

March 2022
SF645A

Subject: FCCC Walk-In Van Coolant Sensor

Models Affected: Specific model year 2022 Freightliner Custom Chassis MT45 and MT55 models (equipped with a DD5 engine) manufactured March 3, 2021 through September 10, 2021

General Information

Daimler Truck North America LLC (DTNA), on behalf of its wholly-owned subsidiary Freightliner Custom Chassis Corporation (FCCC), is initiating Field Service Campaign SF645A to modify the vehicles mentioned above.

A "check coolant" message on the instrument panel may be displayed in error. The message may occur during hard turns when the low coolant sensor in the tank is momentarily out of contact with the coolant.

An update will be made to the instrument panel software to take this normal movement of coolant into account.

There are approximately 181 vehicles involved in this campaign.

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

This is a software update; no replacement parts are required.

Removed Parts

U.S. and Canadian Dealers, please follow Warranty Failed Parts Tracking shipping instructions for the disposition of all removed parts.

Labor Allowance

Table 1 - Labor Allowance

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Corrective Action
SF645A	COOLANT SENSOR, DD5, SOFTWARE UPDATE	0.4	996-F119A	12-Repair Recall/Campaign

Table 1

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IMPORTANT - Before Beginning Work:

- Check OWL to ensure the vehicle is involved and the campaign has not previously been completed.
- Check the vehicle for a completion sticker.

IMPORTANT - After Repair is Complete:

- Attach a gray completion sticker (Form WAR261) to the base completion label (Form WAR259). If the vehicle does not already have a base completion label, clean a spot on the appropriate location of the vehicle, and attach a base completion label, prior to installing the completion sticker.

Claims for Credit

You will be reimbursed for your parts, labor, and handling (landed cost for Export Distributors) by submitting a claim. Please reference the following information in OWL:

- All claims must be submitted within 30 days of the repair date.
- Claim type is **Field Service Campaign**.
- In the Campaign field, enter the campaign number and appropriate condition code (**SF645-A**).
- In the Primary Failed Part field, enter **25-SF645-000**.
- In the Parts section, there should be no entry unless there were special circumstances, as this 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 **F99-999-005** and the Cause Code is **A1 - Campaign**.
- This Field Service Campaign will **terminate on March 31, 2023**. Dealers will be notified of any changes to the termination date via an Important Campaign Information Letter posted on DTNAConnect.com.

For questions, contact the Warranty Campaigns Department via Web inquiry at DTNAConnect.com/WSC, or the Customer Assistance Center at (800) 385-4357.

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Copy of Notice to Owners

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Daimler Truck North America LLC (DTNA), on behalf of its wholly-owned subsidiary Freightliner Custom Chassis Corporation (FCCC), is initiating Field Service Campaign SF645A to modify specific model year 2022 Freightliner Custom Chassis MT45 and MT55 models (equipped with a DD5 engine) manufactured March 3, 2021 through September 10, 2021.

A "check coolant" message on the instrument panel may be displayed in error. The message may occur during hard turns when the low coolant sensor in the tank is momentarily out of contact with the coolant.

An update will be made to the instrument panel software to take this normal movement of coolant into account.

Please contact an authorized Daimler Truck North America dealer to arrange to have the campaign performed and to ensure that parts are available at the dealership. The campaign will take approximately one half hour and will be performed at no charge to you. To locate an authorized dealer, search online at NorthAmerica.DaimlerTruck.com/contact-us/. Scroll down to "Locate a Dealer," and select the appropriate brand.

This Field Service Campaign will **terminate on March 31, 2023**. 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, DTNA will not pay for any damage caused by failure to properly maintain your vehicle. DTNA 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@DaimlerTruck.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 Walk-In Van Coolant Sensor

Models Affected: Specific model year 2022 Freightliner Custom Chassis MT45 and MT55 models (equipped with a DD5 engine) manufactured March 3, 2021, through September 10, 2021.

File Download

NOTE: The configuration file only has to be downloaded once; this file can be used to update multiple vehicles.

1. Inspect the base label (Form WAR259) for a campaign completion sticker for SF645 (Form WAR261). If a sticker is present for SF645, no work is needed. If there is no sticker, proceed with the steps below.
2. On the laptop, go to DTNA Connect, then select the three menu bars at the upper right-hand corner of the web page. See [Fig. 1](#).

