Daimler Trucks
North America LLC

Field Service Campaign

July 2017
SF541AB
Revised Notice

Subject: Medallion Opti-View Instrument Panel Software Update

Models Affected: Specific Freightliner Custom Chassis X-line motorhome chassis equipped with a Medallion Opti-View instrument panel, manufactured March 4, 2015, through March 6, 2017.

General Information

Daimler Trucks North America LLC, on behalf of its wholly owned subsidiary, Freightliner Custom Chassis Corporation, is initiating Field Service Campaign SF541AB to modify the vehicles mentioned above.

On certain vehicles, the instrument panel display may experience a non-driver initiated start or "boot" sequence whereby the instrument display flashes and activates the audible warning chimes.

New instrument panel software will be installed to correct the issue.

There are approximately 89 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

Four separate USB flash drives must be purchased per **dealership** for this software update procedure. Each flash drive **must** have 2 GB or more storage space.

If our records show your dealership has ordered any vehicle(s) involved in campaign SF541AB, 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 campaign.

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
SF541AB	Software Update	0.7	996-F005A	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 group (**SF541A or SF541B**).
- In the Primary Failed Part field, enter **25-SF541-000**.
- Four separate USB flash drives must be purchased per **dealership** for this software update procedure. Each flash drive **must** have 2 GB or more storage space. Purchase of the flash drives may be claimed once per dealership for up to 30.00.
- 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 **002-008-002** and the Cause Code is **A1 - Campaign**.
- This Field Service Campaign will **terminate on July 31, 2018**. 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, 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.

July 2017
SF541AB
Revised Notice

Copy of Notice to Owners

Subject: Medallion Opti-View Instrument Panel Software Update

Daimler Trucks North America LLC, on behalf of its wholly owned subsidiary, Freightliner Custom Chassis Corporation, is initiating Field Service Campaign SF541A to modify specific Freightliner Custom Chassis X-line motorhome chassis equipped with a Medallion Opti-View instrument panel, manufactured March 4, 2015, through March 6, 2017.

On certain vehicles, the instrument panel display may experience a non-driver initiated start or "boot" sequence whereby the instrument display flashes and activates the audible warning chimes.

New instrument panel software will be installed to correct 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. To locate an authorized dealer, search online at www.Daimler-TrucksNorthAmerica.com / Contact Us / Find a Dealer. The campaign will take approximately one hour and will be performed at no charge to you.

This Field Service Campaign will **terminate on July 31, 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

Work Instructions

Subject: Medallion Opti-View Instrument Panel Software Update

Models Affected: Specific Freightliner Custom Chassis X-line motorhome chassis equipped with a Medallion Opti-View instrument panel, manufactured March 4, 2015, through March 6, 2017.

IMPORTANT: Before the software update can be performed, the technician must know whether the vehicle is equipped with a multiplexer. To determine if the unit is equipped with a multiplexer, go to PartsPro and enter the vehicle identification number (VIN) and check module 32A. Units equipped with a multiplexer will have the following message in module 32A: OPERATOR CONT/MULTIPLEXING MOD.

Four separate USB flash drives must be purchased per **dealer** for this software update procedure. Each flash drive **must** have 2 GB or more storage space. Using a felt tip pen, mark the flash drives as follows:

- 250k, 1
- 250k, 2
- 500k, 1
- 500k, 2

Based on the information found in PartsPro, use the correct USB flash drives for the procedure, either flash drives marked "250k, 1" and "250k, 2" (for non-multiplex), or flash drives marked "500k, 1" and "500k, 2" (for multiplex).

File Installation

NOTE: The steps below only have to be performed once to download the files to the flash drives.

The files must be saved on the root drive, not inside a file of the flash drive.

1. On the laptop, go to DTNAConnect and select "SUPPORT," then select "Download Center." Scroll down to the "Medallion Opti-View Software Update" and select the "+" sign to open.
2. Select the "+" sign of the version, either 250k or 500k, to download.

IMPORTANT: Based on the information found in PartsPro, use the correct USB flash drives for the procedure, either flash drives marked "250k, 1" and "250k, 2" (for non-multiplex), or flash drives marked "500k, 1" and "500k, 2" (for multiplex).

NOTE: Drive E: is used in the following example.

3. Install the correct flash drive (250k, 1 or 500k, 1) in an open port on the laptop. Make a note of the drive letter that flash drive was assigned (A:, B:, C:, etc.). See **Fig. 1**.

   Select the part to download on the flash drive installed in the port. For example, "Medallion Opti-View Reflash 250k Part 1." See **Fig. 2**.

