

August 2019
FL803AB
NHTSA #18V-903
Transport Canada #2018-714
REVISED NOTICE

Subject: Eaton AMT Clutch Assemblies

Models Affected: Specific Freightliner 108SD, 114SD, 114SD RHD, 122SD, Argosy, Business Class M2, Cascadia, and Columbia vehicles; and Western Star 4700, 4900, and 5700 vehicles manufactured April 10, 2017, through July 2, 2018, equipped with an Eaton Automated Manual Transmission (AMT) clutch assembly.

General Information

Daimler Trucks North America LLC (DTNA), behalf of its Freightliner Trucks Division and wholly owned subsidiary, Western Star Trucks Sales, Inc., has decided that a defect that relates to motor vehicle safety exists on the vehicles mentioned above.

There are approximately 9,850 vehicles involved in this campaign.

On certain vehicles, an internal clutch component may be outside specification and fail, which in special circumstances could cause this clutch component to inhibit clutch departure. In the rare event of such a failure, transmission of enough driveline torque to overcome the parking brakes while the vehicle is idling in neutral may occur and cause unintended vehicle motion, increasing the risk of property damage or personal injury.

The Transmission Electronic Control Units (TECUs) will be reprogrammed with updated software to mitigate the possibility of unintended vehicle movement.

REVISION: Step 5 of the work instructions has been clarified by group (FL803A or FL803B).

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

No replacement parts are required, this is a software update only.

If our records show your dealership has ordered any vehicles involved in campaign number FL803A, a list of the customers and vehicle identification numbers will be available in OWL. Please refer to this list when ordering parts for this recall.

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.

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Labor Allowance

Table 1 - Labor Allowance

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Corrective Action
FL803A Detroit Engines Cummins Engines (All but X15)	Update Eaton Transmission Software	0.8	996-R070A	12-Repair Recall/Campaign
FL803B (Cummins X15 Engines)	Update Eaton Transmission Software and Identify ESN	0.5	996-R070B	12-Repair Recall/Campaign
	Update Eaton Transmission Software and Record ECM	0.8	996-R070C	12-Repair Recall/Campaign
	Update Eaton Transmission Software and ECM	1.0	996-R070D	12-Repair Recall/Campaign

Table 1

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 OWL:

- Claim type is **Recall Campaign**.
- In the Campaign field, enter the campaign number and appropriate condition code (**FL803-A or FL803-B**).
- In the Primary Failed Part Number field, enter **25-FL803-000**.
- In the Labor field, first enter the appropriate SRT from the Labor Allowance Table. Administrative time will be included automatically as SRT 939-6010A for 0.3 hours.
- The VMRS Component Code is **F99-999-005** 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.)
 - Submit an OWL Recall Pre-Approval Request for a decision.
 - Include the approved amount on your claim in the Other Charges section.
 - Attach the documentation to the pre-approval request.
 - If approved, submit a based on claim for the pre-approval.
 - Reimburse the customer the appropriate amount.

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IMPORTANT: 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 via Web inquiry at DTNACconnect.com / WSC, 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 is not returnable.

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 (Title 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: Eaton AMT Clutch Assemblies

For the Notice to U.S. Customers: This notice is sent to you in accordance with 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 Vehicle Safety Act.

Daimler Trucks North America LLC (DTNA), behalf of its Freightliner Trucks Division and wholly owned subsidiary, Western Star Trucks Sales, Inc., has decided that a defect that relates to motor vehicle safety exists on specific Freightliner 108SD, 114SD, 114SD RHD, 122SD, Argosy, Business Class M2, Cascadia, and Columbia vehicles; and Western Star 4700, 4900, and 5700 vehicles manufactured April 10, 2017, through July 2, 2018, equipped with an Eaton Automated Manual Transmission (AMT) clutch assembly.

On certain vehicles, an internal clutch component may be outside specification and fail, which in special circumstances could cause this clutch component to inhibit clutch departure. In the rare event of such a failure, transmission of enough driveline torque to overcome the parking brakes while the vehicle is idling in neutral may occur and cause unintended vehicle motion, increasing the risk of property damage or personal injury.

The Transmission Electronic Control Units (TECUs) will be reprogrammed with updated software to mitigate the possibility of unintended vehicle movement.

