

OF INFORMATION ACT (FOIA). 5 U.S.C.552(B)(6)

**From:** [REDACTED]  
**To:** [EVOO \(NHTSA\)](#); [REDACTED]  
**Cc:** [NHTSA ODI CRD](#); [REDACTED]  
**Subject:** ODI-11463221  
**Date:** Tuesday, May 24, 2022 2:05:00 PM  
**Attachments:** [REDACTED]

**CAUTION:** This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

**Subject:** RE: Request [REDACTED] Complaint-11463221  
**To:** [4me+nhtsa@telesishq.com](mailto:4me+nhtsa@telesishq.com)

Here is the copies of the service notes showing we requested them to look at the issue back in Jan 2022

Sent from my Verizon, Samsung Galaxy smartphone

...

ASRC Federal Holding Company

7000 Muirkirk Meadows Drive, Beltsville, MD 20705  
[asrcfederal.com](http://asrcfederal.com) | Purpose Driven. Enduring Commitment.

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iPads down, NO pics.

|                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                         |                                                                                                |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------|
| Bill-To<br>[REDACTED]<br>LAS VEGAS NV<br>Phone W/H [REDACTED]                                                                                                                                                                                                                             | V.I.N<br>4UZA0JF60M0<br>Customer Unit Number [REDACTED] RV<br>Make FCC<br>Model XCS CHASSIS<br>Year 2021<br>In-Service Date: 11/23/2021<br>Owner [REDACTED]<br>Cust # [REDACTED]<br>Color: GRAY/BLACK has white and red stripes as well.<br>PO# [REDACTED]<br>Date Promised: 01/09/2022 | Date<br>09-Jan-2022<br>Writer<br>[REDACTED]<br>Odom In<br>4,556<br>Terms<br>CASH<br>[REDACTED] |
| Cust Unit # RV<br>Engine Mfg & Mod<br>Engine Serial # 74685186<br>Trans Mfg & Mod 2500 MH<br>Trans Serial # 6311861371<br>Steer Axle Mod & Ser # F105-3N<br>739912A0160846<br>FR Axle Mod & Serial # ARS200-4<br>742821A0135781<br>RR Axle Mod & Serial#<br>Diff Gear Ratio 4.78<br>Note: |                                                                                                                                                                                                                                                                                         |                                                                                                |

### Sold Operations

#### Job#1 RECALL

Condition

PERFORM MANUFACTURERS RECALL \*\* SF617 - A \*\* FCCC XC ORSCHELN SHIFT ACTUATOR UPDATE

PERFORM MANUFACTURERS RECALL

| Hours | Item   | Description                              | Price | Extended |
|-------|--------|------------------------------------------|-------|----------|
| 1.00  | RECALL | MANUFACTURERS RECALL OR SERVICE CAMPAIGN |       |          |

| TECH | TECH | TECH | Completed By | WARRANTY PARTS RETURNED |
|------|------|------|--------------|-------------------------|
|      |      |      |              | REC'D BY:               |
|      |      |      | OLD S/N      |                         |
|      |      |      | NEW S/N      |                         |

CORES RETURNED BY: \_\_\_\_\_ (Name and Tech #)

CORE/PART: \_\_\_\_\_ REC'D BY: \_\_\_\_\_ (Parts Man & Date)



**Sold Operations (Cont.)**

**Job#2 RECALL**

Condition **PERFORM MANUFACTURERS RECALL \*\* SF637 - A \*\* FCCC VIPER LOW VOLTAGE DISPLAY**

**PERFORM MANUFACTURERS RECALL**

*DOVE*

| Hours | Item | Description | Price | Extended |
|-------|------|-------------|-------|----------|
|-------|------|-------------|-------|----------|

**0.70 RECALL MANUFACTURERS RECALL OR SERVICE CAMPAIGN**

| TECH | TECH | TECH | Completed By | WARRANTY PARTS RETURNED |
|------|------|------|--------------|-------------------------|
|      |      |      |              | REC'D BY:               |
|      |      |      | OLD S/N      |                         |
|      |      |      | NEW S/N      |                         |

CORES RETURNED BY: \_\_\_\_\_ (Name and Tech #)

CORE/PART: \_\_\_\_\_ REC'D BY: \_\_\_\_\_ (Parts Man & Date)

**Job#3 EXPRESS**

Condition **EXPRESS ASSESSMENT \*\* DRIVER SIDE REAR TIRE/WHEEL BEARING MAKES NOISE WHEN DRIVING AT LOW SPEED. PUR CUST THEY NEED TRUCK BY THURSDAY AND IF WE CANNOT GET TO THIS DON'T CKADV.**

**EXPRESS ASSESSMENT**

| Hours | Item | Description | Price | Extended |
|-------|------|-------------|-------|----------|
|-------|------|-------------|-------|----------|

**0.70 EXPRESS EXPRESS DIAGNOSTICS**

| TECH | TECH | TECH | Completed By | WARRANTY PARTS RETURNED |
|------|------|------|--------------|-------------------------|
|      |      |      |              | REC'D BY:               |
|      |      |      | OLD S/N      |                         |
|      |      |      | NEW S/N      |                         |

CORES RETURNED BY: \_\_\_\_\_ (Name and Tech #)

CORE/PART: \_\_\_\_\_ REC'D BY: \_\_\_\_\_ (Parts Man & Date)

# **Sold Operations (Cont.)**

Job#4 QC

SR

**QUALITY CHECK ALL REPAIRS PERFORMED.**

Condition

QUALITY CHECK ALL REPAIRS PERFORMED.

Hours

Item

Description

Price

Extended

TECH

TECH

TECH

Completed By

**WARRANTY PARTS RETURNED**

REC'D BY:

OLD S/N

NEW S/N

CORES RETURNED BY:

(Name and Tech #)

CORE/PART:

REC'D BY:

(Parts Man & Date)



### REPAIR ORDER

|                                        |              |                   |            |
|----------------------------------------|--------------|-------------------|------------|
| Name on Vehicle                        | [REDACTED]   | Unit / Trk Number | RV         |
| Owner of Vehicle                       | [REDACTED]   | Vin #             | Tag #      |
| Terminal / Yard                        | [REDACTED]   | License Plate     |            |
| Address                                | [REDACTED]   | Year, Make, Model |            |
| City, State, Zip                       | [REDACTED]   | Mileage           | KM / MILES |
| Company Ph                             | [REDACTED]   | Vehicle Color     |            |
| Afterhours Ph                          | [REDACTED]   | Service Advisor   |            |
| Authorized By                          | [REDACTED]   | Customer Waiting  | Y / N      |
| Driver's Name                          | [REDACTED]   | Email Address     |            |
| Driver's Ph                            | [REDACTED]   | Email Address     |            |
| Preferred Contact Method (Circle One): | Office Phone | Cell Phone        | Email      |

