

FIELD SERVICE CAMPAIGN BULLETIN

Subject: **Field Service Campaign D18M2**
GHG17 Detroit™ DD13® Software Reprogramming and Emission
Label Replacement for Motor Coach Industries, Inc. (MCI®)

Issue Involved

Detroit Diesel Corporation (DDC) has determined that some certified GHG17 Detroit™ DD13® engines installed in MCI® vehicles will require reprogramming to a **minimum** of the software and fuel map part number ZGS levels listed below.

- MCM software 6.6.0.1 with fuel map part number level ZGS 003
- ACM software 7.58.2.0 with fuel map part number:
 - A0194486954 ZGS 001 (engine serial number 471941S0547134 and higher)
 - A0194487054 ZGS 001 (engine serial number 471941S0547132 and lower)
- CPC software R40_00_000A

Some of these units may also need their exempt emission label replaced with a certified emission label.

Updated programming and certified emission labels became effective for GHG17 DD13® engines manufactured after August 29, 2018. GHG17 DD13® engines manufactured before August 29, 2018, need the MCM, ACM, and CPC reprogrammed, and some may also need installation of a certified emission label.

Note that some engines may already be reprogrammed and have a certified emission label installed. These engines will be excluded from this Field Service Campaign.

Reprogramming and emission label replacement corrects various fault code issues such as “SPN: 1636, FMI: 16 – CAC Efficiency Low”, “SPN: 2659, FMI: 0 – EGR Flow Target Error”, and “SPN: 520372, FMI: 16 – SCR Closed Loop Control At Maximum Limit.”

There are approximately 457 engines affected by this Field Service Campaign.

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Engines Involved

A list of engines located in your area of responsibility that require this correction is attached.

The table below gives descriptive information to help identify the affected units:

Model Series	Model Number	Model Year	Inclusive Engine Mfg. Date (From) (To)	Descriptive Information
DD13	D471941	2016-2018	October 1, 2015, to August 29, 2018	MCI® applications

Owner Notification

Detroit Diesel will notify owners of equipment incorporating engines identified with this Field Service Campaign. A copy of the owner letter that will be used by Detroit Diesel is enclosed with this Field Service Campaign bulletin.

Distributor Campaign Responsibility

Detroit Diesel repair facilities are to service all engines subject to this Field Service Campaign. Field Service Campaign D18M2 is to be performed at no charge to owners on all affected engines under the engine warranty or prior to **September 30, 2019** under the provisions of this Field Service Campaign.

Please use the appropriate steps, noted below, for indicating that Field Service Campaign D18M2 has been completed.

- Check the base label (**Form WAR259**) to see if **Field Service Campaign D18M2** has been completed. The base label is usually located on the passenger-side door about 30 cm (12 inches) below the door latch. If **Field Service Campaign D18M2** has been completed, no further work is needed. If base label is not located on the passenger-side door, please affix label (**Form WAR259**) 30 cm (12 inches) from the door latch.
- Upon completion of **Field Service Campaign D18M2**, clean a spot on the base label (**Form WAR259**), write the Field Service Campaign Number (**D18M2**) on a blank, black completion sticker (**Form WAR261**), and attach it to the base label.

Ordering Information

1. If you do not have the appropriate Form or Labels (DDC_WAR 259, DDC_WAR 260. DDC_WAR 261), they can be ordered from **EPI Printers** by emailing your order to ddc@epiinc.com.
2. You can also fax in your order to **269-698-4240 Attn: Corrina Cotton**.
3. Contact **EPI Printers at 734-464-9000**.

Parts Information

Some units will require a new certified emission label. The engine serial number list for this Field Service Campaign will identify which units need the label. Follow the instructions below to order a label.

