

# FIELD SERVICE CAMPAIGN BULLETIN

Subject: **Field Service Campaign D18M2 – REVISION 1**  
**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 the required software and fuel map part numbers listed below.

- Engine serial number 471941S0547132 and lower:
  - MCM software 6.6.0.1 with fuel map part number:
    - 410/1450 rating A0614487235 ZGS 001
    - 450/1550 rating A0494480635 ZGS 003
  - ACM software 7.58.2.0 with fuel map part number A0194487054 ZGS 001
- Engine serial number 471941S0547134 and higher:
  - MCM software 6.6.0.1 with fuel map part number:
    - 410/1450 rating A0364489535 ZGS 003
    - 450/1550 rating A0494484035 ZGS 003
  - ACM software 7.58.2.0 with fuel map part number A0194486954 ZGS 001
- 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.

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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 459 engines affected by this Field Service Campaign.

### 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:

<b>Model Series</b>	<b>Model Number</b>	<b>Model Year</b>	<b>Inclusive Engine Mfg. Date (From) (To)</b>	<b>Descriptive Information</b>
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.

## 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.

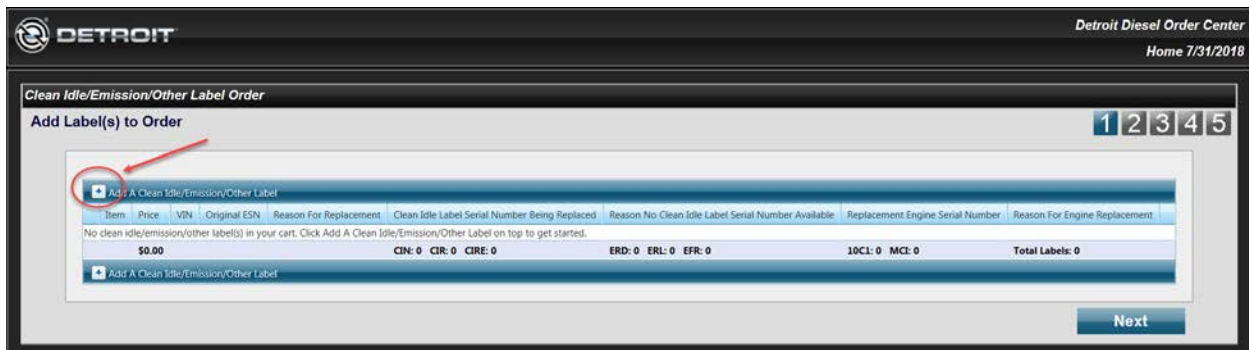


Figure 1 – Emission Label Order Process

3. 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.

