

March 2021
FL859A-W
NHTSA #20V-485

Subject: OptiView Dash Cluster Brightness

Models Affected: Specific Model Year 2015-2019 Freightliner Custom Chassis Corporation XCL, XCM, XCP, XCR, and XCS chassis manufactured October 21, 2014, through May 7, 2019.

General Information

Daimler Trucks North America LLC (DTNA), on behalf of its wholly owned subsidiary, Freightliner Custom Chassis Corporation (FCCC), has decided that a non-compliance defect that relates to motor vehicle safety exists on the vehicles mentioned above.

The dash display may not dim to a level barely discernable, as required in FMVSS 101. The brightness may create a glare and reduce certain drivers visibility of the road, increasing the risk of a crash.

The software will be updated to allow the dash display to dim to a level barely discernable, as required.

There are approximately 1700 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.

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

IMPORTANT: Six separate USB flash drives must be purchased per **dealership** for this procedure. Each flash drive **must** have 2 GB or more of storage space. The single set of flash drives will be reused for each FL859 repair.

If our records show your dealership has ordered any vehicle(s) involved in campaign number FL859, a list of the customers and vehicle identification numbers will be available on DTNAConnect. 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.

Labor Allowance

Table 1 - Labor Allowance

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Corrective Action
FL859A-W	OptiView SW update	0.4	996-R119A	12-Repair Recall/Campaign

Table 1

March 2021
FL859A-W
NHTSA #20V-485

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 (e.g. **FL859-A, FL859-B, etc.**).
- In the Primary Failed Part Number field, enter **25-FL859-000**.
- Six separate USB flash drives must be purchased per dealership for this software update procedure. Each flash drive must have 2 GB or more of storage space. Purchase of the flash drives may be claimed **once** per dealership in the Parts field, as part type 'Other'. The single set of flash drives will be reused for each FL859 repair.
- 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 0.4 hours for RVs.
- 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.

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, 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

**March 2021
FL859A-W
NHTSA #20V-485**

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.

March 2021
FL859A-W
NHTSA #20V-485

Copy of Notice to Owners

Subject: OptiView Dash Cluster Brightness

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Daimler Trucks North America LLC (DTNA), on behalf of its wholly owned subsidiary, Freightliner Custom Chassis Corporation (FCCC), has decided that a non-compliance defect that relates to motor vehicle safety exists on specific Model Year 2015-2019 Freightliner Custom Chassis Corporation XCL, XCM, XCP, XCR, and XCS chassis manufactured October 21, 2014, through May 7, 2019.

The dash display may not dim to a level barely discernable, as required in FMVSS 101. The brightness may create a glare and reduce certain drivers visibility of the road, increasing the risk of a crash.

The software will be updated to allow the dash display to dim to a level barely discernable, as required. Repairs will be performed by Daimler Trucks North America authorized service repair facilities.

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, go to 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 also confirm your vehicle's involvement in this recall at this URL: <https://dtna-dlrinfo.prd.freightliner.com:48518/VinLookup/vin-module/getVinLookupPage>

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.

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. **For the Notice to U.S. Customers:** 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 wish to submit a complaint about this recall, you can contact Transport Canada road safety, 80 rue Noel, Gatineau, Quebec J8Z 0A1 or call (800) 333-0510.

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

WARRANTY CAMPAIGNS DEPARTMENT

Enclosure

March 2021
FL859A-W
NHTSA #20V-485

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.

March 2021
FL859A-W
NHTSA #20V-485

Work Instructions

Subject: OptiView Dash Cluster Brightness

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Software Download

IMPORTANT: Six separate USB flash drives must be purchased per **dealership** for this procedure. Each flash drive **must** have 2 GB or more of storage space. The single set of flash drives will be used for all FL859 repairs. Use a felt tip pen and mark the flash drives as follows:

- 250k, Step 1
- 250k, Step 2
- 250k, Step 3
- 500k, Step 1
- 500k, Step 2
- 500k, Step 3

NOTICE

Do not mix the 250k files with the 500k files. This could result in permanent damage to the Viper II module.

File Installation

NOTE: The following steps only have to be performed once (for each flash drive) to download the files to the flash drives. The files must be saved on the root drive, not in a folder inside the flash drive.

1. Inspect the base label (Form WAR259) for a campaign completion sticker for FL859 (Form WAR260). If a sticker is present for FL859, 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 apply the parking brake. Chock the tires.
3. Insert the flash drive labeled '250k, Step 1' in an available USB port on the laptop. Write down the drive letter the computer assigns to that flash drive.

