

FLA COE
FLB COE
FLD Conventional
Business Class
FLC 112 Conventional
Century Class Conventional

Argosy COE
Cargo
Columbia
> 122SD and Coronado
> Business Class M2
> Cascadia

> 108SD/114SD
> New Cascadia
Saf-T-Liner C2
Recreational Vehicle
Shuttle Bus
Walk-In Van

**Freightliner
Service Bulletin**

Description of Revisions: *This bulletin replaces the version dated 05/18/2017. Instructions for using the on-line form have been added.*

General Information

Daimler Trucks North America has traditionally provided engineering support to dealers for the purpose of modifying vehicles to change their original specifications. This service is categorized as "courtesy engineering," and is subject to formal controls and definitions.

Courtesy engineering is defined as technical design information provided to dealers in order to change the configuration of a vehicle from its original specifications, or to add vehicle options that were not originally ordered but were available from the factory at the time of manufacture. Common examples: changing gross axle weight ratings, adding air and electric trailer towing provisions, suspension changes, brake modifications, changing a wheelbase, issuing compliance/official letters, programming changes, and installing air fairings. Custom engineering is not offered as courtesy engineering.

Charges for courtesy engineering are \$200 per hour, with a minimum charge of 1 hour, unless otherwise stated.

Courtesy engineering technical requests will result in a thorough, serial-specific parts list that will contain the part numbers with quantities as well as installation diagrams, wiring schematics, and drilling patterns (if applicable). Bills of Material will also be listed for reference to be used in PartsPro if needed.

Dealers who wish to use this service can access the on-line form located on DTNA connect:

1. Under the DTNA Connect Resources find the heading Daimler Trucks Technical Support
2. Expand Daimler Trucks Technical Support and select DTTS Ticket (Search/Update/Create)
3. Select the button in the center of the page labeled "Create New Ticket"
4. Once the form opens, there are two drop downs that will need to be selected
 - For the "Technical Support Needed", select Chassis FTL, STL, WST.
 - For the "Form Type", select one of the four options depending on your needs, Allison Reprogramming, NSM Letter, CG Letter or Technical modification.

All forms have two pages. Page one is the technician and vehicle information, and page two documents all of the specific requirements related to the request. Once the form is completed, you will be emailed validation that your request has been submitted. The status of the request can be monitored using the DTTS dashboard. Once the design information is complete, you will receive an email with all of the related content. The dealership open parts account will be charged. Billing usually occurs at the end of the month.

NOTE: The Technical Modifications group will not issue parts lists or instructions directing a 3rd party to add or remove an optional safety system that uses active braking.

NOTE: If the vehicle is modified, a global annotation should be added in PartsPro to reflect the vehicle modification and the parts that were installed. See **Parts Technical Bulletin 00-009** for more information on adding a global annotation in PartsPro.

Flat Fee Procedures

The following procedures will be charged a flat fee rather than the above mentioned method.

- Allison transmission speed change requests will be charged \$75 to cover the engineering time involved in making the determination. Please provide a purchase order when submitting a request. The purchase order will be charged regardless of approval, conditional approval, or denial.

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- Loaded truck body center of gravity (CG) recalculations for MVSS-105/121 brake system compliance will be charged \$75 per truck order to cover the engineering time to perform these calculations and prepare documentation. Please provide a purchase order when submitting a request.
- Requests where only a serial number with the requested option is desired will be charged a flat fee of \$50. Not all requests are subject to this option. Engineering support is not offered with this option. It is the responsibility of the requestor to look up the applicable parts from the reference vehicle and ensure they are correct.
- Simple requests will be charged a flat fee of \$50. Not all requests are subject to this option. Engineering support is not offered with this option. Examples of simple modifications: seat changes, pre-EPA07 exhaust modifications, and changing floor mats.

Estimates for Time or Fee

See [Table 1](#) for typical time estimates.

Typical Times for Common Requests	
Common Request	Hours (Estimated)
Driver Controlled Differential Lock and Gear ratio changes	1-2
GAWR Changes	1-4
Power Mirrors / Windows	1
Trailer Tow Packages (Air and Electric Provisions)	4

Table 1, Typical Times for Common Requests

See [Table 2](#) for common requests that typically have flat fees.

Typical Flat Fees for Common Requests	
Common Request	Flat Fee
Center of Gravity Amendment Letters	\$75
National Safety Mark (NSM) Letters (Canada)	\$100
Transmission Reprogramming	\$75

Table 2, Typical Flat Fees for Common Requests

Information Required for Requests

Requests lacking clarity or missing information will not be processed until ample information is supplied. The following is the minimum information needed by type of request.

For **Allison Transmission Reprogram Requests**, please include the following information:

- Last six digits of the VIN(s)
- Dealer Code
- Purchase Order (P.O.)
- Whether the vehicle's wheelbase, rear tires size, or rear axle ratio have been modified
- Are there any split shaft devices installed in the main driveline (pump, transfer case, etc.)

For **Center of Gravity Amendment Letter Requests**, please include the following information:

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- Last six digits of the VIN(s)
- Dealer Code
- Purchase Order (P.O.)
- The height to be shown on the letter
- Who the letter should be addressed to (name, company, mailing address)

For **National Safety Mark (NSM) Requests**, please include the following information:

- Last six digits of the VIN(s)
- Dealer Code
- Purchase Order (P.O.)
- Who the letter should be addressed to (name and company)
- The modification being performed
- Whether a parts list is needed or a letter only

For **Parameter Requests**, please include the following information:

- Last six digits of the VIN(s)
- Dealer Code
- Purchase Order (P.O.)
- Who (name, email, phone number) is able to answer questions from engineering if any arise
- Whether there is a similar parameter or another serial number that is similar/close to the desired operation
- How the new parameter should work (please note key switch position, park brake position, vehicle speed, etc. for any interlocks or conditions that need to be satisfied)

For **General Technical Requests**, please include the following information:

- Last six digits of the VIN(s)
- Dealer Code
- Purchase Order (P.O.)
- The modification being performed (if possible, include the desired data code(s) or a similar vehicle with the desired option)
- Additional information regarding why the modification is being performed can be helpful. Although not required, it sometimes allows for an easier and lower cost solution to be identified if available. For example:
 - A request for "trailer tow provisions" will contain air and electric provisions in the parts list. However, if the request explains that only the electrical portion is required, the amount of engineering time spent on the request is considerably reduced, making the response faster, and minimizing cost.
 - A request that says "need a pintle hook" will be delayed because more information is needed. A similar, more detailed request like "need a pintle hook capable of towing 3500lb (max) dollies around the yard," will receive a faster response.