

September 2017
SF543A

Subject: Stoneridge Light Bar Control Unit Software Update

Models Affected: Specific Freightliner Custom Chassis X-line motorhome and shuttle bus chassis equipped with Stoneridge light bar control units, manufactured April 20, 2015, through March 22, 2017.

General Information

Daimler Trucks North America LLC, on behalf of its wholly owned subsidiary, Freightliner Custom Chassis Corporation, is initiating Field Service Campaign SF543A to modify the vehicles mentioned above.

On specific vehicles equipped with Stoneridge light bar control units (LBCU), the instrument panel odometer value is resetting and does not match the Engine ECU Odometer value.

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

There are approximately 10,057 vehicles involved.

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 SF543A, a list of the customers and vehicle identification numbers will be available through 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
SF543A	Reflash LBCU software	0.2	996-1009A	12-Repair Recall/Campaign
	Load software claim this SRT once per laptop download	0.3	996-1009B	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 (**SF543-A**).
- In the Primary Failed Part field, enter **25-SF543-000**.
- No parts are required for this repair. It is a software update.
- The Odometer Software Load SRT may be claimed multiple times on a single claims for downloading on multiple dealership laptops. For example, if the software is loaded onto four laptops, claim the 996-0009B SRT four times on the first claim submitted for SF543.
- 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.
- The VMRS Component Code is **003-001-153** and the Cause Code is **A1 - Campaign**.
- This Field Service Campaign will **terminate on March 31, 2019**. 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: Stoneridge Light Bar Control Unit Software Update

Daimler Trucks North America LLC, on behalf of its wholly owned subsidiary, Freightliner Custom Chassis Corporation, is initiating Field Service Campaign SF543A to modify specific Freightliner Custom Chassis X-line motorhome and shuttle bus chassis equipped with Stoneridge light bar control units (LBCU), manufactured April 20, 2015, through March 22, 2017.

On specific vehicles equipped with Stoneridge light bar control units, the instrument panel odometer value is resetting and does not match the Engine Electronic Control Unit (ECU) Odometer value.

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 half hour and will be performed at no charge to you.

This Field Service Campaign will **terminate on March 31, 2019**. 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: Stoneridge Light Bar Control Unit Software Update

Models Affected: Specific Freightliner Custom Chassis X-line motorhome and shuttle bus chassis equipped with Stoneridge light bar control units, manufactured April 20, 2015, through March 22, 2017.

File Installation

NOTE The Odometer Software Load SRT may be claimed multiple times on a single claims for downloading on multiple dealership laptops. For example, if the software is loaded onto four laptops, claim the 996-0009B SRT four times on the first claim submitted for SF543.

NOTE: The steps below only have to be performed once to download the file to the laptop.

NOTE: If needed, an LBCU Reflash User's Guide v3.3.0 is included in the downloaded file.

1. On the laptop, go to DTNAConnect and select "SUPPORT," then select "Download Center."
2. Select FCCC LBCU Flash tool v3.3.0 and follow the instructions to download the file to the laptop.
3. Once the files are downloaded, run the setup file.

Software Update

1. Inspect the base label (Form WAR259) for a campaign completion sticker for SF543 (Form WAR261), indicating that the work has been completed. If a completion sticker is present for campaign SF543, 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.

IMPORTANT: Do not have any other applications running when performing the LBCU reflash.

3. Select the "Select CAN Hardware" button, shown in [Fig. 1](#), then select the "Check" button in the "Select Hardware Interface" window to display which hardware devices are available on the laptop.