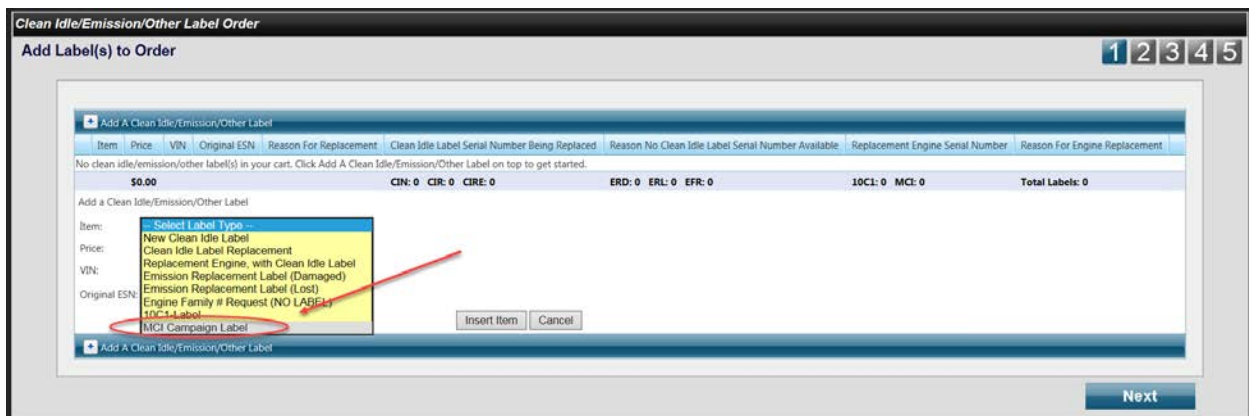
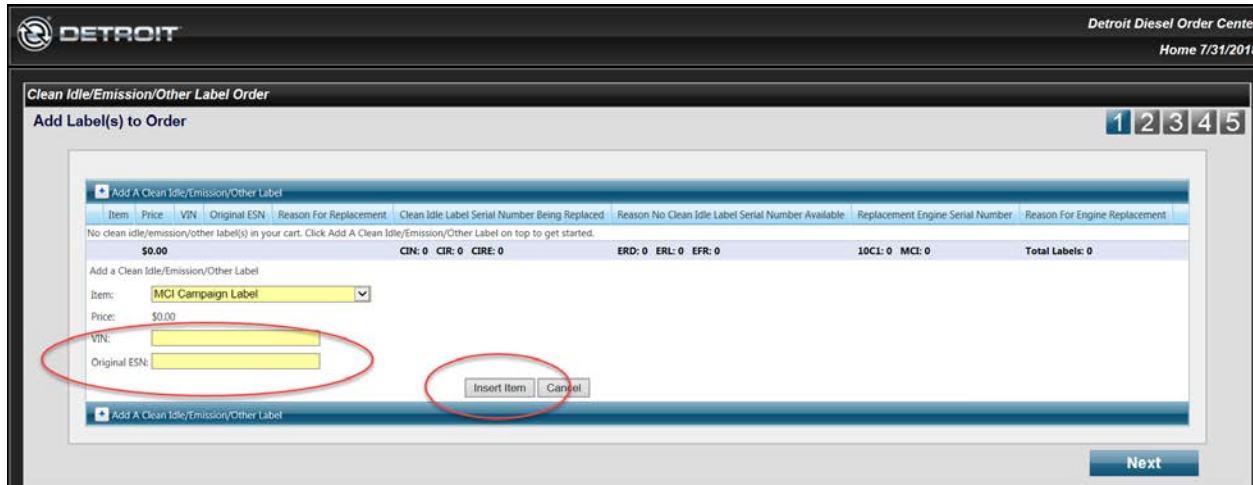


Figure 2 – Emission Label Order Process

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



The screenshot displays the "Detroit Diesel Order Center" interface. At the top, it says "Detroit Diesel Order Center" and "Home 7/31/2011". The main heading is "Clean Idle/Emission/Other Label Order". Below this is a sub-heading "Add Label(s) to Order" with a progress indicator showing steps 1 through 5, with step 1 being the current step. The interface includes a table with columns: 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, and Reason For Engine Replacement. Below the table, there are several status indicators: CIN: 0, CIR: 0, CIRE: 0, ERD: 0, ERL: 0, EFR: 0, IOC: 0, MCI: 0, and Total Labels: 0. The main form area has a dropdown menu for "Item" set to "MCI Campaign Label" and a "Price" of "\$0.00". Below these are two text input fields: "VIN:" and "Original ESN:". Both of these fields are circled in red. To the right of these fields are two buttons: "Insert Item" and "Cancel", with the "Insert Item" button also circled in red. At the bottom right of the form area is a "Next" button.

**Figure 3 – Emission Label Order Process**

5. 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](mailto: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 3 (*or higher*) when reprogramming. **REFERENCE** Detroit Customer Service Announcement letter 18 CSA-18 for more information on DiagnosticLink® 8.08 with Service Pack 3.
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 numbers. Listed below are the numbers required. See Figure 4 for an example of the Identification screen.
  - a. Engine serial number 471941S0547132 and lower:
    - i. MCM software 6.6.0.1 with fuel map part number:
      1. 410/1450 rating A0614487235 ZGS 001
      2. 450/1550 rating A0494480635 ZGS 003
    - ii. ACM software 7.58.2.0 with fuel map part number A0194487054 ZGS 001
  - b. Engine serial number 471941S0547134 and higher:
    - i. MCM software 6.6.0.1 with fuel map part number:
      1. 410/1450 rating A0364489535 ZGS 003
      2. 450/1550 rating A0494484035 ZGS 003
    - ii. ACM software 7.58.2.0 with fuel map part number A0194486954 ZGS 001
  - c. CPC software R40\_00\_000A

