



No.: 13 CSA-19
September 16, 2013

TO: All Service & OEM Locations
Fleet Customers
Warranty managers

FROM: Detroit™ Customer Support Center

SUBJECT: **California Clean Idle (30 Gram Calibrations)**
Updated Label Ordering Processes

NOTE: This document replaces 12CSA-25.

SUBJECT DETAIL

Detroit™ has found that there have been several instances of **new** Clean Idle labels being ordered by authorized locations and applied to trucks without reprogramming the MCM to be Clean Idle compliant. This is a direct violation of the Clean Air Act.

In order to prevent this from occurring, Detroit™ is changing the process by which Clean Idle labels are distributed. Going forward, the MCM **MUST** be verified to have been reprogrammed to Clean Idle calibrations **BEFORE** a new Clean Idle label will be distributed.

Please note that once a new Clean Idle label is ordered, the Customer Support Center will not send out the new Clean Idle label until it has been verified that the unit has been reprogrammed to be Clean Idle compliant.

The CSC will change the DDC mainframe. Once the change is made, you will be notified via e-mail that you may reprogram the unit. Once the Customer Support Center verifies that the truck has been reprogrammed, new labels will be shipped. Please make every effort to schedule this work so that the truck is reprogrammed immediately upon confirmation of mainframe change. All Clean Idle labels must be installed to the truck for which they are assigned. Failure to do so may result in non-compliance penalties.

This change does not affect the order process for replacement Clean Idle labels.

GENERAL INFORMATION

In order for trucks to idle for extended periods in California, engines built in 2008 and later are limited to a certain NOx level.

Clean Idle calibrations are available for 2007 and newer Series 60, DD Platform, MBE 4000, and MBE 900 engines. These new calibrations allow a unit to idle at reduced speeds (most are limited to 900 rpm).

- Current engines built to the 2007/2008 model year emissions will not automatically update to the clean idle version when the MCM/CPC is programmed.
- All engines that need to be 30 gram compliant will require the mainframe to be changed by Detroit™ prior to programming. Programming must be completed before Detroit™ will issue a new label.
- All vehicles will also require a Clean Idle vehicle label which has a unique serial number on each label and must be applied to the hood or door on the driver's side.
- All 2007/2008 updated engines will require a supplemental engine emissions label. 2009 and later engines do not require a supplemental engine emissions label.
- Some engines will require the engine emissions label to be replaced.
- Engine Serial Number (ESN), Vehicle Identification Number (VIN), and label ESN must be documented by Detroit™.
- It is the sole responsibility of the requesting location to ensure that the proper clean idle label is installed on the truck identified in the clean idle request. Do not use this label for any vehicle other than for which it was assigned. Failure to do so may result in non-compliance penalties for the requesting location.
- The EPA has the authority under the Clean Air Act to assess a fine of up to \$32,500 per engine for violations of the Clean Air Act. Failure to properly label the engine or vehicle is a violation of the Clean Air Act. If a label is damaged for any reason, the available remains of the label must be returned to DDC for a replacement with the full ESN and VIN.
- Labels that have been lost or discarded are the responsibility of the requesting location.
- All replacement label requests require an explanation or reason for replacement and the label serial number from the label being replaced. The reason and the label serial number immediately below the bar code must be identified on clean idle request form. If for some reason the label is severely damaged and the serial number is unreadable, send pictures and return the remains of the label.

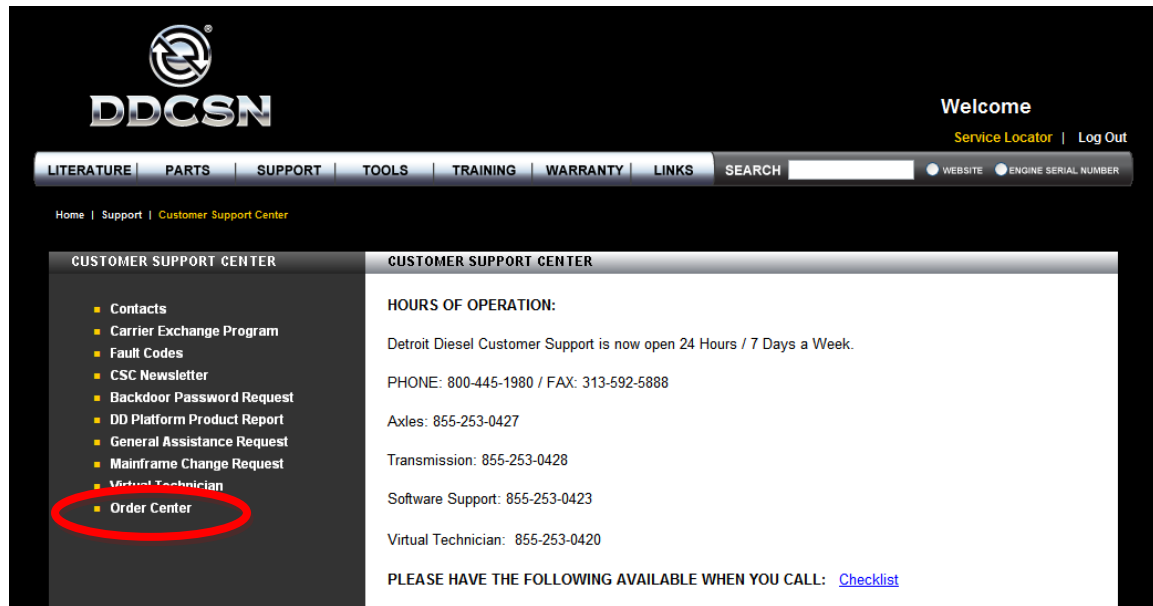
ORDERING INFORMATION

A website has been developed for ordering emission labels and engine family requests in 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 Order Center website location is in DDCSN. Login is required. To access the website in DDCSN, select Support, then Customer Support Center.



PAYMENT INFORMATION

The Customer Support Center is charging for clean idle. There are 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.
- VISA/MasterCard or American Express credit cards: Once the credit card is processed, the clean idle label request will be filled. A receipt will be included with the label

Charges are as follows:

- New Clean Idle Label with Mainframe Change \$150.00 each
- Clean Idle Replacement Labels \$100.00 each

ADDITIONAL INFORMATION

MCM/CPC programming for Clean Idle can be done as part of any open Modification or

Campaign. If a warrantable failure occurs that mandates that the MCM/CPC be reprogrammed, Clean Idle can be enabled at that time.

The CSC will make every effort to respond immediately, but would appreciate up to seven days to process the clean idle request and ship material.

CONTACT INFORMATION

Please contact the Detroit Customer Support Center at **800-445-1980** or e-mail csc@daimler.com if you have any questions.