

P4 and 49X – CTP2 Shortage Recovery – Cummins Only

SF685

Target Release: July 2024

Problem Details:

- Vehicles were built without CTP2 telematics module due to component shortage
- A priority scheme was developed to decide which customers did not get CTP2
- Affected vehicles have 813-1WT sales code AND 8D1 Detroit Connect subscription
- August 2021 through September 2022 vehicle builds

FSPRs, FRACAS, DPR, Zeus:

- FRACAS 13774

Affected Models / Truck options:

- P4 and 49X where 813-1WT and *not 8D1-998* are on the TSO
- 1,418 vehicles

Responsible Supplier:

- N/A

Vehicles to be campaigned:

- Cummins diesel
- U.S. or Canada domicile
- 813-1WT Prewire Option
- Order has valid 8D1 sales code for a Detroit Connect subscription

These customers paid for the CTP2 module (no deduction for missing CTP module from vehicle invoice)

NOTE: a priority scheme was used to ensure that many large fleet trucks were shipped *with* the CTP2 module

Vehicles excluded from campaign:

- Cummins natural gas engines
- Mexico domicile (all orders coded 813-1WT with 8D1-998)
- U.S. and Canada domicile with 813-1WT and 8D1-998

This follows general rule that customers that don't want Detroit Connect manually code their orders with 813-1WT and 8D1-998

Production Containment:

No Yes

- Prioritize CTP2 installation to customers using the Detroit Connect services
- Start: August 2021

Field Containment (short term):

- N/A – no field containment possible, parts on backorder No Yes

Root Cause:

No Yes

- Bosch Tier 2 supplier component shortage

Long Term Corrective Action Plan:

No Yes

- Return to full production October 3, 2022

Long Term Field Plan:

No Yes

- Campaign to install CTP2 module

SF685 needs a pre-parameterized CTP module. Without this, the CTP will prevent vehicle operation. Kit 25-SF685-000 has been established.

Detroit Reman is handling the necessary parameterization and kitting.

Everything is in place and targeting the release of the campaign end of July, 2024.