

# DAIMLER

Daimler Trucks North America  
Nasser Zamani  
Senior Manager  
Compliance and Regulatory Affairs

December 6, 2013

Nancy Lewis  
Associate Administrator for Enforcement  
National Highway Traffic Safety Administration  
Attention: Recall Management Division (NVS-215, Rm. W45-206)  
1200 New Jersey Avenue S.E.  
Washington D.C. 20590

**RE: Defect Information Report – Supplemental Report No. 1  
13V-496, FL-648, Emergency Vehicle Engine Shutdown  
Representative Dealer Bulletin**

Ms. Lewis,

In accordance with Part 573 of Title 49 of the Code of Federal Regulations, Daimler Trucks North America LLC herewith submits supplemental defect information and copies of documents distributed to dealers.

- (c)(3) Total number of vehicles potentially affected: 20
- (c)(8)(ii) Dealer and distributor notification: Began and ended: November 27, 2013
- (c)(10) A copy of communications sent to dealers is attached.

Please contact me if you have any questions, or concerns.

Sincerely yours,



Nasser Zamani

Cc: Amy Martin, CAL-OSHA  
Attachment

A Daimler Company

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# SAFETY RECALL BULLETIN

Subject: **Safety Recall 13R1**  
**GHG14 DD13 Firetruck Engine Software Programming**

## **Defect Involved**

Detroit Diesel has determined that some certified GHG14 DD13 engines in firetruck/emergency applications will require reprogramming to the following software and fuel maps.

- MCM with 4.1.0.47 software (*or higher*) and fuel map version ZGS 002 (*or higher*).
- ACM with 3.1.2.48 software (*or higher*) and fuel map version ZGS 002 (*or higher*).
- CPC with R32\_00\_000A software (*or higher*).

Engine shutdown software normally provided to protect the engine and vehicle may not be disabled on certain Business Class M2s intended for firetruck/emergency vehicle applications. Note that the vehicle operator still receives and ignores multiple warnings before an engine shutdown occurs. Typically the industry requires the engine shutdown feature to be disabled on firetruck/emergency vehicles. Reprogramming will prevent engine shutdown that may result in customer dissatisfaction.

There are approximately 29 DD13 engines affected by this safety recall with engine build dates between January 3, 2013 and June 7, 2013.

## **Engines Involved**

A list of engines located in your area of responsibility that require this correction is attached.

The table below gives descriptive information to help identify the affected units:

<b>Model Series</b>	<b>Model Number</b>	<b>Model Year</b>	<b>Inclusive Mfg. Date (From) (To)</b>	<b>Descriptive Information</b>
DD13	D471927	2013	January 3, 2013 to June 7, 2013	Freightliner M2 chassis used in firetruck/emergency vehicle applications

## **Safety Recall Bulletin 13R1**

Page Two

### **Owner Notification**

Detroit Diesel will notify owners of equipment incorporating engines identified with this safety recall. A copy of the owner letter that will be used by Detroit Diesel is enclosed with this safety recall bulletin.

### **Distributor / Dealer Campaign Responsibility**

Detroit Diesel Repair Facilities are to service all engines subject to this safety recall. Safety Recall 13R1 is to be performed at no charge to owners on all affected engines under the provisions of this safety recall.

Please use the appropriate steps, noted below, for indicating that Safety Recall 13R1 has been completed.

#### **Freightliner, Sterling, and Western Star Trucks**

- Check the base label (**Form WAR259**) to see if **Safety Recall 13R1** has been completed. The base label is usually located on the passenger-side door about 30 cm (12 inches) below the door latch. If **Safety Recall 13R1** has been completed, no further work is needed. If base label is not located on the passenger-side door, please affix label (**Form WAR259**) 30 cm (12 inches) from the door latch.
- Upon completion of **Safety Recall 13R1**, clean a spot on the base label (**Form WAR259**), write the Safety Recall Number (**13R1**) on a blank, red completion sticker (**Form WAR260**), and attach it to the base label.

### **Ordering Information**

1. If you do not have the appropriate Form or Labels (DDC\_WAR 259, DDC\_WAR 260, DDC\_WAR 261), they can be ordered from **RR Donnelly** by going to **www.DDCSN-ddc.freightliner.com** and clicking on Literature / Ordering Literature.
2. You can also fax in your order to **(800) 773-1430 – ATTN: Jacqueline**
3. Contact **RR Donnelly** at **(800) 280-4520**.

