

June 2020
SF606A

Subject: Agility 8.0L Engine Calibration Updates

Models Affected: Specific model years 2012-2018 Freightliner Custom Chassis B2 school bus chassis and S2 shuttle bus and pick up and delivery chassis, manufactured January 27, 2012, through April 6, 2018.

General Information

Daimler Trucks North America LLC (DTNA), on behalf of its subsidiary, Freightliner Custom Chassis, is initiating Field Service Campaign SF606 to modify the vehicles mentioned above.

On certain vehicles, an erroneous fault code setting and malfunction indicator light (MIL) illumination may occur.

The engine controller software will be updated.

There are approximately 2,000 vehicles involved.

REVISION: The work instructions have been updated and a new contact phone number for Agility with business hours has been provided.

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

If our records show your dealership has ordered any vehicle(s) involved in campaign number SF606, 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 SF606

Campaign Number	Part Type	Part Description	Part Number	Qty.
SF606A	Other	SOFTWARE LICENSE	SVCFL-01	1 ea
		BLANK COMPLETION STICKER	WAR261	1 ea

Table 1, Replacement Parts

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 2 - Labor Allowance

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Corrective Action
SF606A	Reflash engine controller	0.6	996-F068A	12-Repair Recall/Campaign

Table 2, Labor Allowance

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 (**SF606-A**).
- In the Primary Failed Part field, enter **25-SF606-000**.
- In the Parts section, enter the appropriate kit or part number(s) as shown in the Replacement Parts Table.
 - **IMPORTANT:** Agility will charge a fee for each license code. The code can only be used for one vehicle identification number (VIN). Technicians should have a credit card or purchase order available when they call Agility.
- 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 may be returned as noted for U.S. and Canadian dealers.

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.

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Copy of Notice to Owners

Subject: Agility 8.0L Engine Calibration Updates

Daimler Trucks North America LLC (DTNA), on behalf of its subsidiary, Freightliner Custom Chassis, is initiating Field Service Campaign SF606A to modify specific model years 2012-2018 Freightliner Custom Chassis B2 school bus chassis and S2 shuttle bus and pick up and delivery chassis, manufactured January 27, 2012, through April 6, 2018.

On certain vehicles, an erroneous fault code setting and malfunction indicator light (MIL) illumination may occur. The engine controller software will be updated.

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 one half hour 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

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Work Instructions

Subject: Agility 8.0L Engine Calibration Updates

Models Affected: Specific model years 2012-2018 Freightliner Custom Chassis B2 school bus chassis and S2 shuttle bus and pick up and delivery chassis, manufactured January 27, 2012, through April 6, 2018.

REVISION: The work instructions have been updated and a new contact phone number for Agility with business hours has been provided.

Agility Program Installer

IMPORTANT: Agility will charge a fee for each license code. Technicians should have a credit card or purchase order available when they call Agility. The code can only be used for one vehicle identification number (VIN) and it is time sensitive. The license expires approximately one hour after it is issued. Technicians should perform the update as soon they receive the license. If the work can not be completed in the one hour time-frame, the technician must notify the agent when requesting the license.

If this is the first time installing or using this software, make certain that your user admin rights are set to allow you to run this update. See the 'Opening Agility Service Link' section for details to verify if your user rights are sufficient.

1. Inspect the base label (Form WAR259) for a campaign completion sticker for SF606 (Form WAR261). If a sticker is present for campaign SF606, 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 apply the parking brake. Chock the tires.

IMPORTANT: An internet connection is required throughout the entire engine controller calibration update.

3. Go to www.DTNACconnect.com
4. In the upper right-hand corner, select the menu icon. See [Fig. 1](#), ref. A.

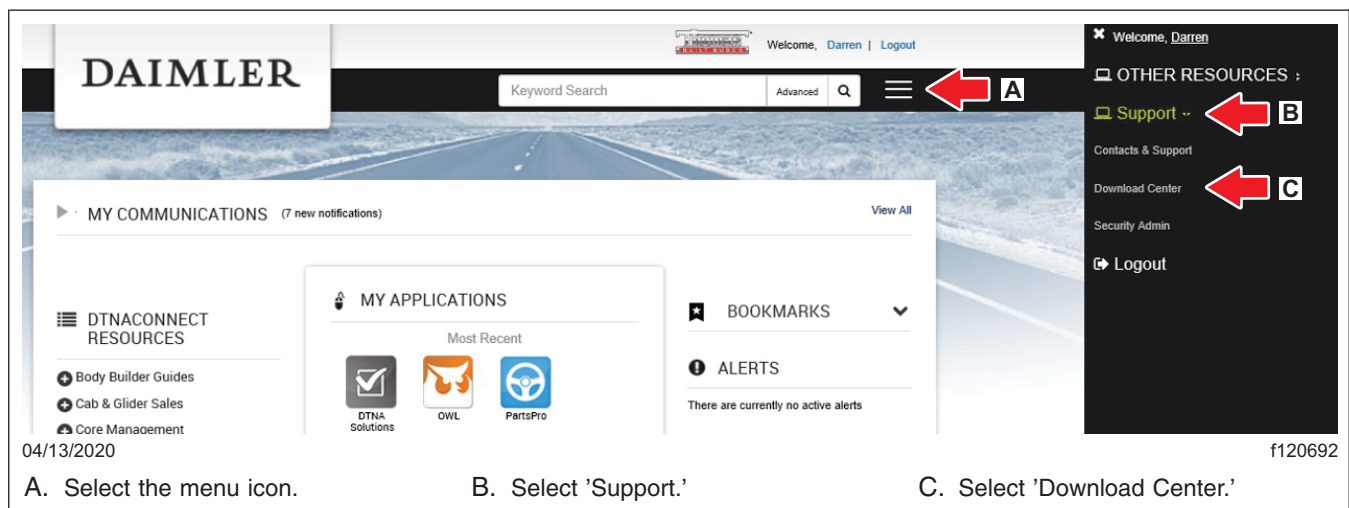


Fig. 1, DTNACconnect Screen

5. Select 'Support,' then select 'Download Center.' See [Fig. 1](#) ref. B and ref. C.

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6. A list will appear on the screen. Select '8.0L LPG Engine Calibration Update.' See [Fig. 2](#).
7. Select the Agility Service Link shown in [Fig. 3](#). Select 'Run' to install in the program software. See [Fig. 4](#).



