

SF726

Creation Date: September 2025

Subject: Mobileye Collision Mitigation System Update

Models Affected					
Make	Model	Model Year Start	Model Year End	Prod. Start Date	Prod. End Date
Freightliner Custom Chassis Corporation	XCM, XCP, XCR, and XCS model chassis	2025	2026	May 2 nd , 2024	July 7 th , 2025

General Information

On behalf of the entity listed below, Daimler Truck North America LLC (DTNA) is initiating Field Service Campaign SF726 to modify the affected vehicles.

- Wholly owned subsidiary Freightliner Custom Chassis Corporation.

PROBLEM: On certain FCCC XC chassis equipped with Mobileye Lane Tracking and alert system, the vehicle's lane tracking system fails to alert the driver of unintended lane departures if the turn signal or hazard lamps are not activated upon startup.

SOLUTION: Software will be updated to enable the lane tracking system.

There are approximately 740 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).

Replacement Parts

No parts are required for this repair.

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Claim Reimbursement - Labor Allowance

IMPORTANT: OWL must be viewed prior to performing the Field Service campaign 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 labor 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.

Table 1 – Claim Reimbursement Table

Claim Type	Field Service Campaign
Campaign	SF726 - A
VMRS Component Code	F99-999-005
Cause Code	A1 – Campaign
Primary Failed Part	25-SF726-000

Table 1 – Claim Reimbursement Table

Table 2 – Labor Allowance for SF726

Groups	Procedure	Time Allowed (hours)	SRT Codes	Corrective Action
A	PARAMETER UPDATE, RVM, FCCC RV MOBILEYE, REFLASH, (SF726)	0.4	996-F245A	12-Repair Recall/Campaign

Table 2 – Labor Allowance for SF726

Claims for Credit

- Claim type is Field Service Campaign.
- In the Campaign field, enter the campaign number and group (SF726 - A).
- In the Primary Failed Part field, enter 25-SF726-000.
- 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 0.4 hours for RVs.
- 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.

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- 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 campaign 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, if you have any questions, contact the Warranty Campaigns Department by submitting an inquiry through WSC (Warranty Support Center) located in OWL (Online Warranty Link). Export distributors, submit a WSC ticket 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.

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Copy of Notice to Owners

Subject: Mobileye Collision Mitigation System Update

Daimler Truck North America LLC (DTNA), and wholly owned subsidiary, Freightliner Custom Chassis Corporation, is initiating Field Service Campaign SF726 to modify specific 2025-2026 FCCC XCM, XCP, XCR, and XCS model chassis vehicles, manufactured May 2nd, 2024, through July 7th, 2025.

Problem: Certain FCCC XC chassis equipped with Mobileye Lane Tracking and alert system; the vehicle's lane tracking system fails to alert the driver of unintended lane departures if the turn signal or hazard lamps are not activated upon startup.

Solution: Parameter will be updated to enable the lane tracking system.

Please contact an authorized DTNA dealer to arrange to have the campaign performed. The campaign will take approximately one hour and will be performed **free of charge**. To locate an authorized dealer go to <https://northamerica.daimlertruck.com/brands/support>. At the bottom of the page click on the appropriate brand (shown as an icon), and at the top of each brand's page is an option to 'Find a Dealer'.

This Field Service Campaign will **terminate on September 30th, 2026**. 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, therefore, will 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.

If you have any questions, 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 contact the Customer Assistance Center at (800) 385-4357.

WARRANTY CAMPAIGNS DEPARTMENT

Enclosure

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Work Instructions

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Make	Model	Model Year Start	Model Year End	Prod. Start Date	Prod. End Date
Freightliner Custom Chassis Corporation	XCM, XCP, XCR, and XCS model chassis	2025	2026	May 2 nd , 2024	July 7 th , 2025

Programming the Bulkhead Module (BHM) Electronic Control Unit (ECU)

1. Inspect the base label (Form WAR259) for a campaign completion sticker for SF726 (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. Turn the keyswitch to the ON position.
4. Connect an RP1210B-compliant vehicle diagnostic adaptor to the diagnostic connector on the vehicle.
5. Connect the other end of the adaptor to the laptop. Ensure the laptop is connected to a power source.
6. Open DiagnosticLink®.

IMPORTANT: Make sure that DiagnosticLink is updated to the latest version (8.21 SP3 at the time of publication or newer) before programming the vehicle.

7. Use the DTNA Portal credentials to connect DiagnosticLink to the server.

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- Go to the 'Program Device' tab. See Fig. 1.
- Select the Vehicle Identification Number (VIN), then select 'Download data from server.' See Fig. 1.

