

April 2019
SF560A-0
SECOND REVISED NOTICE

Subject: Freightliner Cascadia Software Updates

Models Affected: Specific Freightliner Cascadia vehicles manufactured June 13, 2016, through April 6, 2018, and equipped with one or more of the following modules: ASAM, FCU, ACU, PCU, and MPC.

General Information

Daimler Trucks North America LLC, on behalf of its Freightliner Trucks Division, is initiating Field Service Campaign SF560 to modify the vehicles mentioned above.

Specific Cascadia vehicles built with one or more of the following modules: Advanced Signal-Detect and Actuation Module (ASAM), Forward HVAC Control Unit (FCU), Auxiliary HVAC Control Unit (ACU), Parked HVAC Control Unit (PCU), and Multi Purpose Camera (MPC), may experience various software issues.

The software will be updated on all the affected modules.

There are approximately 29,374 vehicles involved.

SECOND REVISION: The SRT 996-F041A-O for "Update Software, each additional module for compatibility", has been changed to 996-F041P to prevent any system issues with submitting the claims.

REVISION: The work instructions have been revised to improve clarity of individual steps and provide context to common errors and pop-ups. An additional SRT has been added for the reprogramming of incompatible devices, as well as the termination date extended to April 30, 2020.

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 SF560, a list of the customers and vehicle identification numbers will be available on DTNACconnect. Please refer to this list when ordering parts for this campaign.

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.

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Labor Allowance

Table 1 - Labor Allowance

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Corrective Action
SF560A	ASAM software update	0.5	996-F041A	12-Repair Recall/Campaign
SF560B	ASAM, and MPC software update	0.7	996-F041B	12-Repair Recall/Campaign
SF560C	ASAM, FCU, ACU, and MPC software update	1.1	996-F041C	12-Repair Recall/Campaign
SF560D	ASAM, FCU, and ACU software update	0.9	996-F041D	12-Repair Recall/Campaign
SF560E	MPC software update	0.5	996-F041E	12-Repair Recall/Campaign
SF560F	ASAM, FCU, ACU, PCU, and MPC software update	1.3	996-F041F	12-Repair Recall/Campaign
SF560G	ASAM, and FCU software update	0.7	996-F041G	12-Repair Recall/Campaign
SF560H	ASAM, FCU, and MPC software update	0.9	996-F041H	12-Repair Recall/Campaign
SF560I	ASAM, FCU, ACU and PCU software update	1.1	996-F041I	12-Repair Recall/Campaign
SF560J	FCU software update	0.5	996-F041J	12-Repair Recall/Campaign
SF560K	FCU, and ACU software update	0.7	996-F041K	12-Repair Recall/Campaign
SF560L	FCU, ACU, and PCU software update	0.9	996-F041L	12-Repair Recall/Campaign
SF560M	FCU, ACU, PCU, and MPC software update	1.1	996-F041M	12-Repair Recall/Campaign
SF560N	FCU, ACU, and MPC software update	0.9	996-F041N	12-Repair Recall/Campaign
SF560O	FCU, and MPC software update	0.7	996-F041O	12-Repair Recall/Campaign
SF560A-O	Update Software, each additional module for compatibility	0.2	996-F041P	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

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 (**SF560-A, SF560-B, etc.**).
- In the Primary Failed Part field, enter **25-SF560-000**.
- No parts are required for this repair. It is a software update.
- 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 **003-006-018** and the Cause Code is **A1 - Campaign**.
- This Field Service Campaign will **terminate on April 30, 2020**. 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.

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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: Freightliner Cascadia Software Updates

Daimler Trucks North America LLC (DTNA), on behalf of its Freightliner Trucks Division, is initiating Field Service Campaign SF560A-O to modify specific Freightliner Cascadia vehicles manufactured June 13, 2016, through April 6, 2018.

Specific Cascadia vehicles built with one or more of the following modules: Advanced Signal-Detect and Actuation Module (ASAM), Forward HVAC Control Unit (FCU), Auxiliary HVAC Control Unit (ACU), Parked HVAC Control Unit (PCU), and Multi Purpose Camera (MPC), may experience various software issues.