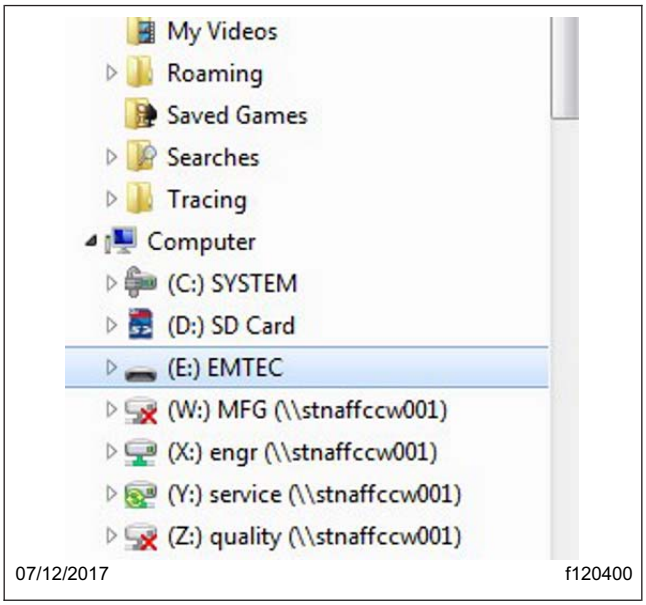

Fig. 1, Drive Letter Assigned to the Flash Drive

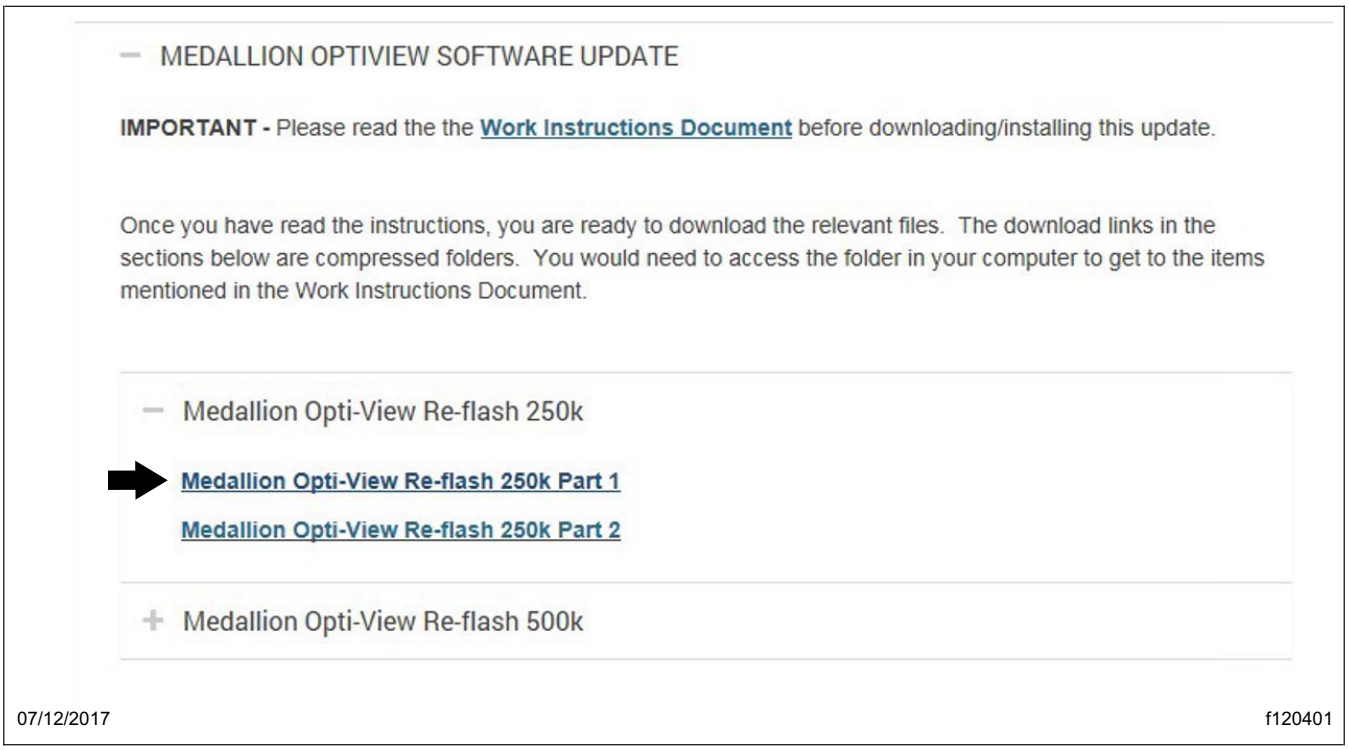

Fig. 2, Selecting the Medallion Opti-View Re-flash 250k Part 1

4. Select "Save as" and choose the drive letter from the previous step, then select "Save." See **Fig. 3** and **Fig. 4**.

