



No.: 12 CSA-26
November 8, 2012

TO: All Service & OEM Locations
Fleet Customers
Warranty Managers

FROM: Detroit Customer Support Center

SUBJECT: **Emission Label Replacement and Engine Family Requests**

This letter supersedes 06 TS-02Rev, 09 TS-37, 11 CSA-4, 12 CSA -6, and 12 CSA-8.

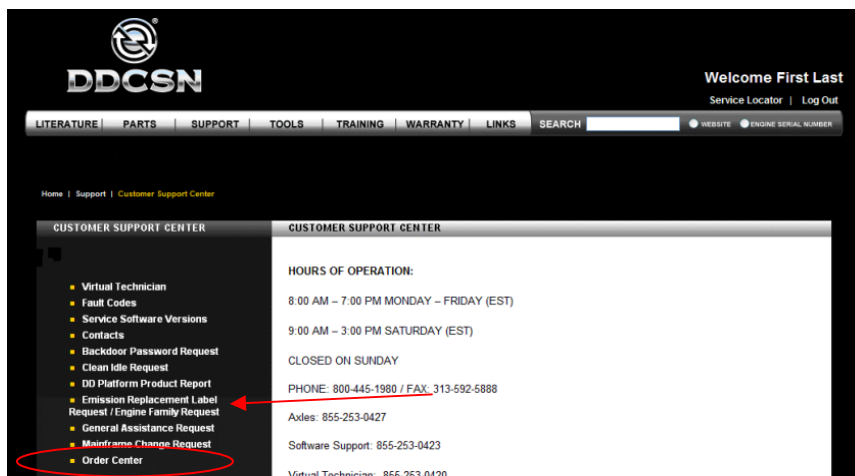
The Customer Support Center has been charging for Emission Label Replacement and Engine Family requests since **Monday, April 4, 2011**. The charge may be made via credit card or warranty debit. The following credit cards are accepted: American Express, Visa, or Master Card. Checks cannot be accepted. Warranty debits require a PO number and location code. **Warranty debit or Credit card information must be provided in order to process the request.**

GENERAL INFORMATION

A website has been developed for ordering emission labels and engine family requests called the Order Center. The purpose of this website is to allow the direct entering of credit card information into a secure website for order processing. Following is the link and tutorial for this Order Center application:

<https://extranet.detroitdiesel.com/ddorder/csc/OrderCleanIdleEmissionLabel.aspx>

The website location is in DDCSN. Login is required. To access the Order Center website in DDCSN, Select Support, then Customer Support Center.



The old link previously used for ordering these labels will remain in place until November 30, 2012. After November 30, the Order Center will be the only way to order these labels.

There are still two options for payment:

- Warranty System: These debits will be identified as 'Field Service' on the DTNA billing document and net on your warranty statement. If your warranty balance is zero at the time of the charge, you should remit according to the billing document; or
- VISA/MasterCard or American Express credit cards.

We cannot accept requests for a replacement Emission Control Label (ECL) from vehicle owners directly or from agents acting on behalf of vehicle owners.

Charges are as follows:

- | | |
|--------------------------------|---------------|
| • Emission Replacement Labels | \$50.00 each |
| • Engine Family Number Request | \$35.00 each |
| • Clean Idle Label Replacement | \$100.00 each |
| • New Clean Idle Request | \$150.00 each |

For Series 50®, Series 60®, and DD engines, the labels will be provided by Detroit within seven days of receiving a request. For MBE engines, the request will be forwarded to Germany for processing and may result in a longer wait time before a label is received. Engine family information will be provided via email, fax or verbal communication.

Clean Idle Background

Effective February 15, 2007, the California Air Resources Board (CARB) implemented regulation which affects all 1974 or newer diesel-powered heavy duty commercial vehicles operating in California. CARB shall determine compliance by inspecting the Emission Control Label (ECL) affixed to the vehicle's engine.

This regulation covers all on-highway Series 50®, Series 60®, MBE 900, MBE 4000 and DD engines. Remanufactured engines operating on roads in California need to be equipped with a remanufacturing label. Replacement remanufacturing labels can be obtained by going to DDCCSN, selecting Support Tab, then the Customer Support Center Link. Then select Order Center and choose "Add A Clean Idle/Emission Label." Labels of both types can be selected from this menu.

Once your request is submitted in the Order Center, you will receive an email confirmation. Submitting follow-up requests will create a duplicate case. Please call (800) 445-1980 or email CSC@Daimler.com if you need to follow-up.

NOTE: Do not use an ECL for any engine other than that for which it is assigned. Otherwise, noncompliance penalties may be assessed to the requesting location.

REQUIRED ACTION

The regulation requires the authorized dealer to affix the ECL to the engine (dealers are not allowed to give out ECL to consumers); therefore, you may be contacted by a vehicle owner to procure a replacement ECL for a specific engine serial number.

ADDITIONAL INFORMATION

Telephone requests will not be accepted. Please be sure to select the correct label request as refunds will not be given for the wrong labels ordered.

You can find engine family information on the emission label affixed to the engine and avoid the charge. However when the label is not available, you may use the process mentioned above in DDCSN.

CONTACT INFORMATION

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