#### ACCEPTABLE PAYMENT METHODS: CREDIT CARD, COM / EFS CHECKS, T-CHECK, PERSONAL CHECKS VERIFIED ON SITE

|                  |                                                                    |              |                  |
|------------------|--------------------------------------------------------------------|--------------|------------------|
| In House Account | Y / N                                                              | Acct #       | PO / Reference # |
| Condition 1      | Recalls                                                            |              |                  |
|                  | Auth By                                                            | Drvr Initial |                  |
| Condition 2      | Driver side rear # tire / wheel bearing makes noise at slow speed. |              |                  |
|                  | Auth By                                                            | Drvr Initial |                  |
| Condition 3      |                                                                    |              |                  |
|                  | Auth By                                                            | Drvr Initial |                  |
| Condition 4      |                                                                    |              |                  |
|                  | Auth By                                                            | Drvr Initial |                  |
| Condition 5      |                                                                    |              |                  |
|                  | Auth By                                                            | Drvr Initial |                  |

#### TERMS: STRICTLY CASH, APPROVED ACCOUNT OR CREDIT CARD.

I, the undersigned authorize Fresno Truck Center to perform repairs and furnish all necessary materials. I understand any costs verbally quoted or provided in writing are an estimate only and subject to revision. Fresno Truck Center employees or their agents may operate this vehicle for the purposes of inspecting, testing, and delivery at no risk to Fresno Truck Center or any events outside Fresno Truck Center's control. Fresno Truck Center will not be responsible for loss or damage to this vehicle or for loss or damage to articles, personal property, cargo or any other goods left inside or otherwise on the vehicle, including but not limited to, personal electronics, tools, fuel cards, clothing, GPS devices, phones, wallets, personal property or any other items of material interest. Fresno Truck Center will not be liable nor responsible for any unrecoverable revenue as a result of any such loss or damage nor liable or responsible for unavailability of the vehicle while undergoing inspection or repair. I agree to pay reasonable storage charges on vehicles left more than 48 hours after notification that repairs have been completed. As a representative of my company I have communicated to the Fresno Truck Center the necessary steps to obtain authorization from my company and by failing to communicate this information I release Fresno Truck Center from any liability or responsibility for charges, additional, downtime or expenses that may result.

**I AGREE THAT FRESNO TRUCK CENTER MAY EXERCISE AN EXPRESS MECHANIC'S LIEN ON THE DESCRIBED VEHICLE FOR THE RECOVERY OF CHARGES INCURRED UNDER THIS REPAIR ORDER INCLUDING THOSE FROM ANY OTHER PRIOR REPAIR ORDERS FOR THE SAME VEHICLE. IF I FAIL TO PAY SUCH CHARGES, I AGREE THAT THE VEHICLE MAY BE HELD UNTIL ALL CHARGES ARE PAID IN FULL. IN THE EVENT OF LEGAL ACTION TO COLLECT ANY SUMS DUE, I AGREE TO PAY COSTS ASSOCIATED WITH ALL COLLECTION ACTION INCLUDING REASONABLE ATTORNEY'S FEES.**

Above Repairs  
Authorized By ☒

Date

Print

March 2021  
SF617A

## **Subject: FCCC XC Orscheln Shift Actuator Software Update**

**Models Affected: Specific Model Year 2020-2021 Freightliner Custom Chassis XCR, XCM, and XCS model chassis, manufactured December 31, 2018, through August 24, 2020.**

### **General Information**

Daimler Trucks North America LLC (DTNA), on behalf of its wholly-owned subsidiary Freightliner Custom Chassis Corporation (FCCC), is initiating Field Service Campaign SF617A to modify the vehicles mentioned above.

Certain FCCC XC chassis have a shift actuator which may not downshift when requested.

The shift actuator will receive a software update to ensure proper downshifting.

There are approximately 835 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 completion sticker (Form WAR261).

### **Parts**

**Orscheln® ORSEA02017-01 Programming Tool:** If you do not already have this tool, contact FCCC @ 800-385-4357 or FCCCSERVICE@Daimler.com, and request a programmer free of charge. A loaner will be sent to your dealership which can be returned upon completion.

**Included with the loaner Orscheln® ORSEA02017-01 Programming Tool will be screws, gasket, and label.**

If our records show your dealership has ordered any vehicle(s) involved in campaign number SF617A, a list of the customers and vehicle identification numbers will be available on DTNAConnect.

### **Removed Parts**

U.S. and Canadian Dealers, please follow Warranty Failed Parts Tracking shipping instructions for the disposition of all removed parts. Export distributors, please destroy removed parts unless otherwise advised.

March 2021  
SF617A

## Labor Allowance

Table 1 - Labor Allowance

| Campaign Number | Procedure                          | Time Allowed (hours) | SRT Code  | Corrective Action         |
|-----------------|------------------------------------|----------------------|-----------|---------------------------|
| SF617A          | SHIFTER, ORSCHELN, SOFTWARE UPDATE | 1.0                  | 996-F091A | 12-Repair Recall/Campaign |

Table 1

**IMPORTANT:** When the campaign has been completed, locate the base completion label in the appropriate location on the vehicle, and attach the gray completion sticker provided in the field service kit (Form WAR261). If the vehicle does not have a base completion label, clean a spot on the appropriate location of the vehicle and first attach the base completion label (Form WAR259). If a field service kit is not required or there is no completion sticker in the kit, write the campaign number on a blank sticker and attach it to the base completion label.

## Claims for Credit

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. Please reference the following information in OWL:

- Claim type is **Field Service Campaign**.
- In the Campaign field, enter the campaign number and appropriate condition code (**SF617-A**).
- In the Primary Failed Part field, enter **25-SF617-000**.
- There should be no parts to claim unless there were special circumstances. Please see page one for information on the **Orscheln® ORSEA02017-01 Programming Tool**.
- In the Labor section, enter the appropriate SRT from the Labor Allowance Table. Administrative time will be included automatically as SRT 939-6010A for 0.4 hours.
- The VMRS Component Code is **F99-999-005** and the Cause Code is **A1 - Campaign**.
- This Field Service Campaign will **terminate on March 31, 2022**. Dealers will be notified of any changes to the termination date via Important Campaign Information Letter posted on DTNACconnect.com.

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

All claims must be submitted within 30 days of the repair and within 30 days of the termination date of the campaign.

For questions, U.S. and Canadian dealers, contact the Warranty Campaigns Department via Web inquiry at DTNACconnect.com/WSC, or the Customer Assistance Center at (800) 385-4357 if you have any additional questions. Export distributors submit a Web inquiry or contact your International Service Manager.

