Subject: Cascadia ICC5 Units

Models Affected: Specific Freightliner Cascadia vehicles built June 18, 2019, through October 16, 2019, and equipped with flat panel displays.

General Information

Daimler Trucks North America LLC (DTNA), on behalf of its Freightliner Trucks Division, is initiating Field Service Campaign SF600 to modify the vehicles mentioned above.

On certain 2020 Cascadia vehicles, the flat panel display does not function as fully intended.

The supporting electronic control unit (ECU) for the display will be replaced with an upgraded version.

There are approximately 28 vehicles involved.

Additional Repairs

Dealers must complete all outstanding Recall and 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 and/or part number(s) listed below from your facing Parts Distribution Center.

If our records show your dealership has ordered any vehicle(s) involved in campaign number SF600, 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 SF600

Campaign Number	Kit Number	Part Description	Part Number	Qty.
SF600A	N/A	FLAT PANEL ECU-CONNECT5	A 012 446 65 21	1 ea
		BLANK COMPLETION STICKER	WAR261	1 ea

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
SF600A	Replace and reprogram ECU.	1.3	996-F064A	12-Repair Recall/Campaign
	Update additional modules for compatibility. (Claim SRT for each additional modules updated.)	0.2	996-F064B	

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 condition code (**SF600-A**).

- In the Primary Failed Part field, enter **25-SF600-000**.

- In the Parts section, enter the appropriate kit 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 **F99-999-005** and the Cause Code is **A1 - Campaign**.

- This Field Service Campaign will **terminate on June 30, 2021**. 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, 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: Cascadia ICC5 Units

Daimler Trucks North America LLC (DTNA), on behalf of its Freightliner Trucks Division, is initiating Field Service Campaign SF600A to modify specific Freightliner Cascadia vehicles built June 18, 2019, through October 16, 2019, and equipped with flat panel displays.

On certain 2020 Cascadia vehicles, the flat panel display does not function as fully intended.

The supporting electronic control unit (ECU) for the display will be replaced with an upgraded version.

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, go to Daimler-TrucksNorthAmerica.com/Contact-Us/. Scroll down to "Locate 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, 2021**. 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 a.m. to 4 p.m. Pacific Time, Monday through Friday, e-mail address DTNA.Warranty.Campaigns@Daimler.com, or the Customer Assistance Center at (800) 385-4357, if you have any questions or need additional information.

WARRANTY CAMPAIGNS DEPARTMENT

Enclosure

Work Instructions

Subject: Cascadia ICC5 Units

Models Affected: Specific Freightliner Cascadia vehicles built June 18, 2019, through October 16, 2019, and equipped with flat panel displays.

General Information

When a chassis electronic control unit (ECU) is programmed in DiagnosticLink using "Program Device," the chassis ECU will be programmed with the most recent parameter sets and software from the server. This process will overwrite the current parameters and software installed on the ECU.

If it is necessary to retain the parameter sets and software contained within a chassis ECU on the vehicle, vehicle parameters should be read and uploaded to the server prior to downloading unit data and flashing the ECU. The uploaded vehicle data can then be re-downloaded from the server before programming the controller.

Read Parameters and Program CGW Using DiagnosticLink

IMPORTANT: In order to maintain compatible software versions, the CGW parameters *must* be read and the CGW *must* be programed prior to replacing the ICC5.

1. Check the base label (Form WAR259) for a completion sticker for SF600 (Form WAR261) indicating this work has been done. If a sticker is present, no work is needed. If there is no sticker, proceed with the programming and replacement.

2. Park the vehicle on a level surface, shut down the engine, and apply the parking brakes. Chock the tires.

3. Connect the vehicle to DiagnosticLink. Make sure that DiagnosticLink is updated to the latest version, 8.11SP4, or newer. To update DiagnosticLink, select "Update" from the dropdown menu under "Tools." See **Fig. 1.**

   It is recommended when flashing to configure DiagnosticLink to connect only to "Default" modules, and stay in this configuration unless there is a specific need to manually connect to the Common Telematics Platform (cTP) ECU. Default modules allow DiagnosticLink to connect only to the modules that need flashing and ignore the cTP and steering angle sensor.

   To set to "Default" modules in DiagnosticLink:

   - From the top click "Tools," and select "Options" form 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."

04/04/2019   f120507
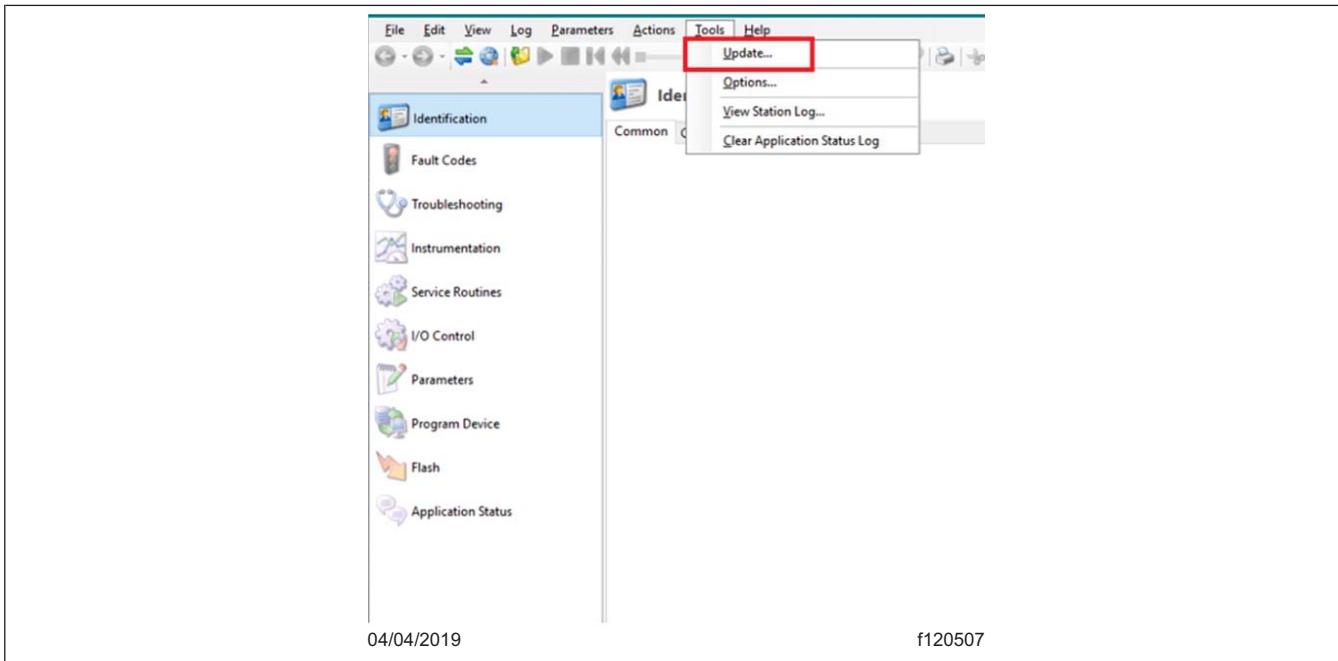
Fig. 1, Updating DiagnosticLink to the Latest Version

IMPORTANT: Address any pre-existing conditions or fault codes before proceeding to the next step.

