

FIELD SERVICE CAMPAIGN BULLETIN

Subject: **Field Service Campaign D19M1**
GHG17 Detroit™ DD16® Software Reprogramming

Issue Involved

Detroit Diesel Corporation (DDC) has determined that some certified GHG17 Detroit™ DD16® engines will require reprogramming to the required software listed below.

- MCM software 6.7.0.2
- ACM software 7.59.2.0
- For non-New Cascadia vehicles, CPC software R42_00_000A
- For New Cascadia vehicles, CPC software 31.23.00
- For DT12 equipped vehicles, TCM software NAMT150700

Updated programming became effective for GHG17 DD16® powered vehicles manufactured after January 2, 2019. GHG17 DD16® powered vehicles manufactured before this date may need the MCM, ACM, CPC, and TCM (if equipped) reprogrammed.

Note that some engines may already be reprogrammed. These engines will be excluded from this Field Service Campaign.

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

Reprogramming should reduce a rough running condition, white smoke, and possible fault code issues such as “SPN: 3250, FMI: 0 – Diesel Oxidation Catalyst Outlet Temperature Very High and “SPN: 3250, FMI: 31 – Abnormal Diesel Oxidation Catalyst Temperature Rise” in extremely cold ambient air temperatures such as -10°C (14°F) and colder.

There are approximately 5,774 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 Vehicle Mfg. Date (From) (To)	Descriptive Information
DD16	D473910	2016-2018	June 1, 2015, to January 2, 2019	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 Campaign Responsibility

Detroit Diesel repair facilities are to service all engines subject to this Field Service Campaign. Field Service Campaign D19M1 is to be performed at no charge to owners on all affected engines under the engine warranty or prior to **October 11, 2020**, under the provisions of this Field Service Campaign.

Please use the appropriate steps, noted below, for indicating that Field Service Campaign D19M1 has been completed.

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- Check the base label (**Form WAR259**) to see if **Field Service Campaign D19M1** 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 D19M1** 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 D19M1**, clean a spot on the base label (**Form WAR259**), write the Field Service Campaign Number (**D19M1**) 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

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 8.09 with Service Pack 2 (*or higher*) when reprogramming. **REFERENCE** DTNACONNECT "My Communications" notice dated 04/15/19 for more information on DiagnosticLink® 8.09 with Service Pack 2.
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.

4. Make sure the VIN is correct in all modules (ACM, CPC, MCM, and if applicable the TCM) 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, ACM, CPC, and if applicable the TCM, software. Listed below are the **MINIMUM** levels required. See Figure 1 for an example of the Identification screen.
 - a. MCM software **6.7.0.2**
 - b. ACM software **7.59.2.0**
 - c. For non-New Cascadia vehicles, CPC software **R42 00 000A**
 - d. For New Cascadia vehicles, CPC software **31.23.00**
 - e. For DT12 equipped vehicles, TCM software **NAMT150700**

