

FIELD SERVICE CAMPAIGN BULLETIN

Subject: **Field Service Campaign** **D19M7 REV2**
Pre-Series Cascadia Emission Label Replacement

Issue Involved

Detroit Diesel Corporation (DDC) has determined that certain Detroit™ engines installed in Pre-Series Cascadia vehicles will need their Exempt Emission Label replaced with a Certified Emission Label.

There are approximately 274 engines affected by this Field Service Campaign.

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
DD13	D471928	2016-2017	June 13 2016, to February 13 2017	Pre-Series P4 Cascadia
DD15	D472906	2014-2015	August 21 2014, to February 5 2015	Classic Cascadia
DD15	D472910	2016-2017	June 13 2016, to February 13 2017	Pre-Series P4 Cascadia
DD16	D473910	2016-2017	June 13 2016, to February 13 2017	Pre-Series P4 Cascadia

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 D19M7 is to be performed at no charge to owners on all affected engines under the engine warranty or prior to **April 30, 2021**, under the provisions of this Field Service Campaign.

Please use the appropriate steps, noted below, for indicating that Field Service Campaign D19M7 has been completed.

- Check the base label (**Form WAR259**) to see if **Field Service Campaign D19M7** 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 D19M7** 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 D19M7**, clean a spot on the base label (**Form WAR259**), write the Field Service Campaign Number (**D19M7**) 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

All units in this campaign will require a new certified emission label.

