Field Service Campaign

Subject: Engine Emission Label Replacement

Models Affected: Certain DETROIT™ Heavy Duty Engines in Various Applications

General Information

Daimler Trucks North America LLC, on behalf of its DETROIT™ Powertrain Division, is initiating Field Service Campaign D20M9 to modify the vehicles mentioned above.

Certain DETROIT™ heavy-duty engines installed in various applications will require reprogramming and engine emission label replacement.

This campaign includes several groups based on engine build date. Each group has specific software and fuel map requirements, which are further described in the Work Instructions. Refer to Online Warranty Link (OWL) system to determine the appropriate campaign group.

There are approximately 72 engines affected by this Field Service Campaign.

Work Instructions

Prior to performing the field service campaign, check the vehicle for a completion sticker (Form WAR261). If no completion sticker please proceed to the attached work instructions.

Replacement Parts

Replacement parts are now available and can be obtained from the Order Center on DTNA Connect. Refer to **Certified Emission Label Ordering Instructions** on page 16. **All vehicles involved in this campaign will require a replacement emission label.**

Important: The Emission Certification Label must be ordered before the customer arrives to avoid unnecessary downtime. Please allow 3-5 days for label shipment.
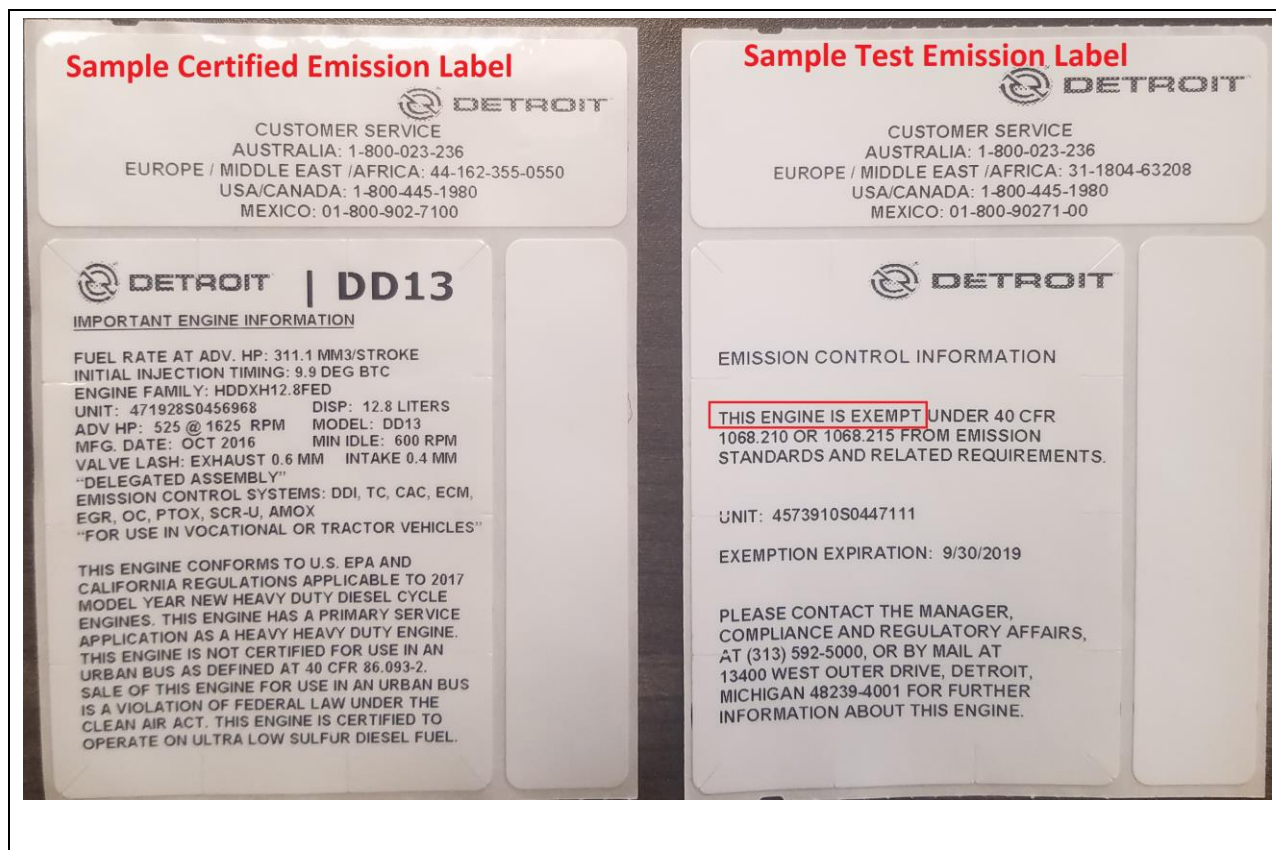

Fig. 1, Sample Emission Labels

Table 1 – Replacement Parts for D20M9

Campaign Number	Part Number	Part Description	Qty per Kit
D20M9	See Page 15 For Ordering Instructions	Certified Emission Label	1

Removed Parts

The emission label is designed to be removed in pieces. After replacement, the removed label must be attached to the certified emission label check sheet. Attach an image of the filled out check sheet, with the removed label, to the warranty claim. Refer to **Work Instructions** for further direction.