The software will be updated on all the affected modules.

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. On the menu tab, select "Contact," scroll down to "Find a Dealer," and select the appropriate brand. The campaign will take approximately one to two hours, depending on the work needed, and will be performed at no charge to you.

This Field Service Campaign will **terminate on April 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

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Work Instructions

Subject: Freightliner Cascadia Software Updates

Models Affected: Specific Freightliner Cascadia vehicles manufactured June 13, 2016, through April 6, 2018, and equipped with one or more of the following modules: ASAM, FCU, ACU, PCU, and MPC.

SECOND REVISION: The SRT 996-F041A-O for "Update Software, each additional module for compatibility", has been changed to 996-F041P to prevent any system issues submitting the claims.

REVISION: The work instructions have been revised to improve clarity of individual steps and provide context to common errors and pop-ups. An additional SRT has been added for the reprogramming of incompatible devices, as well as the termination date extended to April 30, 2020.

Software Updates

IMPORTANT: Before performing this procedure, make sure to document and address any pre-existing conditions or fault codes first.

It is recommended when flashing using DiagnosticLink to configure DiagnosticLink to only connect to "Default" modules, and stay in this configuration unless you specifically need to manually connect to Common Telematics Platform (cTP). The Default modules allow DiagnosticLink to connect only to the modules that need flashing, and ignore things like the cTP or the steering angle sensor.

To make this change in DiagnosticLink:

- From the top click "Tools", and select "Options" from the drop down menu

Find and select the "Connection" tab.

Click the "Select Defaults" box on the right side of the tab, and hit "Apply"

1. Check the base label (Form WAR259) for a completion sticker for FL560 (Form WAR260) indicating this work has been done. The base label is usually located on the passenger-side door, about 12 inches (30 cm) below the door latch. If a sticker is present, no work is needed. If there is no sticker, proceed with the next step.
2. Park the vehicle on a level surface, set the parking brakes, and shut down the engine. Chock the tires.
3. Connect the vehicle to DiagnosticLink. Make sure that DiagnosticLink is updated to the latest version, 8.09sp2. To update DiagnosticLink, select "Update" from the dropdown menu under "Tools." See [Fig. 1](#).

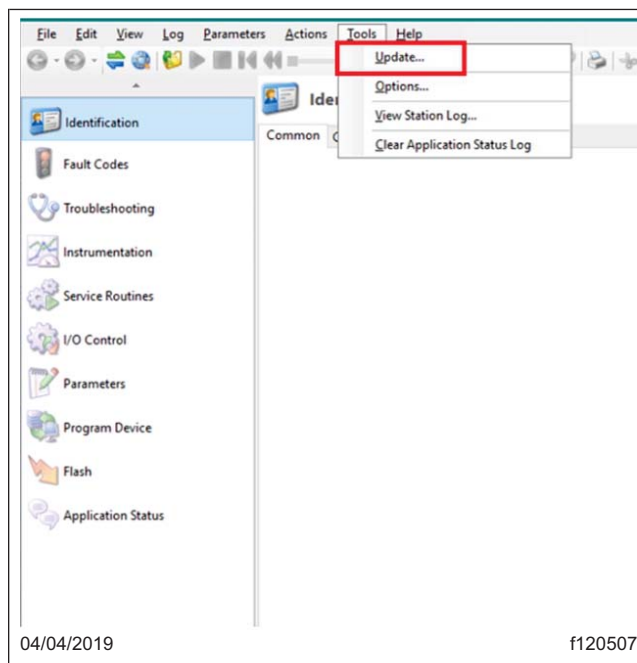


Fig. 1, Updating DiagnosticLink to the Latest Version

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NOTE: If there are no pending requests or uploads, skip step 4.