1. Log onto the DDCSN.com order center using your DTNA Connect ID and password.

[DDCSN Order Center - Clean Idle](#)

2. Click the “+” next to “Add a Clean Idle / Emission / Other Label. See Figure 1.

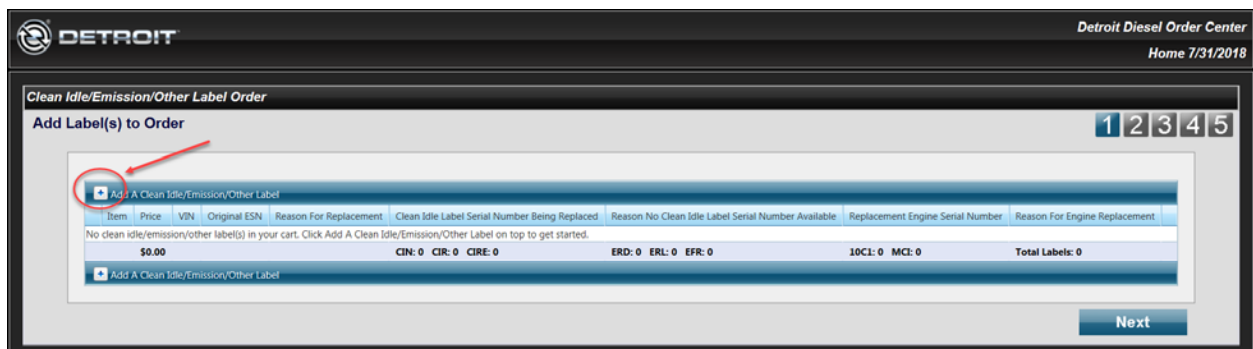


Figure 1 – Emission Label Order Process

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- Use the item drop down and select “MCI Campaign Label”. See Figure 2.

NOTE: The price for the MCI Campaign Label should be \$0.00.

Clean Idle/Emission/Other Label Order

Add Label(s) to Order

1 2 3 4 5

Add A Clean Idle/Emission/Other Label

Item	Price	VIN	Original ESN	Reason For Replacement	Clean Idle Label Serial Number Being Replaced	Reason No Clean Idle Label Serial Number Available	Replacement Engine Serial Number	Reason For Engine Replacement
No clean idle/emission/other label(s) in your cart. Click Add A Clean Idle/Emission/Other Label on top to get started.								
\$0.00					CIN: 0 CIR: 0 CIRE: 0	ERD: 0 ERL: 0 EFR: 0	10CL: 0 MCL: 0	Total Labels: 0

Add a Clean Idle/Emission/Other Label

Item: **Select Label Type --**

- New Clean Idle Label
- Clean Idle Label Replacement
- Replacement Engine, with Clean Idle Label
- Emission Replacement Label (Damaged)
- Emission Replacement Label (Lost)
- Engine Family # Request (NO LABEL)
- MCI Campaign Label

Price: \$0.00

VIN:

Original ESN:

Add A Clean Idle/Emission/Other Label

Next

Figure 2 – Emission Label Order Process

- Complete the “VIN” and “Original ESN” fields and select “Insert Item”. See Figure 3.

DETROIT

Detroit Diesel Order Center

Home 7/31/2016

Clean Idle/Emission/Other Label Order

Add Label(s) to Order

1 2 3 4 5

Add A Clean Idle/Emission/Other Label

Item	Price	VIN	Original ESN	Reason For Replacement	Clean Idle Label Serial Number Being Replaced	Reason No Clean Idle Label Serial Number Available	Replacement Engine Serial Number	Reason For Engine Replacement
No clean idle/emission/other label(s) in your cart. Click Add A Clean Idle/Emission/Other Label on top to get started.								
\$0.00					CIN: 0 CIR: 0 CIRE: 0	ERD: 0 ERL: 0 EFR: 0	10CL: 0 MCL: 0	Total Labels: 0

Add a Clean Idle/Emission/Other Label

Item: MCI Campaign Label

Price: \$0.00

VIN:

Original ESN:

Add A Clean Idle/Emission/Other Label

Next

Figure 3 – Emission Label Order Process

- Click “Next” to complete the ordering process. 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 the Detroit™ Customer Support Center CSC at 800-445-1980 or email csc@daimler.com if you need to follow-up.

Corrective Procedure

1. Apply the parking brake, chock the wheels, and perform any other applicable safety steps.
2. You **MUST** use DiagnosticLink® Professional 8.08 with Service Pack 2 (*or higher*) when reprogramming. **REFERENCE** Detroit Customer Service Announcement letter 18 CSA-16 for more information on DiagnosticLink® 8.08 with Service Pack 2.
3. Begin the process by connecting DiagnosticLink® to the vehicle. Make sure that all the modules (ACM, CPC, and MCM) are connected.