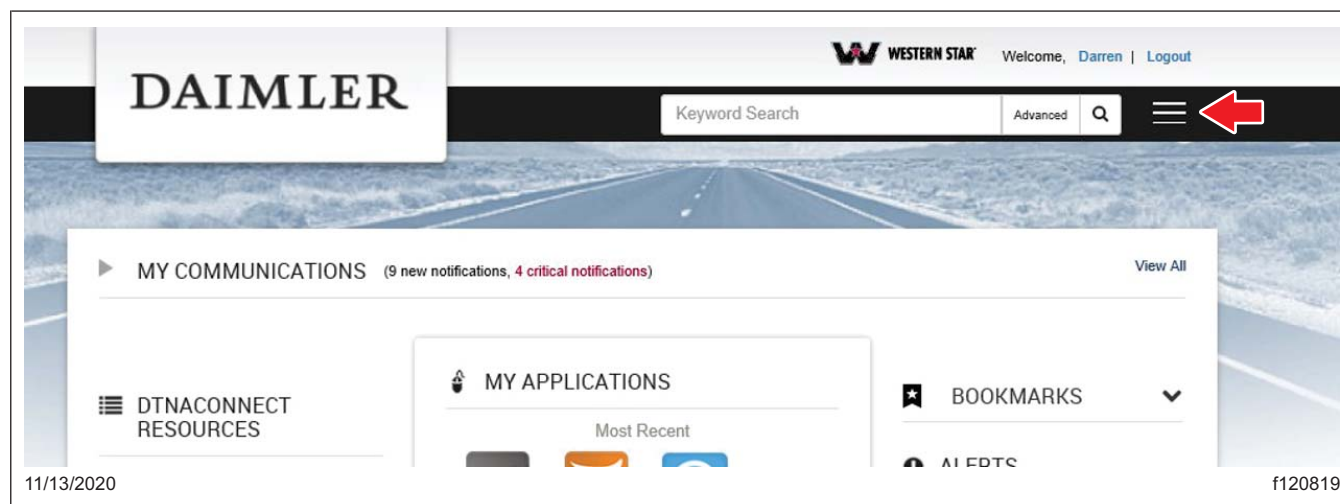


Fig. 1, DTNA Connect Home Screen

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3. Select 'Support,' then select 'Download Center.' See [Fig. 2](#).

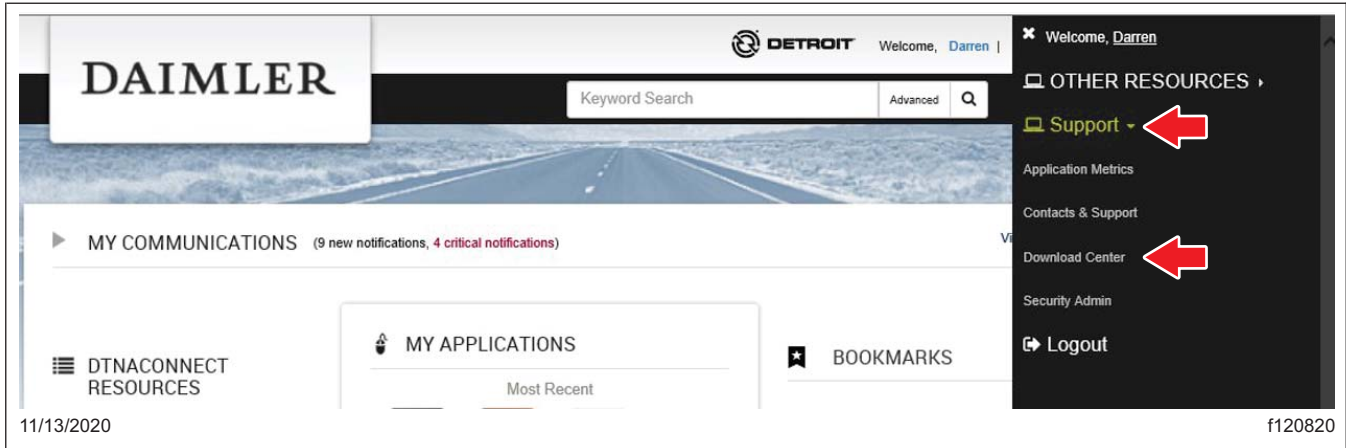


Fig. 2, Selecting Download Center

4. Scroll down to 'FCCC LOW COOLANT INDICATOR UPDATE,' then select the '+' symbol. Select 'Files Download'. See [Fig. 3](#).

