level, like was done for previous programming. Click the “Start” button to begin programming the MCM.
16. After the MCM successfully programs, you will see a screen similar to Figure 4. Click the “Finish” button in the bottom right corner.
17. This will take you to a screen similar to Figure 5. Note the green check mark for example engine serial number 472903S0022388, the green check marks for the ACM, CPC, and MCM, and the remarks stating something similar to “11C4 – Update Device Software” and “authorized operation complete”. Programming is now complete.

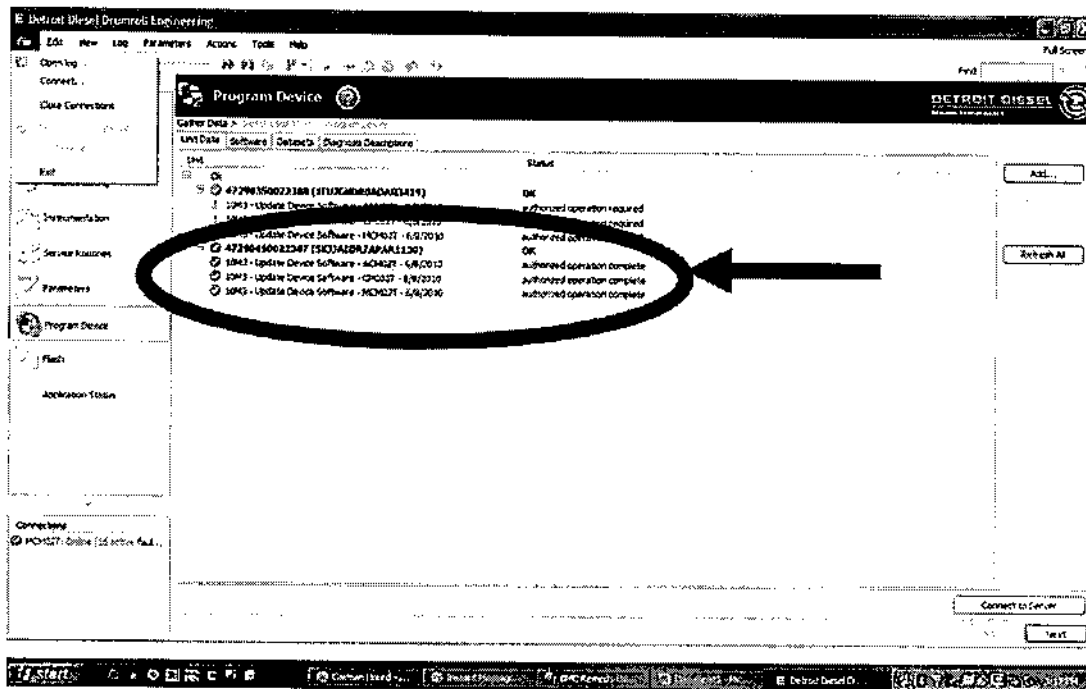


Figure 5 – Completion Of All Programming

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18. When programming is complete, click the "Finish" button and perform the following.
Reference Technical Service letter **07 TS-53**.

- a) Turn the vehicle ignition OFF, disconnect the USB Link at either the computer port or vehicle diagnostic port, and wait one minute.
- b) Turn the vehicle ignition ON and wait one minute for the MCM, ACM, and CPC to synchronize with each other.
- c) Reconnect the USB Link, reconnect DDRS to the MCM, ACM, and CPC, and confirm the proper software levels.

19. Repairs are complete.

Warranty Information

Claim Type:	04
Modification:	11C4
Fault Type:	ZZ
Primary Failed Part:	REPROGRAM
Labor:	0.9 Hours
Labor Code:	R11C4
Parts Return:	NONE

Should you have any additional questions, please contact Detroit Diesel.

DETROIT DIESEL
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Detroit, Michigan 48239-4001

BULLETIN