

Subject: GHG17 Detroit™ DD5 Software Reprogramming for Model Year 2020 Thomas Built Bus Applications

Models Affected: GHG17 DD5 Engines in C2 School Buses Built from November 2019 to April 2020

General Information

Daimler Trucks North America LLC, on behalf of its DETROIT™ Powertrain Division, is initiating Field Service Campaign D20M7 to modify the vehicles mentioned above.

Certain Detroit™ engines installed in C2 School Buses will require programming to the required software and fuel map part numbers listed below.

- MCM software 14.2.2.3 with fuel map part number:
 - o 200 hp rating A0734482435 ZGS 001
 - o 220 hp rating A0734482535 ZGS 001
 - o 240 hp rating A0734482635 ZGS 001

Note: Units with MCM software 12.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 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 737 engines affected by this Field Service Campaign.

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Work Instructions

Please refer to the attached work instructions. Prior to performing the campaign, check the vehicle for a completion sticker (Form WAR261). In this application the base label is usually located on the inside of the battery compartment door. If Field Service Campaign D20M7 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). Refer to figures 1 and 2.

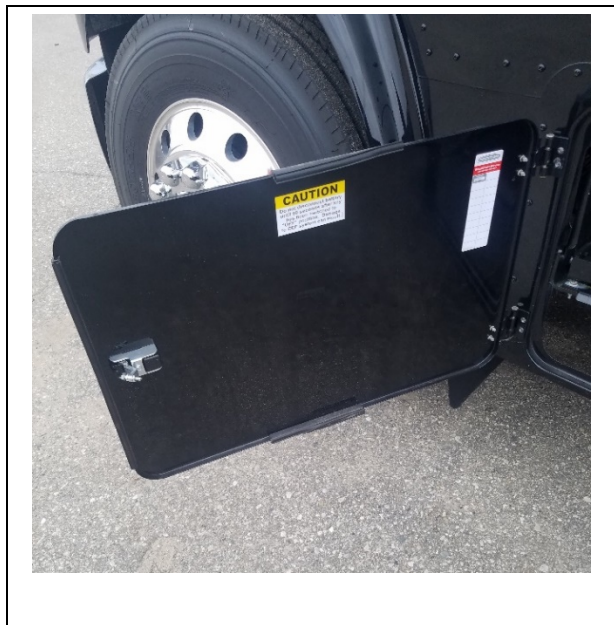


Fig. 1, Completion Sticker Location

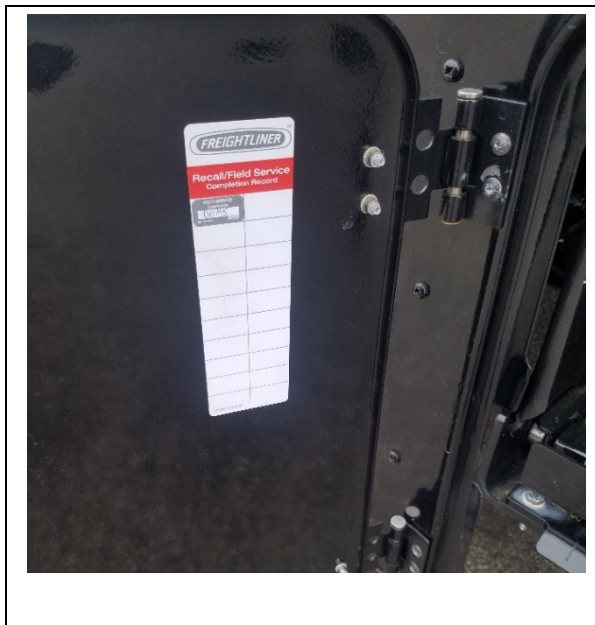


Fig. 2, Completion Sticker

Replacement Parts

No parts are required for this campaign. Software will be updated.

Removed Parts

No parts are to be removed in the process of this campaign.

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Labor Allowance

Table 1 – Labor Allowance for D20M7

Procedure	Time Allowed (hours)	SRT Number	Corrective Action
D20M7			
No Reprogramming Required	0.1 Hours	996-F066A	06 – Inspect
Reprogram MCM	0.4 Hour	996-F066B	12-Repair Recall/Campaign

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Claim Reimbursement

You will be reimbursed for your parts, labor, and handling (landed cost for Export Distributors) by submitting your claim through the Warranty system within 30 days of completing this campaign. Please reference the following information in OWL:

Claim Type	Field Service Campaign
Campaign	D20M7
Component Code	044-003-286
Cause Code	A1-Campaign
Primary Failed Part	DDC REPROGRAM1
Procedure A ¹	
Use this operation if MCM programming was NOT REQUIRED.	
Labor Number	996-F066A INSP, MCM SOFTWARE LEVEL, (SF20M7)
Labor Hours	0.1 Hours
Part Number	DDC REPROGRAM1
Parts Return	NONE
Procedure B ¹	
Use this operation if MCM programming was REQUIRED.	
Labor Number	996-F066B INSP MCM SOFTWARE, AND REPROGRAM MCM SOFTWARE, (SF20M7)
Labor Hours	0.4 Hours
Part Number	DDC REPROGRAM1
Parts Return	NONE
¹ Administrative time (SRT 939-6010A) for 0.3 hours is automatically added to the claim.	

