



**No.: 12 TS-14**  
August 7, 2012

TO: Service Locations

FROM: Service Operations

SUBJECT: **Repair Facility Input on GHG14 Engine and Aftertreatment System Issues**

## **ISSUE**

In an effort to effectively respond to any emerging issues involving the new GHG14 engine and Aftertreatment system, Daimler Trucks North America must rely on communication from service facilities. This communication will help early detection and resolution of engine issues in the field. It will ultimately help to ensure successful support of the GHG14 engine.

The Detroit Diesel and Freightliner technical assistance lines are available for help in diagnosing any engine or vehicle issue; however, service locations are asked to contact the applicable technical assistance line whenever performing repairs on one of the new GHG14 engines. This input is very important and will be instrumental in identifying the root cause as quickly as possible.

## **REQUIRED ACTION**

If you have performed a repair on a GHG14 engine, but do not need actual consultation, please go to DDCSN under Customer Support and create a ticket or call and leave a message with the following information:

- Your name, phone number, company name and location
- Engine Serial Number
- The last six digits of the VIN
- A description of the issue, and if applicable, the solution

The technical assistance numbers are as follows:

- Detroit Diesel Customer Support Center - 800-445-1980 (for all GHG14 engines and engine components)
- Freightliner Technical Help Line – 888-587-6753 (for any Freightliner or Western Star vehicle interface issue)

How to locate the serial number on the DD series engine:



Figure 1 Engine Serial Number Location on Engine Block

GHG14 Model Number breakdown is detailed in Table 1.

ENGINE MODEL	DISPLACEMENT	APPLICATION
472906	14.8 L	ASSYMETRIC TURBO (AT)
472909	14.8 L	TURBOCOMPOUND (TC)
471927	12.8 L	FUEL ECON PACKAGE 0 (FE0)
471928	12.8 L	FUEL ECON PACKAGE 1 (FE1)
471933	12.8 L	FIRETRUCK
471934	12.8 L	COACH
471935	12.8 L	OFF-HIGHWAY
473908	15.6 L	TURBOCOMPOUND (TC)

Table 1 GHG14 Model Breakdown

## CONTACT INFORMATION

Please contact the Detroit Diesel Customer Support Center at 800-445-1980 or email [csc@daimler.com](mailto:csc@daimler.com) if you have any questions.