

Subject: SmartPlex Switch Hub Module

Models Affected: Specific Freightliner 108SD, 114SD, and Business Class M2 vehicles manufactured December 3, 2011, through December 12, 2012.

General Information

Daimler Trucks North America LLC, on behalf of its Freightliner Trucks Division, has decided that a defect that relates to motor vehicle safety exists on the vehicles mentioned above.

There are approximately 170 vehicles involved in this campaign.

On certain vehicles, residue from the switch hub module manufacturing process may lead to intermittent shorts and energizing of certain switch hub module outputs. If the module is energized, the module may inadvertently activate body equipment or features, increasing the risk of injury to the vehicle operator or increasing the risk of a crash.

The switch hub module will be inspected and replaced as necessary, and a jumper harness will be installed.

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.

Work Instructions

Please refer to the attached work instructions. Prior to performing the campaign, check the vehicle for a completion sticker (Form WAR260).

Replacement Parts

Replacement parts are now available and can be obtained by ordering the kit number(s) listed below from your facing Parts Distribution Center.

If our records show your dealership has ordered any vehicles involved in campaign number FL639A, a list of the customers and vehicle identification numbers will be available on AccessFreightliner.com. Please refer to this list when ordering parts for this recall.

Recall Campaign

Daimler Trucks
North America LLC

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Table 1 - Replacement Parts for FL639

Campaign Number	Kit Number	Part Description	Part Number	Qty. per Kit	Suggested Wholesale*
FL639A	25-FL639-000	Electronic Switch Hub Module	PHO 90 135523 03	1 ea	\$883.89 U.S. \$901.58 CAN
		Blank Completion Sticker	WAR260	1 ea	
	25-FL639-001	Harness-Jumper, SHM Backlight,	A06-89235-000	1 ea	\$20.92 U.S. \$21.33 CAN
		Blank Completion Sticker	WAR260	1 ea	

* Please charge all U.S. and Canadian Direct Warranty Customers the above-listed price for the kit, as they are authorized to perform their own Recalls. This pricing does not apply to Export Distributors.

Table 1

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.

Labor Allowance

Table 2 - Labor Allowance

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Damage Code
FL639A	Inspect and replace switch hub module, and install or replace harness	0.6	996-0893A	000-Modifiedx
	Inspect switch hub module only and install or replace harness	0.6	996-0893B	000-Modifiedx

Table 2

IMPORTANT: When the Recall has been completed, locate the base completion label in the appropriate location on the vehicle, and attach the red completion sticker provided in the recall kit (Form WAR260). 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 recall kit is not required or there is no completion sticker in the kit, write the recall 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 QuickClaim or OWL:

- Claim type is **Recall**.
- In the FTL Authorization field, enter the campaign number and appropriate condition code (**FL639A**).
- In the Comments field, include the suspect **Switch Hub Module serial number** if replacing.
- In the Primary Failed Part Number field, enter **25-FL639-000**.
- In the Parts field, enter the appropriate kit number(s) as shown in the Replacement Parts Table.
- In the Labor field, first enter the appropriate SRT from the Labor Allowance Table. For administrative time, enter SRT 939-0010A for 0.3 hours.

- For OWL, the VMRS Component Code is 003-006-004 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 for this recall.)
 - Submit a Campaign Pre-Approval inquiry to the Warranty Campaigns Department for a decision and authorization number.
 - Include the approved amount on your claim in Other Charges section.
 - In the claim story, first note the authorization number and that the claim includes a reimbursement.
 - Retain the documentation and provide it to Warranty Campaigns or Claims Processing if requested.
 - When your claim is paid, reimburse the customer the appropriate amount.

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

U.S. and Canadian dealers, contact the Warranty Campaigns Department from 7:00 a.m. to 4:00 p.m. Pacific Time, Monday through Friday, via Web inquiry at AccessFreightliner.com / Support / My Tickets and Submit an Inquiry, or the Customer Assistance Center at (800) 385-4357, after normal business hours, if you have any questions or need additional information. Export distributors, submit a Web inquiry or contact your International Service Manager.

