

March 2021
SF617A

Subject: FCCC XC Orscheln Shift Actuator Software Update

Models Affected: Specific Model Year 2020-2021 Freightliner Custom Chassis XCR, XCM, and XCS model chassis, manufactured December 31, 2018, through August 24, 2020.

General Information

Daimler Trucks North America LLC (DTNA), on behalf of its wholly-owned subsidiary Freightliner Custom Chassis Corporation (FCCC), is initiating Field Service Campaign SF617A to modify the vehicles mentioned above.

Certain FCCC XC chassis have a shift actuator which may not downshift when requested.

The shift actuator will receive a software update to ensure proper downshifting.

There are approximately 835 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).

Parts

Orscheln® ORSEA02017-01 Programming Tool: If you do not already have this tool, contact FCCC @ 800-385-4357 or FCCCSERVICE@Daimler.com, and request a programmer free of charge. A loaner will be sent to your dealership which can be returned upon completion.

Included with the loaner Orscheln® ORSEA02017-01 Programming Tool will be screws, gasket, and label.

If our records show your dealership has ordered any vehicle(s) involved in campaign number SF617A, a list of the customers and vehicle identification numbers will be available on DTNAConnect.

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
SF617A	SHIFTER, ORSCHELN, SOFTWARE UPDATE	1.0	996-F091A	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 condition code (**SF617-A**).
- In the Primary Failed Part field, enter **25-SF617-000**.
- There should be no parts to claim unless there were special circumstances. Please see page one for information on the **Orscheln® ORSEA02017-01 Programming Tool**.
- In the Labor section, enter the appropriate SRT from the Labor Allowance Table. Administrative time will be included automatically as SRT 939-6010A for 0.4 hours.
- The VMRS Component Code is **F99-999-005** and the Cause Code is **A1 - Campaign**.
- This Field Service Campaign will **terminate on March 31, 2022**. 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.

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 if you have any additional questions. Export distributors submit a Web inquiry or contact your International Service Manager.

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Copy of Notice to Owners

Subject: FCCC XC Orscheln Shift Actuator Software Update

Daimler Trucks North America LLC (DTNA), on behalf of its wholly-owned subsidiary Freightliner Custom Chassis Corporation (FCCC), is initiating Field Service Campaign SF617A to modify specific Model Year 2020-2021 Freightliner Custom Chassis XCR, XCM, and XCS model chassis, manufactured December 31, 2018, through August 24, 2020.

Certain FCCC XC chassis have a shift actuator which may not downshift when requested.

The shift actuator will receive a software update to ensure proper downshifting.

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 (Freightliner Custom Chassis or Freightliner). The campaign will take approximately one hour and will be performed at no charge to you.

This Field Service Campaign will **terminate on March 31, 2022**. 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, 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: FCCC XC Orscheln Shift Actuator Software Update

Models Affected: Specific Model Year 2020-2021 Freightliner Custom Chassis XCR, XCM, and XCS model chassis, manufactured December 31, 2018, through August 24, 2020.

Orscheln Shifter Software Update (Requires Orscheln® ORSEA02017-01 Programming Tool)

1. Inspect the base label (Form WAR259) for a completion sticker for SF617 (Form WAR260). If a sticker is present for SF617, 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. Put the transmission in neutral.
3. Turn the ignition key to ACC, to power the accessories ON.
4. Raise the rear of the vehicle, and support the rear axle(s) with safety stands.

WARNING

Never work around or under a vehicle that is supported only by a jack. Always support the vehicle with safety stands. Jacks can slip, allowing the vehicle to fall, which could result in serious injury or death.

5. Loosen the shifter lever jam nut.
6. Remove the cotter pin, and disconnect the shaft pivot from the shifter lever. Rotate the shaft pivot 90 degrees, so that the pivot axis is vertical and the pivot pin does not accidentally engage to the transmission lever. See [Fig. 1](#).

