

D24R5

Creation Date: 09/03/2024

Subject: DD13 CARB 24 ACM Software Reprogramming

Models Affected					
Make	Model	Model Yr. Start	Model Yr. End	Prod. Start Date	Prod. End Date
Detroit Diesel Corporation	471.952	2024	2024	July 12, 2023	January 23, 2024
Identifying Feature	DD13 CARB 24				

General Information

On behalf of the DETROIT™ Powertrain Division listed below, Daimler Truck North America LLC (DTNA) has decided that a defect that relates to emissions exists and is initiating an Emission Recall Campaign to modify affected vehicles.

- Detroit Diesel Corporation
- Freightliner Trucks Division
- Wholly owned subsidiary/subsidiaries Freightliner Custom Chassis Corporation, Sterling Truck Corporation, Thomas Built Buses, Western Star Truck Sales, Inc.

PROBLEM: OBD operational data is reset every ignition cycle due to a bug in the software. This may result in the lack of Malfunction Indicator Lamp (MIL) illumination when a failure has occurred.

SOLUTION: Reprogramming of Aftertreatment Control Module (ACM) will correct this issue.

There are approximately 805 vehicles involved.

Additional Repairs

Dealers must complete all outstanding Recall and Field Service campaigns prior to the sale or delivery of a vehicle. A Dealer will be liable for any progressive damage that results from its failure to complete campaigns before sale or delivery of a vehicle.

Owners may be liable for any progressive damage that results from failure to complete campaigns within a reasonable time after receiving notification.

Please contact Warranty Campaigns for consideration of additional charges prior to performing the repair.

Work Instructions

Please refer to the attached work instructions. Prior to performing the campaign, check the vehicle for a red completion sticker (Form WAR260).

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Replacement Parts

If our records show your dealership has ordered any vehicle(s) involved in campaign number D24R5, a list of the customers and vehicle identification numbers will be available on DTNA Portal. Please refer to this list when ordering parts for this recall.

No parts are required for this repair.

IMPORTANT - After Repair is Complete:

Attach a red completion sticker (WAR260) to the base label (WAR259).

If the vehicle does not have a base label, clean a spot on the appropriate location, and attach a base label, prior to attaching the completion sticker.

If a campaign kit is not required, write the campaign number on a blank sticker and attach it to the base label.

(Failure to install a completion sticker may result in a chargeback of the campaign claim.)

Claim Reimbursement - Labor Allowance

IMPORTANT: OWL must be viewed prior to performing the recall to ensure the vehicle is involved and the campaign has not been previously completed. Also, check for a completion sticker prior to beginning work.

You will be reimbursed for your parts, labor, and handling (landed cost for Export Distributors) by submitting your claim through the Warranty system within 30 days of completing this campaign.

- In OWL, use the 'Retrieve' function and select the appropriate procedure. This will auto-populate the PFP component code, replacement parts, cause, corrective action and SRT code in OWL.

Table 1 - Claim Reimbursement Table

Claim Type	Recall Campaign
Campaign	D24R5
VMRS Component Code	043-007-205
Cause Code	A1 – Campaign
Primary Failed Part	DDC REPROGRAM3

Procedure	Time Allowed (hours)	SRT Codes	Corrective Action
INSPECTION ONLY (D24R5)	0.1	996-R235A	06-Inspect
REPROGRAM ONE MODULE (D24R5)	0.3	996-R235B	12-Repair Recall/Campaign
REPROGRAM TWO MODULES (D24R5)	0.4	996-R235C	12-Repair Recall/Campaign
REPROGRAM THREE MODULES (D24R5)	0.6	996-R235D	12-Repair Recall/Campaign
REPROGRAM FOUR MODULES (D24R5)	0.7	996-R235E	12-Repair Recall/Campaign

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Claim type is Recall Campaign.

