

May 2023
SF668 A-F

Subject: ICU4Me Cluster Assembly Liquid Crystal Display

Models Affected: Specific model years 2022-2023 Freightliner 122SD; and Western Star 4700SB, and 4700SF vehicles, manufactured from January 5, 2022, through February 10, 2023.

General Information

Daimler Truck North America LLC (DTNA), on behalf of its Freightliner Trucks Division, and wholly owned subsidiary, Western Star Truck Sales Inc., is initiating Field Service Campaign SF668 A-F to modify the vehicles mentioned above.

If the ICU4Me cluster assembly is flashed in the aftermarket, it will result in the liquid crystal display (LCD) going blank.

The ICU4Me cluster assembly will be inspected and replaced if necessary.

There are approximately 3,618 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

Replacement parts are now available and can be obtained by ordering the part number(s) listed below from your facing Parts Distribution Center (PDC).

If our records show your dealership has ordered any vehicle(s) involved in campaign number SF668, a list of the customers and vehicle identification numbers will be available by using the OWL app, located on the DTNA Portal. Please refer to this list when ordering parts for this campaign.

Table 1 - Replacement Parts for SF668

Campaign Number	Part Number	Part Description	Qty.
SF668 A	A06-96827-203	CONFIG-ICU4ME,24U,US,BLK	1
SF668 B	A06-96827-223	CONFIG-ICU4ME,24U,NAFTA,BLK	1
SF668 C	A06-96827-403	CONFIG-ICU4ME,24U,US,BRT	1
SF668 D	A06-96827-423	CONFIG-ICU4ME,24U,NAFTA,BRT	1
SF668 E	A06-96828-304	CONFIG-ICU4ME,US,BRT,WST	1
SF668 F	A06-96828-324	CONFIG-ICU4ME,NAFTA,BRT,WST	1
ALL GROUPS	WAR261	BLANK COMPLETION STICKER	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.

May 2023
SF668 A-F

Labor Allowance

Table 2 - Labor Allowance

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Corrective Action
SF668 A-F	Inspect ICU	0.2	996-F153A	06-Inspect
	Inspect, Replace, & Program ICU	0.6	996-F153B	12-Repair Recall/Campaign

IMPORTANT: When the campaign has been completed, locate the base completion label in the appropriate location on the vehicle, and attach a gray completion sticker (Form WAR261). If the vehicle does not have a base completion label, clean a spot on the appropriate location of the vehicle, and attach a base completion label (Form WAR259) prior to attaching the completion sticker.

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 code (**SF668-A, SF668-B, etc.**).
- In the Primary Failed Part field, enter **25-SF668-000**.
- In the Parts section, enter the appropriate 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 May 31, 2024**. Dealers will be notified of any changes to the termination date via an Important Campaign Information (ICI) letter posted on the DTNA Portal.

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 using the Warranty Support Center (WSC) app located on the DTNA Portal. Export distributors, submit a WSC inquiry or contact your International Service Manager.

May 2023
SF668 A-F

Copy of Notice to Owners

Subject: ICU4Me Cluster Assembly Liquid Crystal Display

Daimler Truck North America LLC (DTNA), on behalf of its Freightliner Trucks division, and wholly owned subsidiary, Western Star Truck Sales, Inc., is initiating Field Service Campaign SF668 A-F to modify specific model years 2022-2023 Freightliner 122SD vehicles; and Western Star 4700SB, and 4700SF vehicles, manufactured January 5, 2022, through February 10, 2023.

If the ICU4Me cluster assembly is flashed in the aftermarket, it will result in the liquid crystal display (LCD) going blank.

The ICU4Me cluster assembly will be inspected and replaced if necessary.

Please contact an authorized DTNA dealer to arrange to have the campaign performed and to ensure that parts are available at the dealership. The campaign will take approximately one hour and will be **performed free of charge**. 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 May 31, 2024**. 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, from 7 a.m. to 4 p.m. Pacific Time, Monday through Friday, 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

May 2023
SF668 A-F

Work Instructions

Subject: ICU4Me Cluster Assembly Liquid Crystal Display

Models Affected: Specific model years 2022-2023 Freightliner 122SD; and Western Star 4700SB, and 4700SF vehicles, manufactured from January 5, 2022, through February 10, 2023.

Instrument Cluster Unit (ICU4Me) – Inspection, Replacement, and Programming

1. Check the base label (Form WAR259) for a completion sticker for SF668 (Form WAR261) 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 completion sticker is present, no work is needed. If there is no sticker, proceed to the next step.
2. Park the vehicle on a level surface, shut down the engine, and set the parking brake. Chock the tires.
3. Check the existing ICU4Me hardware and software part numbers using DiagnosticLink®.
 - 3.1 Connect an RP1210B-compliant vehicle diagnostic adaptor to the diagnostic connector on the vehicle.
 - 3.2 Connect the other end of the RP1210B-compliant vehicle diagnostic adaptor to the laptop.
 - 3.3 Open DiagnosticLink.

IMPORTANT: Make sure that DiagnosticLink is updated to the latest version (8.17 SP1 at the time of publication, or newer) before programming the vehicle. To update DiagnosticLink, from the menu bar, select 'Tools,' then select 'Update' from the dropdown menu.

May 2023
SF668 A-F

- 3.4 Go to the 'Identification' tab, then expand 'ICU4ME - Instrument Cluster Unit 4Me.' See [Fig. 1](#).
- 3.5 Under 'Device Information,' locate the 'Hardware Part Number' and the 'Software Part Number.' See [Fig. 1](#).