U.S. and Canadian Dealers: To return excess kit inventory related to this campaign, U.S. dealers must submit a Parts Authorization Return (PAR) to the Memphis PDC. Canadian dealers must submit a PAR to their facing PDC. All kits must be in resalable condition. PAR requests must include the original purchase invoice number. Export Distributors: Excess inventory may be returned as noted for U.S. and Canadian dealers. Export locations will pay freight to return kits.

The letter notifying U.S. and Canadian vehicle owners is included for your reference.

Please note that the National Traffic and Motor Vehicle Safety Act, as amended (SmartPlex Switch Hub Module 49, United States Code, Chapter 301), requires the owner's vehicle(s) be corrected within a reasonable time after parts are available to you. The Act states that failure to repair a vehicle within 60 days after tender for repair shall be prima facie evidence of an unreasonable time. However, circumstances of a particular situation may reduce the 60 day period. Failure to repair a vehicle within a reasonable time can result in either the obligation to (a) replace the vehicle with an identical or reasonably equivalent vehicle, without charge, or (b) refund the purchase price in full, less a reasonable allowance for depreciation. The Act further prohibits dealers from selling a vehicle unless all outstanding recalls are performed. Any lessor is required to send a copy of the recall notification to the lessee within 10 days. Any subsequent stage manufacturer is required to forward this notice to its distributors and retail outlets within five working days.

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Copy of Notice to Owners Subject: SmartPlex Switch Hub Module

For the Notice to U.S. Customers: This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

For the Notice to Canadian Customers: This notice is sent to you in accordance with the Canadian Motor Vehicles Safety Act.

Daimler Trucks North America LLC, on behalf of its Freightliner Trucks Division, has decided that a defect which relates to motor vehicle safety exists on specific Freightliner 108SD, 114SD, and Business Class M2 vehicles manufactured December 3, 2011, through December 12, 2012.

For the Notice to U.S. Customers: On certain vehicles, residue from the switch hub module manufacturing process may lead to intermittent shorts and energizing of certain switch hub module outputs. If an output is energized, it may inadvertently activate body equipment or features, increasing the risk of injury to the vehicle operator or increasing the risk of a crash.

For the Notice to Canadian Customers: On certain vehicles, residue from the switch hub module manufacturing process may lead to intermittent shorts and energizing of certain switch hub module outputs. If an output is energized, it may inadvertently activate body equipment or features. Some of the body features and equipment may include remote engine start, emergency lights and work lights, and other body equipment. Unexpected activation of these features and others may increase the risk of injury to the vehicle operator and other road users.

The switch hub module will be inspected and replaced as necessary, and a jumper harness will be installed.

Please contact an authorized Daimler Trucks North America dealer to arrange to have the recall performed and to ensure that parts are available at the dealership. To locate an authorized dealer, search online at www.Daimler-TrucksNorthAmerica.com. The Recall will take approximately one hour and will be performed at no charge to you.

You may be liable for any progressive damage that results from your failure to complete the Recall within a reasonable time after receiving notification.

If you do not own the vehicle that corresponds to the identification number(s) which appears on the Recall Notification, please return the notification to the Warranty Campaigns Department with any information you can furnish that will assist us in locating the present owner. If you have leased this vehicle, Federal law requires that you forward this notice to the lessee within 10 days. If you are a subsequent stage manufacturer, Federal law requires that you forward this notice to your distributors and retail outlets within five working days. If you have paid to have this recall condition corrected prior to this notice, you may be eligible to receive reimbursement. Please see the reverse side of this notice for details.

For the Notice to U.S. Customers: If you have questions about this Recall, please contact the Warranty Campaigns Department at (800) 547-0712, 7:00 a.m. to 4:00 p.m. Pacific Time, Monday through Friday, e-mail address DTNA.Warranty.Campaigns@Daimler.com, or the Customer Assistance Center at (800) 385-4357 after normal business hours. If you are not able to have the defect remedied without charge and within a reasonable time, you may wish to submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the Vehicle Safety Hotline at (888) 327-4236 (TTY: 800-424-9153); or to <http://www.safercar.gov>.

