

SF709 A

Creation Date:

November 2024

Subject: FCCC EconicSD ICUC

Models Affected					
Make	Model	Model Yr. Start	Model Yr. End	Prod. Start Date	Prod. End Date
Freightliner Custom Chassis Corporation	EconicSD	2022	2023	January 13, 2023	September 10, 2023

General Information

On behalf of the entity listed below, Daimler Truck North America LLC (DTNA), is initiating Field Service Campaign SF709 to modify the affected vehicles.

- Wholly owned subsidiary, Freightliner Custom Chassis Corporation.

PROBLEM:	The supplier of the ICUC installed a spare part (RTC) that increases the load on the battery, causing voltage to drop at low, undefined cold temperatures. This voltage collapse resets the system date to 2007, leading to incorrect data display in the maintenance system.
SOLUTION:	To replace the ICUC, the owner must schedule an appointment with their local dealer in advance to ensure a VIN-specific programmed ICUC is sent to the dealer's location. Once the ICUC is replaced, a DTNA Diagnostic Engineer will contact the customer to clear incorrect parameters and reset the maintenance system to the correct date.

There are approximately 93 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 WAR260).

Replacement Parts

If our records show your dealership has ordered any vehicle(s) involved in campaign number SF709, a list of the customers and vehicle identification numbers will be available on DTNA Portal.

Do not order parts. An ICUC will be provided. See Note below.

NOTE: To replace the ICUC, the owner must schedule an appointment with their local dealer in advance to ensure a VIN-specific programmed ICUC is sent to the dealer's location. Instructions for dealer are to contact FCCC Michael Hitzschke at michael.hitzschke@daimlertruck.com to have a VIN-specific programmed ICUC sent to the dealer's location.

SF709 A

Creation Date:

November 2024

IMPORTANT - After Repair is Complete*:

Attach a red completion sticker (WAR261) to the base label (WAR259).

If the vehicle does not have a base label, clean a spot on the appropriate location, and attach a base label, prior to attaching the completion sticker.

If a campaign kit is not required, write the campaign number on a blank sticker and attach it to the base label.

(Failure to install a completion sticker may result in a chargeback of the campaign claim.)

* TBB is exempt from the completion sticker process

Removed Parts

- For U.S. and Canadian Dealers, use the part disposition to determine how to manage removed parts (return, scrap, etc.). Dispositions are available at the date of the repair.
- For Export Dealers, destroy removed parts unless otherwise advised.

Claim Reimbursement - Labor Allowance

IMPORTANT: OWL must be viewed prior to performing the Field Service to ensure the vehicle is involved and the campaign has not been previously completed. Also, check for a completion sticker prior to beginning work.

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.

- In OWL, use the 'Retrieve' function and select the appropriate procedure. This will auto-populate the PFP, component code, cause, corrective action and SRT code in OWL.

Table 1 - Claim Reimbursement Table

Claim Type	Field Service Campaign
Campaign	SF709 A
VMRS Component Code	F99-999-005
Cause Code	A1 – Campaign
Primary Failed Part	25-SF709-000

Table 2 – Labor Allowance for SF709-A

Group	Procedure	Time Allowed (hours)	SRT Code	Corrective Action
A	Remove and Replace ICUC	1.3	996-F189A	12-Repair Recall/Campaign

Table 2– Labor Allowance

SF709 A

Creation Date:

November 2024

Claims for Credit

- Claim type is Field Service Campaign
- In the Campaign field, enter the campaign number and appropriate condition code (SF709-A).
- In the Primary Failed Part field, enter 25-SF709-000.
- In the Parts section, no entry is needed as the ICUC will be provided.
- In the Labor section, enter the appropriate SRT from the Labor Allowance Table. Administrative time will auto-populate if applicable using SRT 939-6010A, for 0.3 hours.
- The VMRS Component Code is F99-999-005 and the Cause Code is A1 - Campaign.
- U.S. and Canada – Reimbursement for Prior Repairs. When a customer asks about reimbursement, please do the following:
 - Accept the documentation of the previous repair.
 - Make a brief check of the customer's paperwork to see if the repair may be eligible for reimbursement. (See the 'Copy of Owner Letter' section of this bulletin for reimbursement guidelines.)
 - Submit an OWL Field Service Pre-Approval Request for a decision.
 - Include the approved amount on your OWL claim in the Other Charges section.
 - Attach the documentation to the pre-approval request.
 - If approved, submit a 'based on claim' for the pre-approval.
 - The Dealer is required to reimburse the customer the appropriate amount.

IMPORTANT: OWL must be viewed prior to performing the Field Service to ensure the vehicle is involved and the campaign has not been previously completed. Also, check for a completion sticker prior to beginning work.

U.S. and Canadian dealers, contact the Warranty Campaigns Department via Web inquiry at DTNAPortal.com/WSC, if you have any questions or need additional information. Export distributors, submit a Web inquiry or contact your International Service Manager.