### Parts Information

There are no parts required for this safety recall.

### Corrective Procedure

 <b>WARNING:</b>
<b>PERSONAL INJURY</b>
<b>To avoid injury before starting and running the engine, ensure the vehicle is parked on a level surface, parking brake is set, and the wheels are blocked.</b>

1. Shut off engine and apply the parking brake, chock the wheels, and perform any other applicable safety steps.
2. You **MUST** use Detroit Diesel Reprogramming Software (DDRS) 7.10 with Service Pack 1 (or higher). **REFERENCE** attached CSA letter 13 CSA-13.

<b>NOTICE:</b>
<b>BEFORE</b> you begin programming, make sure the VIN is correct in all three modules (MCM, ACM, and CPC). If the VIN is not correct in all three modules, you will get an error when attempting to program.

3. Make sure the VIN is correct in all three modules (ACM, CPC, and MCM) by looking at the "Identification" screen in DDRS. If the VIN is not correct in all three modules, you can correct the VIN under the Actions drop down menu in DDRS 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 key back on and continue with the download process.
4. Program the MCM, ACM, and CPC. A new process has been created for programming the modules in situations like this. The benefits are: easier programming for the repair shop, reduced probability of incomplete programming, and improved tracking of programming completion during Field Service Campaigns or Recalls.

## Safety Recall Bulletin 13R1

Page Four

5. Begin the programming process by connecting DDRS to the vehicle. Make sure that all three modules (ACM, CPC, and MCM) are connected.
6. Select the “Program Device” option along the left side of the DDRS screen.
7. Select the “Add” button in the upper right corner of the DDRS screen and enter the engine serial number. Then click the “Connect To Server” button in the bottom right corner of the DDRS screen. See Figure 1.

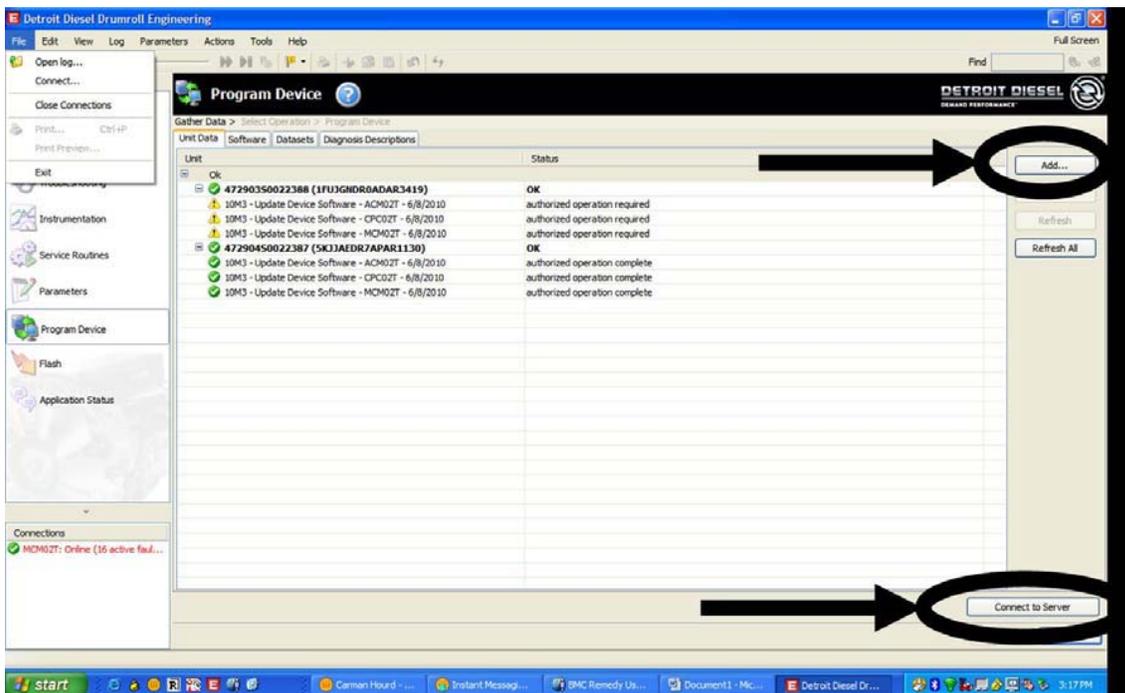
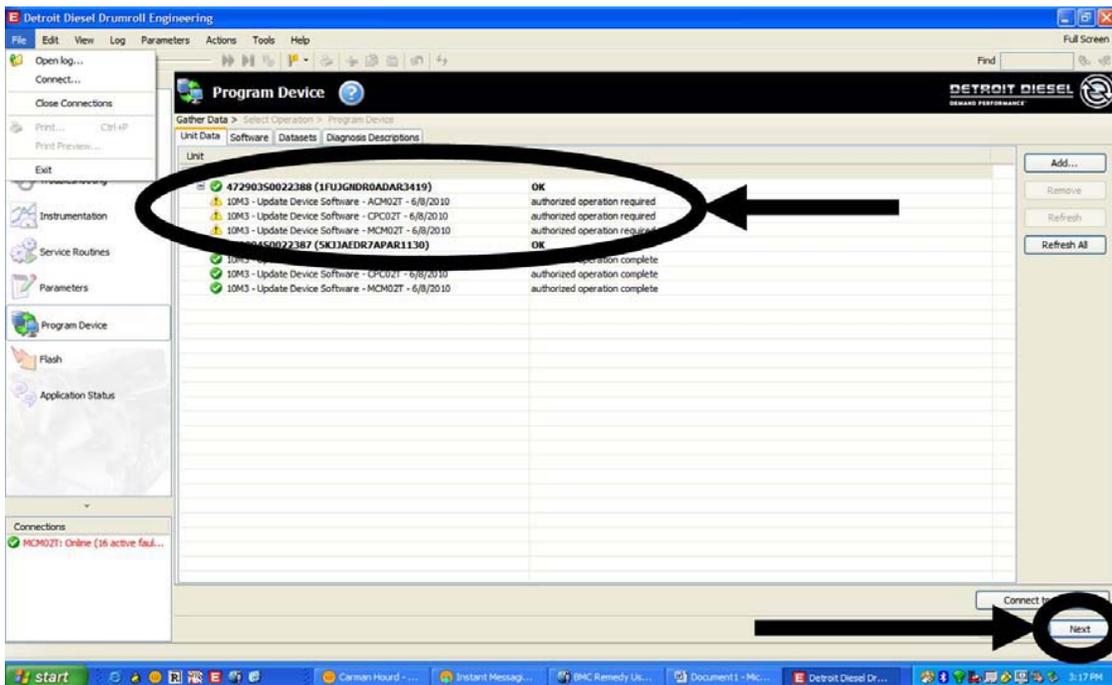