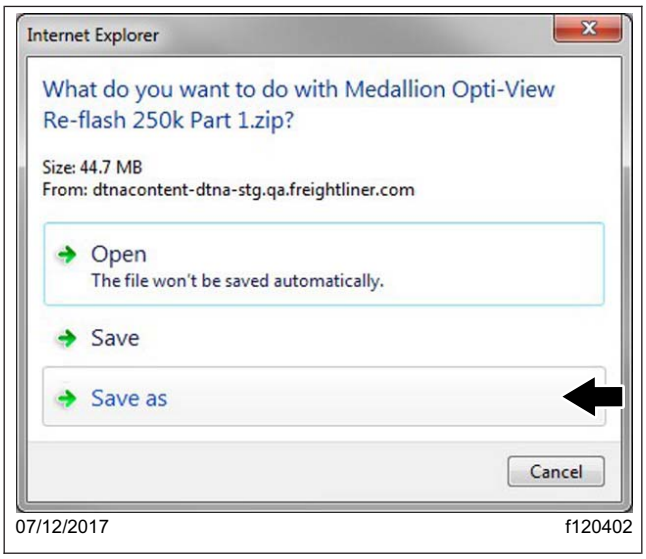

Fig. 3, "Save as" Screen

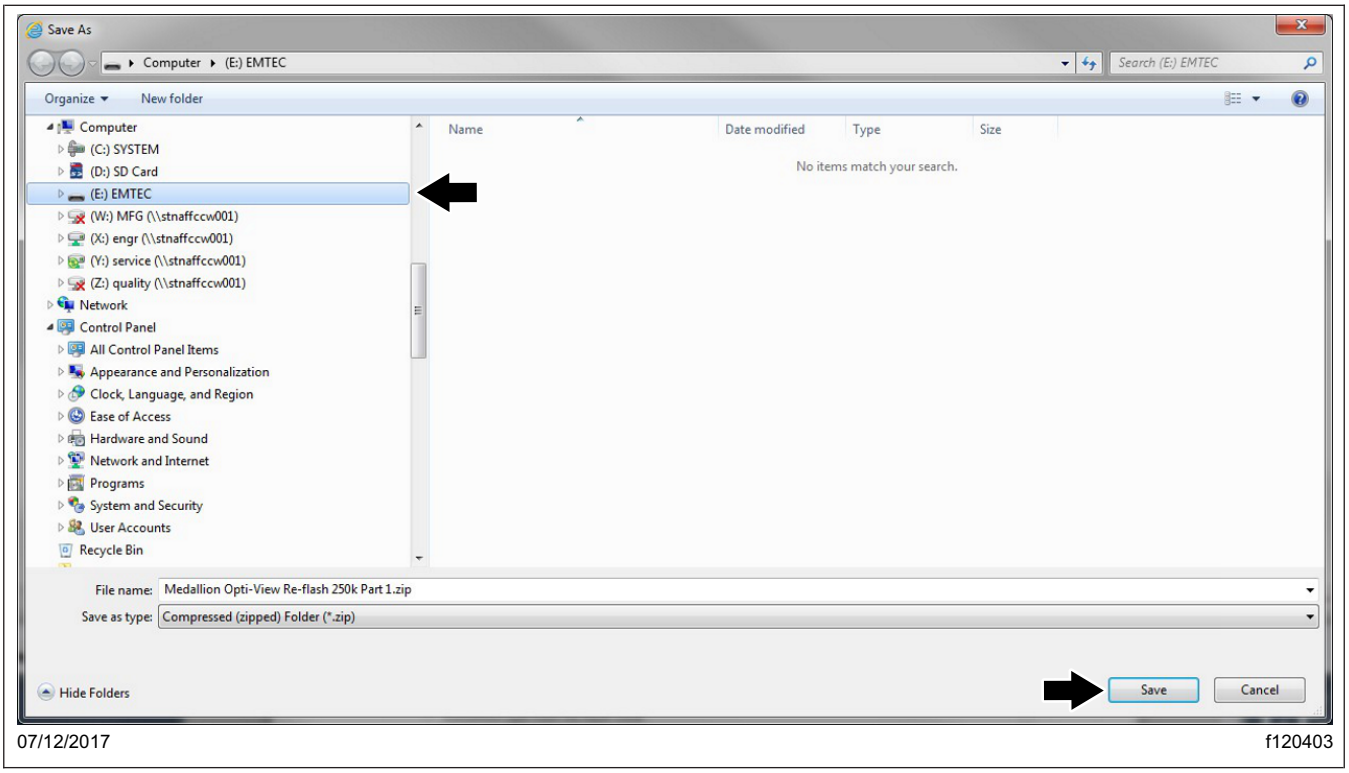

Fig. 4, Choosing the Drive Letter and Saving

5. The download process begins and a progress window appears at the bottom of the screen. See **Fig. 5**.

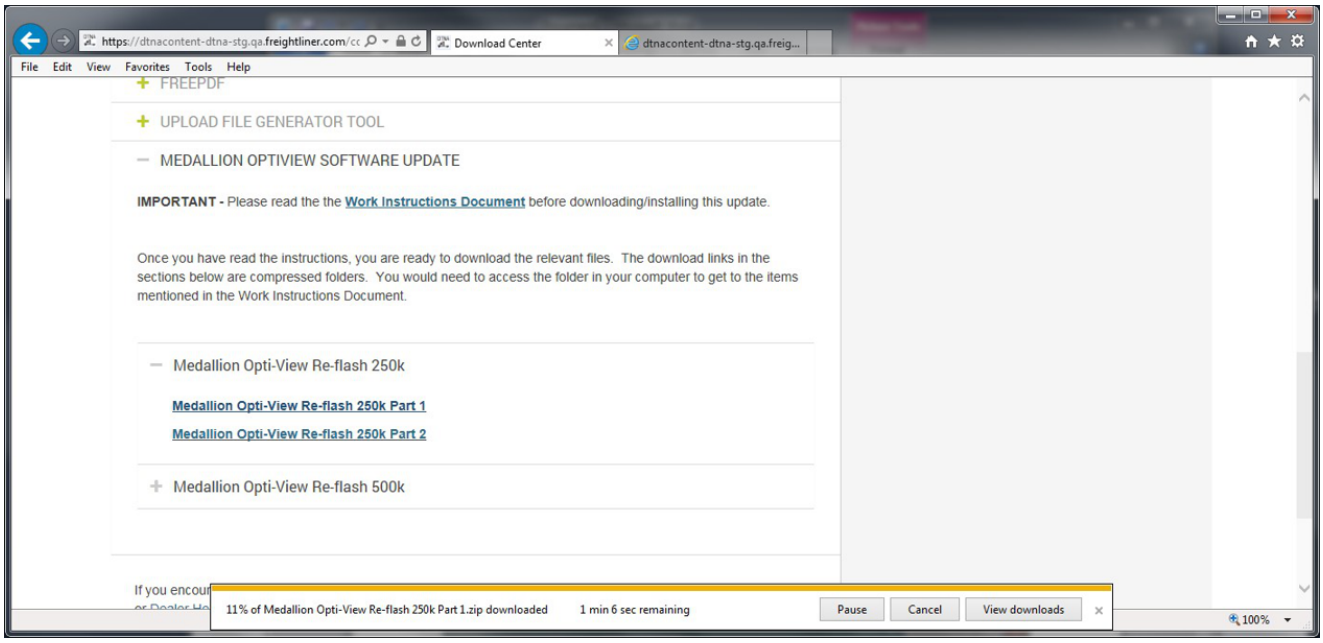

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Fig. 5, Download in Progress

