

FIELD SERVICE CAMPAIGN BULLETIN

Subject: **Field Service Campaign D19M5**
GHG17 Detroit DD5 Software Reprogramming for Thomas Built Bus Applications

Issue Involved

Detroit Diesel Corporation (DDC) has determined that certain Detroit™ engines installed in C2 School Buses will require programming to the required software and fuel map part numbers listed below.

- MCM software 12.2.2.2 with fuel map part number:
 - o 200 hp rating A0684484935 ZGS 001
 - o 220 hp rating A0684485035 ZGS 001
 - o 240 hp rating A0684485135 ZGS 001
- ACM software 13.54.2.0 with fuel map part number A0194486654 ZGS 002
- CPC software R42_00_000A

Note: Units with MCM software 14.x.x.x are excluded from this campaign. Units with MCM software 12.x.x.x cannot be updated to 14.x.x.x as the two software levels are not compatible.

The software and fuel maps were released for service on 11/27/2019. Any Detroit Diesel DD5 model D934914S running older software and/or fuel maps will need to be reprogrammed.

The updated software includes several improvements for throttle response and acceleration while cold. The updated fuel maps also increase the torque rating on the 200 hp / 560 ft·lbs and 220 hp / 560 ft·lbs engines while the 240 hp / 660 ft·lbs engines will remain the same as described in the table below.

Factory Rating	Updated Rating
200 hp / 560 ft·lbs	200 hp / 620 ft·lbs
220 hp / 560 ft·lbs	220 hp / 660 ft·lbs
240 hp / 660 ft·lbs	240 hp / 660 ft·lbs

There are approximately 1563 engines affected by this Field Service Campaign.

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Engines Involved

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
DD5	D934914S	2018-2019	May 2018, to January 2020	C2 School Bus

If our records show your dealership has ordered any vehicle(s) involved in Field Service Campaign D19M5, a list of the customers and vehicle identification numbers will be available in OWL.

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.

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Distributors Campaign Responsibility

Detroit Diesel repair facilities are to service all engines subject to this Field Service Campaign. Field Service Campaign D19M5 is to be performed at no charge to owners on all affected engines under the engine warranty or prior to **December 13, 2020** under the provisions of this Field Service Campaign.

Please use the appropriate steps, noted below, for indicating that Field Service Campaign D19M5 has been completed.

- Check the base label (**Form WAR259**) to see if **Field Service Campaign D19M5** has been completed. The base label is usually located on the inside of the battery compartment door. If **Field Service Campaign D19M5** has been completed, no further work is needed. If base label is not located on the inside of the battery compartment door, please affix the label (**Form WAR259**).
- Upon completion of **Field Service Campaign D19M5**, clean a spot on the base label (**Form WAR259**), write the Field Service Campaign Number (**D19M5**) on a blank completion sticker (**Form WAR261**), and attach it to the base label.



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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. Begin the process by connecting DiagnosticLink® to the vehicle. Make sure that all the powertrain 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.

3. 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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4. On the Identification screen, check the current MCM, ACM and CPC Software level. Listed below are the **MINIMUM** software levels and fuel map part numbers required. See Figure 1 for an example of the Identification screen.
 - a. MCM software **12.2.2.2** with fuel map part number:
 - i. 200 hp rating A0684484935 ZGS 001
 - ii. 220 hp rating A0684485035 ZGS 001
 - iii. 240 hp rating A0684485135 ZGS 001
 - b. ACM software **13.54.2.0** with fuel map part number A0194486654 ZGS 002
 - c. CPC software **R42 00 000A**

Note: All Units need to meet the requirements above. Certain units will ONLY require MCM reprogramming.