The screenshot shows the DiagnosticLink software interface. On the left, a navigation pane has the 'Program Device' tab selected, indicated by a red box and arrow 'A'. The main area displays 'Connected unit' information for VIN 4UZFCHFE9TCWT1024, with a red box around the VIN and arrow 'B'. Below this is a list of units with a red box around the first entry and arrow 'C'. At the bottom, a blue button labeled 'Download data from server' is highlighted with a red box. The interface includes a menu bar, a toolbar, and a status bar at the bottom showing the date 08/28/2025 and user ID f121719.

A. Go to the 'Program Device' tab.
B. Select the VIN.
C. Select 'Download data from server.'

Fig. 1, Downloading Data from the Server

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10. Once the data is downloaded from the server, select 'Next.' See Fig. 2.

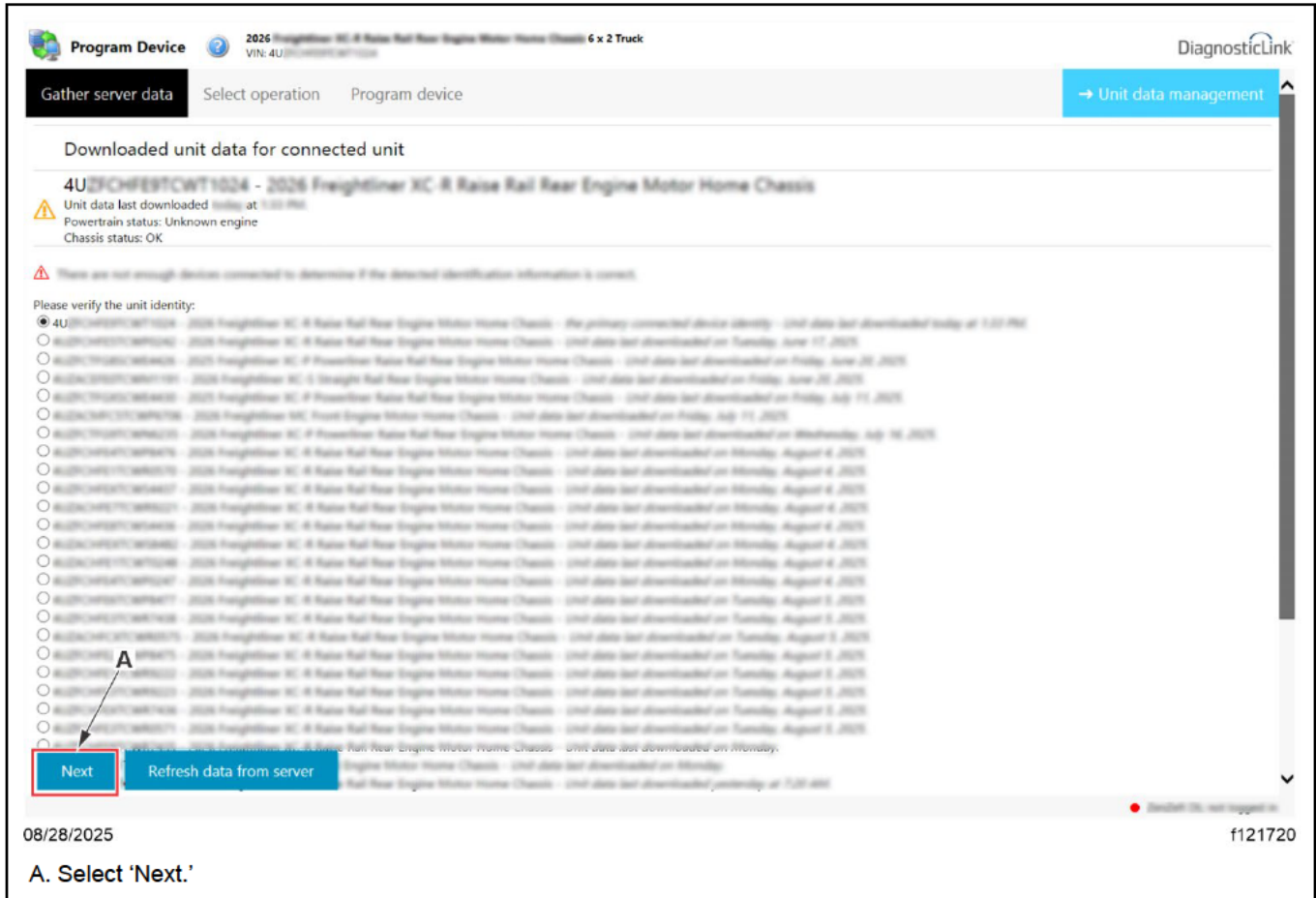


Fig. 2, Data Downloaded from the Server

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11. Select 'BHM_J1939' as the device the program, then select 'Connect.' See Fig. 3.