**March 2021  
SF617A**

## **Copy of Notice to Owners**

### **Subject: FCCC XC Orscheln Shift Actuator Software Update**

Daimler Trucks North America LLC (DTNA), on behalf of its wholly-owned subsidiary Freightliner Custom Chassis Corporation (FCCC), is initiating Field Service Campaign SF617A to modify specific Model Year 2020-2021 Freightliner Custom Chassis XCR, XCM, and XCS model chassis, manufactured December 31, 2018, through August 24, 2020.

Certain FCCC XC chassis have a shift actuator which may not downshift when requested.

The shift actuator will receive a software update to ensure proper downshifting.

Please contact an authorized Daimler Trucks North America dealer to arrange to have the campaign performed and to ensure that parts are available at the dealership. To locate an authorized dealer, go to [Daimler-TrucksNorthAmerica.com/Contact-Us/](http://Daimler-TrucksNorthAmerica.com/Contact-Us/). Scroll down to "Locate a Dealer," and select the appropriate brand (Freightliner Custom Chassis or Freightliner). The campaign will take approximately one hour and will be performed at no charge to you.

This Field Service Campaign will **terminate on March 31, 2022**. Please make sure the campaign is completed prior to this date. Work completed after this date will be done at the customer's expense.

As stated in the terms of your express limited warranty, Daimler Trucks North America LLC will not pay for any damage caused by failure to properly maintain your vehicle. Daimler Trucks North America LLC considers the work necessary under this campaign to be proper maintenance and will, therefore, not pay for any damage to your vehicle caused by your failure to have the repairs that are the subject of this campaign performed in a reasonable time.

Contact the Warranty Campaigns Department at (800) 547-0712, e-mail address [DTNA.Warranty.Campaigns@Daimler.com](mailto:DTNA.Warranty.Campaigns@Daimler.com), or the Customer Assistance Center at (800) 385-4357, if you have any questions or need additional information.

**WARRANTY CAMPAIGNS DEPARTMENT**

**Enclosure**

March 2021  
SF617A

## Work Instructions

### Subject: FCCC XC Orscheln Shift Actuator Software Update

**Models Affected:** Specific Model Year 2020-2021 Freightliner Custom Chassis XCR, XCM, and XCS model chassis, manufactured December 31, 2018, through August 24, 2020.

### Orscheln Shifter Software Update (Requires Orscheln® ORSEA02017-01 Programming Tool)

1. Inspect the base label (Form WAR259) for a completion sticker for SF617 (Form WAR260). If a sticker is present for SF617, no work is needed. If there is no sticker, proceed with the steps below.
2. Park the vehicle on a level surface, shut down the engine, and set the parking brake. Chock the tires. Put the transmission in neutral.
3. Turn the ignition key to ACC, to power the accessories ON.
4. Raise the rear of the vehicle, and support the rear axle(s) with safety stands.

#### WARNING

**Never work around or under a vehicle that is supported only by a jack. Always support the vehicle with safety stands. Jacks can slip, allowing the vehicle to fall, which could result in serious injury or death.**

5. Loosen the shifter lever jam nut.
6. Remove the cotter pin, and disconnect the shaft pivot from the shifter lever. Rotate the shaft pivot 90 degrees, so that the pivot axis is vertical and the pivot pin does not accidentally engage to the transmission lever. See Fig. 1.

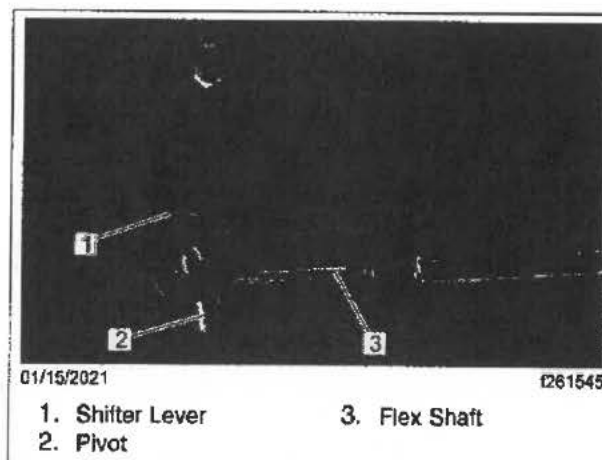


**Fig. 1, Shifter Lever and Pivot Disconnected**

7. Using a pick, remove the anti-tamper paint applied on two of the nine screws that attach the actuator cover to the actuator body.

March 2021  
SF617A

**IMPORTANT:** Take care not to damage the gasket while removing the actuator cover. Do not remove the gasket from the gasket groove. See Fig. 2 for gasket location.

8. Remove the nine screws that attach the actuator cover to the actuator body. Retain the screws for reuse.

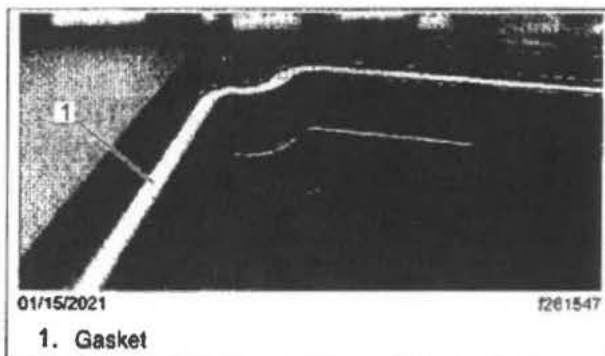


**Fig. 2, Gasket Location**

9. Connect the Orscheln® ORSEA02017-01 programmer cable into the 5-pin insulation-displacement connector (IDC) on the actuator printed circuit board (PCB). See Fig. 3.

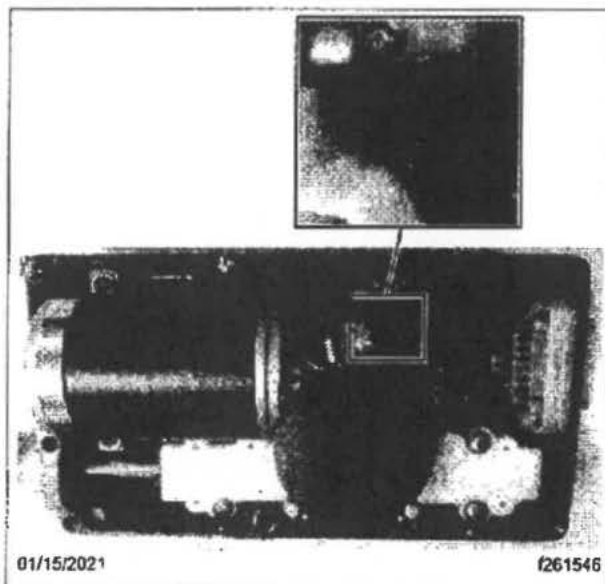


**Fig. 3, IDC Connector Port Location**

**IMPORTANT:** Do not remove the NyoGel® lubricant applied on the programming IDC port on the actuator PCB.

10. Program the actuator as follows:

- 10.1 Turn on the Orscheln ORSEA02017-01 programmer.