U.S. and Canadian Dealers: To return excess kit inventory related to this campaign, U.S. dealers must submit a Parts Authorization Return (PAR) to the Memphis PDC. Canadian dealers must submit a PAR to their facing PDC. All kits must be in resalable condition. PAR requests must include the original purchase invoice number. Export Distributors: Excess inventory is not returnable.

The letter notifying U.S. and Canadian vehicle owners is included for your reference.

Please note that the National Traffic and Motor Vehicle Safety Act, as amended (Title 49, United States Code, Chapter 301), requires the owner's vehicle(s) be corrected within a reasonable time after parts are available to you. The Act states that failure to repair a vehicle within 60 days after tender for repair shall be prima facie evidence of an unreasonable time. However, circumstances of a particular situation may reduce the 60-day period. Failure to repair a vehicle within a reasonable time can result in either the obligation to (a) replace the vehicle with an identical or reasonably equivalent vehicle, without charge, or (b) refund the purchase price in full, less a reasonable allowance for depreciation. The Act further prohibits dealers from selling a vehicle unless all outstanding recalls are performed. Any lessor is required to send a copy of the recall notification to the lessee within 10 days. Any subsequent stage manufacturer is required to forward this notice to its distributors and retail outlets within five working days.

SF709 A

Creation Date:

November 2024

Copy of Notice to Owners

Subject: FCCC EconicSD ICUC

Daimler Truck North America LLC (DTNA), on behalf of its Freightliner Trucks Division, and wholly owned subsidiary, Freightliner Custom Chassis Corporation, is initiating Field Service Campaign SF709 to modify specific 2022-2023 EconicSD vehicles, manufactured January 13, 2023, through September 19, 2023.

The supplier of the ICUC installed a spare part (RTC) that increases the load on the battery, causing voltage to drop at low, undefined cold temperatures. This voltage collapse resets the system date to 2007, leading to incorrect data display in the maintenance system.

To replace the ICUC, the owner must schedule an appointment with their local dealer in advance to ensure a VIN-specific programmed ICUC is sent to the dealer's location. Once the ICUC is replaced, a DTNA Diagnostic Engineer will contact the customer to clear incorrect parameters and reset the maintenance system to the correct date.

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 Daimler-TruckNorthAmerica.com/Contact-us. Scroll down to "Locate a Dealer" and select the appropriate brand.

This Field Service Campaign will **terminate on November 30, 2025**. 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 Truck North America LLC will not pay for any damage caused by failure to properly maintain your vehicle. Daimler Truck 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-war-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

SF709 A

Creation Date:

November 2024

Work Instructions

Subject: FCCC EconicSD ICUC

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Make	Model	Model Yr. Start	Model Yr. End	Prod. Start Date	Prod. End Date
Freightliner Custom Chassis Corporation	EconicSD	2022	2023	January 13, 2023	September 19, 2023

Replacement of the Instrumentation Control Unit (ICUC)

NOTE: To replace the ICUC, the owner must schedule an appointment with their local dealer in advance to ensure a VIN-specific programmed ICUC is sent to the dealer's location. Instructions for dealer are to contact FCCC Michael Hitzschke at michael.hitzschke@daimlertruck.com to have a VIN-specific programmed ICUC sent to the dealer's location.

1. Inspect the base label (Form WAR259) for a campaign completion sticker for SF709 (Form WAR261). The base label is usually located on the front wall under the dash. If a completion sticker is present, no work is needed. If a completion sticker is not present, 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. Disconnect the batteries.

SF709 A

Creation Date:

November 2024

4. Use a T30 bit to locate and remove the two screws at the bottom of the middle dash cover, then remove the top three screws while holding the middle dash cover in place. See [Fig. 1](#).



Fig. 1, Middle Dash Cover Fasteners

SF709 A

Creation Date:

November 2024

5. Remove the middle dash cover. See [Fig. 2](#).

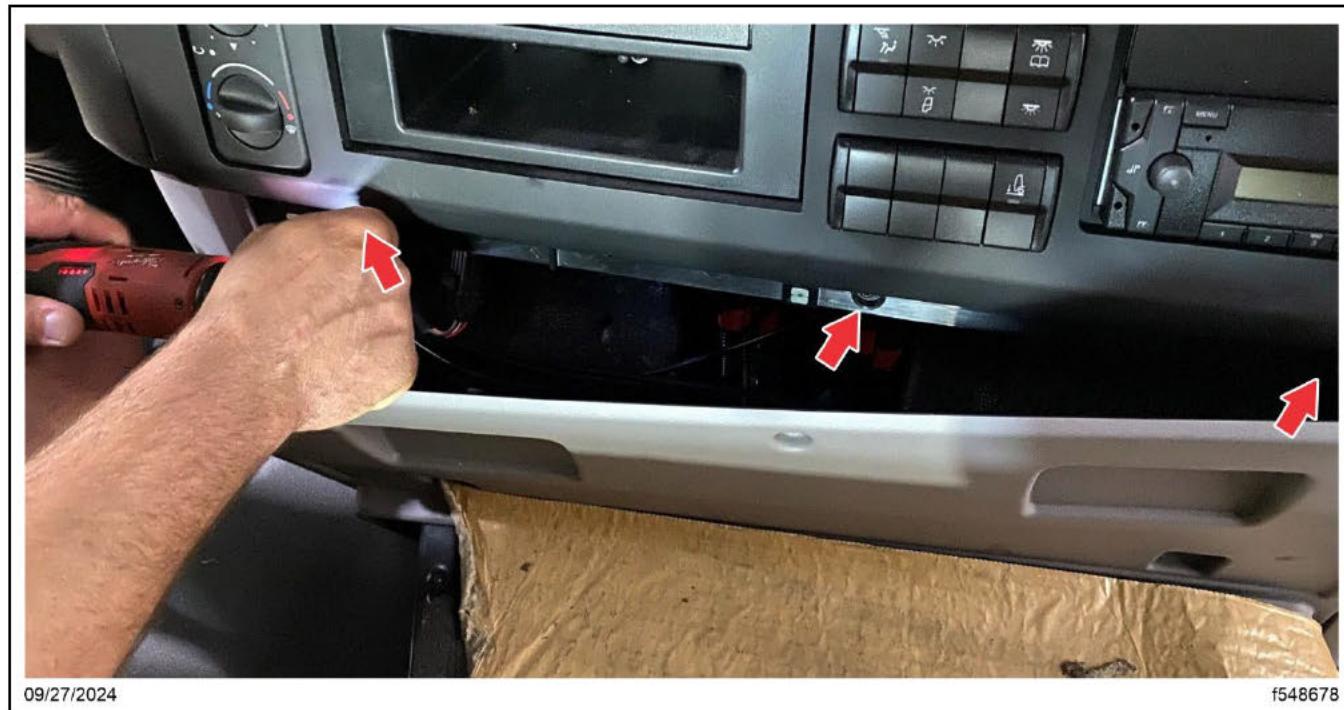


Fig. 2, Removing the Middle Dash Cover

6. Remove the three screws that hold the bottom of the middle dash in place.
7. Remove the blind cover above the radio, and remove the radio.
8. Disconnect the harness from the rear side of the radio, and place the radio aside.

SF709 A

Creation Date:

November 2024

9. Loosen the two screws at the bottom of the radio slot and leave the screws in place. See [Fig. 3](#).



09/27/2024

f548679

Fig. 3, Radio Slot Fasteners

SF709 A

Creation Date:

November 2024

10. Pull the rubber over the brake and loosen the upper cover to gain access to the screws behind it. See [Fig. 4](#).



09/27/2024

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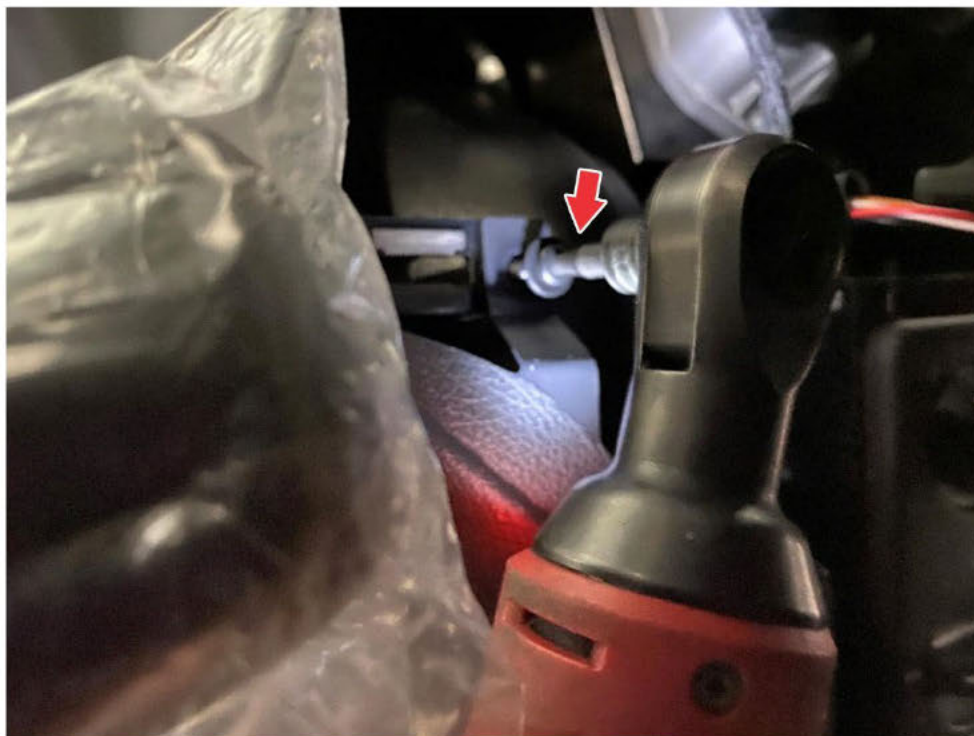
Fig. 4, Loosening the Upper Cover