March 2021
FL859A-W
NHTSA #20V-485

4. On the laptop, go to DTNACconnect and select the three menu bars in the upper right-hand corner. See [Fig. 1](#).

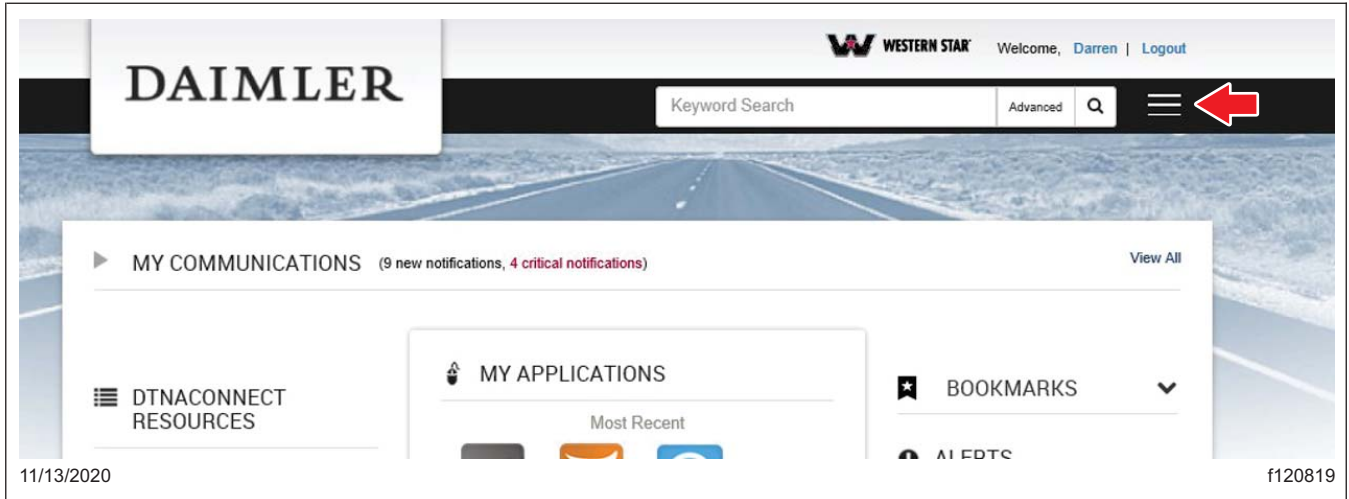


Fig. 1, DTNACconnect Home Screen

5. Select 'Support,' then select 'Download Center.' See [Fig. 2](#).

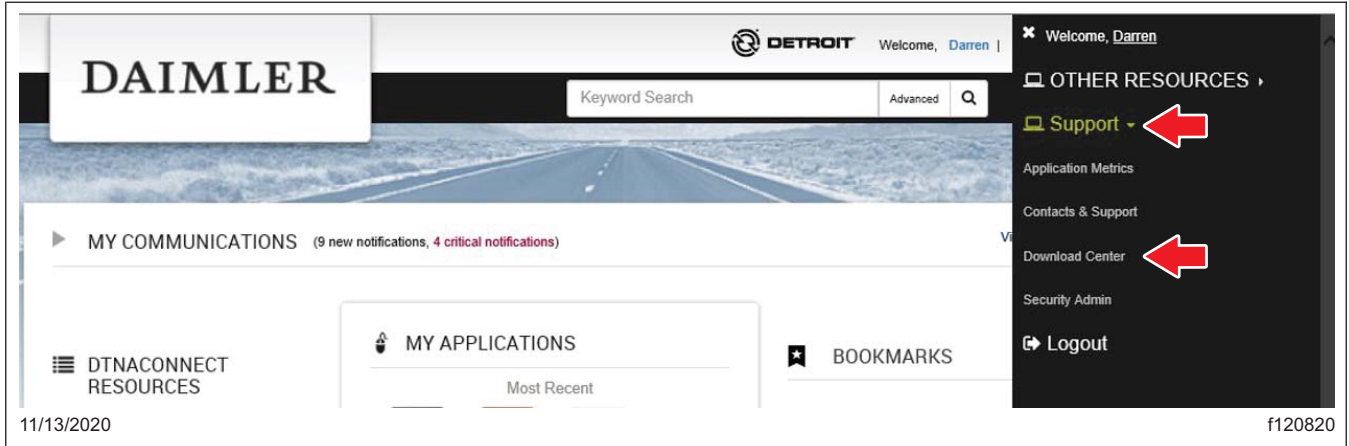


Fig. 2, Selecting Support and Download Center Screen

March 2021
FL859A-W
NHTSA #20V-485

6. Scroll down to the 'FL859 IP Brightness Update' and select the '+' symbol, then select the '250k Files' link. See Fig. 3.