4.   Select "Program Device." See **Fig. 2.**

10/21/2019   f120466a
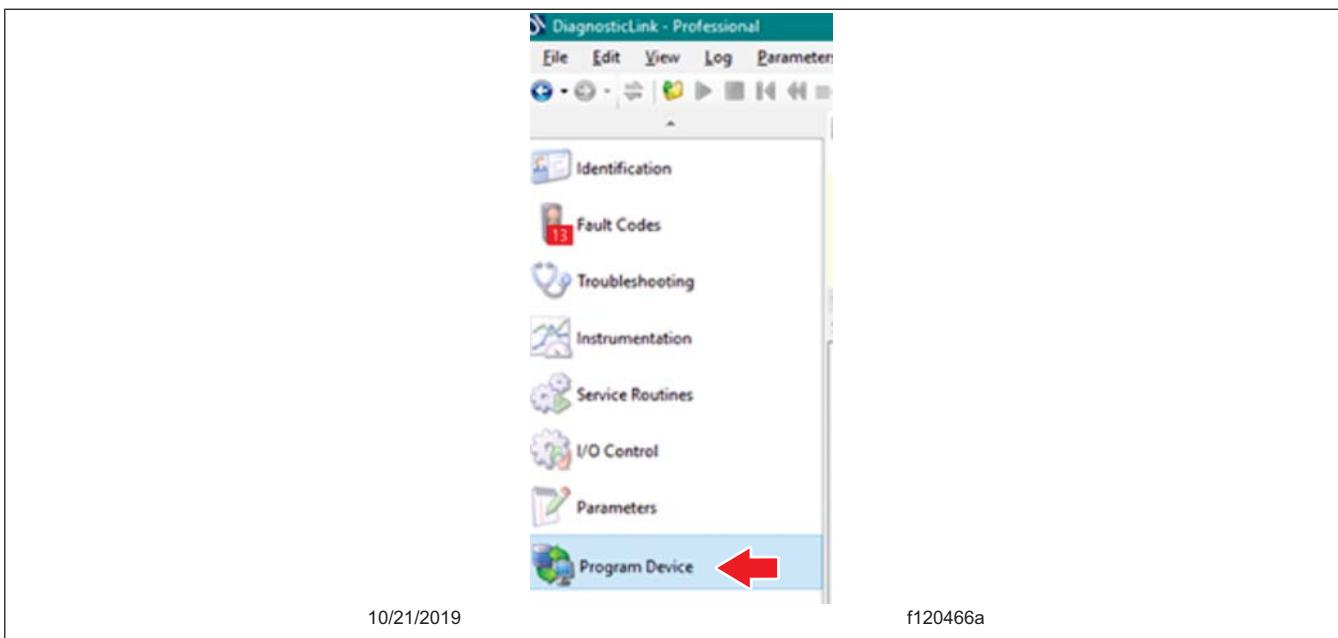
Fig. 2, Program Device Screen

4.1 If there are any items in the section "Request Pending" downloads, they should be removed. To remove them, select the "Request Pending" list item, then press the "Remove All" button. See **Fig. 3.**

Fig. 3, Removing Pending Requests

5. Once all controllers are connected, click the "Parameters" icon on the left hand side of the screen to read the vehicle parameters. See **Fig. 4.**

Fig. 4, Reading Vehicle Parameters on DiagnosticLink

6.   Select "Program Device." There should be data to upload. Click "Connect to Server" to upload vehicle parameters to the server. See **Fig. 5.**

Fig. 5, Uploading Vehicle Parameters

7.   Click "Add" to add a download request for the vehicle. See **Fig. 6.**
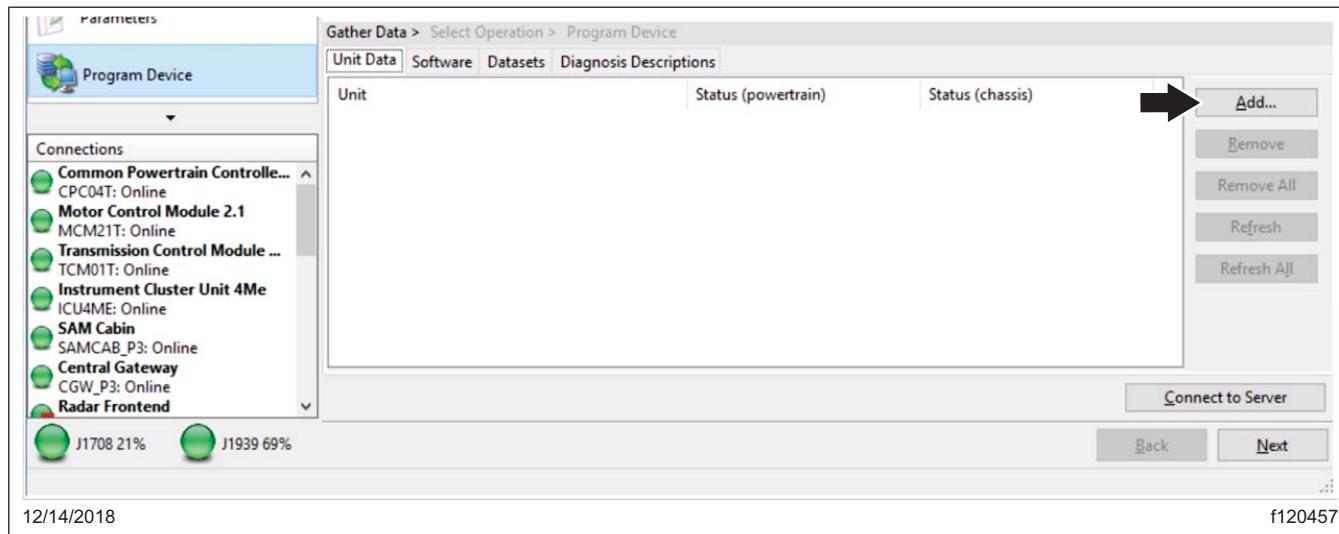
Fig. 6, Adding the VIN to Download Updated Server Data