6. When the download is complete, select "Open Folder" at the bottom of the screen and verify that it was downloaded to the flash drive. See **Fig. 6**. In this example, "Medallion Opti-View Re-flash 250k Part 1" was downloaded on the flash drive marked "250k, 1" which was in drive E: on the laptop.

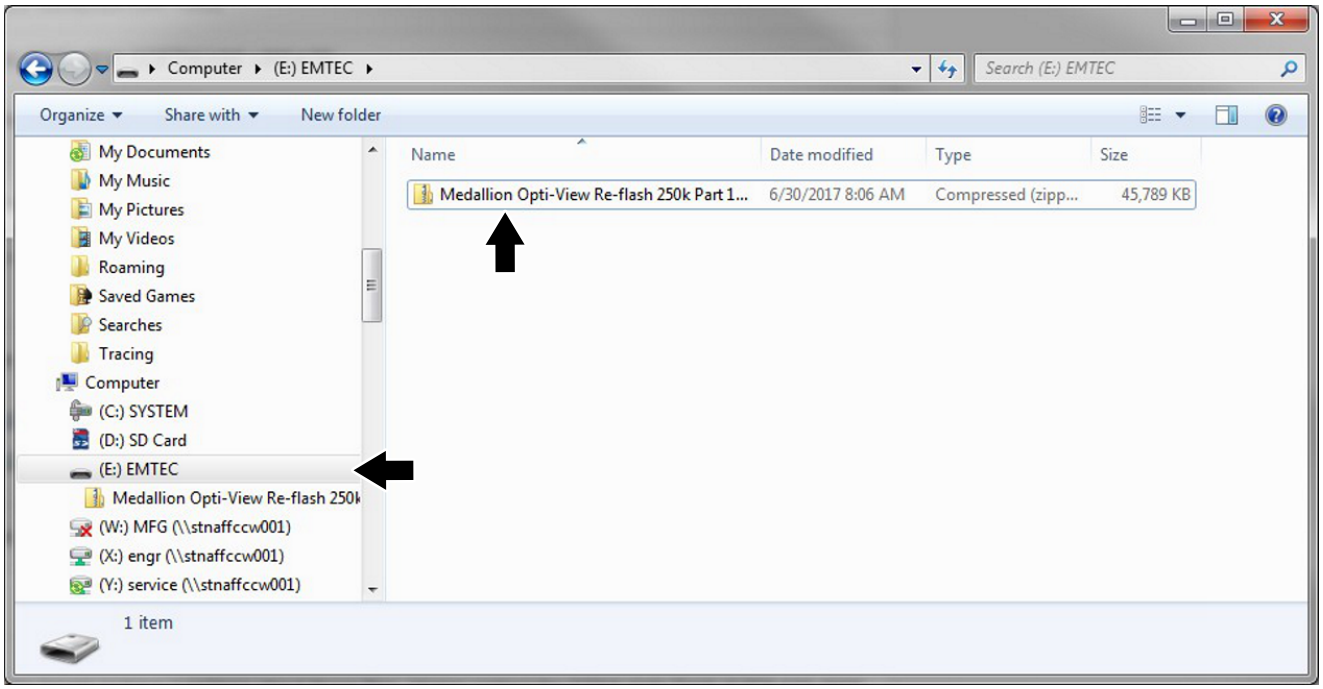

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Fig. 6, Verifying the Download