Figure 1 – Add Engine Serial Number And Connecting To Server

**Safety Recall Bulletin 13R1**  
Page Five

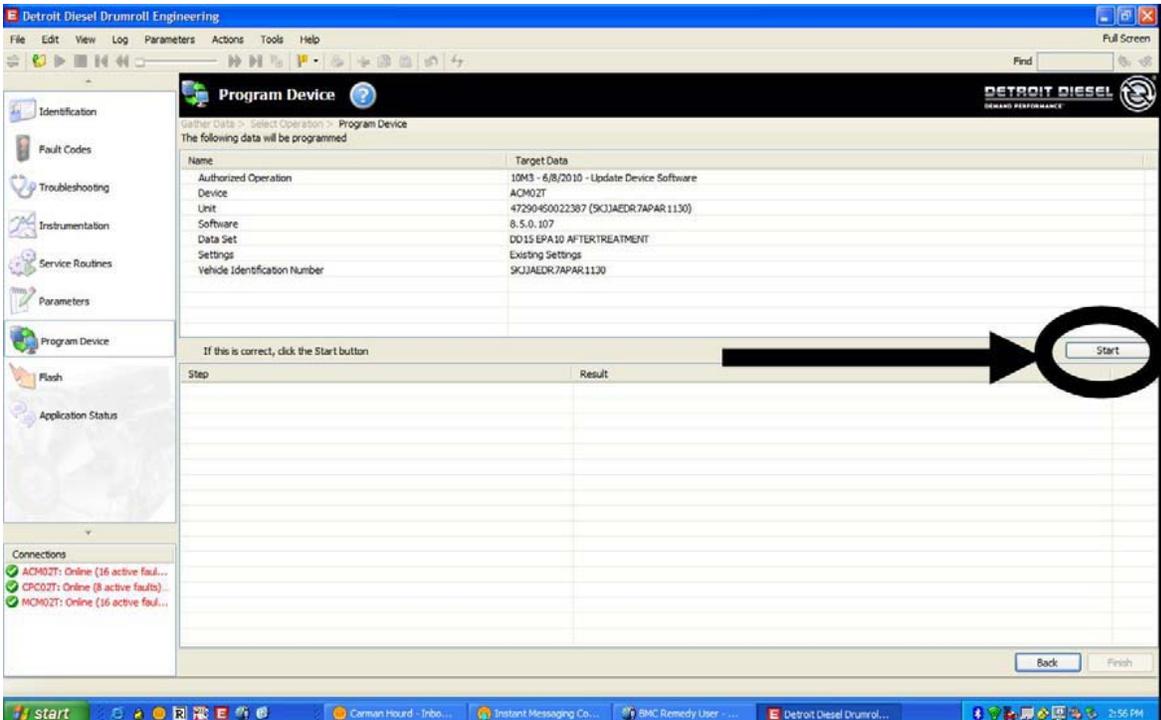
- When an engine eligible for this Modification is successfully added, you will see a screen similar to Figure 2. Note the green check mark for the example engine serial number 472903S0022388, the yellow exclamation points for the ACM, CPC, and MCM, and the remarks stating something similar to “13R1 – Update Device Software” and “authorized operation required”. Click the “Next” button in the bottom right corner.