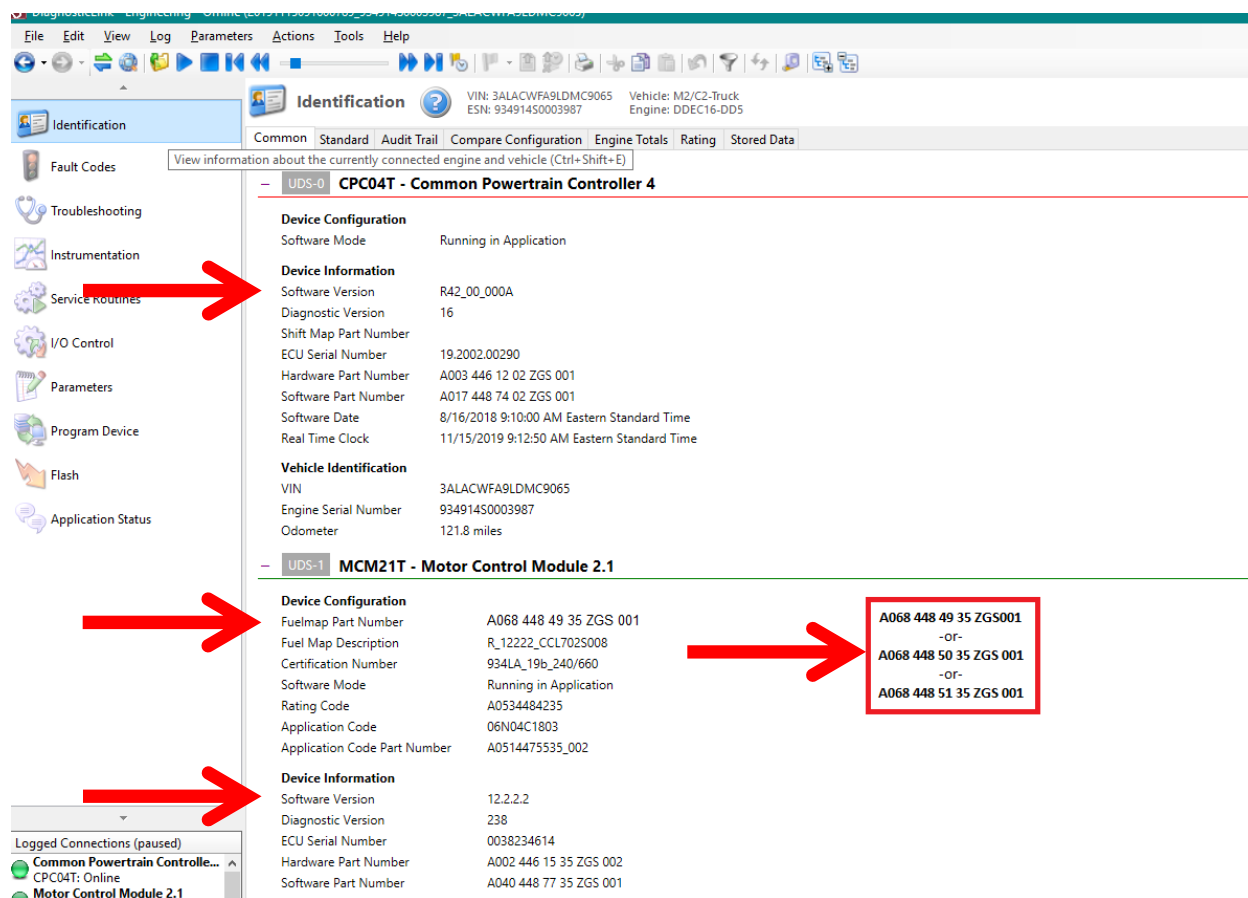


Figure 1 – DiagnosticLink® Identification Screen (CPC/MCM)

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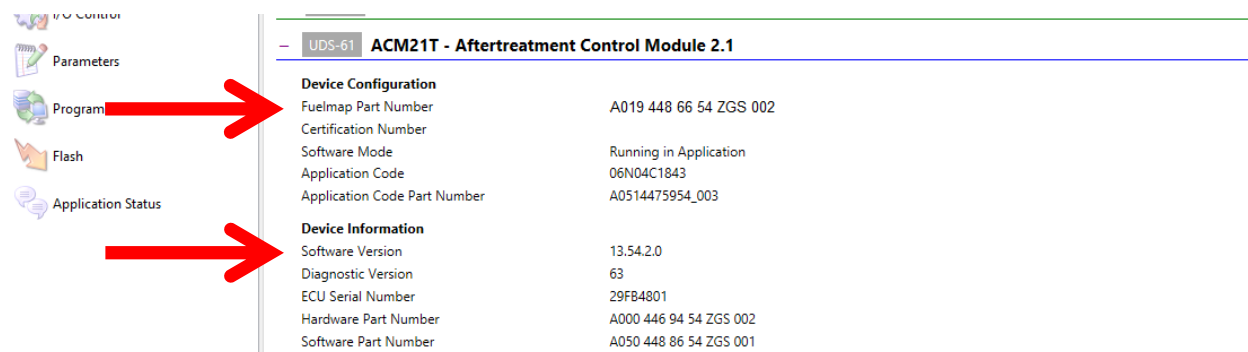