Fig. 2, Selecting 8.0L LPG Engine Calibration Update



Fig. 3, Selecting the Agility Service Link

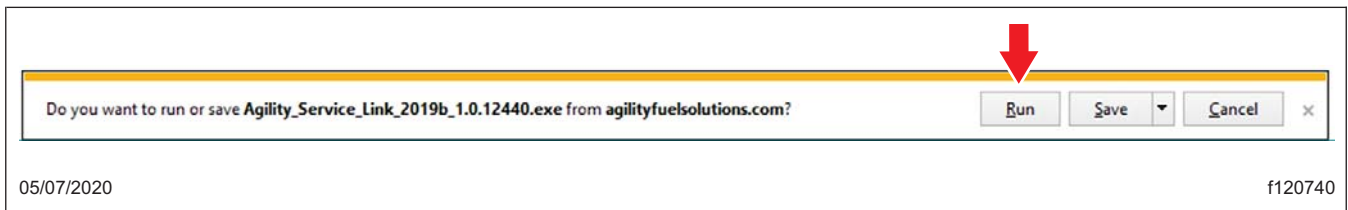


Fig. 4, Selecting Run

8. An 'Agility Service Link Setup' window will appear. Select 'Next' as shown in [Fig. 5](#).
9. A license agreement window will open. Read the license agreement, then select the 'I Agree' box. See [Fig. 6](#).

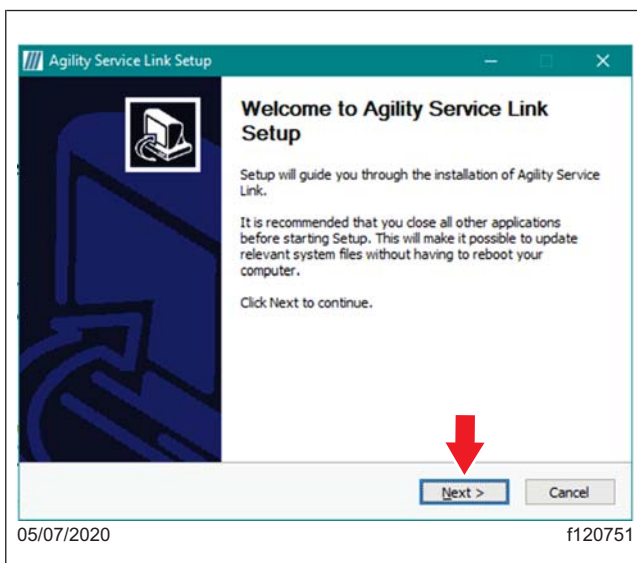


Fig. 5, Agility Service Link Setup Window

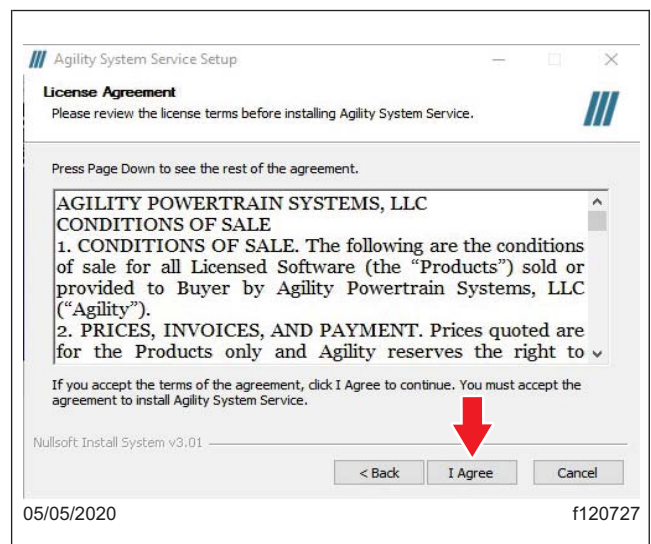


Fig. 6, Accepting the License Agreement

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10. A window will appear to choose the install location for the program software. The program software installation will default to C:\Program Files(x86). It is recommended that you allow it to install in the default directory. If another directory is used, make sure to note the location where the program is installed. Select 'Install.' See [Fig. 7](#).
11. A window will appear to complete the Agility Service Link setup. Select 'Finish,' as shown in [Fig. 8](#).

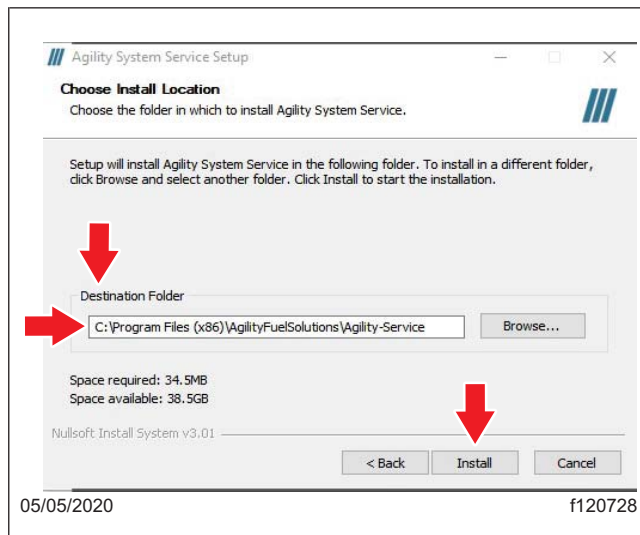
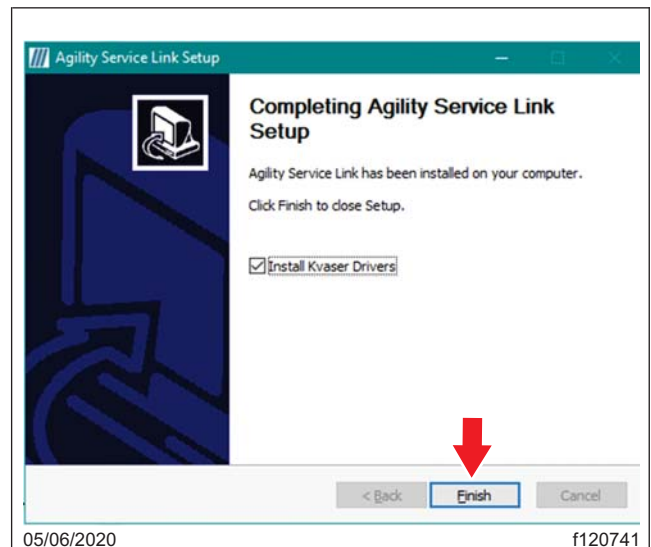


Fig. 7, Installation Location Window



The box to 'Install Kvaser Drivers' will automatically be checked; select 'Finish.'

Fig. 8, Completing Agility Service Link Setup Window

12. The Kvaser drivers will now be installed. Select 'Next' in the Kvaser CAN Drivers WHCP Setup window. See [Fig. 9](#).
13. The 'Release Notes' window will appear. Select 'Next' as shown in [Fig. 10](#).