For the Notice to Canadian Customers: If you have questions about this Recall, please contact the Warranty Campaigns Department at (800) 547-0712, 7:00 a.m. to 4:00 p.m. Pacific Time, Monday through Friday, e-mail address DTNA.Warranty.Campaigns@Daimler.com, or the Customer Assistance Center at (800) 385-4357 after normal business hours.

We regret any inconvenience this action may cause but feel certain you understand our interest in motor vehicle safety.

WARRANTY CAMPAIGNS DEPARTMENT

Enclosure

Reimbursement to Customers for Repairs Performed Prior to Recall

If you have already **paid** to have this recall condition corrected you may be eligible to receive reimbursement.

Requests for reimbursement may include parts and labor. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized Daimler Trucks North America LLC dealer. The following documentation must be presented to your dealer for consideration for reimbursement.

Please provide original or clear copies of all receipts, invoices, and repair orders that show

- The name and address of the person who paid for the repair
- The Vehicle Identification Number (VIN) of the vehicle that was repaired
- What problem occurred, what repair was done, when the repair was done
- Who repaired the vehicle
- The total cost of the repair expense that is being claimed
- Proof of payment for the repair (such as the front and back of a cancelled check or a credit card receipt)

Reimbursement will be made by check from your Daimler Trucks North America LLC dealer.

Please speak with your Daimler Trucks North America LLC authorized dealer concerning this matter.

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Work Instructions

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Models Affected: Specific Freightliner 108SD, 114SD, and Business Class M2 vehicles manufactured December 3, 2011, through December 12, 2012.

Work Instructions

1. Check the base label (Form WAR259) for a completion sticker for campaign FL639 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 the completion sticker is present, no work is needed. If the completion sticker is not present, proceed to the next step.

2. Park the vehicle, shut down the engine, and set the parking brake. Chock the tires.

3. Remove the center smart switch panel in the overhead console. See **Fig. 1**.

NOTE: The center trim panel and the map/reading light panel can be removed from the overhead console as a single unit.

- 3.1 Remove the five screws that secure the center trim panel and the map/reading light panel to the overhead console. See **Fig. 1**, refs. 4 and 6.
- 3.2 Slide the panel to the right until the locking tabs release, then pull it from the overhead console.
- 3.3 Remove the four screws that secure the smart switch panel, then remove the panel. See **Fig. 1**, ref. 2.