NOTICE:
BEFORE you begin reprogramming, make sure the VIN is correct in all modules (ACM, CPC, and MCM). If the VIN is not correct in all modules, you will get an error message when attempting to reprogram.

4. Make sure the VIN is correct in all modules (ACM, CPC, and MCM) by looking at the “Identification” screen in DiagnosticLink®. If the VIN is not correct in all modules, you can correct the VIN under the Actions drop-down menu in DiagnosticLink® by selecting the “Check VIN Synchronization” item. Select “Start” from this panel and follow the prompts. You will be prompted to cycle the key until the routine has completed. When synchronization is complete, turn the key back on and continue with the download process.

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5. On the Identification screen, check the current MCM and ACM software and fuel map part number ZGS levels. Listed below are the **MINIMUM** levels required. See Figure 4 for an example of the Identification screen.
 - a. MCM software **6.6.0.1** and fuel map part number level **ZGS 004**
 - b. ACM software **7.58.2.0** with fuel map part number:
 - i. A0194486954 ZGS 001 (engine serial number 471941S0547134 and higher)
 - ii. A0194487054 ZGS 001 (engine serial number 471941S0547132 and lower)
 - c. CPC software **R40 00 000A**

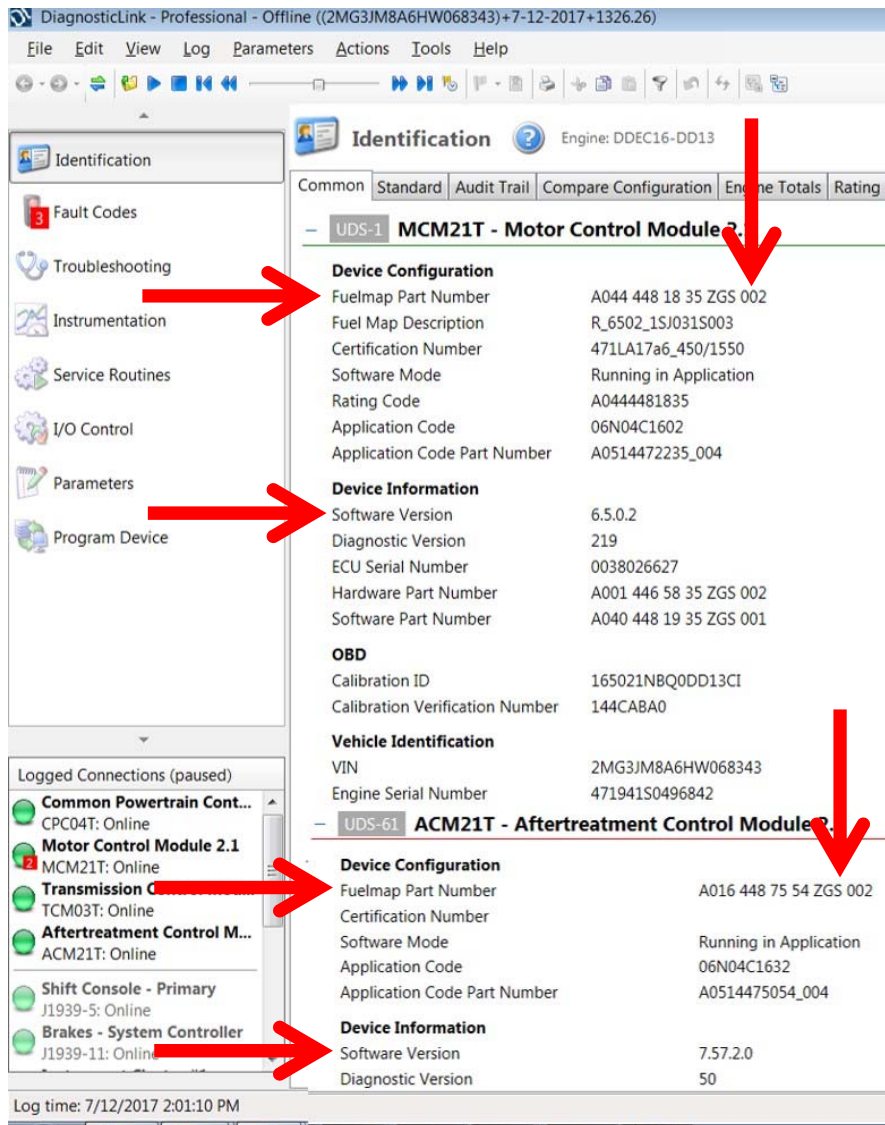


Figure 4 – DiagnosticLink® Identification Screen

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6. Is the **software** level for all modules less than, equal to, or higher than the minimum software levels listed in step 5? All modules must meet the **MINIMUM** requirements. For example in Figure 4, MCM software 6.5.0.2 and ACM software 7.57.2.0 are both less than the minimum levels of 6.6.0.1 and 7.58.2.0, and thus would require programming regardless of fuel map part number ZGS level.