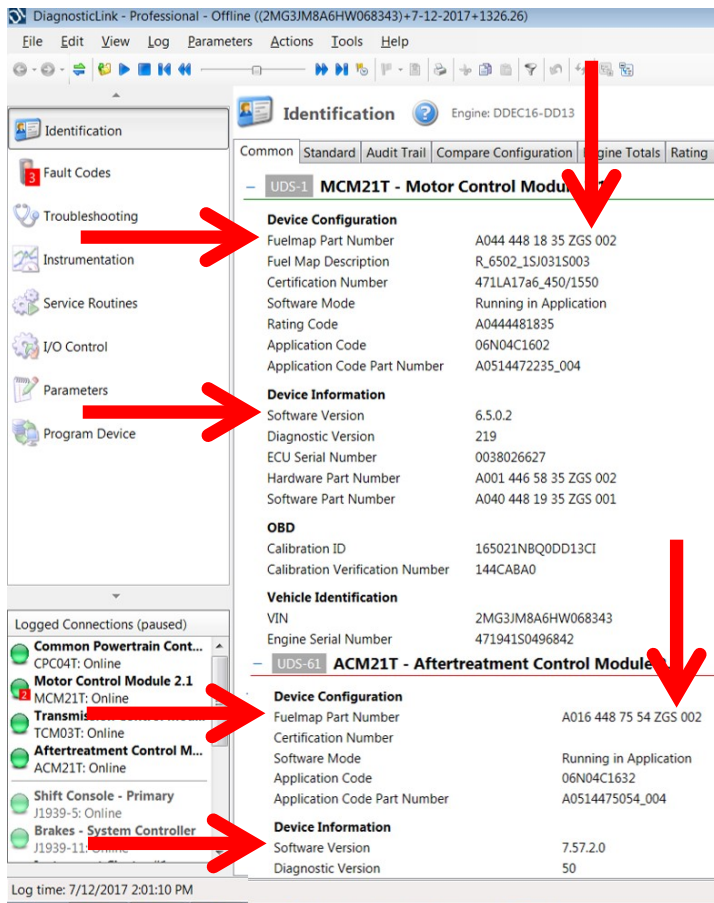


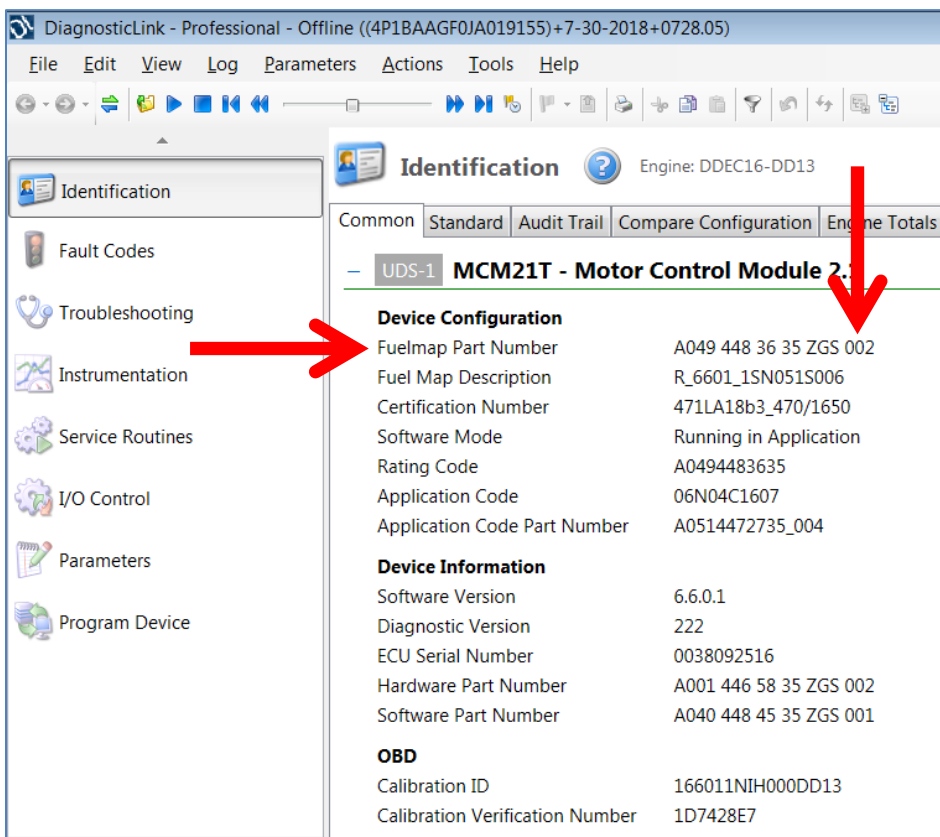
Figure 4 – DiagnosticLink® Identification Screen