8.   Make sure the correct VIN and hardware is populated, then click OK. See **Fig. 7.**
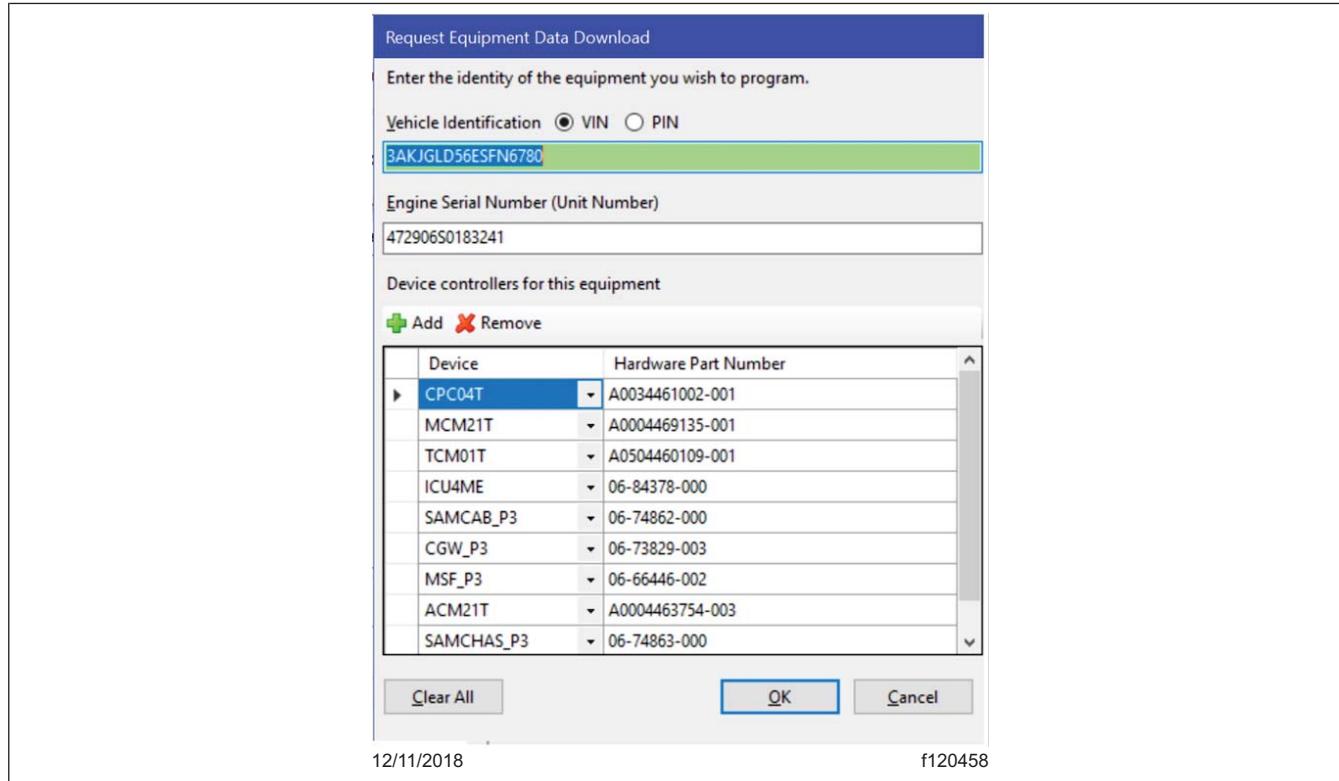
Fig. 7, Verifying Correct VIN Hardware

9.   There should be a request pending status for the VIN. Click "Connect to Server" to download the updated unit data. See **Fig. 8**. The server will provide any new software available on the server as well as updated parameter sets for the new software, adjusted for the parameter set that was just uploaded from the ve-hicle.
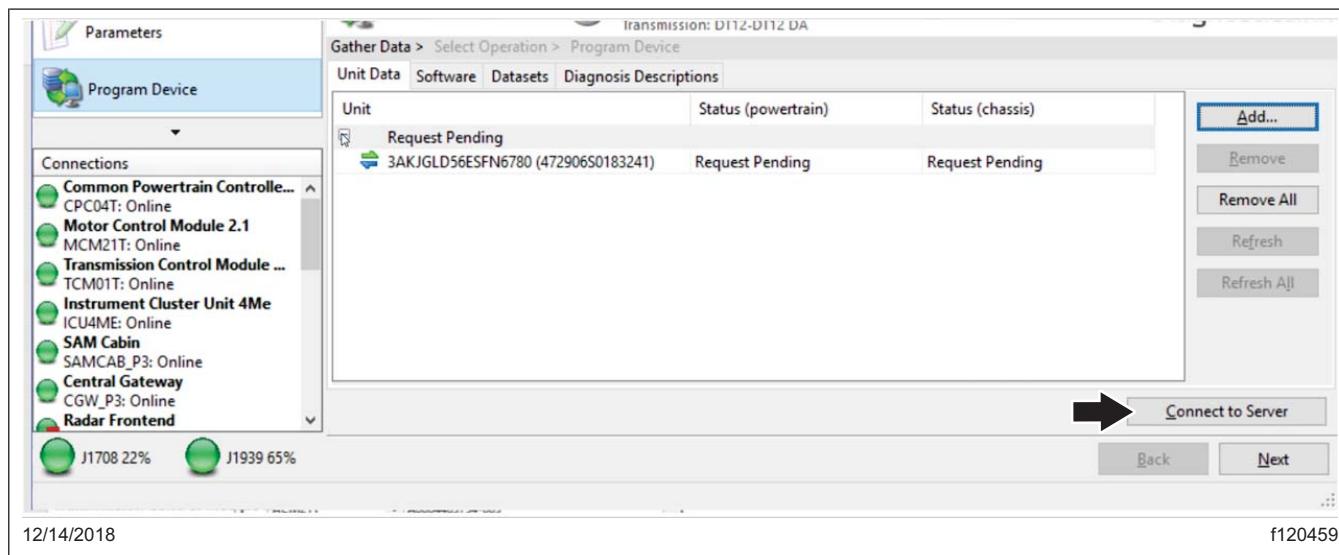
Fig. 8, Downloading Updated Unit Data