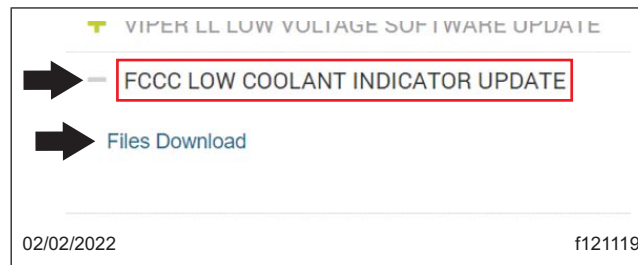


Fig. 3, FCCC Low Coolant Indicator Update Link

NOTE: Depending on the operating system and/or the browser, the computer may either ask you to select a location to save, or automatically save the file in a default location.

If the operating system downloads the file to a default location, the user can open the compressed (zip) file using the link on the browser, then extract the files on the desktop.

5. A download box will now appear on the upper right corner of the browser window. Once the download is complete, select 'Open File.' See [Fig. 4](#).

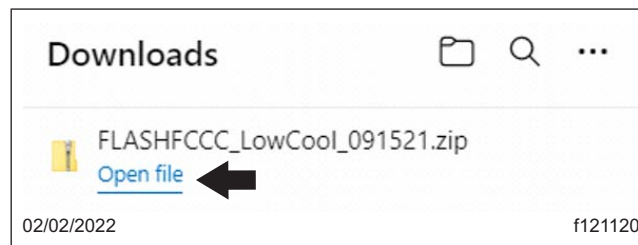


Fig. 4, Link to Open the Downloaded File

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6. Select the 'Extract All' button. See [Fig. 5](#).

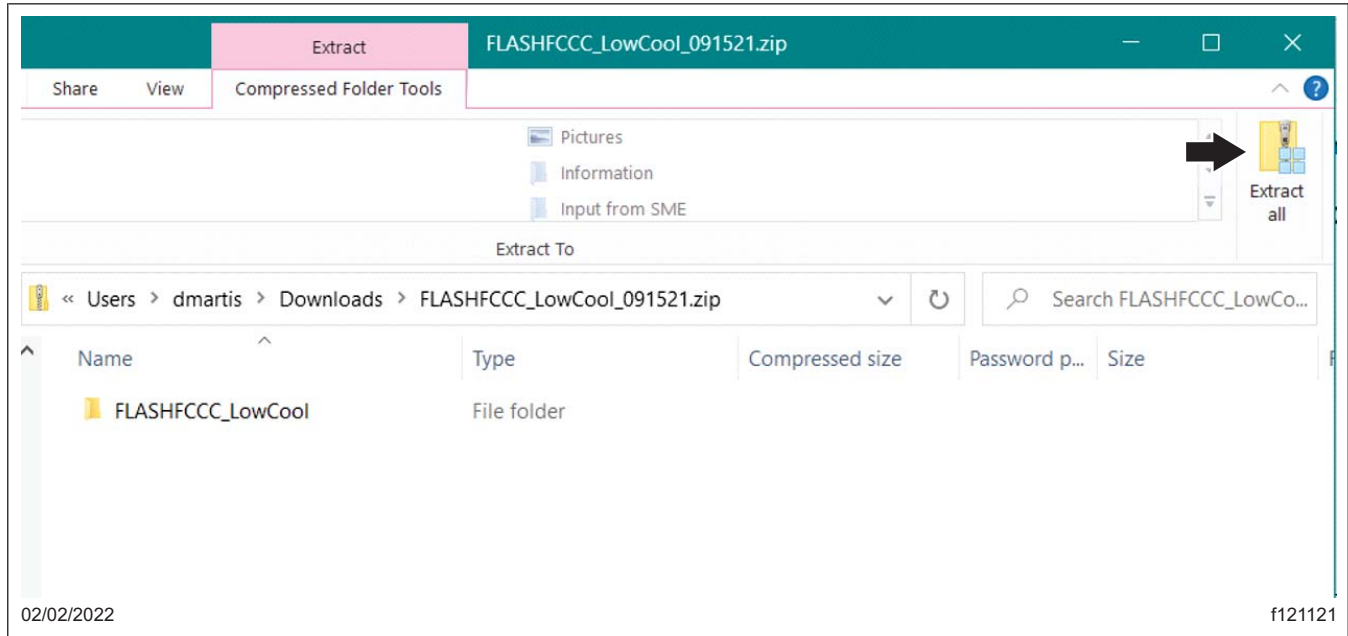


Fig. 5, Extract All Button

7. In the next screen, select the destination you want the files to be extracted to, then select 'Extract.' See [Fig. 6](#) and [Fig. 7](#).