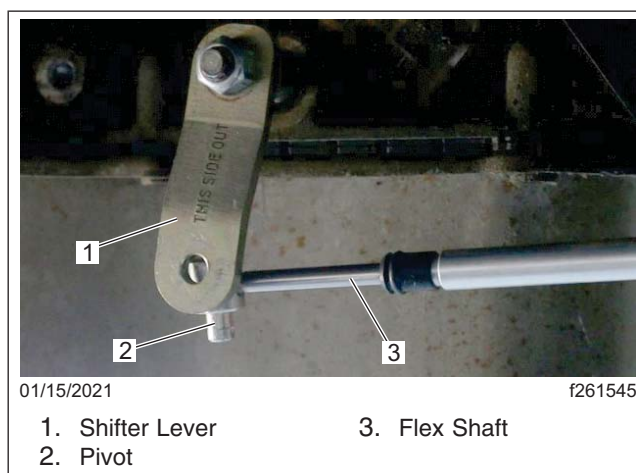


Fig. 1, Shifter Lever and Pivot Disconnected

7. Using a pick, remove the anti-tamper paint applied on two of the nine screws that attach the actuator cover to the actuator body.

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IMPORTANT: Take care not to damage the gasket while removing the actuator cover. Do not remove the gasket from the gasket groove. See [Fig. 2](#) for gasket location.

8. Remove the nine screws that attach the actuator cover to the actuator body. Retain the screws for reuse.

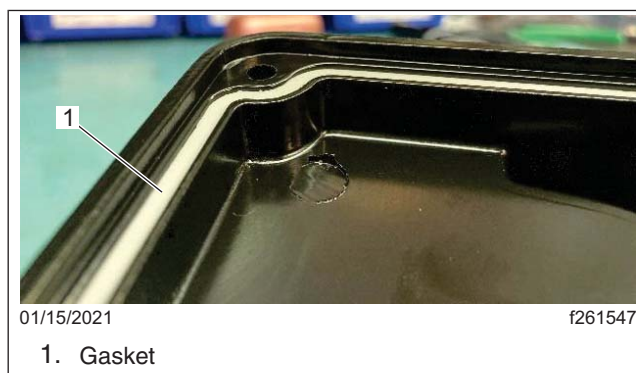


Fig. 2, Gasket Location

9. Connect the Orscheln® ORSEA02017-01 programmer cable into the 5-pin insulation-displacement connector (IDC) on the actuator printed circuit board (PCB). See [Fig. 3](#).

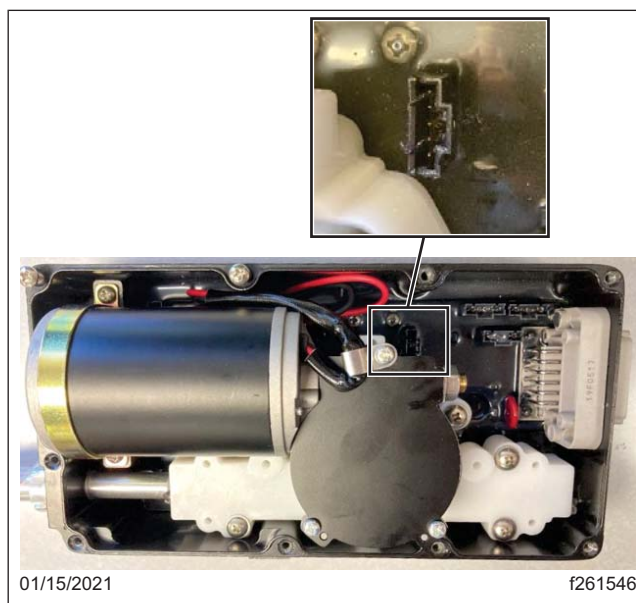


Fig. 3, IDC Connector Port Location

IMPORTANT: Do not remove the NyoGel® lubricant applied on the programming IDC port on the actuator PCB.

10. Program the actuator as follows:

- 10.1 Turn on the Orscheln ORSEA02017-01 programmer.

- 10.2 Press the “Load” button.

- If the “Status” indicator light turns green, the programming is successful.
- If the “Status” indicator light turns red, the programming has failed. Confirm the actuator is powered and the programmer cable is properly connected to the IDC port on the actuator. Repeat step 10. (Submit WSC ticket to warranty campaigns group if unable to complete repair.)

