

D24M5

Creation Date: 1/29/2025

**Subject: 2024 HDEP ACM Software Reprogramming**

Models Affected					
Make	Model	Model Yr. Start	Model Yr. End	Prod. Start Date	Prod. End Date
Detroit Diesel Corporation	471.952, 472.912, 473.910	2024	2024	December 1, 2023	May 9th, 2024
Identifying Feature	2024 HDEP Engines with ACM3				

**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 a Field Service 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 monitoring conditions for fault SPN 3711 FMI 11 may cause units to log a false fail. This may result in the Malfunction Indicator Lamp (MIL) illuminating when no failure has occurred.

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

There are approximately 24,150 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 this field service campaign, check the vehicle for a gray completion sticker (Form WAR261).

D24M5

Creation Date: 1/29/2025

## Replacement Parts

If our records show your dealership has ordered any vehicle(s) involved in field service campaign number D24M5, 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 field service campaign.

No parts are required for this repair.

### **IMPORTANT - After Repair is Complete:**

Attach a gray completion sticker (WAR261) 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 field service campaign 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**

<b>Claim Type</b>	Field Service Campaign
<b>Campaign</b>	D24M5
<b>VMRS Component Code</b>	044-007-205
<b>Cause Code</b>	A1 – Campaign
<b>Primary Failed Part</b>	DDC Reprogram3

Procedure	Time Allowed (hours)	SRT Codes	Corrective Action
INSPECTION ONLY (D24M5)	0.1	996-F232A	06-Inspect
REPROGRAM ONE MODULE (D24M5)	0.3	996-F232B	12-Repair Recall/Campaign
REPROGRAM TWO MODULES (D24M5)	0.4	996-F232C	12-Repair Recall/Campaign
REPROGRAM THREE MODULES (D24M5)	0.6	996-F232D	12-Repair Recall/Campaign
REPROGRAM FOUR MODULES (D24M5)	0.7	996-F232E	12-Repair Recall/Campaign

**D24M5**

**Creation Date:** 1/29/2025

Claim type is **Field Service Campaign**.

- In the 'Campaign' field, enter the campaign number and appropriate condition code (**D24M5**).
- 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 **044-007-205** 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.

This Field Service Campaign will expire on **January 29, 2026**. Dealers will be notified of any changes.

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

All claims must be submitted within 30 days of the repair and within 30 days of the expiration date of the field service campaign.

U.S. and Canadian dealers, contact the Warranty Campaigns Department via Web inquiry at [DTNAPortal.com/WSC](http://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.

D24M5

Creation Date:

1/29/2025

**Copy of Notice to Owners**

**Subject: 2024 HDEP ACM Software Reprogramming**

Daimler Trucks North America LLC, on behalf of its DETROIT™ Powertrain Division, is initiating a Field Service Campaign D24M5 to modify engine model powered vehicles manufactured in 2024. The campaign will be performed at the expense of the manufacturer.

Note that trucks already reprogrammed will be excluded from this campaign. Records indicate that your vehicle has one of the affected engines. Instructions for this Field Service Campaign have been sent to your local Daimler Truck Authorized Repair Facility, and the labor time required to perform this campaign is approximately 0.4 hours.

See below for additional detail on vehicle applicability:

Models Affected					
Make	Model	Model Yr. Start	Model Yr. End	Prod. Start Date	Prod. End Date
Detroit Diesel Corporation	471.952, 472.912, 473.910	2024	2024	December 1, 2023	May 9, 2024
Identifying Feature	2024 HDEP Engines with ACM3				

Please contact a Daimler Truck Authorized Repair Facility and arrange to have the Field Service Campaign performed. To locate an authorized facility, search online at <https://demanddetroit.com/find-a-dealer/>

To reduce downtime and ensure the repair facility is prepared to complete the repair upon your arrival, please make an appointment in advance. Having an appointment enables the repair facility to order and receive the parts required for the Field Service Campaign

Progressive damage could result from delayed completion of this campaign. To ensure vehicle functionality, and optimal performance are not compromised, DTNA highly recommends having the campaign completed as soon as possible. To avoid incurring additional downtime and expenses from progressive damage please complete the campaign in a timely manner.

This service will be completed for you at no charge, prior to **January 29, 2026**, under the provisions of this notice.

We have taken this action in the interest of your continued satisfaction with our products.

**WARRANTY CAMPAIGNS DEPARTMENT**

Enclosure

D24M5

Creation Date: 1/29/2025

**Subject: 2024 HDEP ACM Software Reprogramming**

Models Affected					
Make	Model	Model Yr. Start	Model Yr. End	Prod. Start Date	Prod. End Date
Detroit Diesel Corporation	471.952, 472.912, 473.910	2024	2024	December 1, 2023	May 9, 2024
Identifying Feature	DD13 CARB 24				

**Work Instructions**

<b>ACM Software Version</b>	10.54.3.0 w/ fuel maps ending in ZGS 003
<b>CPC Software Version</b>	R22.32.00.01A
<b>MCM Software Version</b>	19.4.1.4
<b>TCM Software Version</b>	N2AT231405

**Minimum Software Versions for Compatibility**

1. Check the base label (Form WAR259) for a gray completion sticker for D24M5 (Form WAR261), 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 (8.20SP1 at the time of publication or newer), before programming the vehicle.

