



No: 15 CSA-7
April 24, 2015

TO: Service Locations

FROM: Detroit - Customer Support Center

SUBJECT: **The Detroit CSC will discontinue the support of providing DDEC Backdoor Passwords beginning on June 1, 2015**

SUBJECT DETAIL

The Detroit Customer Support Center (CSC) will discontinue the support of providing DDEC Backdoor Passwords effective Monday, June 1, 2015. 15-CSA 3 was released in February to our Dealer / Distributor Network on how to access DDEC backdoor passwords without having to contact the CSC. If your service location has not set up this access, please review the letter for instructions.

Also starting June 1, 2015, any customer requests will be referred to an authorized service location.

DO NOT PROVIDE PASSWORDS FOR: Penske, Schneider, or Swift as they have the ability to look up their own passwords.

For ease of use: The link to obtain a DDEC V or newer backdoor password is:

<http://ddcapps.detroitdiesel.com/Engineering/sso/Backdoor/Menu/BackdoorMain.jsp>

(Reminder – you have to follow the instructions in 15-CSA 3 to request access prior to using this link. If you do not have access, the above link will not work for you).

CONTACT INFORMATION

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