



No.: 24CSA-01  
January 2024

TO: Service Locations

FROM: Daimler Truck Technical Support

SUBJECT: **Sundown DTTS Legacy Powertrain Technical Service Support**

### **SUBJECT DETAIL**

Please note that effective March 4<sup>th</sup>, 2024, Daimler Truck Technical Support (DTTS) will curtail Call Center support (e.g., call and ticket support) for Service Technical Requests on powertrain products with an original production date older than 15 years. However, all requests for Service Technical support will be directed to the DTTS Legacy Support Hub on the DTNA Portal where the information is readily available for network access.

**In summary, DTTS will be discontinuing Service Technical Requests (e.g., calls and tickets) on the below platforms:**

- DD platform EPA07 engines.
- Series 60 EPA07 and earlier engines.
- Series 50 engines.
- MBE 900 EPA07 and earlier engines.
- MBE 4000 EPA07 and earlier engines.

Parts and programming support requests will still be available through DTTS on Legacy Powertrain Products by creating a case using the DTTS App. It is recommended that dealers utilize the DTTS Legacy Support Hub, dealer knowledge and dealer trainers to resolve Legacy Powertrain Service Technical requests.

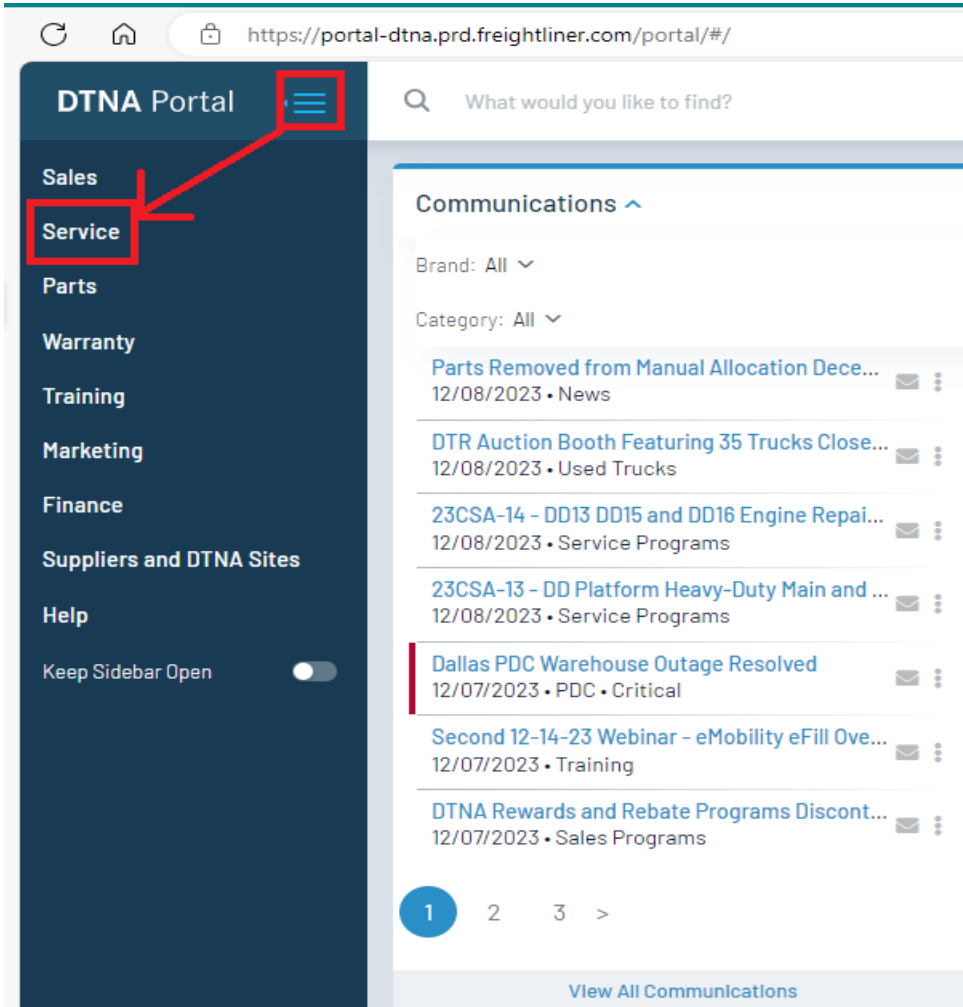
### **ADDITIONAL INFORMATION**

All published legacy powertrain diagnostics have been further enhanced to include all known issues. The Legacy Support Hub was created on the DTNA Portal to provide easy access to all published Legacy Powertrain literature.