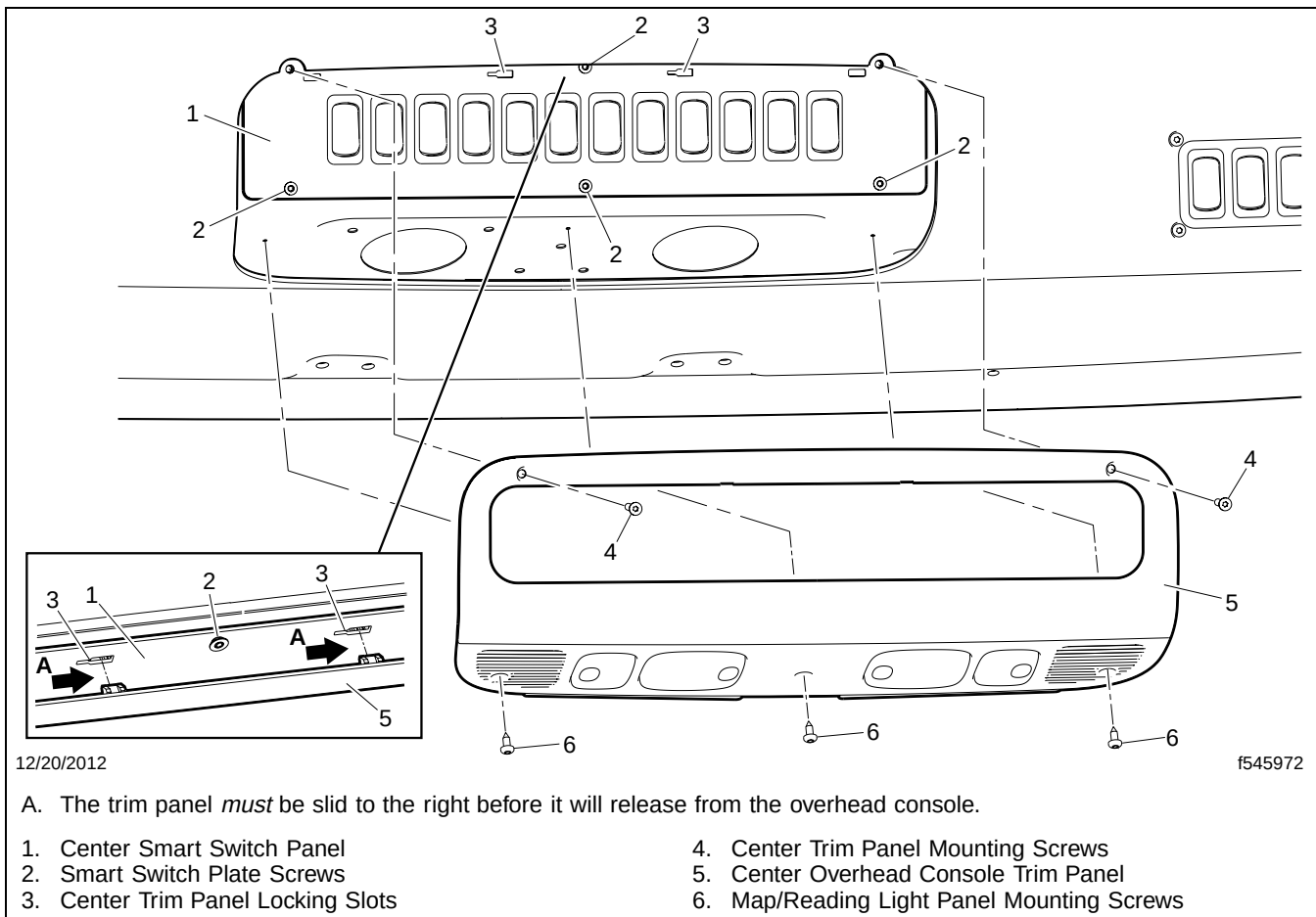


Fig. 1, Center Overhead Console Assembly

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NOTE: The switch hub module (SHM) is attached to the mounting bracket with hook and loop tape.

4. Gently lift the switch hub module from the mounting bracket, then remove it from the overhead console.
5. Inspect the label on the back of the SHM for the serial number. See Fig. 2.

If the serial number is 127176 or below, the SHM needs to be replaced. **Write down the SHM serial number to include on your payment claim**, then proceed to the step 6.

If the serial number is 127177 or higher, the SHM does not need to be replaced. Proceed to the Important statement just after step 6.