**Figure 2 – Engine Serial Number Information**

**Safety Recall Bulletin 13R1**  
Page Six

9. You will see a screen similar to Figure 3. You will not have to select the individual module, or software level, as was done for previous programming. Click the “Start” button to begin programming the ACM.



**Figure 3 – Beginning Of Programming**

# Safety Recall Bulletin 13R1

Page Seven

10. After the ACM successfully programs, you will see a screen similar to Figure 4. Click the “Next” button in the bottom right corner.

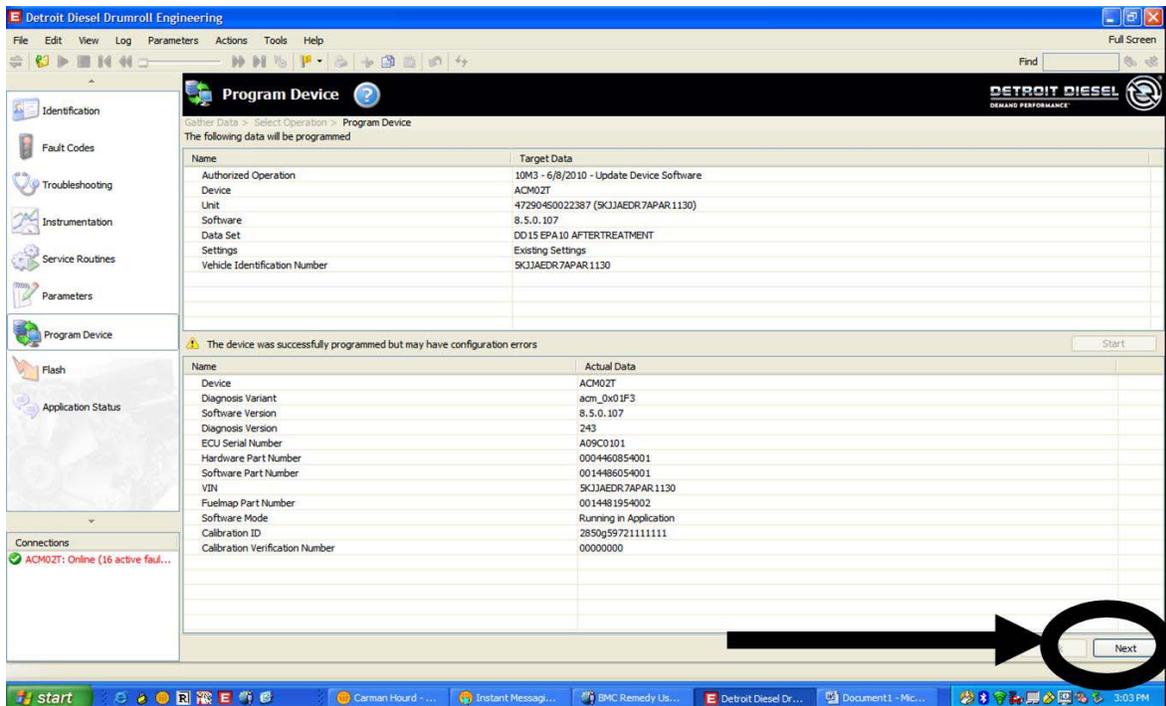


Figure 4 – Completion Of Programming

11. You will now be at the screen in Figure 2. Click the “Next” button in the bottom right corner.
12. You will now be at the screen in Figure 3, except it will be for the CPC. You will not have to select the individual module, or software level, as was done for previous programming. Click the “Start” button to begin programming the CPC.