Please contact an authorized Daimler Trucks North America dealer to arrange to have the Recall performed. To locate an authorized dealer, search online at www.Daimler-TrucksNorthAmerica.com. On the menu tab, select "Contact," scroll down to "Find a Dealer," and select the appropriate brand. 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

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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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Reprogramming of TECUs

REVISION: Step 5 of the work instructions has been clarified by group (FL803A or FL803B).

1. Check the base label (Form WAR259) for a completion sticker for FL803 (Form WAR260) indicating this work has been completed. The base label is usually located on the passenger-side door, about 12 inches (30 cm) below the door latch. If a completion sticker is present, no work is needed. If a completion sticker is not present, proceed to the next step.

IMPORTANT: Ensure the computer with ServiceRanger™ is connected to the Internet after updating the TECU software to record the update event(s) in the ServiceRanger database.

2. Verify ServiceRanger Data release is at the latest version.
 - 2.1 Left click the "SR" icon to open the ServiceRanger Update Manager. See [Fig. 1](#).

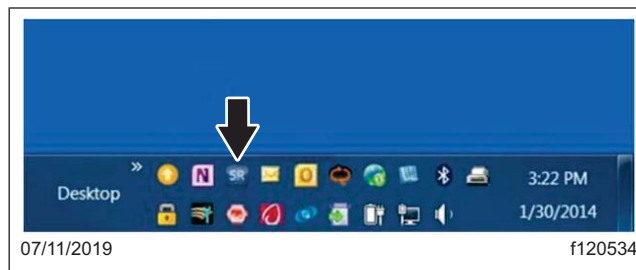


Fig. 1, Clicking the SR Icon

- 2.2 Select "View update history." See [Fig. 2](#).

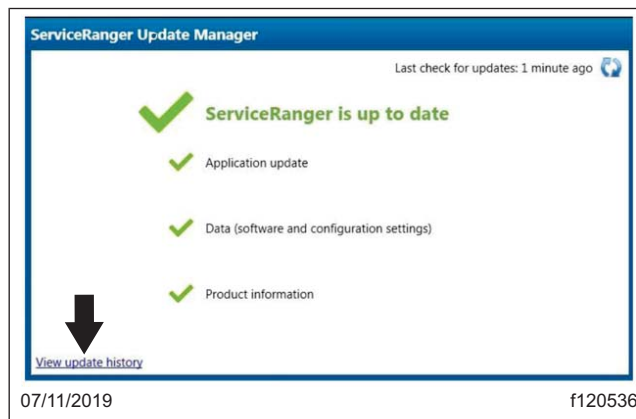


Fig. 2, Selecting View Update History

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2.3 Select "Data Update History" tab. See [Fig. 3](#).