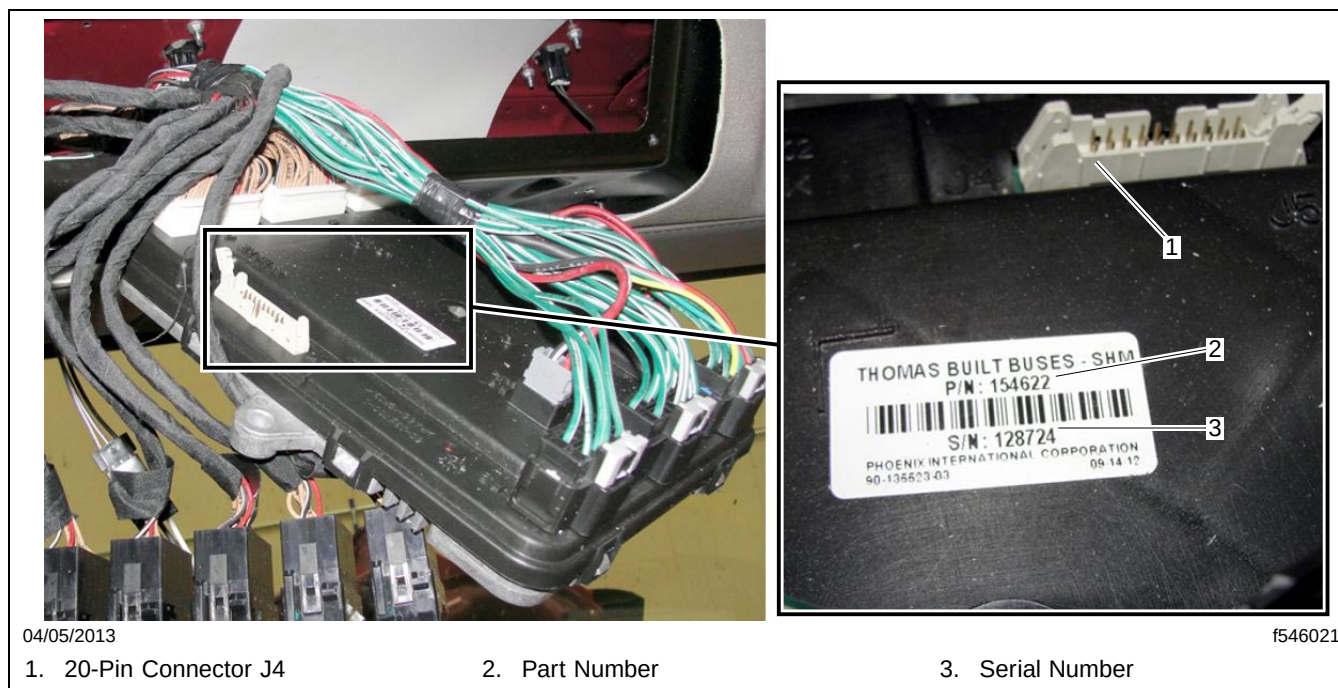


Fig. 2, SHM Label Inspection

6. If replacing the SHM, disconnect all connectors from the SHM and remove it from the vehicle.

IMPORTANT: Check each switch for harness A06-60071-000. If this harness is already installed, replace it with the new harness (A06-89235-000) from the campaign kit. If harness A06-60071-000 is not already installed, install the new harness from the kit.

7. Select and unplug any one switch from the center smart switch panel.

NOTE: Refer to Fig. 3 and Fig. 4 for a diagram of the resistive adapter harness provided for this procedure.



Fig. 3, Harness Parts

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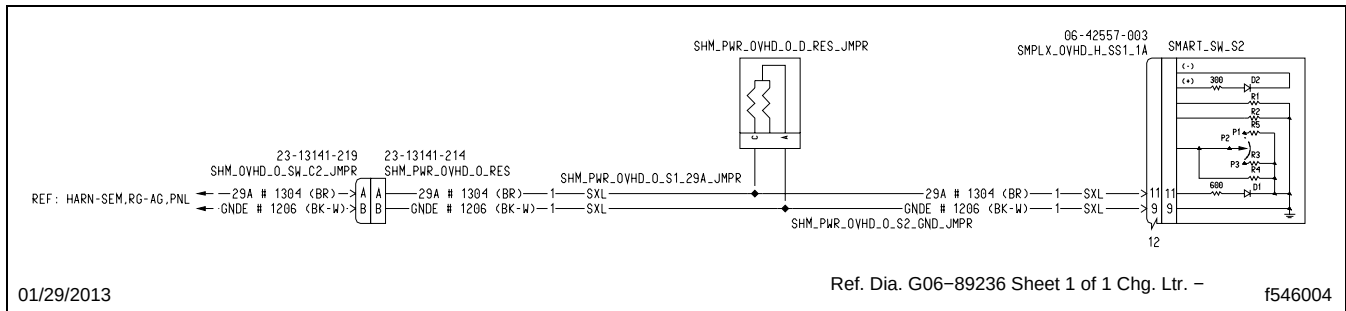
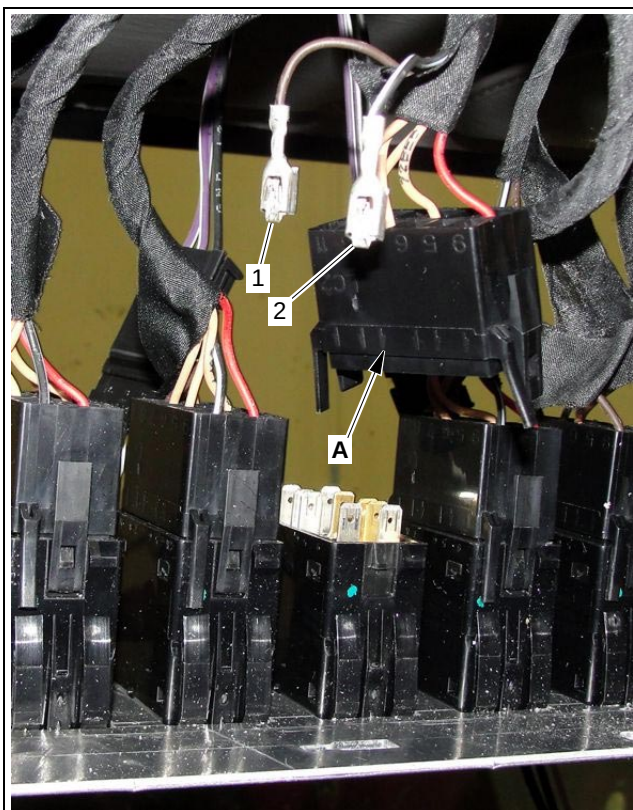