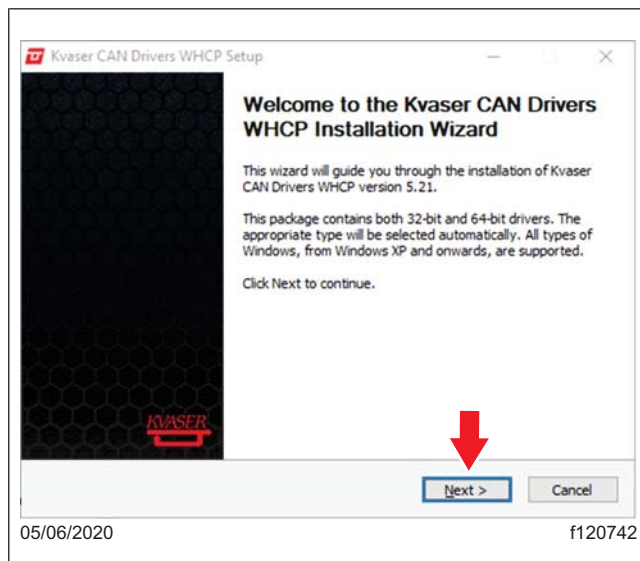


Fig. 9, Kvaser CAN Drivers WHCP Setup Window

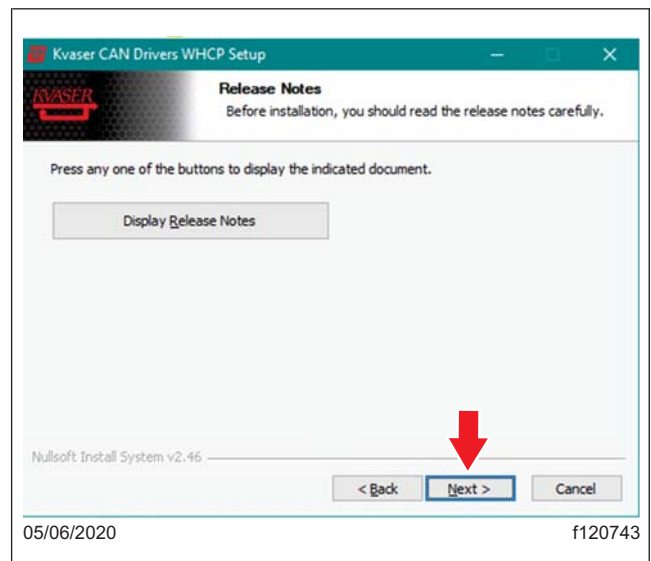


Fig. 10, Release Notes Window

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- The 'Choose Components' window appears next. All of the components are automatically selected. If there are components you do not want to install, remove the check mark beside the component(s) and select 'Next' as shown in [Fig. 11](#).
- A window will open to choose the install location. Allow it to install in the default directory or the application may not work correctly. Select 'Install.' See [Fig. 12](#).

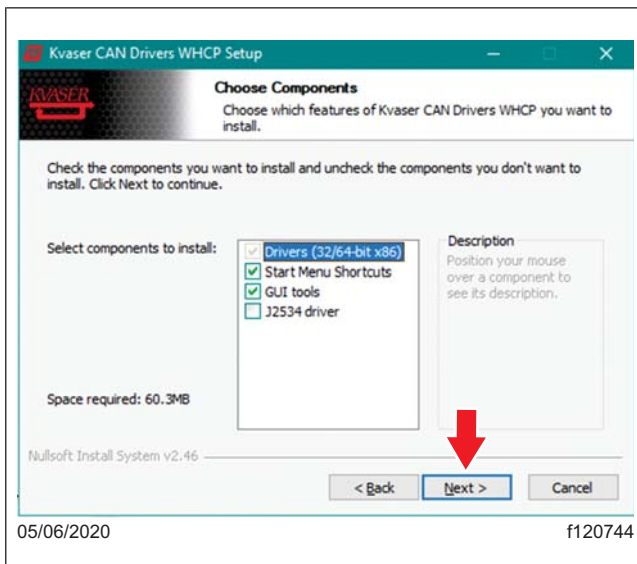


Fig. 11, Choose Components Window

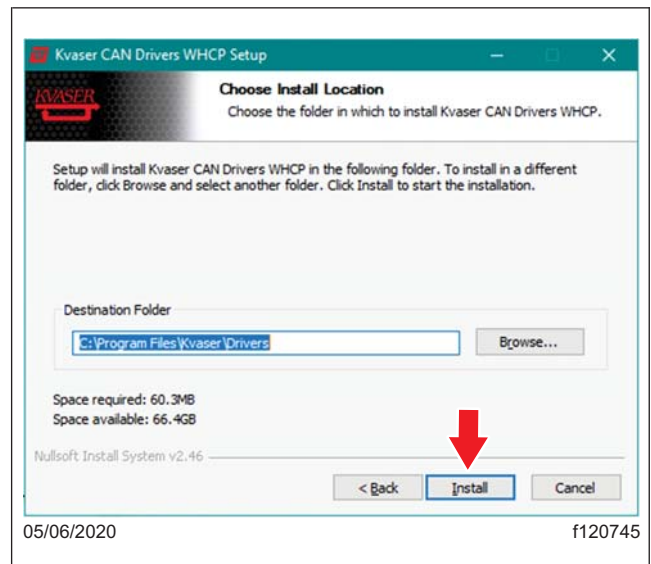


Fig. 12, Choose Install Location Window

- A bar shows the progress of the Kvaser installation. See [Fig. 13](#).
- A window will appear when the installation is complete. Select 'Close.' See [Fig. 14](#).

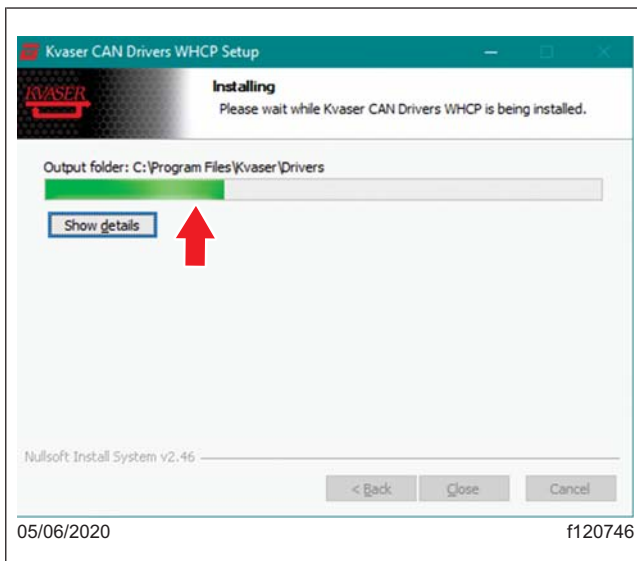


Fig. 13, Kvaser Installation Progress Bar

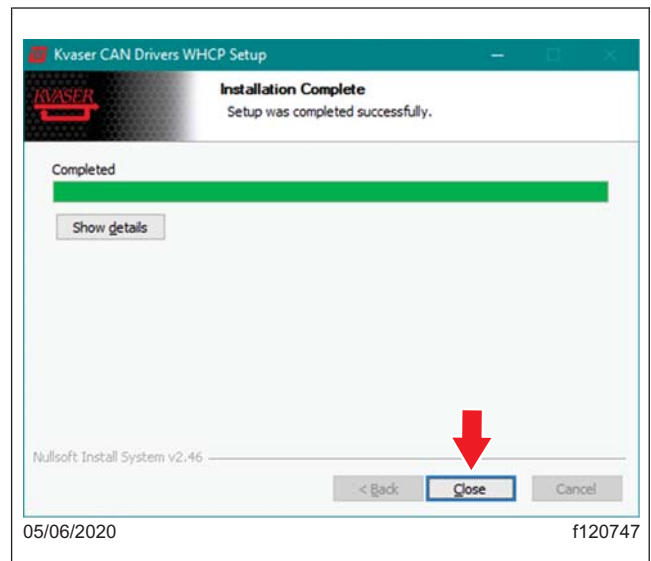


Fig. 14, Kvaser Installation Complete Window

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- Go back to www.DTNACoconnect.com and select 'Support,' then select 'Download Center.' See [Fig. 1](#) ref. B and ref. C. Select '8.0L LPG Engine Calibration Update' then select the engine calibration link, shown in [Fig. 15](#).

