



No.: 21TS-12
August 2021

TO: Service Locations

FROM: Service Systems Engineering

SUBJECT: **GHG21 Detroit DD16® Poor Acceleration Complaints In Western Star 49X Chassis When Lightly Loaded**

ISSUE

Some complaints have been received about poor acceleration with the DD16 engine in the Western Star 49X chassis when the vehicle is unloaded or lightly loaded.

CAUSE

Corrections have been made to the CPC software to resolve this issue. Truck plant implementation began on August 5, 2021, and should be complete on September 5, 2021.

For trucks built before September 5, 2021, the server was updated on July 28, 2021, so any DD16 in a 49X that has the CPC programmed should be fixed.

REQUIRED ACTION

Program the CPC. After programming the CPC, the MCM, ACM, and TCM (if equipped with a Detroit DT12™ transmission) may need to be updated for software compatibility.

REPAIR PROCEDURE

Note that the current version of reprogramming software is DiagnosticLink® 8.14 with Service Pack 2. Program using "Update Device Software".

1. Connect DiagnosticLink® to the MCM, ACM, CPC, and TCM (if equipped with a Detroit DT12™ transmission), and note the current software and fuel maps in the Identification screen.
2. Program the CPC to R20.31.00.00A software (or higher). If equipped with a Detroit DT12™ transmission, the shift map should be p/n A0264488202 ZGS 002. Note this may be the same software and shift map already in the CPC – the necessary changes will not be visible.
3. If not already there, program the ACM to 7.61.1.0 software (or higher) with fuel map p/n A0304482754 ZGS 001.
4. If not already there, program the MCM to 6.9.0.2 software (or higher) with fuel map version ZGS 003.
5. If not already there for Detroit DT12™ equipped vehicles, program the TCM to NAMT201403 software (or higher).
6. Disconnect the USB Link at the vehicle diagnostic port.
7. Turn the vehicle ignition OFF and wait one minute.
8. Turn the vehicle ignition ON and wait one minute.
9. Turn the vehicle ignition OFF and wait one minute.

10. Turn the vehicle ignition ON and wait one minute.
11. Reconnect the USB Link, reconnect DiagnosticLink to the MCM, ACM, CPC, and TCM (if equipped with a Detroit DT12™), and confirm software and fuel maps in the Identification screen.
12. Check to see if Auto Elevate is enabled. If not, reference Detroit Technical Service letter 16 TS-18 to see if it can be enabled. To turn on Auto Elevate, go to the ACM parameters, group PGR005_DPF, item "Extended Idle Auto RPM Elevate", value is "1 enabled".

CLAIM PROCESS

Normal in-warranty procedures apply. If a CPC software failure is found, file the claim as follows:

- Claim type: 1 (base warranty) or 2 (extended coverage)
- Fault type: 95
- PFP: RPCPC

Possible labor operations are shown below:

- 3RD-6901E Reprogram One Module, MCM, CPC, or ACM
- 3RD-6911E Reprogram Two Modules, MCM, CPC or ACM
- 3RD-6915E Reprogram Three Modules, MCM, CPC and ACM
- 3RD-6916E Reprogram Four Modules, MCM, CPC, ACM and TCM
- Admin Labor Operation 939-6010B

CONTACT INFORMATION

Please contact the Detroit Diesel Customer Support Center at 800-445-1980 or email csc@daimler.com if you have any questions.