SF709 A

Creation Date:

November 2024

11. Loosen the screw at the black cover on the top-left side. See [Fig. 5](#).



09/27/2024

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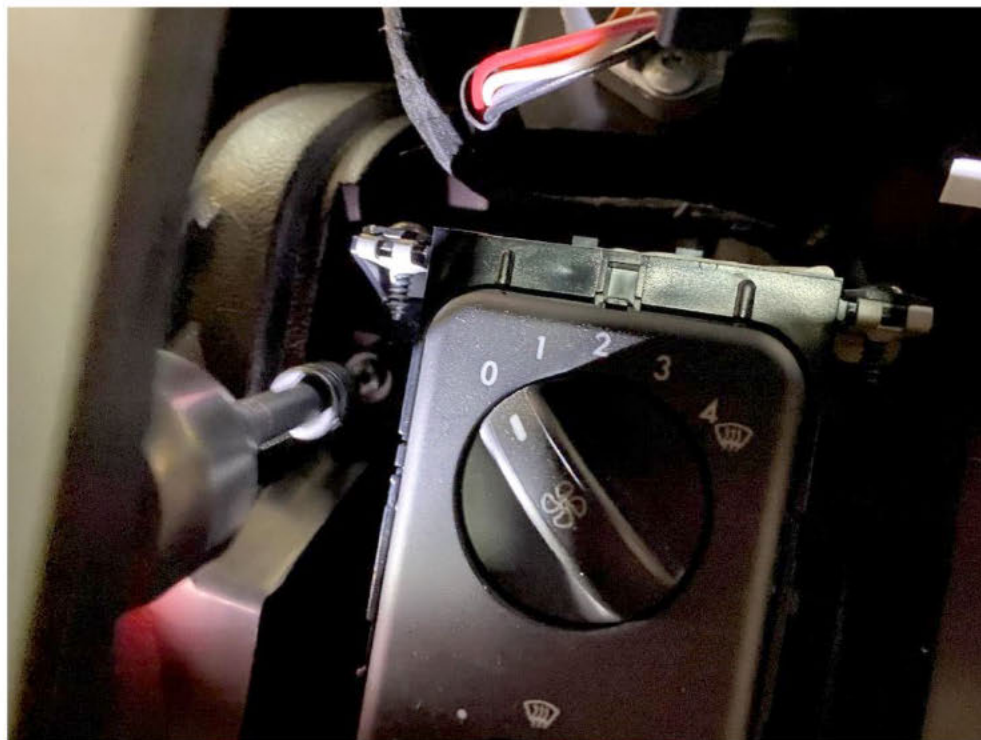
Fig. 5, Black Cover Fastener, Top-Left Side

SF709 A

Creation Date:

November 2024

12. Loosen the two screws at the black cover located next to the heater control. See [Fig. 6](#).



09/27/2024

f548682

Fig. 6, Black Cover Fasteners, Located Next to the Heater Control

SF709 A

Creation Date:

November 2024

13. Loosen the two screws at the bottom on the right-hand side of the steering, and remove the cover. See [Fig. 7](#).



09/27/2024

f548683

Fig. 7, Black Cover Fasteners, Right-Hand Side of the Steering

SF709 A

Creation Date:

November 2024

14. Loosen the three screws at the left-hand side of the steering to loosen and remove the cover. See [Fig. 8](#).



09/27/2024

f548684

Fig. 8, Cover Fasteners, Left-Hand Side of the Steering

SF709 A

Creation Date:

November 2024

15. Loosen the screw at the left-hand side of the steering from the upper cover and drop. See [Fig. 9](#).



09/27/2024

f548685

Fig. 9, Upper Cover Fastener

SF709 A

Creation Date:

November 2024

16. Loosen the screw on the light switch cover and loosen the cover. See [Fig. 10](#).



Fig. 10, Light Switch Cover

SF709 A

Creation Date:

November 2024

17. Loosen the screw at the outer left-hand side. See [Fig. 11](#).

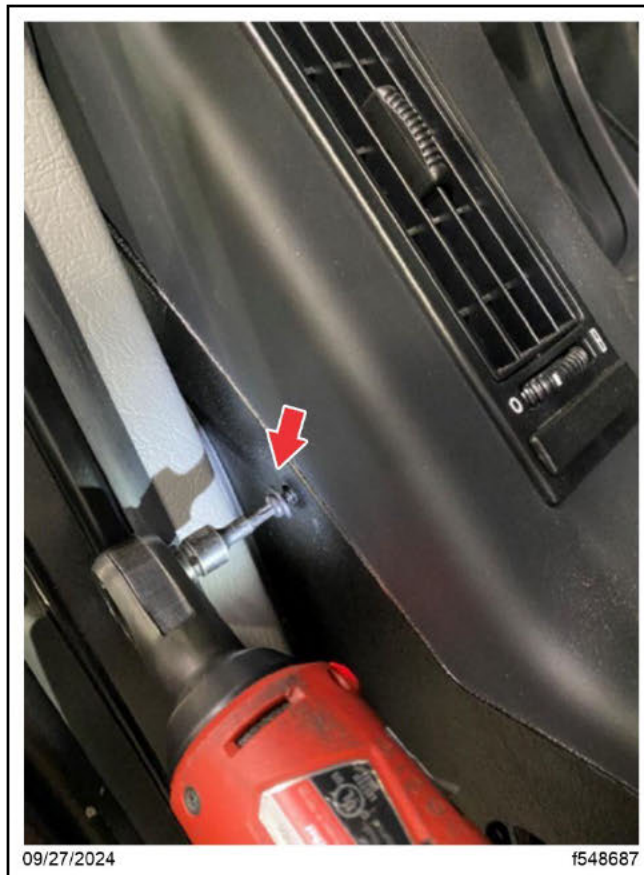


Fig. 11, Plastic Dash Cover Fastener

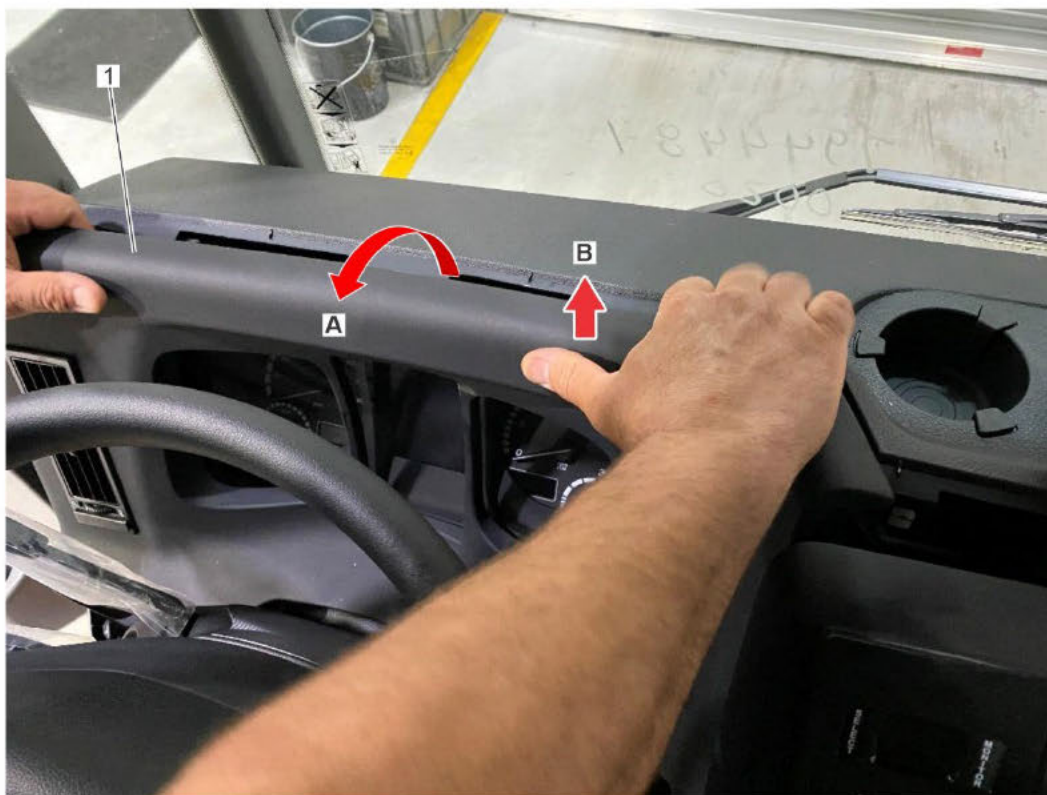
SF709 A

Creation Date:

November 2024

18. Pull the plastic dash cover towards the steering wheel, then pull the cover up and remove it. See [Fig. 12](#).

NOTE: The silver brackets must remain attached to the cover for reassembly, as shown in [Fig. 13](#).



09/27/2024

f548688

A. Pull the plastic dash cover towards the steering wheel.

B. Pull the cover up and remove it.

1. Plastic Dash Cover

Fig. 12, Removing the Plastic Dash Cover

SF709 A

Creation Date:

November 2024



09/27/2024

f548689

1. Incorrect

2. Correct

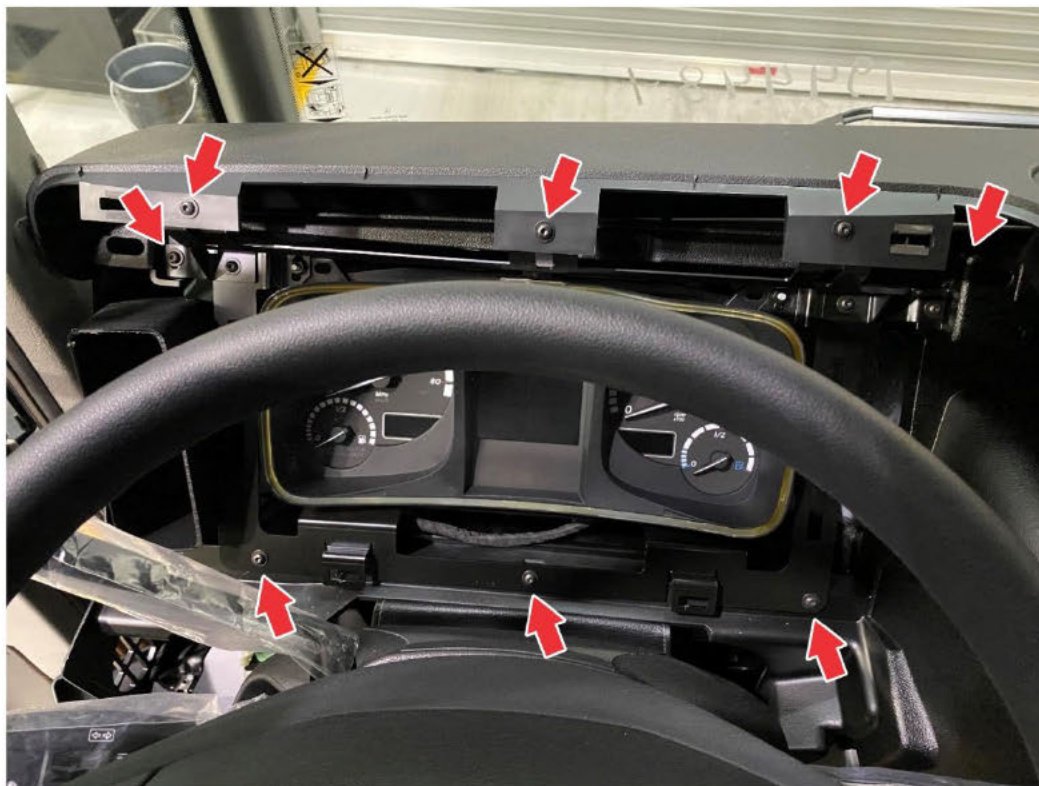
Fig. 13, Silver Brackets on the Dash Cover

SF709 A

Creation Date:

November 2024

19. Loosen the eight screws from the ICUC. See [Fig. 14](#).



09/27/2024

f548690

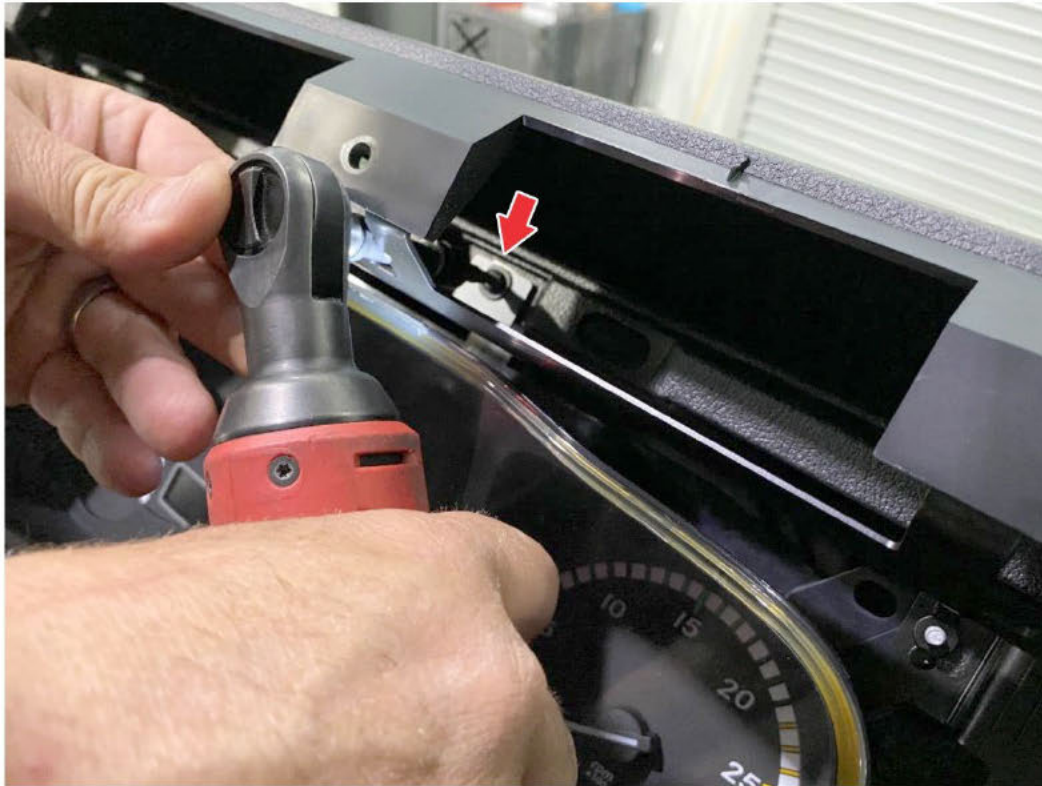
Fig. 14, ICUC Fasteners

SF709 A

Creation Date:

November 2024

20. Loosen the screw from the top of the ICUC. See [Fig. 15](#).



09/27/2024

f548691

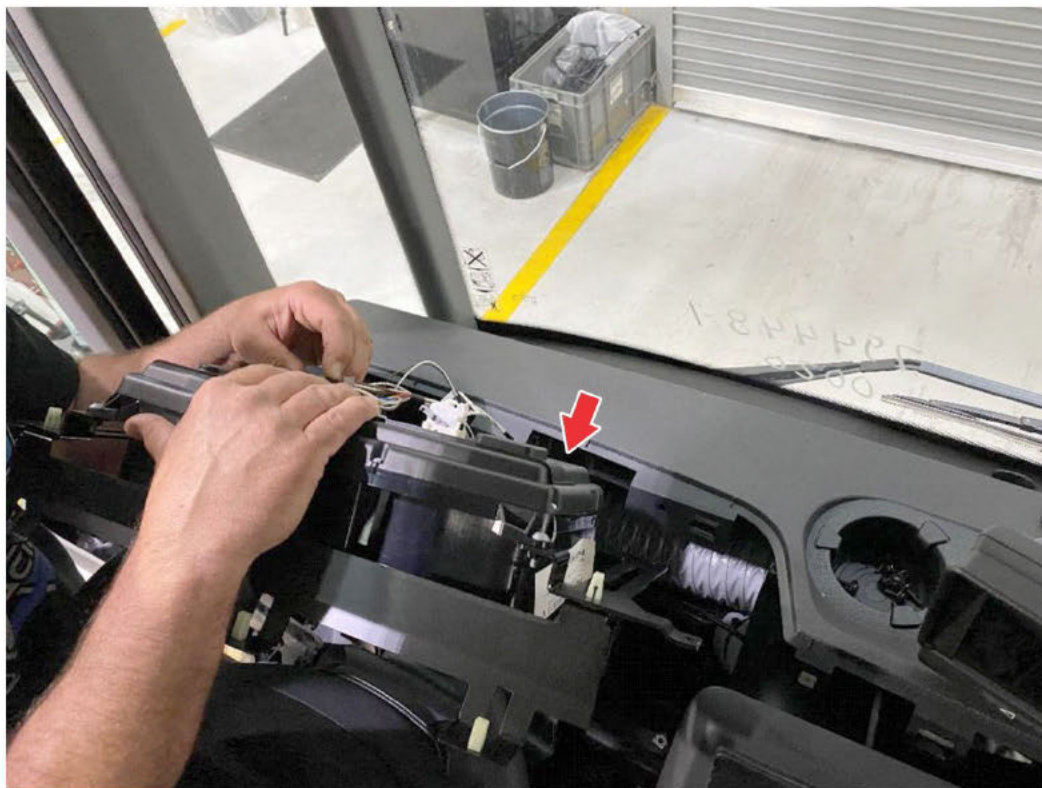
Fig. 15, ICUC Top Fastener

SF709 A

Creation Date:

November 2024

21. Remove the old ICUC and disconnect the harness. See [Fig. 16](#).



09/27/2024

f548692

Fig. 16, Removing the ICUC from the Vehicle

SF709 A

Creation Date:

November 2024

22. To remove the ICUC from the frame, loosen and remove the two screws from the top and two screws from the rear. See [Fig. 17](#).



09/27/2024

f548693

Fig. 17, Removing the ICUC from the Frame

SF709 A

Creation Date:

November 2024

IMPORTANT: The lamp template is not available as a replacement part.

