Daimler Trucks North America LLC

Field Service Campaign

April 2019
SF567A-F
SECOND REVISED NOTICE

Subject: Detroit Assurance 2.0 Update

Models Affected: Specific Freightliner Cascadia vehicles equipped with Detroit Assurance, and manufactured January 2016, and later.

General Information

Daimler Trucks North America LLC, on behalf of its Freightliner Trucks Division, is initiating Field Service Campaign SF567A-D to modify the vehicles mentioned above.

SECOND REVISION: The VRDU internal part number has been corrected. Before installing the VRDU, please verify the date code is 0719 or newer (calendar week and year).

REVISIONS: The solution statement has changed to the following: To create a consistent experience for operators who drive multiple fleet vehicles, Detroit Assurance software will be updated to add the Tailgate Warning driver alert feature and telematics reporting; and the video radar decision unit (VRDU) will be replaced as appropriate. Other revisions include; groups E and F have been added, replacement kit number corrected to 25-SF567-00R and step 3 of SF567D & F, (bullet point 4) Video Radar Decision Unit (VRDU) Software is **A0004484151 001.**

Various improvements made over time may cause Detroit Assurance-equipped vehicles to exhibit differences in performance and decision-making from one vehicle to the next.

To create a consistent experience for operators who drive multiple fleet vehicles, Detroit Assurance software will be updated to add the Tailgate Warning driver alert feature and telematics reporting; and the video radar decision unit (VRDU) will be replaced as appropriate.

There are approximately 20,620 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

REVISION: Replacement kit number corrected to 25-SF567-00R

Replacement parts are now available and can be obtained by ordering the part number listed below from your facing Parts Distribution Center. **No Parts are required for SF567A and SF567B.**

If our records show your dealership has ordered any vehicle(s) involved in campaign SF567A-F, a list of the customers and vehicle identification numbers will be available on DTNAConnect. Please refer to this list when ordering parts for this campaign.

Table 1 - Replacement Parts for SF567A-F

Campaign Number	Part Number	Part Description	Qty.
SF567C-F	25-SF567-00R	MODULE, VIDEO RADAR DECISION UNIT, 500K,	1 ea
SF567A-F	WAR261	BLANK COMPLETION STICKER	1 ea

Table 1

Removed Parts

U. S. and Canadian Dealers, removed VRDU's will be returned. Please see the instructions below. Any changes to parts disposition will be noted in Warranty Failed Parts Tracking shipping instructions. Export distributors, please destroy removed parts unless otherwise advised.

Shipping Address:

Detroit Reman

3895 South Hughes Road

Hibbing, MN 55746

Detroit Reman for questions:

Ryan Walden

ryan.walden@daimler.com

218-231-7021 Phone

Labor Allowance

Table 2 - Labor Allowance

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Corrective Action
SF567A	SOFTWARE UPDATE, DETROIT ASSURANCE, GHG14	1.3	996-F018A	12-Repair Recall/Campaign
SF567B	SOFTWARE UPDATE, DETROIT ASSURANCE, GHG14 W/ DT12	1.5	996-F018B	12-Repair Recall/Campaign
SF567C & E	REPLACE VRDU, SOFTWARE UPDATE, DETROIT ASSURANCE, GHG17	1.9	996-F018C	12-Repair Recall/Campaign
SF567D & F	REPLACE VRDU, SOFTWARE UPDATE, DETROIT ASSURANCE, GHG17 W/ DT12	2.1	996-F018D	12-Repair Recall/Campaign

Table 2

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 (**SF567-A, SF567-B, etc.**).

- In the Primary Failed Part field, enter **25-SF567-000**.
- In the Parts section, enter the appropriate kit 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 **036-001-006** and the Cause Code is **A1 - Campaign**.
- This Field Service Campaign will **terminate on June 30, 2020**. 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.

Copy of Notice to Owners

Subject:Detroit Assurance 2.0 Update

Daimler Trucks North America LLC, on behalf of its Freightliner Trucks Division, is initiating Field Service Campaign SF567A-D to modify specific Freightliner Cascadia vehicles equipped with Detroit Assurance, and manufactured December 6, 2013, through February 20, 2017.

Various improvements made over time may cause Detroit Assurance-equipped vehicles to exhibit differences in performance and decision-making from one vehicle to the next.

To create a consistent experience for operators who drive multiple fleet vehicles, Detroit Assurance software will be updated to add the Tailgate Warning driver alert feature and telematics reporting; and the video radar decision unit (VRDU) will be replaced as appropriate.

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 on-line at www.Daimler-TrucksNorthAmerica.com. On the menu tab, select “Contact,” scroll down to “Find a Dealer,” and select the appropriate brand. The campaign will take approximately two hours and will be performed at no charge to you.

This Field Service Campaign will **terminate on June 30, 2020**. 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: Detroit Assurance 2.0 Update

Models Affected: Specific Freightliner Cascadia vehicles equipped with Detroit Assurance, and manufactured January 2016, and later.