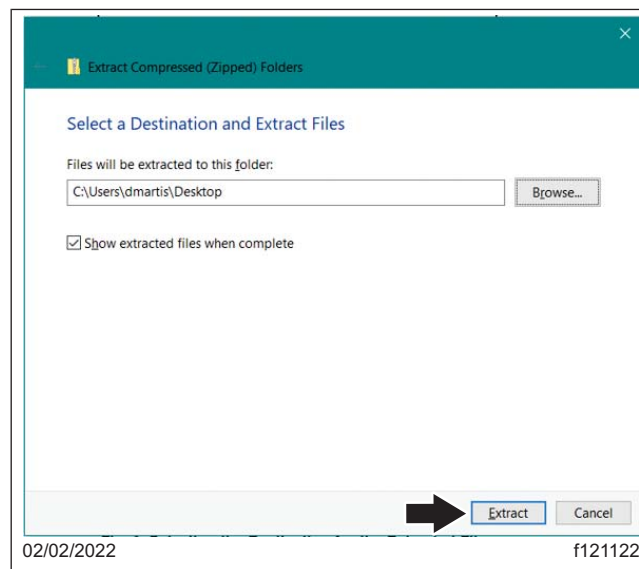


Fig. 6, Extract the Compressed Folders Window

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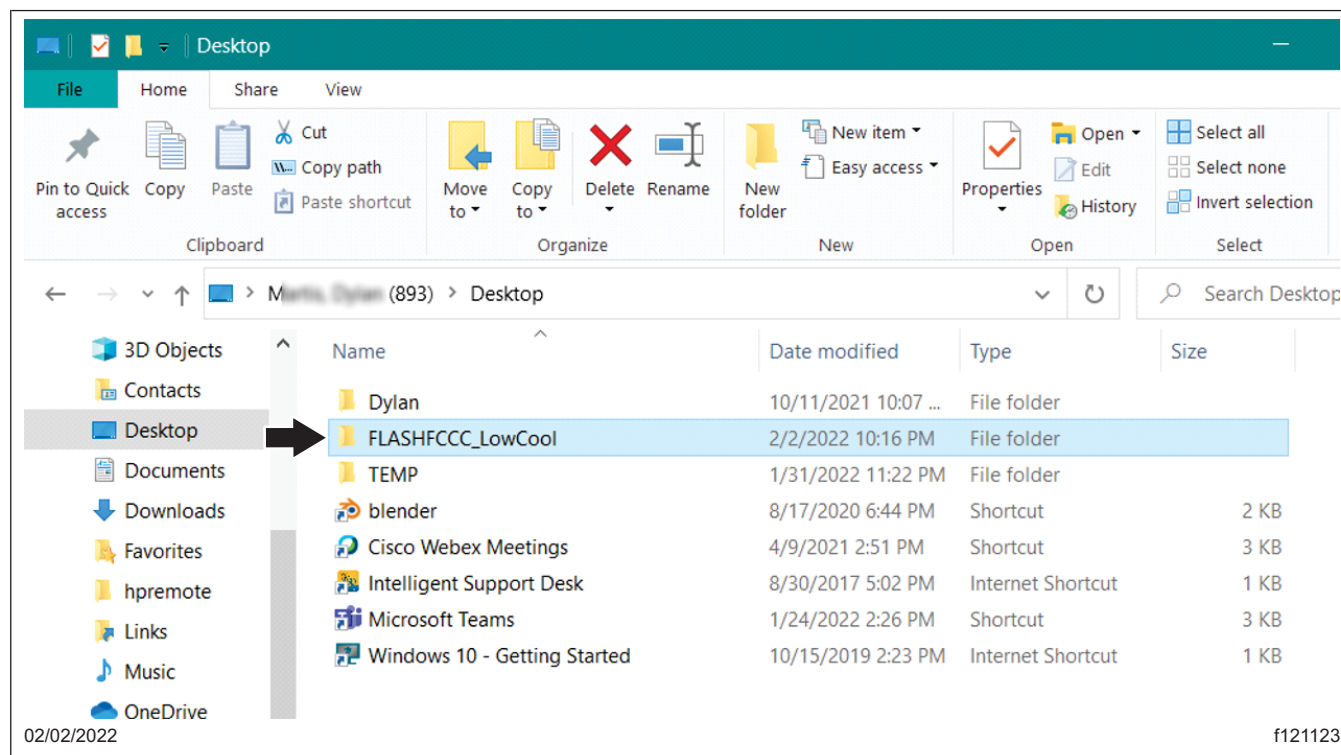