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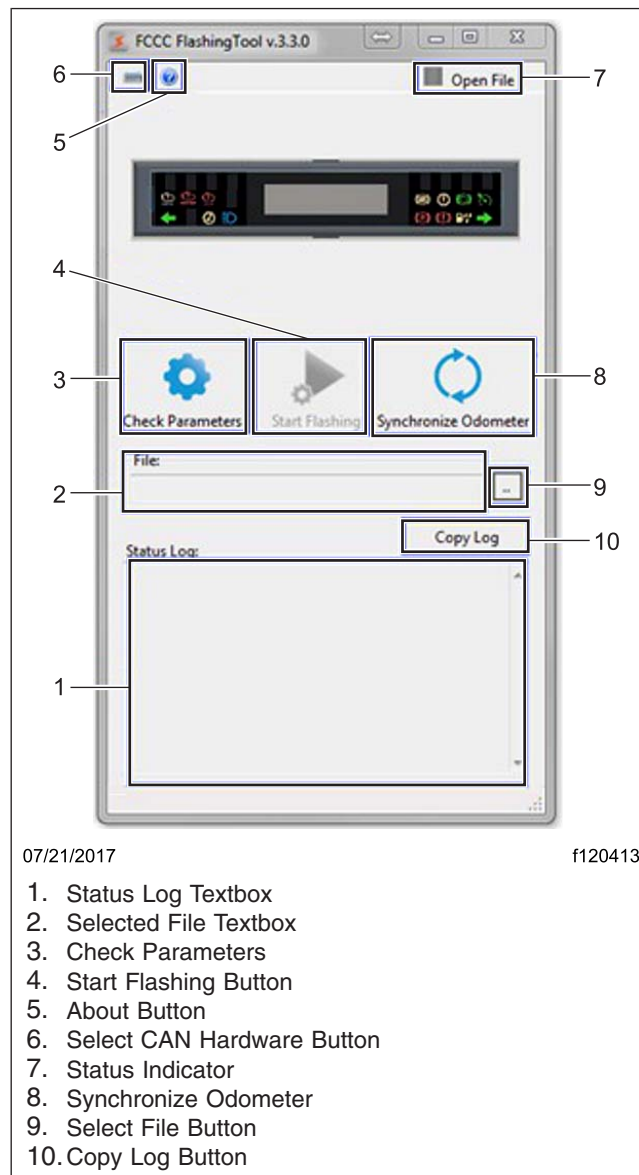


Fig. 1, Reflash Tool, Main Screen

IMPORTANT: When performing the first reflash from the laptop, it is necessary to highlight the hardware to be used in the "Select Hardware Interface" window.

4. Select the "Check" button in the "Select Hardware Interface" window to determine which hardware devices are available on the laptop. **Fig. 2** shows Vector hardware options, and **Fig. 3** shows Nexiq USB Link options.

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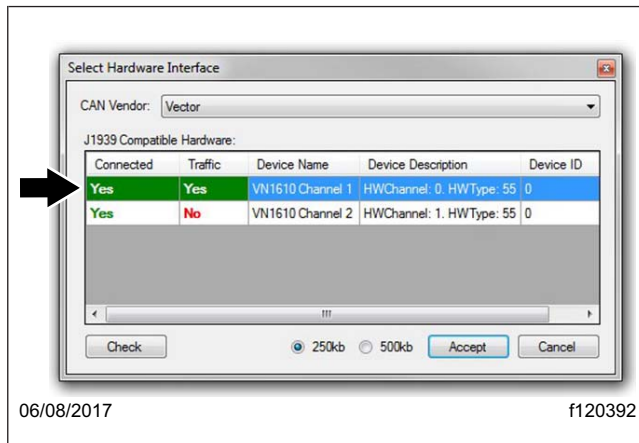


Fig. 2, Select Hardware Interface Screen, Vector Hardware

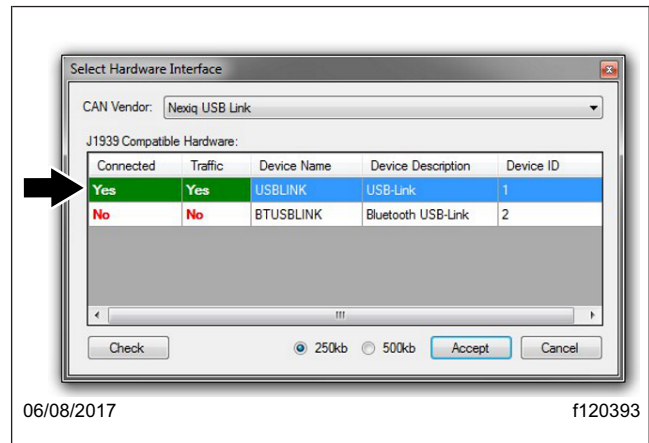


Fig. 3, Select Hardware Interface Screen, Nexiq Hardware

- If the device list is empty, it means that either the proper drivers are not installed, or there is no hardware interface physically connect to the laptop.
 - This setting can be changed at any time when the reflash process is idle.
5. Select the proper device, making certain the entire line is highlighted, then select the "Check" button. If "Yes" appears green in the "Traffic" column, CAN messages are detected and the speed rate, either 250kb or 500kb, was correctly selected.