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11. Disconnect the programmer cable from the actuator IDC port. If present, remove the excess NyoGel® lubricant from the programmer cable connector.
12. Apply Loctite® 242 Threadlocker into the nine threaded cover mounting holes on the actuator body.

NOTE: Extra screws and gasket are supplied with the rework kit, if required.

13. Confirm the gasket is properly seated into the groove on the cover. If the gasket is damaged, replace it. See [Fig. 4](#).

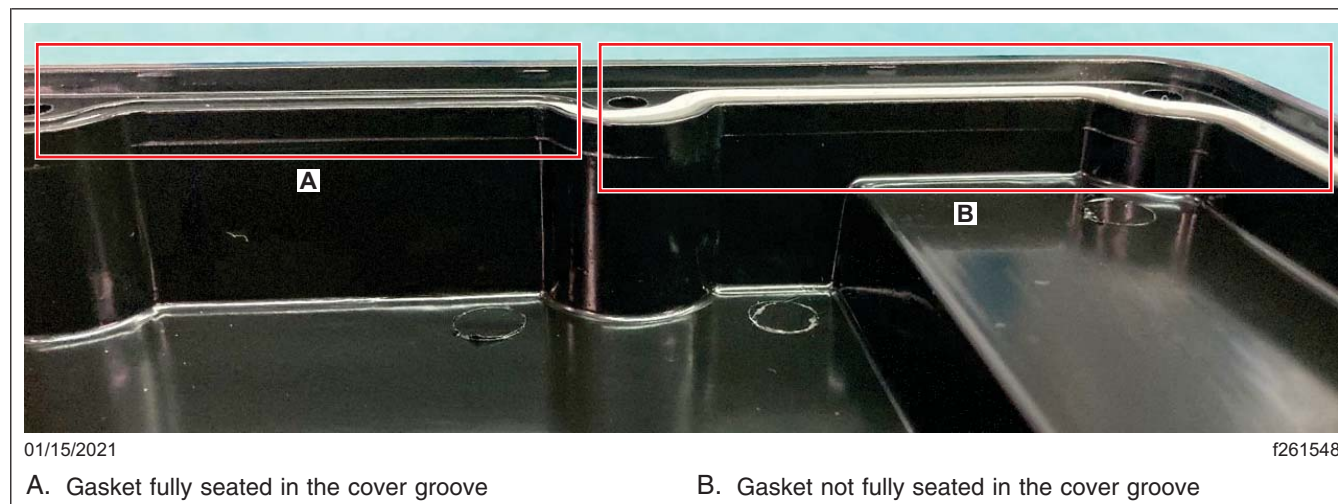


Fig. 4, Example of Correct and Incorrect Seating of Gasket

NOTICE

Make sure all nine screws are installed and tightened to torque specified. Do not use pneumatic tools to tighten the screws.

14. Place the cover onto the actuator, and install the nine screws that attach the actuator cover to the actuator body. Tighten the screws 26 lbf·in (294 N·cm).
15. Clean the part number label surface with a mixture of alcohol and water. See [Fig. 5](#). Attach the new part number label displaying P/N ORSEA02017-01 over the old part number label that displayed P/N ORSEA02001-01. Ensure not to damage/tamper the serial number. See [Fig. 6](#).



Fig. 5, Part Number and Serial Number Label Location

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Fig. 6, Old and New Part Number Label

16. Reset the actuator power by disconnecting the 12-pin Deutsch plug from the actuator and then connecting it again.
 17. Using the transmission controls in the cab, shift the transmission to 'Drive' and then to 'Neutral'.
- IMPORTANT: Do not attach the pivot to the shifter lever without shifting the transmission to 'Drive' and then to 'Neutral'.
18. Align the shaft pivot with the hole in the shifter lever. Make sure the pivot rotates with minimal resistance in the shifter lever hole.
 19. Connect the shaft pivot to the transmission lever by installing the cotter pin.
 20. Hand tighten the shifter lever jam nut until snug. Tighten the jam nut 7 to 8 lbf·ft (9.5 to 11 N·m).
 21. Test-drive the vehicle to confirm the transmission shifts in and out of all the gears properly.
 22. Clean a spot on the base label (Form WAR259) and attach a campaign completion sticker for SF617 (Form WAR260), indicating this work has been completed.