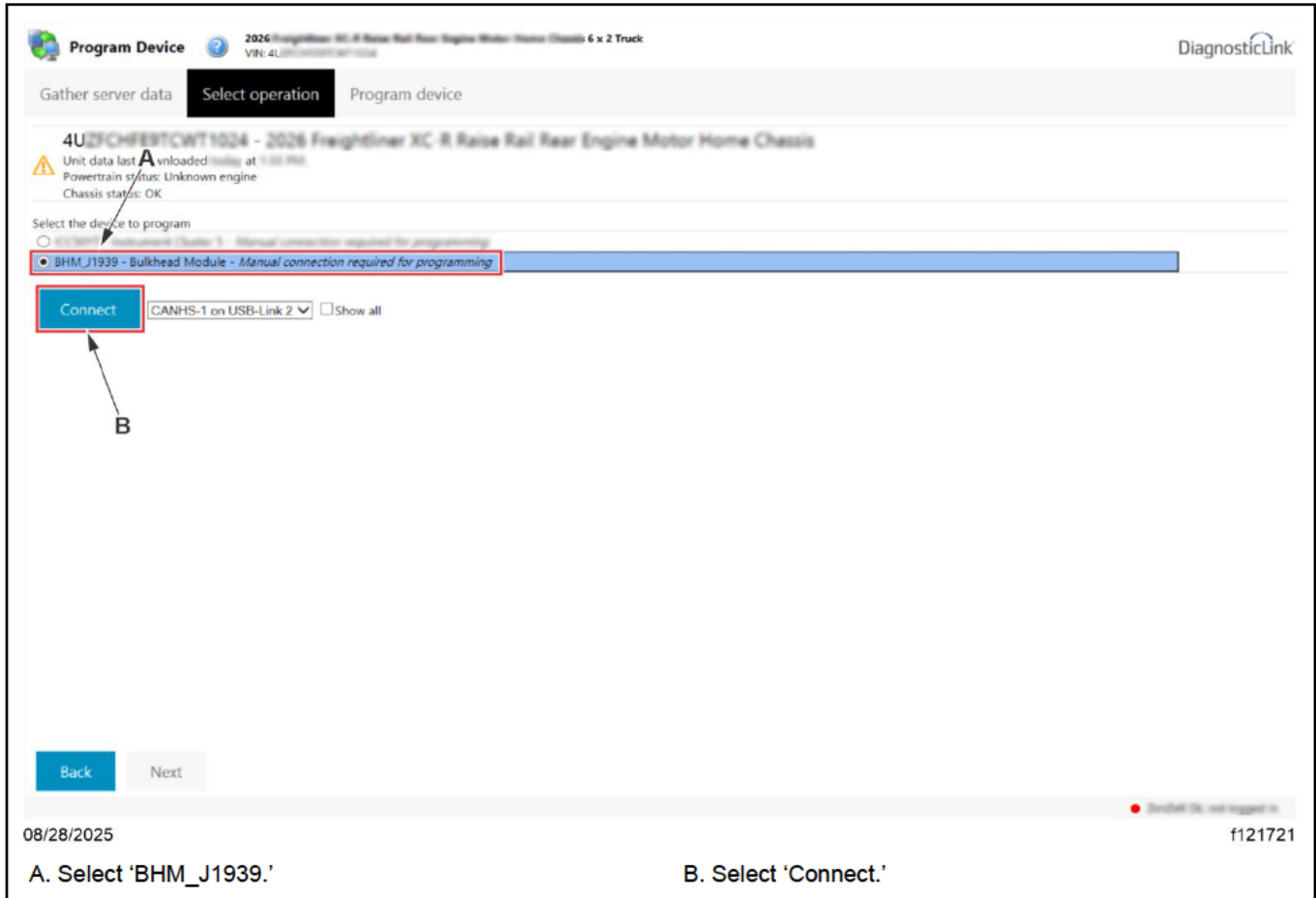


Fig. 3, Selecting the Device to Program

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12. The reprogramming operation and the configuration are selected by default. Select 'Next.' See Fig. 4.