If "Yes" appears red in the "Traffic" column, the speed rate must be changed. Select the other speed rate option, either 250kb or 500kb, then select the "Check" button.
 6. Once "Yes" appears green in both the "Connected" and "Traffic" columns, highlight that hardware option and select the "Accept" button. See [Fig. 2](#) and [Fig. 3](#).
 7. Select the "Check Parameters" button shown in [Fig. 4](#).

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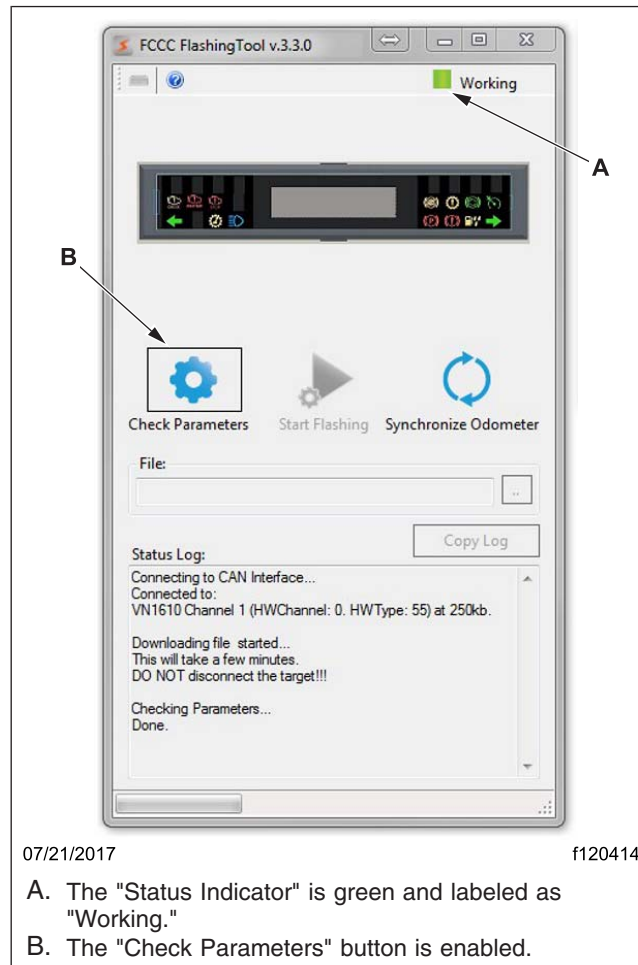


Fig. 4, Selecting the "Check Parameters" Button

8. Once the process is complete, the parameter's values appear in the "Check Default Parameters" window. See [Fig. 5](#).

If the VIN and engine type parameters shown in the window are correct, select the "Yes" button.

If the parameters are not correct, select the "No" button. The VIN and engine fields are now enabled for the user to enter the correct information. Once the correct information appears in the VIN and engine fields, select "Save." See [Fig. 6](#).

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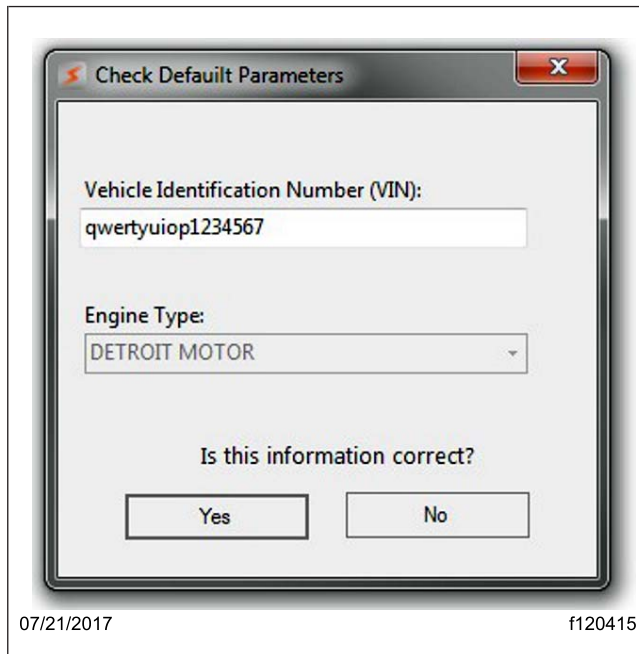