Figure 2 – DiagnosticLink® Identification Screen (ACM)

5. Are the **software levels** for all powertrain modules equal to or higher than the minimum software levels listed in step 4? All powertrain modules must meet the **MINIMUM** requirements.
 - a. If less than the minimum software levels, proceed to step 7.
 - b. If equal to the minimum software levels, proceed to step 6.
 - c. If greater than the minimum software levels, no programming is necessary. Proceed to step 11.
6. Are the fuel map part numbers for the MCM and ACM equal to the fuel map part numbers listed in step 4? **Note that if the software level and fuel map part number matches those listed in step 4 and the ZGS is 001, no programming is required.**
 - a. If No, proceed to step 7.
 - b. If Yes, no programming is necessary proceed to step 11.
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 3.

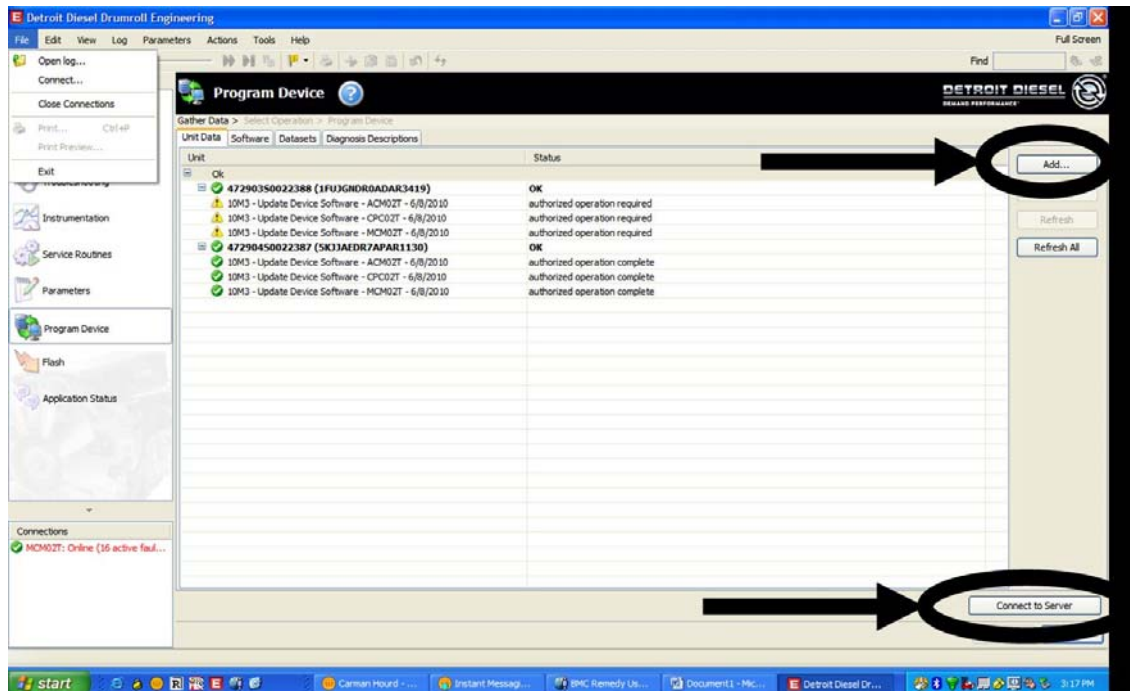


Figure 3 – Adding Engine Serial Number and Connecting to Server

9. Select “Next” after connecting to the server.

Note: If you are unable to download the engine serial number from the server, contact the Detroit Customer Support Center at 800-445-1980 or email csc@daimler.com

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10. Update Device Software on all modules that need programming to meet the **MINIMUM** software levels and fuel map part numbers listed in step 4.