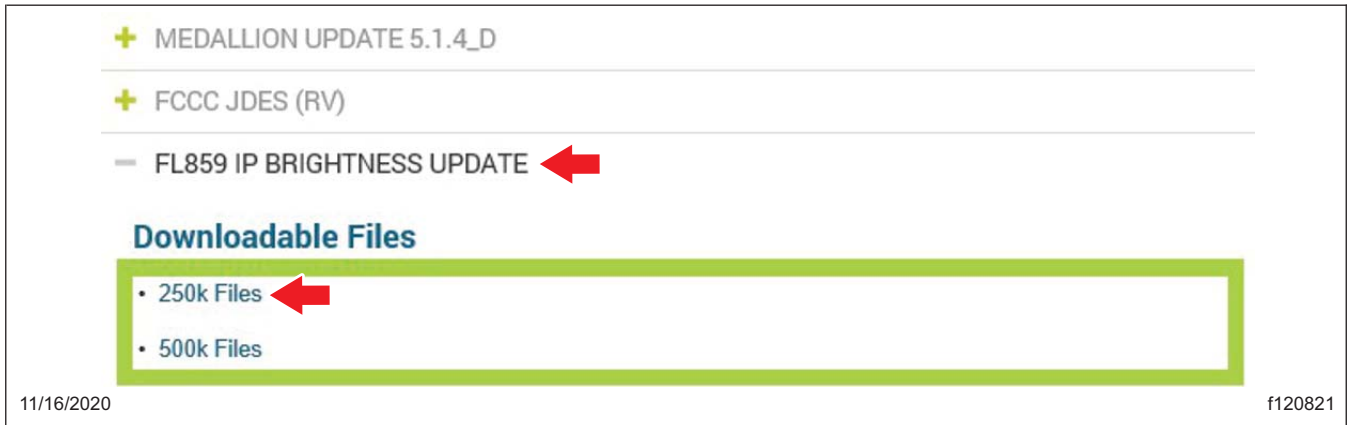


Fig. 3, Selecting the 250k Files Link

7. Select 'Save As.' See Fig. 4.
8. A window will open, asking where to save the file; select 'Desktop,' as shown in Fig. 5.