Fig. 7, Extracted Folder

Software Installation

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

NOTICE

To ensure good battery voltage during programming, it is recommended to connect an appropriate battery charger to the vehicle's batteries. Failure to do so could permanently damage the controller.

2. Turn the ignition key to the ON position, but make sure the engine is OFF.

IMPORTANT: Do not turn the ignition OFF until the software is installed and the system reboot is complete.

3. Connect the Nexiq2 box to the green diagnostic connector on the vehicle.
4. Connect the USB port on the Nexiq2 box to the laptop.

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5. In the extracted folder **FLASHFCCC_LowCool**, run the file **FlashFCCC_Service_V1.08.exe**. See [Fig. 8](#).

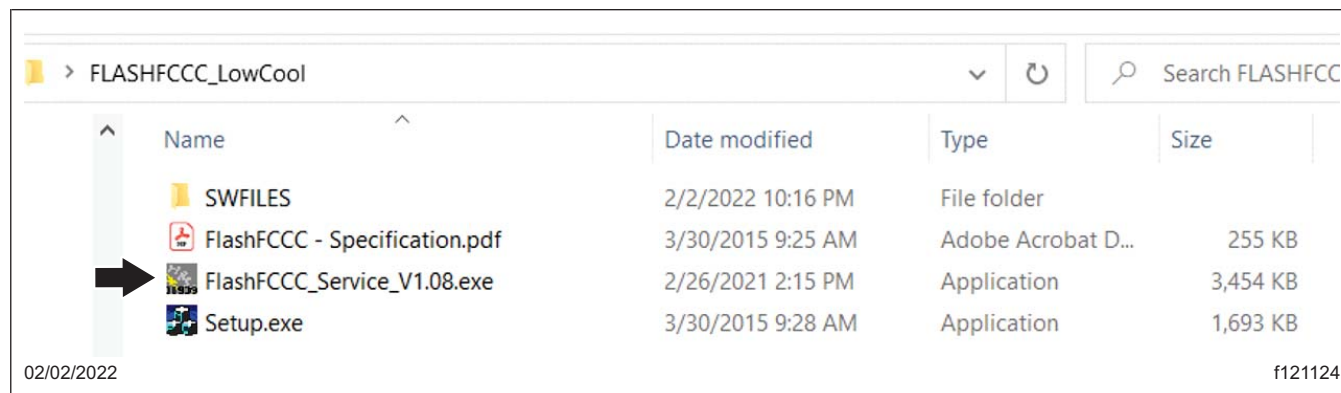


Fig. 8, FlashFCCC_Service_V1.08.exe Setup File Location

6. In the 'Select Communication Adapter' window, select 'Nexiq USB-Link 2,' then select 'OK.' See [Fig. 9](#).

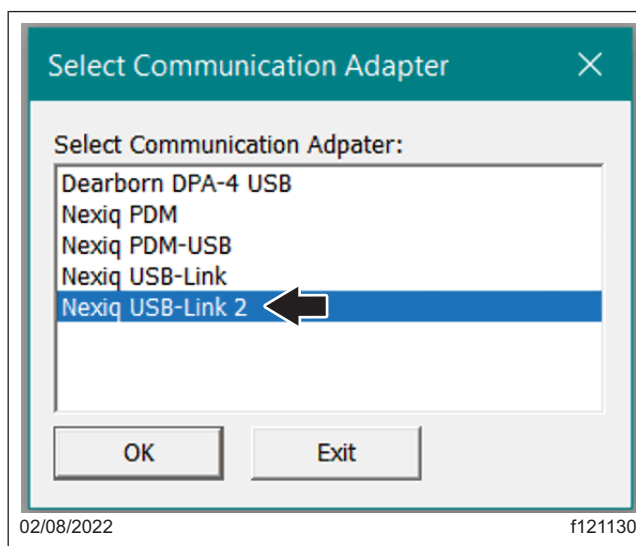


Fig. 9, Select Communication Adapter Window

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7. In the 'FlashFCCC Download V1.08' window that appears, perform the following substeps. See [Fig. 10](#).