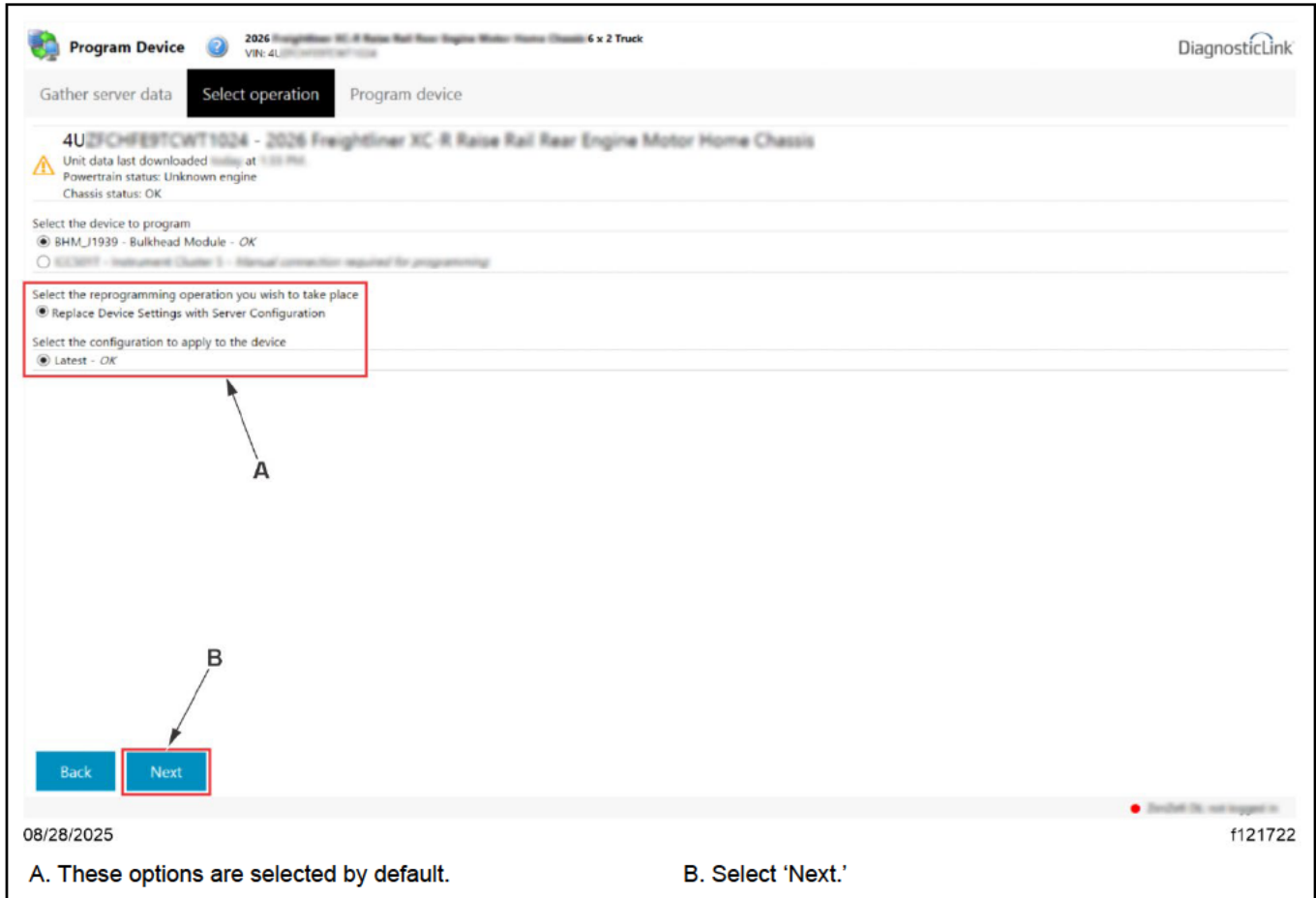


Fig. 4, Selecting the Reprogramming Operation and Configuration

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13. Review the information shown, then select 'Start.' See Fig. 5.

Program Device 2026 Freightliner XC-R Raise Rail Rear Engine Motor Home Chassis 6 x 2 Truck VIN: 4UZFCHFB9TCWT1024 DiagnosticLink

Gather server data Select operation **Program device**

4UZFCHFB9TCWT1024 - 2026 Freightliner XC-R Raise Rail Rear Engine Motor Home Chassis

Unit data last downloaded 10/15/25 at 1:22 PM
Powertrain status: Unknown engine
Chassis status: OK

Please review the information shown. If this is correct, click the Start button

BHM_J1939 - Bulkhead Module

Operation Information
Operation: Replace Device Settings with Server Configuration (same device)
Settings: Latest

Configuration	Current	Target
Software	U.r. 10/15/25	A01000000000 (U.r. 10/15/25)
Data Set		A10000000000 (EOL)

Identification
Vehicle Identification Number: 4UZFCHFB9TCWT1024

Hardware
Hardware Revision: 01

Back Next **Start**

08/28/2025 f121723

A. Review the information shown. B. Select 'Start.'

Fig. 5, Starting to Program the Device

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14. Once the programming is successful, select 'Finish.' See Fig. 6.