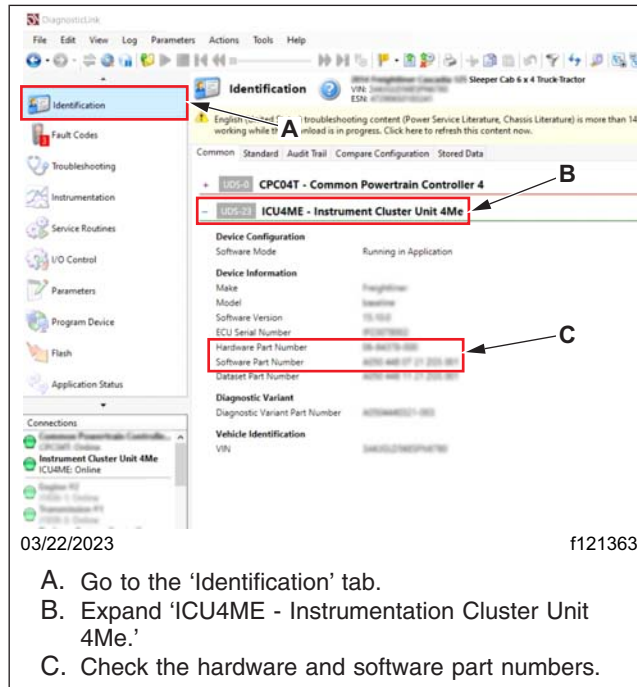


Fig. 1, Checking the Hardware and Software Part Numbers in DiagnosticLink

- 3.6 Compare the part numbers shown in [Fig. 1](#) to those listed in [Table 1](#).
Do the hardware and software part numbers displayed in DiagnosticLink match the part numbers listed in [Table 1](#)?
- YES** → No further work is required. Go to step 9, on page 17, and use the inspection-only SRT.
- NO** → Go to step 4, on the next page.

Population	Hardware Part Number	Software Part Number
SF668 A-D	06-83478-101	A038 448 93 21 ZGS XXX
SF668 E-F	06-84378-103	A038 448 94 21 ZGS XXX

Table 1, Hardware and Software Part Numbers

May 2023
SF668 A-F

4. Upload the parameters from the existing ICU4Me to the server.

4.1 Go to the 'Parameters' tab. See Fig. 2.

DiagnosticLink will read the parameters of the connected ECUs. Wait until the 'Reading parameters' bar indicates this process is complete.



Fig. 2, Reading the Device Parameters

May 2023
SF668 A-F

4.2 After the parameters are read from the device, go to the 'Program Device' tab. Select 'Unit data management' in the upper-right corner. See [Fig. 3](#).

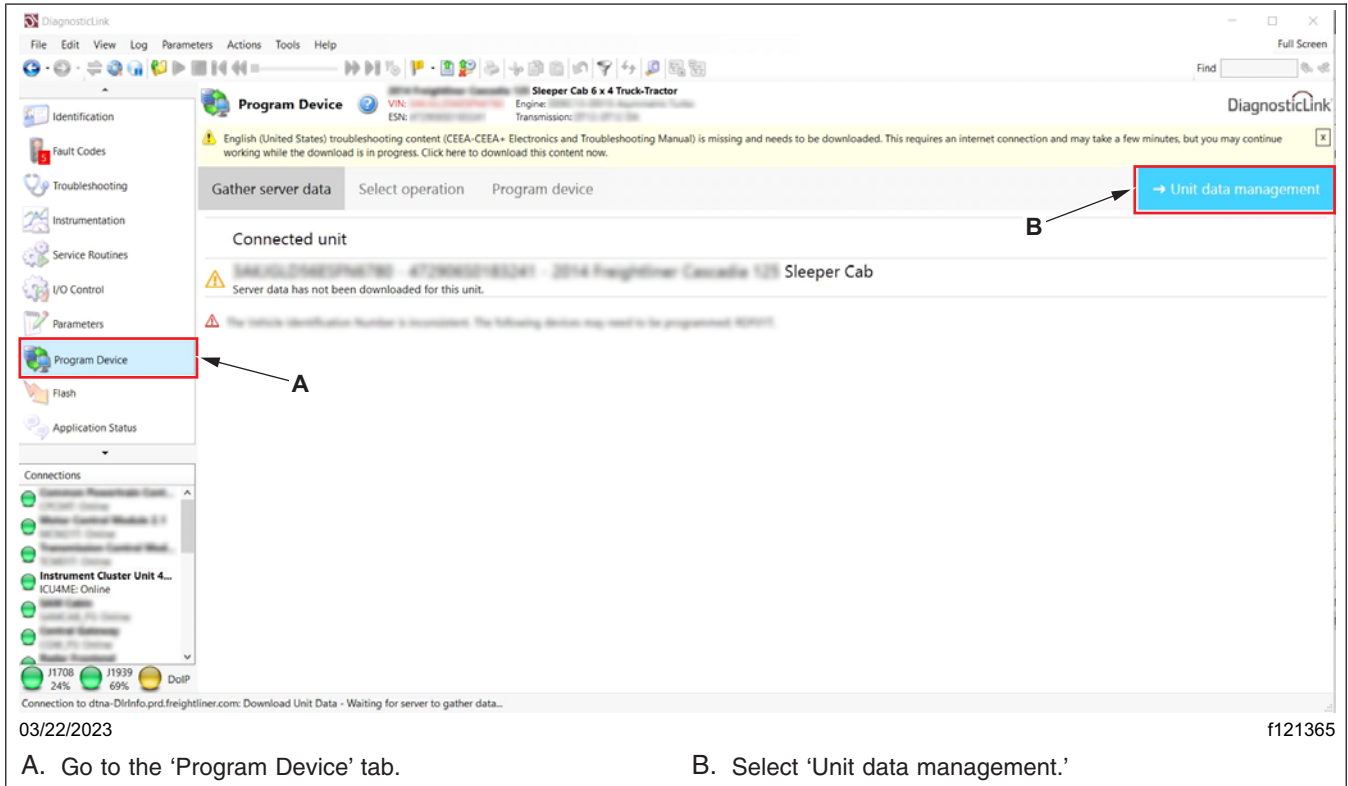


Fig. 3, Selecting Unit Data Management

May 2023
SF668 A-F

- 4.3 Unit data should now be available for upload, as shown in Fig. 4. Select 'Connect to server' to upload the data to the server.
- 4.4 Disconnect the vehicle from Diagnosticlink.