- In the 'Campaign' field, enter the campaign number and appropriate condition code (D24R5).
- In the 'Primary Failed Part' field, enter "DDC Reprogram3".
- In the 'Labor' section, enter the appropriate SRT from the 'Labor Allowance' table. Administrative time will be included automatically using SRT 939-6010A, for 0.4 hours (for RVs) 0.3 hours (for all other vehicles).
- The VMRS Component Code is 043-007-205 and the Cause Code is A1 - Campaign.
- U.S. and Canada – Reimbursement for Prior Repairs. When a customer asks about reimbursement, please do the following:
 - Accept the documentation of the previous repair.
 - Make a brief check of the customer's paperwork to see if the repair may be eligible for reimbursement. (See the 'Copy of Owner Letter' section of this bulletin for reimbursement guidelines.)
 - Submit an OWL Recall Pre-Approval Request for a decision.
 - Include the approved amount on your OWL claim in the 'Other Charges' section.
 - Attach the documentation to the pre-approval request.
 - If approved, submit a 'based on claim' for the pre-approval.
 - The Dealer is required to reimburse the customer the appropriate amount.

IMPORTANT: OWL must be viewed prior to performing the recall to ensure the vehicle is involved and the campaign has not been previously completed. Also, check for a completion sticker prior to beginning work.

U.S. and Canadian dealers, contact the Warranty Campaigns Department via Web inquiry at DTNAPortal.com/WSC, if you have any questions or need additional information. Export distributors, submit a Web inquiry or contact your International Service Manager.

The letter notifying U.S. and Canadian vehicle owners is included for your reference.

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Copy of Notice to Owners

Subject: DD13 CARB 24 ACM Software Reprogramming

Your vehicle may be equipped with software that violates (California or California and Federal) standards and regulations.

The U.S. Environmental Protection Agency has determined that your engine/equipment may be emitting pollutants in excess of federal emission standards (and/or California standards) as defined in Title 40 of the Code of Federal Regulations. These emission standards protect the public health and welfare from air pollution. To ensure your full protection, by federal law, under the emission warranty on your engine/equipment, and your right to participate in future recalls, we recommend you have your engine/equipment serviced as soon as possible. Failure to do so can be considered improper maintenance.

Your vehicle or engine may be releasing air pollutants, which exceed California standards. Failure to receive the repair may cause the vehicle to fail a vehicle inspection when such tests are required under state law. There is not an adverse effect on performance, fuel economy, nor durability of the vehicle or engine. These engines cannot be operated in the State of California if the recall is not completed once available.

Daimler Trucks North America LLC, on behalf of its DETROIT™ Powertrain Division, is initiating Emission Recall D24R5 to modify engine model powered vehicles manufactured in 2024. The recall will be performed at the expense of the manufacturer.

If you reside in the State of California, a Proof of Correction form will be provided to you by the service facility upon completion of the repair. Please retain it as it may be requested by the DMV in order to register your vehicle.

Please understand that the California DMV (Department of Motor Vehicles) will reject vehicle registration renewals if this emission related recall has not been completed.

Certain 2024/Detroit/DD13 CARB 24 (471.952) equipped vehicles fail to conform to California Air Resource Board (CARB) emission standards and regulations. See below for additional detail on vehicle applicability:

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Detroit Diesel Corporation	471.952	2024	2024	July 12, 2023	January 23, 2024
Identifying Feature	DD13 CARB 24				

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On the affected vehicles, OBD operational data is reset every ignition cycle due to a bug in the software. This may result in the lack of Malfunction Indicator Lamp (MIL) illumination when a failure has occurred.

Note that trucks already reprogrammed will be excluded from this recall. Records indicate that your vehicle has one of the affected engines. Instructions for this emission recall have been sent to your local DTNA authorized repair facility. A Daimler Truck North America authorized service facility will reprogram the ACM. The recall will take approximately 0.7 hours and will be performed free of charge.

Please contact a DTNA authorized repair facility to arrange to have the emission recall performed. To locate an authorized facility, search online at <https://demanddetroit.com/find-a-dealer/>

You must make an appointment with the repair facility at least one week in advance of the actual repair so the repair facility may order and receive any required parts and a new certified emission label needed to complete this emission recall campaign. Failure to provide advance notification to the repair facility may result in repair delays.

You may be liable for any progressive damage that results from your failure to complete the Recall within a reasonable time after receiving notification.