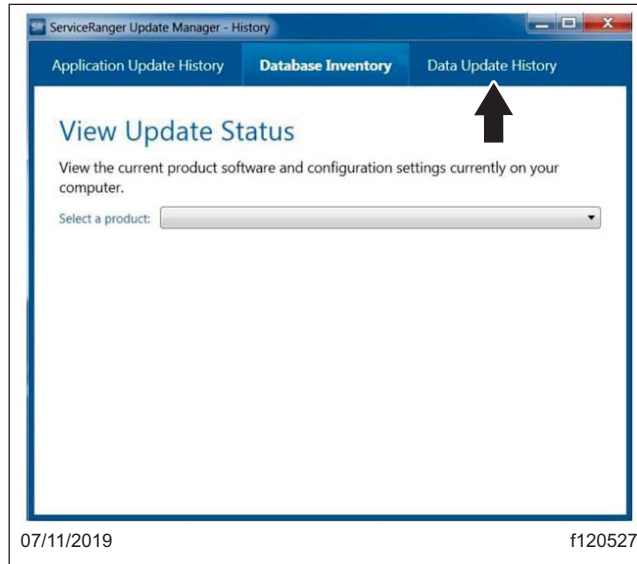


Fig. 3, Data Update History Tab

2.4 Verify 1901-01-SCB-2682 Data release or greater is Applied. See [Fig. 4](#).

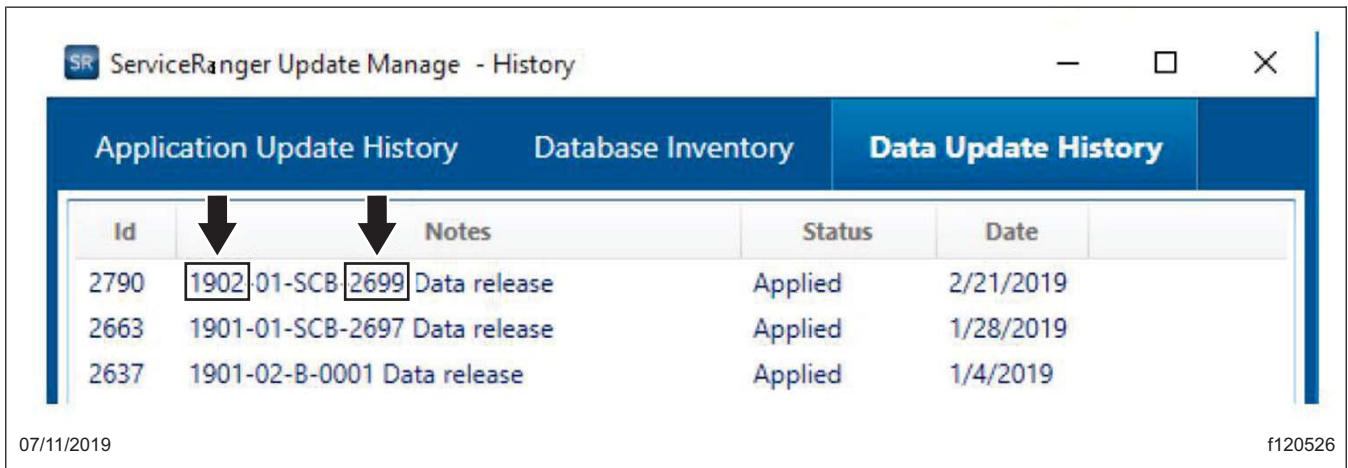


Fig. 4, Verifying the Release Number

- If Data release Applied is less than 1901-01-SCB-2682, go to step 3.
 - If Data release Applied is equal to or greater than 1901-01-SCB-2682, go to step 4.
3. Update ServiceRanger Data release to the latest version.
- 3.1 Connect the computer to the internet.
- 3.2 Left click the "SR" icon to open the ServiceRanger Update Manager. See [Fig. 1](#).

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3.3 Select the update icon in the top, right-hand corner. See **Fig. 5**.

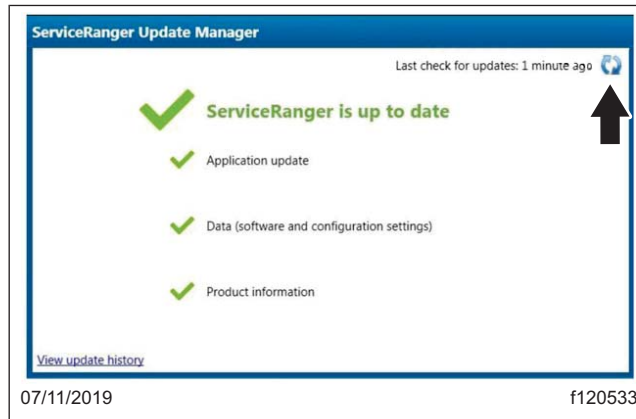


Fig. 5, Selecting the Update Icon

3.4 After the update is complete, repeat step 2, then proceed to step 4.

4. Update Transmission Software to 5569997 or greater.

- 4.1 Close vehicle cab doors. Note that this limits activity of vehicle/component modules on the vehicle data link.
- 4.2 Turn the key to the ON position.
- 4.3 Connect ServiceRanger.
- 4.4 Go To "Programming." See **Fig. 6**.

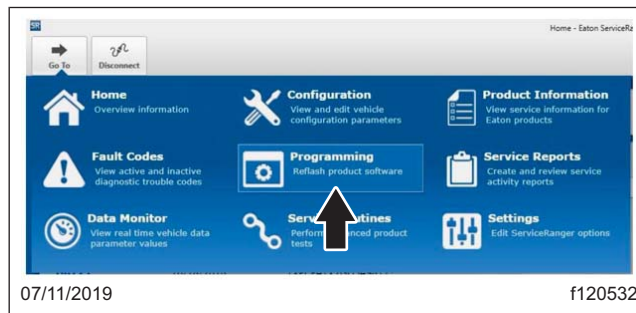


Fig. 6, Selecting the Programming Panel

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- 4.5 Select Available Updates – SW-18338-D (5569997), or greater. See [Fig. 7](#). If the software is 5569997 or greater, no update is required. Go to step 4.13.