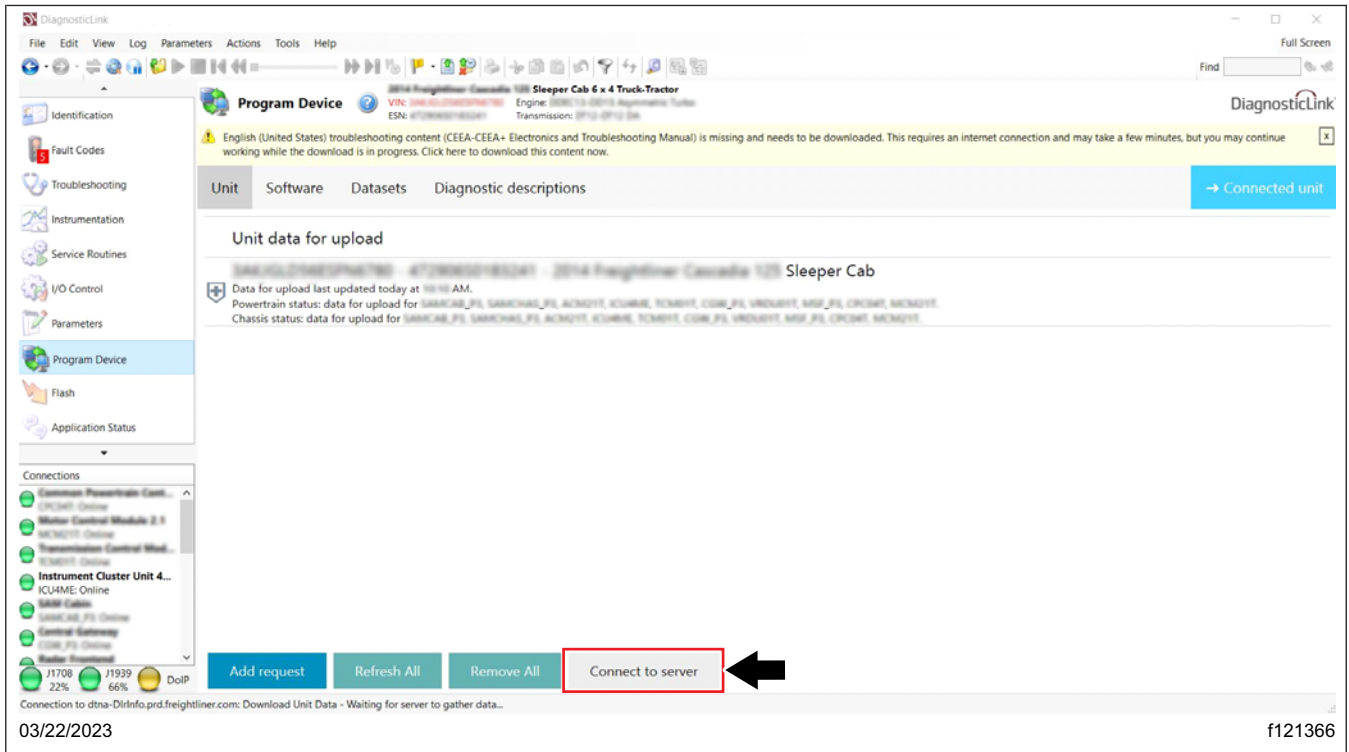


Fig. 4, Connecting to Server

May 2023
SF668 A-F

5. Remove the existing ICU4Me. For instructions, see **Group 54** of the applicable workshop manual.
6. Move the optional telltales from the removed ICU4Me to the new replacement ICU4Me by following one of options listed below:
 - **OPTION 1 (recommended):** Remove both the optional telltale holders from the old ICU4Me, and install them on the replacement ICU4Me. Make sure to install them in the exact position and orientation as they were in the old ICU4Me. Discard the telltale holders removed from the replacement ICU4Me. See **Fig. 5**, **Fig. 6**, and **Fig. 7**.
 - **OPTION 2:** Remove the optional telltales from both the telltale holders on the old ICU4Me, and install them on the telltale holders of the replacement ICU4Me. Make sure to install them in the exact position and orientation as they were in the old ICU4Me. See **Fig. 5**, **Fig. 6**, and **Fig. 7**.