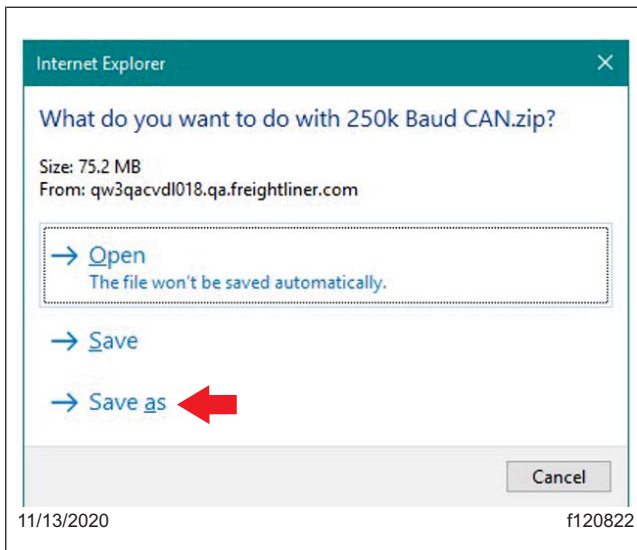


Fig. 4, Selecting Save As

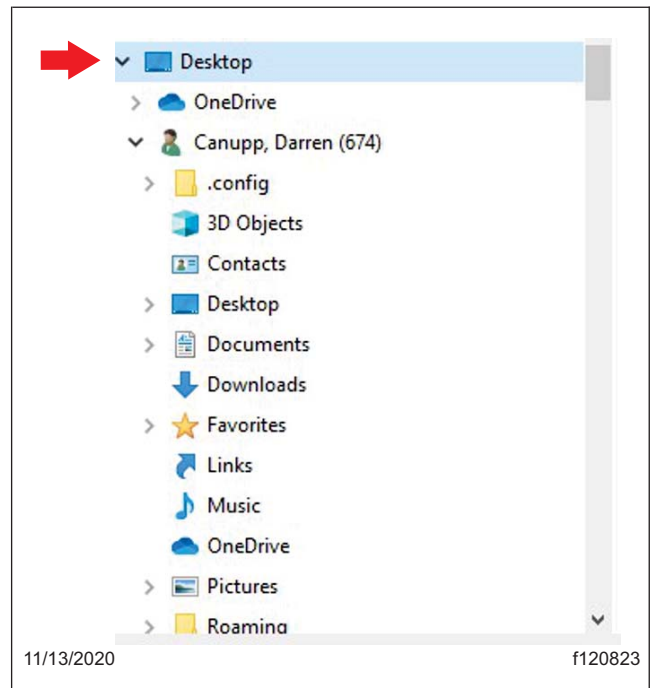


Fig. 5, Saving the File to the Desktop

March 2021
FL859A-W
NHTSA #20V-485

9. Navigate to the desktop and find the file named '250k Baud CAN.zip.' Right click on the file and select 'Extract All...' See [Fig. 6](#) and [Fig. 7](#).

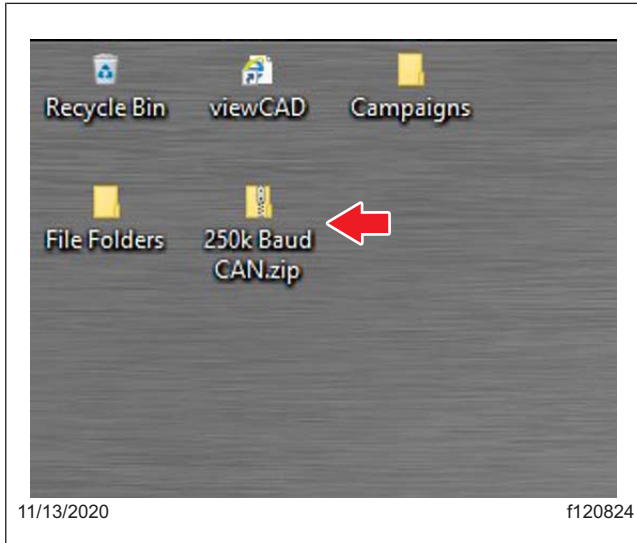


Fig. 6, 250k File on the Desktop

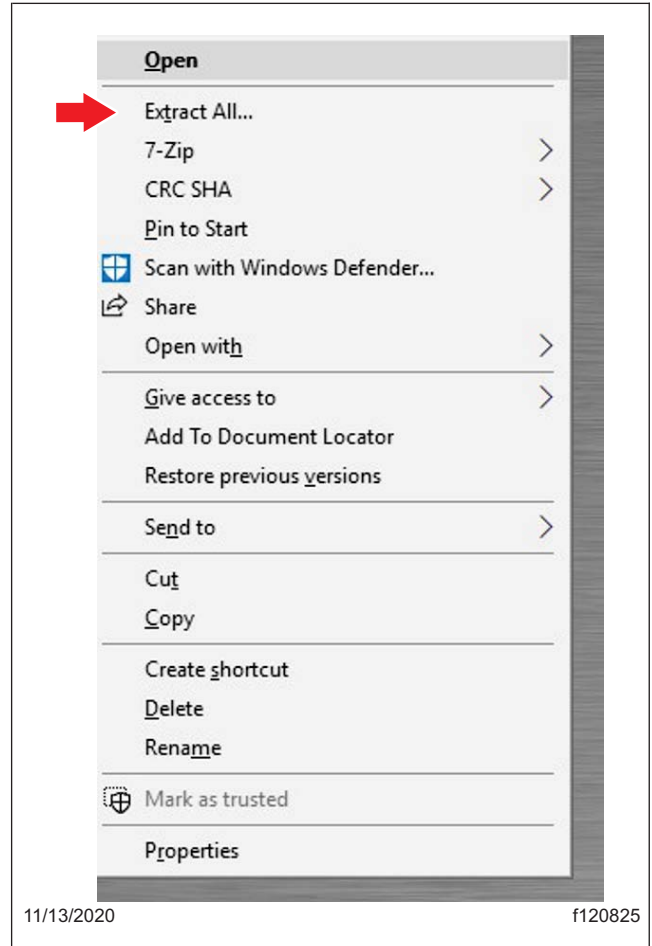


Fig. 7, Selecting Extract All

10. Allow the default folder location to be where the file is extracted. Make sure the 'Show extracted files when complete' box is checked, then select the extract button. See [Fig. 8](#).