Labor Allowance

Table 2 – Labor Allowance

Procedure	Time Allowed (hours)	SRT Number	Corrective Action
D20M9			
No Reprogramming Required, Install Emission Label	0.2 hours	996-F082A	06-Inspect
Reprogram ACM or TCM, Install Emission Label	0.4 hours	996-F082B	12-Repair Recall/Campaign
Reprogram MCM or CPC, Install Emission Label	0.5 hours	996-F082C	12-Repair Recall/Campaign
Reprogram Two Modules, Install Emission Label	0.6 hours	996-F082D	12-Repair Recall/Campaign
Reprogram Three Modules , Install Emission Label	0.6 hours	996-F082E	12-Repair Recall/Campaign
Reprogram Four Modules, Install Emissions	0.8 hours	996-F082F	12-Repair Recall/Campaign

Claim Reimbursement

NOTE: Reference Page 13, "Work Instructions", Step 16. The "Certified Emission Label Check Sheet" MUST BE ATTACHED to the claim in the Online Warranty Link (OWL) System.

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 Online Warranty Link (OWL):

NOTE: Please refer to the labor number (SRT) and the associated description in the table below. The labor number will depend on the modules that required programming **NOT** the specified campaign group. For example, Procedure E would be used for a vehicle in group D20M9-A that needed three modules to be programmed.

Claim Type	**Field Service Campaign**
Campaign	**D20M9**
Component Code	**044-003-286**
Cause Code	**A1-Campaign**
Primary Failed Part	**DDC REPROGRAM1**
Procedure A[1]	
Use this operation if programming was NOT REQUIRED and emission label was replaced.	
Labor Number	996-F2082A **No Reprogramming Required**, **Install Emission Label**
Labor Hours	0.2 hours
Part Number	NONE
Parts Return	**PHOTO RETURN**
Use one of the below labor operations if reprogramming was required and emission label was replaced.	
Procedure B[1]	
Labor Number	996-F082B **Reprogram ACM or TCM**, **Install Emission label**
Labor Hours	0.4 hours
Part Number	NONE
Parts Return	**PHOTO RETURN**
Procedure C[1]	
Labor Number	996-F082C **Reprogram MCM or CPC**, **Install Emission label**
Labor Hours	0.5 hours
Part Number	NONE
Parts Return	**PHOTO RETURN**
Procedure D[1]	
Labor Number	996-F082D **Reprogram 2 Modules**, **Install Emission label**
Labor Hours	0.6 hours
Part Number	NONE
Parts Return	**PHOTO RETURN**

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Procedure E[1]	
Labor Number	996-F082E **Reprogram 3 Modules,** **Install Emission label**
Labor Hours	0.6 hours
Part Number	NONE
Parts Return	**PHOTO RETURN**
Procedure F[1]	
Labor Number	996-F082E **Reprogram 4 Modules,** **Install Emission label**
Labor Hours	0.8 hours
Part Number	NONE
Parts Return	**PHOTO RETURN**
[1] Administrative time (SRT 939-6010A) for 0.3 hours is automatically added to the claim.	

This Field Service Campaign will terminate on **September 01 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.

**Daimler Trucks
North America LLC**
September 2020
D20M9

Field Service Campaign

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

Copy of Notice to Owner

Subject: **Field Service Campaign D20M9**

        Engine Emission Label Replacement

Daimler Trucks North America LLC, on behalf of its Detroit Diesel Powertrain Division, is initiating Field Service Campaign D20M9.

Certain DETROIT™ heavy-duty engines installed in various applications will require reprogramming and engine emission label replacement.

This campaign includes several groups based on engine build date. Each group has specific software and fuel map requirements. Records available to us indicate that your vehicle has one of the eligible engines. Instructions for this Field Service Campaign have been sent to your local Detroit Diesel Authorized Repair Facility and the labor time required to perform this campaign is approximately **0.8** hours.

Please contact a Detroit Diesel Authorized Repair Facility to arrange to have the Field Service Campaign performed. To locate an authorized facility, search online at **https://demanddetroit.com/find-a-dealer/**

You must make an appointment with the repair facility at least two weeks in advance of the actual repair in order for the repair facility to order and receive the certified emission label to complete this Field Service Campaign. Failure to provide advance notification to the repair facility may result in a delayed repair.

This service will be completed for you at no charge, prior to **September 01, 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

Field Service Campaign

<div align="center">

Work Instructions

Subject: Engine Emission Label Replacement

Models Affected: Certain Detroit™ Heavy Duty Engines in Various Applications

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IMPORTANT: Owners of vehicles have been instructed to contact the dealership in advance to have the Emission Certification Label ordered so it will be available when they arrive for the campaign. See **Certified Emission Label Ordering Instructions** on page 16.