D24M5

Creation Date: 1/29/2025

**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 (Aftertreatment Control Module (ACM), Common Powertrain Controller (CPC), Motor Control Module (MCM), and if applicable the Transmission Control Module (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 is 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.

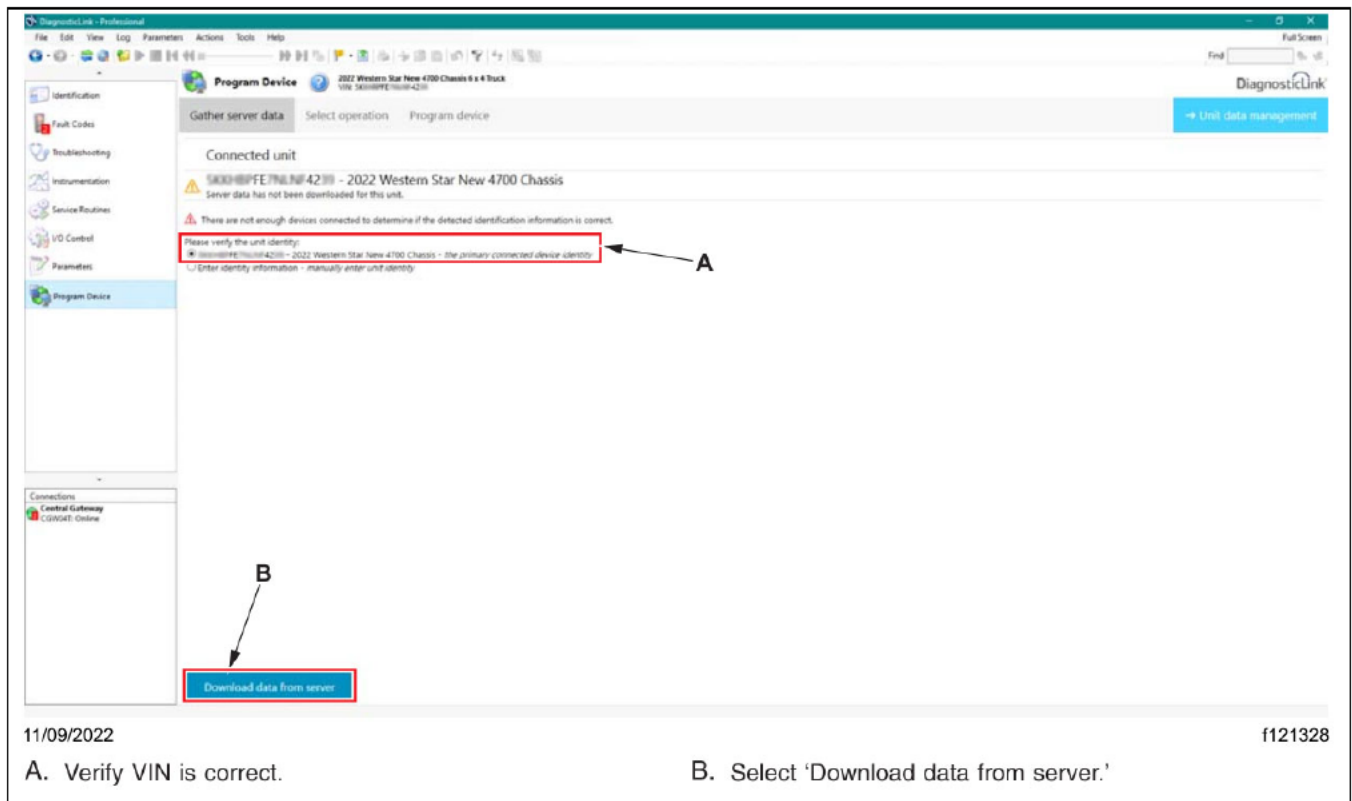
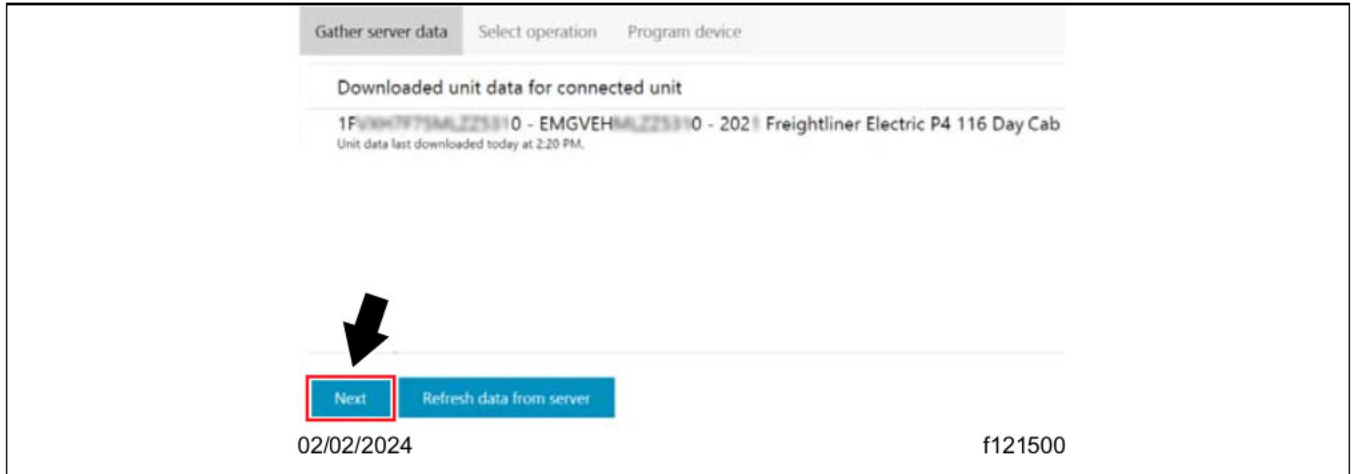


