

# FIELD SERVICE CAMPAIGN BULLETIN

Subject: **Field Service Campaign D19M3**  
**GHG17 Detroit™ DD5™ Software Reprogramming**

## **Issue Involved**

Detroit Diesel Corporation (DDC) has determined that some certified GHG17 Detroit™ DD5™ engines will require reprogramming to a **minimum** software level and fuel map part number version as listed below.

- MCM software 9.1.2.3 with fuel map part number version ZGS 006
- ACM software 9.57.1.0 with fuel map part number version ZGS 002
- CPC software R36\_00\_000A

The software and fuel maps became effective with GHG17 Detroit™ DD5™ powered vehicles approximately manufactured after April 11, 2018. Any GHG17 Detroit™ DD5™ engine in model year 2016-2018 vehicles, that were manufactured before this date and are running older software and fuel maps, may need their modules reprogrammed. Note that some vehicles may already be reprogrammed and are excluded from this Field Service Campaign.

Note that the currently available software and fuel map levels may be higher than the minimum levels shown above.

Reprogramming will correct some fault code issues such as “SPN 110, FMI: 18 - Coolant Thermostat Slow Response” and enable the ability to run a Parked SCR Efficiency diagnostic test.

There are approximately 1,806 engines affected by this Field Service Campaign.

**Field Service Campaign Bulletin D19M3**  
Page Two

**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 Vehicle Mfg. Date (From) (To)</b>	<b>Descriptive Information</b>
DD5	D934912	2016 2017 2018	2016 to April 11, 2018	All 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 / Dealer Campaign Responsibility**

Detroit Diesel repair facilities are to service all engines subject to this Field Service Campaign. Field Service Campaign D19M3 is to be performed at no charge to owners on all affected engines under the engine warranty or prior to **February 28, 2020**, under the provisions of this Field Service Campaign.

Please use the appropriate steps, noted below, for indicating that Field Service Campaign D19M3 has been completed.

**Daimler Trucks North America Vehicles**

- Check the base label (**Form WAR259**) to see if **Field Service Campaign D19M3** 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 D19M3** 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.

## Field Service Campaign Bulletin D19M3

Page Three

- Upon completion of **Field Service Campaign D19M3**, clean a spot on the base label (**Form WAR259**), write the Field Service Campaign Number (**D19M3**) 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](mailto: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

There are no parts required for this Field Service Campaign.

### 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 (*or higher*) when reprogramming. **REFERENCE** Detroit™ Customer Service Announcement letter 18 CSA-9 for more information on DiagnosticLink® 8.08.
3. Begin the process by connecting DiagnosticLink® to the vehicle. Make sure that all the modules (ACM, CPC, MCM, and if applicable, the TCM) are connected.

#### **NOTICE:**

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

# Field Service Campaign Bulletin D19M3

Page Four

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.
5. On the Identification screen, check the current MCM, ACM, and CPC software and fuel map part number ZGS level. Listed below are the **MINIMUM** levels required. See Figure 1 for an example of the Identification screen for the MCM and ACM.
  - a. MCM software **9.1.2.3** and fuel map part number version **ZGS 006**
  - b. ACM software **9.57.1.0** and fuel map part number version **ZGS 002**
  - c. CPC software **R36 00 000A**