Corrective Procedure

1. Apply the parking brake, chock the wheels, and perform any other applicable safety steps.

2. Begin the process by connecting DiagnosticLink® version 8.12 (or higher versions) to the vehicle. Make sure that all the powertrain modules (MCM, CPC, ACM, and TCM if applicable) 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 powertrain modules 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.

4. Refer to Online Warranty Link (OWL) system to determine which campaign group includes this vehicle. See Figure 2.
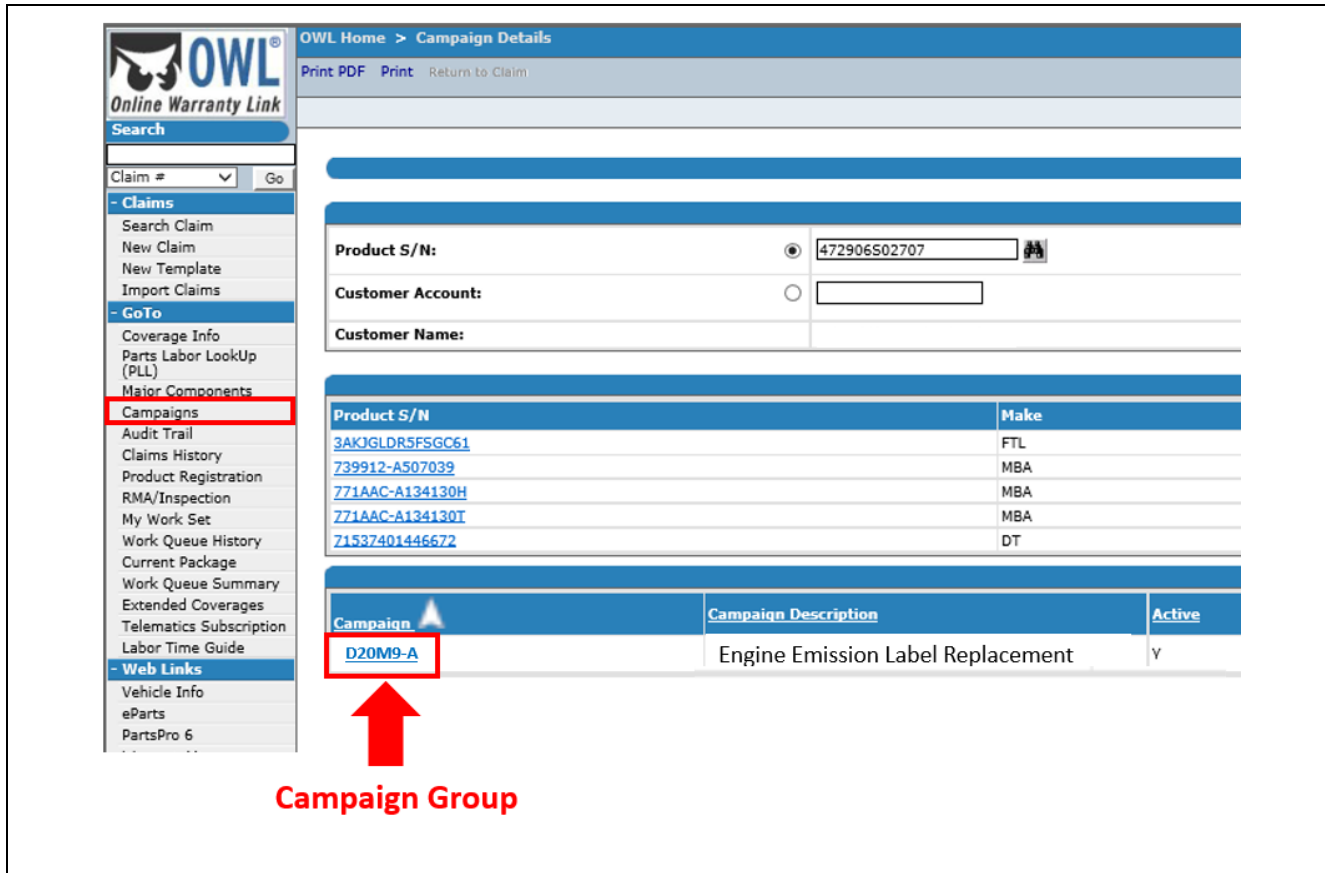
Fig. 2, Campaign Group

