Daimler Trucks
North America LLC

Recall Campaign

Subject: ICU3S Shift Position Display

Models Affected: Specific Freightliner Cascadia vehicles manufactured January 4, 2019, through January 26, 2019, and equipped with a DT12 automated manual transmission and ICU3S instrument cluster.

General Information

Daimler Trucks North America LLC (DTNA), on behalf of its Freightliner Trucks Division, has decided that a defect that relates to motor vehicle safety exists on the vehicles mentioned above.

There are approximately 40 vehicles involved in this campaign.

On certain vehicles, the gear position indicator light on the cluster may not match the gear shift lever position. The display can indicate 'N' when the shifter is set to 'D' or 'R.' Vehicles may move while shifter is set to 'D' or 'R,' however the cluster display will remain 'N,' potentially leading to an increased risk of injury or crash.

The powertrain controller software will be updated to display the proper gear position in the instrument cluster.

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.

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

No replacement parts are required.

If our records show your dealership has ordered any vehicles involved in campaign number FL808, a list of the customers and vehicle identification numbers will be available in OWL. Please refer to this list when ordering parts for this recall.

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.

Labor Allowance

Table 1 - Labor Allowance

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Corrective Action
FL808A	Software Update	0.5	996-R071A	12-Repair Recall/Campaign
	Program each additional module	0.2	996-R071B	12-Repair Recall/Campaign

Table 1

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IMPORTANT: When the Recall has been completed, locate the base completion label in the appropriate location on the vehicle, and attach the red completion sticker provided in the recall kit (Form WAR260). 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 recall kit is not required or there is no completion sticker in the kit, write the recall 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 **Recall Campaign**.

- In the Campaign field, enter the campaign number and appropriate condition code (**FL808-A**).

- In the Primary Failed Part Number field, enter **25-FL808-000**.

- In the Parts field, enter the appropriate kit or part number(s) as shown in the Replacement Parts Table.

- In the Labor field, first 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**.

- **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 Recall Pre-Approval Request for a decision.

  - Include the approved amount on your 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.

  - Reimburse the customer the appropriate amount.

IMPORTANT: OWL must be viewed prior to performing the recall 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 DTNAConnect.com / WSC, or the Customer Assistance Center at (800) 385-4357, after normal business hours, 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 may be returned as noted for U.S. and Canadian dealers.

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

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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: ICU3S Shift Position Display

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Daimler Trucks North America LLC (DTNA), on behalf of its Freightliner Trucks Division, has decided that a defect that relates to motor vehicle safety exists on specific Freightliner Cascadia vehicles manufactured January 4, 2019, through January 26, 2019, and equipped with a DT12 automated manual transmission and ICU3S instrument cluster.

On certain vehicles, the gear position indicator light on the cluster may not match the gear shift lever position. The display can indicate 'N' when the shifter is set to 'D' or 'R.' Vehicles may move while shifter is set to 'D' or 'R,' however the cluster display will remain 'N,' potentially leading to an increased risk of injury or crash.

The powertrain controller software will be updated to display the proper gear position in the instrument cluster.

Please contact an authorized Daimler Trucks North America dealer to arrange to have the Recall performed and to ensure that parts are available at the dealership. To locate an authorized dealer, go to www.Daimler-TrucksNorthAmerica.com. On the menu tab, select "Contact," scroll down to "Find a Dealer," and select the appropriate brand. The Recall will take approximately one hour and will be performed at no charge to you.

You may be liable for any progressive damage that results from your failure to complete the Recall within a reasonable time after receiving notification.

If you do not own the vehicle that corresponds to the identification number(s) which appears on the Recall Notification, please return the notification to the Warranty Campaigns Department with any information you can furnish that will assist us in locating the present owner. If you have leased this vehicle, Federal law requires that you forward this notice to the lessee within 10 days. If you are a subsequent stage manufacturer, Federal law requires that you forward this notice to your distributors and retail outlets within five working days. If you have paid to have this recall condition corrected prior to this notice, you may be eligible to receive reimbursement. Please see the reverse side of this notice for details.

If you have questions about this Recall, please contact the Warranty Campaigns Department at (800) 547-0712, 7:00 a.m. to 4:00 p.m. Pacific Time, Monday through Friday, e-mail address DTNA.Warranty.Campaigns@Daimler.com, or the Customer Assistance Center at (800) 385-4357 after normal business hours. If you are not able to have the defect remedied without charge and within a reasonable time, you may wish to submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the Vehicle Safety Hotline at (888) 327-4236 (TTY: (800) 424-9153); or to http://www.safercar.gov.

