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

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	y 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				

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.

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 <u>https://demanddetroit.com/find-a-dealer/</u>

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

Work Instructions

Subject: Engine Emission Label Replacement

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

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.

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North America LLC
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Search Claim			
New Claim	Product S/N:	472906502707	N I
New Template	Product 3/ N.	· · · · · · · · · · · · · · · · · · ·	
import Claims	Customer Account:		
БоТо		Ŭ	
Coverage Info	Customer Name:		
Parts Labor LookUp (PLL)			
Maior Components			
Campaigns	Product S/N	Make	2
Audit Trail	3AKJGLDR5FSGC61	FTL	
Claims History	739912-A507039	MBA	
Product Registration	77144C-4134130H	MBA	
RMA/Inspection	771440-41241201	MBA	
Ny Work Set	7/1880-81391301	MBA	
Work Queue History	/153/4014466/2	וט	
Nork Queue Summany			
Evtended Coverages			
Telematics Subscription	Campaign 🔔	Campaign Description	Active
abor Time Guide	D20M0-A	Engine Emission Label Peplacem	vont V
Neb Links	DZOWIS-A	Engine Emission Laber Replacen	ient r
/ehicle Info			
Parts			
PartsPro 6			

Fig. 2, Campaign Group

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

Table 3 -	Fuel Ma	n Requir	ement h	Group
	i uci ivia	p negun	ement b	y Oloup

Module	Software Level	Fuel Map Requirement	Note			
D20M9-A						
MCM	13.4.2.0	ZGS 003				
CPC	R05_03_000a	N/A				
		D20M9- <mark>B</mark>				
MCM	7.7.1.47	ZGS 003				
ACM	8.7.0.107	ZGS 999				
CPC	X22_04_000a	N/A				
		D20M9- <mark>C</mark>				
МСМ	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				
ТСМ	NAMT070700 or NAMT075900	N/A				
	D20M9-D					
МСМ	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				
ТСМ	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.

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Fig. 3, DiagnosticLink® Identification Screen

- Are the <u>software versions</u> for ALL powertrain modules equal to or higher than the minimum software levels listed in Table 3? All powertrain modules must meet the <u>MINIMUM</u> 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.

Detroit Diesel Drumroll Eng	gineering		
Edit View Log Param	neters Actions Tools Help		Full Screen
Open log			Find the set
Canaast			
connect	👫 Program Device 🔊		DETROIT DIESEL 🍋
Close Connections	Togram bence		DEMAND PERFORMANCE
Print Ctrl+P	Gather Data > Select Operation > Program Device		
Driet Denview	Unit Data Software Datasets Diagnosis Descriptions		
PTITL PTEVIEW	Unit	Status	
Exit	😑 Ok		Add
THOUSEARDOURY	47290350022388 (1FUJGNDR0ADAR3419)	ок	
2	10M3 - Update Device Software - ACM02T - 6/8/2010	authorized operation required	
Instrumentation	10M3 - Update Device Software - CPC02T - 6/8/2010	authorized operation required	Refresh
	10M3 - Update Device Software - MCM02T - 6/8/2010	authorized operation required	
Service Routines	= 🔮 47290450022387 (5KJJAEDR7APAR1130)	ОК	Refresh All
	10M3 - Update Device Software - ACM02T - 6/8/2010	authorized operation complete	
3	10M3 - Update Device Software - CPC02T - 6/8/2010	authorized operation complete	
Parameters	10M3 - Update Device Software - MCM02T - 6/8/2010	authorized operation complete	
	1		
Program Device			
-10			
Flash			
Application Status			
2			
*			
inections			
ICM021: Online (16 active faul			
			Connect to Server
start 🔢 🖉 🤌 🔴	R 🎇 🖪 🦚 🔗 Carman Hourd 😝 Instant	t Messagi 🦉 BMC Remedy Us 🕎 Document 1 - Mic 🔳 De	etroit Diesel Dr 🛛 🤌 🎖 🍞 🏭 💭 🖳 🗞 🏂 3: 17 PM

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

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

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12. Update Device Software on all modules that need programming to meet the <u>MINIMUM</u> software versions listed in Table 3. Document which modules are programmed for warranty purposes.

No. DiagnosticLink - Engineering						- a >
File Edit View Log Paramete	ters Actions Tools Help					Full Scre
	(+(=)>)	1 % P • 8 😫 8 + 8 m	094088			Find
	2					0
El a ser	Program Device 🕑 Wite 3AK080VHDS950959 Esite Program Device DDEC10-DD13					DiagnosticLir
Identification	Gather Data > Select Operation > Program Device					
Fault Codes	Select the device to program					
	Name	Description				
V Troubleshooting	CPC02T	Common Power	rain Controller EPA10			
~	NGUMULT		come toxun			
Instrumentation						
Service Routines	1	. Select Module				
VO Control						
my?	Select the reprogramming operat	ion you wish to take place	2 Coloct Und	ata		
Parameters	Replace Device Settings with	Server Configuration	Z. Select Opua	ate		
Program Device	Update Device Software Ochange Dataset		Device Softwa	are		
wg ·	Select the software version to apr	iv to the device				
Flash	Version		Part Number		Description	
Contraction Status	7.7.1.47	275	0214487435_001		P7.7.1.47 RDM Motor	
Application status		1				
		Select Softwar	e Package			
Connections	7		Ū			
Common Powertrain Controller E						
Motor Control Module EPA10						
MCM02T: Online						
			4.	Click on "Next" 📃		
						Rack Next
						Terr.