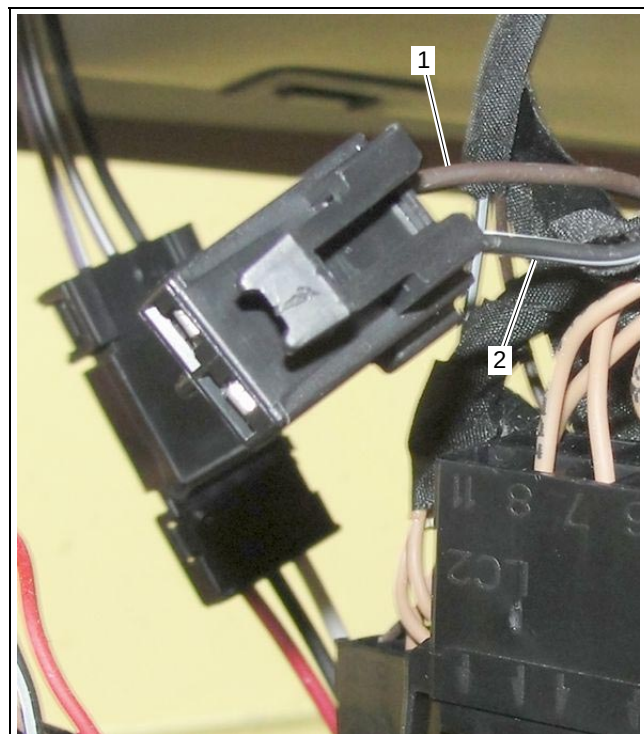
Fig. 4, Harness Wiring Diagram

8. Remove the switch ground wire from cavity 9, and switch wire 29A from cavity 11. The ground wire is black with a white stripe, and wire 29A is brown. See **Fig. 5**.
9. Connect switch wire 29A into cavity A of the free connector from the kit (new harness A06-89235-000), and the switch ground wire into cavity B. See **Fig. 6**.



- 01/29/2013 f545999
- A. Any switch can be removed from the switch panel for this procedure.
1. Wire 29A (brown)
 2. Ground Wire (black with a white stripe)

Fig. 5, Switch Removed from the SHM Panel



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1. Wire 29A Connected to Cavity A
 2. Ground Wire Connected to Cavity B

Fig. 6, Wires Installed in the Free Connector

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10. Connect the new harness (A06-89235-000) to the free connector. See **Fig. 7**.
11. Connect the harness into open cavities 9 and 11 of the removed switch. Connect the black wire to cavity 9 and the brown wire to cavity 11. See **Fig. 8**.
12. Plug the removed switch back into the switch panel module. See **Fig. 9**.

