Field Service Campaign

Subject: DT12 Gear Grind During Downshift Software Update

Models Affected: DT12 Transmissions

General Information

Daimler Trucks North America LLC, on behalf of its DETROIT™ Powertrain Division, is initiating Field Service Campaign D21M3 to update TCM software on certain DT12 Transmission models to prevent gear grind during downshift in certain situations.

All the vehicles in the population require programming the TCM, ACM, MCM, and CPC to Model Year 2021 for compatibility. Please refer to the attached work instructions for **MINIMUM** software versions.

Affected DT12 transmissions built between August 2018 and December 18, 2020.

There are approximately 6488 units affected by this Field Service Campaign.

Note that some transmissions may already be reprogrammed. These transmissions will be excluded from this Field Service Campaign; the currently available software levels may be higher than the minimum levels shown above.

Work Instructions

Please refer to the attached work instructions. **Prior to performing this field service campaign, check the vehicle for a completion sticker (Form WAR261).**

Labor Allowance

Table 1 – Labor Allowance for D21M3

Procedure	Time Allowed (hours)	SRT Number	Corrective Action
D21M3			
Inspection Only – No Programming Required	0.1 Hours	996-F208A	06- Inspect
Reprogram MCM, ACM, CPC, TCM	0.7 Hours	996-F208B	12-Repair Recall/Campaign

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Claim Reimbursement

Obtain reimbursement for parts, labor, and handling (landed cost for Export Distributors) by submitting your claim through the Warranty system within 30 days of campaign completion. Please reference the following information in OWL.

Table 2 – Claim Reimbursement

Claim Type	Field Service Campaign
Campaign **(number with appropriate condition code)**	**D21M3**
Component Code	**043-007-205**
Cause Code	**A1 – Campaign**
Primary Failed Part	**DDC REPROGRAM3**
Procedure A[1]	
Labor Number	996-F208A **Inspection Only – No Programming Required**
Labor Hours	0.1 Hours
Part Number	DDC REPROGRAM3
Parts Return	NONE
Use the following procedure if programming was REQUIRED.	
Procedure B[1]	
Labor Number	996-F208B **Reprogram MCM, ACM, CPC, TCM**
Labor Hours	0.7 Hours
Part Number	DDC REPROGRAM3
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 **March 16, 2022**. 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.

U.S. and Canadian dealers should contact the Warranty Campaigns Department via Web inquiry at DTNAConnect.com/WSC, if they have any questions or need additional information.

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

Copy of Notice to Owners

Subject: DT12 Gear Grind During Downshift Software Update

Daimler Trucks North America LLC, on behalf of its DETROIT™ Powertrain Division, is initiating Field Service Campaign D21M3 to update TCM software on certain DT12 Transmission models to prevent gear grind during downshift in certain situations.

Records available to us indicate that your vehicle has one of the eligible transmissions. 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 update is approximately **0.7 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/.

This service will be completed for you at no charge, prior to **March 16, 2022** 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 WARRANTY CAMPAIGNS DEPARTMENT

Enclosure

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Work Instructions

Subject: DT12 Gear Grind During Downshift Software Update

Models Affected: DT12 Transmissions

Corrective Procedure

		Vehicle Model	
		New Cascadia & Western Star 49X	**All Other Models**
GHG21 DD13	**MCM Software Version**	14.3.1.1 ZGS 001	14.3.1.1 ZGS 001
	ACM Software Version	7.61.1.0 ZGS 001	7.61.1.0 ZGS 001
	CPC Software Version	CPC501T: R20.31.00.00A CPC302T: 33.13.00	R44_00_000A
	TCM Software Version	NAMT201403	NAMT201403

GHG21 DD15 & DD16	**MCM Software Version**	DD15: 6.9.0.2 ZGS 001 DD16: 6.9.0.2 ZGS 002	DD15: 6.9.0.2 ZGS 001 DD16: 6.9.0.2 ZGS 002
	ACM Software Version	7.61.1.0 ZGS 001	7.61.1.0 ZGS 001
	CPC Software Version	CPC501T: R20.31.00.00A CPC302T: 33.13.00	R44_00_000A
	TCM Software Version	NAMT201403	NAMT201403

Minimum Software Versions

1. You **MUST** use DiagnosticLink® Professional 8.13 Service Pack 1 (*or higher*) when reprogramming. **REFERENCE** DTNAConnect "My Communications" notice dated 12/15/2020 for more information on DiagnosticLink® 8.13 Service Pack 1.