 - a. If less than the minimum software levels, proceed to step 8.
 - b. If equal to the minimum software levels, proceed to step 7.
 - c. If greater than the minimum software levels, no programming is necessary. Proceed to step 13.

7. Is the fuel map part number ZGS level for the MCM and ACM less than, equal to, or higher than the fuel map part number ZGS levels listed in step 5? The MCM and ACM fuel map part number ZGS levels must meet the **MINIMUM** requirements. For example in Figure 5, the MCM software meets the minimum required of 6.6.0.1, but the fuel map part number level ZGS 003 is less than the minimum level of 004 and thus would require programming. **Note that any fuel map part number ZGS level in the MCM or ACM that starts with the number 9 will require reprogramming.**
 - a. If less than the minimum fuel map part number ZGS levels, proceed to step 8.
 - b. If equal to or greater than the minimum fuel map part number ZGS levels, no programming is necessary. Proceed to step 13.

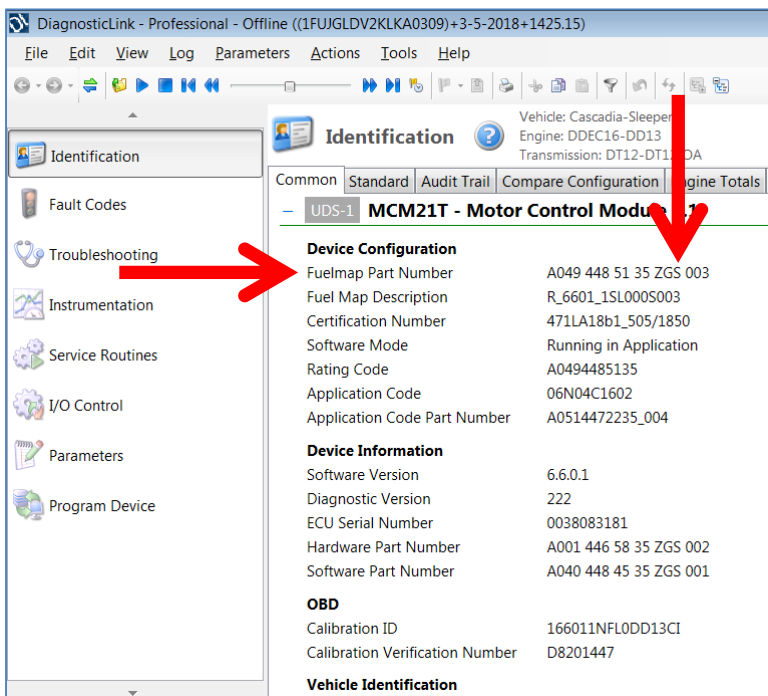


Figure 5 – DiagnosticLink® Identification Screen

8. Select the “Program Device” option along the left side of the DiagnosticLink® screen.

9. Select the “Add” button in the upper right corner of the DiagnosticLink[®] screen and enter the engine serial number. Then click the “Connect to Server” button in the bottom right corner of the DiagnosticLink[®] screen. See Figure 6.