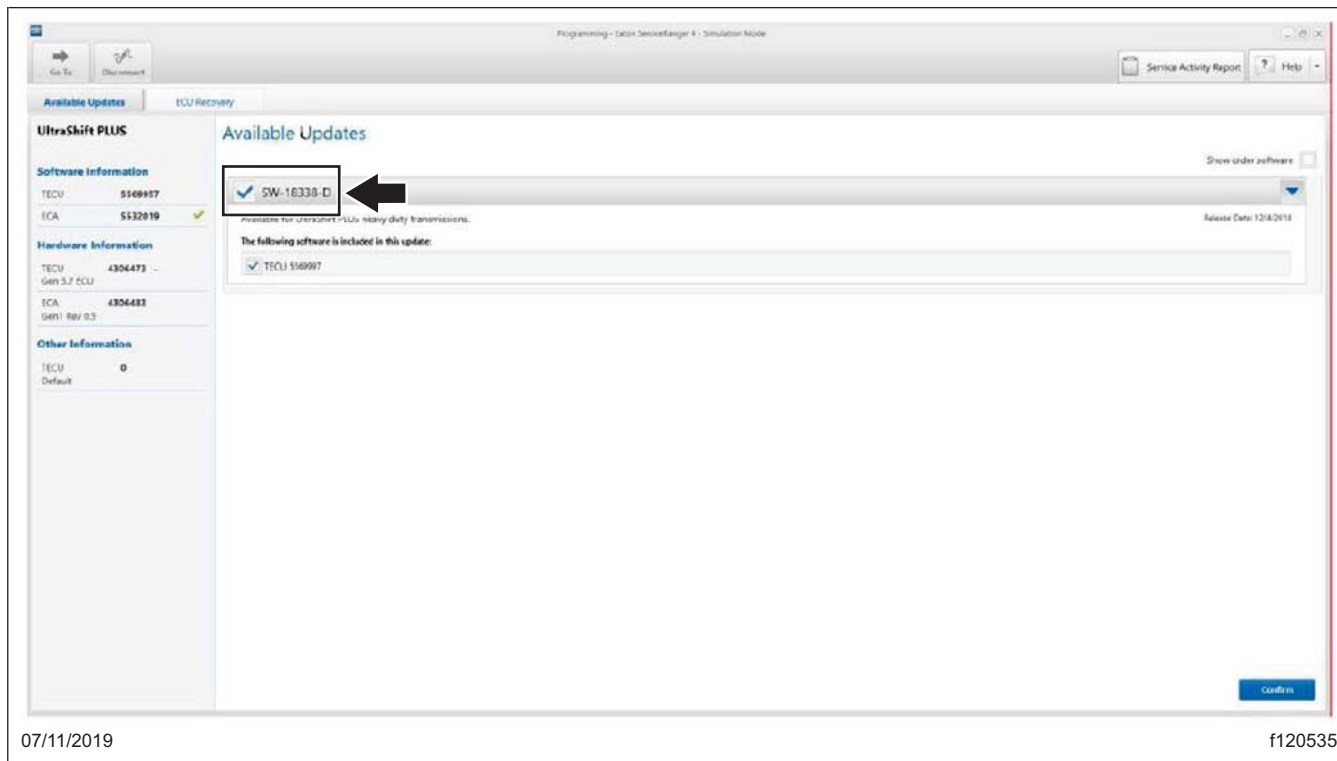


Fig. 7, Verifying the Software Number

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4.6 Select "Confirm." See Fig. 8.

