

**ATTENTION: Dealer Principal, Warranty Manager, Service Manager, Parts Manager**  
Freightliner Dealers – U.S. and Canada  
Western Star and Sterling Dealers – U.S. and Canada  
FCCC Dealers – U.S. and Canada  
Direct Warranty Customers – U.S. and Canada  
Export Distributors

Daimler Trucks North America LLC

**WARRANTY CAMPAIGNS DEPARTMENT**

P.O. Box 4090 800-547-0712  
Portland, Oregon 97208-4090

If you have questions about this Letter, please submit your inquiry on the Web using the [WSC Link on DTNAConnect](#)

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REF #: ICI19-023

Effective: 04/25/19

Release: 04/25/19

**SUBJECT: SF566 – ECM Shipping Address Change**

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This letter is to inform you that Power Solutions International’s ECM shipping location has moved. The new address is:

Power Solutions International  
**6450 Muirfield Dr.**  
**Hanover Park, IL 60133**  
Attn: Mike Kacen in Service

Please use this address in replace of the address located in the campaign bulletin:

- Removed Parts section, page 1
- Step 8 of the work instructions, page 5
- Return Shipment Form, page 7

If you have questions or need further information, contact the Warranty Campaigns Department by submitting an inquiry through the WSC Link on DTNAConnect.

*The information contained in this letter supercedes and supplements any related policies and procedures in any previously released bulletins, the Warranty Manual, and/or previously released letters. Failure to read or distribute this letter will not exempt addressees from compliance with the information contained herein.*

May 2018  
SF566A

## **Subject: FCCC S2G Reverse on Grade Programming**

**Models Affected: Specific Freightliner Custom Chassis S2G chassis manufactured January 26, 2012, through December 5, 2017, and equipped with an 8.0L LPG engine.**

**NOTE: The ECM will be removed, shipped to the manufacturer for reprogramming, and shipped back to the dealer for reinstallation. Please plan for the customer to leave their vehicle for 48 to 72 hours to accommodate the shipping time.**

**NOTE: A Return Shipment form and a Reason for Return form are located at the end of the work instructions, and are REQUIRED for this repair. Please print out both forms prior to beginning work and fill in all blank spaces.**

### **General Information**

Daimler Trucks North America LLC, on behalf of its wholly owned subsidiary, Freightliner Custom Chassis Corporation, is initiating Field Service Campaign SF566A to modify the vehicles mentioned above.

Certain S2G chassis equipped with an 8.0L LPG engine may have low torque when backing up steep grades when fully loaded.

The engine control module (ECM) will be reprogrammed.

There are approximately 871 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**

There are no replacements parts for this repair.

If our records show your dealership has ordered any vehicle(s) involved in campaign SF566A, a list of the customers and vehicle identification numbers will be available on DTNACconnect.com.

### **Removed Parts**

Ship the Engine Control Module (ECM) part Next Day Air for reprogramming to Power Solutions International:

Power Solutions International  
1465 Hamilton Parkway  
Itasca, IL 60143  
Attn: Mike Kacen in Service

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## Labor Allowance

**Table 1** - Labor Allowance

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Corrective Action
SF566A	Remove, package, and reinstall ECM	0.4	996-F017A	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

**NOTE: A Return Shipment form and a Reason for Return form are located at the end of the work instructions, and are REQUIRED for this repair. Please print out both forms prior to beginning work and fill in all blank spaces.**

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 (**SF566-A**).
- In the Primary Failed Part field, enter **25-SF566-000**.
- 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.
- In the Other Charges section, you may include freight for shipping the ECM to Power Solutions International. Please attach freight invoice.
- The VMRS Component Code is **045-021-003** and the Cause Code is **A1 - Campaign**.
- This Field Service Campaign will **terminate on May 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: FCCC S2G Reverse on Grade Programming

Daimler Trucks North America LLC, on behalf of its wholly owned subsidiary, Freightliner Custom Chassis Corporation, is initiating Field Service Campaign SF566A to modify specific Freightliner Custom Chassis S2G chassis manufactured January 26, 2012, through December 5, 2017, and equipped with an 8.0L LPG engine.

Certain S2G chassis equipped with an 8.0L LPG engine may have low torque when backing up steep grades when fully loaded.

The engine control module (ECM) will be reprogrammed.

There are approximately 871 vehicles involved.

**NOTE: The ECM will be removed, shipped to the manufacturer for reprogramming, and shipped back to the dealer for reinstallation. Please plan to leave your vehicle for 48 to 72 hours to accommodate the shipping time.**

Please contact an authorized Daimler Trucks North America dealer to arrange to have the campaign performed. To locate an authorized dealer, go to [www.Daimler-TrucksNorthAmerica.com](http://www.Daimler-TrucksNorthAmerica.com). On the menu tab, select "Contact," scroll down to "Find a Dealer," and select the appropriate brand. Due to shipping times of the ECM, the campaign will take approximately 48 to 72 hours and will be performed at no charge to you.