If you do not own the vehicle that corresponds to the identification number(s), which appears on the Recall Notification, please return the notification to the Warranty Campaigns Department with any information you can furnish that will assist us in locating the present owner.

We regret any inconvenience this action may cause but feel certain you understand our interest in motor vehicle safety.

WARRANTY CAMPAIGNS DEPARTMENT
Enclosure

Copy of Notice to Owners CANADA

Subject: DD13 CARB 24 ACM Software Reprogramming

This notice was sent to you in accordance with the requirements of Canadian Environmental Protection Act (CEPA), 1999.

Your vehicle or engine may be releasing air pollutants, which exceed California and Federal standards. This repair does not adversely affect the performance, fuel economy, nor durability of the vehicle or engine. These engines cannot be operated in the State of California if the recall is not completed once made available.

Environmental Protection Act (CEPA), 1999, California Air Resources Board (CARB) and the Environment Protection Agency (EPA) regulations require that software and fuel maps meet certain criteria. Reprogramming the ACM corrects the software issue.

Daimler Trucks North America LLC (DTNA), on behalf of its DETROIT™ Powertrain Division, is initiating Emission Recall D24R5 to modify DD13® powered vehicles manufactured in 2023. The recall will be performed at the expense of the manufacturer.

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Certain DETROIT™ Model Year 2023 DD13® engines OBD operational data is reset every ignition cycle due to a bug in the software. This may result in the lack of Malfunction Indicator Lamp (MIL) illumination when a failure has occurred.

Note that trucks already reprogrammed are excluded from this recall. Records indicate that your vehicle has one of these qualifying engines, which will require reprogramming the latest software and fuel maps. The procedure will be completed at no cost to you when performed by a DTNA authorized repair facility and will be at the expense of DTNA, DETROIT™ Powertrain division. The scheduled time for the software update is approximately **0.7 hours**.

Please contact a DTNA authorized repair facility to arrange to have the emission recall campaign performed. To locate an authorized facility, search online at <https://demanddetroit.com/find-a-dealer/>

In order to ensure you full protection under the emission warranty provisions, it is recommended that you have your engine serviced as soon as possible. Failure to do so could be determined as a lack of proper maintenance of your engine.

You may be liable for any progressive damage that results from failure to complete campaigns within a reasonable time after receiving notification.

If you do not own the vehicle that corresponds to the identification number(s), which appears on the Recall Notification, please return the notification to the Warranty Department, Attention Campaign Coordinator, with any information you can furnish that will assist us in locating the present owner.

If you have paid to have this recall condition corrected prior to this notice, you may be eligible to receive reimbursement. Requests for reimbursement may include parts and labor. Reimbursement may be limited to the amount the repair would have cost if completed by a DTNA authorized repair facility.

The following documentation must be present to your dealer for consideration for reimbursement. Please provide original or clear copies of all receipts, invoices, and repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when the repair was done.
- Who repaired the vehicle.
- The total cost of the repair expense that is being claimed.
- Proof of payment for the repair (such as the front and back of a cancelled check or a credit card receipt).
- Reimbursement will be made by check from your DTNA dealer. Please speak with your DTNA authorized dealer concerning this matter.

For those customers who had this issue and paid for the service prior to this recall, they can send in their receipts to Detroit Diesel Corporation for reimbursement consideration.

We regret any inconvenience this action may cause but feel certain you understand our interest in conforming to required regulations and environmental protection.

If you have any questions or need further information, please contact the Customer Support Center at (800) 445-1980.

WARRANTY CAMPAIGNS DEPARTMENT

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Reimbursement to Customers for Repairs Performed Prior to Recall

If you have already **paid** to have this recall condition corrected, you may be eligible to receive reimbursement.

Requests for reimbursement may include parts and labor. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized Daimler Truck North America LLC dealer. The following documentation must be presented to your dealer for consideration for reimbursement.

Please provide original or clear copies of all receipts, invoices, and repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when the repair was done.
- Who repaired the vehicle.
- The total cost of the repair expense that is being claimed.
- Proof of payment for the repair (such as the front and back of a cancelled check or a credit card receipt).

