

15 CSA-5
April 15, 2015

TO: Service Locations and Fleets

FROM: Detroit – Customer Support Center

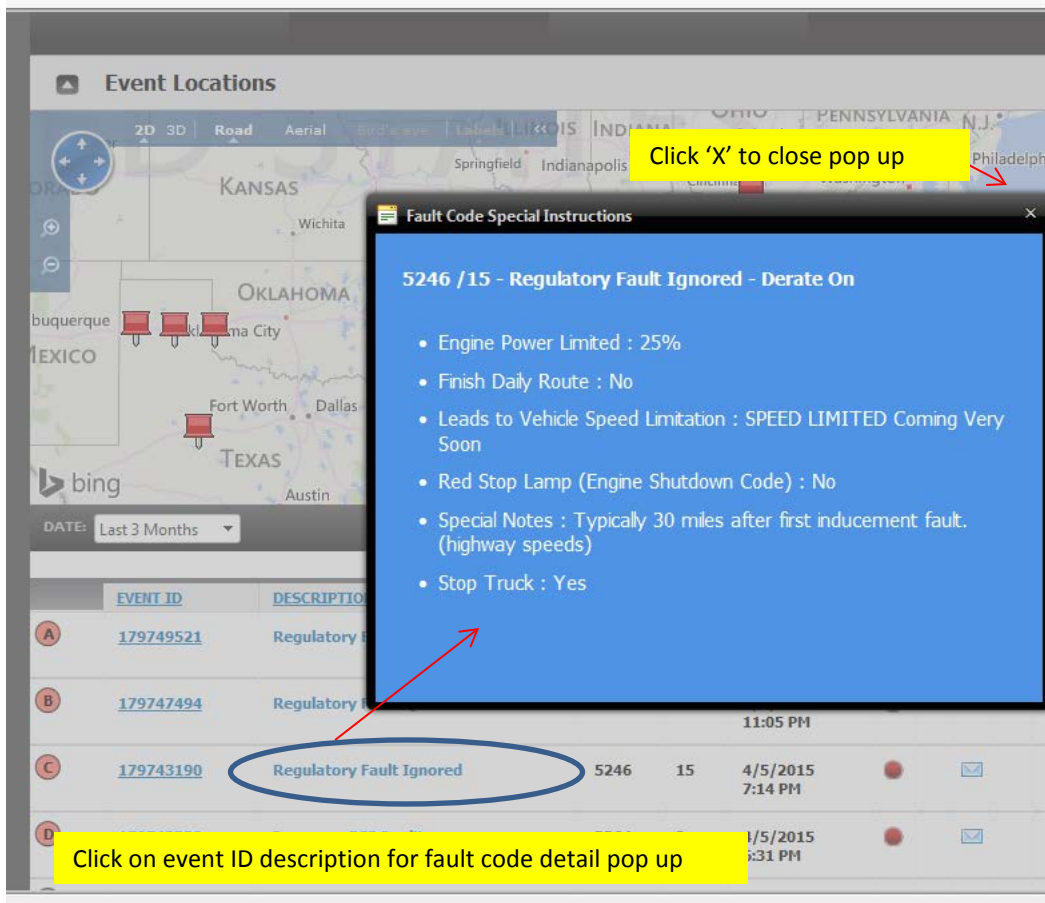
SUBJECT: NEW FEATURE IN VIRTUAL TECHNICIAN

SUBJECT DETAIL

A 'Fault Code Special Instructions' feature has been released in Virtual Technician (VT) to assist fleet owners/customers regarding Detroit engine fault code severity: Engine power/speed limitation, whether driver can finish daily route, and special notes.

To view this feature, log into the VT dash and search a particular VIN. When the fault code event screen is returned (as shown below), click on the event ID description for details regarding the selected fault code:

In this example, the circled words have been clicked returning the blue pop up box.



Event Locations

2D 3D Road Aerial

Click 'X' to close pop up

Fault Code Special Instructions

5246 /15 - Regulatory Fault Ignored - Derate On

- Engine Power Limited : 25%
- Finish Daily Route : No
- Leads to Vehicle Speed Limitation : SPEED LIMITED Coming Very Soon
- Red Stop Lamp (Engine Shutdown Code) : No
- Special Notes : Typically 30 miles after first inducement fault. (highway speeds)
- Stop Truck : Yes

11:05 PM

EVENT ID	DESCRIPTION	5246	15	4/5/2015 7:14 PM	
A 179749521	Regulatory Fault Ignored				
B 179747494	Regulatory Fault Ignored				
C 179743190	Regulatory Fault Ignored				
D 179743190	Regulatory Fault Ignored				

Click on event ID description for fault code detail pop up

Following is a link to additional Virtual Technician information in DDCCSN including access to the VT website, vehicle registration, support & contacts, etc.:

[Virtual Technician Home Page in DDCCSN](#)

For questions or assistance, please email Virtual.Technician@Daimler.com or call 855-253-0420.