Fig. 5, Check Default Parameters Window

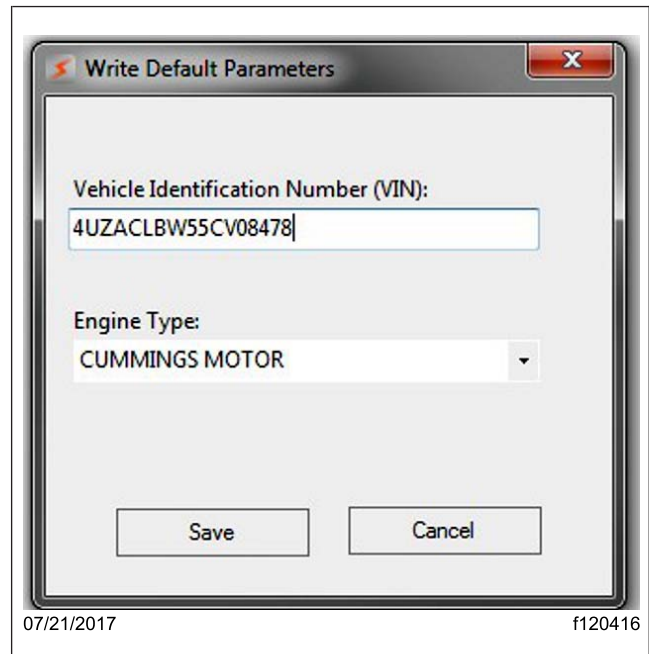


Fig. 6, Write Default Parameters Window

9. A warning message appears as shown in Fig. 7. Turn the ignition to the "OFF" position, remove the key and select "OK."
10. After 20 seconds, a window opens. See Fig. 8. Insert the key in the ignition and turn it to the "ON" position, then select "OK."

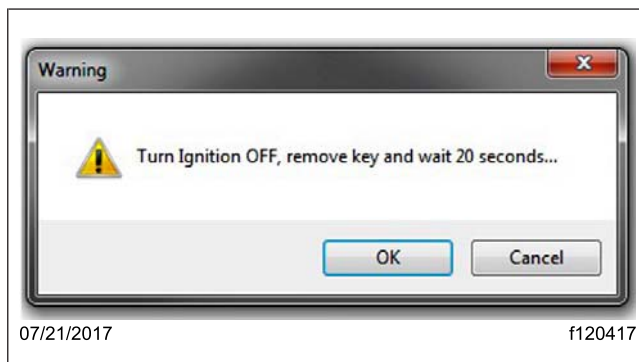


Fig. 7, Turn Ignition OFF Message

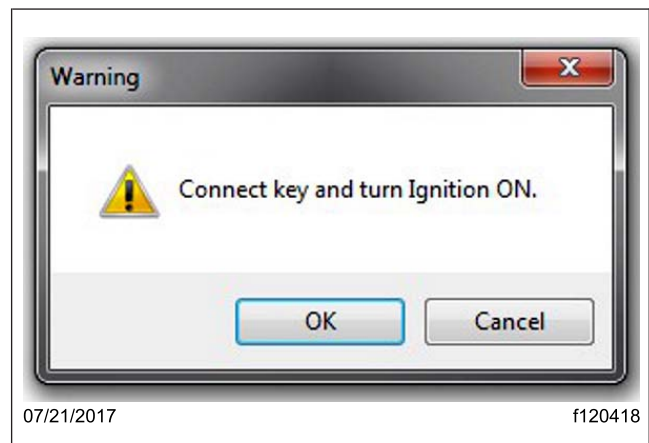


Fig. 8, Turn Ignition ON Message

11. The process of reading the parameters starts again to double-check the information. If the information is correct, select the "Yes" button and the process will end.

NOTE: The user must repeat the following steps to verify the version of the LBCU software. This will allow the user to download the new version if it is needed.