7. Double click the zip folder, then select "Extract all files." See **Fig. 7**.

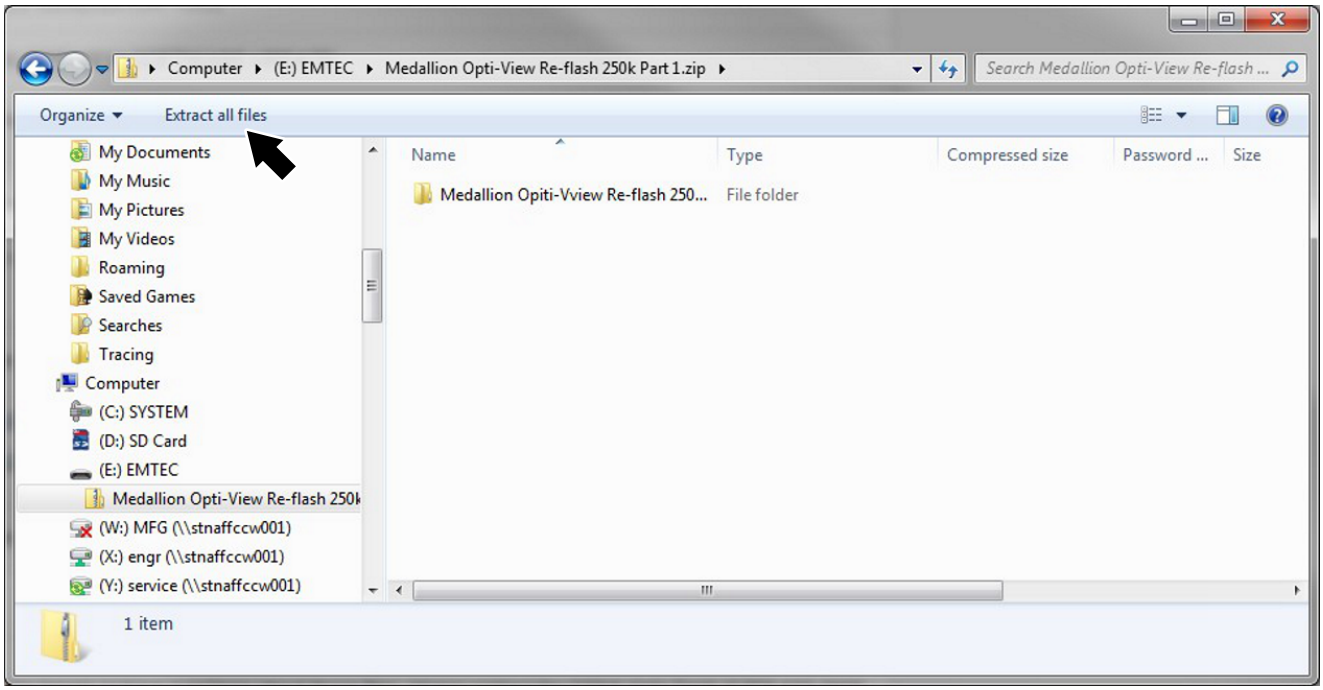

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Fig. 7, "Extracting All Files" Screen

8. In the next screen, allow the default location that appears (it should be the same as the zip folder location). Select the box labeled "Show extracted files when complete," then select "Extract." See **Fig. 8**. The files will be unzipped. This process usually takes less than two minutes.