5. Refer to Table 3 below to determine the software and fuel map requirements by campaign group.

Table 3 – Fuel Map Requirement by Group

Module	Software Level	Fuel Map Requirement	Note
D20M9-A			
MCM	13.4.2.0	ZGS 003	
CPC	R05_03_000a	N/A	
D20M9-B			
MCM	7.7.1.47	ZGS 003	
ACM	8.7.0.107	ZGS 999	
CPC	X22_04_000a	N/A	
D20M9-C			
MCM	4.7.0.0	DD13 and DD15TC: ZGS 004* DD15AT and DD16: ZGS 003**	*Except for 380-410/1450 2-box fuel map p/n A0294488235 ZGS 005 **Except for 400/1750 1-box rating fuel map p/n A0304480335 ZGS004
CPC04T	X34_02_000A	N/A	
ACM	5.57.0.0	ZGS 004	
TCM	NAMT070700 or NAMT075900	N/A	
D20M9-D			
MCM	6.8.0.1	DD13: ZGS 001 or higher DD15: ZGS 002*** DD16: ZGS 003 or higher	***Except for 400/1750 1-box fuel map p/n A0684487635 ZGS 001
CPC04T	R44_00_000A	N/A	
CPC302T	33.13.00	N/A	
ACM	7.61.1.0	ZGS 001 or higher	
TCM	NAMT191402	N/A	

Table 3, Software and Fuel Map Requirements

6. On the Identification screen in DiagnosticLink®, check ALL applicable powertrain modules (MCM, CPC, ACM, and TCM) to verify the software versions and fuel map part numbers. See Figure 3 for an example of the Identification screen.

Fig. 3, DiagnosticLink® Identification Screen

7. Are the **software versions** for **ALL** powertrain modules equal to or higher than the minimum software levels listed in Table 3? All powertrain modules must meet the **MINIMUM** requirements.
   a. If less than the required software versions, proceed to step 9.
   b. If equal to the required software versions, proceed to step 8.
   c. If greater than or equal to the minimum software versions, proceed to step 14.

8. Do the fuel map part numbers and ZGS meet the requirements listed in table 3?
   a. If No, proceed to step 9.
   b. If Yes, proceed to step 14.

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9. Select the "Program Device" option along the left side of the DiagnosticLink® screen.

10. 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.
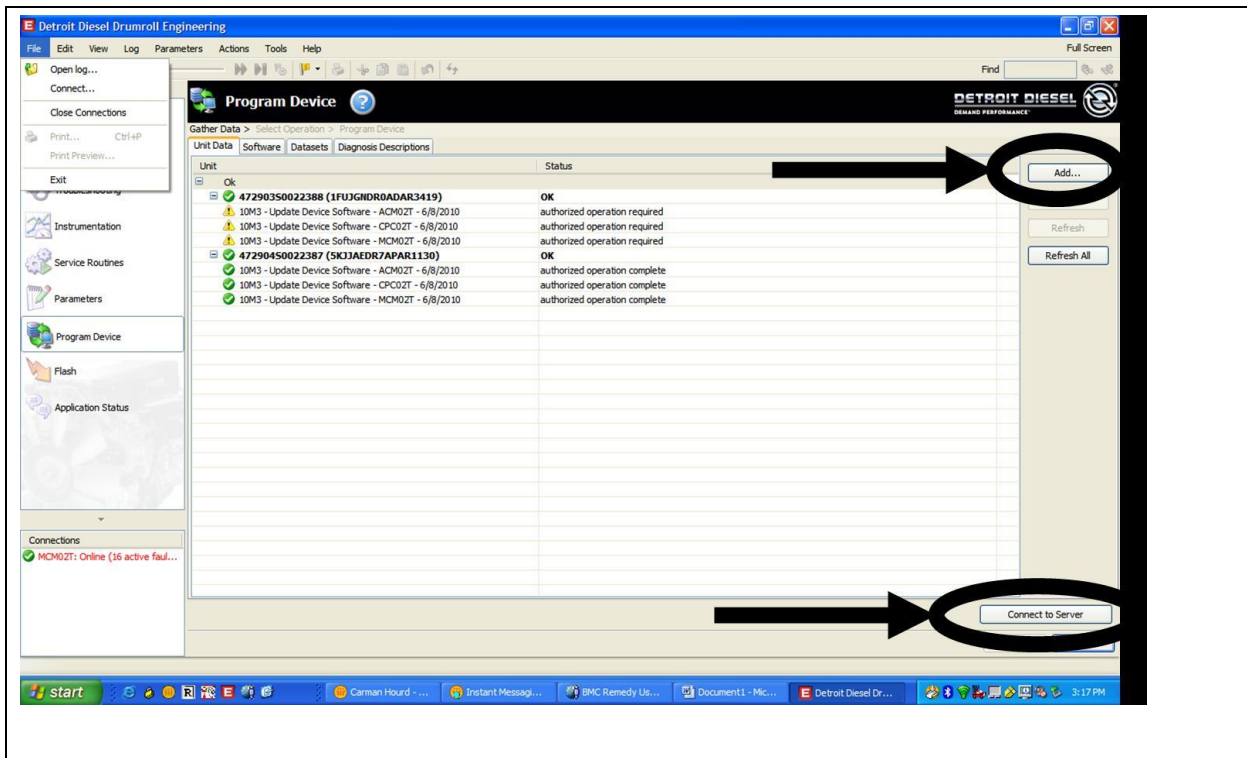
Fig. 4, Adding Engine Serial Number and Connecting to Server