- 10.2 Press the "Load" button.

- If the "Status" indicator light turns green, the programming is successful.
- If the "Status" indicator light turns red, the programming has failed. Confirm the actuator is powered and the programmer cable is properly connected to the IDC port on the actuator. Repeat step 10. (Submit WSC ticket to warranty campaigns group if unable to complete repair.)

March 2021  
SF617A

11. Disconnect the programmer cable from the actuator IDC port. If present, remove the excess NyoGel® lubricant from the programmer cable connector.
12. Apply Loctite® 242 Threadlocker into the nine threaded cover mounting holes on the actuator body.

NOTE: Extra screws and gasket are supplied with the rework kit, if required.

13. Confirm the gasket is properly seated into the groove on the cover. If the gasket is damaged, replace it. See Fig. 4.

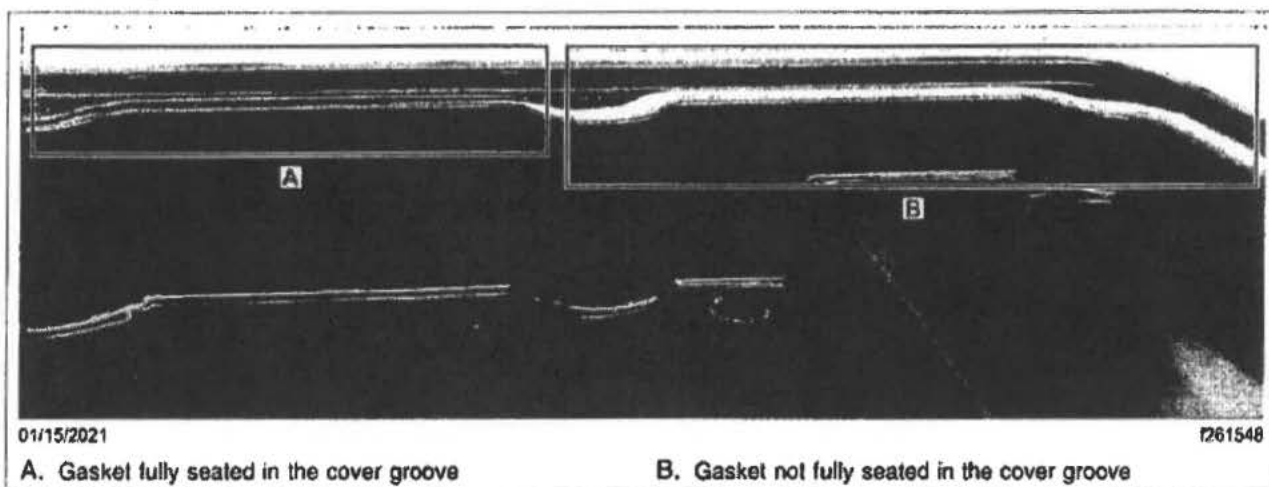


**Fig. 4, Example of Correct and Incorrect Seating of Gasket**

## NOTICE

**Make sure all nine screws are installed and tightened to torque specified. Do not use pneumatic tools to tighten the screws.**

14. Place the cover onto the actuator, and install the nine screws that attach the actuator cover to the actuator body. Tighten the screws 26 lbf-in (294 N-cm).
15. Clean the part number label surface with a mixture of alcohol and water. See Fig. 5. Attach the new part number label displaying P/N ORSEA02017-01 over the old part number label that displayed P/N ORSEA02001-01. Ensure not to damage/tamper the serial number. See Fig. 6.

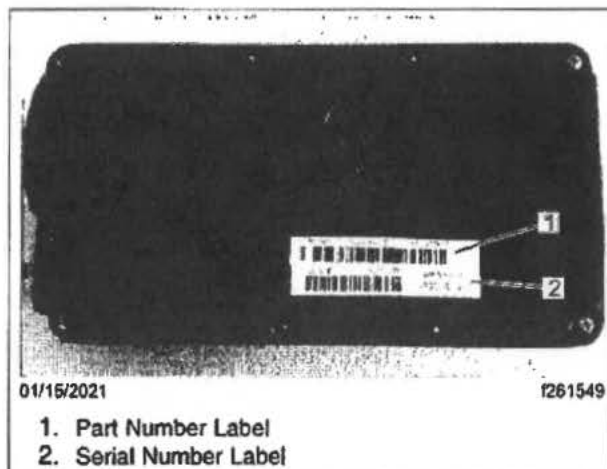


**Fig. 5, Part Number and Serial Number Label Location**

March 2021  
SF617A



**Fig. 6, Old and New Part Number Label**

16. Reset the actuator power by disconnecting the 12-pin Deutsch plug from the actuator and then connecting it again.
17. Using the transmission controls in the cab, shift the transmission to 'Drive' and then to 'Neutral'.  
**IMPORTANT:** Do not attach the pivot to the shifter lever without shifting the transmission to 'Drive' and then to 'Neutral'.
18. Align the shaft pivot with the hole in the shifter lever. Make sure the pivot rotates with minimal resistance in the shifter lever hole.
19. Connect the shaft pivot to the transmission lever by installing the cotter pin.
20. Hand tighten the shifter lever jam nut until snug. Tighten the jam nut 7 to 8 lbf-ft (9.5 to 11 N-m).
21. Test-drive the vehicle to confirm the transmission shifts in and out of all the gears properly.
22. Clean a spot on the base label (Form WAR259) and attach a campaign completion sticker for SF617 (Form WAR260), indicating this work has been completed.

November 2021  
SF637

**Subject: FCCC Viper Low Voltage Display**

**Models Affected: Specific model year 2019-2021 Freightliner Custom Chassis (FCCC) manufactured September 17, 2019, through April 7, 2021.**

**General Information**

Daimler Trucks North America LLC (DTNA), on behalf of its wholly owned subsidiary, Freightliner Custom Chassis Corporation, is initiating Field Service Campaign SF637A to modify specific model year 2019-2021 Freightliner Custom Chassis manufactured September 17, 2019, through April 7, 2021.

In a low voltage condition, the instrument panel (IP) display may not come on when turning on ignition leaving drivers without a functioning instrument panel. This would only occur at startup and the IP would function again if the key is cycled with normal voltage.

Software will be updated to resolve the issue.

There are approximately 3,561 vehicles involved in this campaign.

