

September 2017
SF533A-O
REVISED NOTICE

Subject: Instrument Cluster Update

Models Affected: Specific Freightliner 108SD, 114SD, and Business Class M2 models; and Freightliner Custom Chassis B2 school bus chassis (Thomas Built Buses Saf-T-Liner C2), and S2/S2C shuttle bus chassis manufactured January 12, 2015, through August 22, 2016, with Cummins ISB and ISL engines.

General Information

Daimler Trucks North America LLC, on behalf of its Freightliner Trucks Division and its wholly owned subsidiary, Freightliner Custom Chassis Corporation, is initiating Field Service Campaign SF533A-O to modify the vehicles mentioned above.

On certain Cummins equipped vehicles with alternators capable of producing in excess of 160 amps, the truck voltage may increase immediately after the Cummins grid heater cycles off, causing the ICU3S display to reset (looks like the reset that occurs during ignition key on). After reset, the ICU will resume normal function.

The ICU3S cluster will be replaced with an updated cluster with software version 1.3 or later. (The current software level of the ICU is displayed during warm-up, just after key on.)

REVISION: Not all ICU3S clusters include the optional telltales. A step has been added to address moving the old telltale carriers/cartridges to the new instrument cluster in this circumstance.

There are approximately 7,601 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

Replacement parts are now available and can be obtained by ordering the kit number listed below from your facing Parts Distribution Center.

If our records show your dealership has ordered any vehicle(s) involved in campaign SF533A-O, a list of the customers and vehicle identification numbers will be available in OWL. Please refer to this list when ordering parts for this campaign.

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Table 1 - Replacement Parts for SF533

Campaign Number	Part Description	Part Number	Qty. per VIN
SF533A (2,105 VINs)	CLUSTER-SERVICE,MPH,TRANS,2 AIR	VDO A2C1151020096	1 ea
SF533B (1,895 VINs)	CLUSTER-SERVICE,ICU3S-M2,US,TRANS,2A	VDO A2C1144170096	
SF533C (1,388 VINs)	CLUSTER SERVICE - MPH, 2 AIR	VDO A2C1151000096	
SF533D (841 VINs)	CLUSTER-SERVICE,ICU3S-M2,NAFTA,2 AIR	VDO A2C1246250096	
SF533E (597 VINs)	CLUSTER SERVICE-ICU3S-M2,US,2 AIR	VDO A2C1144160096	
SF533F (275 VINs)	CLUSTER-SERVICE,ICU3S,CAS,NAFTA,TRANS	VDO A2C1246190096	
SF533G (257 VINs)	CLUSTER-SERVICE,ICU3S-M2,US,2 AIR	VDO A2C1246240096	
SF533H (97 VINs)	CLUSTER-SERVICE,ICU3S-M2,NFT,TRAN,2A	VDO A2C1246270096	
SF533I (64 VINs)	CLUSTER-ASSY,ICU3S,P3,NAFTA	VDO A2C1246180096	
SF533J (48 VINs)	CLUSTER-SERVICE,ICU3S,MPH,TRAN,2 AIR,CNG	VDO A2C1246450096	
SF533K (17 VINs)	CLST ASSY -ICU3S,M2,US,TR,2A,NG	VDO A2C1246370096	
SF533L (8 VINs)	CLUSTER-SERVICE,ICU3S-M2,NAFTA,2 AIR	VDO A2C1246260096	
SF533M (7 VINs)	INSTR CLSTR-SERV,ICU3S,NAF,AIR	VDO A2C1151060096	
SF533N (1 VIN)	INSTR CLSTR-SERV,ASSY,ICU3S-M2,US,2A,NG	VDO A2C1246360096	
SF533O (1 VIN)	CLUSTER-SERVICE,ICU3S,KM/H,TRANS,2 AIR	VDO A2C1151080096	
SF533A-O	BLANK COMPLETION STICKER	WAR260	

Table 1

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 2 - Labor Allowance

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Corrective Action
SF533A-O	Inspect instrument cluster; no replacement needed	0.1	996-1000A	06-Inspect
	Inspect and replace instrument cluster	0.3	996-1000B	12-Repair Recall/Campaign

Table 2

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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:

REVISION: Not all ICU3S clusters include the optional telltales. A step has been added to address moving the old telltale carriers/cartridges to the new instrument cluster in this circumstance.