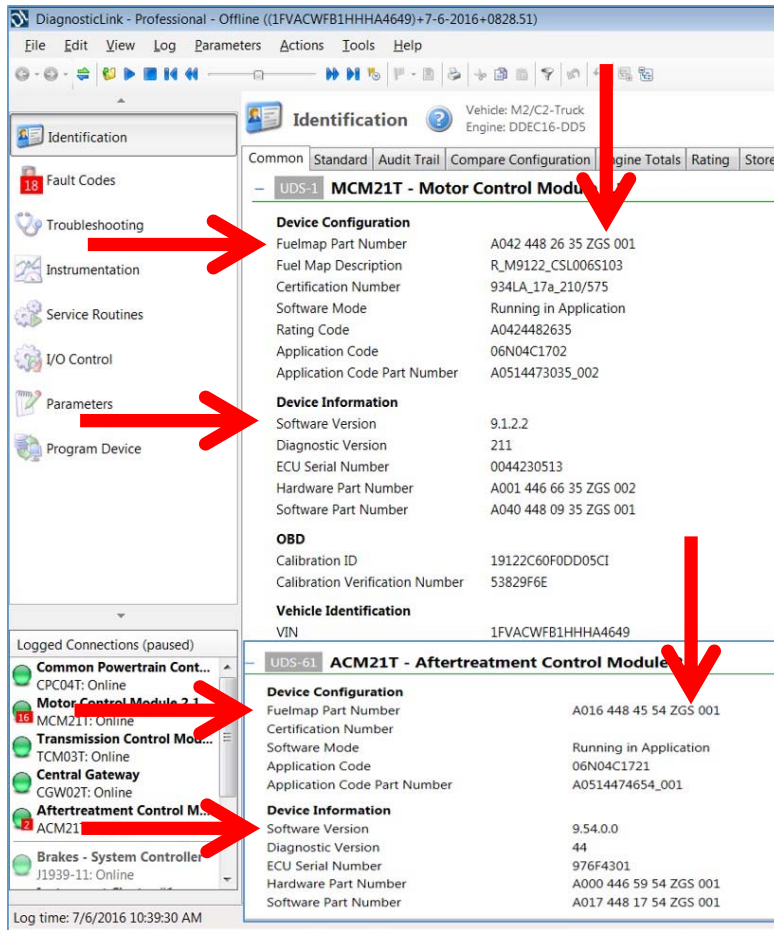


Figure 1 – DiagnosticLink® Identification Screen

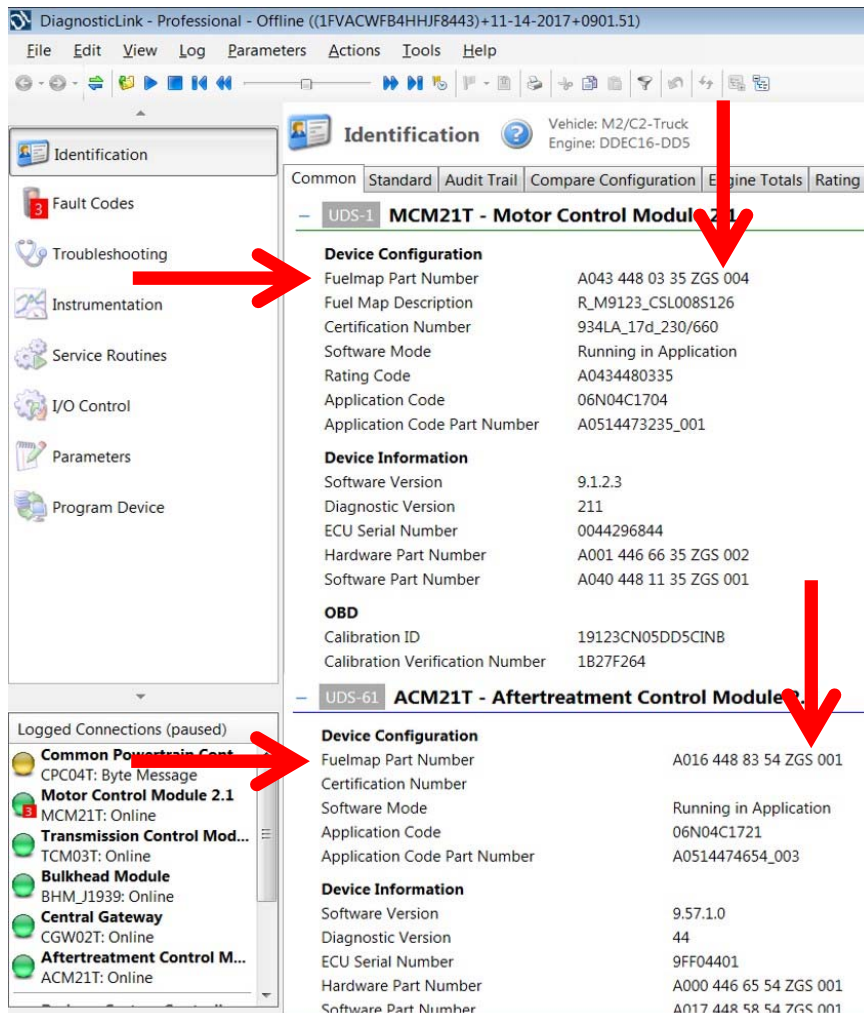
## Field Service Campaign Bulletin D19M3

Page Six

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 1, MCM software 9.1.2.2 and ACM software 9.54.0.0 are both less than the minimum levels of 9.1.2.3 and 9.57.1.0 and thus would require programming regardless of fuel map part number ZGS level.
  - a. If equal to the minimum software levels, proceed to step 7.
  - b. If less than the minimum software levels, proceed to step 8.
  - c. If greater than the minimum software levels, no programming is necessary. Proceed to step 13.