**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 completion sticker (Form WAR261).

**Replacement Parts**

**IMPORTANT:** A USB flash drive with a storage capacity of 2 GB, or more, must be purchased by the dealership for this procedure. No other files or folders other than the ones needed for this update should be in the flash drive at the time of the update.

If our records show your dealership has ordered any vehicle(s) involved in campaign number SF637, a list of the customers and vehicle identification numbers will be available on DTNACconnect.

**Removed Parts**

There should be no removed parts, as this is a software update. Export distributors, there is no parts to be removed.

**Labor Allowance**

**Table 1 - Labor Allowance**

| Campaign Number | Procedure                                   | Time Allowed (hours) | SRT Code  | Corrective Action         |
|-----------------|---------------------------------------------|----------------------|-----------|---------------------------|
| SF637A          | Low Voltage Display Outage Software Updates | 0.7                  | 996-F108A | 12-Repair recall/Campaign |

**Table 1**

November 2021  
SF637

**IMPORTANT:** When the campaign has been completed, locate the base completion label in the appropriate location on the vehicle, and attach the gray completion sticker provided in the field service kit (Form WAR261). If the vehicle does not have a base completion label, clean a spot on the appropriate location of the vehicle and first attach the base completion label (Form WAR259). If a field service kit is not required or there is no completion sticker in the kit, write the campaign number on a blank sticker and attach it to the base completion label.

## Claims for Credit

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. Please reference the following information in OWL:

- Claim type is **Field Service Campaign**.
- In the Campaign field, enter the campaign number and appropriate condition code (**SF637-A**).
- In the Primary Failed Part field, enter **25-SF637-000**.
- In the Labor section, enter the appropriate SRT from the Labor Allowance Table. Administrative time will be included automatically as SRT 939-6010A for 0.4 hours for RVs.
- The VMRS Component Code is **F99-999-005** and the Cause Code is **A1 - Campaign**.
- This Field Service Campaign will **terminate on November 30, 2022**. Dealers will be notified of any changes to the termination date via Important Campaign Information Letter posted on DTNACONNECT.com.

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

All claims must be submitted within 30 days of the repair and within 30 days of the termination date of the campaign. U.S. and Canadian Dealers: All excess inventory to be returned to the PDC following the conclusion of the campaign must be returned in resaleable condition to the Memphis PDC within 90 days from the termination date. Please submit a PAR to request return to the Memphis PDC. (Canadian dealers should return the kits to their facing PDC.) Export Distributors: Excess inventory is not returnable.

For questions, U.S. and Canadian dealers, contact the Warranty Campaigns Department via Web inquiry at DTNACONNECT.com/WSC, or the Customer Assistance Center at (800) 385-4357, if you have any questions or need additional information. Export distributors submit a Web inquiry or contact your International Service Manager.

November 2021  
SF637

## Copy of Notice to Owners

### Subject: FCCC Viper Low Voltage Display

Daimler Trucks North America LLC (DTNA), on behalf of its wholly owned subsidiary, Freightliner Custom Chassis Corporation, is initiating Field Service Campaign SF637A to modify specific model year 2019-2021 Freightliner Custom Chassis manufactured September 17, 2019, through April 7, 2021.

In a low voltage condition, the instrument panel (IP) display may not come on when turning on ignition leaving drivers without a functioning instrument panel. This would only occur at startup and the IP would function again if the key is cycled with normal voltage.

Software will be updated to resolve the issue.

Please contact an authorized Daimler Trucks North America dealer to arrange to have the campaign performed and to ensure that parts are available at the dealership. The campaign will take approximately one hour and will be performed at no charge to you. To locate an authorized dealer, search online at [Daimler-TrucksNorthAmerica.com/contact-us/](http://Daimler-TrucksNorthAmerica.com/contact-us/). Scroll down to "Locate a Dealer," and select the appropriate brand.

This Field Service Campaign will **terminate on November 30, 2022**. Please make sure the campaign is completed prior to this date. Work completed after this date will be done at the customer's expense.

As stated in the terms of your express limited warranty, Daimler Trucks North America LLC will not pay for any damage caused by failure to properly maintain your vehicle. Daimler Trucks North America LLC considers the work necessary under this campaign to be proper maintenance and will, therefore, not pay for any damage to your vehicle caused by your failure to have the repairs that are the subject of this campaign performed in a reasonable time.

Contact the Warranty Campaigns Department at (800) 547-0712, from 7 a.m. to 4 p.m. Pacific Time, Monday through Friday, e-mail address [DTNA.Warranty.Campaigns@Daimler.com](mailto:DTNA.Warranty.Campaigns@Daimler.com), or the Customer Assistance Center at (800) 385-4357, if you have any questions or need additional information.

WARRANTY CAMPAIGNS DEPARTMENT

Enclosure

November 2021  
SF637

## Work Instructions

### Subject: FCCC Viper Low Voltage Display

**Models Affected:** Specific model year 2019-2021 Freightliner Custom  
**Chassis manufactured** September 17, 2019, through April 7, 2021.

## File Download

**IMPORTANT:** A USB flash drive with a storage capacity of 2 GB, or more, must be purchased by the dealership for this procedure. No other files or folders other than the ones needed for this update should be in the flash drive at the time of the update.

**NOTE:** Each user will only need to download the configuration file once. This file can be used to update multiple vehicles.

1. Inspect the base label (Form WAR259) for a campaign completion sticker for SF637 (Form WAR260). If a sticker is present for SF637, no work is needed. If there is no sticker, proceed with the steps below.
2. Insert the flash drive into an available USB port on the laptop. Write down the drive letter the computer assigns to that flash drive. See Fig. 1.

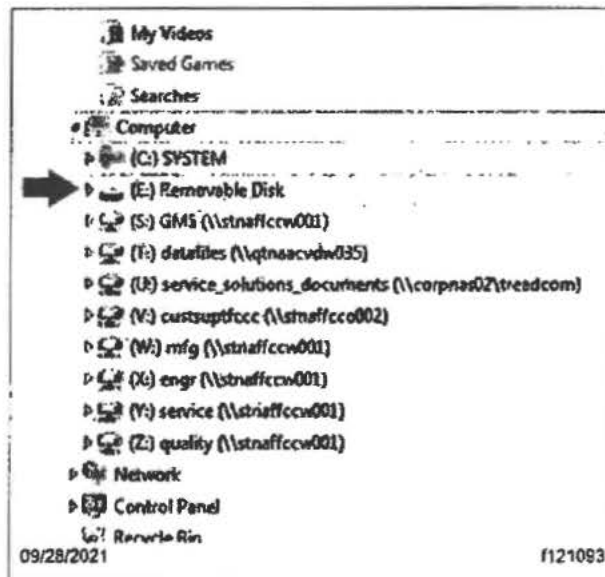


**Fig. 1, Flash Drive Connected to the Laptop**

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3. On the laptop, go to DTNA Connect, then select the three menu bars at the upper right-hand corner of the web page. See Fig. 2.