12. Turn the ignition switch to the "ON" position.

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13. Using the LBCU toggle switch, shown in **Fig. 9**, navigate through the menus as follows to the "Hardware/Software Version" screen.

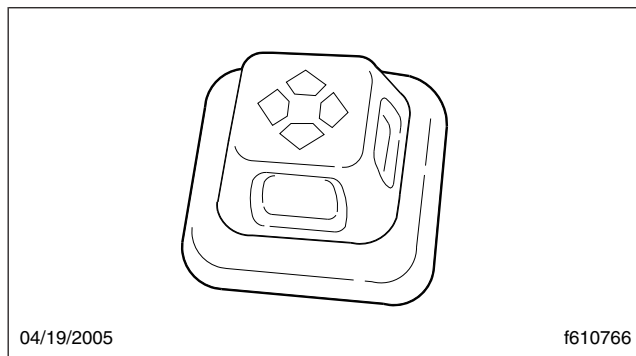


Fig. 9, Toggle Switch

- 13.1 Move the toggle switch to the left one time, then move the toggle switch to the right and hold for approximately five seconds. The setup/maintenance/diagnostic screen appears.
- 13.2 Scroll down to "Diagnostics" and move the toggle switch right one time.
- 13.3 Scroll down to "Hardware/Software Version" and move the toggle switch right one time.
14. Verify the software version.
- 14.1 If the software version shown is not 2.0.3, continue to step 16.
- 14.2 If the software version shown is 2.0.3, this is the latest version and the LBCU does not need to be reflashed. Clean a spot on the base label (Form WAR259). Write the campaign number, SF543, on a completion sticker (Form WAR261) and attach it to the base label to indicate the work has been completed.
15. Connect an RP1210B compliant vehicle diagnostic adaptor into the laptop and the vehicle diagnostic port.
16. From the laptop, go to the "Start" menu and select the flash tool or use the desktop shortcut if available. See **Fig. 10**.



Fig. 10, Flash Tool Icon

NOTE: Nexiq USB Link 2, if available in the hardware device drop-down list, works best for the LBCU reflash.

17. Select the "Select CAN Hardware" button, shown in **Fig. 1**, then select the "Check" button in the "Select Hardware Interface" window to display which hardware devices are available on the laptop.

IMPORTANT: When performing the first reflash from the laptop, it is necessary to highlight the hardware to be used in the "Select Hardware Interface" window.

NOTE: The following step only has to be performed the first time the laptop is used for a reflash. The laptop will know which hardware to use for any future reflashes and display it when the "Check" button is selected in the previous step and the hardware can be selected at that point.

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18. Select the "Check" button in the "Select Hardware Interface" window to determine which hardware devices are available on the laptop. **Fig. 2** shows Vector hardware options, and **Fig. 3** shows Nexiq USB Link options.
 - If the device list is empty, it means that either the proper drivers are not installed, or there is no hardware interface physically connect to the laptop.
 - This setting can be changed at any time when the reflash process is idle.

IMPORTANT: The correct file must be selected according to the vehicle's application speed (250kb or 500kb), otherwise the reflash process will fail and the LBCU could be damaged and require replacement.

19. Select the proper device, making certain the entire line is highlighted, then select the "Check" button. If "Yes" appears green in the "Traffic" column, CAN messages are detected and the speed rate, either 250kb or 500kb, was correctly selected.

If "Yes" appears red in the "Traffic" column, the speed rate must be changed. Select the other speed rate option, either 250kb or 500kb, then select the "Check" button.
20. Once "Yes" appears green in both the "Connected" and "Traffic" columns, highlight that hardware option and select the "Accept" button. See **Fig. 2** and **Fig. 3**.
21. Using the "Select File" button, select the file to download (i.e. the *.phy file). Once the file is selected, a warning message will appear as shown in **Fig. 11**. Select "OK." The status indicator at the top-right of the window will be yellow and labeled as "Ready," and the "Start Flashing" button will be enabled. See **Fig. 12**.