10. Once the data has been downloaded, click "Next." See **Fig. 9**.
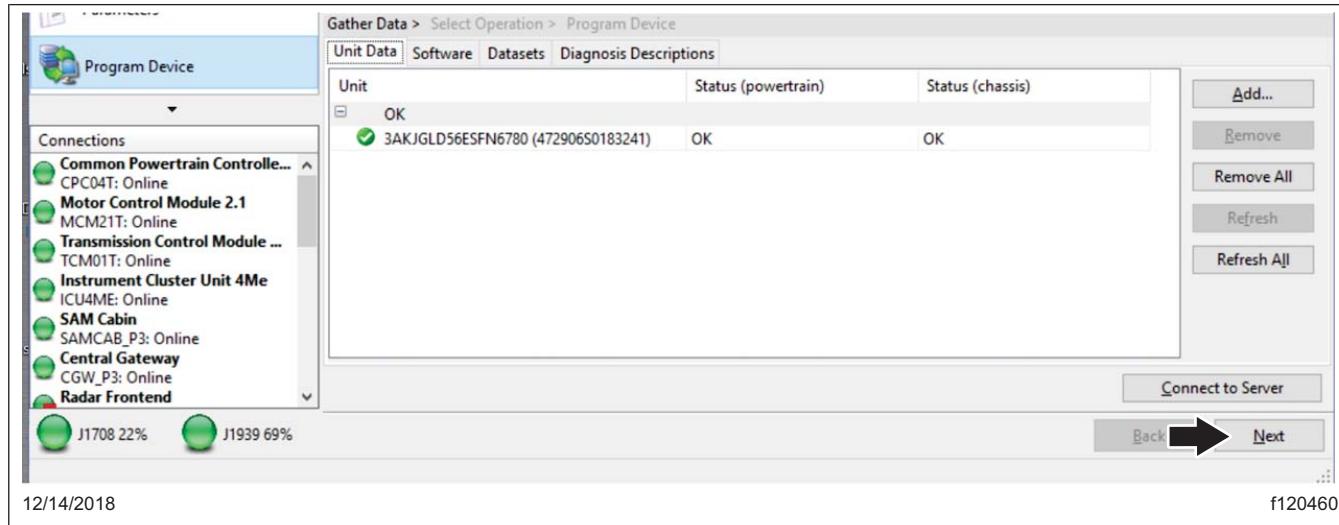
Fig. 9, Clicking Next

NOTE: "Latest" is the last service record (may be older software), and "Newest" is the most up to date software available for the installed hardware. Both will have parameter sets that have been updated relative to the upload from the vehicle. If the last service record is the most up to date software available, then "Latest" will be the only record visible and there will be no "Newest" record.

11. Select the CGW to program and select the VIN. Then, if a "Newest" record exists, select "Newest." If only a "Latest" record exists, then select "Latest." Click "Next." See **Fig. 10**.

1. Device to Program	2. Vehicle Identification Number (VIN)	3. Settings
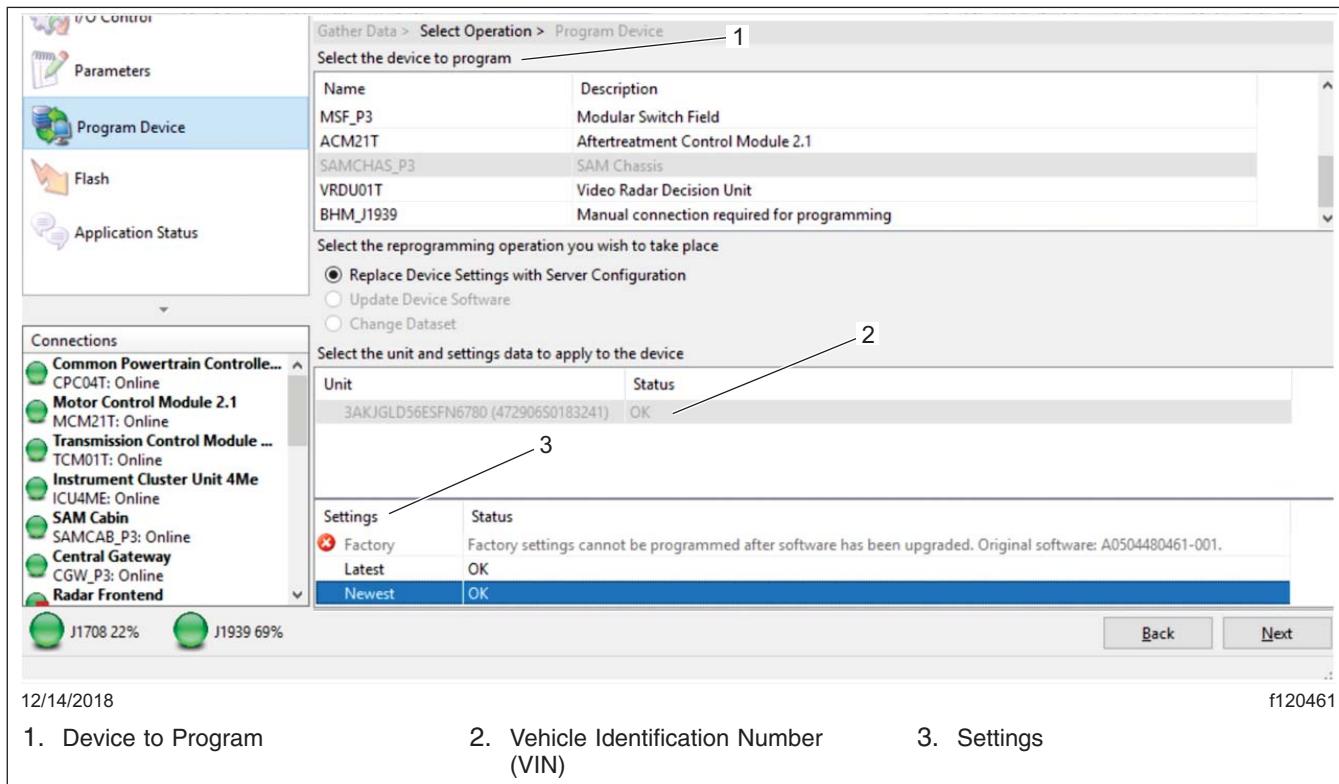
Fig. 10, Selecting "Latest" or "Newest" Software