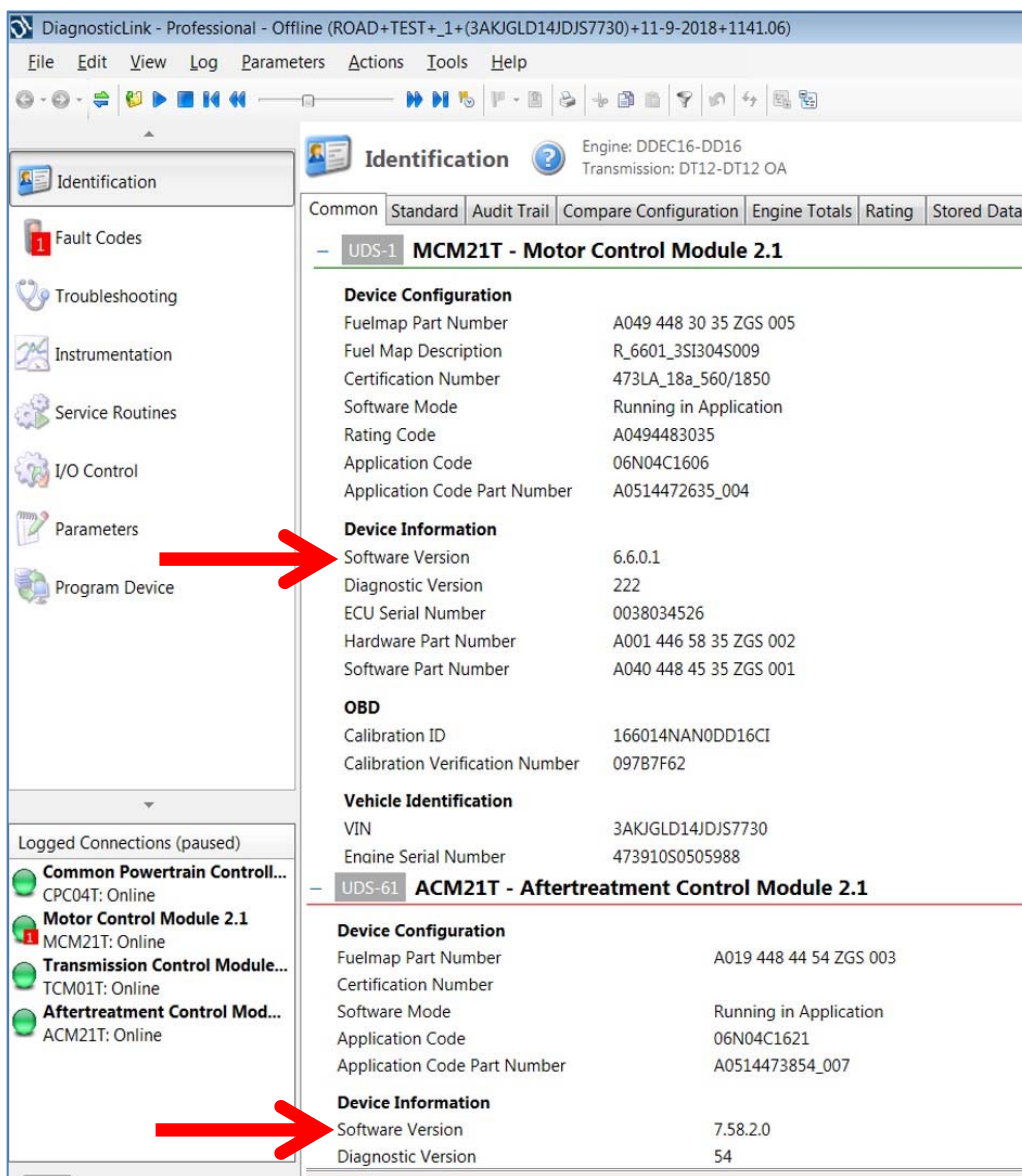


Figure 1 – DiagnosticLink® Identification Screen

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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 1, MCM software 6.6.0.1 and ACM software 7.58.2.0 are both less than 6.7.0.2 and 7.59.2.0, and thus would require programming.
 - a. If less than the required software levels, proceed to step 7.
 - b. If equal to or higher than the required software levels, no programming is necessary. Proceed to step 13.
7. Select the “Program Device” option along the left side of the DiagnosticLink® screen.

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8. 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 2.

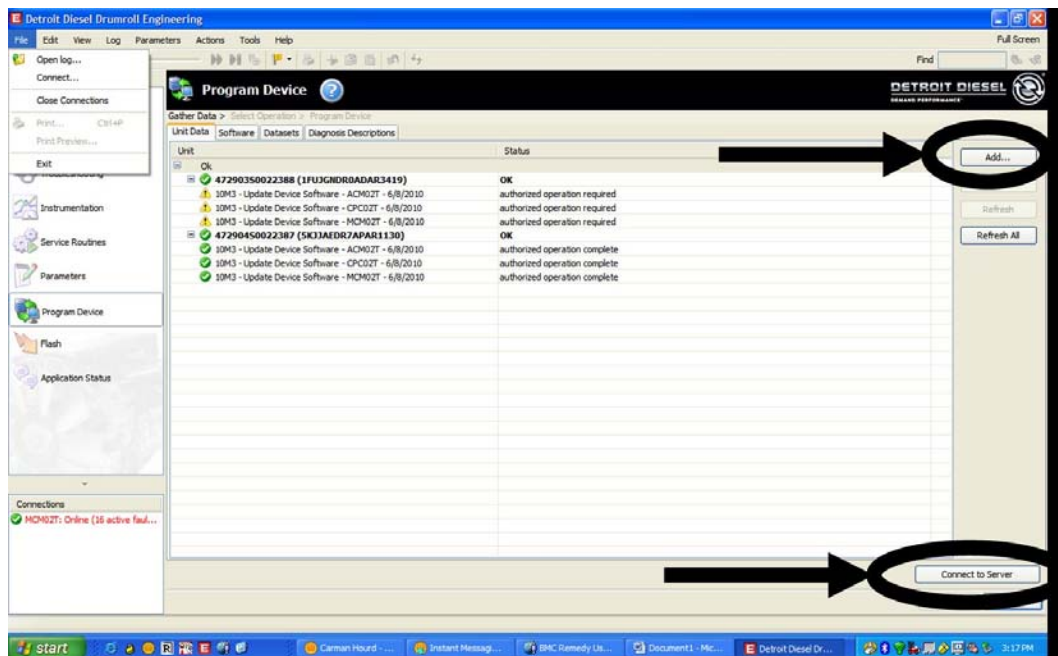


Figure 2 – Adding Engine Serial Number And Connecting To Server

9. Program the MCM, ACM, CPC, and if applicable the TCM, based on the above inspection results and engine serial number listing included with this Field Service Campaign.
10. 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 if applicable the TCM, and confirm the proper software.

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11. 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.

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.

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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	D19M1
Cause Code:	A1-Campaign
Primary Failed Part:	DDC REPROGRAM1
Procedure A	
Labor Code:	996-F191A
	No Programming Required
Labor:	0.1 Hours
Procedure B	
Labor Code:	996-F191B
	Reprogram MCM, ACM, CPC
Labor:	0.5 Hours
Procedure C	
Labor Code:	996-F191C
	Reprogram MCM, ACM, CPC, and TCM
Labor:	0.7 Hours
Parts Return:	NONE

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



DETROIT™

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

Attention: Vehicle Owner:

Subject: **Field Service Campaign D19M1**
GHG17 Detroit™ DD16™ Software Reprogramming

Detroit Diesel Corporation (DDC) has determined that some certified GHG17 Detroit™ DD16™ engines will require reprogramming of software levels. By reprogramming the software levels 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 **0.7** 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.

This service will be completed for you at no charge, prior to **October 11, 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