Select the down arrow beside save. See [Fig. 16](#).

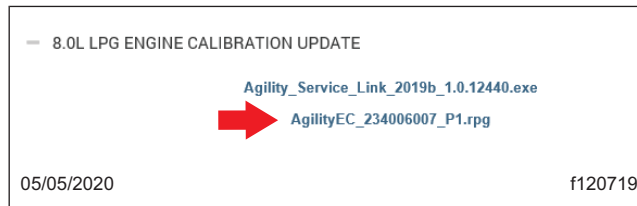


Fig. 15, Engine Calibration Link

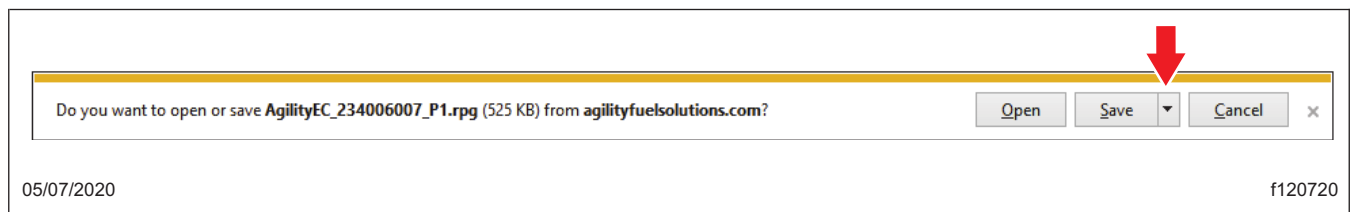


Fig. 16, Calibration Save Window

- Choose 'Save As' from the drop-down list shown in [Fig. 17](#).

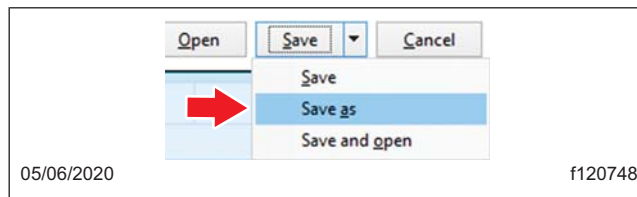


Fig. 17, Choosing Save As

- Browse through the directory where the Agility service link calibration folder was installed earlier [C:\AgilityServiceLink] and double click the Agility Service Link folder. See [Fig. 18](#).

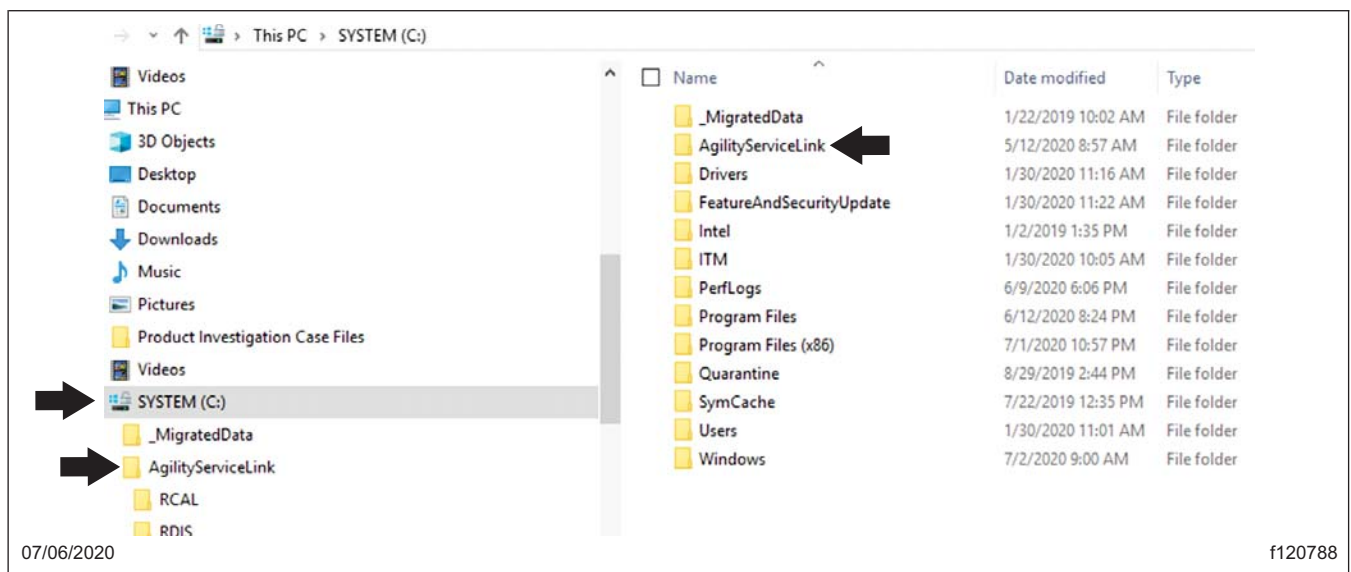


Fig. 18, Directory Window

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21. Once the folder is open, save the calibration program in the RPG folder. See [Fig. 19](#).