12. Review and verify the VIN and hardware part number. Click "Start" to program the controller. The software will be flashed and the new parameter set will be written to the controller on the vehicle. See **Fig. 11**.
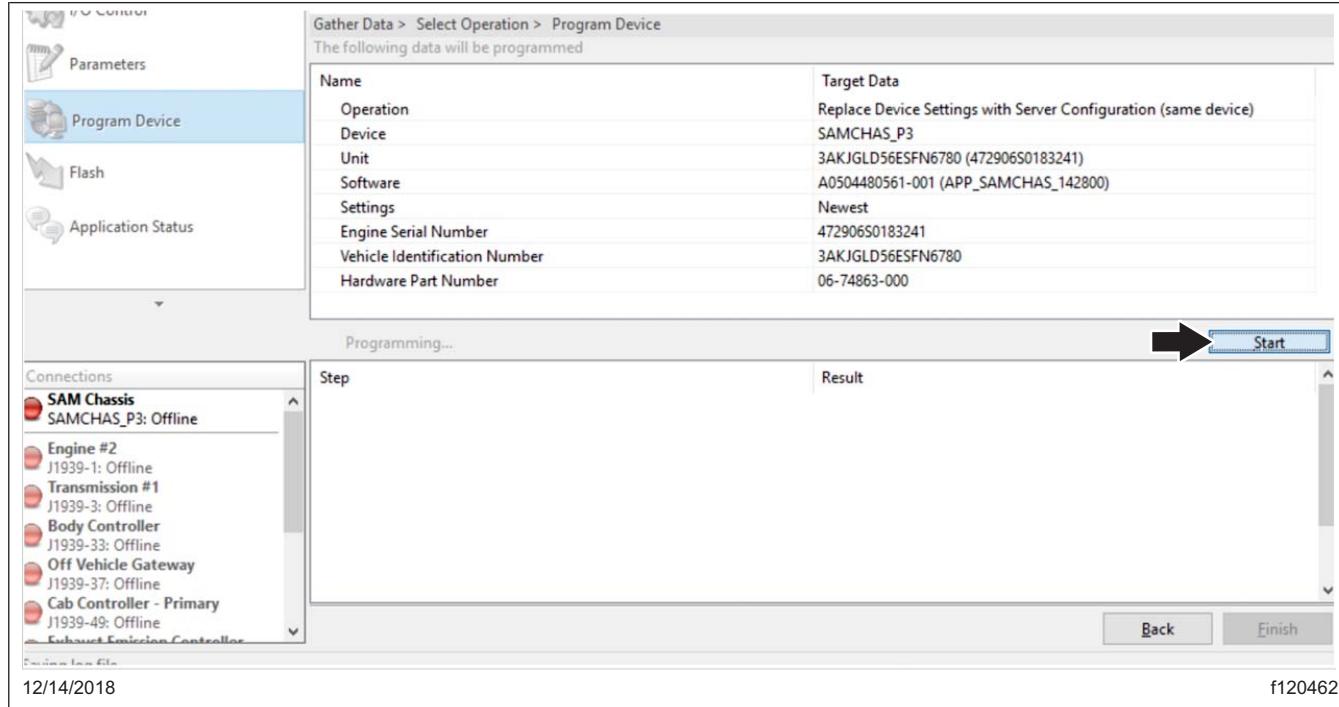
Fig. 11, Programming the Controller

13. 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 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 the following substeps. Otherwise, go to the next step.

13.1 Click on the banner message. See **Fig. 12**.
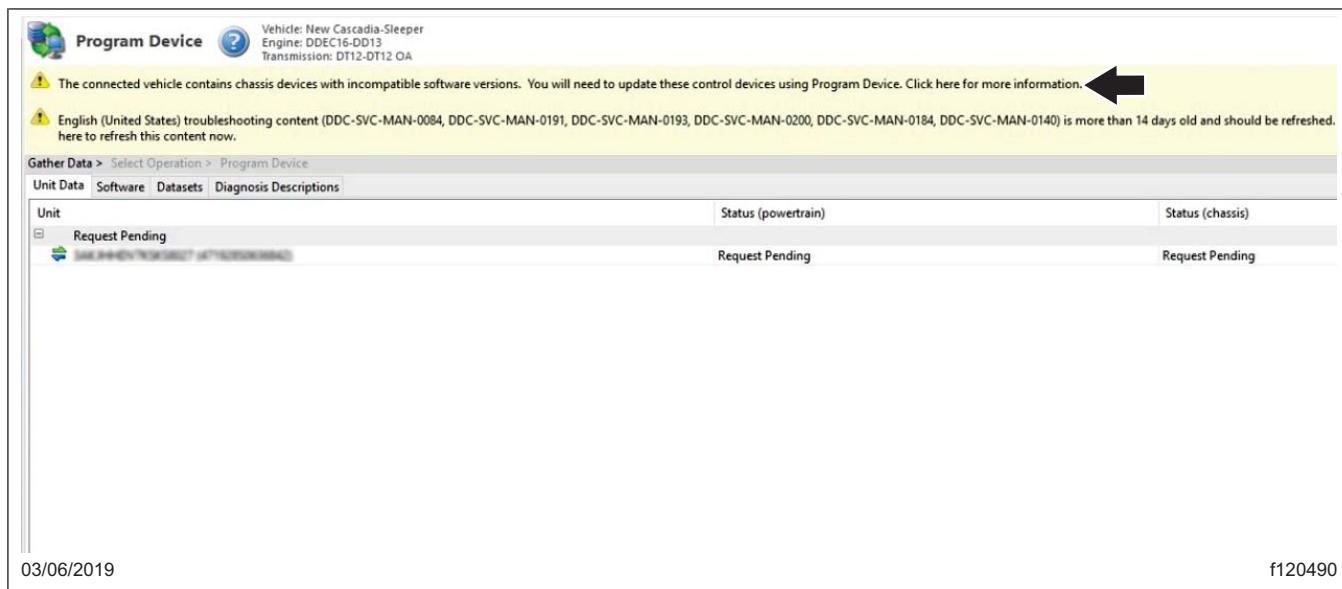
Fig. 12, Clicking on the Banner Message

13.2 Print or take a screen shot of the incompatible ECUs. See **Fig. 13**.

13.3 Program all devices listed as incompatible from the previous step.

Fig. 13, Printing the List of Incompatible ECUs

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

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

15. Cycle the ignition 3 times, waiting 30 seconds between key off and key on. This action will enable Intelligent Predictive Powertrain Control (IPPC) to start communicating on Roll Call, and eliminate codes for the IPPC not communicating.

Remove Connect 5 ECU (ICC5)

NOTE: The Connect 5 ECU (ICC5) is located below the XMC ECU. See **Fig. 14** and **Fig. 15.**

02/17/2020   f547124
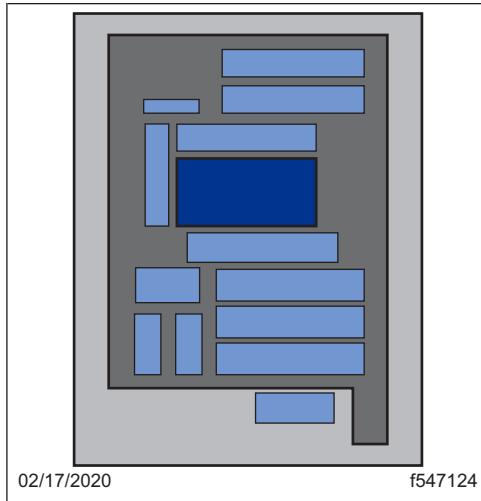
Fig. 14, ICC5 Electronics Bay Location

02/05/2020   f547123
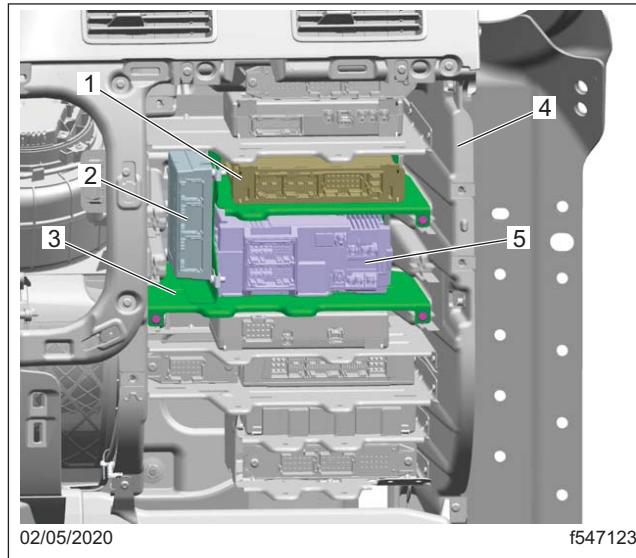
Fig. 15, Electronics Bay

1.   Disconnect the vehicle batteries.

2.   Remove the electronics bay cover and the passenger-side lower dash cover. Refer to Section 60.06 in the *New Cascadia Workshop Manual* for instructions.