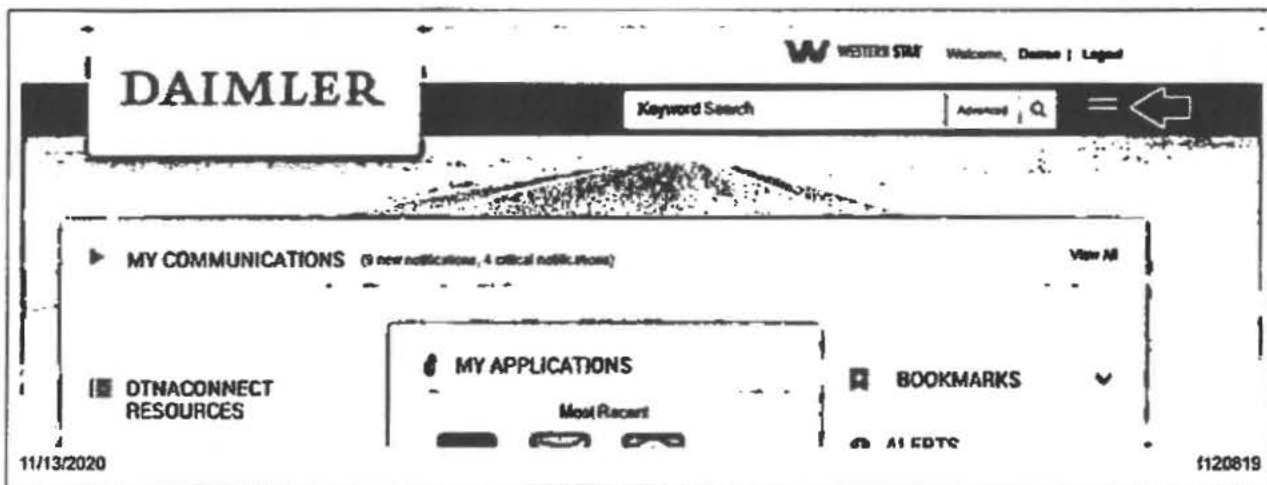


Fig. 2, DTNA Connect Home Screen

4. Select 'Support,' then select 'Download Center.' See Fig. 3.

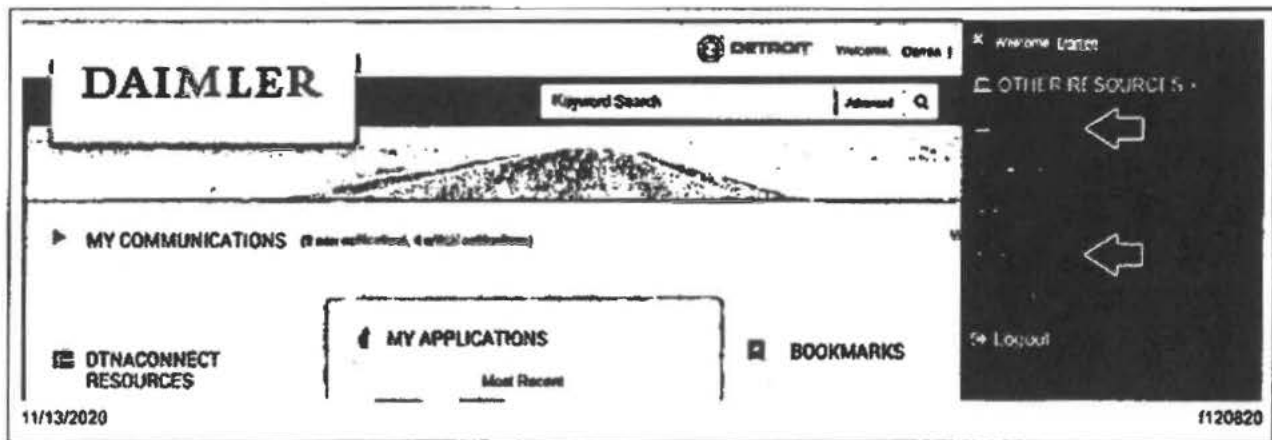


Fig. 3, Selecting Download Center

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5. Scroll down to 'Viper II Low Voltage Software Update,' then select the '+' symbol. Select 'Update Link.' See Fig. 4.

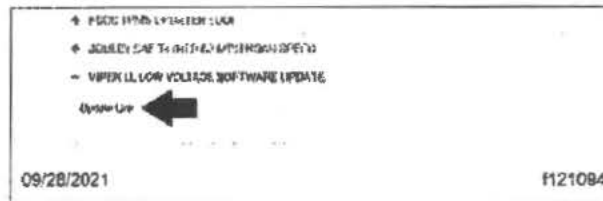


**Fig. 4, Viper II Low Voltage Software Update Link**

NOTE: Depending on the operating system and/or the browser, the computer may either ask you to select a location to save, or automatically save the file in a default location. If asked to select a location, it is recommended to select 'Desktop.' If saved in a default location other than desktop, open the compressed (zip) file, and extract the files on the desktop.

In this procedure, the operating system downloads the file to a default location. The user can open the compressed (zip) file using the link on the browser, then extract the files on the desktop.

6. A download box will now appear on the upper right corner of the browser window. Once the download is complete, Select 'Open File.' See Fig. 5.