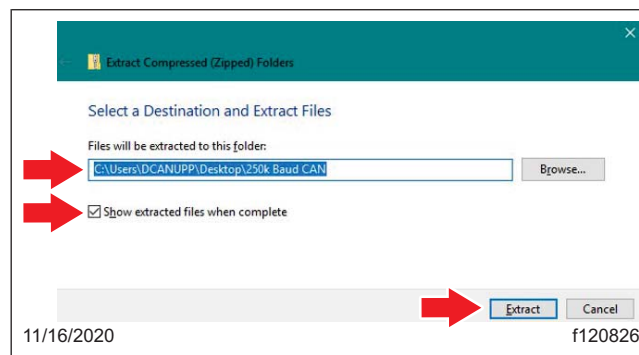


Fig. 8, Extracting the File

March 2021
FL859A-W
NHTSA #20V-485

11. A new window will open with three folders inside. Double click the folder named 'Step 1 Files,' shown in [Fig. 9](#).
12. Right click and copy the single file inside the 'Step 1 Files' folder. See [Fig. 10](#).

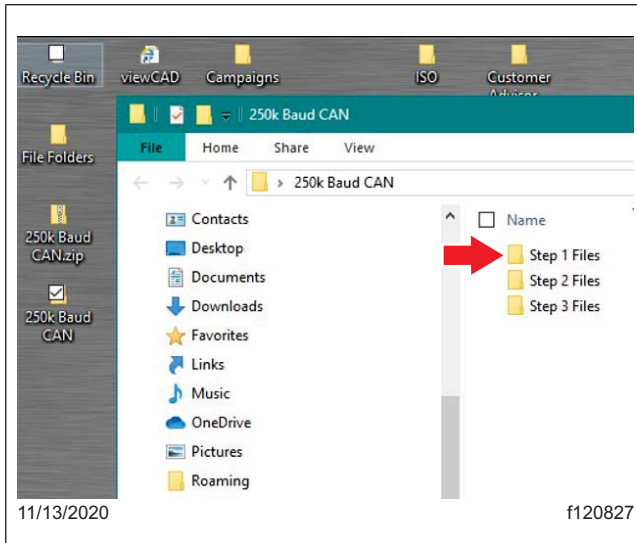


Fig. 9, Selecting the Step 1 Files Folder

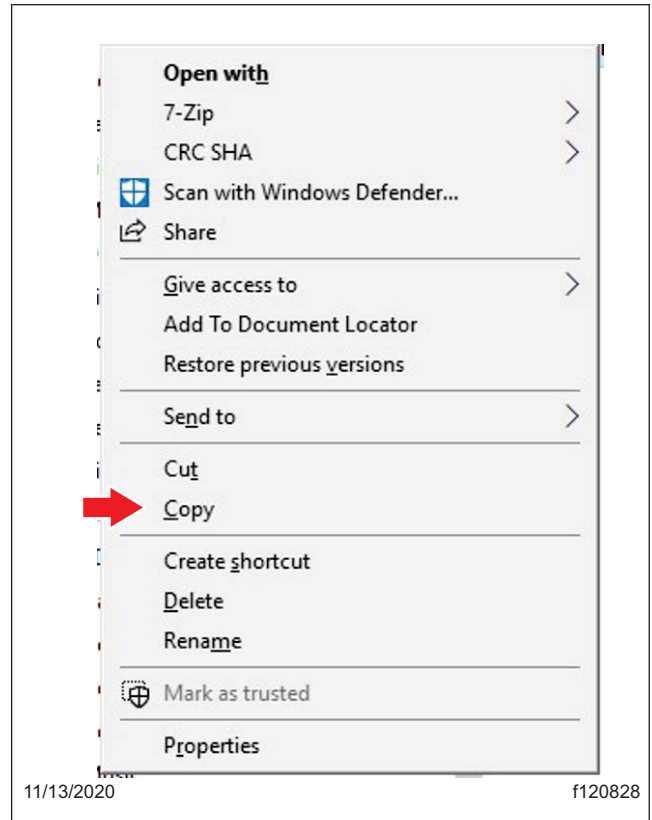


Fig. 10, Selecting Copy

March 2021
FL859A-W
NHTSA #20V-485

IMPORTANT: The files must be saved on the root drive, not in a folder inside the flash drive.

13. Navigate to the drive noted in step 3 for the flash drive, then right click on an empty space in the drive and select paste. See [Fig. 11](#).