This Field Service Campaign will terminate on **June 03, 2021**. Dealers will be notified of any changes

IMPORTANT: OWL must be viewed prior to beginning work to ensure the vehicle is involved and the campaign has not previously been completed.

All claims must be submitted within 30 days of the repair and within 30 days of the termination date of the campaign

For questions, U.S. and Canadian dealers, contact the Warranty Campaigns Department via Web inquiry at DTNAConnect.com / WSC, or the Customer Assistance Center at (800) 385-4357. Export distributors submit a Web inquiry or contact your International Service Manager.

****Copy of Notice to Owner****

Subject: **Field Service Campaign D20M7**

GHG17 Detroit DD5 Software Reprogramming for Model Year 2020 Thomas Built Bus Applications

Daimler Trucks North America LLC, on behalf of its Detroit Diesel Powertrain Division, is initiating Field Service Campaign D20M7 to modify the vehicles mentioned above.

Certain GHG17 Detroit™ DD5™ engines installed in Model Year 2020 Thomas Built Bus applications will require programming for updated software and fuel maps.

Reprogramming will correct vehicle performance 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 0.4 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 June 03, 2021, 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

Work Instructions

Subject: GHG17 Detroit™ DD5 Software Reprogramming for Model Year 2020 Thomas Built Bus Applications

Models Affected: GHG17 DD5 Engines in C2 School Buses Built from November 2019 to April 2020

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 software level. Listed below are the software levels and fuel map part numbers required. See Figure 3 for an example of the Identification screen.
 - a. MCM software **14.2.2.3** with fuel map part number:
 - 200 hp rating A0734482435 ZGS 001
 - 220 hp rating A0734482535 ZGS 001
 - 240 hp rating A0734482635 ZGS 001