Fig. 5, ICU4Me Assembly



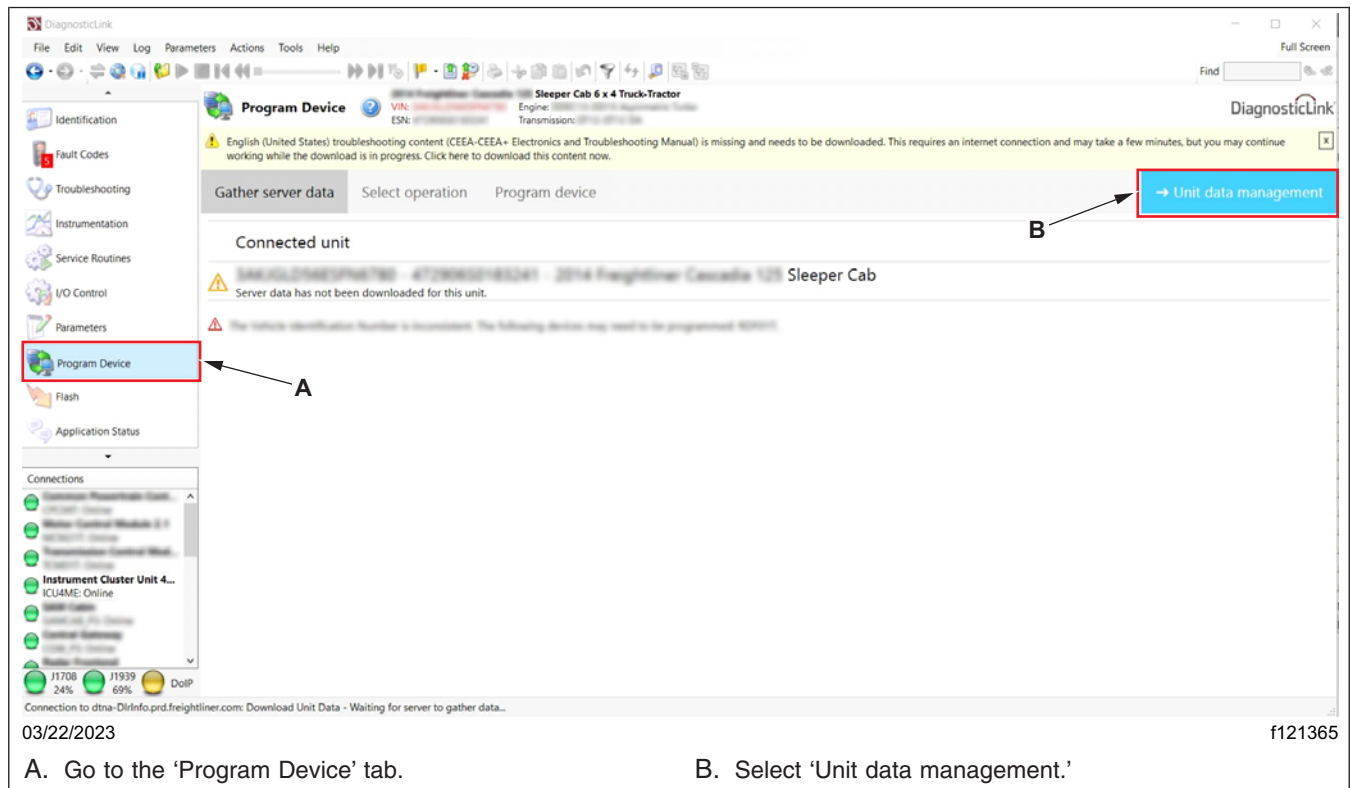
Fig. 6, Telltale Holder



Fig. 7, Telltale Holder Removal

May 2023
SF668 A-F

7. Install the replacement ICU4Me. For instructions, see **Group 54** of the applicable workshop manual.
8. Program the replacement ICU4Me:
 - 8.1 Connect the vehicle to DiagnosticLink using a RP1210B-compliant vehicle diagnostic adaptor.
 - 8.2 Go to the 'Program Device' tab, then select 'Unit data management.' See **Fig. 8**.



A. Go to the 'Program Device' tab.

B. Select 'Unit data management.'

Fig. 8, Selecting Unit Data Management

May 2023
SF668 A-F

8.3 If there are any vehicle identification numbers (VINs) showing under 'Unit data for upload,' select 'Remove All.' See Fig. 9.