We regret any inconvenience this action may cause but feel certain you understand our interest in motor vehicle safety.

WARRANTY CAMPAIGNS DEPARTMENT

Enclosure

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Reimbursement to Customers for Repairs
Performed Prior to Recall

If you have already **paid** to have this recall condition corrected you may be eligible to receive reimbursement.

Requests for reimbursement may include parts and labor. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized Daimler Trucks North America LLC dealer. The following documentation must be presented to your dealer for consideration for reimbursement.

Please provide original or clear copies of all receipts, invoices, and repair orders that show:

- The name and address of the person who paid for the repair

- The Vehicle Identification Number (VIN) of the vehicle that was repaired

- What problem occurred, what repair was done, when the repair was done

- Who repaired the vehicle

- The total cost of the repair expense that is being claimed

- Proof of payment for the repair (such as the front and back of a cancelled check or a credit card receipt)

Reimbursement will be made by check from your Daimler Trucks North America LLC dealer.

Please speak with your Daimler Trucks North America LLC authorized dealer concerning this matter.

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Work Instructions

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Models Affected: Specific Freightliner Cascadia vehicles manufactured January 4, 2019, through January 26, 2019, and equipped with a DT12 automated manual transmission and ICU3S instrument cluster.

Software Update

1. Check the base label (Form WAR259) for a completion sticker for FL808 (Form WAR260) indicating this work has been completed. 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 a completion sticker is not present, proceed to the next step.

2. Park the vehicle, shut down the engine, and apply the parking brakes.

3. Connect the vehicle to DiagnosticLink. Make sure that DiagnosticLink is updated to 8.10, or later. To update DiagnosticLink, select "Update" from the dropdown menu under "Tools." See **Fig. 1**.
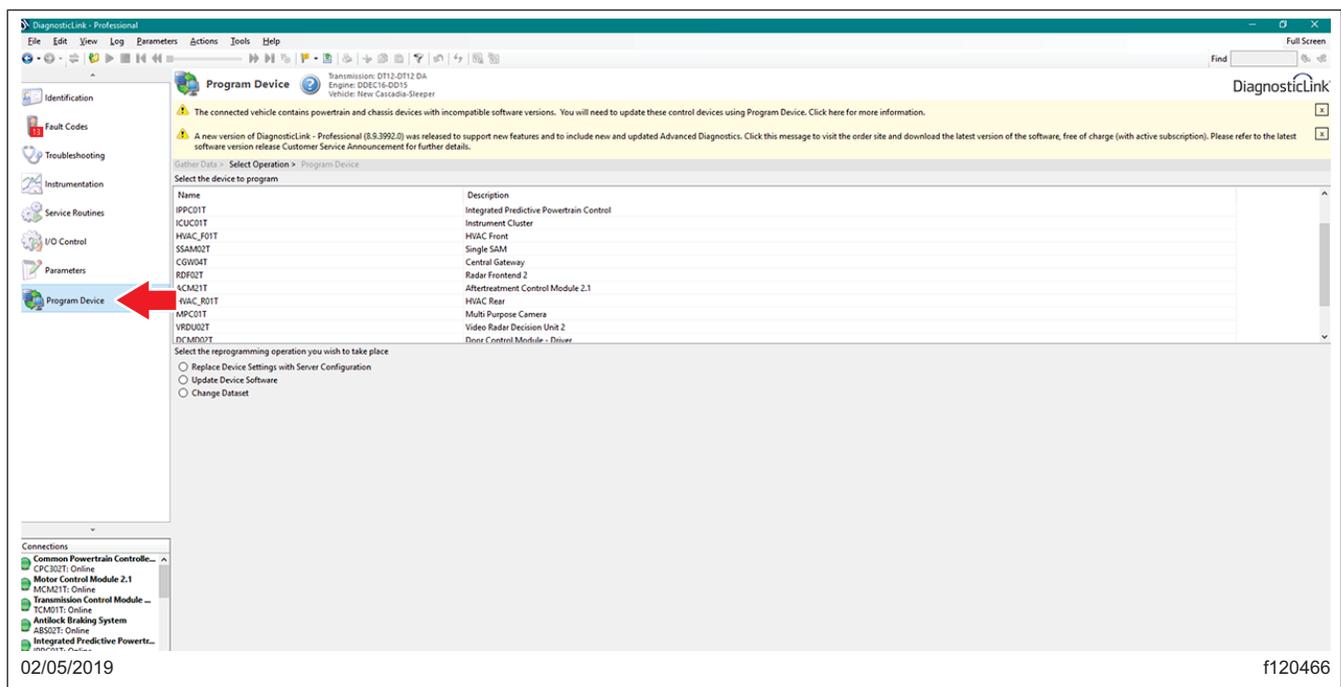
Fig. 1, Updating DiagnosticLink to the Latest Version

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IMPORTANT: Before performing this procedure, make sure to address any pre-existing conditions or fault codes first.