Reimbursement will be made by check from your Daimler Truck North America LLC dealer.

Please speak with your Daimler Truck North America LLC authorized dealer concerning this matter.

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Detroit Diesel Corporation	471.952	2024	2024	July 12, 2023	January 23, 2024
Identifying Feature	DD13 CARB 24				

Work Instructions

ACM Software Version	10.54.3.0 w/ fuel map A031 448 09 54 ZGS 003
CPC Software Version	R22.32.00.01A
MCM Software Version	19.4.1.4
TCM Software Version	N2AT231405

Minimum Software Versions for Compatibility

1. Check the base label (Form WAR259) for a red completion sticker for D24R5 (Form WAR260), indicating this work has been done. The base label is usually located on the passenger-side door, about 12 inches (30 cm) below the door latch. If a completion sticker is present, no work is needed. If a completion sticker is not present, proceed to the next step.
2. Park the vehicle on a level surface, place the vehicle in neutral, turn the keyswitch OFF, and set the parking brake. Chock the tires.
3. Connect a 12-volt battery charger to the jump studs.
4. Turn the keyswitch ON (key ON, engine OFF).
5. Connect an RP1210B-compliant vehicle diagnostic adapter to the diagnostic connector on the vehicle. Connect the other end of the adaptor to the laptop.
6. Open DiagnosticLink®

IMPORTANT: Make sure that DiagnosticLink® is updated to the latest version (8.20 at the time of publication or newer), before programming the vehicle.

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NOTICE:

BEFORE beginning reprogramming, make sure the VIN is correct in the modules, ACM, CPC, MCM, and TCM (if equipped). If the VIN is not correct in these modules, you will receive an error message when attempting to reprogram.

7. Make sure the VIN is correct in all modules (ACM, CPC, MCM, and if applicable the TCM) by looking at the 'Identification' screen in DiagnosticLink. If the VIN is incorrect in any module, you can correct the VIN under the 'Actions' dropdown 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 keyswitch back ON and continue with the download process.
8. Go to the 'Program Device' tab, and make sure the vehicle identification number (VIN) is correct. Select 'Download data from server.' See Fig. 1.