11. Select "Next" after connecting to the server.

12. **Update Device Software** on all modules that need programming to meet the **MINIMUM** software versions listed in Table 3. Document which modules are programmed for warranty purposes.
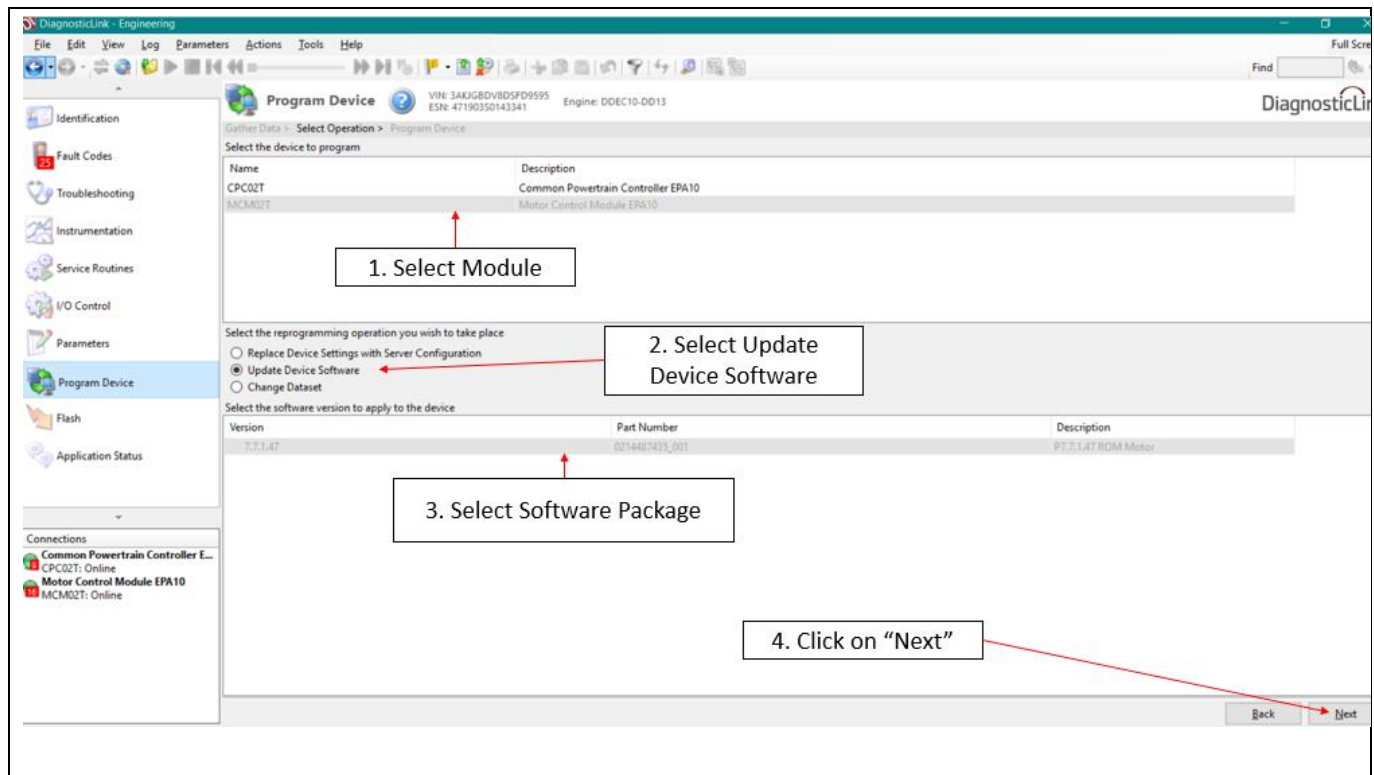
Fig. 5, Update Device Software

13. 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 confirm the proper software versions.

14. 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.

Important: ALL units in the campaign require emission label replacement. See figure 6 for sample emission labels.

