

CXA Technical Questions/Issues Raised

Purpose of this Section:

- To capture and address CXA technical questions/issues that impact CX or CXA productivity.
- Any systemic field issues will need to follow the standard process of submitting a DPR or FSPR.

Status of Topic:



DTNA Team is deep diving the topic and will reach out to CXA(s) to further discuss.



Topic is being worked on. Update provided; however, additional work is needed.






DTNA has completed their deep dive and has identified a final solution or alignment between DTNA and CXA has been completed, and a solution has been identified.



Topic has been satisfied and closed during CXA call.

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Date	CXA	Area	Topic	Pain Point/Issues	Update/Solution	DTNA Contact	Status
7/17/25	Justin Sutton	DTTS	Checklist for GEN5. – Literature Update Request	Why isn't there a checklist for GEN5?	<p>Gen5 vs Gen4 ATS Issues: Gen5 ATS does not require an upstream issue checklist like Gen4 because it lacks the older issue modes. Root causes differ significantly between the two generations.</p> <p>DPF Issue Differences:</p> <ul style="list-style-type: none"> <i>Gen4:</i> High-mileage issues often stemmed from injector deposits. <i>Gen5 DD15:</i> Issues are linked to MCM calibration issues causing excessive soot buildup and filter overheating. Injectors are not involved in Gen5 troubleshooting because they are not the root cause and should not be commonly replaced. <p>Recent Updates: Calibration fixes for MY21–25 DD15 engines were released in May 2025. Fault code 520349/14 now has updated troubleshooting procedures that include the fuel mapping requirements. Campaign D25M3 is being rolled out to apply these calibrations proactively.</p>	<ul style="list-style-type: none"> Tim Hope Steve Moss 	 Closing Out 10/16/25
9/18/25	Brian Beaudette		DD Injector – Communication Update	There was an issue with the DD Injector Process – Any updates?	Starting January 1, 2025, we started using 100% new nozzles for HDEP Reman injectors.	<ul style="list-style-type: none"> DTNA Product Segment Team 	 Closing Out 10/16/25
9/18/25	Justin	DTTS	HDEP Cylinder Head Gasket Issues – Literature Update Request	Why are we not getting head bolts when this is put together. Literature says not to put head bolts in until it is stretched out. We see some come back after 5k miles and believe it is a head bolt issue. Can we change the literature?	<p>During the investigation of the head gasket issues, head bolts were not found to be a contributor to the issue.</p> <p>There is a measurement spec in the workshop manual to qualify whether or not a head bolt should be reused, and the dealer/technician should follow this to make that decision.</p>	<ul style="list-style-type: none"> Waleed Salama 	 Closing Out 10/16/25

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9/18/25	Dave Weyler	SE	Oil Pan Issues – Communication Updates	We had a customer with an oil pan that had inserts fall out on a side. We had another one that has started leaking. Possibly DD15.	Will be discussed in the Powertrain update. Team is working to identify possible new communication needs.	<ul style="list-style-type: none"> Waleed Salama 	
9/18/25	Paul Dugan	SE	Ground and Power Connections Cleaning and Re-Insulation – Need Instructions	<p>DTNA needs to get clear instructions on the ground and power connections cleaning and re-insulation lugs/connectors with the Glyptal Dielectric paint on them. I hear the CSC to check, clean and make sure they are tight. I do not see any work instructions on how to do this. In Recall F1020A it was revised with some instructions to do this below.</p> <p>If there is only minor corrosion and no evidence of chafing, clean the cable ends with a brass brush and wipe with solvent. Clean any old dielectric paint from the overlap area of the post, nut, and cable ends. Apply dielectric red enamel paint to the exposed surfaces of the cable ends and fastener.</p>	DTNA is currently working on a proposed Workshop Manual Update projected to be released Q1 2026 to provide inspection criteria and cleaning information to allow for proper diagnosis and repair of cable lug connection using dielectric paint.	<ul style="list-style-type: none"> Kevin Robinson 	