This Field Service Campaign will **terminate on May 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](mailto: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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SF566A

## Work Instructions

### Subject: FCCC S2G Reverse on Grade Programming

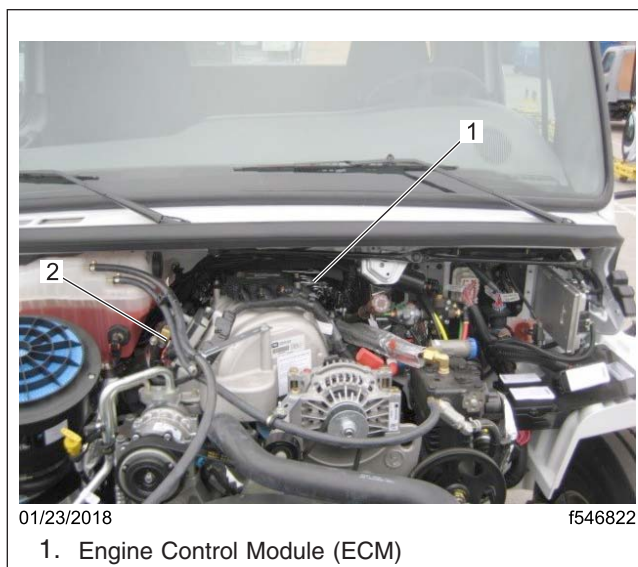
**Models Affected:** Specific Freightliner Custom Chassis S2G chassis manufactured January 26, 2012, through December 5, 2017, and equipped with an 8.0L LPG engine.

**NOTE:** The ECM will be removed, shipped to the manufacturer for reprogramming, and shipped back to the dealer for reinstallation. Please plan for the customer to leave their vehicle for 48 to 72 hours to accommodate the shipping time.

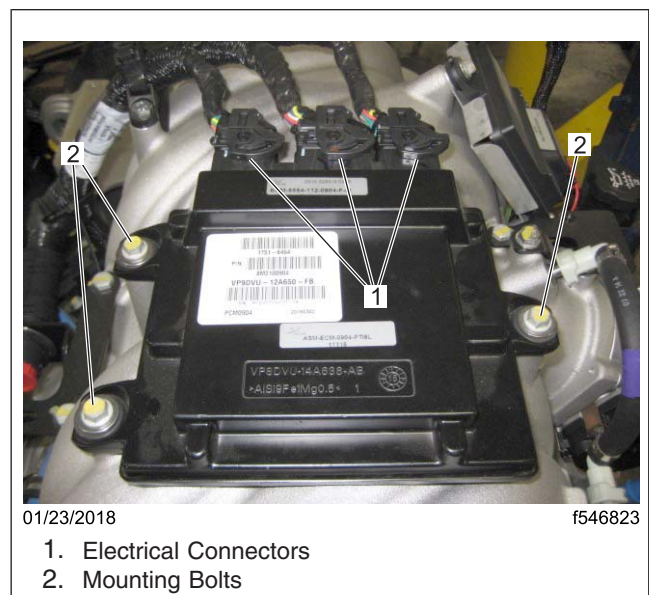
**NOTE:** A Return Shipment form and a Reason for Return form are located at the end of the work instructions, and are **REQUIRED** for this repair. Please print out both forms prior to beginning work and fill in all blank spaces.

## ECM Removal

1. Inspect the base label (Form WAR259) for a campaign completion sticker for SF566 (Form WAR261). If a sticker is present for campaign SF566, 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.
3. If not already done, print out the Return Shipment form and Reason for Return form located at the end of the work instructions, and fill in all blanks during the repair.
4. Turn the ignition to the 'ON' position and write down the odometer reading on the shipment form, then turn the ignition to the 'OFF' position.
5. Remove the engine control module (ECM). See [Fig. 1](#).
  - 5.1 Disconnect the three electrical connectors at the ECM. See [Fig. 2](#), Item 1.
  - 5.2 Remove the three mounting bolts that attach the ECM to the top of the intake manifold and set the bolts aside. See [Fig. 2](#), Item 2.



**Fig. 1, Location of the ECM**



**Fig. 2, Disconnecting the ECM**

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**IMPORTANT:** The return shipment form must be completely filled out. **Do not leave any items blank.**

6. Fill in any remaining blank items on the return shipment form and include it with the ECM for shipment to Power Solutions International (PSI). Ensure that the ECM is properly packed to avoid damage during shipment.
7. Securely tape the Reason for Return form to the outside of the package.
8. Ship the package Next Day Air to Power Solutions International at:

Power Solutions International

1465 Hamilton Parkway

Itasca, IL 60143

Attn: Mike Kacen in Service

Depending on the time of day the ECM is received at PSI, it will be a next day turnaround for the enhancements and return shipment.

You may include the cost of the ECM shipment to PSI on your campaign claims

## ECM Installation

When the ECM is returned, perform the installation steps below.

1. Install the ECM.
  - 1.1 Using the three mounting bolts, install the ECM. Tighten the bolts 106 lbf·in (1198 N·cm). See [Fig. 2](#), Item 2.
  - 1.2 Connect the three electrical connectors at the ECM. See [Fig. 2](#), Item 1.
2. Start the engine and verify that no warning lamps or messages are activated.
3. Clean a spot on the base label (Form WAR259) and attach a campaign completion sticker for SF566 (Form WAR261) to indicate the work has been completed.

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## Return Shipment Form

IMPORTANT: The shipment form must be completely filled out and included inside the shipment package with the packing slip. **Do not leave any items blank.**

### DEALER RETURN ADDRESS

Dealership Name: \_\_\_\_\_

Ship To Address: \_\_\_\_\_

City: \_\_\_\_\_

State, Zip Code: \_\_\_\_\_

Attention: \_\_\_\_\_

VIN: \_\_\_\_\_

Odometer Reading: \_\_\_\_\_ Date: \_\_\_\_\_

Repair Order Number: \_\_\_\_\_

### Reason for Return—Reverse Grade Torque Enhancement

Ship the engine control module (ECM), Next Day Air to:

Power Solutions International  
1465 Hamilton Parkway  
Itasca, IL 60143

Attn: Mike Kacen in Service

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Tape this page on the outside of the box being shipped.

## **Reason for Return - Reverse Grade Torque Enhancement**

03/21/2018

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