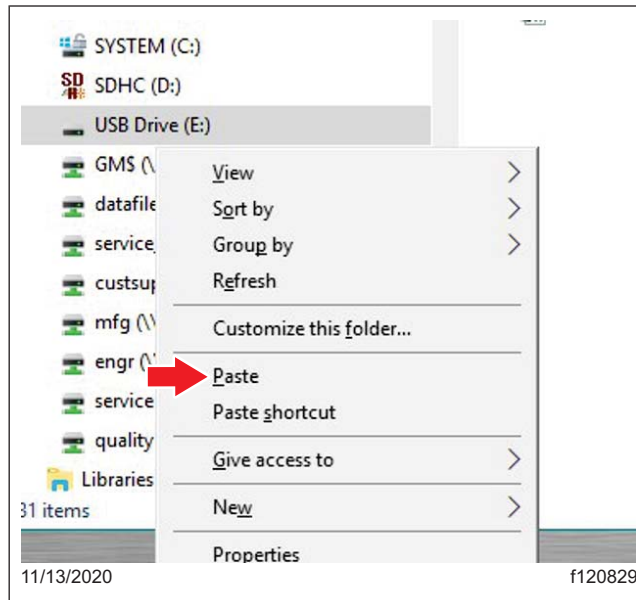


Fig. 11, Pasting Files in the Flash Drive

14. Remove the flash drive and insert the flash drive labeled '250k, Step 2'. Repeat steps 11-13, copying and pasting the files from the Step 2 folder to the '250k, Step 2' flash drive.
15. Remove the flash drive and insert the flash drive labeled '250k, Step 3'. Repeat steps 11-13, copying and pasting the files from the Step 3 folder to the '250k, Step 3' flash drive.
16. Repeat steps 1 thru 13 for the 500k Files. You will need three additional flash drives labeled as indicated at the beginning of the instructions.

Software Installation, Non-Multiplex Units (FL859J and FL859V only)

1. Locate the Viper II module (installed by the body builder, usually under the dash).

March 2021
FL859A-W
NHTSA #20V-485

2. With the ignition on, insert the flash drive labeled '250k, Step 1' in the open USB port on the Viper II module. Using the buttons on the steering wheel, shown in **Fig. 12**, navigate to Diagnostics, then System Information.

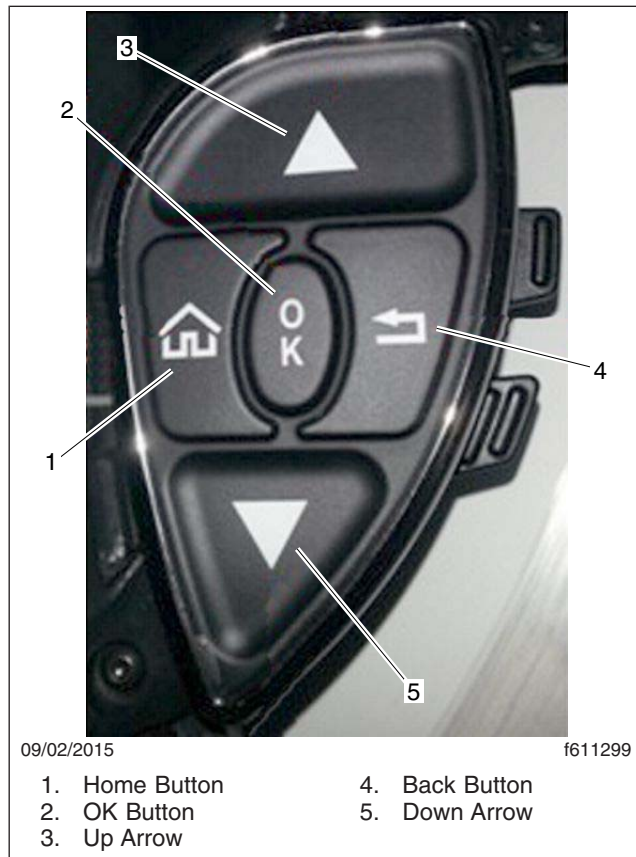


Fig. 12, Steering Wheel Buttons

3. Hold the OK button to begin the update. See **Fig. 12**.

IMPORTANT: Do not cycle power on the Viper II module.

4. When the update is complete, the system will restart. After the restart, wait another 10 to 15 seconds after the bulb check for the system to restart again.
5. After the second restart is finished, remove the flash drive and go to the next step.
6. Insert the flash drive labeled '250k, Step 2' in the open USB port on the Viper II module.