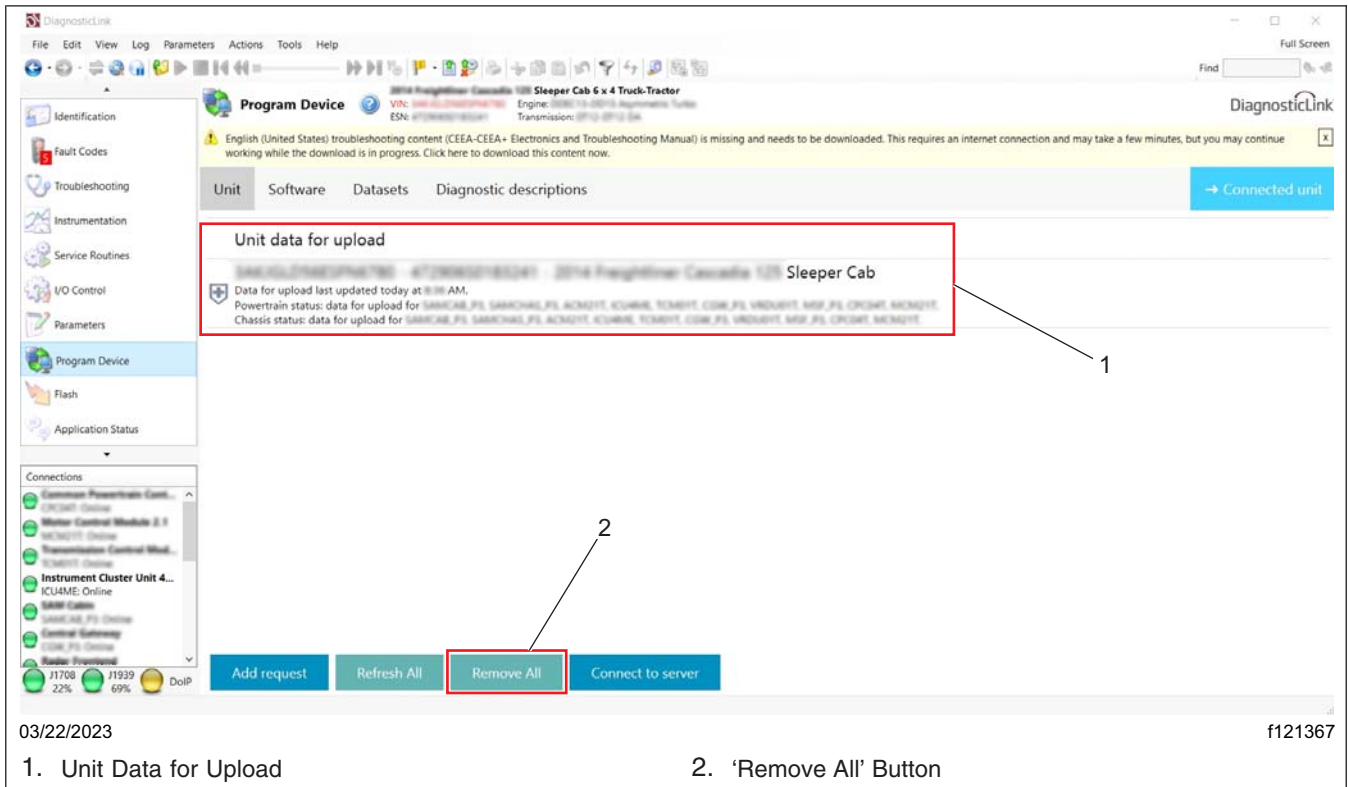


Fig. 9, Removing any Existing VINs

May 2023
SF668 A-F

8.4 Select 'Add request,' and enter the VIN in the designated field, then select 'OK.' See [Fig. 10](#).

03/22/2023 f121368

A. Select 'Add request.' B. Enter the VIN. C. Select 'OK.'

Fig. 10, Adding New VIN

May 2023
SF668 A-F

8.5 Select 'Connect to server.' See Fig. 11.

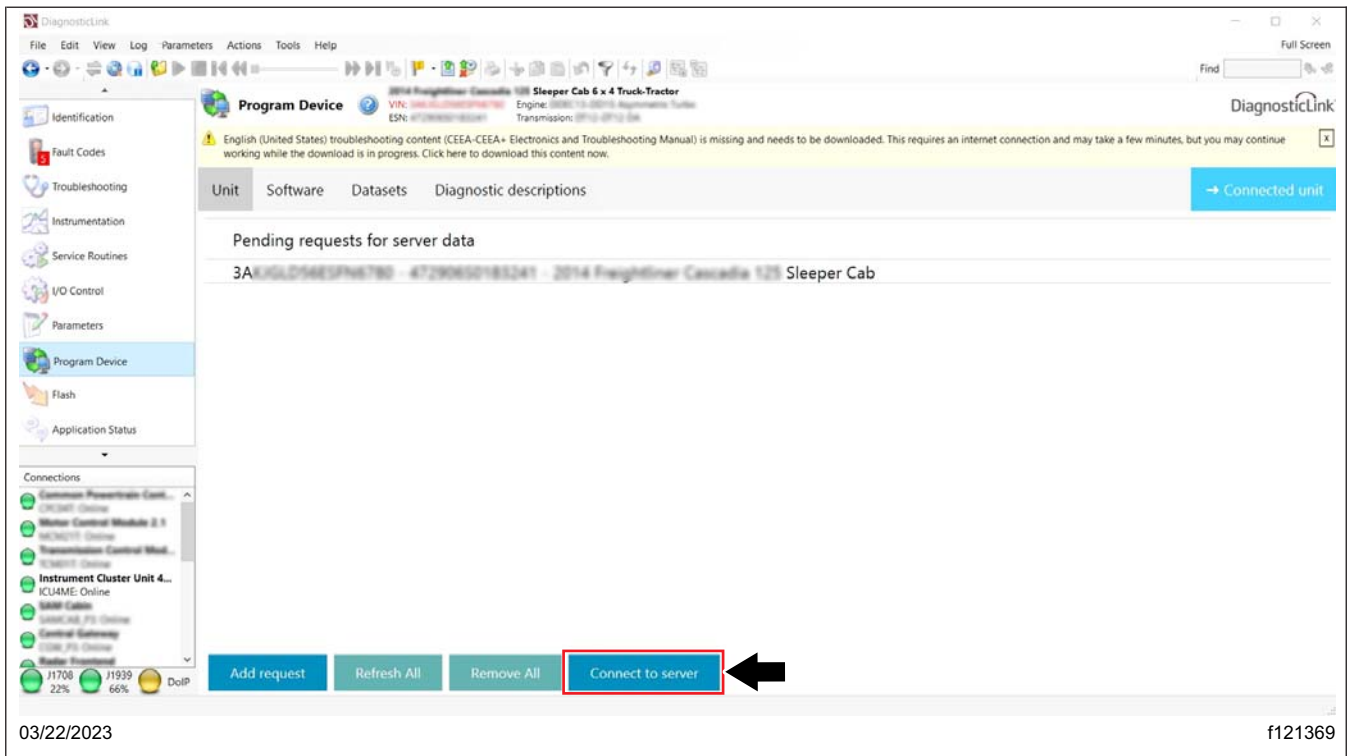


Fig. 11, Connecting to Server