4. Go to "Program Device" and click "connect to server." See [Fig. 2](#)

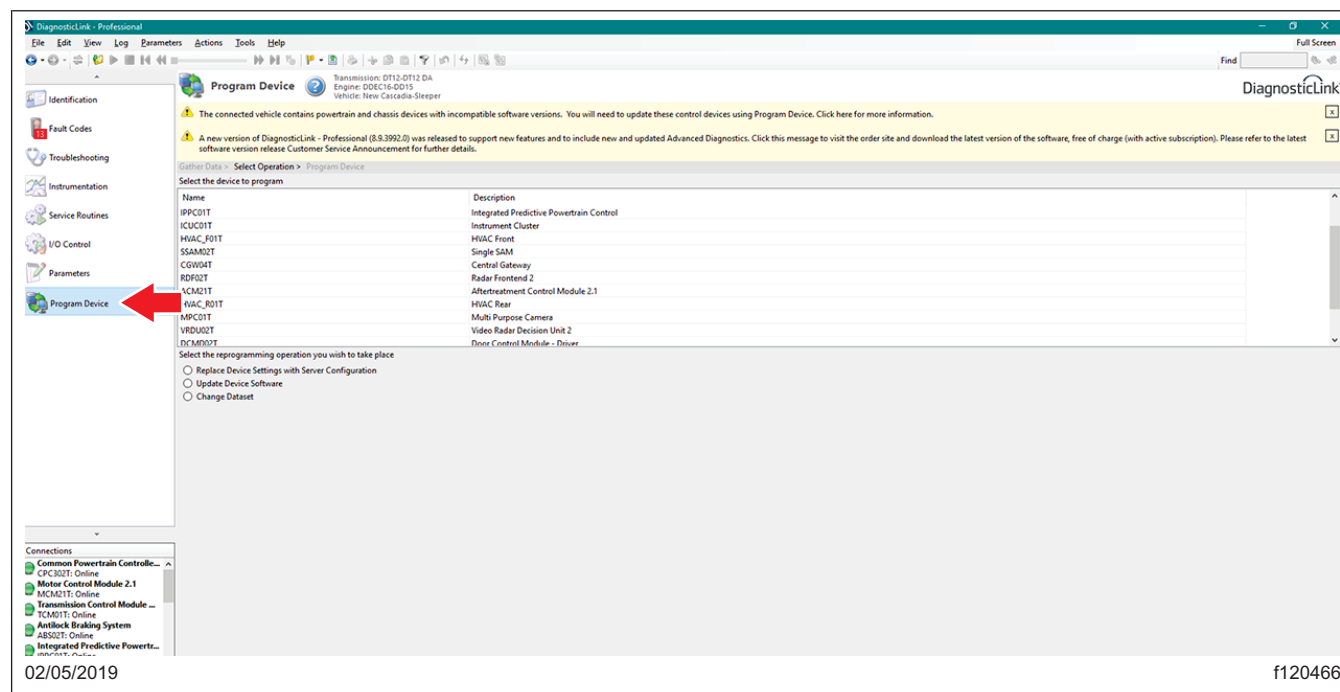


Fig. 2, DiagnosticLink Program Device Panel

5. Go to the "Parameters" tab and wait for every device to read the parameters.
6. Go to "Program Device." Add the VIN, click on "Connect to Server," then press "Next."
7. Choose the module from the "Select the device to program" list. If multiple HVAC modules (FCU, ACU, PCU) are being updated, start by updating the front control unit (FCU) first.
8. Select "Newest" from the "Settings" list, then press "Next." A message may appear stating that the selected software ICUC1T is not compatible with other connected devices, and that the software combinations that would allow compatibility for those devices is not available for this unit. This message can appear if CTP is connected. As stated earlier in the instructions, make sure CTP is not connected. If this message is displayed, it is acceptable to click "OK" and bypass the warning as long as the reason for bypassing the message is known. If further assistance is needed with this message, the dealer can contact the Customer Assistance Center (CAC). Fleets are advised to contact their normal support network.
9. Review the data page for the **correct VIN** and device to be programmed, then press "Start".
10. When programming is complete, the page will display "The device was successfully programmed." Press "Finish."