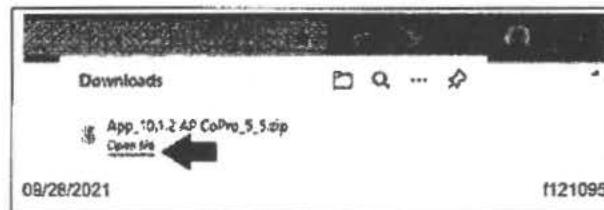


**Fig. 5, Link to Open the Downloaded File**

7. Select the 'Extract All' button. See Fig. 6.

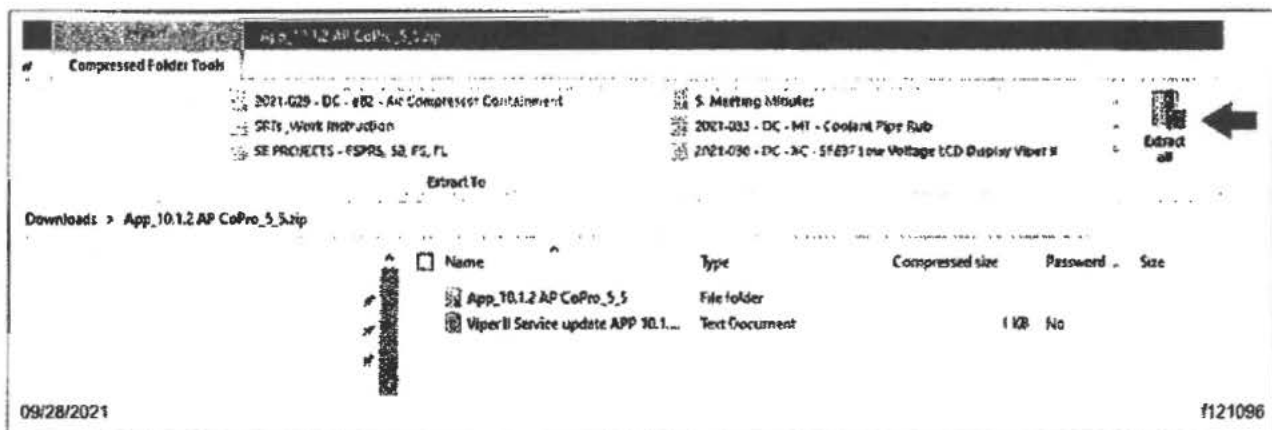


**Fig. 6, Extract All Button**

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8. In the next screen, make sure the destination for the extracted files is 'Desktop.' If not, select 'Browse,' then select 'Desktop.' Select 'Extract.' See Fig. 7 and Fig. 8.
9. If not automatically opened, go to 'Desktop,' then double click on the extracted folder to open it. See Fig. 9.
10. In the extracted folder, select 'Select All,' then select the 'Copy' button. See Fig. 10.

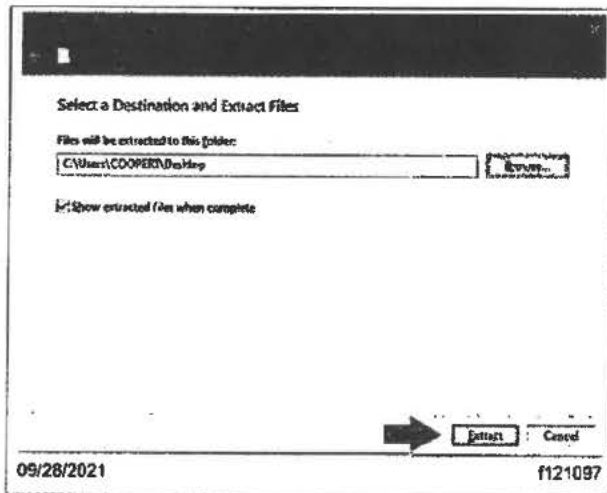


**Fig. 7, Extract Compressed Folders Window**

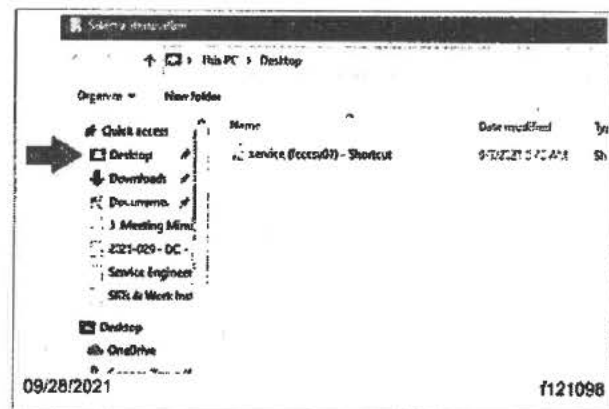


**Fig. 8, Selecting the Destination for the Extracted Files**

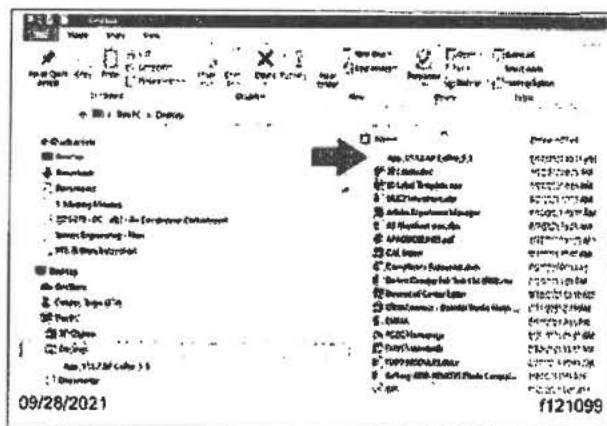
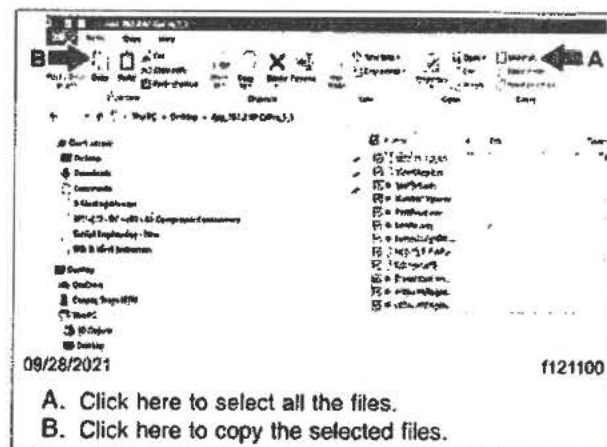


**Fig. 9, Extracted Folder**



- A. Click here to select all the files.  
B. Click here to copy the selected files.

**Fig. 10, Copying Files from the Extracted Folder**

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**IMPORTANT:** The files must be saved on the root drive, not within any folder in the flash drive.

11. Navigate to the drive noted in step 2 to access the flash drive, then select 'Paste.' See Fig. 11.

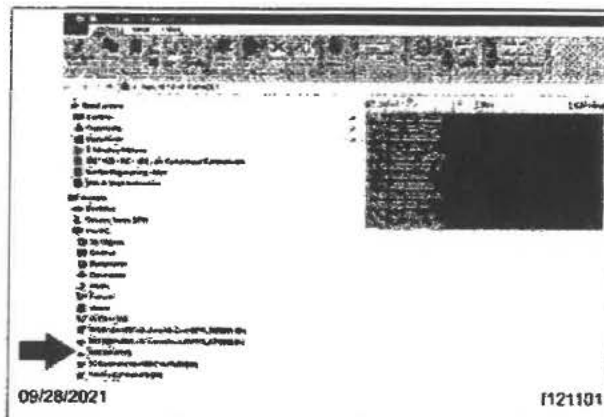


Fig. 11, Pasting Copied Files to the Flash Drive

12. Once the files are successfully copied to the flash drive, remove the drive from the computer.

## Software Installation

1. Park the vehicle on a level surface, shut down the engine, and apply the parking brake. Chock the tires.

### NOTICE

**To ensure good battery voltage during programming, it is recommended to connect an appropriate battery charger to the vehicle batteries. Failure to do so could permanently damage the controller.**

2. Turn the ignition to the ON position.

**IMPORTANT:** A universal serial bus (USB) extension cable that connects the instrument panel electronic control module (ECU) to the diagnostic connector may have been installed on the vehicle by the body builder. If a USB extension cable was not installed, or missing, locate the instrument panel ECU, and plug the flash drive directly into either of the USB ports on the instrument panel ECU. See Fig. 12.