8.6 After the server data download is complete, select 'Connected unit.' See Fig. 12.

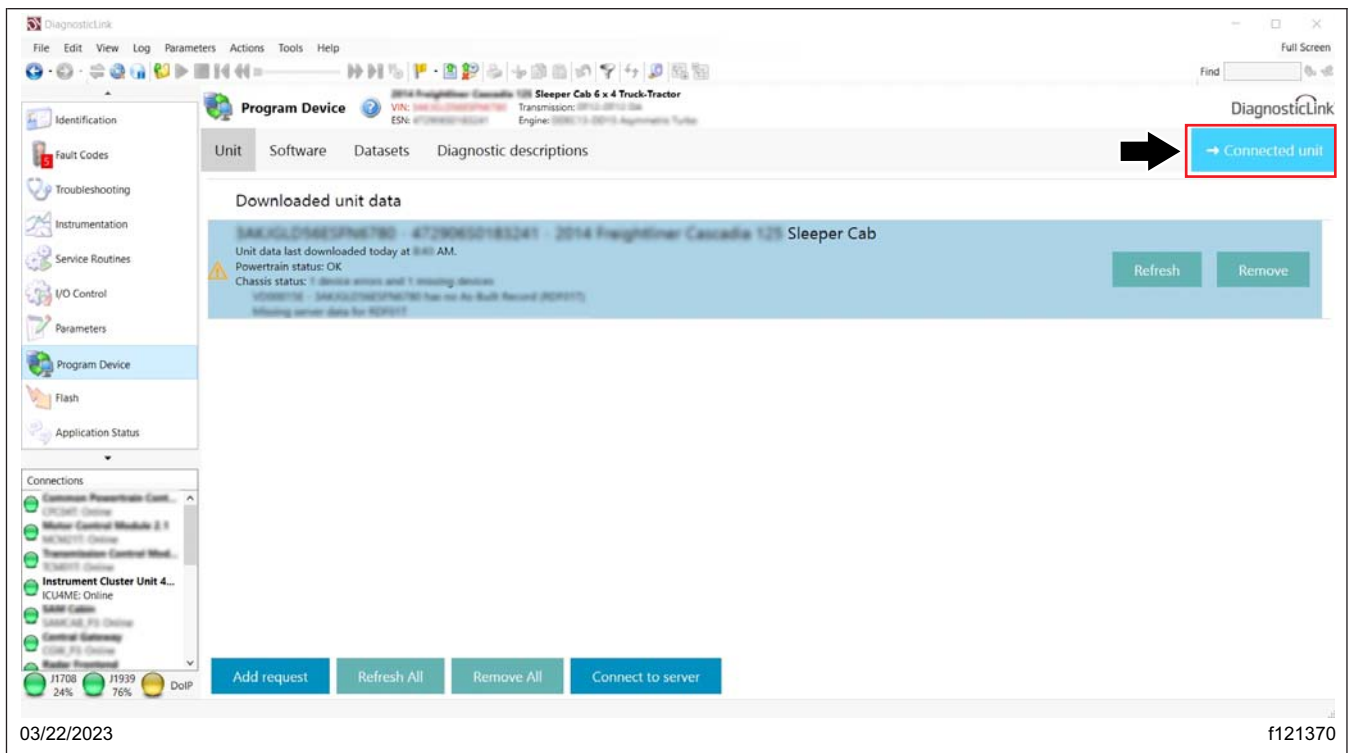


Fig. 12, Selecting Connected Unit

May 2023
SF668 A-F

8.7 Select 'Next.' See Fig. 13.

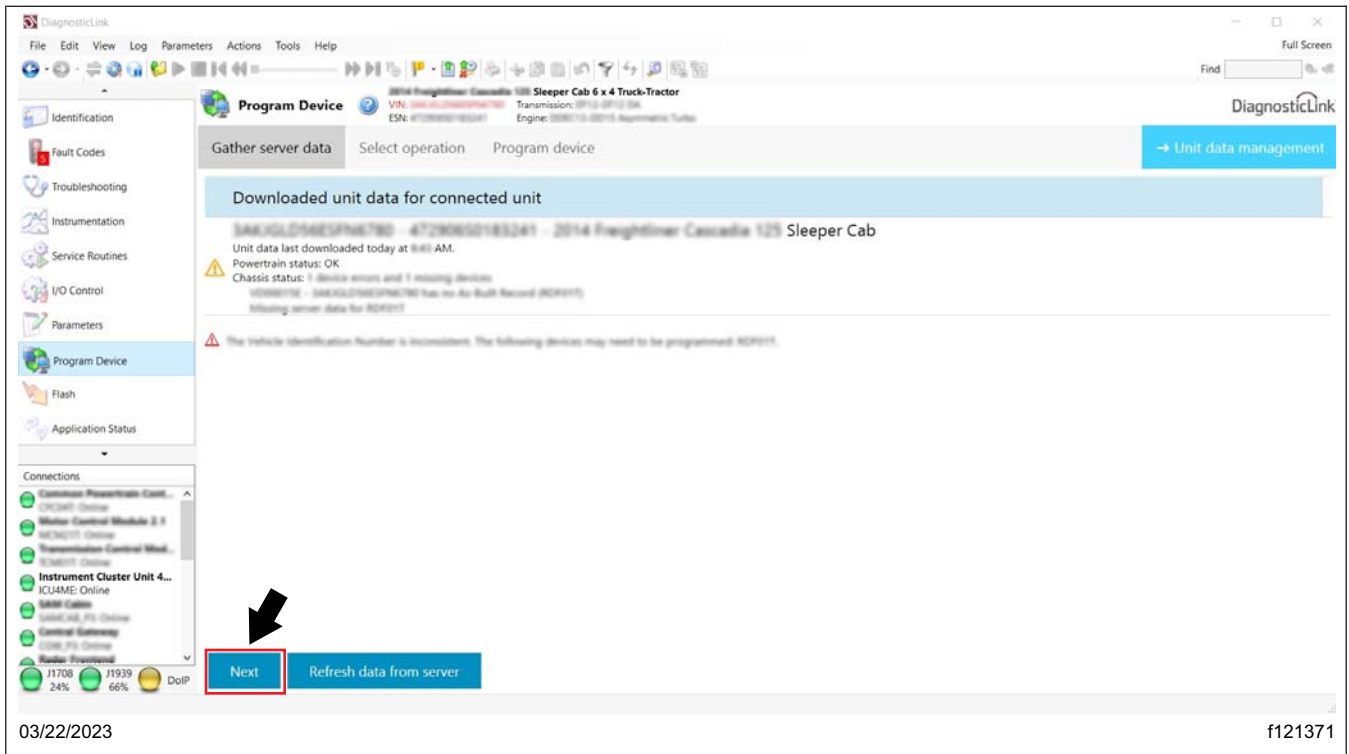


Fig. 13, Selecting Next

May 2023
SF668 A-F

8.8 Select 'ICU4ME' as the device to program, then select 'Latest' as the configuration to apply to the device. If 'Latest' is not available, select 'Newest.' Select 'Next.' See **Fig. 14**.