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.

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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.

Detroit	Diesel Corporation
1_500	Leonard an employee of Detroit Diesel
hereby ce	rtify the following:
I certify the Emission	at the Emission Exempt Label has been removed and replaced with the MY2017-2018 Certification Label for this serial number
VIN:	M6 35 A8A841 W05 7789
ESN:	7194156436698
Remove Apply En Label	COMPLETED Qty check 'v' box Emission Exempt Label 1 ission Certification 1
Signature Jon Print Name Date	EMISSION CON ITROL INFORMATION THIS ENGINE IS EXE 1088 210 OR 1058 215 MPT UNDER 40 CI 1088 210 OR 1058 215 MPT UNDER 40 CI 108 210 OR 1058 215 MPT UNDER 40 CI 109 210 00 CI 100 00 CI 100 00 CI
Send phot	o verification of this form and the removed label to CSC@Daimler.com ATTN: Jon Leonard
	OR
Mail the o	riginal signed form to Detroit Diesel Corporation, 13400 West Outer Drive, Detroit, Michigan

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: _____

		COMPLETED
	Qty	check '√' box
Remove Emission Label	1	
Label	1	

Signature

Print Name

Date



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

DTNACONNECT	🍦 MY A	PPLICATION	IS		★ BOOKMARKS ✓
RESOURCES		Most Re	ecent		
o Body Builder Guides	Q	e	23		ALERTS
🕀 Cab & Glider Sales	A				A DTNACONNECT IS EXPERIENCING
Core Management	Detroit Extranet	eParts	OWL	PartsPro	ISSUES THAT ARE IMPACTING SEVERAL APPLICATIONS (10/11/2019 12:38 PM)
Daimler Trucks Technical Support DDCSN Content Migration FAQ DTNA Solutions DTTS Ticket (Search/Update/Create)	•		~~^		
eComponents Order Center WebEx	PSL	Service Tracker	SSI	Vehicle Info	🕅 WARRANTY LIT
DTNAConnect Programs					• Warrantu Lattara
Detroit Connect				More ~	Warranty Letters O New in the past 10 days Other Warranty Decuments
Detroit Service Information					• O New in the past 10 days

Fig. 7, DTNA Connect

 Welcome to the Customer Support Center Order Center. Please take a moment to review the following items available for purchase or download the User Guide: Clean Idle Vehicle Label Emission Replacement Label Engine Family

Fig. 8, Order Center

	ETDOIT [®]					Detroit Diesel Or	rder Center
						Ноте	e 7/31/2018
Clean Idle	e/Emission/Other Label (Drder					
Add La	bel(s) to Order					123	4 5
_							
	+ Add A Clean Idle/Emission/O	ther Label					
	Item Price VIN Origina	al ESN Reason For Replacement	Clean Idle Label Serial Number Being Replaced	Reason No Clean Idle Label Serial Number Available	Replacement Engine Serial Number	Reason For Engine Replacement	
	No clean idle/emission/other label	(s) in your cart. Click Add A Clean Id	e/Emission/Other Label on top to get started.				
	\$0.00		CIN: 0 CIR: 0 CIRE: 0	ERD: 0 ERL: 0 EFR: 0	10C1: 0 MCI: 0	Total Labels: 0	
	Add A Clean Idle/Emission/O	ther Label					
						Next	

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.

sionID: ve0h4pv13vbg20	pl0wobhkna IsNewSess	sion: False IsNewRe	quest: False IsPostBack: True			
🛨 Add A Clean Idle/Eu	nission/Other Label					
Item Price VIN	Original ESN Reaso	on For Replacement	Clean Idle Label Serial Number Being Replaced	Reason No Clean Idle Label Serial Number Available	Replacement Engine Serial Number	Reason For Engine Replacement
No clean idle/emission/o	ther label(s) in your cart.	Click Add A Clean Idl	e/Emission/Other Label on top to get started.			
Price: Cloan Idl	an luie Label					
Price: Clean Id. VIN: Replace Emission Original ESN: Engine F 10C1-La MCI Cam D20M9 C	an role Label e Label Replacement ment Engine, with Clei Replacement Label (Armily # Request (NO bel pagign Label ampaign Label	an Idle Label (Damaged) (Lost) LABEL)	Insert Item Cancel			

Fig. 10, Emission Label Ordering Process

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D20M9

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

ssionID: ve0h4pv13vbg20pl0wobhkna IsNe	wSession: False IsNewRequest: False IsPostBack: True			
Add A Clean Idle/Emission/Other Lab	el			
Item Price VIN Original ESN	Reason For Replacement Clean Idle Label Serial Number Being Replacement	Reason No Clean Idle Label Serial Number Available	Replacement Engine Serial Number	Reason For Engine Replacement
No clean idle/emission/other label(s) in you	ur cart. Click Add A Clean Idle/Epission/Other Label on top to get started			
\$0.00	CIN: 0 CIR: 0 CIRE: 0	ERD: 0 ERL: 0 EFR: 0	10C1: 0 MCI: 0 P4P: 0	Total Labels: 0
Item: D20M9 Campaign Label Price: \$0.00 VIN: Original ESN:	Insert Item Cancel			
Add A Clean Idle/Emission/Other Lab	bel			

Fig. 11, Emission Label Ordering Process

 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.