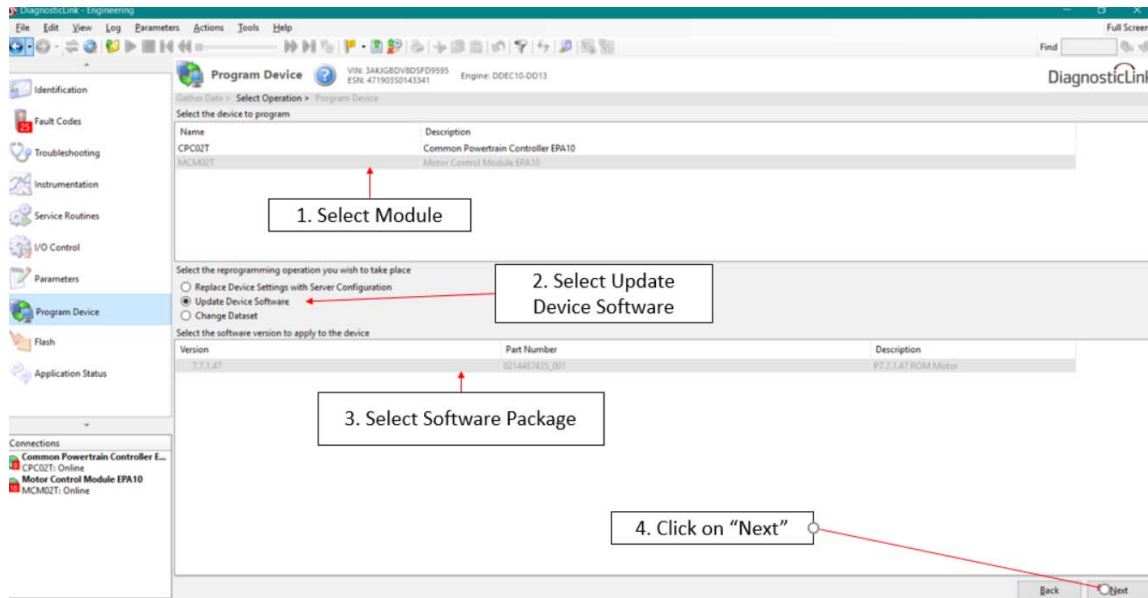


Figure 4 – Update Device Software

11. When programming is complete, click the “Finish” button and perform the following to allow the modules to synchronize with each other:
- Turn the vehicle ignition OFF, disconnect the USB Link at either the computer port or vehicle diagnostic port, and wait one minute.
 - Turn the vehicle ignition ON and wait one minute.
 - Turn the vehicle ignition OFF and wait one minute.
 - Turn the vehicle ignition ON and wait one minute.
 - Reconnect the USB Link, reconnect DiagnosticLink® to the MCM, ACM, CPC, and confirm the proper Software levels.
12. Update the server by navigating to the Program Device tab and clicking the “Connect to Server” button in the bottom right corner of the DiagnosticLink® screen.
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	D19M5
Cause Code:	A1-Campaign
Primary Failed Part:	DDC Reprogram1
Labor Code:	996-F195C
	No Programming Required
Corrective Action:	06 – Inspect
Labor:	0.1 Hours
Labor Code:	996-F195D
	Reprogram MCM ONLY
Corrective Action:	12 – Repair Recall/Campaign
Labor:	0.3 Hours
Labor Code:	996-F195E
	Reprogram MCM, ACM, CPC
Corrective Action:	12 – Repair Recall/Campaign
Labor:	0.5 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

Daimler Trucks North America LLC

Daimler Trucks North America LLC

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

Attention: Vehicle Owner:

Subject: **Field Service Campaign D19M5**

GHG17 Detroit DD5 Software Reprogramming for Thomas Built Bus Applications

Detroit Diesel Corporation (DDC) has determined that some certified GHG17 Detroit™ DD5™ engines will require programming to software level and fuel maps.

The software and fuel maps were released for service on 11/27/2019. Any Detroit Diesel DD5 model D934914S running older software and/or fuel maps will need to be reprogrammed.

Reprogramming will correct 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.

This service will be completed for you at no charge, prior to **December 13, 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