1. Navigate to the Order Center on DTNA Connect. See Figures 1 and 2 below.

Order Center - Clean Idle

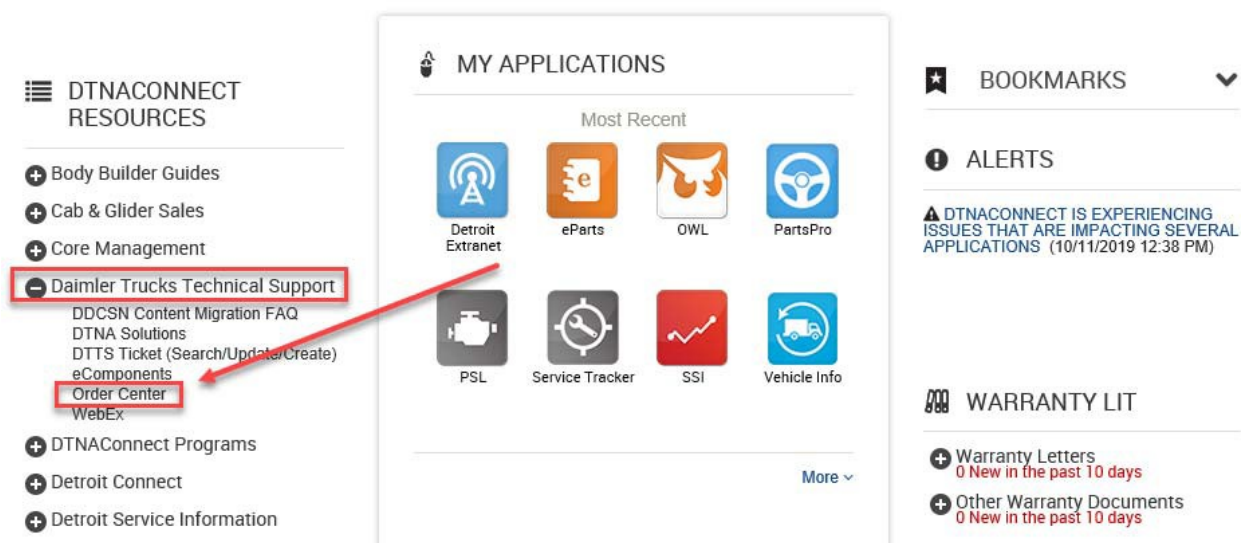


Figure 1 – DTNA Connect

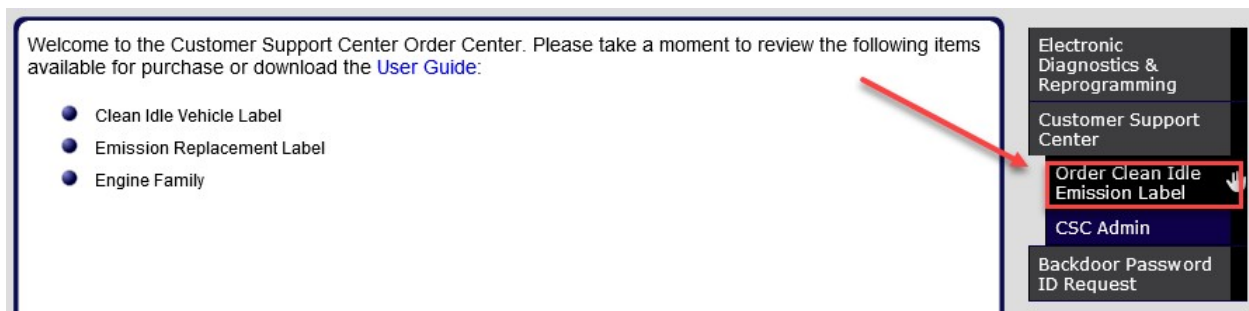


Figure 2 – Order Center

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2. Click the “+” **symbol** next to “Add a Clean Idle / Emission / Other Label.” See Figure 1.

DETROIT Detroit Diesel Order Center Home 7/31/2018

Clean Idle/Emission/Other Label Order

Add Label(s) to Order

1 2 3 4 5

+ Add A Clean Idle/Emission/Other Label

Item	Price	VIN	Original 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 Idle/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/Other Label

Next

Figure 1 – Emission Label Order Process

3. Use the item drop-down and select “D19M7 Campaign Label.” See Figure 2.

NOTE: The price for the D19M7 Campaign Label should be \$0.00.

DETROIT Detroit Diesel Order Center Home 7/31/2018

Clean Idle/Emission/Other Label Order

Add Label(s) to Order

1 2 3 4 5

SessionID: ve0h4pv13vbg20p0wobkhna IsNewSession: False IsNewRequest: False IsPostBack: True

+ Add A Clean Idle/Emission/Other Label

Item	Price	VIN	Original 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 Idle/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 P4P: 0	Total Labels: 0

Add a Clean Idle/Emission/Other Label

Item: -- Select Label Type --

Price: New Clean Idle Label

VIN: Clean Idle Label Replacement

Original ESN: Replacement Engine, with Clean Idle Label

Reason For Replacement: Emission Replacement Label (Damaged)

Reason No Clean Idle Label Serial Number Available: Emission Replacement Label (Lost)

Replacement Engine Serial Number: Engine Family # Request (NO LABEL)

Reason For Engine Replacement: 10C1-Label

MCI Campaign Label

D19M7 Campaign Label

Insert Item Cancel

Next

Figure 2 – Emission Label Order Process

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4. Complete the “VIN” and “Original ESN” fields and select “Insert Item.” See Figure 3.

Clean Idle/Emission/Other Label Order

Add Label(s) to Order

SessionID: ve0h4pv13vbg20pl0wobhkna IsNewSession: False IsNewRequest: False IsPostBack: True

Item	Price	VIN	Original 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 Idle/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 PAP: 0		Total Labels: 0

Add a Clean Idle/Emission/Other Label

Item: **D19M7 Campaign Label**

Price: \$0.00

VIN:

Original ESN:

Figure 3 – Emission Label Order 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 a duplicate case. Please call the Detroit™ Customer Support Center CSC at 800-445-1980 or email csc@daimler.com if you need to follow-up.

Corrective Procedure

1. Apply the parking brake, chock the wheels, and perform any other applicable safety steps.
2. Remove and replace the exempt 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 upon removal from the engine. See Figure 4 for an example of an exempt emission label.