15. **Remove and replace** the emission label from the engine rocker cover based on the engine serial number listing included with this Field Service Campaign. Note that the old label is designed to come off in pieces during removal from the engine.
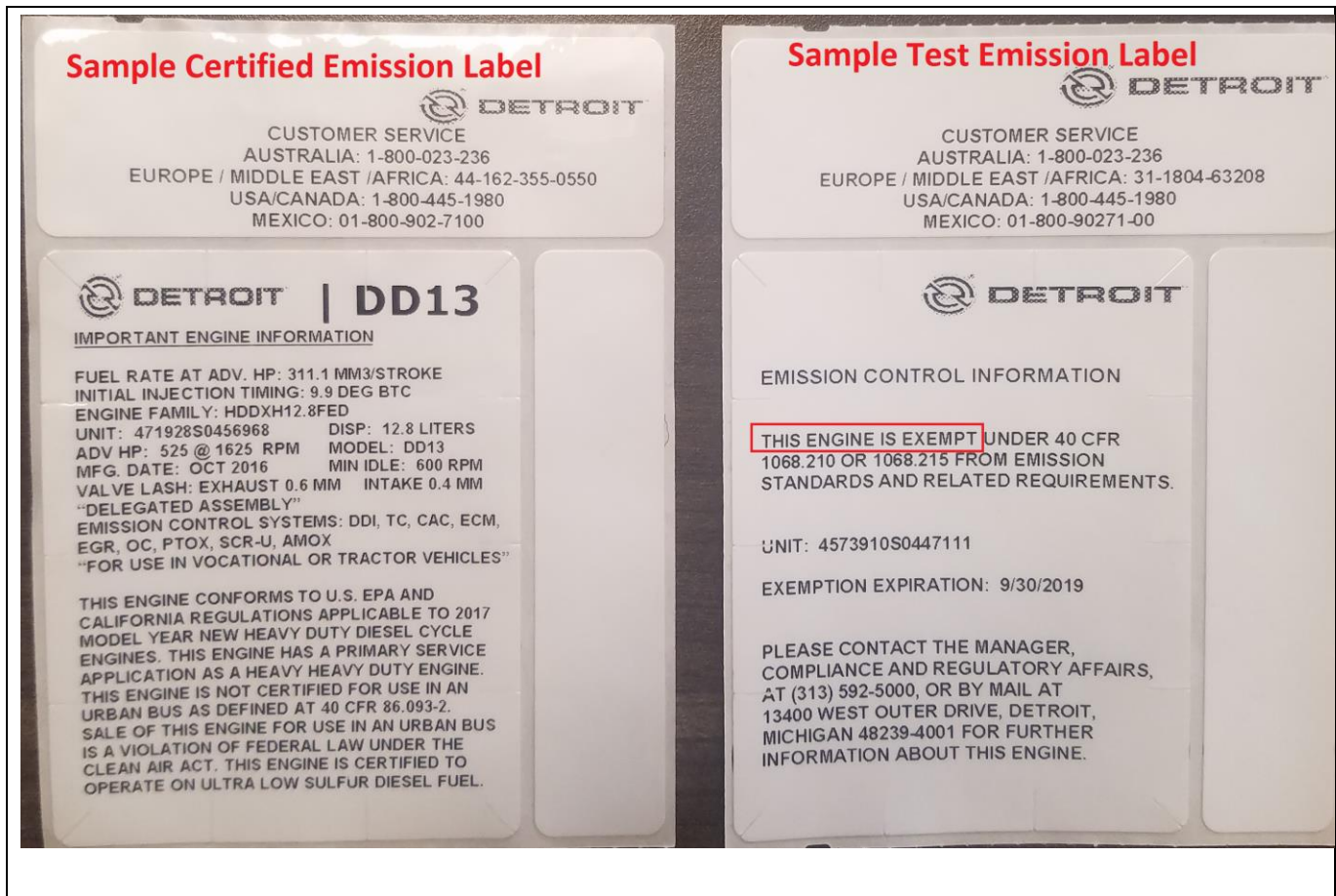

Fig. 6, Sample Emission Labels

16. Fill out the attached **Certified Emission Label Check Sheet** and attach the pieces of the old label to the check sheet. For verification, **attach an image of the form with the removed label to the claim in OWL.** See figure 7.

Fig. 7, Certified Emission Label Check Sheet

17. Repairs are complete.

Completion Stickers

- Upon completion of Field Service Campaign D20M9, clean a spot on the base label (Form WAR259), write the Field Service Campaign Number D20M9 on a blank, black completion sticker (Form WAR261), and attach the completion sticker to the base label.

- Label ordering info: DTNAConnect > Services and Reference > Publications & Warranty Supplies > Warranty

Certified Emission Label Check Sheet

Detroit Diesel Corporation

I _____, an employee of _____

hereby certify the following:

I certify that the Emission Label has been removed and replaced with a new Certified Emission Label for this serial number.

VIN: _____

ESN: _____

	Qty	COMPLETED check '√' box
Remove Emission Label	1	
Apply New Certified Emission Label	1	

_____
Signature

_____
Print Name

_____
Date

┌─────────────────────────┐
│   │
│   │
│   │
│   **Attach pieces of old** │
│   │
│   **label here:**   │
│   │
│   │
└─────────────────────────┘

Attach image verification of the form and the removed label to the claim in Online Warranty Literature (OWL).