Work Instructions

SECOND REVISION: The VRDU internal part number has been corrected. Before installing the VRDU, please verify the date code is 0719 or newer (calendar week and year).

REVISIONS: The solution statement has changed to the following: To create a consistent experience for operators who drive multiple fleet vehicles, Detroit Assurance software will be updated to add the Tailgate Warning driver alert feature and telematics reporting; and the video radar decision unit (VRDU) will be replaced as appropriate. Other revisions include; groups E and F have been added, replacement kit number corrected to 25-SF567-00R and step 3 of SF567D & F, (bullet point 4) Video Radar Decision Unit (VRDU) Software is **A0004484151 001.**

Inspect the base label (Form WAR259) for a campaign completion sticker for SF567 (Form WAR261), indicating that the work has been completed. If a completion sticker is present for campaign SF567, no work is needed. If there is no sticker, proceed with the steps below.

SF567-A

IMPORTANT: Ensure that the batteries and the air system are fully charged before performing the programming steps.

1. Using DiagnosticLink, update the following modules to the most recent software level:
   - Common Powertrain Controller (CPC): Software X34_002_000A
   - Motor Control Module (MCM): Software 4.7.0.0 (with fuel map dictated by engine type)
   - Aftertreatment Control Module (ACM): Software 5.57.0.0 Software with Fuel Map Version ZGS004
   - Video Radar Decision Unit (VRDU): Software A0004484251 001
   - Instrumentation Control Unit (ICU4Me): Software A0504480621 002
2. Once the software is updated, confirm that all modules at the specified software level, or higher.
3. Clean a spot on the base label (Form WAR259). Write the campaign number, SF567-A, on a blank gray completion sticker (Form WAR261) to indicate the work has been completed and attach it to the base label.

SF567-B

IMPORTANT: Ensure that the batteries and the air system are fully charged before performing the programming steps.

1. Using DiagnosticLink, update the following modules to the most recent software level:
   - Common Powertrain Controller (CPC): Software X34_02_000A
   - Motor Control Module (MCM): Software 4.7.0.0 (with fuel map dictated by engine type)
   - Aftertreatment Control Module (ACM): 5.57.0.0 Software with Fuel Map Version ZGS004
   - Video Radar Decision Unit (VRDU): Software A0004484251 001
   - Instrumentation Control Unit (ICU4Me): Software A0504480621 002
   - Transmission Control Module (TCM): NAMT070700 (Bosch), NAMT076100 (Wabco), NAMT076200 (Wabco) fixed to Hardware 3109/002
2. Once the software is updated, confirm that all modules at the specified software level, or higher.
3. Clean a spot on the base label (Form WAR259). Write the campaign number, SF567-B, on a blank gray completion sticker (Form WAR261) to indicate the work has been completed and attach it to the base label

SF567-C and E

SECOND REVISION: The VRDU internal part number has been corrected. Before installing the VRDU, please verify the date code is 0719 or newer (calendar week and year).

IMPORTANT: The removed VRDU will be returned. See the Removed Parts section of the bulletin for more information.

1. Turn the ignition switch to the OFF position.
2. Replace the VRDU.
   2.1 Remove the sunglass holder from the overhead console by removing the two mounting screws. See **Fig. 1**.
   2.2 Remove the Virtual Technician ECU to gain access to the video radar decision unit (VRDU).

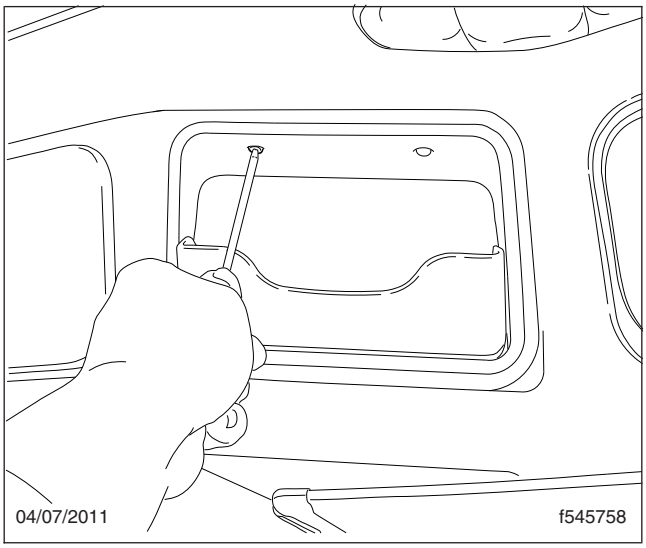
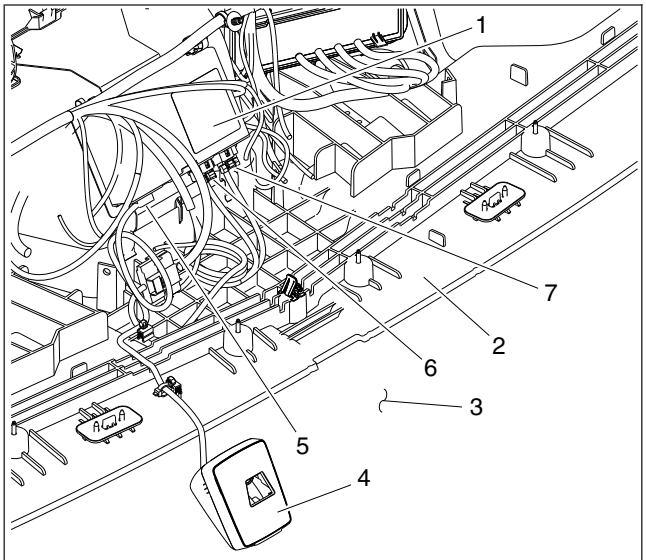