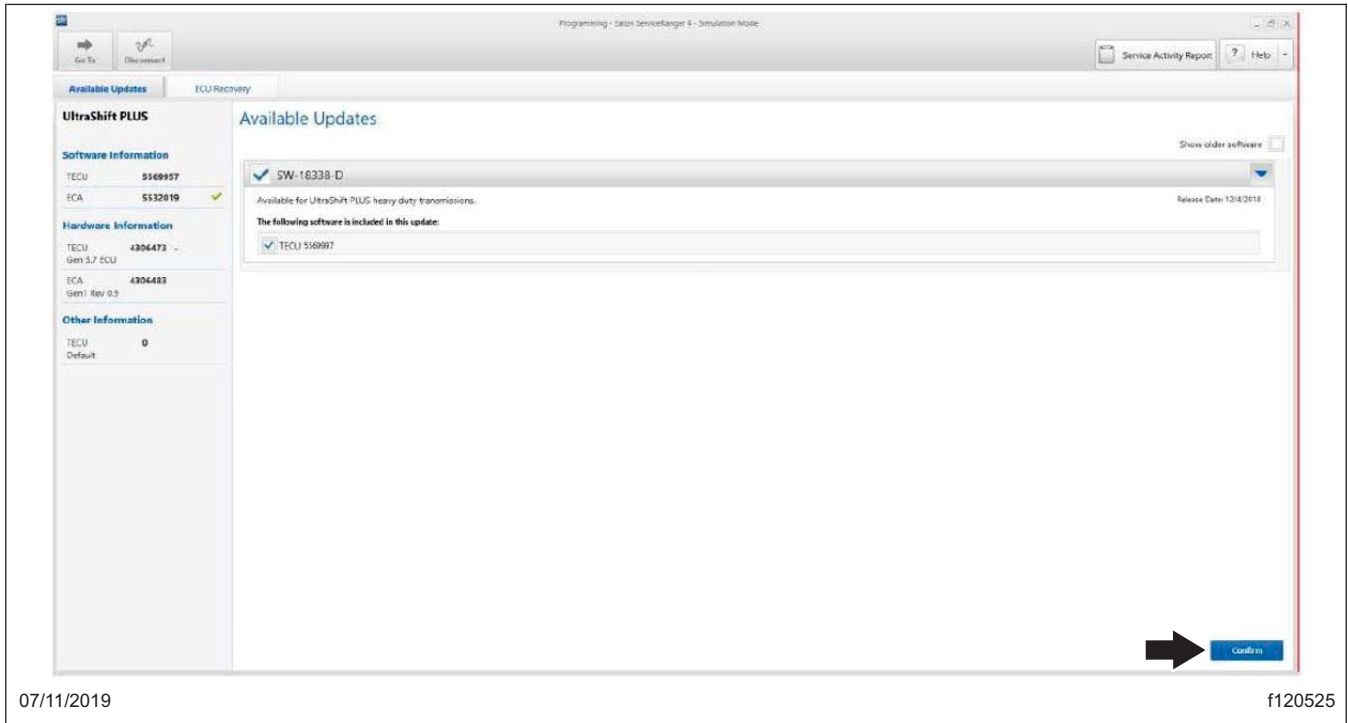


Fig. 8, Selecting Confirm

4.7 Select "Download." See Fig. 9.

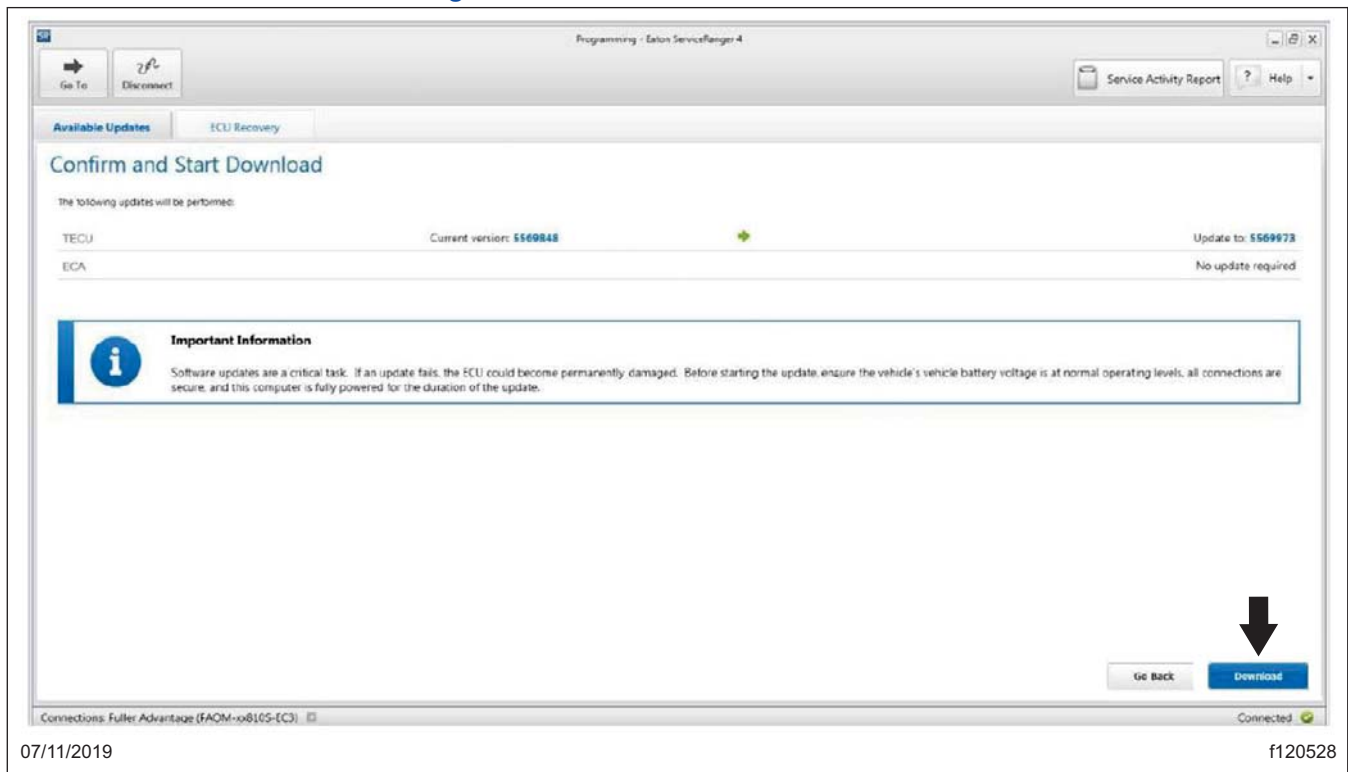


Fig. 9, Clicking Download

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- 4.8 Turn the ignition off when prompted and wait 2 minutes. Note that this limits activity of vehicle modules on the datalink.
- 4.9 After waiting 2 minutes, select "OK." See [Fig. 10](#).