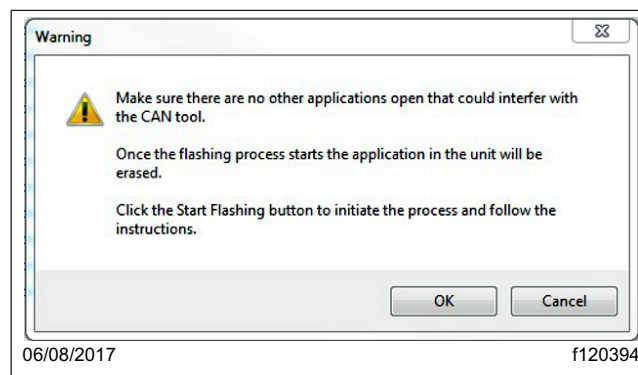


Fig. 11, Warning Message

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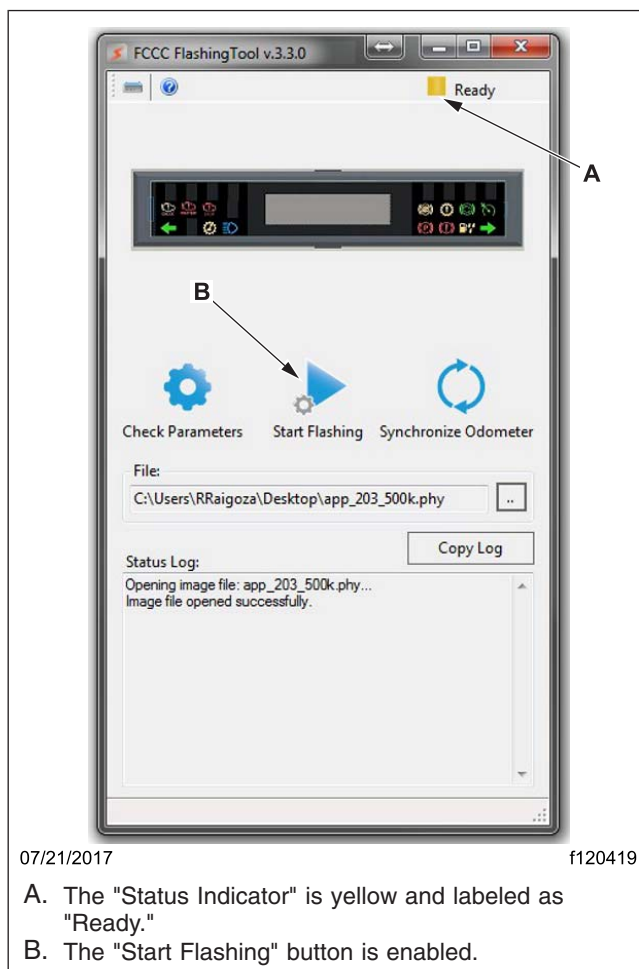


Fig. 12, Select File Screen, Start Flashing Button is Enabled

22. Select the "Start Flashing" button to begin the reflash process. The "Status Indicator" will blink green and be labeled as "Working" and the bar at the bottom of the screen will slowly turn green. See [Fig. 13](#). When the flash tool is working, the application buttons are disabled with the exception of the "About" button. The application can not be closed until the reflash process is finished.

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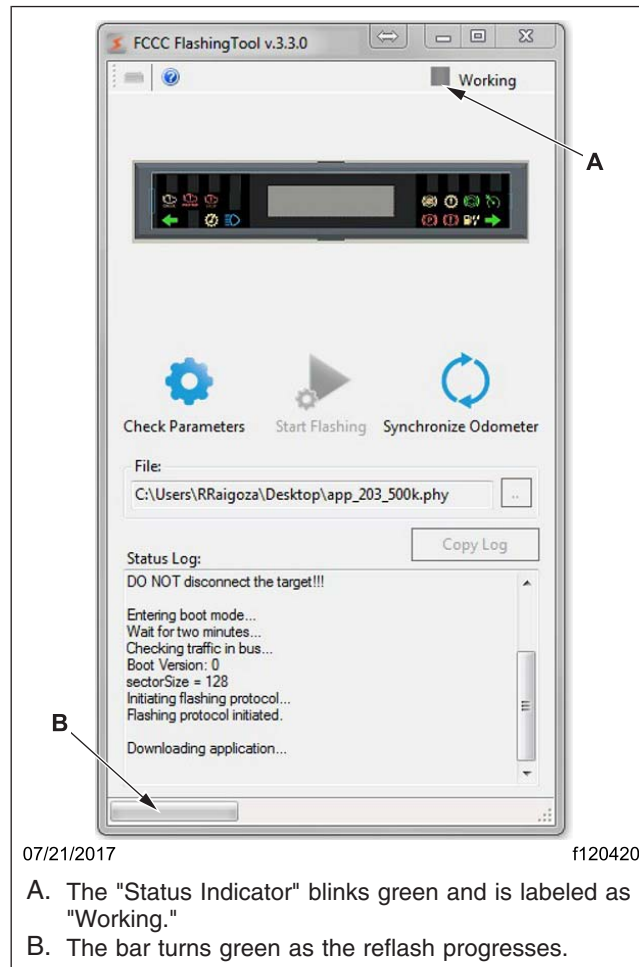