It is recommended when flashing to configure DiagnosticLink to connect only to "Default" modules, and stay in this configuration unless it is specifically needed to manually connect to the Common Telematics Platform (cTP) ECU. Default modules allow DiagnosticLink to connect only to the modules that need flashing, and ignores things like the cTP or the steering angle sensor.

To make this change in DiagnosticLink:

- From the top click "Tools," and select "Options" form the drop down menu.

  Find and select the "Connection" tab.

  Click the "Select Defaults" box on the right side of the tab, and hit "Apply."

4. Select "Program Device." If there are any items in the section "Request Pending" downloads, they should be removed. To remove them, select the "Request Pending" list item, then press the "Remove" button. See **Fig. 2**.
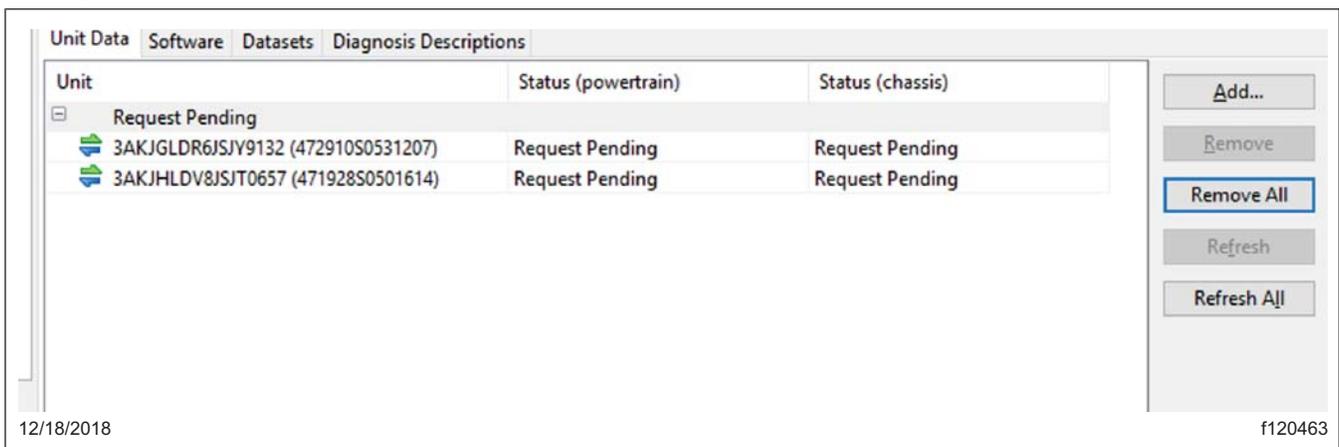
Fig. 2, Removing Pending Requests

