

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):

No Yes

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

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 and is now starting to show up in stock.

Detroit Reman is handling the necessary parameterization and kitting.

Everything is in place and targeting the release of the campaign early in August, 2024.