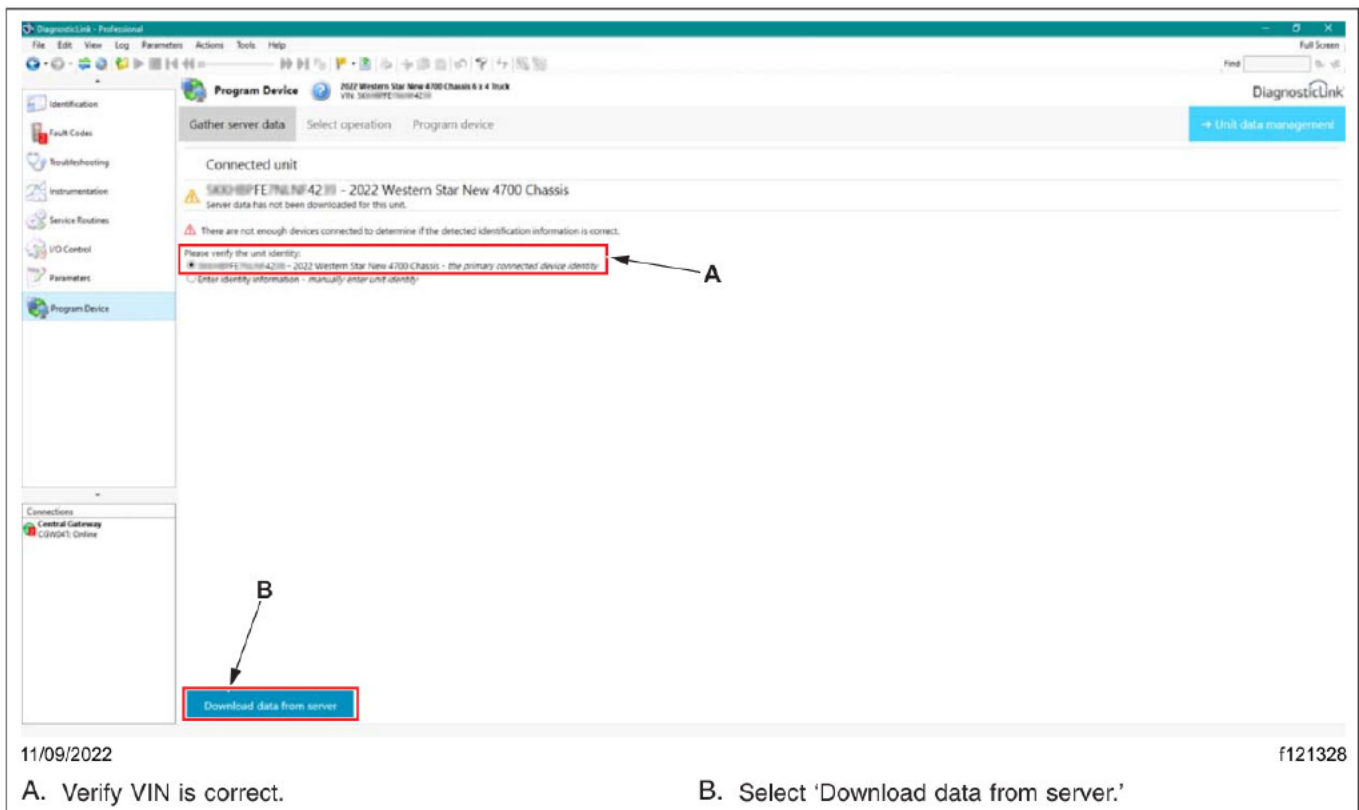


Fig. 1, Downloading Data from Server

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9. Once the data download is complete, select 'Next.' See Fig. 2. Devices with available software are listed.

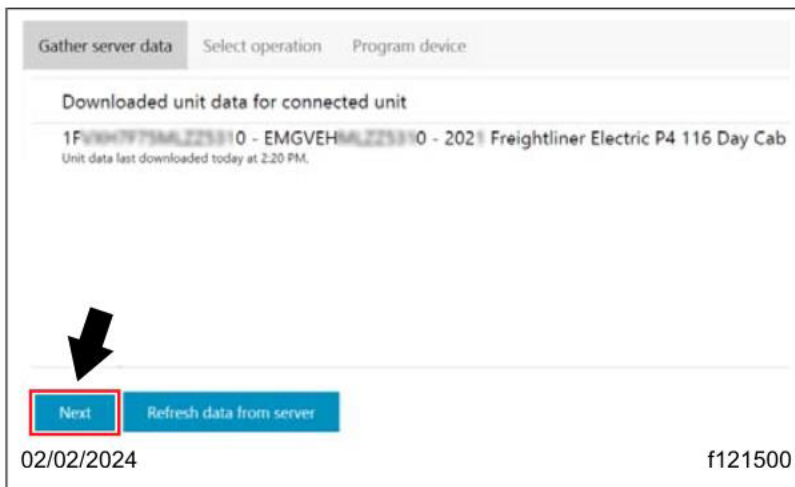


Fig. 2, Download Data for Connected Unit

10. Before proceeding to program the Aftertreatment Control Module (ACM), check the software version and the fuel map part number. Go to the 'Identification' tab, then select and expand the 'ACM301T – Aftertreatment Control Module 3' information.