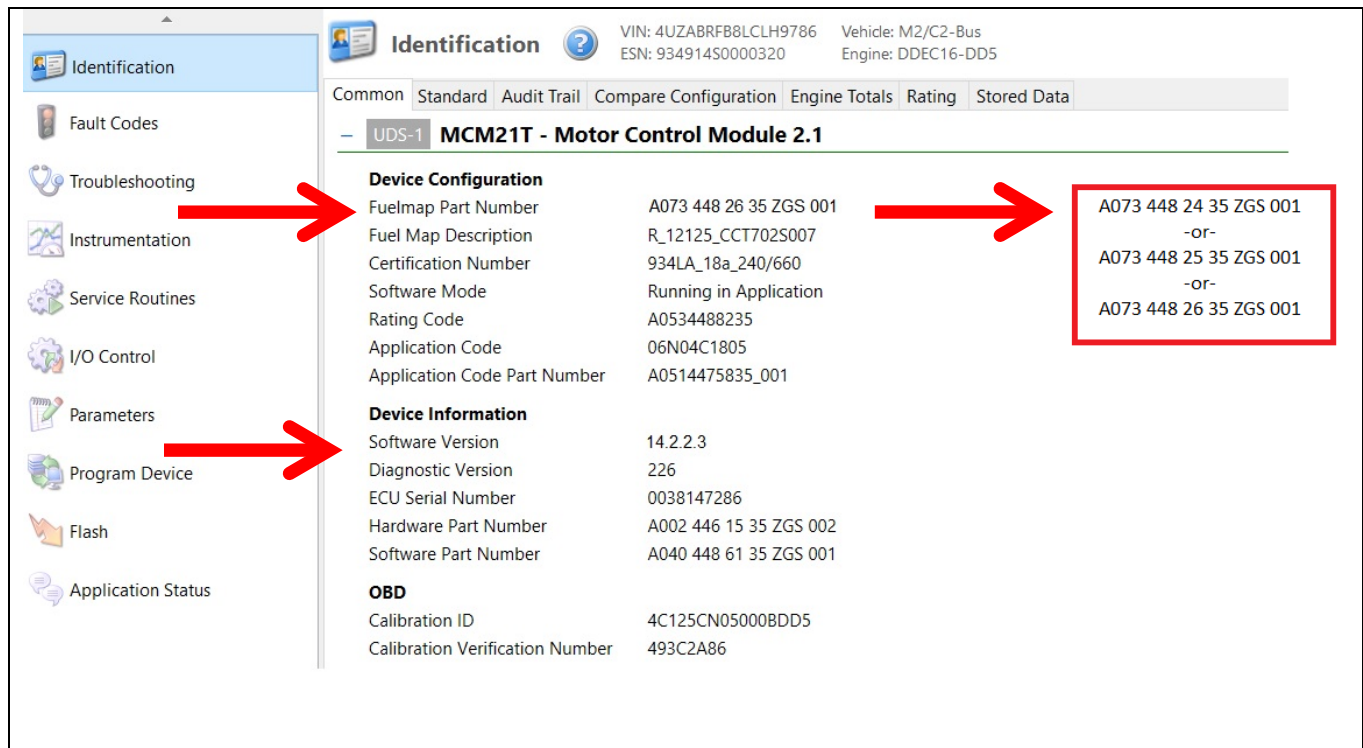


Fig. 3, DiagnosticLink® Identification Screen

5. Is the **Fuelmap Part Number** for the **MCM** equal to the requirements listed in step 4?
 - a. If Yes, no programming is necessary. Proceed to step 11.
 - b. If No, proceed to step 6 for programming instructions.
6. Select the "Program Device" option along the left side of the DiagnosticLink® screen.

7. 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 4.

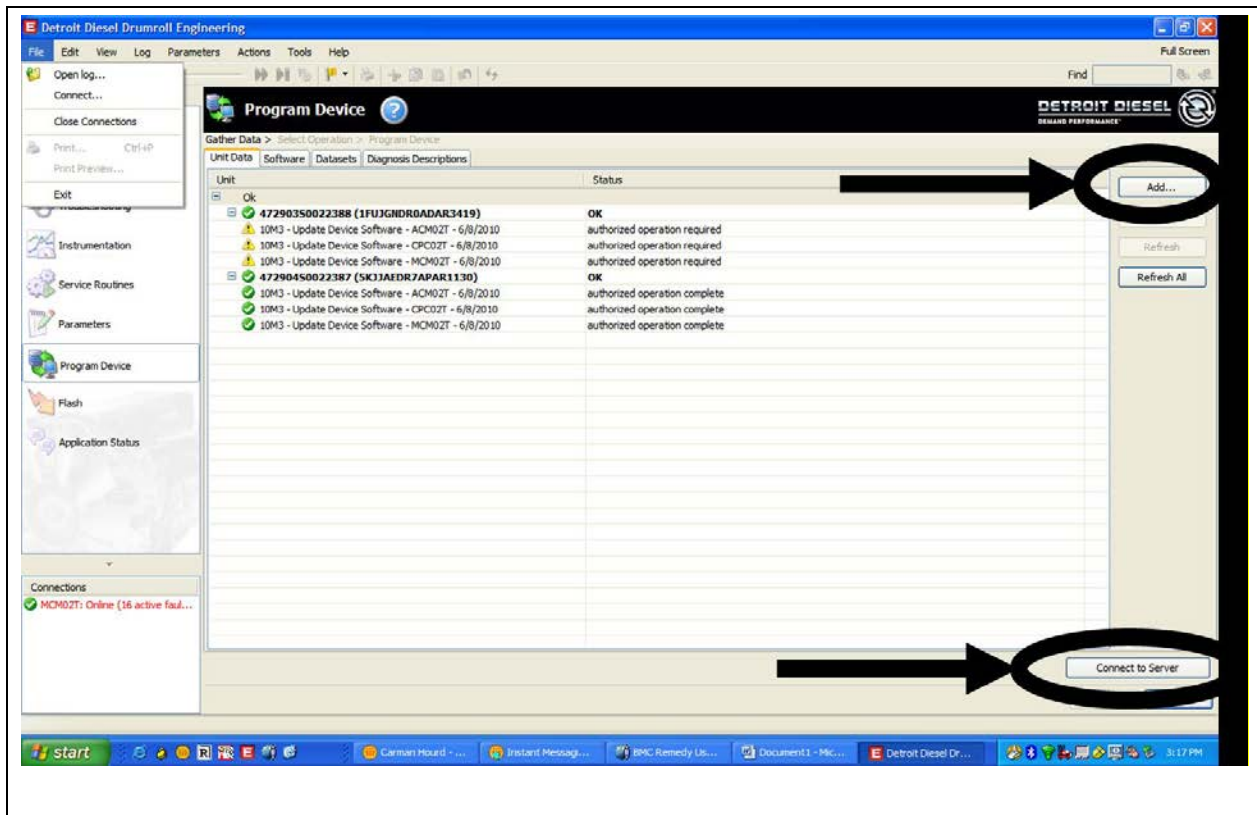


Fig. 4, Adding Engine Serial Number and Connecting to Server

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

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9. Replace Device Settings with **Latest** server settings on the **MCM** and verify that the fuel map part number meets the requirements listed in step 4.