2. Begin the process by connecting DiagnosticLink® to the vehicle. Make sure that all modules (ACM, CPC, MCM, and TCM) are connected.
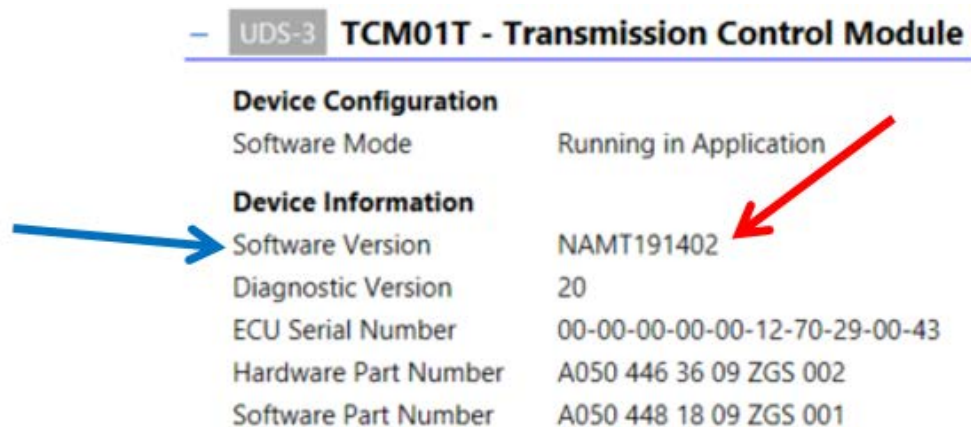
NOTICE: BEFORE you begin programming, make sure the VIN is correct in all modules. If the VIN is incorrect in any modules, you will receive an error message when attempting to reprogram.

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3. Make sure the VIN is correct in all modules by looking at the "Identification" screen in DiagnosticLink®. If the VIN is incorrect, 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. On the Identification screen, check the current ACM, MCM, CPC, and TCM software and fuel map levels. The **MINIMUM** levels required are listed in the above table. See figure below for an *example* of the Identification screen for the TCM.

   Example: TCM **software NAMT191402** is not at the **MINIMUM** software level required, and needs updating.

5. Is the software and fuel map ZGS version level for the ACM, MCM, CPC, and TCM less than the software and fuel map ZGS revision levels listed in the table on page 4?
   NOTE: The ACM, MCM, CPC, and TCM software and fuel map ZGS version level must meet the **MINIMUM** requirements.

   a) Yes, proceed to step 6.
   b) No; it is equal to, or greater than the minimum software and fuel map ZGS version levels. No programming is necessary. Proceed to the Completion Stickers section.

6. Select "Parameters" option along the left side of the DiagnosticLink® screen. Wait for parameters to be read.

7. Select "Program Device" option along the left side of the DiagnosticLink® screen. There will be "Data to Upload". Click "Connect to Server".

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 below figure.

9. Program the ACM, MCM, CPC, and TCM, based on the above inspection results and engine serial number listing included with this recall campaign.
   - **NOTE:** If equipped with CPC501T & ICUC, program the ICUC to the latest software.
   - **NOTE:** ACM software 7.61.1.0 with Model Year 2020 fuel map ending in ZGS 002 is <u>older than</u> ACM software 7.61.1.0 with Model Year 2021 fuel map ending in ZGS 001. Make sure that the ACM is programmed to 7.61.1.0 ZGS 001.

10. When programming is complete, click the "Finish" button and perform the following to allow the modules to synchronize with each other:
    - Disconnect the USB Link at 9-pin vehicle diagnostic port.
    - Turn the vehicle ignition OFF 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 TCM, and confirm the proper software and fuel map levels.

NOTICE: CHECK with the customer to see if Auto Elevate can be enabled. Auto Elevate can prevent Aftertreatment System (ATS) issues.

11. Ask the customer if they would like Auto Elevate activated. **REFERENCE** Detroit™ Technical Service letter 16 TS-18 for full details on Auto Elevate.

12. Repairs are complete.

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Completion Stickers

- Upon completion of Recall Campaign **D21M3**, clean a spot on the base label (Form WAR259), write the Field Service Campaign Number **D21M3** on a blank, completion sticker (Form WAR261), and attach the completion sticker to the base label.

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