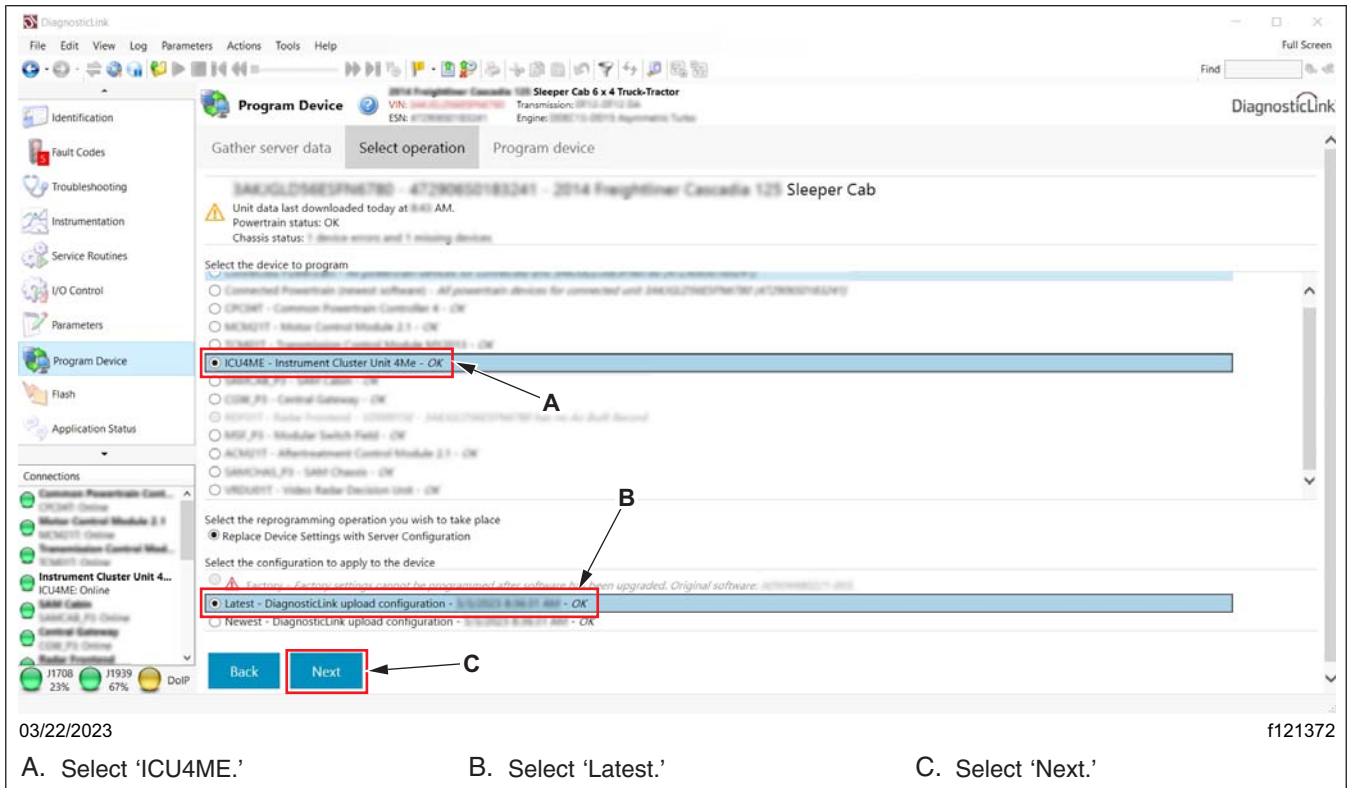


Fig. 14, Configuring the Programming Operation

May 2023
SF668 A-F

8.9 Select 'Start' to begin the programming. See [Fig. 15](#)

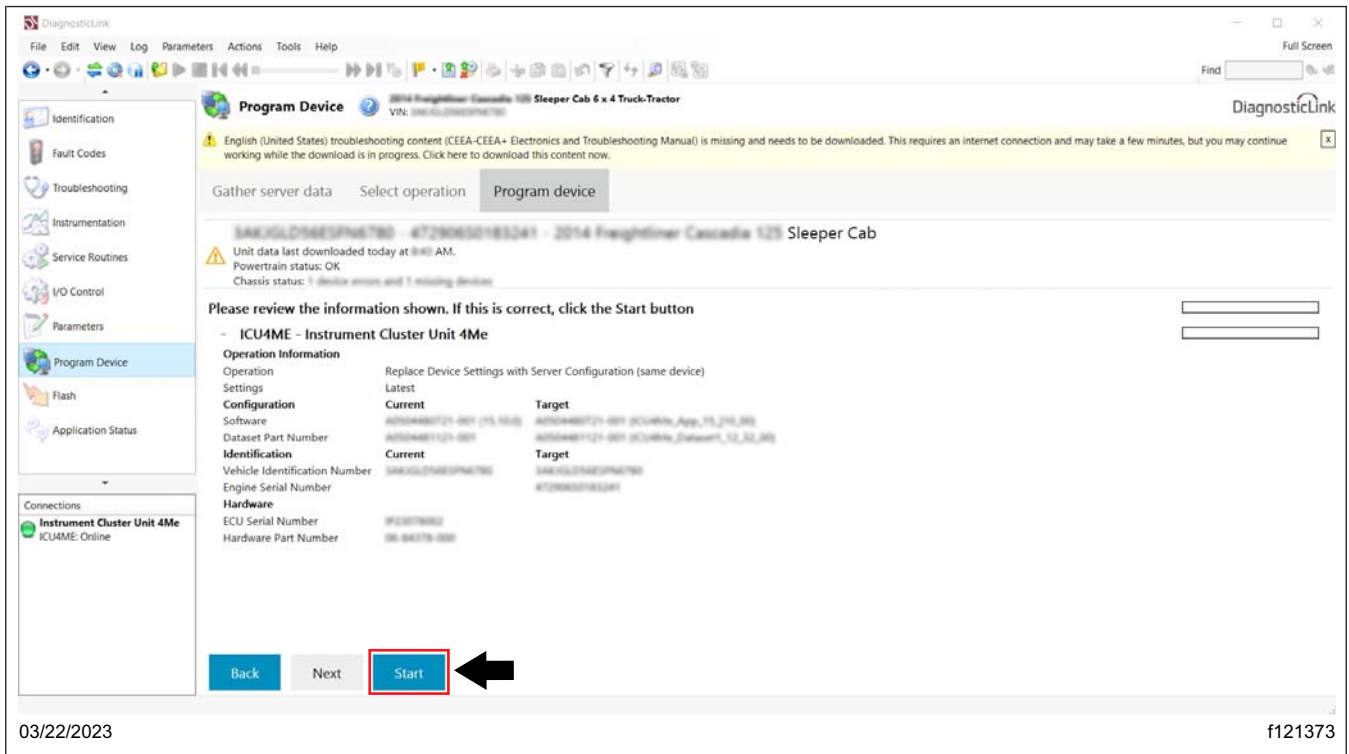


Fig. 15, Starting to Program the Device

May 2023
SF668 A-F