3.   Remove the four fasteners that secure the Vehicle Power Distribution Module (VPDM) to the front of the electronics bay, and carefully lay it on the floor. Refer to **Section 54.08, Subject 100** in the *New Cascadia Workshop Manual* for instructions.

4.   Identify and disconnect the connectors from the Connect 5 ECU (ICC5). See **Fig. 16**.

01/22/2020   f547098
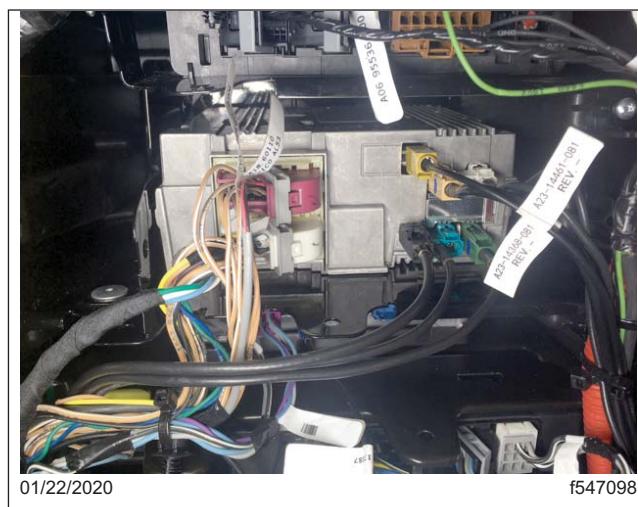
Fig. 16, Connectors of Connect 5 ECU

5.   Press the Connect 5 ECU (ICC5) firmly towards the back of the electronics bay to release the ECU from the forward mounting slots, then lift the Connect 5 ECU (ICC5) and remove it from the electronics bay.

Install Connect 5 ECU (ICC5)

1. Position the new Connect 5 ECU (ICC5) in the electronics bay, then press the ECU firmly towards the back of the shelf. Lower the front of the ECU on to the surface of the shelf and adjust its position horizontally until the tabs on the ECU are fully seated in the mounting slots.

2. Install the Connect 5 (ICC5) harness connectors to the ECU.

3. Install the Connect 5 ECU (ICC5) into the electronics bay by pressing it firmly towards the back of the bay and inserting the ECU tabs into the forward mounting slots. See **Fig. 16**

4. Install the Vehicle Power Distribution Module (VPDM). Refer to **Section 54.08, Subject 100** in the *New Cascadia Workshop Manual* for instructions.

5. Install the electronics bay cover and the passenger-side lower dash cover. Refer to Section 60.06 in the *New Cascadia Workshop Manual* for instructions.

6. Connect the vehicle batteries.

Program the New Connect 5 ECU (ICC5)

1. Connect the vehicle to DiagnosticLink.

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

2. Select "Program Device." See **Fig. 2 on page 5.** If there are any items in the section "Request Pending" downloads, they should be removed. To remove them, select the "Request Pending" list item, then press the "Remove All" button. See **Fig. 3** on page 6.

3. Once all controllers are connected, read the vehicle parameters. See **Fig. 17.**

4. Once all controllers are connected, click the "Parameters" icon on the left hand side of the screen to read the vehicle parameters. See **Fig. 17.**
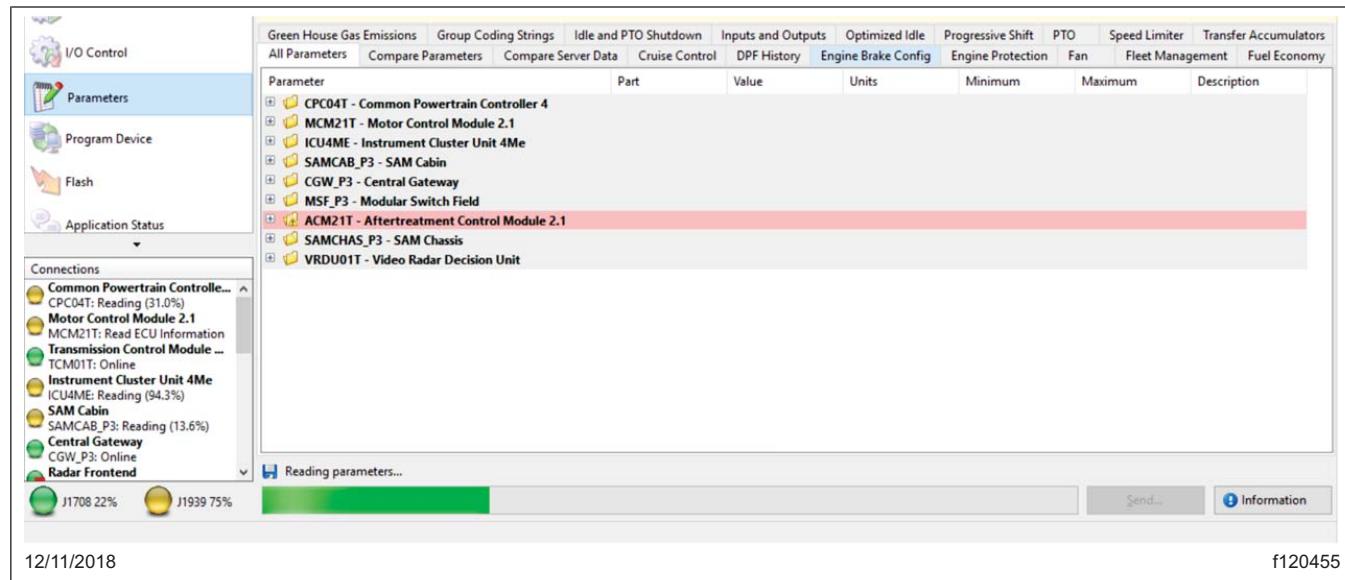

Fig. 17, Reading Vehicle Parameters on DiagnosticLink

5. Select "Program Device." There should be data to upload. Click "Connect to Server" to upload vehicle pa-rameters to the server. See **Fig. 5** on page 7.