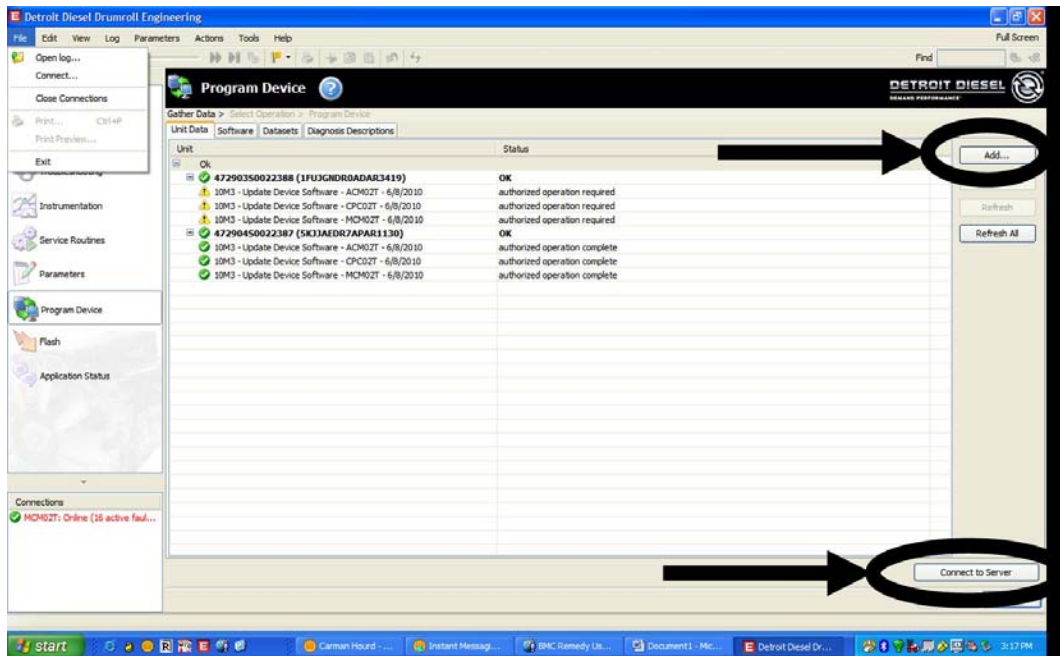


Figure 6 – Adding Engine Serial Number And Connecting To Server

10. Program the MCM, ACM, and CPC, based on the above inspection results and engine serial number listing included with this Field Service Campaign.
11. When programming is complete, click the “Finish” button and perform the following to allow the modules to synchronize with each other:
 - a) Turn the vehicle ignition OFF, disconnect the USB Link at either the computer port or vehicle diagnostic port, and wait one minute.
 - b) Turn the vehicle ignition ON and wait one minute.
 - c) Turn the vehicle ignition OFF and wait one minute.
 - d) Turn the vehicle ignition ON and wait one minute.
 - e) Reconnect the USB Link, reconnect DiagnosticLink[®] to the MCM, ACM, CPC, and confirm the proper software and fuel map levels.

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12. Update the server by clicking the “Connect to Server” button in the bottom right corner of the DiagnosticLink® screen.

NOTICE:
CHECK with the customer to see if Auto Elevate can be enabled. Auto Elevate can prevent Aftertreatment System (ATS) issues.

13. Ask the customer if they would like Auto Elevate activated. **REFERENCE** Detroit Technical Service letter 16 TS-18 for full details on Auto Elevate.
14. Remove and replace the exempt emission label from the engine rocker cover based on the engine serial number listing included with this Field Service Campaign. Note that the old label is designed to come off in pieces upon removal from the engine. See Figure 6 for an example of an exempt emission label.



Figure 6 – Exempt Emission Label Example

15. Repairs are complete.

Notice	
Claim administration time, SRT 939-6010A, for 0.3 hours will automatically be added. No additional operation is required or will be allowed.	

Warranty Information

Claim Type:	Field Service Campaign
Modification	D18M2
Cause Code:	A1-Campaign
Primary Failed Part:	DDC REPROGRAM1
GROUP (A) Serial Numbers	
Labor Code:	996-F182A No Programming or Emission Label Required
Labor:	0.1 Hours
Labor Code:	996-F182B Reprogram MCM, ACM, CPC
Labor:	0.5 Hours
GROUP (B) Serial Numbers	
Labor Code:	996-F182C Reprogram MCM, ACM, CPC, and Emission Label Replacement
Labor:	0.6 Hours
Labor Code:	996-F182D No Programming, Emission Label Replacement Only
Labor:	0.1 Hours
Parts Return:	NONE

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

DETROIT DIESEL
13400 Outer Drive West
Detroit, Michigan 48239-4001

BULLETIN