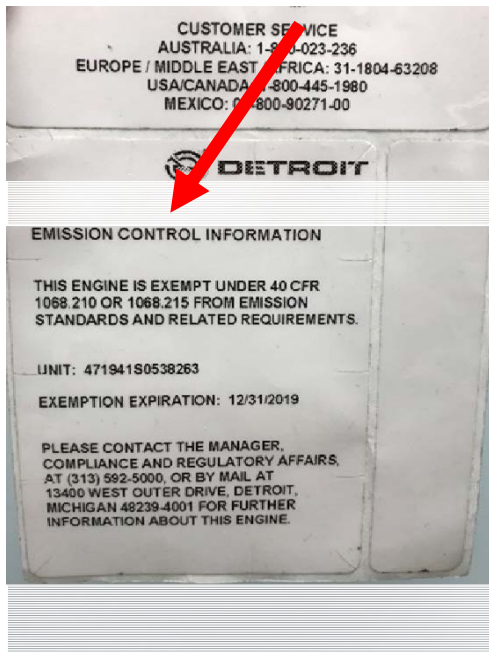


Figure 4 – Exempt Emission Label Example

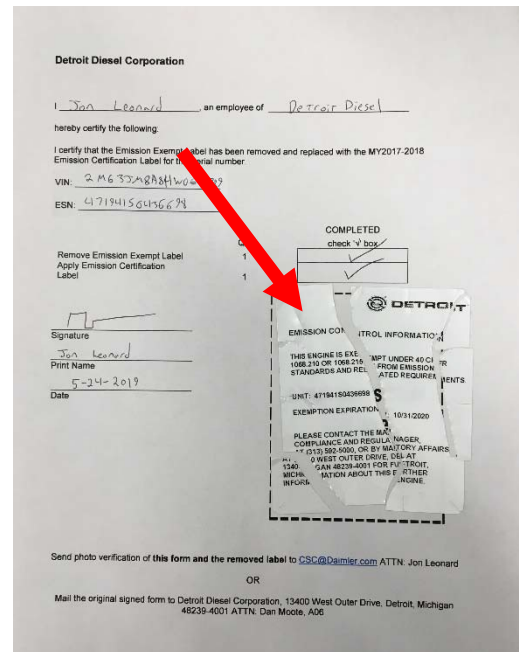


Figure 5 – Certified Emission Label Check Sheet

3. Fill out the attached **Certified Emission Label Check Sheet** and attach the pieces of the old exempt label to the check sheet. **Attach an image of the completed Certified Emission Label Check Sheet to the claim in OWL.**
4. Repairs are complete.

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	D19M7
Cause Code:	A1-Campaign
Primary Failed Part:	CERT LABEL
Labor Code:	996-F197A Emission Label Replacement Only
Corrective Action:	12 - Repair Recall/Campaign
Labor:	0.1 Hours
Parts Return:	NONE

NOTE

Reference Page 6, "Corrective Procedure", Step 3. The "Certified Emission Label Check Sheet" MUST BE ATTACHED to the claim in the Online Warranty Link (OWL) System.

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

Certified Emission Label Check Sheet

Detroit Diesel Corporation

I _____, an employee of _____

hereby certify the following:

I certify that the Emission Exempt Label has been removed and replaced with the MY2016-2017 Emission Certification Label for this serial number.

VIN: _____

ESN: _____

	Qty	COMPLETED check '✓' box
Remove Emission Exempt Label	1	☐
Apply Emission Certification Label	1	☐

Signature

Print Name

Date

**Attach pieces of old
label here:**

Attach an image of the completed Certified Emission Label Check Sheet to the claim in OWL.

Attention: Vehicle Owner:

Subject: **Field Service Campaign D19M7**
Pre-Series Cascadia Emission Label Replacement

Detroit Diesel Corporation (DDC) has determined that certain Detroit™ engines installed in Pre-Series Cascadia vehicles will need their Exempt Emission Label replaced with a Certified Emission Label.

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 repair is approximately **0.1** 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 www.detroitdiesel.com/locations/default.aspx.

This service will be completed for you at no charge, prior to **December 5, 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