Fig. 13, Reflash Tool is Working

23. A message will appear stating to turn the ignition off and ask for permission to continue. Turn the ignition to the "OFF" position, then select "OK." See [Fig. 14](#).

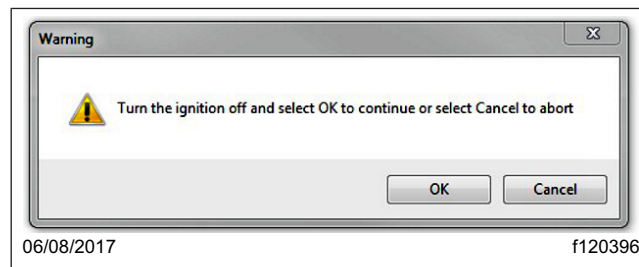


Fig. 14, Warning Message, Turn Ignition Off

24. If there are not any CAN messages, the reflash process will start. The process of checking load in the CAN bus is made once the "Start Flashing" button is selected and the unit goes to boot mode.
25. Once the reflash is finished, the LBCU shuts down. The "Status Indicator" turns solid green and is labeled as "Complete." See [Fig. 15](#).

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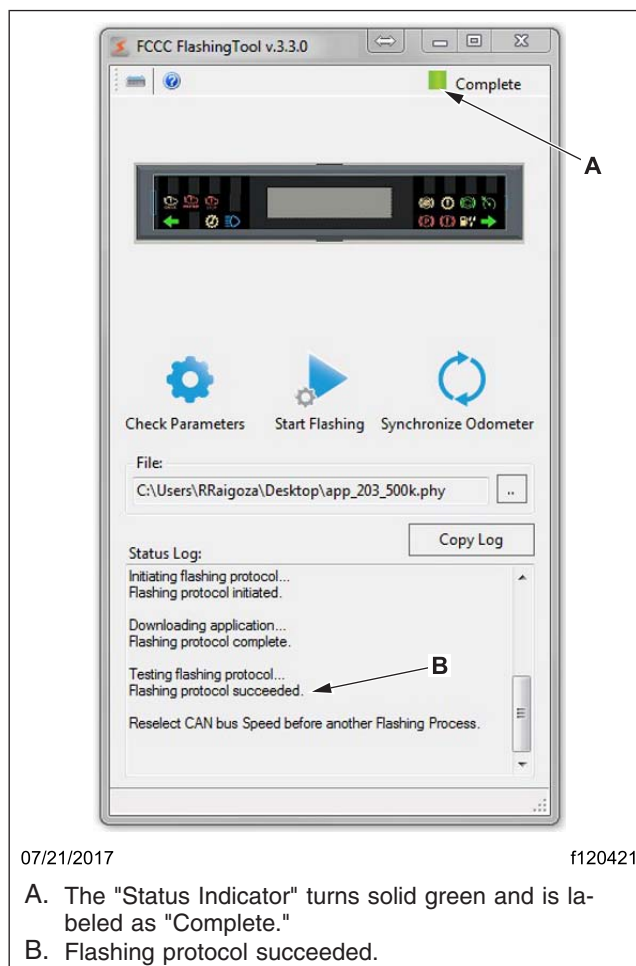


Fig. 15, Process Complete Screen

26. Close the reflash program and turn the ignition to the "ON" position.
27. Navigate to the "Hardware/Software Version" screen in the LBCU. For instructions, see step 4.
28. Verify that the software version is 2.0.3. If version 2.0.3 appears in the LBCU screen, go to the next step.
If version 2.0.3 does not appear in the LBCU screen, call 1-800-FTL-HELP for assistance.