Certified Emission Label Ordering Instructions

1. Navigate to the Order Center on DTNA Connect. See Figures 7 and 8 below.
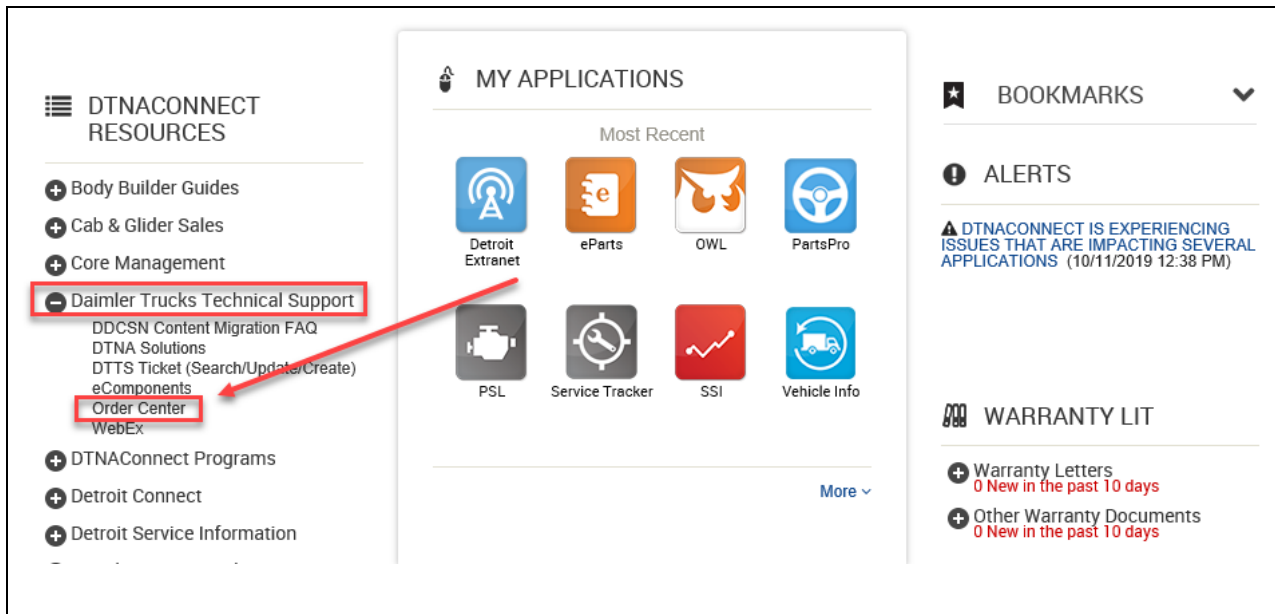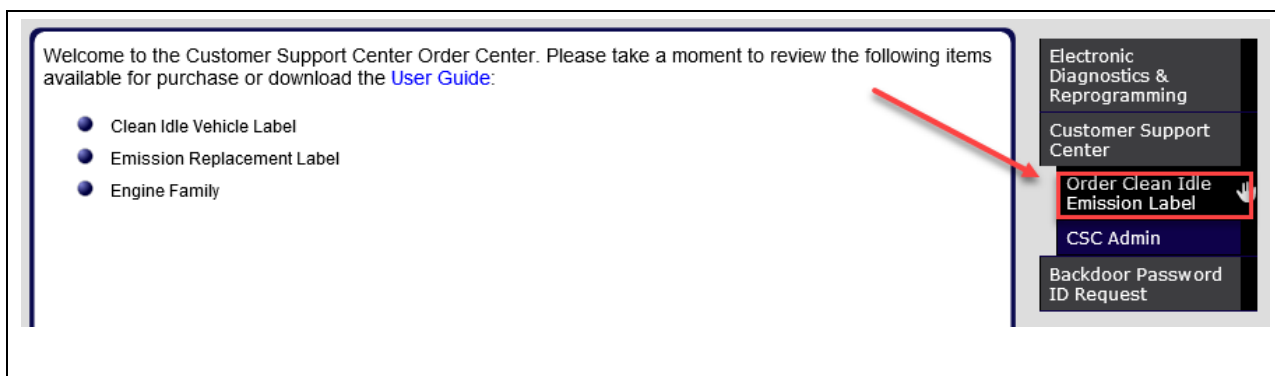   Order Center - Clean Idle