11. Verify the ACM301T software version and the fuel map part number. See Fig. 3.

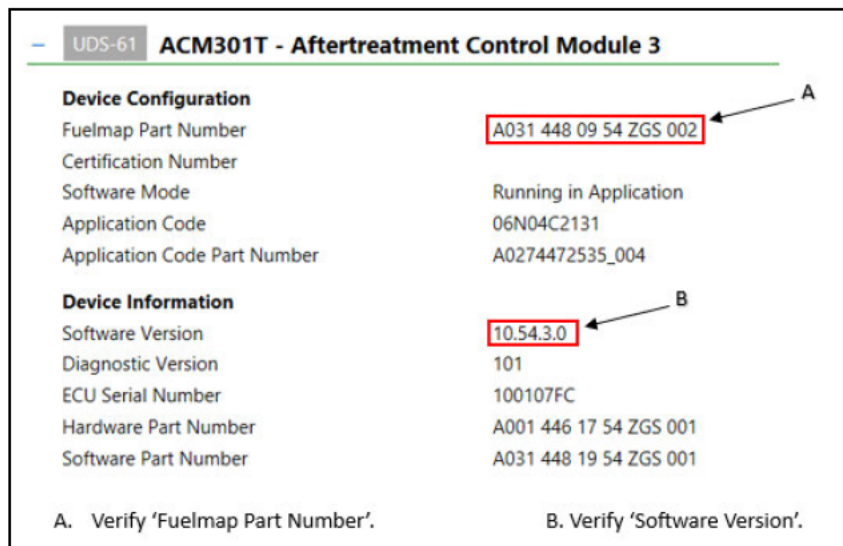


Fig. 3, ACM301T Device Information

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Is the software version already updated to '10.54.3.0', and is the fuel map part number showing as 'A030 448 0954 ZGS 003'?

YES → Skip steps 12 through 15. Go to step 16.

NO → Continue with step 12.

12. Follow the sub-steps to update the ACM301T device software.
 - Select 'ACM301T' as the device to program.
 - Select 'Update Device Software' as the reprogramming operation.
 - '10.54.3.0' is selected as the firmware to apply to the device. Select 'Next'.
 - Review the programming information, then select 'Start'.
 - Once programming is complete, a message is displayed: 'Programming was successfully completed.' Select 'Finish'.
13. Perform the following to allow the modules to synchronize with each other:
 - Disconnect the RP1210B-compliant vehicle diagnostic adapter from the vehicle diagnostic connector.
 - Turn the vehicle keyswitch OFF and wait one minute.
 - Turn the vehicle keyswitch ON (key ON, engine OFF) and wait one minute.
 - Turn the vehicle keyswitch OFF and wait one minute.
 - Turn the vehicle keyswitch ON (key ON, engine OFF) and wait one minute.
 - Reconnect the RP1210B-compliant vehicle diagnostic adapter to the vehicle diagnostic connector. Reconnect DiagnosticLink® to the MCM, ACM, CPC, and the TCM (if applicable), and confirm the proper software.
14. Verify the ACM is at the minimum software level as shown in the table labeled '**Minimum Software Versions for Compatibility**'.
15. Update the server by clicking the 'Connect to Server' button in the bottom left corner of the DiagnosticLink screen.

NOTICE:

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

16. Ask the customer if they would like Auto Elevate activated. REFERENCE Detroit Technical Service letter 16TS-18 for full details on Auto Elevate.
17. Clean a spot on the base label (Form WAR259) and attach a red recall completion sticker for D24R5 (Form WAR260), indicating this work has been completed.
18. Complete the Vehicle Emission-Proof of Correction (last page), and hand to the customer.
19. Repairs are complete.

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Completion Stickers

- Upon completion of Emission Recall D24R5, clean a spot on the base label (Form WAR259), write the Emission Recall D24R5 on a blank, red completion sticker (Form WAR260), and attach it to the base label.
- Label ordering info: DTNAConnect > Services and Reference > Publications & Warranty Supplies > Warranty

VEHICLE EMISSION- PROOF OF CORRECTION

- A blank copy of the Vehicle Emission – Proof of Correction is attached and must be completed by the repairing outlet and provided to the customer. Customer may need this at the time of vehicle registration renewal. For this recall campaign, it is critical that the Proof of Correction form states: Recall Number D24R5

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Vehicle Emission Recall - Proof of Correction

License Number	Make	Year Model	Body Type	Vehicle Identification Number
				<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

Manufacturer _____

Recall Number **D24R5**

The above described vehicle has been repaired, modified and/or equipped with new emission control devices to meet applicable California Emission Control Laws.

Dealer's _____

Address, City, State

Dealership's Authorized

X

Return this certificate to DMV only when required - otherwise retain for your records.