March 2021
FL859A-W
NHTSA #20V-485

7. Using the buttons on the steering wheel, shown in [Fig. 12](#), navigate to Diagnostics, then System Information.
8. Hold the OK button to begin the update. Wait for the update to begin. When the update is complete, the system will restart.
9. After the restart is finished, remove the flash drive and go to the next step.
10. Insert the flash drive labeled '250k, Step 3' in the open USB port on the Viper II module.
11. Using the buttons on the steering wheel, shown in [Fig. 12](#), navigate to Diagnostics, then System Information.
12. Hold the OK button to select 'App.' App "H66-1_1_0_SP5.bin" will appear on the screen.
13. Press the OK button to begin the update. Wait for the Viper II unit to restart.
14. When the update is finished, verify that the Internal Diagnostics menu, page 1, displays the following:
 - FCCC: 1.1.0 SP5
 - COPRO VER: 7.3
15. Verify that the System Information menu displays the following:
 - Version: XXX-XXXXX-XXX V2
 - Date: August 14, 2020
16. If the information is not verified, repeat steps 1 through 15.
If the displayed information is correct, go to the 'Configuration Instructions.'

Software Installation, All Multiplex Units (all groups except FL859J and FL859V)

1. Connect an RP1210B compliant vehicle diagnostic adaptor to the laptop and the vehicle diagnostic port.
 2. Open Diagnostic Link, turn the ignition on, and navigate to the features and parameters section of Diagnostic Link. Document the parameter number for parameter 26-04033-xxx.
 3. FCCC technical support at 1-800-206-3519 and request that the temporary parameter 0409000004 be loaded to the host using CHEC for the VIN that will be updated.
 4. Refresh the VIN Features with Diagnostic Link.
 5. Reflash the recreational vehicle module (RVM) with Diagnostic Link.
 6. Turn off the ignition.
 7. Locate the Viper II module (installed by the body builder, usually under the dash).
 8. With the ignition on, insert the flash drive labeled '500k, Step 1' in the open USB port on the Viper II module. Using the buttons on the steering wheel, shown in [Fig. 12](#), navigate to Diagnostics, then System Information.
 9. Hold the OK button to begin the update. See [Fig. 12](#).
- IMPORTANT:** Do not cycle power on the Viper II module.
10. When the update is complete, the system will restart. After the restart, wait another 10 to 15 seconds after the bulb check for the system to restart again.

March 2021
FL859A-W
NHTSA #20V-485

11. After the second restart is finished, remove the flash drive.
12. Insert the flash drive labeled '500k, Step 2' in the open USB port on the Viper II module.
13. Using the buttons on the steering wheel, shown in [Fig. 12](#), navigate to Diagnostics, then System Information.
14. Hold the OK button to begin the update and wait for the update to begin. When the update is complete, the system will restart.
15. After the restart is finished, remove the flash drive.
16. Insert the flash drive labeled '500k, Step 3' in the open USB port on the Viper II module.
17. Using the buttons on the steering wheel, shown in [Fig. 12](#), navigate to Diagnostics, then System Information.
18. Hold the OK button to select 'App.' App "H66-1_1_0_SP5.bin" will appear on the screen.
19. Press the OK button to begin the update. Wait for the Viper II unit to restart.
20. When the update is finished, verify that the Internal Diagnostics menu, page 1, displays the following:
 - FCCC: 1.1.0 SP5
 - COPRO VER: 6.3
21. Verify that the System Information menu displays the following:
 - Version: XXX-XXXXX-XXX V2
 - Date: August 14, 2020
22. If the information is not verified, repeat steps 7 through 21.
If the displayed information is correct, go to the 'Configuration Instructions.'

Configuration Instructions

1. With the ignition in the OFF position, press and hold the up arrow, down arrow, and back button on the steering wheel, shown in [Fig. 12](#), while turning the ignition to the ON position.
2. This will open the configuration menu. See [Fig. 13](#). Examples of the six HMI Configuration menus are shown in [Fig. 14](#) and [Fig. 15](#).



Fig. 13, Configuration Menu

March 2021
FL859A-W
NHTSA #20V-485



Fig. 14, HMI Configuration Menus (Group 1)



Fig. 15, HMI Configuration Menus (Group 2)

- Find the group of the vehicle you are working on and locate that group in the first column in [Table 2](#).

For example, if the unit you are working on is in FL859 K, then you would locate K in the first column and use the values in that row to configure the instrument panel in the next six steps.