Fig. 7, DTNA Connect

Fig. 8, Order Center

Fig. 9, Emission Label Ordering Process

2. Click the "+" icon next to "Add a Clean Idle / Emission / Other Label." See Figure 9.

3. Use the item drop-down menu and select "D20M9 Campaign Label." See Figure 10.

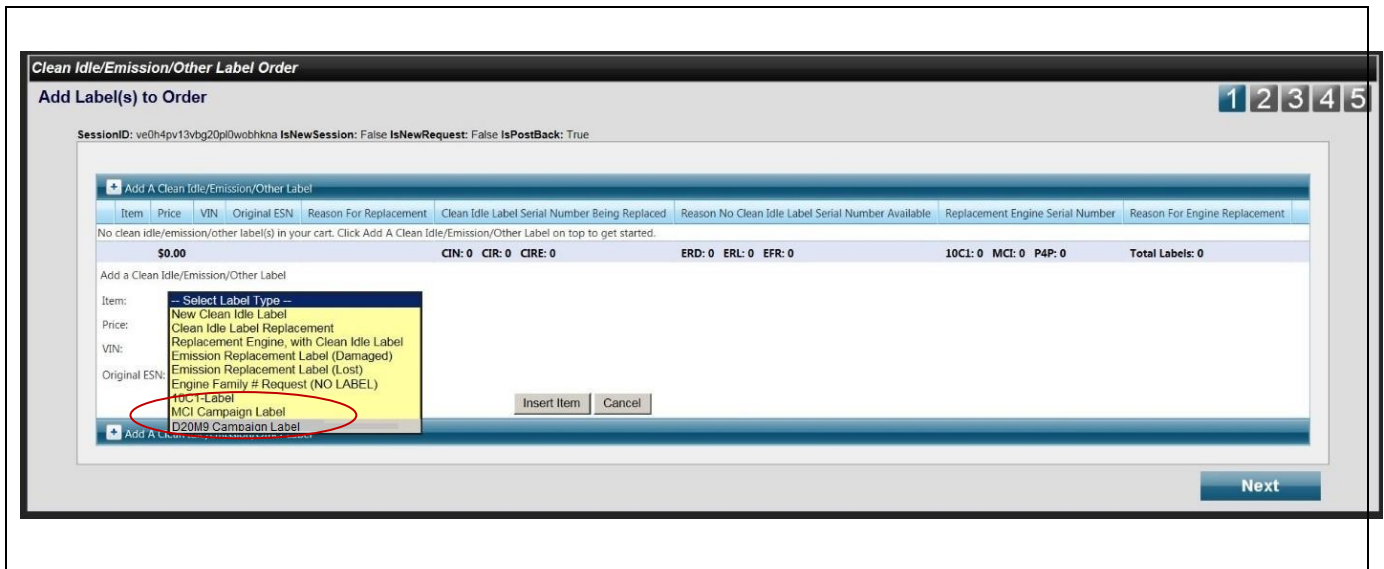NOTE: The price for the D20M9 Campaign Label should be $0.00.

Fig. 10, Emission Label Ordering Process

4. Complete the "VIN" and "Original ESN" fields and select "Insert Item." See Figure 11.
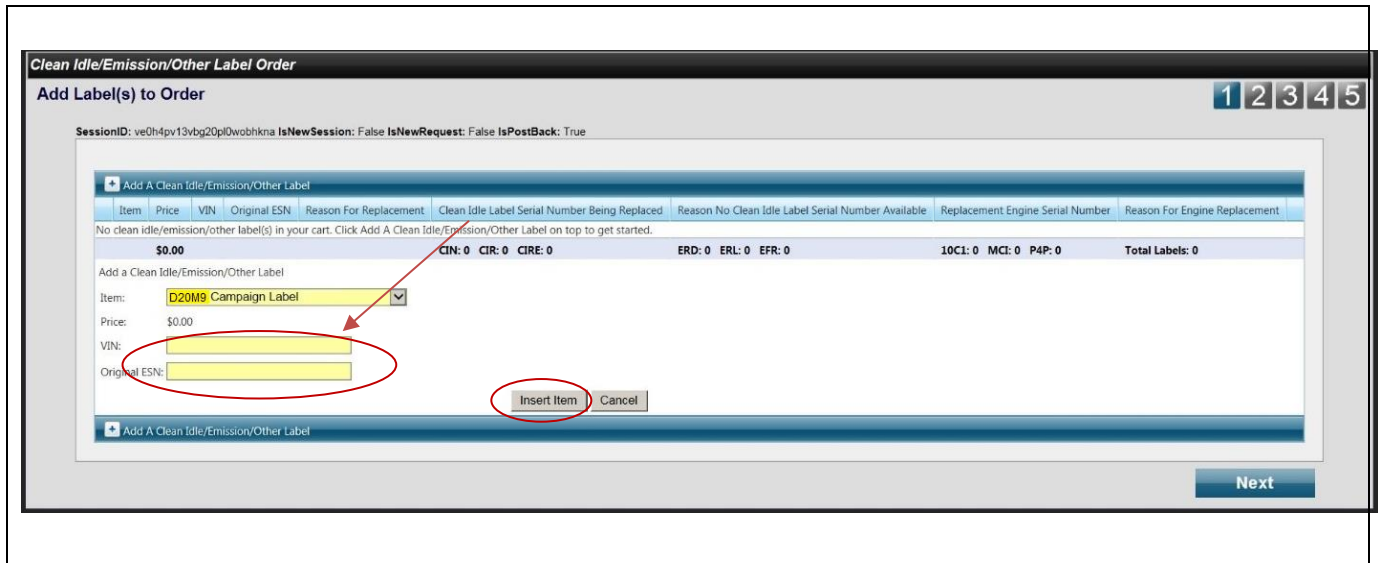

Fig. 11, Emission Label Ordering Process

5. Click "Next" to complete the ordering process. Once your request is submitted in the Order Center, you will receive an email confirmation. Submitting follow-up requests will create duplicate cases. Please call the DETROIT™ Customer Support Center CSC at 800-445-1980 or email csc@daimler.com if you need to follow-up.