- Claim type is **Field Service Campaign**.
- In the Campaign field, enter the campaign number and appropriate group (**SF533-A, SF533-B, etc.**).
- In the Primary Failed Part field, enter **25-SF533-000**.
- In the Parts section, enter the appropriate kit and/or part number(s) as shown in the Replacement Parts Table.
- In the Labor section, enter the appropriate SRT from the Labor Allowance Table. Administrative time will be included automatically as SRT 939-6010A for 0.3 hours.
- The VMRS Component Code is **003-002-024** and the Cause Code is **A1 - Campaign**.

This Field Service Campaign will **terminate on August 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 from 7:00 a.m. to 4:00 p.m. Pacific Time, Monday through Friday, via Web inquiry at DTNAConnect.com / Support / My Tickets and Submit an Inquiry, 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

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Daimler Trucks North America LLC, on behalf of its Freightliner Trucks Division and its wholly subsidiary, Freightliner Custom Chassis Corporation, is initiating Field Service Campaign SF533A-O to modify specific Freightliner 108SD, 114SD, and Business Class M2 models; and Freightliner Custom Chassis B2 school bus chassis (Thomas Built Buses Saf-T-Liner C2), and S2/S2C shuttle bus chassis manufactured January 12, 2015, through August 22, 2016, with Cummins ISB and ISL engines.

On certain Cummins equipped vehicles with alternators capable of producing in excess of 160 amps, the truck voltage may increase immediately after the Cummins grid heater cycles off, causing the ICU3S display to reset (looks like the reset that occurs during ignition key on). After reset, the ICU will resume normal function.

The ICU3S cluster will be replaced with an updated cluster with software version 1.3 or later. (The current software level of the ICU is displayed during warm-up, just after key on.)

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 30 minutes and will be performed at no charge to you.

This Field Service Campaign will **terminate on August 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

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Work Instructions

Subject: Instrument Cluster Update

Models Affected: Specific Freightliner 108SD, 114SD, and Business Class M2 models; and Freightliner Custom Chassis B2 school bus chassis (Thomas Built Buses Saf-T-Liner C2), and S2/S2C shuttle bus chassis manufactured January 12, 2015, through August 22, 2016, with Cummins ISB and ISL engines.

ICU3S Instrument Cluster Inspection and Replacement

REVISION: Not all ICU3S clusters include the optional telltales. A step has been added to address moving the old telltale carriers/cartridges to the new instrument cluster in this circumstance.

1. Check the base label (Form WAR259) for a completion sticker for SF533 (Form WAR261) 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 (trucks) or over the driver's window (buses). If a completion sticker is present, no work is needed. If a completion sticker is not present, proceed to the next step.
2. Park the vehicle, shut down the engine, and apply the parking brakes. Chock tires.
3. Press the ICU3S mode button until the software/hardware versions display on screen. Verify the software level of the ICU3S. See [Fig. 1](#).

If the software level of the ICU3S is 1.3, or higher, no further action is necessary. Continue with step 19.

If the software level is below 1.3, continue with the next step.



Fig. 1, ICU3S Screen Showing Software Version 1.3 (correct)

4. Attach a sticker to the driver side door frame indicating the mileage from the driver display, and the date that the ICU is being replaced.
5. Disconnect all negative leads from the batteries.

WARNING

Air lines under pressure can whip dangerously if disconnected. Drain all air from the air tanks before disconnecting air lines. Disconnecting pressurized air lines can cause personal injury and/or property damage.

6. Discharge the air pressure from the primary and secondary air tanks.

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- Remove the dash trim piece by removing the eleven screws that secure it. All fasteners for this procedure are 10–16 Torx® capscrews. See [Fig. 2](#).

NOTICE

Do not forcibly pull the ICU3S from the dash. This may dislodge electrical connections or air lines from the back of the ICU3S, causing damage to connections, lines, or the dash.

- Remove and retain the four screws that secure the ICU.
- Disconnect the two electrical connectors from the back of the ICU. See [Fig. 3](#).