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

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7. Are the fuel map part numbers for the MCM and ACM equal to the fuel map part numbers listed in step 5? For example in Figure 5, the MCM software meets the necessary requirement of 6.6.0.1, but the fuel map part number does not match the numbers in step 5, 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.**
- If No, proceed to step 8.
  - If Yes, 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.

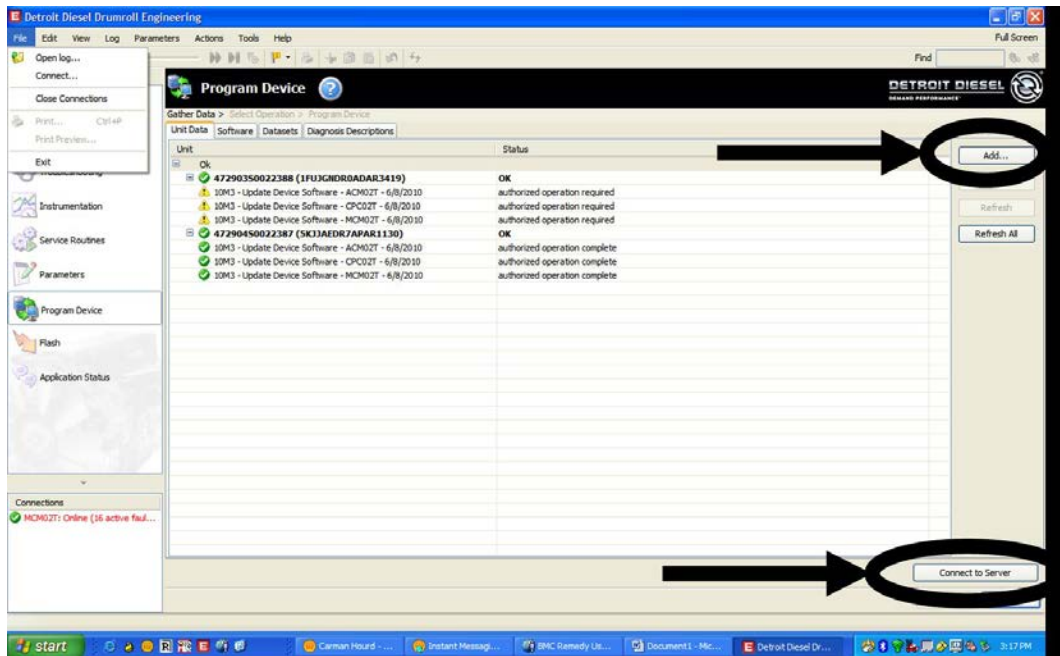


Figure 6 – Adding Engine Serial Number And Connecting To Server

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.

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

<b>NOTICE:</b>
<b>CHECK</b> 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.

<b>Notice</b>
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**

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

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

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**BULLETIN**