**Field Service Campaign Bulletin D19M3**  
Page Seven

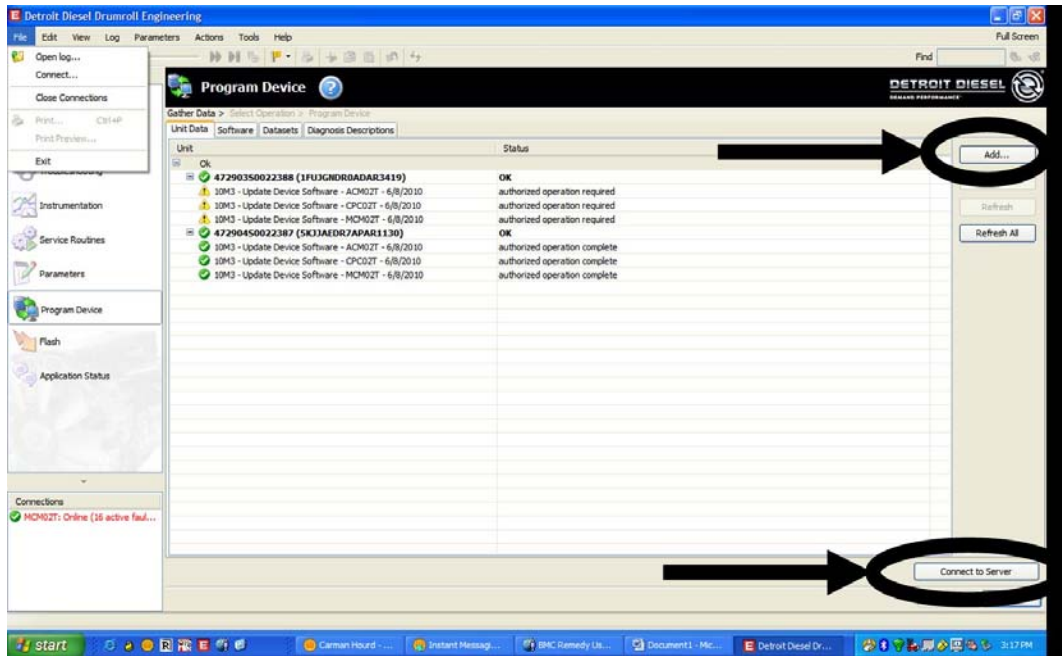
7. Is the fuel map part number ZGS level for the MCM and ACM less than, equal to, or higher than the fuel map part number ZGS levels listed in step 5? The MCM and ACM fuel map part number ZGS levels must meet the **MINIMUM** requirements. For example in Figure 2, the MCM and ACM software levels meet the minimum required levels of 9.1.2.3 and 9.57.1.0, but the MCM fuel map part number ZGS level of 004 is less than the minimum level of 004, and ACM fuel map part number ZGS level of 001 is less than the minimum level of 002, and thus would require programming.
  - 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 2 – DiagnosticLink® Identification Screen**

**Field Service Campaign Bulletin D19M3**  
Page Eight

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 3.



**Figure 3 – 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, and CPC, and confirm the proper software and fuel map levels.

**NOTICE:**

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

**12.** Ask the customer if they would like Auto Elevate activated. **REFERENCE** Detroit Technical Service letter 16 TS-18 for full details on Auto Elevate.

**13.** Repairs are complete.

**Field Service Campaign Bulletin D19M3**  
Page Nine

<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>D19M3</b>
<b>Cause Code:</b>	<b>A1-Campaign</b>
<b>Primary Failed Part:</b>	<b>DDC REPROGRAM1</b>
<b>Procedure A</b>	
<b>Labor Code:</b>	<b>996-F193A</b>
	<b>No Programming Required</b>
<b>Labor:</b>	<b>0.1 Hours</b>
<b>Procedure B</b>	
<b>Labor Code:</b>	<b>996-F193B</b>
	<b>Reprogram MCM, ACM, and CPC</b>
<b>Labor:</b>	<b>0.5 Hours</b>
<b>Parts Return:</b>	<b>NONE</b>

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.

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

**BULLETIN**



Detroit Diesel Corporation  
13400 Outer Drive, West  
Detroit, Michigan 48239-4001  
Telephone: 313-592-5000

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Attention: Vehicle Owner:

Subject: **Field Service Campaign D19M3**  
**GHG17 Detroit™ DD5™ Software Reprogramming**

Detroit Diesel Corporation (DDC) has determined that some certified GHG17 Detroit™ DD5™ engines will require reprogramming to a **minimum** software level and fuel maps. Reprogramming will correct some fault code issues that may result in customer dissatisfaction,

Records available to us indicate that your vehicle has one of the eligible engines. Instructions for this Field Action have been sent to your local Detroit Diesel Authorized Repair Facility and the labor time required to perform this repair is approximately **0.5** hours.

Please contact a Detroit Diesel Authorized Repair Facility to arrange to have the Field Action performed. To locate an authorized facility, search online at [www.detroitdiesel.com/locations/default.aspx](http://www.detroitdiesel.com/locations/default.aspx).

This service will be completed for you at no charge, prior to **February 28, 2020**, under the provisions of this notice.

We are sorry to cause you this inconvenience; however, we have taken this action in the interest of your continued satisfaction with our products.

**DETROIT DIESEL WARRANTY CAMPAIGNS DEPARTMENT**  
**Enclosure**