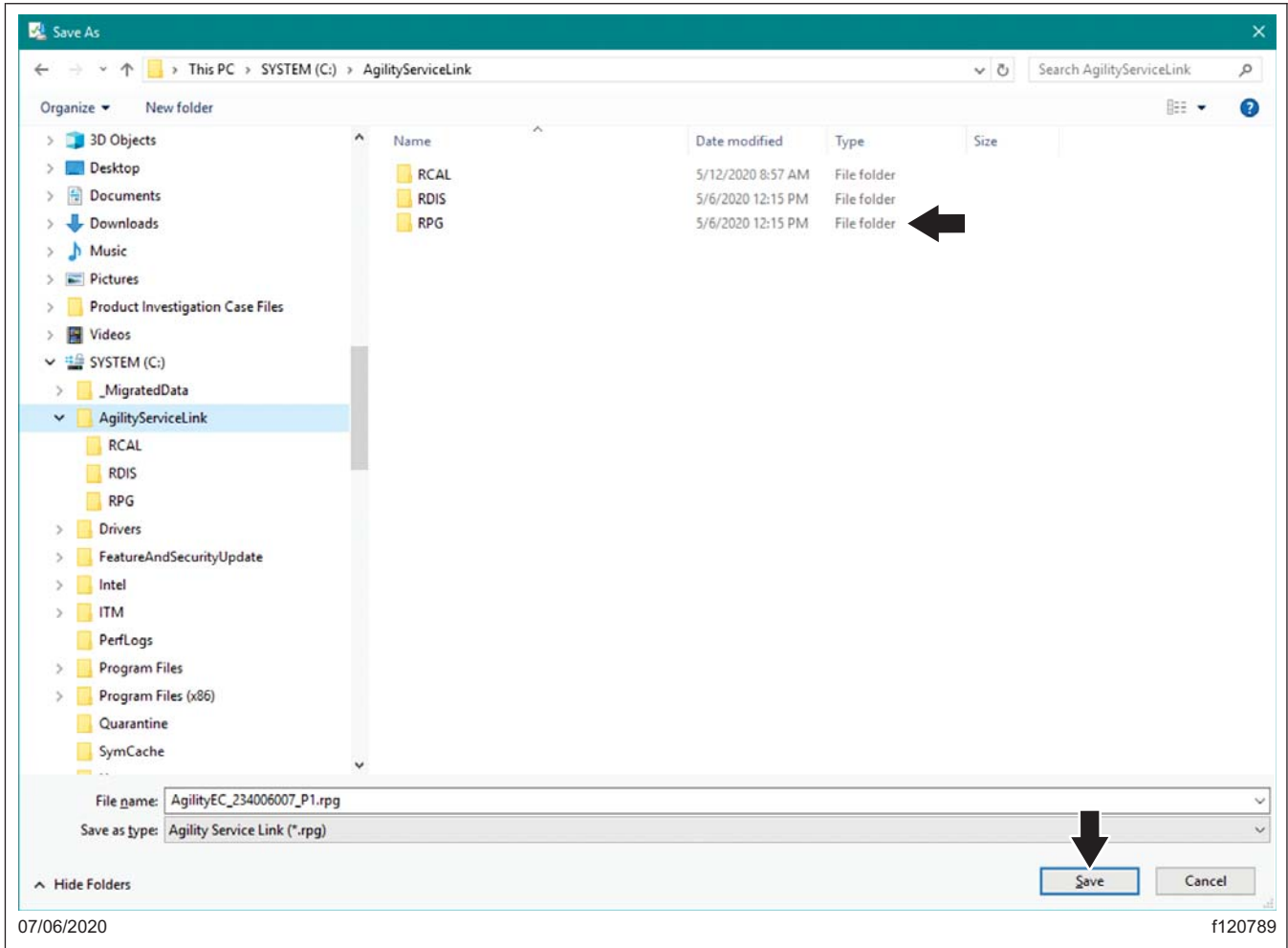


Fig. 19, Saving the Calibration in the RPG Folder

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Opening Agility Service Link

IMPORTANT: If the raptor screen, shown in [Fig. 20](#) appears, **do not run the application.** Close and then right click on the application icon and select 'Run as administrator.' See [Fig. 21](#). The technician may need help from their IT department to use administrator rights.

1. Double click the Agility icon on the desktop. See [Fig. 22](#).



Fig. 20, Raptor Screen



Fig. 22, Agility Icon on the Desktop

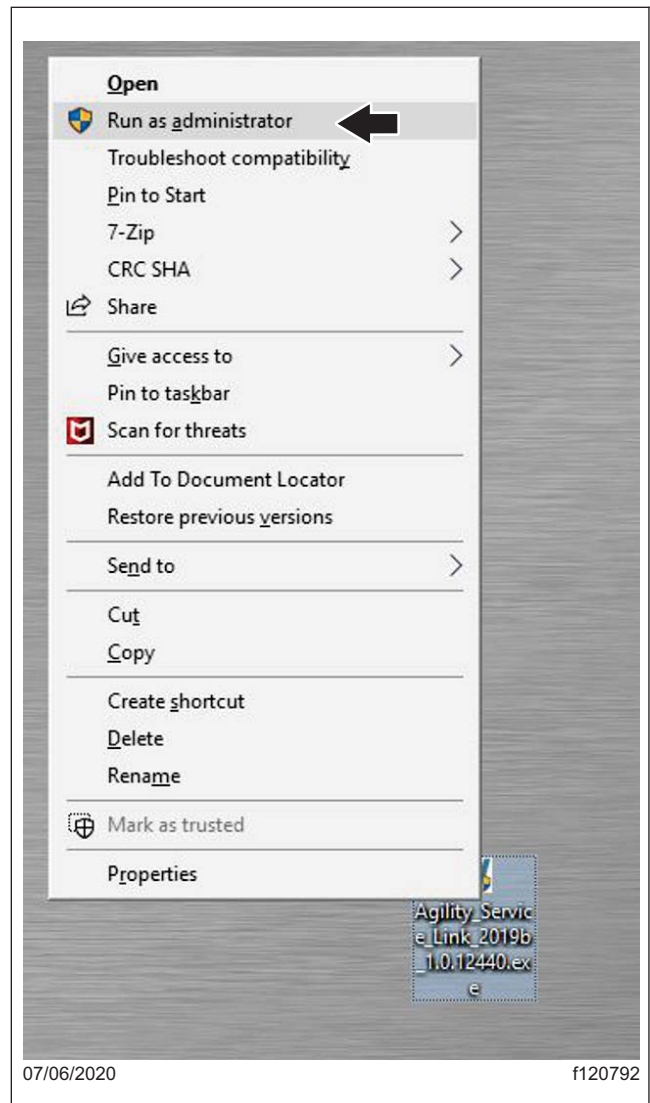


Fig. 21, Selecting Run as Administrator

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- When the Agility tool opens, select 'Help,' and then select 'License Viewer.' See [Fig. 23](#).