23. Remove the lamp template, shown in Fig. 18, from the built-in ICUC.

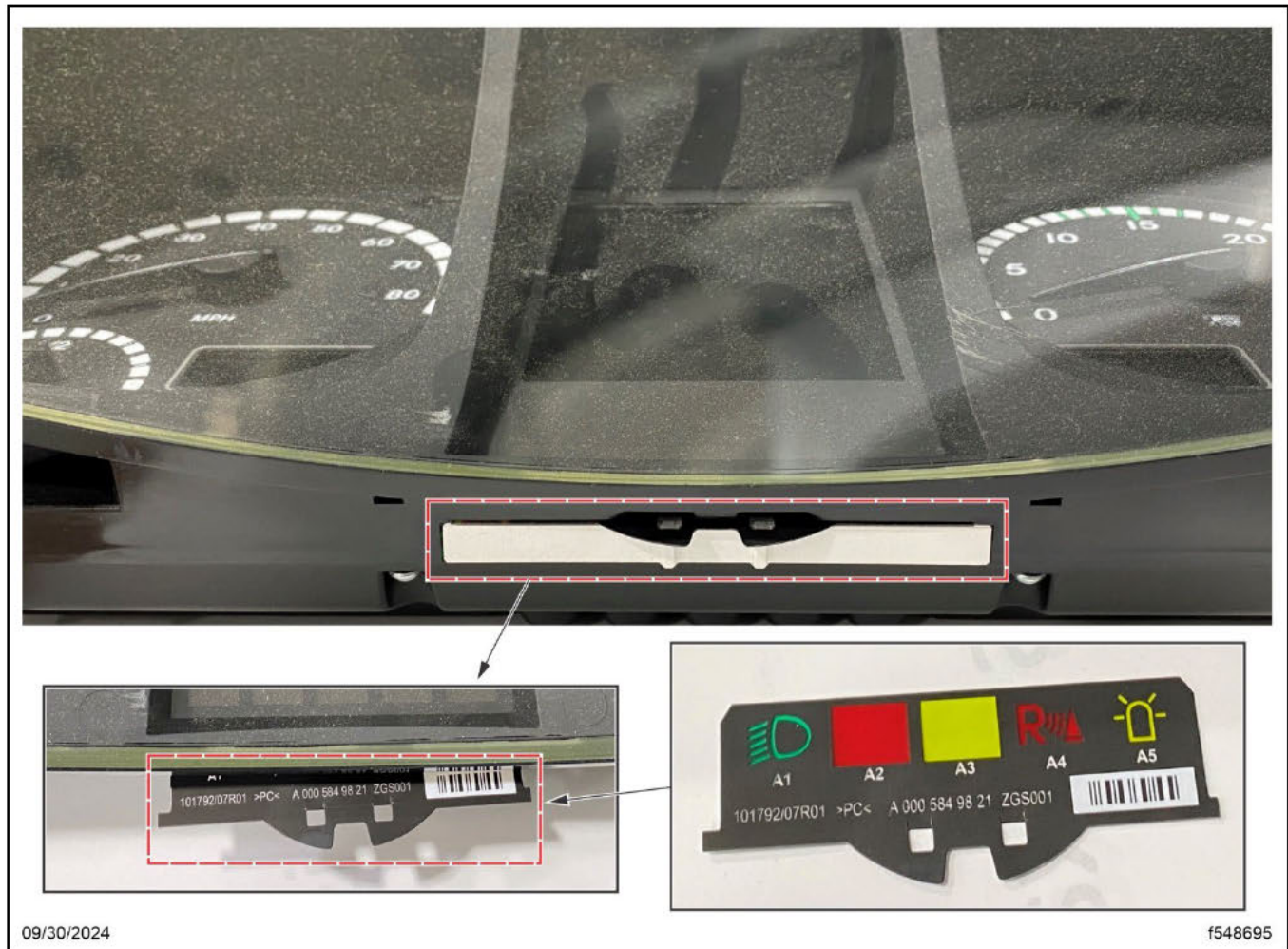


Fig. 18, Removing the Lamp Template from the ICUC

24. Install the lamp template in the new ICUC.
25. Install the new ICUC on the frame and secure with fasteners on the top and rear. Tighten the fasteners 13 lbf-in (150 N·cm).
26. Connect the harnesses to the back of ICUC and loosely install the assembly in place.
27. Install the fastener on top of the ICUC frame assembly and tighten 22 lbf-in (250 N·cm).
28. Align and install the remaining eight screws that hold the ICUC frame assembly in place in the dash. Tighten the fasteners 27 lbf-in (300 N·cm).
29. Install the plastic dash cover.
30. Install the fastener on the left-hand side of the dash and tighten 22 lbf-in (250 N·cm).
31. Install the fastener located beside the diagnostic port and tighten 13 lbf-in (150 N·cm).

SF709 A

Creation Date:

November 2024

32. Install the dash cover around the diagnostic port and install the three fasteners. Tighten the fasteners 22 lbf·in (250 N·cm).
33. Install the two fasteners at the bottom and right-hand side of the steering column. Tighten the fasteners 22 lbf·in (250 N·cm).
34. Place the heater control knob in place and install the fasteners. Tighten the fasteners 22 lbf·in (250 N·cm).
35. Install the cover and install the two fasteners that hold the cover in place. Tighten the fasteners 22 lbf·in (250 N·cm).
36. Install the screw on the black cover on the top-left side. Tighten the fastener 22 lbf·in (250 N·cm).
37. Install the middle dash cover and install the rubber dust cover on the parking brake lever.
38. Install the two fasteners in the radio slot and tighten 22 lbf·in (250 N·cm).
39. Install the radio and blind cover.
40. Install the three fasteners at the bottom of the middle cover and tighten 22 lbf·in (250 N·cm).
41. Install the remaining fasteners on the lower middle dash cover.
42. Start the engine and test the functionality of the ICUC.
43. Contact Michael Hitzschke at michael.hitzschke@daimlertruck.com to schedule further parameterization of the newly installed ICUC.
44. Clean a spot on the base label (Form WAR259) and attach a campaign completion sticker for SF709 (Form WAR261), indicating this work has been completed.