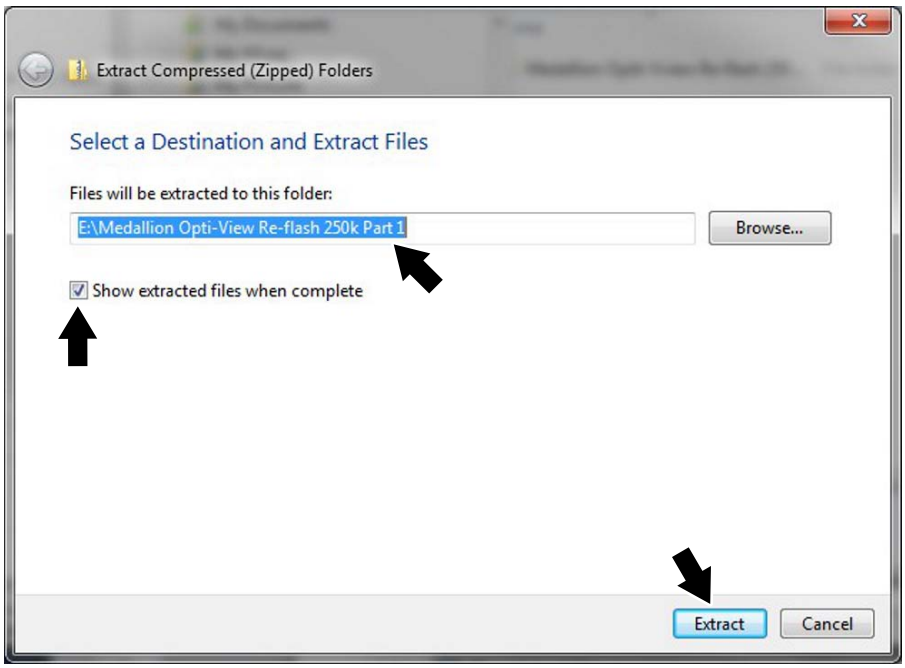

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Fig. 8, Extracting Compressed (Zipped) Folders

NOTE: In the example below, the root drive letter of the folder was E: but it could be different for other users.

9. Double click the folder that was created, then select and copy the three files inside the folder. Select the root drive letter of this folder. See **Fig. 9**

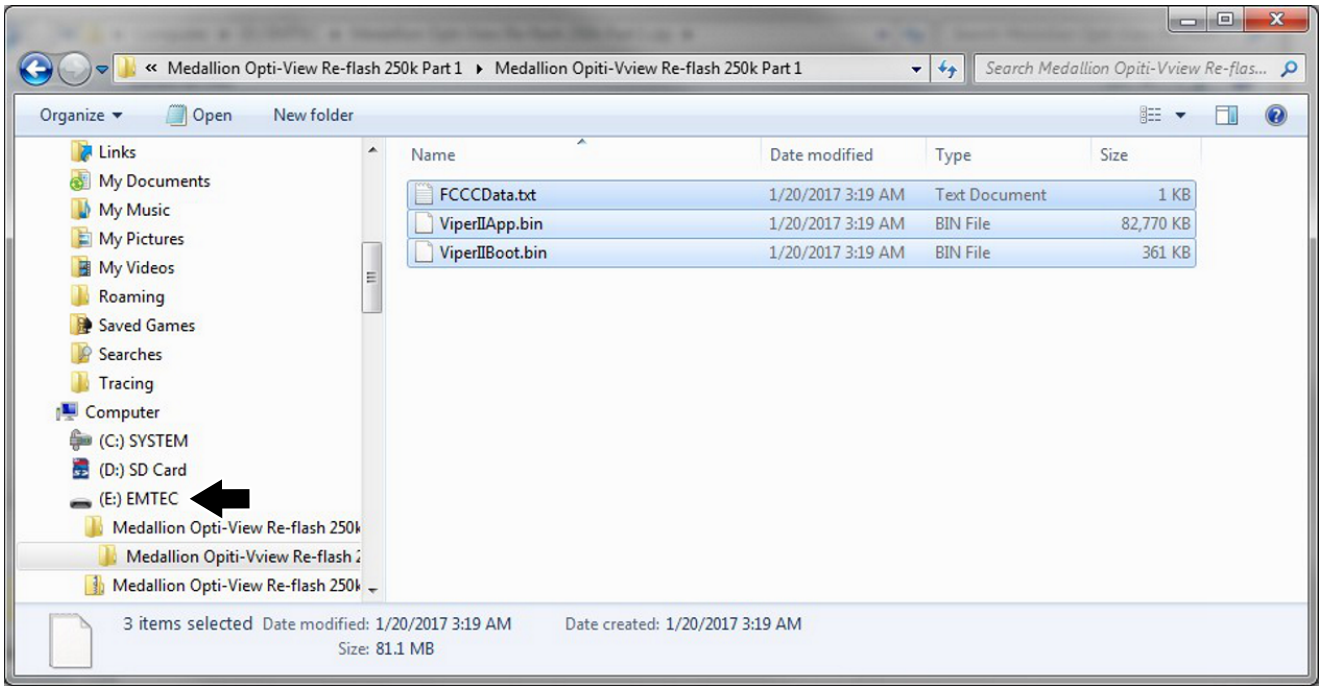

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Fig. 9, Copying Files in the New Folder

10. On the laptop, right click in an open area of the displayed window and select "Paste."
11. Delete the two Medallion folders shown in **Fig. 10**. The three files are all that should be left on the drive. See **Fig. 11**.

