



No.: 15 CSA-3REV
May 10, 2019

TO: Service Locations
FROM: Detroit - Customer Support Center
SUBJECT: **Backdoor Password for DDEC Available**

SUBJECT DETAIL

The Detroit Customer Support Center (CSC) is pleased to announce that our Dealer / Distributor Network will now be able to access DDEC backdoor passwords without having to contact the CSC.

Once access is granted, always verify with the customer / fleet owner before obtaining backdoor passwords. The service facility must obtain the customer approval to any and all changes made with the password request.

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

REQUIRED ACTION

A website has been developed for granting access to your current Single Sign On (SSO) ID for DDEC V and newer backdoor passwords or ordering IDs for obtaining DDEC IV and older backdoor passwords. The purpose of this website is to allow the request and approval process for gaining access to the backdoor password system. Due to developing technology, there are two different systems used based on the DDEC level of the engine.

Detailed ordering instructions are provided on the Order Center site or by following this link:

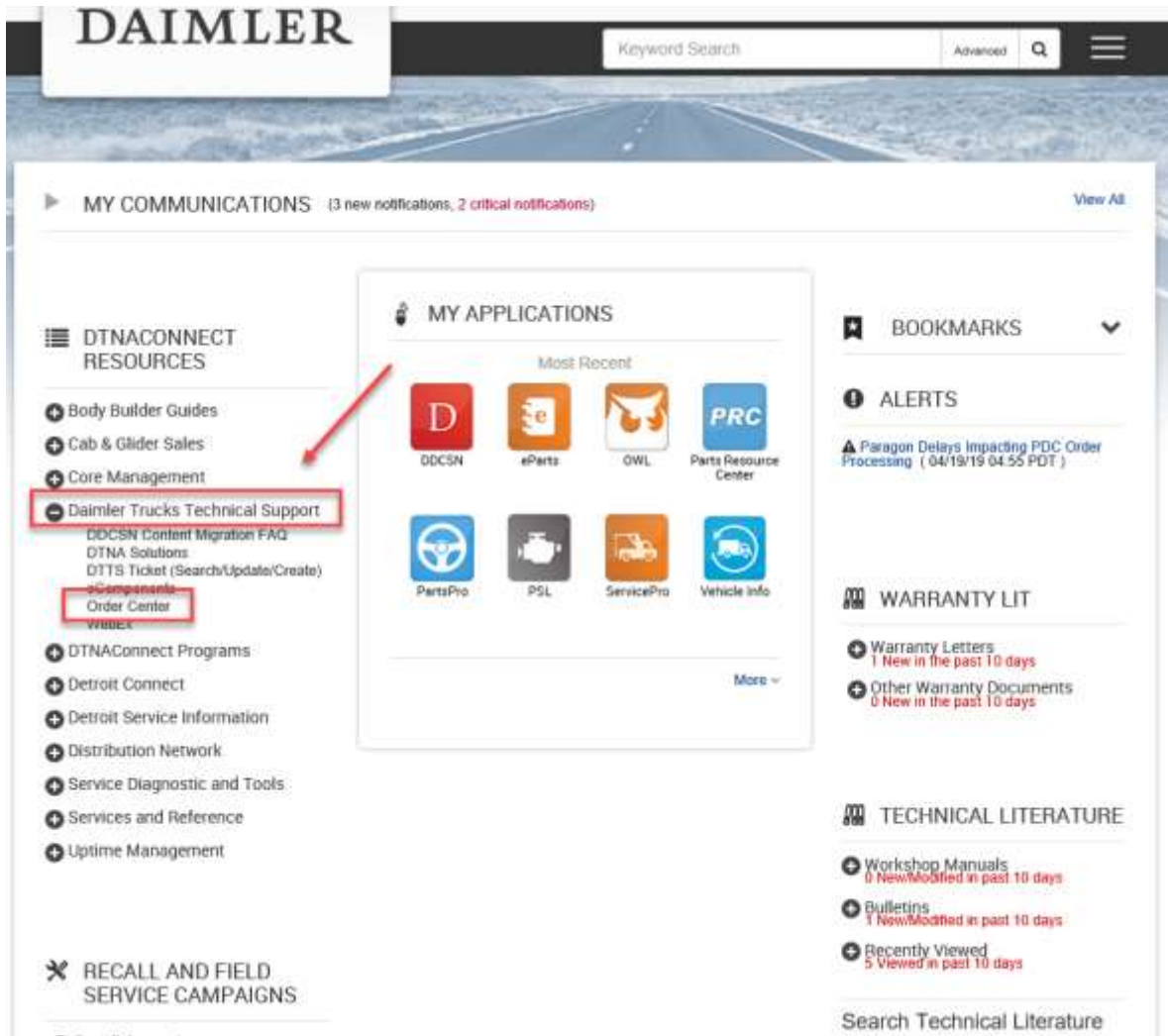
<https://extranet-ddc.freightliner.com/DDOrder/docs/Process%20to%20Order%20an%20ID%20to%20request%20DDEC%20Backdoor%20Passwords.pdf>

Instructions for how to obtain the backdoor passwords, once access has been granted, can also be found on the Order Center or by using the following link: <https://extranet-ddc.freightliner.com/DDOrder/docs/How%20to%20obtain%20a%20backdoor%20password.pdf>



The Order Center website location is in DTNA Connect. Login is required. To access the website in DTNAConnect, open “Daimler Trucks Technical Support” under “DTNAConnect Resources”, then click on “Order Center” or you use the following link:

<https://extranet-ddc.freightliner.com/DDOrder/>



A user can request access and after approval by the service manager at their facility, the request is sent to Detroit for approval and processing.

Please allow up 3 to 5 business days for processing. Please be patient for processing completion. Your service manager can view a report with the current status of your request.

***Note:** IMS IDs used to look up DDEC IV and older engines expire after 90 days if not used.

CONTACT INFORMATION

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