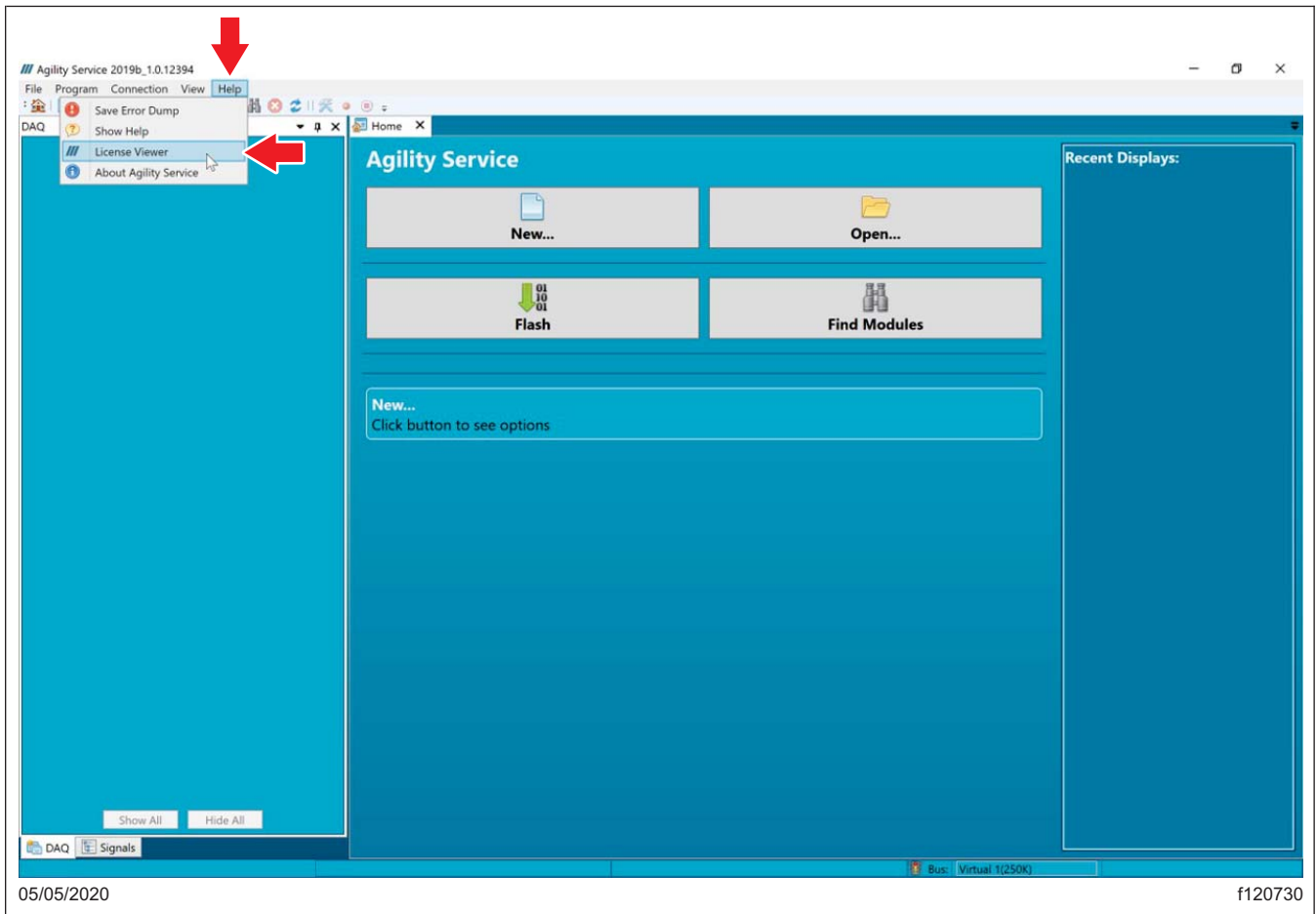


Fig. 23, Help Window

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NOTE: A unique machine code was automatically created when the program was installed. Write down the machine code for the next step. You will have to provide this code when contacting agility. See [Fig. 24](#).

3. The 'License Viewer' window will open. See [Fig. 24](#). You will need to contact Agility at 1-949-207-5364 between 8 A.M. to 5 P.M. eastern standard time and provide the machine code noted earlier, and then ask for the license code. Any phone call after this time will go to voicemail.

IMPORTANT: Agility will charge a fee for each license code. The code can only be used for one vehicle identification number (VIN). Technicians should have a credit card or purchase order available when they call Agility.

4. Once the license code is created by Agility, enter it in the 'Apply a New License Code' section shown in [Fig. 24](#), then select 'Apply' and close the window.

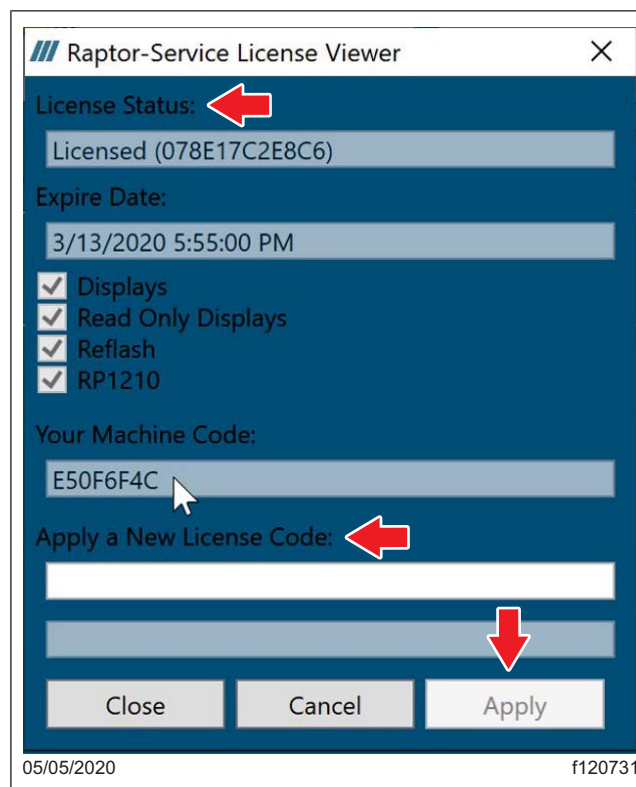


Fig. 24, Raptor-Service License Viewer Window

Interface Selection

IMPORTANT: Ensure that the Nexiq box (or other communication interface) has a solid green lamp. This indicates that the communication interface will detect the program information.

1. Connect an RP1210B compliant vehicle diagnostic adaptor to the laptop and the vehicle diagnostic port.
2. Open the Agility service tool.

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3. Right click the 'Virtual 1(250k)' box, then select 'CAN Settings.' See [Fig. 25](#).
4. Select 'RP1210' or 'Kvaser' from the 'Driver' options as applicable, shown in [Fig. 25](#).

NOTE: The user may have to restart the Agility service tool to ensure that the changes made were saved.