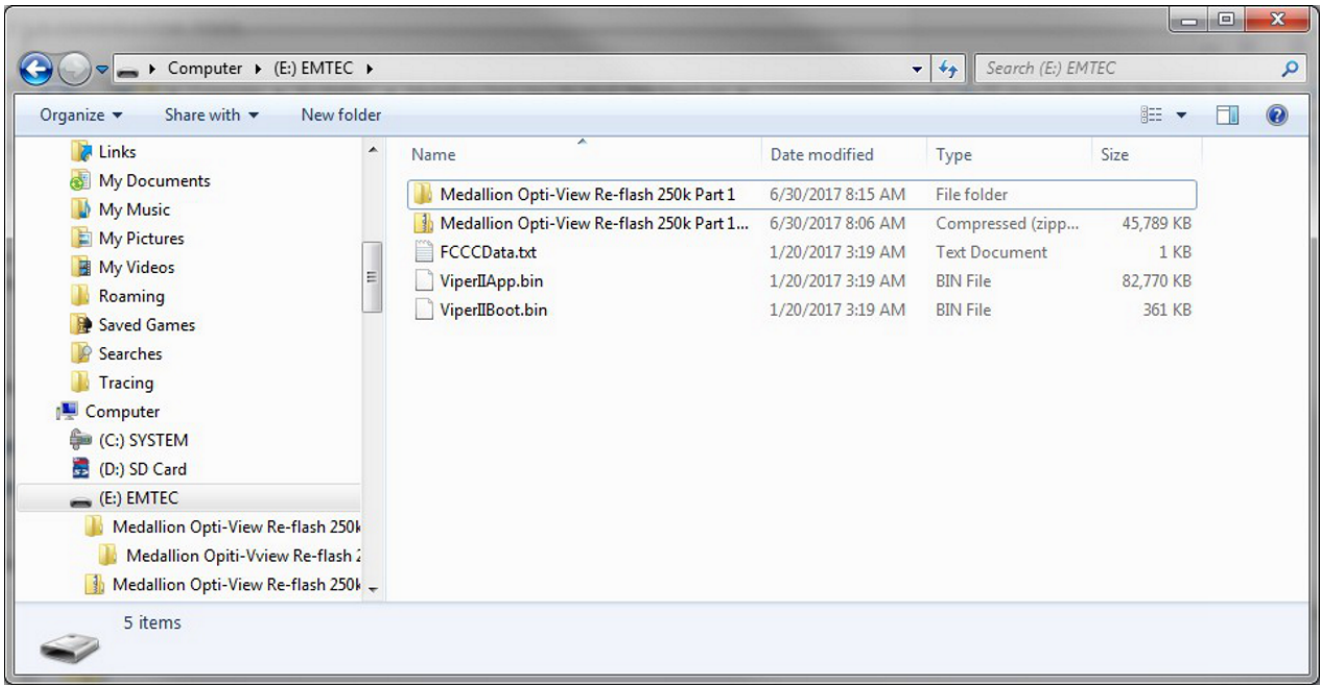

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Fig. 10, Deleting the Medallion Folders

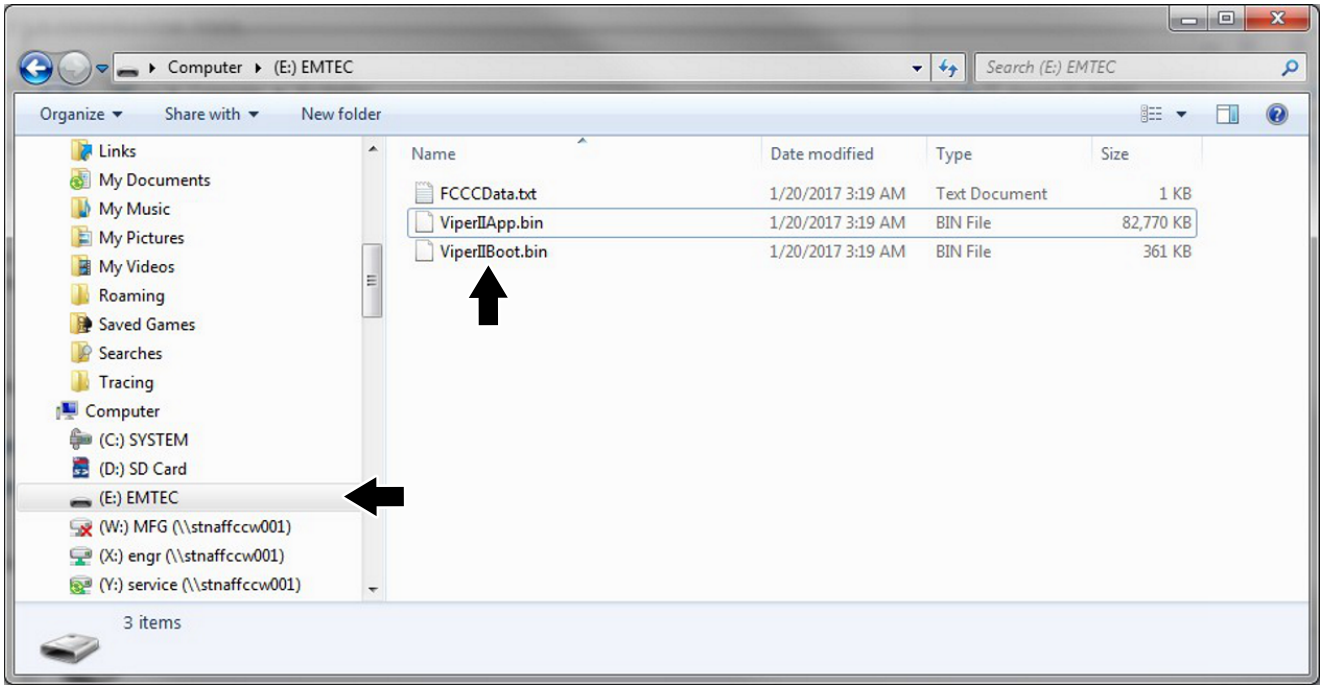

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Fig. 11, Files Left on the Drive

12. Perform these steps again to download the files on the flash drives for "250k Part 2," "500k Part 1," and "500k Part 2."