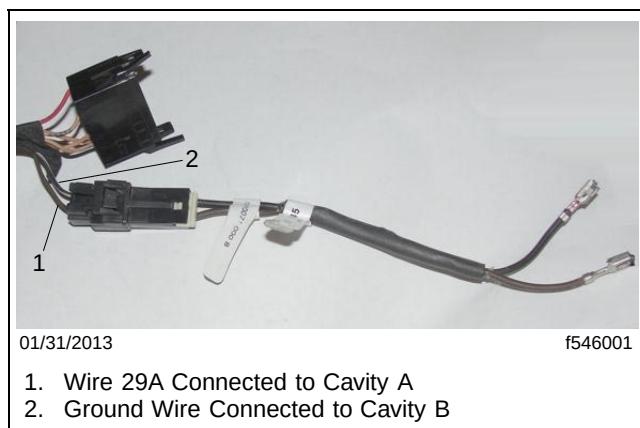


Fig. 7, Harness Attached to the Free Connector

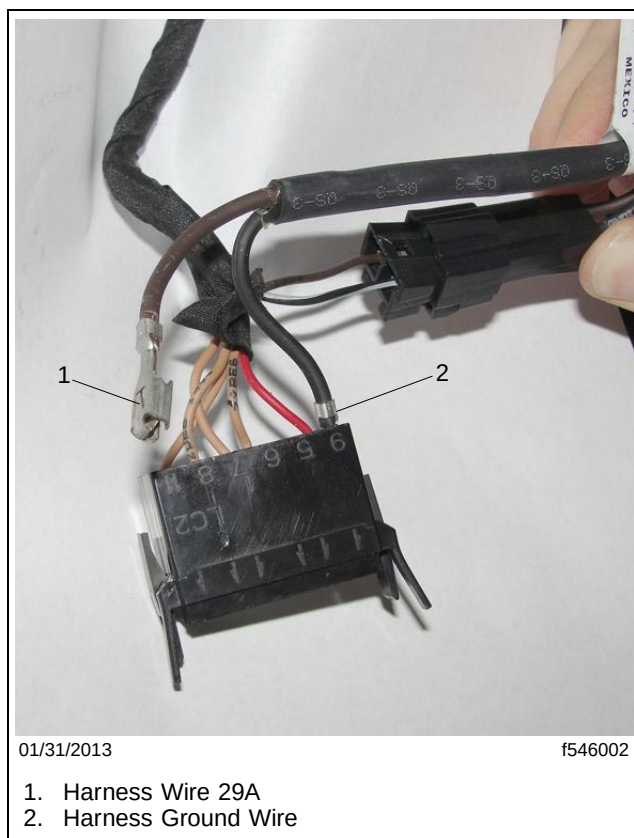


Fig. 8, Attaching the Harness to the Switch

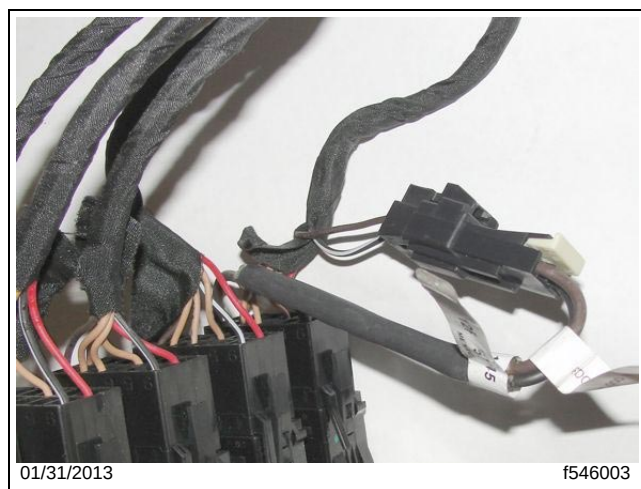


Fig. 9, Switch with Harness Connected to the Switch Hub Module Panel

13. Install all connectors to the replacement switch hub module.
14. Install the SHM on the mounting bracket and ensure that it is secure.
15. Install the center smart switch panel and secure it with the four mounting screws. Tighten the screws securely.
16. Position the center trim panel and map/reading light panel assembly on the overhead console, then slide it to the left until it engages with the locking tabs. Install the five mounting screws, then tighten them securely.
17. Clean a spot on the base label (Form WAR259). Write the campaign number, FL639, on a blank red completion sticker (Form WAR260) to indicate the work has been completed and attach it to the base label.