

ATTENTION: Dealer Principal, Warranty Manager, Service Manager, Parts Manager
Freightliner Dealers – U.S. and Canada
Western Star and Sterling Dealers – U.S. and Canada
FCCC Dealers – U.S. and Canada
Thomas Built Buses Dealers – U.S. and Canada
Direct Warranty Customers – U.S. and Canada
Detroit Diesel Distributors
Export Distributors

Daimler Truck North America LLC

WARRANTY CAMPAIGNS DEPARTMENT

P.O. Box 4090

800-547-0712

Portland, Oregon 97208-4090

If you have questions about this letter, please submit your inquiry using the **WSC app on the DTNA Portal**.

REF #: ICI25-005

Effective: 02/06/25

Release: 02/06/25

SUBJECT: F1012 – Engine Emergency Vehicle Calibration

This letter is to inform you that Cummins Distributors and certified repair locations will be performing a Recall on behalf of DTNA involving the reprogramming of the ECM. The vehicles involved are specific Freightliner Business Class M2 vehicles manufactured March 18, 2014, through September 6, 2019, with a Cummins ISB 6.7 or B 6.7 CM2350 Engine and spec'd with A85-006 'RESCUE AND EMERGENCY SERVICE'. Cummins Distributors and certified repair locations will update the ECM calibration to the correct emergency vehicle rating. A new data plate with the applicable emergency vehicle rating information will also be installed. Customers will be notified by mail and directed to a Cummins distributor for the repair.

This notice is for your information only. There is no action for dealers to take, all work will be done by Cummins locations.

If you receive a customer inquiry regarding **Cummins Field Campaign C2403**, please direct the customer to their nearest Cummins authorized Distributor or Dealer. To locate the nearest Cummins authorized Distributor or Dealer, the customer may call the Cummins at (800) 286-6467 or visit the Cummins website, www.cummins.com/locations.

A copy of the customer letter is included for your reference.

The information contained in this letter supersedes and supplements any related policies and procedures in any previously released bulletins, 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.

IMPORTANT SAFETY RECALL

This notice applies to your vehicle(s), see enclosed VIN list.

February 2025

F1012

NHTSA # 24V-924

Subject: Engine Emergency Vehicle Calibration

This notice is sent to you in accordance with the requirements of the *National Traffic and Motor Vehicle Safety Act*.

Daimler Truck North America LLC (DTNA), on behalf of its Freightliner Trucks Division, has decided that a defect, which relates to motor vehicle safety, exists in certain 2015-2020 Freightliner Business Class M2 emergency vehicles manufactured March 18, 2014, through September 6, 2019.

The vehicles are intended for use as emergency vehicles, but the engines have an automotive rating and are equipped with engine protection and inducement software, which could allow the engine to shut down unexpectedly. An unexpected engine shutdown can delay emergency responders and increase the risk of injury.

Cummins Distributors and authorized Warranty Dealers will update the electronic control module (ECM) calibration to the correct emergency vehicle rating. A new data plate with the applicable emergency vehicle rating information will also be installed. The Recall will take approximately two hours and will be **performed free of charge**.

Contact an authorized Cummins Distributor or authorized Warranty Dealers to arrange to have the campaign performed. To locate the nearest Cummins Distributor or authorized warranty dealer, call the Cummins directly at (800) 286-6467 or visit the Cummins website www.cummins.com/locations. You may also confirm your vehicle's involvement in this recall at the following URL:
<https://dtna-dlrinfo.prd.freightliner.com:48518/VinLookup/vin-module/getVinLookupPage>.

You may be liable for any progressive damage that results from your failure to complete the Recall within a reasonable time after receiving notification.

If you do not own the vehicle that corresponds to the identification number(s) which appears on the Recall Notification, please return the notification to the Warranty Campaigns Department with any information you can furnish that will assist us in locating the present owner. If you have leased this vehicle, Federal law requires that you forward this notice to the lessee within ten days. If you are a subsequent stage manufacturer, Federal law requires that you forward this notice to your distributors and retail outlets within five working days. If you have paid to have this recall condition corrected prior to this notice, you may be eligible to receive reimbursement. Please see the reverse side of this notice for details.

If you have questions about this Recall, please contact the Warranty Campaigns Department at (800) 547-0712, 7 a.m. to 4 p.m. Pacific Time, Monday through Friday, e-mail address: dtna-war-campaigns@daimlertruck.com. For other concerns, you may contact the Customer Assistance Center at (800) 385-4357. If your manufacturer, distributor, or dealer fails to remedy the defect or noncompliance without charge and within a reasonable time, you may wish to submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue SE, Washington, DC 20590; or call the Vehicle Safety Hotline at (888) 327-4236 (TTY: 800-424-9153); or go to <http://www.nhtsa.gov>.

We regret any inconvenience this action may cause but feel certain you understand our interest in motor vehicle safety.

WARRANTY CAMPAIGNS DEPARTMENT
Enclosure

Reimbursement to Customers for Repairs Performed Prior to Recall

If you have already **paid** to have this recall condition corrected you may be eligible to receive reimbursement.

Requests for reimbursement may include parts and labor. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized Daimler Truck North America LLC dealer. The following documentation must be presented to your dealer for consideration for reimbursement.

Please provide original or clear copies of all receipts, invoices, and repair orders that show

- The name and address of the person who paid for the repair
- The Vehicle Identification Number (VIN) of the vehicle that was repaired
- What problem occurred, what repair was done, when the repair was done
- Who repaired the vehicle
- The total cost of the repair expense that is being claimed
- Proof of payment for the repair (such as the front and back of a cancelled check or a credit card receipt)

Reimbursement will be made by check from your Daimler Truck North America LLC dealer.

Please speak with your Daimler Truck North America LLC authorized dealer concerning this matter.