13. After the CPC successfully programs, you will see a screen similar to Figure 4. Click the “Next” button in the bottom right corner.
14. You will now be at the screen in Figure 2. Click the “Next” button in the bottom right corner.

## Safety Recall Bulletin 13R1

Page Eight

15. You will now be at the screen in Figure 3, except it will be for the MCM. You will not have to select the individual module, or software level, as was done for previous programming. Click the “Start” button to begin programming the MCM.
16. After the MCM successfully programs, you will see a screen similar to Figure 4. Click the “Finish” button in the bottom right corner.
17. This will take you to a screen similar to Figure 5. Note the green check mark for the example engine serial number 472903S0022388, the green check marks for the ACM, CPC, and MCM, and the remarks stating something similar to “13R1 – Update Device Software” and “authorized operation complete”. Programming is now complete.

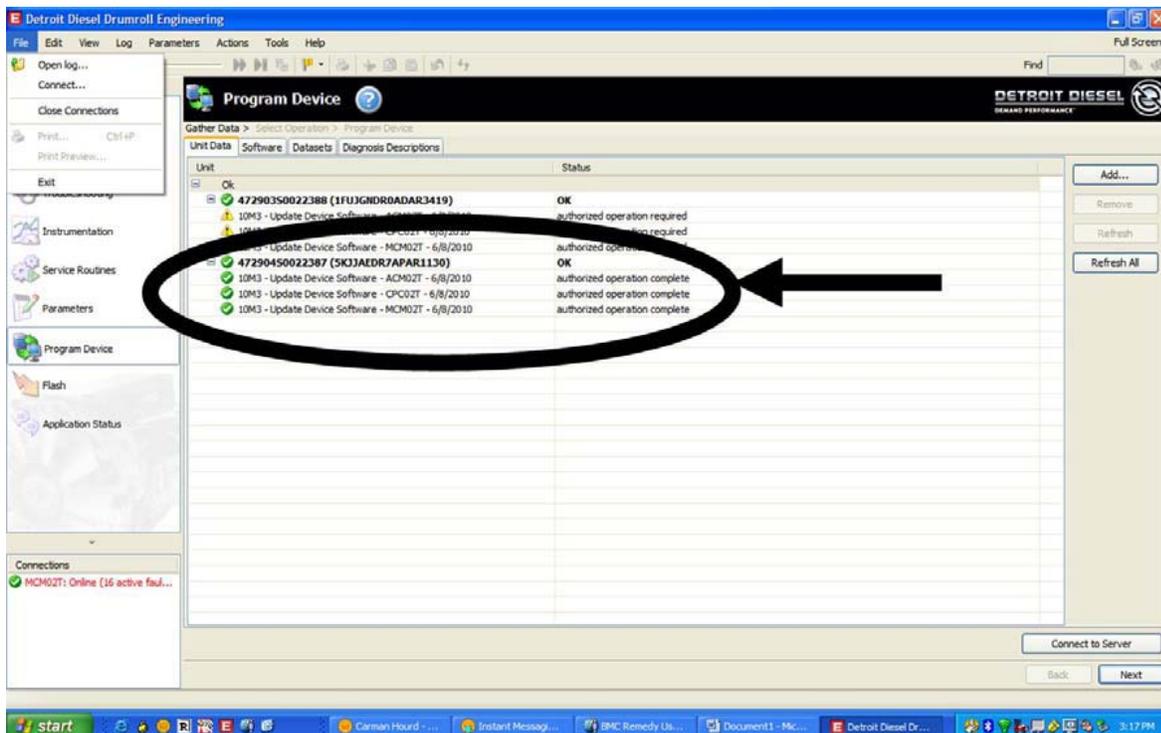
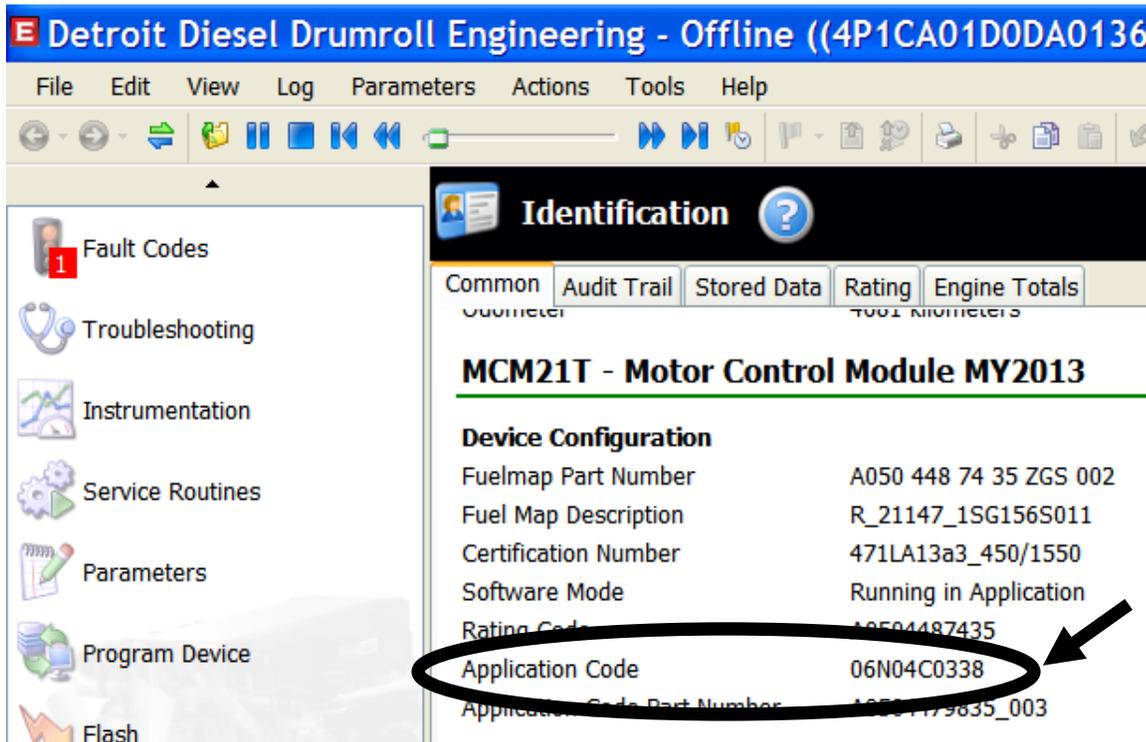