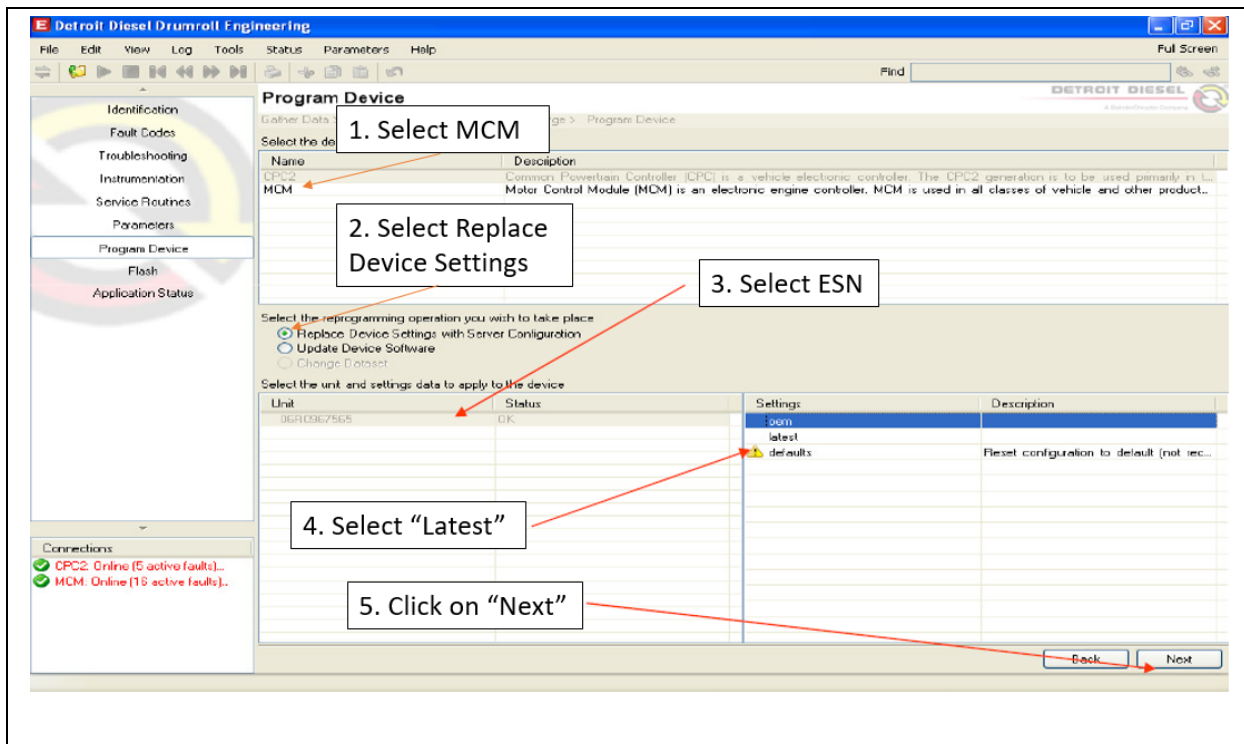


Fig. 5, Replace Device Settings

10. 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.
11. 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.

12. Repairs are complete. Install the completion sticker according to the direction below.

Completion Stickers

- Upon completion of Field Service Campaign D20M7, clean a spot on the base label (Form WAR259), write the Field Service Campaign Number D20M7 on a blank, completion sticker (Form WAR261).
- Label ordering info: [DTNACconnect](#) > Services and Reference > Publications & Warranty Supplies > Warranty



Fig. 7, Completion Sticker Location

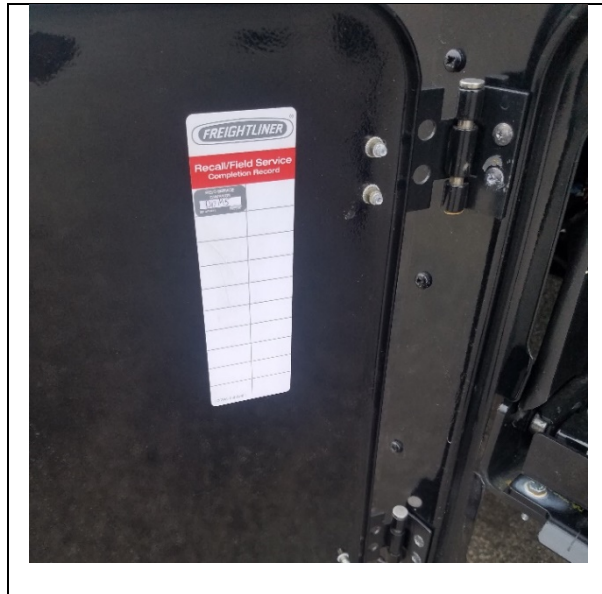


Fig. 8, Completion Sticker