8.10 After the device is successfully programmed, select 'Finish.' See Fig. 16.

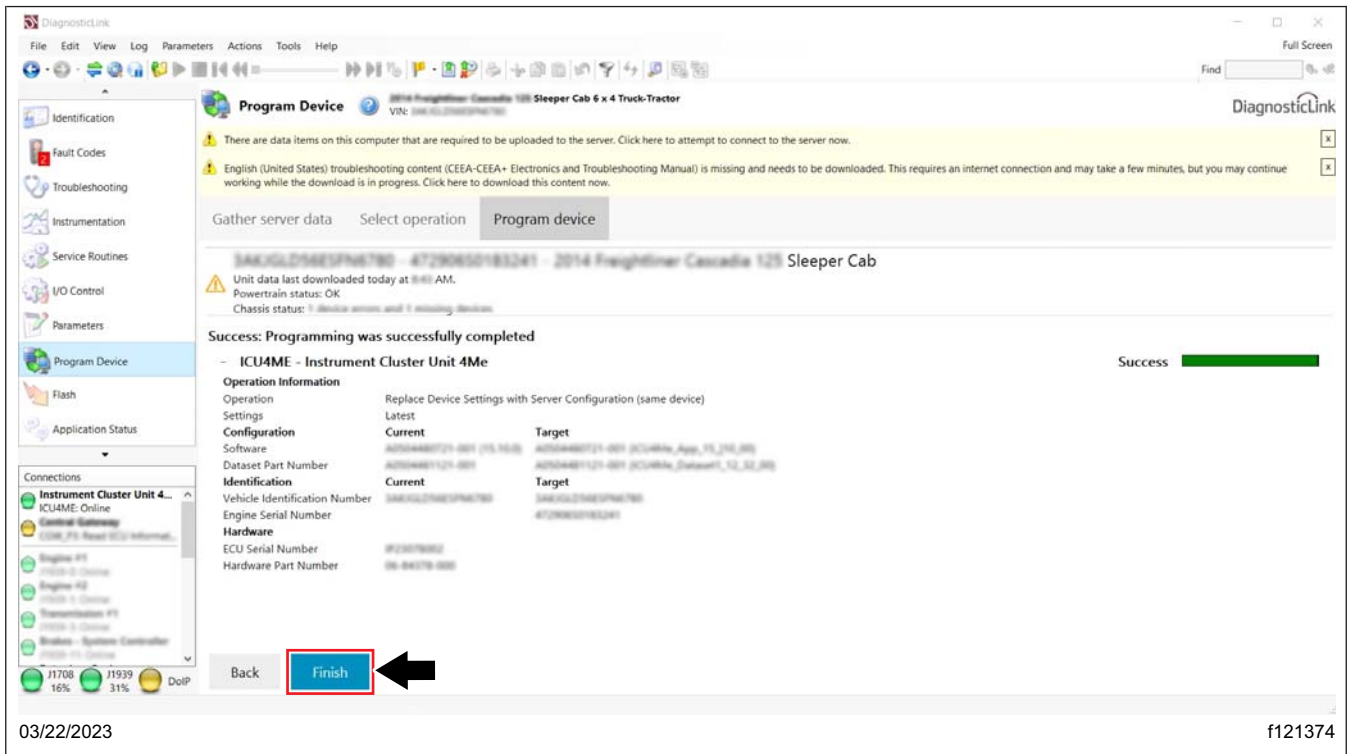


Fig. 16, Programming Successfully Completed

- Clean a spot on the base label (Form WAR259) and attach a campaign completion sticker for SF668 (Form WAR261), indicating this work has been completed.