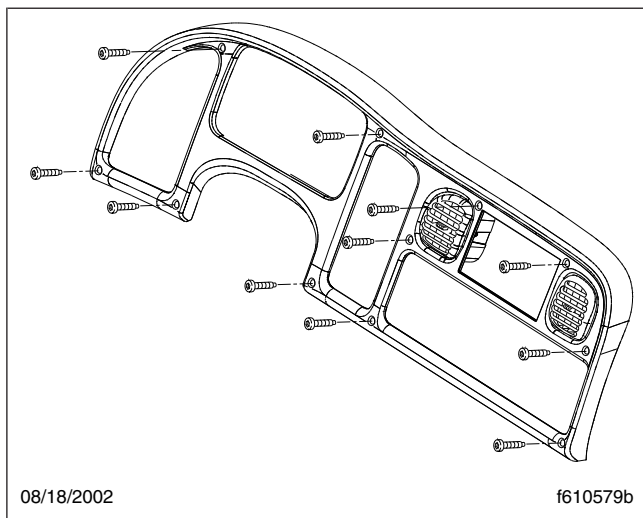


Fig. 2, Dash Trim Piece

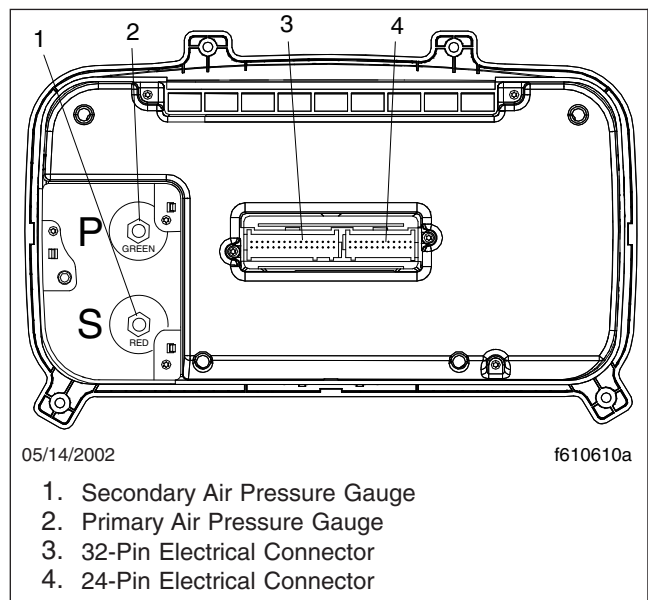


Fig. 3, ICU3, Rear View

- Remove the air lines by pressing the push-lock connectors, then pulling the air lines away from the gauges. The lines are color-coded for ease of installation. The primary air line is green and is connected to the upper gauge. The secondary air line is red and is connected to the lower gauge.
- If the new ICU3S does not have the optional telltales included, remove the two telltale carriers (cartridges) from the old ICU, making sure to pay attention to their orientation. Install the carriers on the new ICU3S, and make sure that the left and right carriers remain on the same sides as they were removed and that the arrow on the top is facing the same side as the display.

NOTE: If the old ICU was an ICU3, and not an ICU3S, or the old ICU telltale cartridges are not available for any reason, consult the Freightliner Service Bulletin 54-299 "ICU to ICU3S Replacement Guidelines" to determine which optional telltales are needed and in which optional telltale locations.

- Connect the air lines to the air gauges to the new ICU3S by pressing them firmly into the push-lock connector on the back of the gauge. The green air line connects to the primary (upper) gauge. The red air line connects to the secondary (lower) gauge.
- Connect the electrical connectors to the back of the ICU3S.
- Place the ICU3S in the dash opening and secure it with the four capscrews. Tighten the capscrews 30 lbf·in (340 N·cm).

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15. Install the dash trim piece and secure it with eleven capscrews. Tighten the capscrews 30 lbf-in (340 N·cm).
16. Connect the batteries.

NOTE: Mechanical (air) gauges do not make a sweep.

17. Turn on the ignition and test the operation of the cluster. All electronic gauges should make one complete sweep and return to their normal indicating positions. The warning and indicator lights should turn on, then off.
18. Start the engine and verify proper operation of the air gauge module as the air pressure builds.
19. Verify the ICU3S software version. Press the mode button on the ICU until the software/hardware versions display on screen, and make sure that the software level of the ICU3S is 1.3, or higher.
20. Clean a spot on the base label (Form WAR259). Write the campaign number, SF533, on a blank grey completion sticker (Form WAR261) to indicate the work has been completed, and attach it to the base label.