5. Select the 'Channels' drop-down list, then select the interface being used and select 'Save.' See [Fig. 25](#).

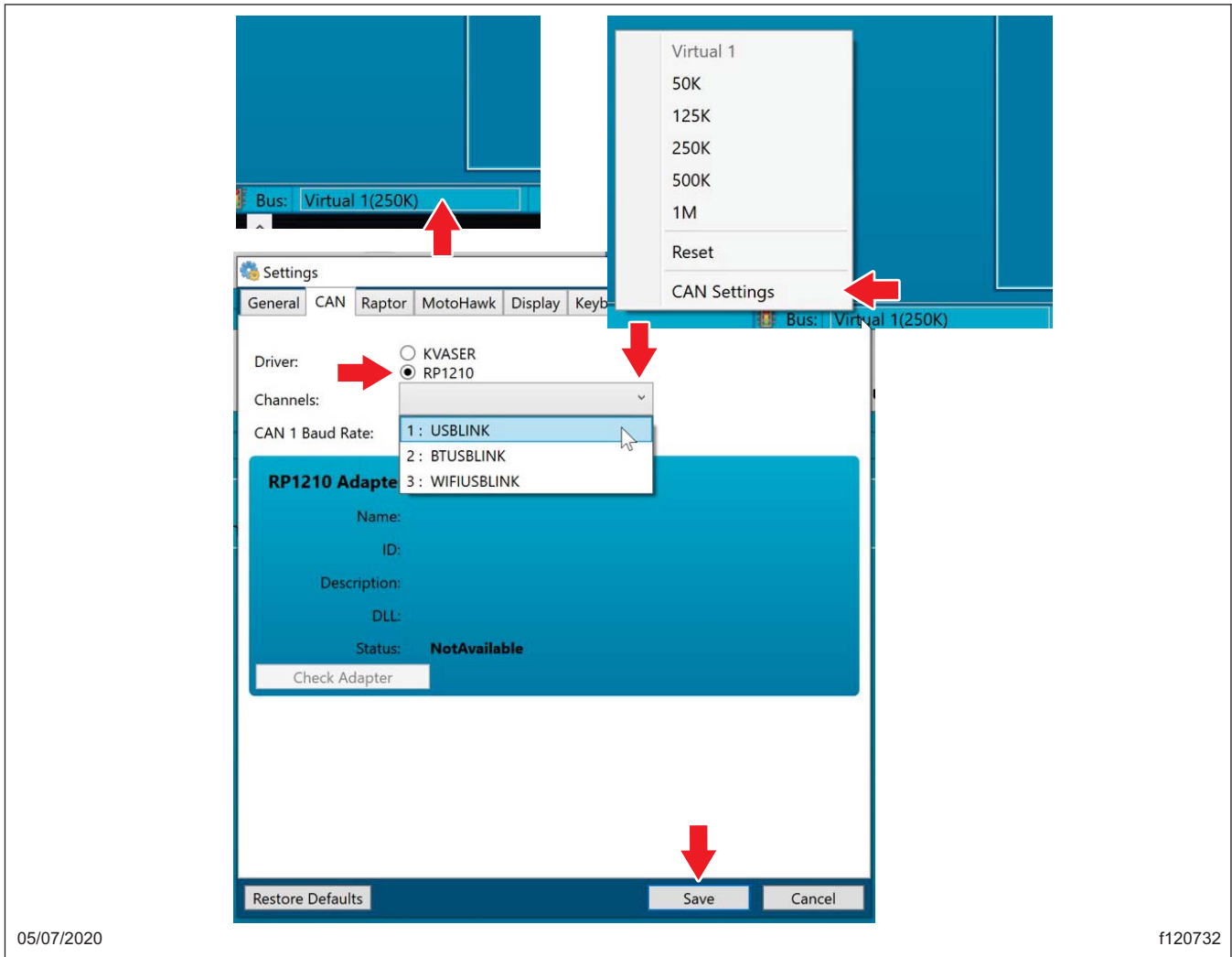


Fig. 25, Virtual 1(250k) Window

Programming Software or Calibration

IMPORTANT: Never perform the calibration with a vehicle battery that has a low charge or a battery charger that is set too high.

1. Connect a battery charger to the vehicle battery.
2. Turn the ignition to the RUN position.

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3. Select 'Find Modules'; all of the available modules appear in the window. See [Fig. 26](#).

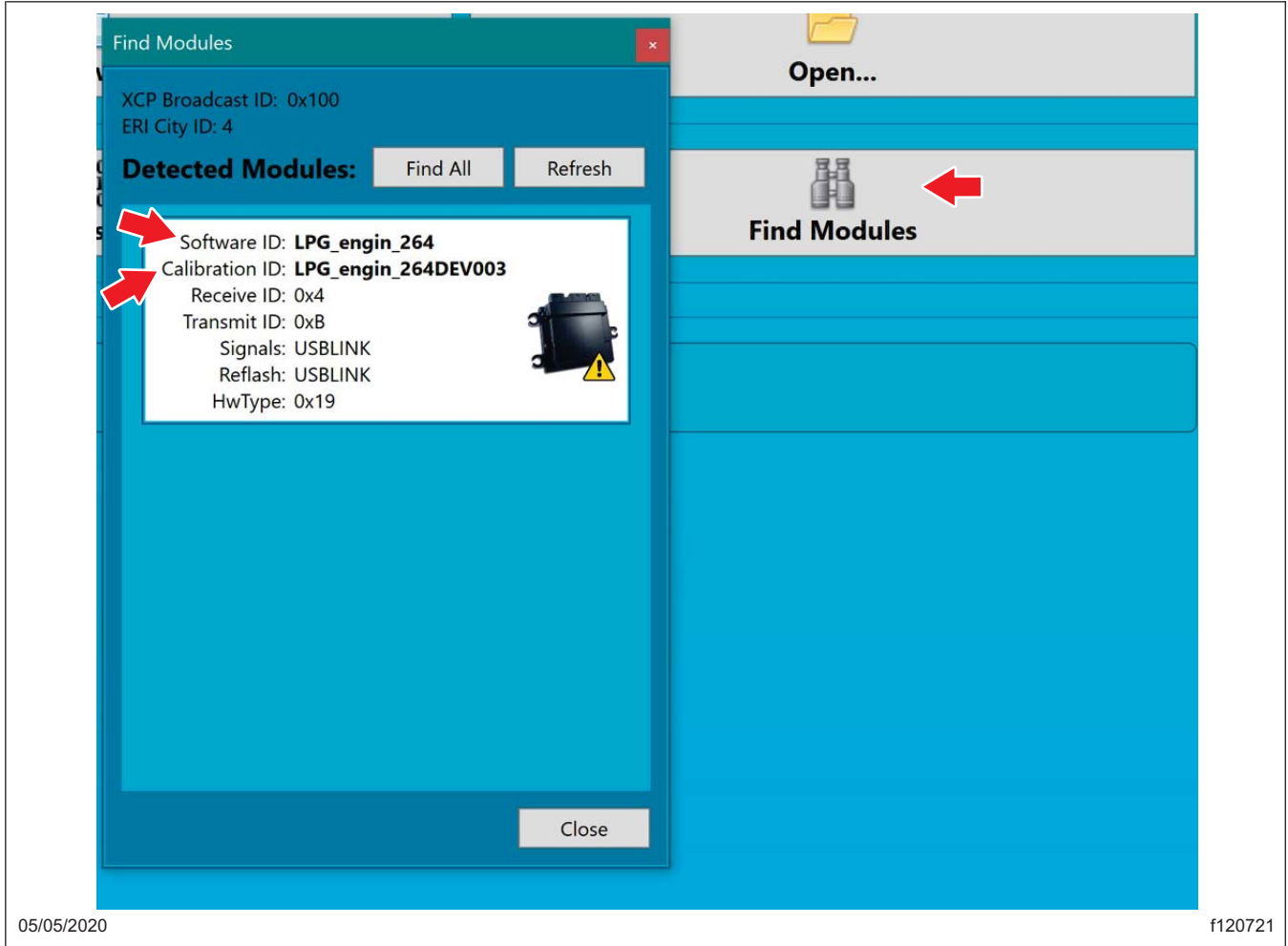


Fig. 26, Find Modules Window

4. Write down the 'Software ID and Calibration ID' (near the ECU image). See [Fig. 26](#).

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5. Select 'Flash,' then double click the module you want to flash (it has the ECU image beside it). See Fig. 27.