    At this point, a warning may appear. See **Fig. 18**. Click "OK" and continue.
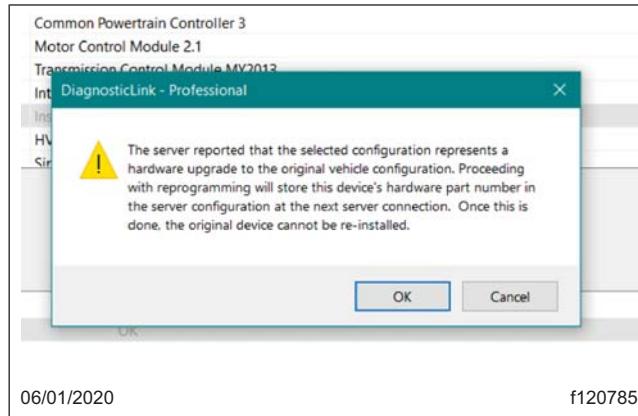

Fig. 18, New Connect 5 ECU (ICC5) Warning

6. Click "Add" to add a download request for the vehicle. See **Fig. 6** on page 7.

7. Make sure the correct VIN and hardware is populated, then click OK. See **Fig. 7** on page 8.

8. There should be a request pending status for the VIN. Click "Connect to Server" to download the updated unit data. See **Fig. 8**. The server will provide any new software available on the server as well as updated parameter sets for the new software, adjusted for the parameter set that was just uploaded from the vehicle.

9. Once the data has been downloaded, click "Next." See **Fig. 9** on page 9.

NOTE: "Latest" is the last service record (may be older software), and "Newest" is the most up to date software available for the installed hardware. Both will have parameter sets that have been updated relative to the upload from the vehicle. If the last service record is the most up to date software available, then "Latest" will be the only record visible and there will be no "Newest" record.

10. Select the CGW to program and select the VIN. Then, if a "Newest" record exists, select "Newest." If only a "Latest" record exists, then select "Latest." Click "Next." See **Fig. 19**.

11. Review and verify the VIN and hardware part number. Click "Start" to program the controller. The software will be flashed and the new parameter set will be written to the controller on the vehicle. See **Fig. 20**.

06/02/2020   f120461a

1. Selecting the Device to Program
2. Vehicle Identification Number (VIN)
3. Settings
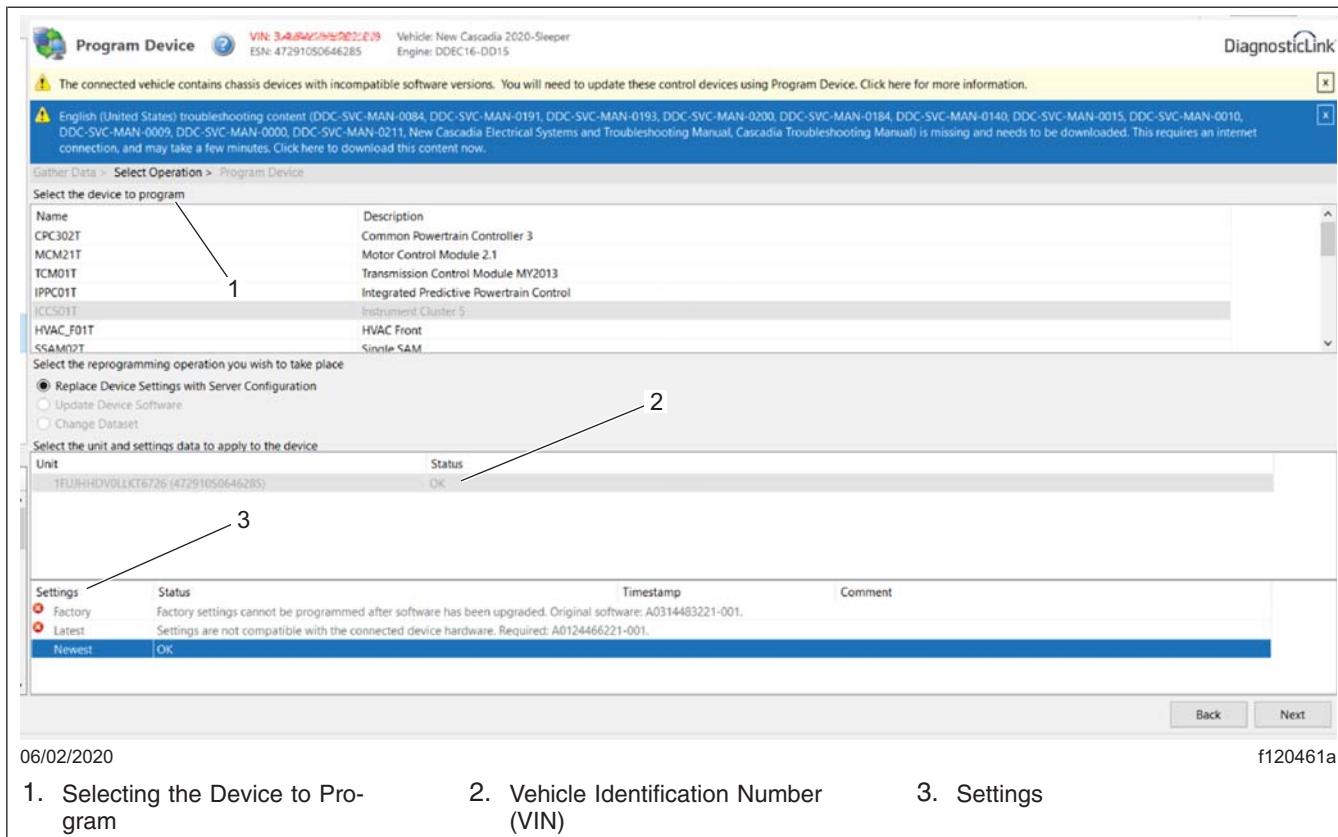
Fig. 19, Selecting "Latest" or "Newest" Software