7.1 In the 'Select Device' box, select 'Cluster - STEPVAN.'

IMPORTANT: The instrument cluster part number is displayed at the back of the instrument cluster. To see the part number, remove the four screws that attach the instrument cluster to the dash, then remove the instrument cluster. When installing the instrument cluster, tighten the screws hand tight.

7.2 In the 'Select Part Number' box, choose the part number of the instrument cluster to be flashed.

7.3 Select the '500K CAN' checkbox.

7.4 Select the 'Download' button.

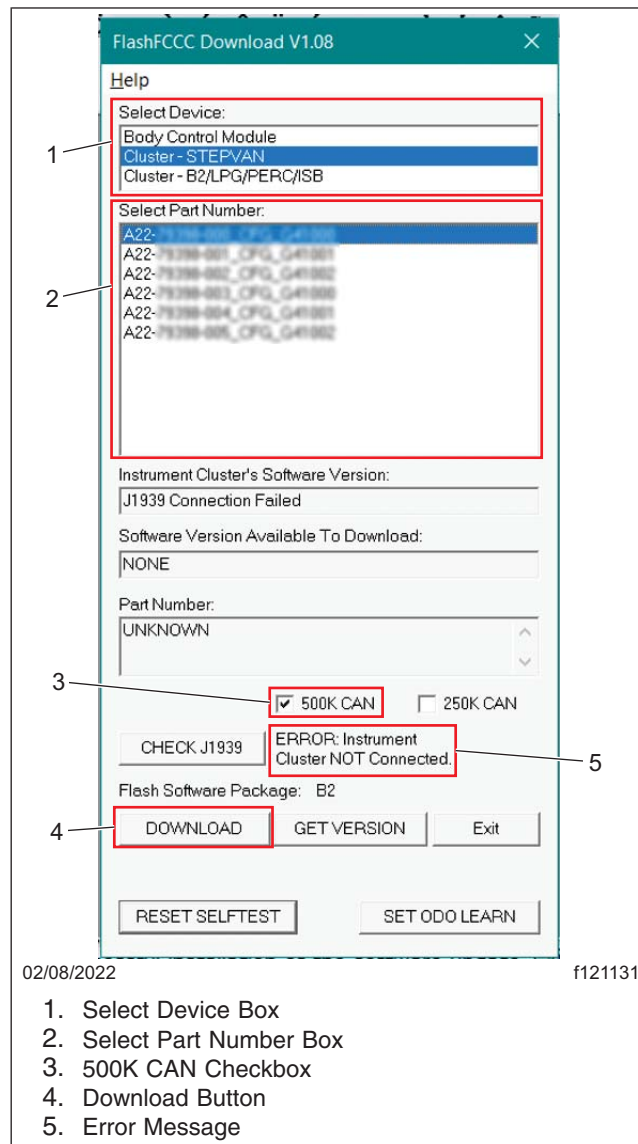


Fig. 10, FlashFCCC Download V1.08 Window

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IMPORTANT: If the message 'ERROR: Instrument Cluster NOT Connected' appears, there is a connection issue between the Nexiq2 box and the vehicle. See [Fig. 10](#). Perform any of the following actions to troubleshoot the connection issue:

- Disconnect the Nexiq2 box from the laptop, then connect it again.
- Restart the program.
- If any of the above actions does not resolve the connection issue, contact Freightliner Custom Chassis Corporation (FCCC) Customer Support Center, 1-800-206-3519.

IMPORTANT: If the message 'current software version greater than update' appears, select 'OK.' The software will then be applied to the cluster. The message 'UPDATING SOFTWARE' will be displayed on the instrument cluster. The software update process may take five to eight minutes, depending on the vehicle.

8. Once the software update is complete, disconnect the Nexiq2 box from the vehicle diagnostic port.
9. Turn the ignition key to the OFF position.
10. Road test the vehicle to confirm the software update was successful.
11. Clean a spot on the base sticker (WAR259). Write the campaign number SF645 on a blank grey completion label (WAR261), and attach it to the base sticker, indicating this work is complete.