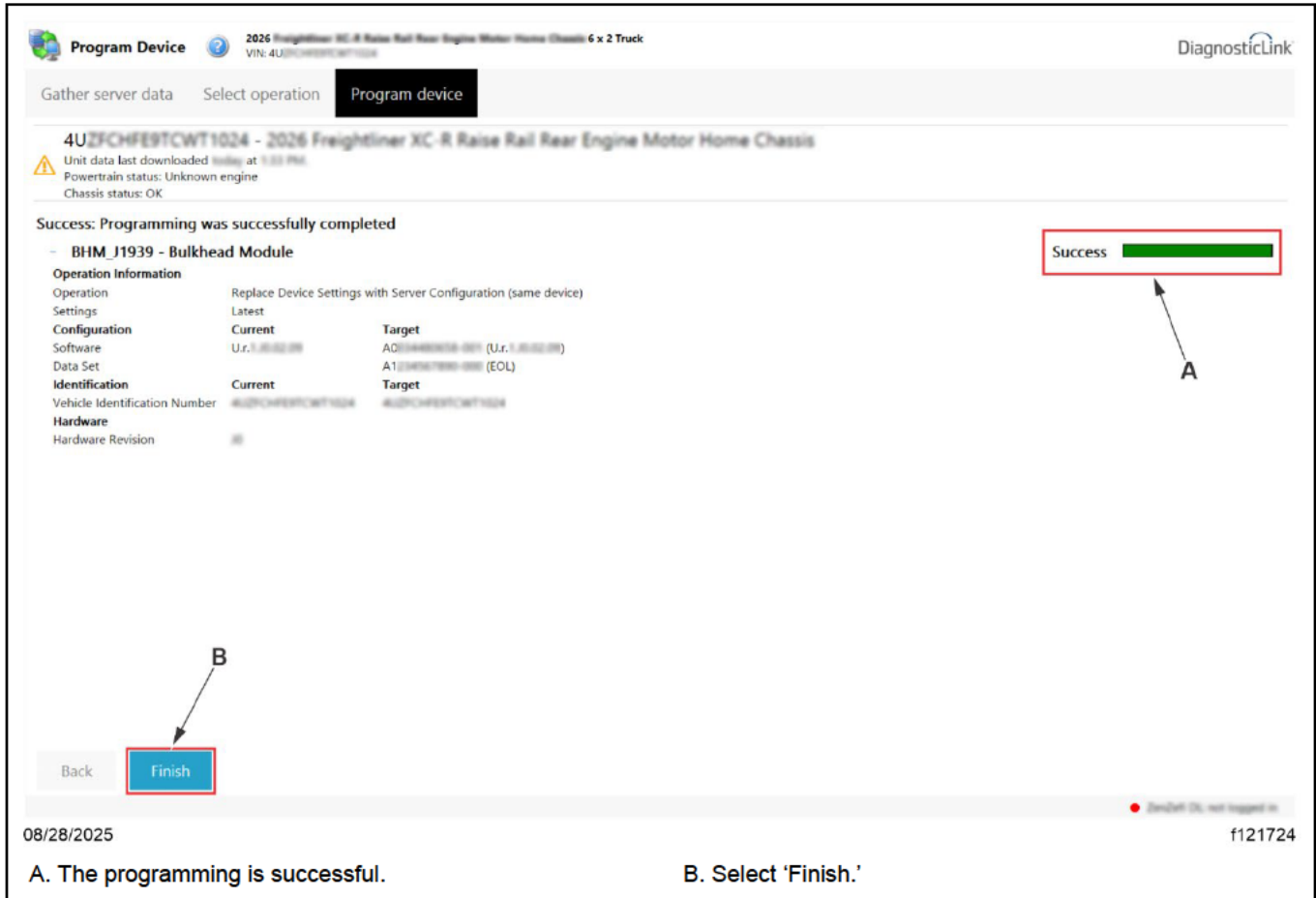


Fig. 6, Programming Successful

15. Disconnect the vehicle from DiagnosticLink.

16. Turn the keyswitch to the OFF position.

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17. Test drive the vehicle to ensure the lane departure feature is functioning properly. See [Fig. 7](#).



Fig. 7, Lane Departure Warning Telltale

18. Clean a spot on the base label (Form WAR259) and attach a campaign completion sticker for SF726 (Form WAR261).