06/02/2020   f120462a
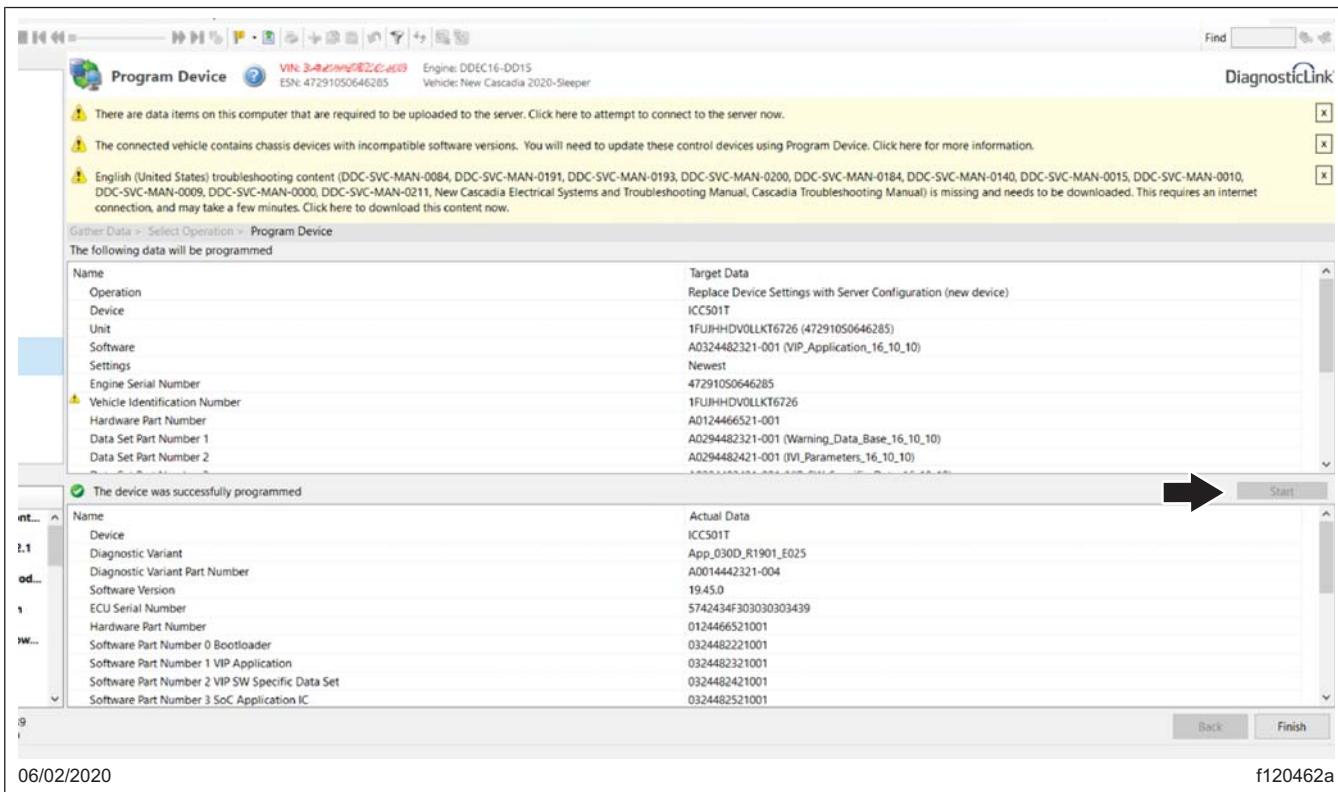
Fig. 20, Programming the ICC5

12.   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 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 the next step. Otherwise, go to step 15.

13.   Click on the banner message. See **Fig. 21**.

06/02/2020   f120490a
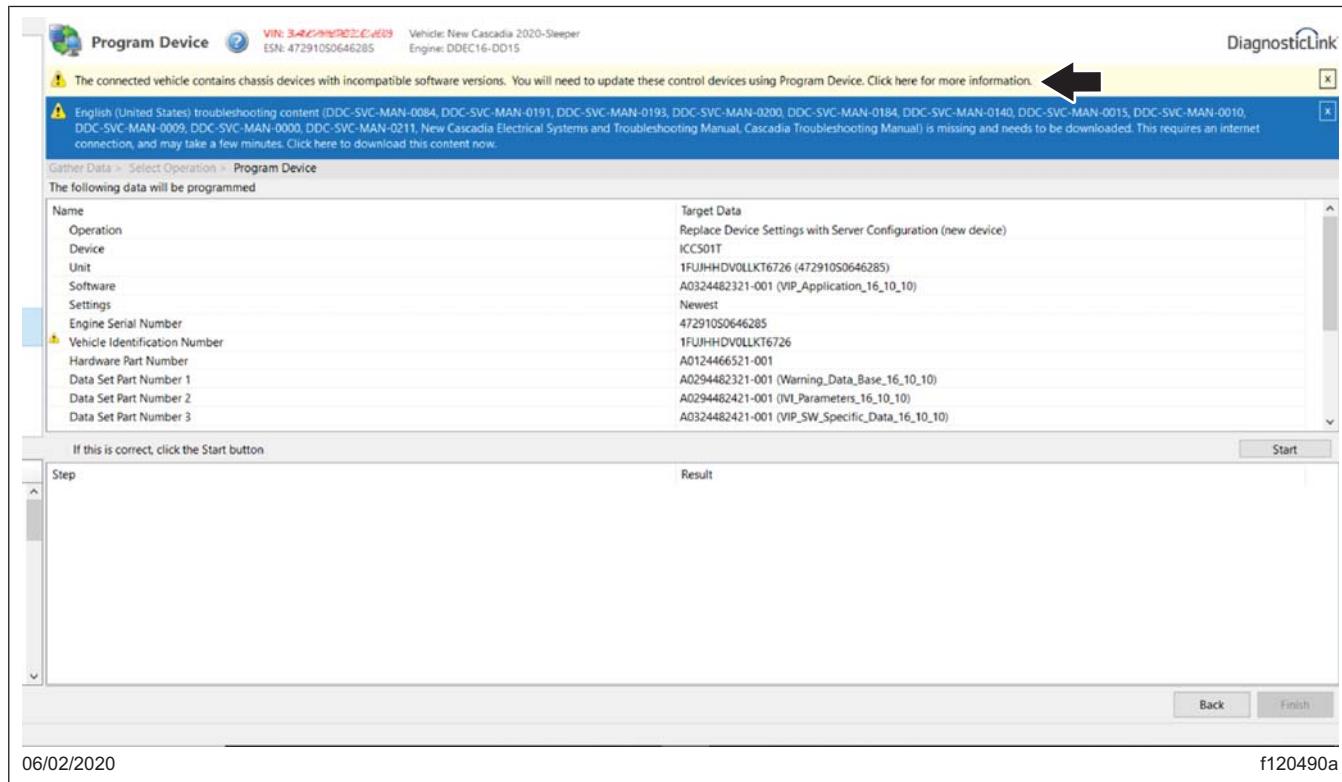
Fig. 21, Clicking on the Banner Message

14.   Print or take a screen shot of the incompatible ECUs. See **Fig. 13** on page 11.

15.   Program all devices listed as incompatible from the previous step.

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 connect the ECUs.

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

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

NOTE: This action will enable Intelligent Predictive Powertrain Control (IPPC) to start communicating on Roll Call, and eliminate codes for the IPPC not communicating.

18.   Clear inactive faults and troubleshoot any active faults.

19.   Disconnect the vehicle from DiagnosticLink.

20.   Clean a spot on the base label (Form WAR259). Write the campaign number SF600 on a blank grey completion sticker (Form WAR261). Attach the sticker to the base label to indicate the work has been completed.