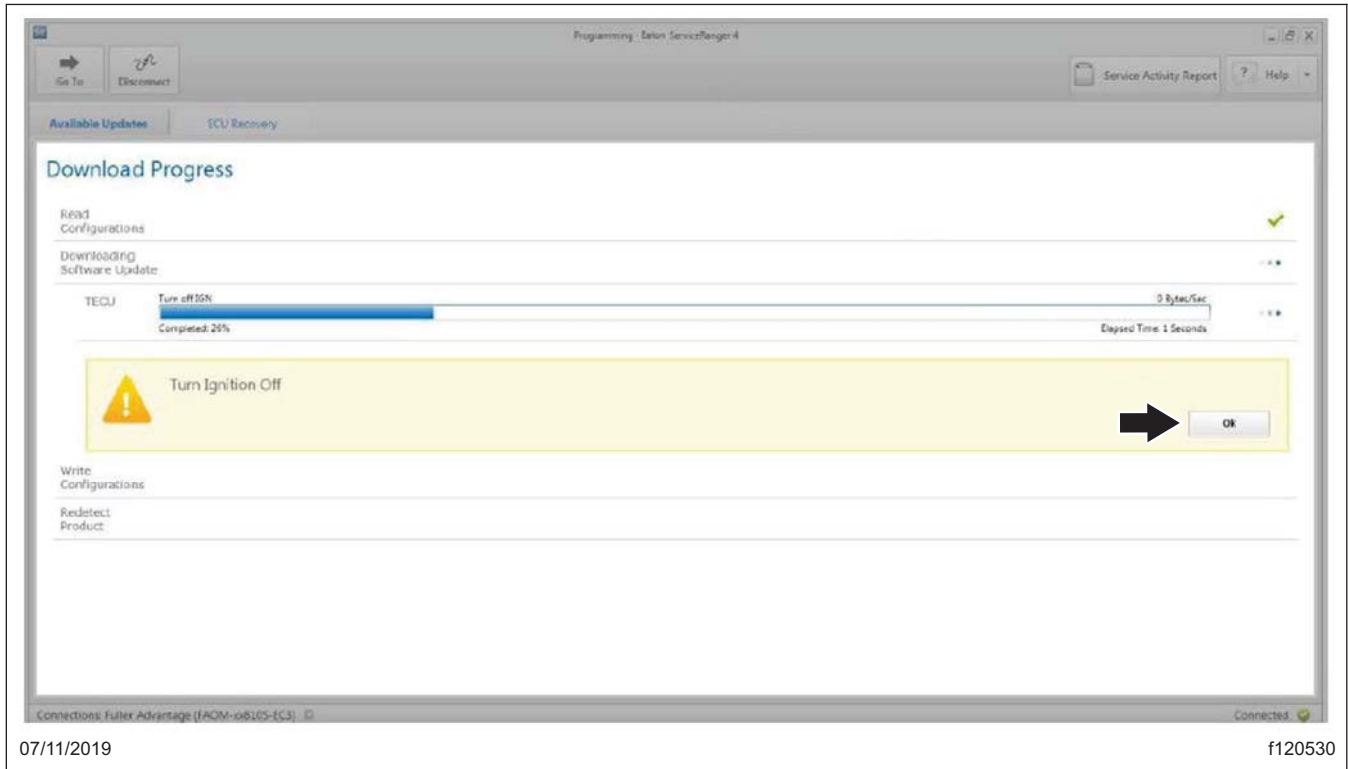


Fig. 10, Clicking on OK

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- 4.10 Turn the ignition to the ON position when prompted.
- 4.11 Select OK.
- 4.12 Select "Finish" when prompted. See [Fig. 11](#).
- 4.13 Select "Disconnect."
- 4.14 Turn the ignition to the OFF position and allow 2-3 minutes for the TECU to perform a complete power-down.