Fig. 1, Downloading Data from Server

D24M5

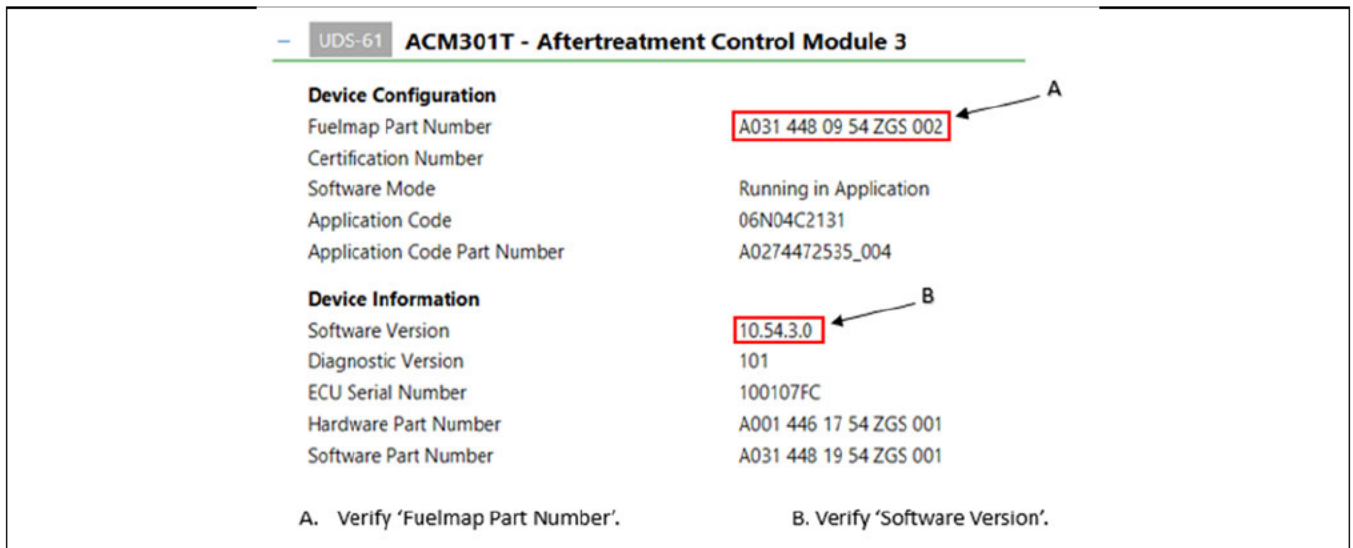
Creation Date: 1/29/2025

- Once the data download is complete, select 'Next.' See Fig. 'Download Data for Connected Unit'. Devices with available software are listed.



**Fig. 2, Download Data for Connected Unit**

- Before programming 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.
- Verify the ACM301T software version and the fuel map part number. See Fig. 'ACM301T Device Information'.



**Fig. ACM301T Device Information**

D24M5

Creation Date: 1/29/2025

12. 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** → Go to step 17.
- NO** → Go to step 13.
13. 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'.
14. 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.
15. Verify the ACM is at the minimum software level as shown in the table labeled '**Minimum Software Versions for Compatibility**'.
16. 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.

17. Ask the customer if they would like Auto Elevate activated. REFERENCE Detroit Technical Service letter 16TS-18 for full details on Auto Elevate.
18. Clean a spot on the base label (Form WAR259) and attach a red recall completion sticker for D24M5 (Form WAR261), indicating this work has been completed.
19. Complete the Vehicle Emission-Proof of Correction (last page), and hand to the customer.
20. Repairs are complete.

**D24M5**

Creation Date:

1/29/2025

## Completion Stickers

- Upon completion of Field Service Campaign **D24M5**, clean a spot on the base label (Form WAR259), write the Field Service Campaign Number **D24M5** on a blank, completion sticker (Form WAR261), and attach the completion sticker to the base label.
- Label ordering info: DTNA Portal > Chassis Service Information > Order Literature (Warranty Labels and Chassis Service) > Warranty