The instrument panel ECU is usually located behind the dash. If unable to locate the ECU, contact the body builder for support.

3. Install the flash drive with the configuration files into the USB port next to the diagnostic connector under the dash.

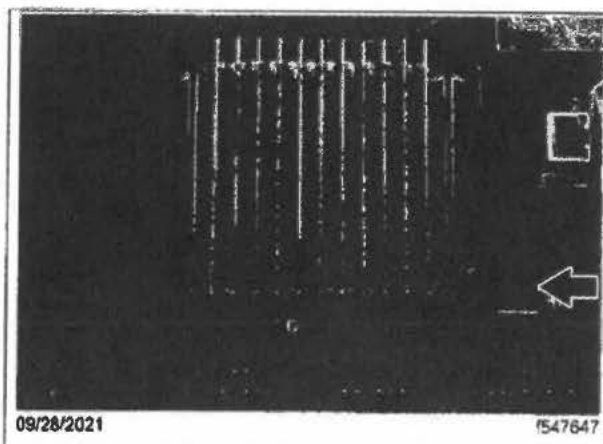


Fig. 12, Location of the Instrument Cluster ECU USB Ports

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**IMPORTANT:** Do not turn the ignition OFF until the software is installed, and the system reboot is complete.

- Using the buttons on the steering wheel shown in Fig. 13, navigate to 'Diagnostics,' then 'System Information.' See Fig. 14 and Fig. 15.

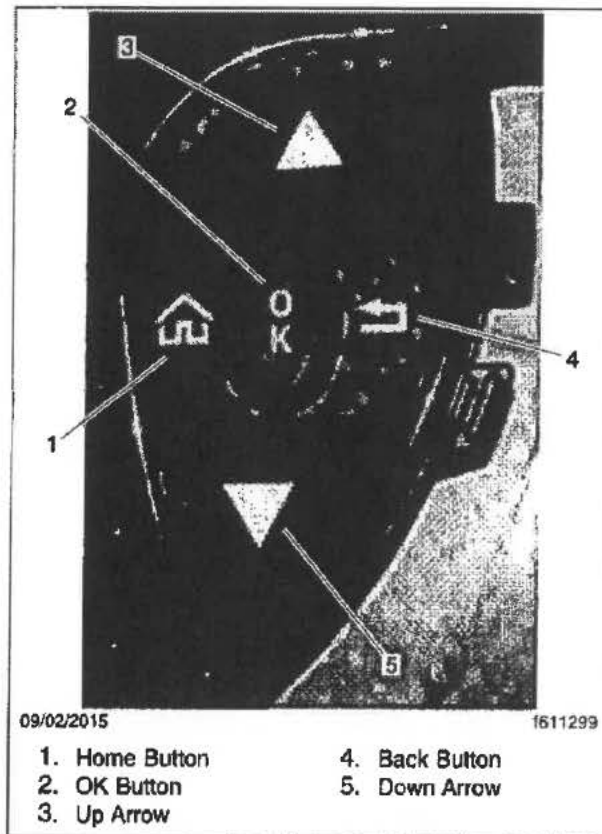


**Fig. 13, Steering Wheel Buttons**

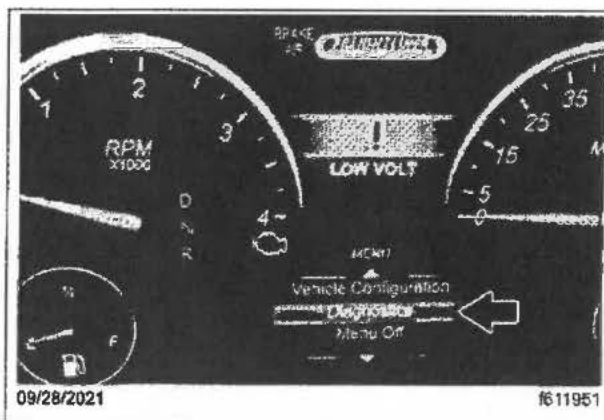


**Fig. 14, Diagnostics Menu**

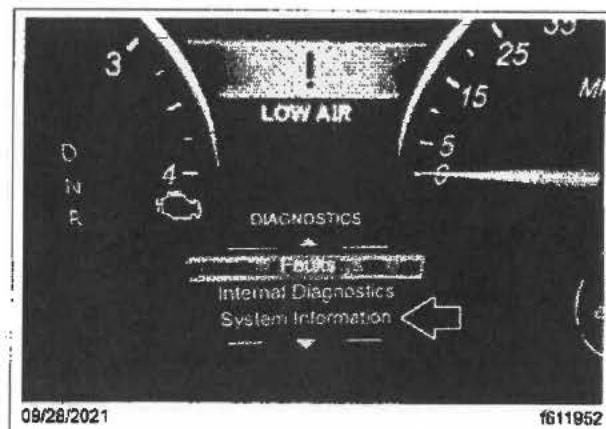


**Fig. 15, System Information Option**

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5. Press and hold the 'OK' button until a file, or a list of files appear, then release the 'OK' button.
  - If a single file appears, press and hold the 'OK' button to begin the update. Release the 'OK' button once the update begins.
  - If a list of multiple files appear, highlight the first file, press and hold the 'OK' button to install the updates from that file. Release the 'OK' button once the update begins. After the updates from that file are installed, repeat this process for the remaining files.
6. When the software update is complete, the instrument panel will reboot. Once the reboot is complete, start the vehicle and verify that the dash functions correctly.

**IMPORTANT:** If the software update process fails, or the module locks up, call the Medallion customer service representative Cheryl Crane at 616-850-8015, or email at [cheryl.crane@medallionis.com](mailto:cheryl.crane@medallionis.com) for a replacement ECU.

To minimize the downtime, Medallion will ship a re-manufactured ECU module already programmed with the software update. A credit card, or purchase order (credit approval may be required) should be provided to Medallion by your dealership for a US \$200 core charge. Your dealership will not be charged if the core is promptly returned. In the event that the core is not returned, your dealership will be charged. A shipping label will be provided inside the box with the replacement ECU.

7. Turn the ignition OFF, then remove the USB flash drive.
8. Clean a spot on the base label (Form WAR259) and attach a campaign completion sticker for SF637 (Form WAR260) indicating this work has been completed.