Figure 5 – Completion Of All Programming

**Safety Recall Bulletin 13R1**  
Page Nine

18. When programming is complete, click the “Finish” button and perform the following.
  - a. Turn the vehicle ignition OFF, disconnect the USB Link at either the computer port or vehicle diagnostic port, and wait one minute.
  - b. Turn the vehicle ignition ON and wait one minute for the MCM, ACM, and CPC to synchronize with each other.
  - c. Reconnect the USB Link, reconnect DDRS to the MCM, ACM, and CPC, and confirm the proper software levels.
  
19. Also confirm the MCM Application Code is either 06N04C338 or 06N04C0340. See Figure 6.



**Figure 6 – MCM Application Code**

 <b>WARNING:</b>
<b>PERSONAL INJURY</b>
<b>To avoid injury before starting and running the engine, ensure the vehicle is parked on a level surface, parking brake is set, and the wheels are blocked.</b>

 <b>WARNING:</b>
<b>ENGINE EXHAUST</b>
<b>To avoid injury from inhaling engine exhaust, always operate the engine in a well-ventilated area. Engine exhaust is toxic.</b>

20. Start the engine and verify the repairs.

### Warranty Information

<b>Claim Type:</b>	04
<b>Campaign:</b>	<b>13R1</b>
<b>Fault Type:</b>	ZZ
<b>Primary Failed Part:</b>	<b>REPROGRAM</b>
<b>Labor:</b>	0.9 Hours
<b>Labor Code:</b>	<b>R13R1</b>
<b>Parts Return:</b>	<b>NONE</b>

Please contact the Detroit™ Customer Support Center at 800-445-1980 or email [csc@daimler.com](mailto:csc@daimler.com) if you have any questions.

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