Synchronize the Odometer

1. With the ignition switch in the ON position, select the CAN bus speed (if not already selected) and the proper hardware. Select the "Synchronize Odometer" button to start the process. See [Fig. 16](#).

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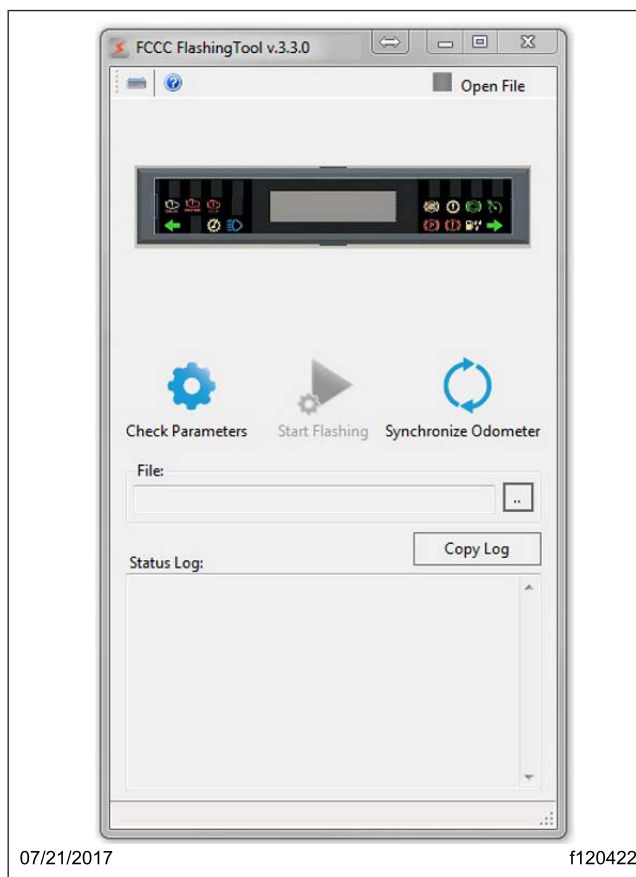


Fig. 16, Selecting the Synchronize Button

2. When the LBCU receives the odometer information, an exclamation (!) symbol appears in the display screen. To save the odometer information, the ignition switch must be turned to the "OFF" position and remain there for 20 seconds after the exclamation (!) symbol appears in the display screen. See [Fig. 17](#) and [Fig. 18](#).

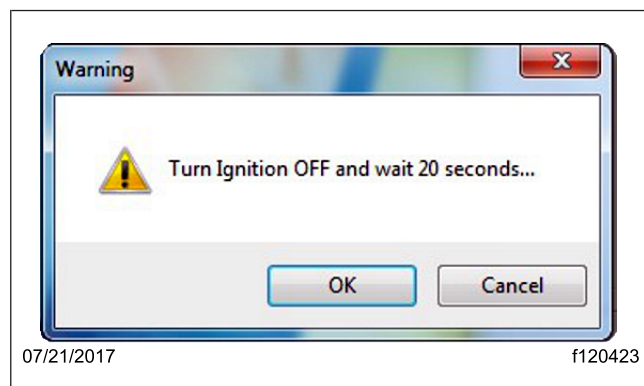


Fig. 17, Turn Ignition OFF and Wait 20 Seconds



Fig. 18, Odometer with Exclamation Symbol

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3. After the 20 second time elapses, the tool will request that the ignition be placed in the "ON" position. See [Fig. 19](#).
4. With the ignition in the "ON" position, the LBCU displays the new odometer value and the exclamation (!) symbol no longer appears. See [Fig. 20](#).



Fig. 19, Turn Ignition ON Message



Fig. 20, Odometer Screen

NOTE: The odometer value will change only if the new value is greater than the previous value. Otherwise the odometer will display the current value.

5. Disconnect the RP1210B hardware adaptor from the vehicle and laptop.
6. Turn the ignition to the "OFF" position.
7. Clean a spot on the base label (Form WAR259). Write the campaign number, SF543, on a completion sticker (Form WAR261) and attach it to the base label to indicate the work has been completed.