Instrument Panel Configuration Values							
Group	Fuel Tank Size (gallons)	Wait To Start	HMI	Low Washer Icon	Tag Axle	Cruise Type	Multiplex
A, M	90	Enabled	FCC	12V ON	Disabled	Selectable Headway	Yes
B, N	150	Disabled	ALT	12V ON	Enabled	Selectable Headway	Yes
C, O	75	Enabled	ALT	12V ON	Disabled	Selectable Headway	Yes
D, P	150	Disabled	FCC	GND OFF	Enabled	Selectable Headway	Yes
E, Q	100	Disabled	ALT	12V ON	Enabled	Selectable Headway	Yes
F, R	75	Enabled	ALT	12V ON	Disabled	Fixed Headway	Yes
G, S	100	Disabled	ALT	12V ON	Disabled	Selectable Headway	Yes
H, T	150	Disabled	FCC	12V ON	Disabled	Selectable Headway	Yes
I, U	100	Disabled	FCC	12V ON	Disabled	Selectable Headway	Yes
J, V	150	Disabled	FCC	GND OFF	Enabled	Selectable Headway	No
K, W	150	Disabled	FCC	12V ON	Enabled	Selectable Headway	Yes
L	150	Disabled	ALT	12V ON	Enabled	Fixed Headway	Yes

Table 2, Instrument Panel Configuration Values

March 2021
FL859A-W
NHTSA #20V-485

4. The first configuration is the fuel tank size; the current active option is highlighted in blue text. Using the up and down arrow buttons on the steering wheel, highlight the correct option based on the table above. For example, 150 should be highlighted for group K.
5. Press OK to select the correct option.
6. Use the up and down arrows to select the next configuration option, then press OK. Repeat this process until all six configuration options have been selected.
7. Verify that all of the options are correct. From the main menu, scroll down to Diagnostics and press OK, then scroll down and highlight Internal Diagnostics and press OK again. See [Fig. 16](#).
8. Scroll down to page three of the Internal Diagnostics screens, shown in [Fig. 17](#), and confirm that the values displayed match the settings for that group in [Table 2](#).

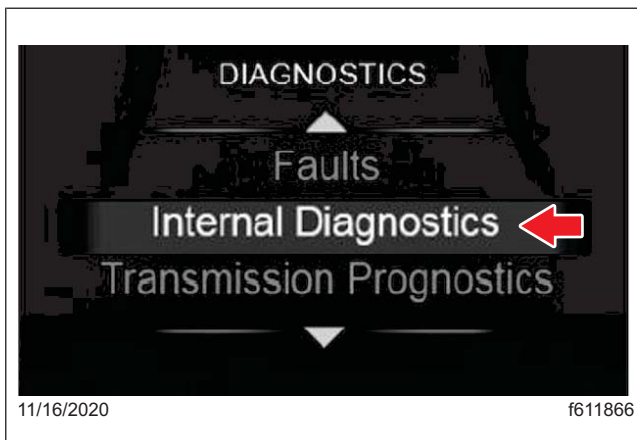


Fig. 16, Selecting Internal Diagnostics

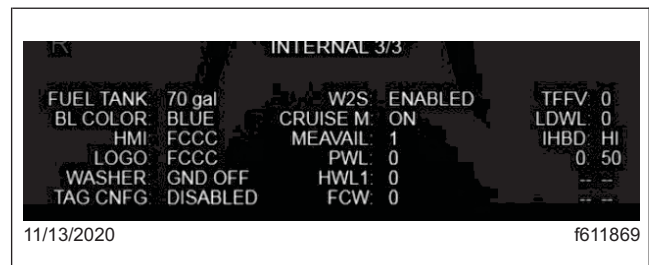


Fig. 17, Internal Diagnostics, Screen Three

9. For units in FL859J and FL859V, cycle the ignition key and verify that the instrument cluster and all gauges work correctly.

IMPORTANT: For multiplex units (**all groups except FL859J and FL859V**), the temporary parameter installed in the 'Software Installation, All Multiplex Units' section must be removed. Future warranty claims related to failure of removing this parameter will not be covered.

10. Contact FCCC technical support at 1-800-206-3519 and request that the parameter 26-04033-xxx that was documented in the 'Software Installation, All Multiplex Units' section be reloaded to the host using CHEC for the VIN just updated and to remove 0409000004 from the host.
11. With Diagnostic Link connected, refresh the Features.
12. Using Diagnostic Link, reflash the recreational vehicle module (RVM).
13. Cycle the ignition and ensure the HMI configuration menu is not visible in the menu list.
14. Verify that the instrument panel and all gauges function properly.
15. Clean a spot on the base label (Form WAR259) and attach a campaign completion sticker for FL859 (Form WAR260) indicating this work has been completed.