Please see below for the process to access the Legacy information.



To access the Legacy Support Hub, please navigate to the [DTNA Portal - Service Page](#)



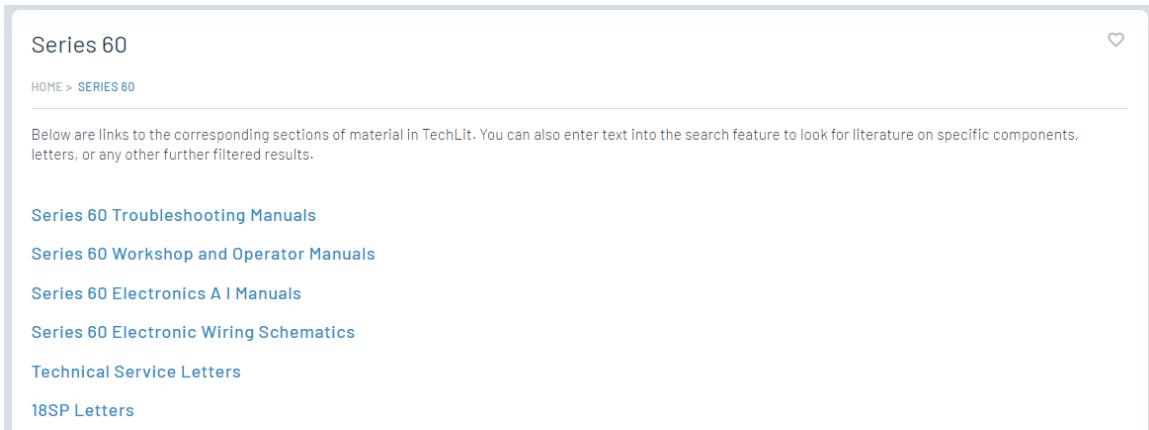
Scroll down to the Legacy Support Hub.



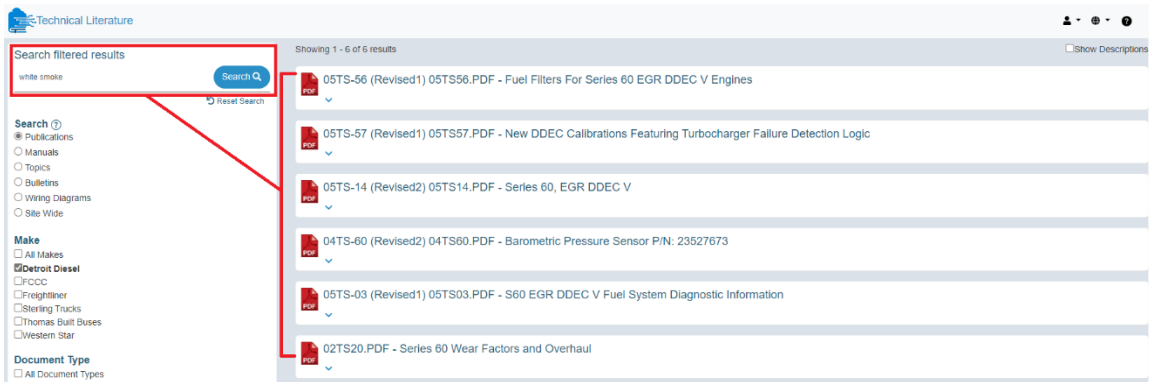


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## CONTACT INFORMATION

For questions, please create a case using the DTTS Application on the DTNA Portal or call 800-445-1980.