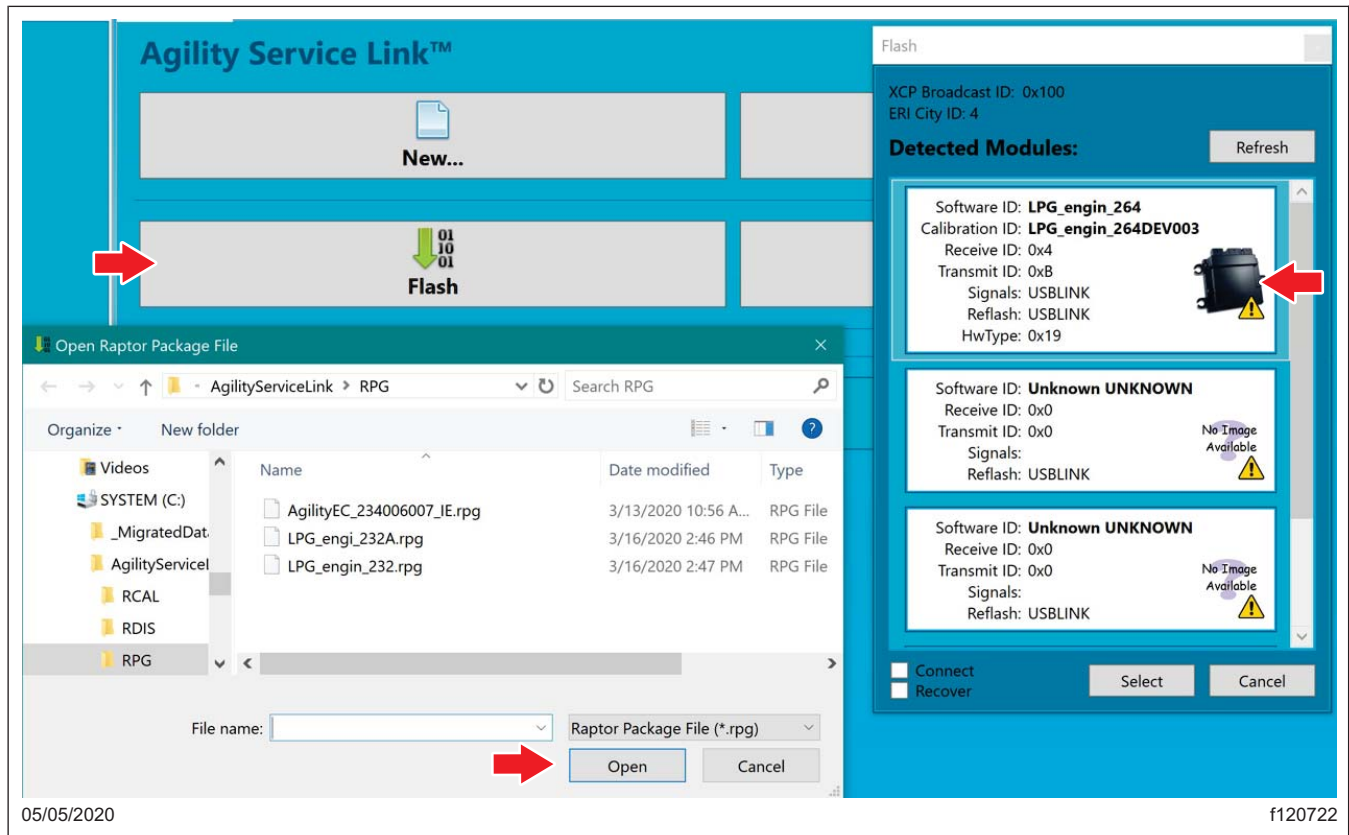


Fig. 27, Selecting Flash and the Module to be Flashed

6. A browse window will open in the bottom left of the screen. Select AgilityEC_234006007_P1.rpg, then select 'Open.' This will begin the calibration programming.
7. The instrument panel will produce a chime, indicating that the ECU is reprogramming.

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8. A bar shows the progress of the ECU as it is reprogrammed. See [Fig. 28](#).

IMPORTANT: The ignition must be turned off for a minimum of 15 seconds in order for the update to take effect.

9. Turn the ignition off for a minimum of 15 seconds.

10. The 'Persisted Values Have Been Restored' window appears. Select 'OK'. See [Fig. 29](#).



Fig. 28, Progress Bar Window

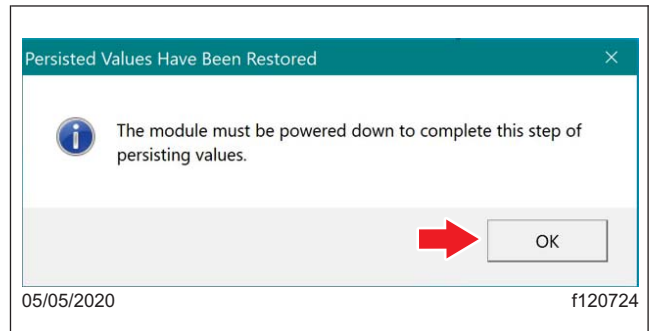


Fig. 29, Persisted Values Have Been Restored Window

11. The 'Programming Successful' window will appear. Select 'OK.' See [Fig. 30](#).

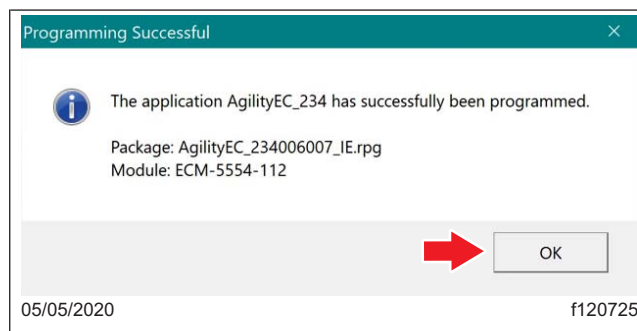


Fig. 30, Programming Successful Window

IMPORTANT: The ignition must be turned off for a minimum of 15 seconds in order for the update to take effect.

12. When programming is complete, turn the ignition to the OFF position for a minimum of 15 seconds and then back to the RUN position.

13. Clean a spot on the base label (Form WAR259) and attach a campaign completion sticker for SF606 (Form WAR261) indicating this work has been completed.