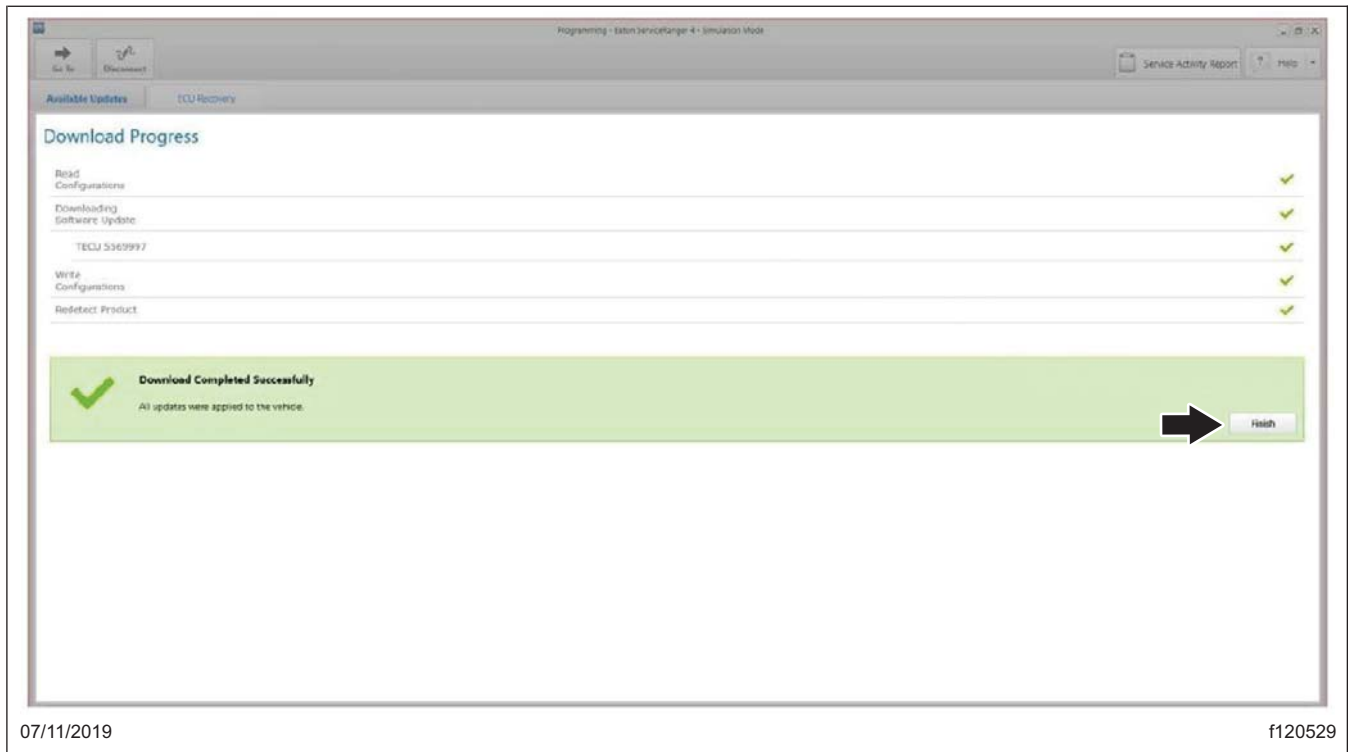


Fig. 11, Selecting Finish when Prompted

NOTE: Ensure the computer with ServiceRanger is connected to the Internet after updating the TECU software to record the update event(s) in the ServiceRanger database.

5. Identify engine make and model installed in the vehicle.
 - 5.1 Record the engine make and model:
 - FL803A (Detroit Diesel and all Cummins engines except X15) go to step 7.
 - FL803B (Cummins X15 engines) continue to step 6.

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6. Identify the Cummins X15 Engine Serial Number (ESN) and Engine ECM Code.
 - 6.1 Record the Engine Serial Number (ESN).
 - If the ESN is equal to or greater than 80012737, continue to step 7.
 - If the ESN is less than 80012737, go to step 6.2.
 - 6.2 Connect Cummins INSITE and record the current Engine ECM Code (Calibration Revision) installed in the ECM.
 - If the Engine ECM Code revision is equal to or greater than the code revision indicated, continue to step 7.
 - If the ECM Code revision is less than the code revision indicated below, go to step 6.3.
 - 6.3. Update the engine ECM Code revision to the latest available.

Cummins X15 Engine ECM Codes					
HD10001.11	HD10050.07	HD10089.07	HD10147.07	HD10181.05	HD10201.04
HD10002.10	HD10054.07	HD10091.06	HD10148.07	HD10182.05	HD10202.04
HD10005.10	HD10055.07	HD10094.06	HD10149.07	HD10183.05	HD10203.04
HD1008.09	HD10056.07	HD10097.06	HD10150.07	HD10184.05	HD10204.04
HD1009.09	HD10057.07	HD10100.06	HD10151.07	HD10185.04	HD10205.04
HD10011.08	HD10058.07	HD10103.06	HD10152.07	HD10186.04	HD10206.04
HD10012.08	HD10059.07	HD10114.06	HD10162.07	HD10187.04	HD10207.04
HD10014.08	HD10060.07	HD10115.06	HD10164.07	HD10188.04	HD10208.04
HD10024.07	HD10061.07	HD10126.07	HD10169.05	HD10189.04	HD10209.05
HD10025.07	HD10062.07	HD10127.07	HD10170.05	HD10190.04	HD10210.05
HD10030.08	HD10072.07	HD10128.07	HD10171.05	HD10191.04	HD10211.05
HD10031.08	HD10073.07	HD10129.07	HD10172.05	HD10192.04	HD10212.05
HD10032.08	HD10074.07	HD10130.07	HD10173.05	HD10193.04	HD10213.05
HD10036.08	HD10075.07	HD10131.07	HD10174.05	HD10194.04	HD10214.05
HD10037.08	HD10076.07	HD10132.07	HD10175.05	HD10195.04	HD10215.05
HD10038.08	HD10077.07	HD10133.07	HD10176.05	HD10196.04	HD10216.05
HD10043.07	HD10078.07	HD10134.07	HD10177.05	HD10197.04	HD10217.04
HD10044.07	HD10079.07	HD10144.07	HD10178.05	HD10198.04	HD10218.04
HD10045.07	HD10080.07	HD10145.07	HD10179.05	HD10199.04	HD10219.04
HD10048.07	HD10087.07	HD10146.07	HD10180.05	HD10200.04	HD10220.04

Table 2, Cummins X15 Engine ECM Codes

7. Clean a spot on the base label (Form WAR259). Write the recall number, FL803, on a blank red completion sticker (Form WAR260), and attach it to the base label to indicate this recall has been completed.