Software Update

1. Inspect the base label (Form WAR259) for a campaign completion sticker for SF541 (Form WAR261), indicating that the work has been completed. If a completion sticker is present for campaign SF541, no work is needed. If there is no sticker, proceed with the steps below.
2. Park the vehicle on a level surface, shutdown the engine, and set the parking brake. Chock the tires.
3. Turn the ignition to the ON position, but do not start the vehicle.

NOTE: Each chassis should be equipped with a USB cable for the Opti-View panel electronic control unit (ECU) that should be routed from the ECU to the diagnostic connector by the body builder. If a USB cable is not installed, locate the ECU and plug the flash drive directly into the ECU.

On American Coach chassis, the ECU for the Opti-View instrument panel is located behind the dash. The top cover of the dash will pop up; tools are not needed to access the ECU.

4. Once the ECU is located, use the menu navigation buttons on the right-hand side of the steering wheel to access the Opti-View menu options. See **Fig. 12**.
5. Press the home button, then press the down arrow and select "Diagnostics".
6. After selecting "Diagnostics," use the down arrow again and select "System Information," shown in **Fig. 13**, then press the OK button.

   System information will display in the center of the instrument panel. See **Fig. 14** for an example of the system information.

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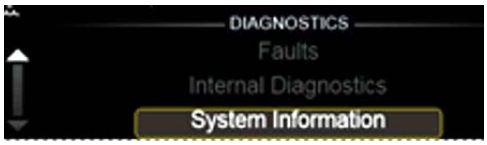
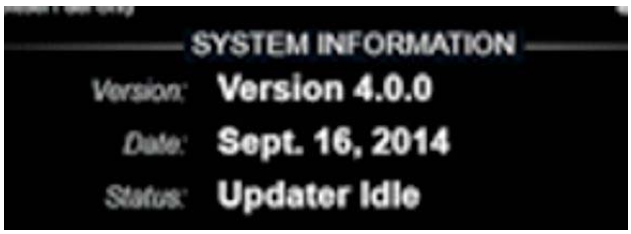
1. Home Button
2. OK Button
3. Up Arrow
4. Back Button
5. Down Arrow

Fig. 12, Menu Navigation Buttons



09/28/2015 f611318

Fig. 13, Selecting the System Information Sub-Menu



09/02/2015 f611309

Fig. 14, System Information

⚠ WARNING

The reflash process must be completed in the order described to avoid damaging the instrument panel. If the 250k, 2 or 500k, 2 flash drives are used first, the instrument panel programming will be corrupted and the instrument panel will require replacement.

IMPORTANT: Before the software update can be performed, the technician must know whether the vehicle is equipped with a multiplexer. To determine if the unit is equipped with a multiplexer, go to PartsPro and enter the vehicle identification number (VIN) and check module 32A. Units equipped with a multiplexer will have the following message in module 32A: OPERATOR CONT/MULTIPLEXING MOD.

Based on the information found in PartsPro, use the correct flash drives for the procedure, either flash drives marked "250k, 1" and "250k, 2" (for non-multiplex), or flash drives marked "500k, 1" and "500k, 2" (for multiplex).

7. When "System Information" is displayed as shown in **Fig. 14**, install the correct flash drive for the vehicle, 250k, 1 (for non-multiplex) or 500k, 1 (for multiplex), into either of the two USB ports. Press and hold the OK button until the ECU begins the software update. Once the software update begins, release the OK button.
8. When the software update is finished, the instrument panel will reboot. During the software update and reboot process, **do not turn the ignition off**.
9. When the software update is finished and the instrument panel has rebooted, remove the flash drive from the ECU.
10. Repeat the steps using the second flash drive for the vehicle; either "250k, 2" (for non-multiplex) or "500k, 2" (for multiplex).
11. When the software update is finished and the instrument panel has rebooted, remove the flash drive from the ECU.
12. Select "Diagnostics" and use the down arrow to select "System Information," then press the OK button. The version of software should be 5.0.3.
13. Verify that the vehicle will start and no warning lights remain active after the ignition sequence is complete (approximately 30 to 60 seconds).
14. Turn the ignition to the OFF position.
15. Clean a spot on the base label (Form WAR259) and attach a campaign completion sticker (Form WAR261) to indicate the work has been completed.