IMPORTANT: After programming is complete, the following message may appear in DiagnosticLink: "The connected vehicle contains powertrain and Chassis devices with incompatible software versions, you will need to update these control devices using Program Device. Click here for more information." If this message is shown, continue with step 11. Otherwise, go to step 14.

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11. Click on the banner message. See [Fig. 3](#).

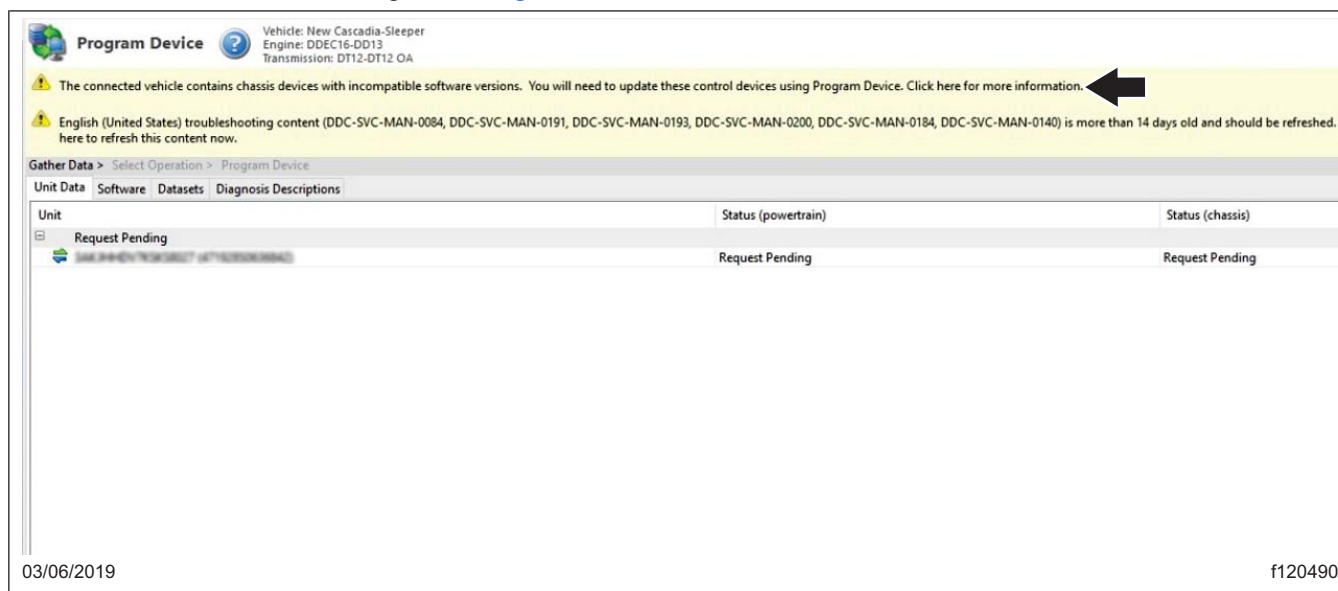


Fig. 3, Clicking on the Banner Message

12. Print or take a screen shot of the incompatible ECUs. See [Fig. 4](#).

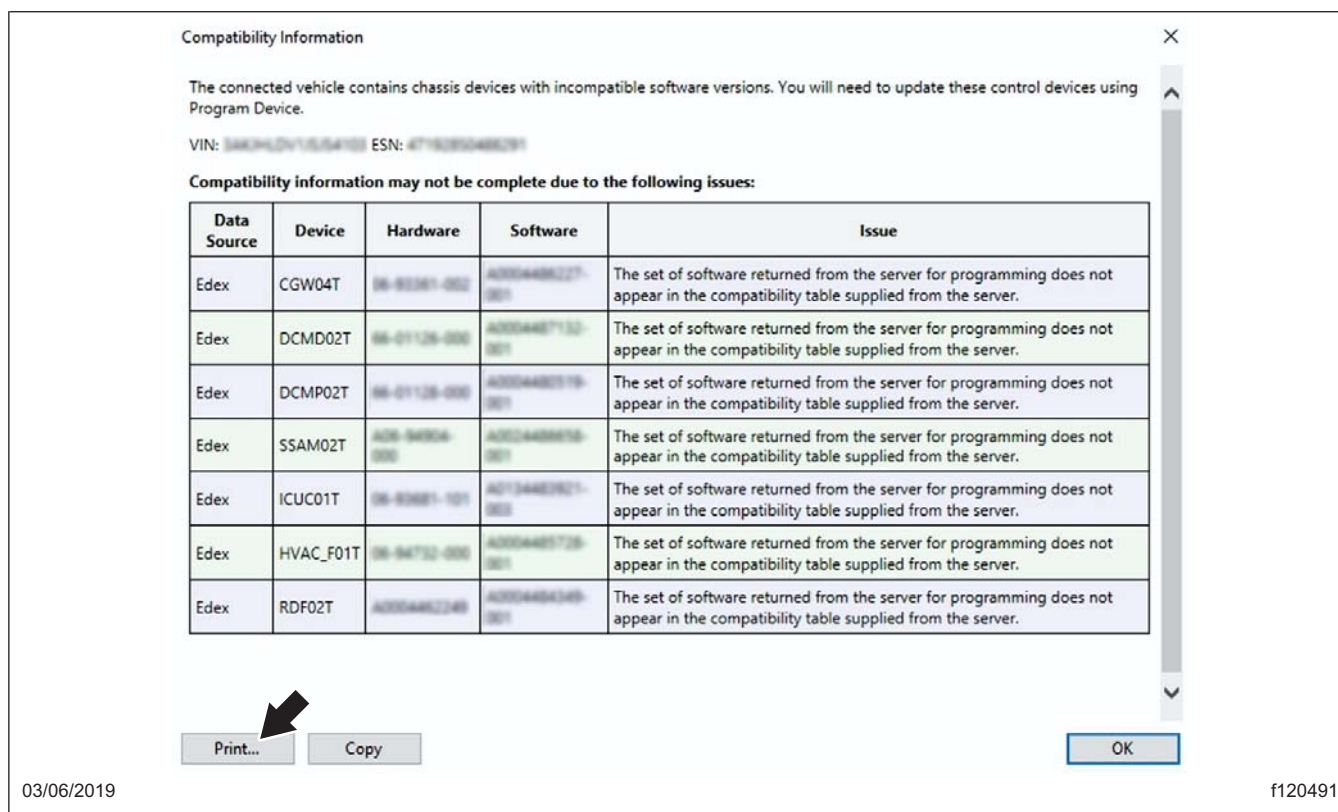


Fig. 4, Printing the List of Incompatible ECUs

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13. Program all devices listed as incompatible from step 12, then select the next module to update from [Table 1](#).

14. Turn the ignition to the OFF position, unplug DiagnosticLink, and wait one minute.

IMPORTANT: After a programming, some fault codes may become active and some ECUs may not auto connect. Cycling the ignition may clear the faults and reconnect the ECUs.

15. Cycle the ignition 3 times, waiting 30 seconds between key off and key on.

16. Turn the key to the ON position and connect the vehicle to DiagnosticLink.

17. Go to "Actions" and select "ICUC Automatic Configuration." Click "Start."

18. Turn the ignition to the OFF position, unplug DiagnosticLink, and wait one minute.

19. Turn the key to the ON position and connect the vehicle to DiagnosticLink. Clear inactive faults, and troubleshoot any active faults.

20. Disconnect the vehicle from DiagnosticLink.

21. Verify the proper operation of the ICUC bulb check by quickly cycling the ignition off and then on (key off less than 3 seconds) and verify that the ICUC bulb check is initiated.

22. Clean a spot on the base label (Form WAR259). Write the recall number, F560, on a completion sticker (Form WAR260), and attach it to the base label to indicate this recall has been completed.