

June 2017
SF536A
Revised Notice

Subject: FCCC MUX Wiper Control

Models Affected: Specific Freightliner Custom Chassis X-line motorhome and shuttle bus chassis equipped with multiplex wiper controls, manufactured March 21, 2016, through January 2, 2017.

General Information

Daimler Trucks North America LLC, on behalf of its wholly owned subsidiary, Freightliner Custom Chassis Corporation, is initiating Field Service Campaign SF536A to modify the vehicles mentioned above.

On some vehicles, the windshield wiper intermittent delay function is incorrectly set to a fixed delay.

Software will be update to correct the intermittent delay function to a variable delay.

There are approximately 1233 vehicles involved.

REVISION: The SRTs have been updated to the new format with an "F" in the fifth position.

Additional Repairs

Dealers must complete all outstanding 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

No replacement parts are required.

If our records show your dealership has ordered any vehicle(s) involved in campaign SF536A, a list of the customers and vehicle identification numbers will be available in OWL.

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
SF536A	Software update	0.5	996-F004A	12-Repair Recall/Campaign

Table 1

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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 group (**SF536-A**).
- In the Primary Failed Part field, enter **25-SF536-000**.
- No parts are required for this repair. It is a software update.
- In the Labor section, enter the appropriate SRT from the Labor Allowance Table. Administrative time will be included automatically as SRT 39-6010A for 0.4 hours for RVs or 0.3 hours for all other vehicles.
- The VMRS Component Code is **003-006-008** and the Cause Code is **A1 - Campaign**.
- This Field Service Campaign will **terminate on June 30, 2018**. 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. 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 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.

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Copy of Notice to Owners

Subject: FCCC MUX Wiper Control

Daimler Trucks North America LLC, on behalf of its wholly owned subsidiary, Freightliner Custom Chassis Corporation, is initiating Field Service Campaign SF536A to modify specific Freightliner Custom Chassis X-line motorhome and shuttle bus chassis equipped with multiplex wiper controls, manufactured March 21, 2016, through January 2, 2017.

On some vehicles, the windshield wiper intermittent delay function is incorrectly set to a fixed delay.

Software will be update to correct the intermittent delay function to a variable delay.

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, search online at www.Daimler-TrucksNorthAmerica.com / Contact Us / Find a Dealer. The campaign will take approximately one half hour and will be performed at no charge to you.

This Field Service Campaign will **terminate on June 30, 2018**. 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 7:00 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 have any questions or need additional information.

WARRANTY CAMPAIGNS DEPARTMENT

Enclosure

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Work Instructions

Subject: Wiper Control Parameter Update

Models Affected: Specific Freightliner Custom Chassis X-line motorhome and shuttle bus chassis equipped with multiplex wiper controls, manufactured March 21, 2016, through January 2, 2017.

Reprogram Windshield Wiper Parameter

1. Inspect the base label (Form WAR259) for a campaign completion sticker for SF536 (Form WAR261). If a sticker is present for campaign SF536, 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.
3. Connect an RP1210B compliant vehicle diagnostic adaptor to the laptop and the vehicle diagnostic port.
4. Turn the ignition switch to the "ON" position.
5. Open ServiceLink®. The vehicle identification number (VIN) will automatically appear. If it does not, select "Retry."

If the VIN still does not appear, check the adaptor connection settings. For instructions, select "Help" in ServiceLink.

Once the settings have been verified, type in the VIN.

6. Select the "Bulkhead Module" icon.
7. Select the "General Info" tab. Confirm the vehicle date vs. the host date. If the vehicle date is 2.06, go to the "Flash" tab and flash to 2.07.
8. Select the "Features" tab.
9. A window should appear showing at least one parameter has been updated. If a window does not appear, select "Refresh Features List" to update the list of parameters.

For 30 amp motors, look for parameter 26-04009-009 Wiper Control (the system should auto-select the correct parameter). Select this parameter, then select "update." The update will automatically begin.
10. A message screen will appear showing "vehicle update successful." Select "OK."
11. Once the update is finished, select "disconnect" in ServiceLink, then disconnect the RP1210B hardware adaptor from the vehicle.
12. Verify that the wipers operate correctly.
13. Clean a spot on the base label (Form WAR259) and attach a campaign completion sticker for SF536 (Form WAR261) to indicate the work has been completed.