Fig. 1, Sunglass Holder Removal

2.3 Unplug the three connectors from the VRDU. See **Fig. 2**.



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1. VRDU
2. Overhead Console
3. Windshield
4. Detroit Assurance Camera
5. 10-Pin Connector, X3
6. 9-Pin Connector, X2
7. 15-Pin Connector, X1

Fig. 2, VRDU Assembly

2.4 Remove the VRDU from the mounting bracket.

2.5 Position the new VRDU on the mounting bracket. Verify that the correct VRDU is being installed in the vehicle by checking the date code on the lower left-hand side of the label (0719). Verify the date code is 0719 or newer (calendar week and year). See **Fig. 3**.



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1. Date Code

Fig. 3, VRDU Label

2.6 Install the connectors. See **Fig. 2**.

2.7 If previously removed, install the Virtual Technician module.

2.8 Install the sunglass holder in the overhead console.

IMPORTANT: Ensure that the batteries and the air system are fully charged before performing the programming steps.

3. Using DiagnosticLink, update the following modules to the most recent software level:
   - Common Powertrain Controller (CPC): Software 27.23.00
   - Motor Control Module (MCM): Software 6.5.0.3 (with fuel map dictated by engine type)
   - Aftertreatment Control Module (ACM): Software 7.57.5.0 Software with Fuel Map Version ZGS001
   - Video Radar Decision Unit (VRDU): Software A0004484151 001
   - Instrumentation Control Unit (ICU4Me): Software A0504480621 002
4. Once the software is updated, confirm that all modules at the specified software level, or higher.
5. Clean a spot on the base label (Form WAR259). Write the campaign number, SF567-C, on a blank gray completion sticker (Form WAR261) to indicate the work has been completed and attach it to the base label.

SF567-D and F

SECOND REVISION: The VRDU internal part number has been corrected. Before installing the VRDU, please verify the date code is 0719 or newer (calendar week and year).

IMPORTANT: The removed VRDU will be returned. See the Removed Parts section of the bulletin for more information.

REVISIONS: Step 3, (bullet point 4) Video Radar Decision Unit (VRDU) Software has been corrected to **A0004484151 001.**

1. Turn the ignition switch to the OFF position.
2. Replace the VRDU.

2.1 Remove the sunglass holder from the overhead console by removing the two mounting screws. See **Fig. 1**.

2.2 Remove the Virtual Technician ECU to gain access to the video radar decision unit (VRDU).

2.3 Unplug the three connectors from the VRDU. See **Fig. 2**.

2.4 Remove the VRDU from the mounting bracket.

2.5 Position the new VRDU on the mounting bracket. Verify that the correct VRDU is being installed in the vehicle by checking the date code on the lower left-hand side of the label (0719). Verify the date code is 0719 or newer (calendar week and year). See **Fig. 3**.

2.6 Install the connectors. See **Fig. 2**.

2.7 If previously removed, install the Virtual Technician module.

2.8 Install the sunglass holder in the overhead console.

IMPORTANT: Ensure that the batteries and the air system are fully charged before performing the programming steps.

3. Using DiagnosticLink, update the following modules to the most recent software level:
   - Common Powertrain Controller (CPC): Software 27.23.00
   - Motor Control Module (MCM): Software 6.5.0.3 (with fuel map dictated by engine type
   - Aftertreatment Control Module (ACM): Software 7.57.5.0 Software with Fuel Map Version ZGS001
   - Video Radar Decision Unit (VRDU) Software A0004484151 001
   - Instrumentation Control Unit (ICU4Me) Software A0504480621 002
   - Transmission Control Module (TCM): Software NAMT117700
4. Once the software is updated, confirm that all modules at the specified software level, or higher.
5. Clean a spot on the base label (Form WAR259). Write the campaign number, SF567-D, on a blank gray completion sticker (Form WAR261) to indicate the work has been completed and attach it to the base label.