5. Once all controllers are connected, read the vehicle parameters. See **Fig. 3**.
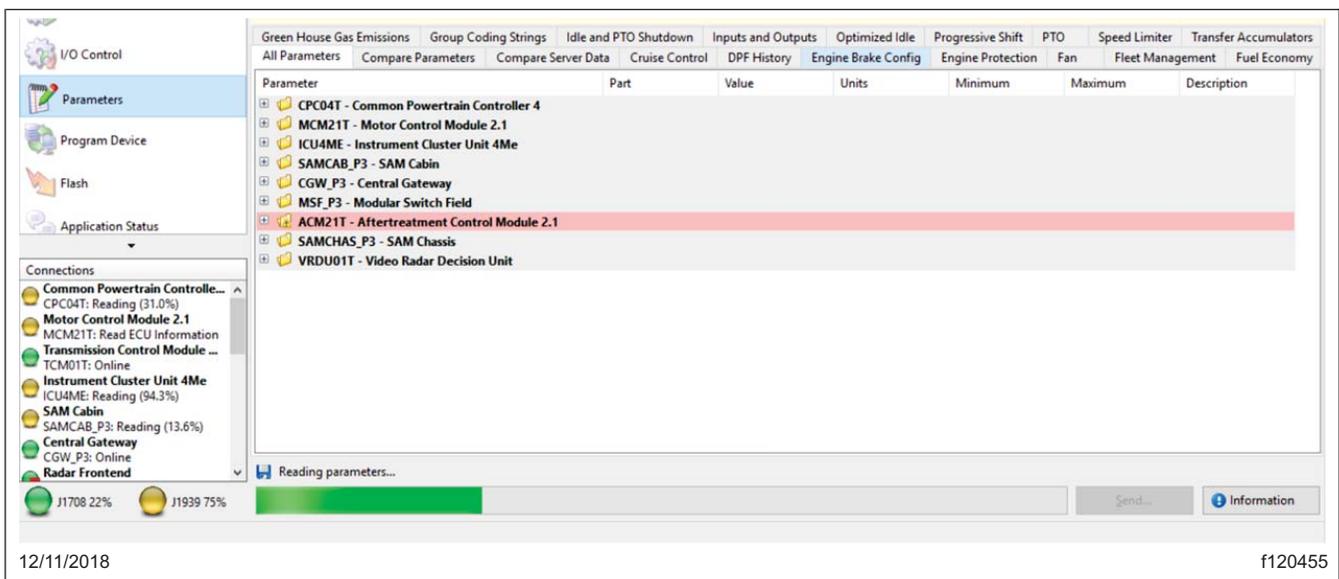
Fig. 3, Reading Vehicle Parameters on DiagnosticLink

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6. Select "Program Device." There should be data to upload. Click "Connect to Server" to upload vehicle parameters to the server. See **Fig. 4**.

12/14/2018   f120456

1. Program Device   2. Connect to Server
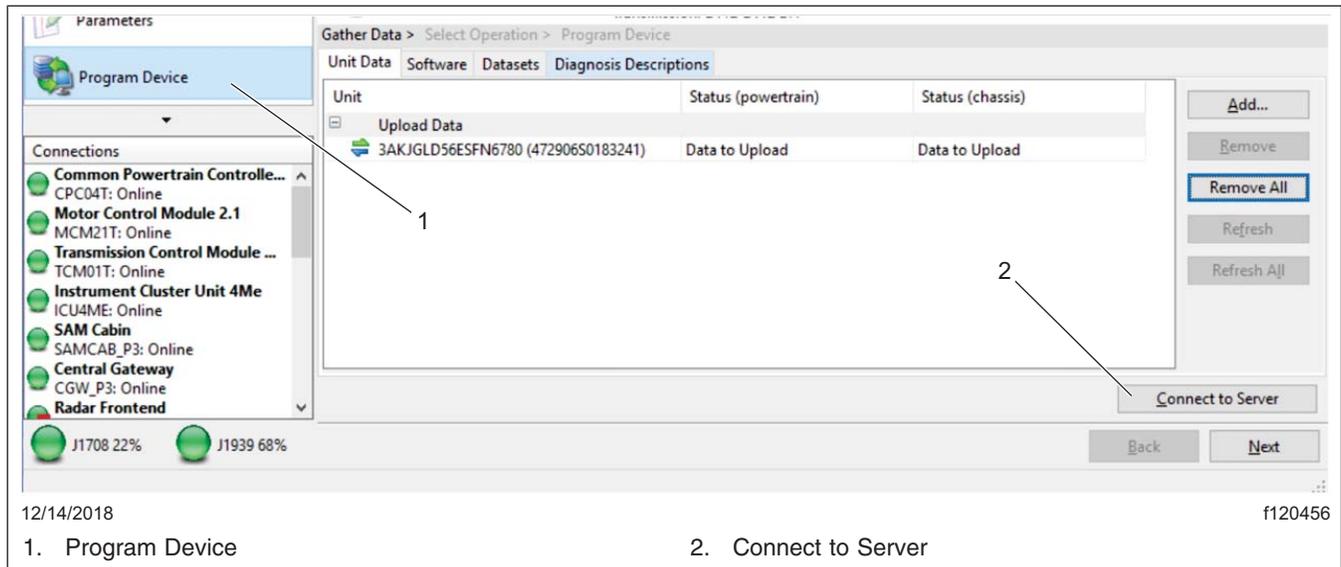
Fig. 4, Uploading Vehicle Parameters

7. Click "Add" to add a download request for the vehicle. See **Fig. 5**.

12/14/2018   f120457
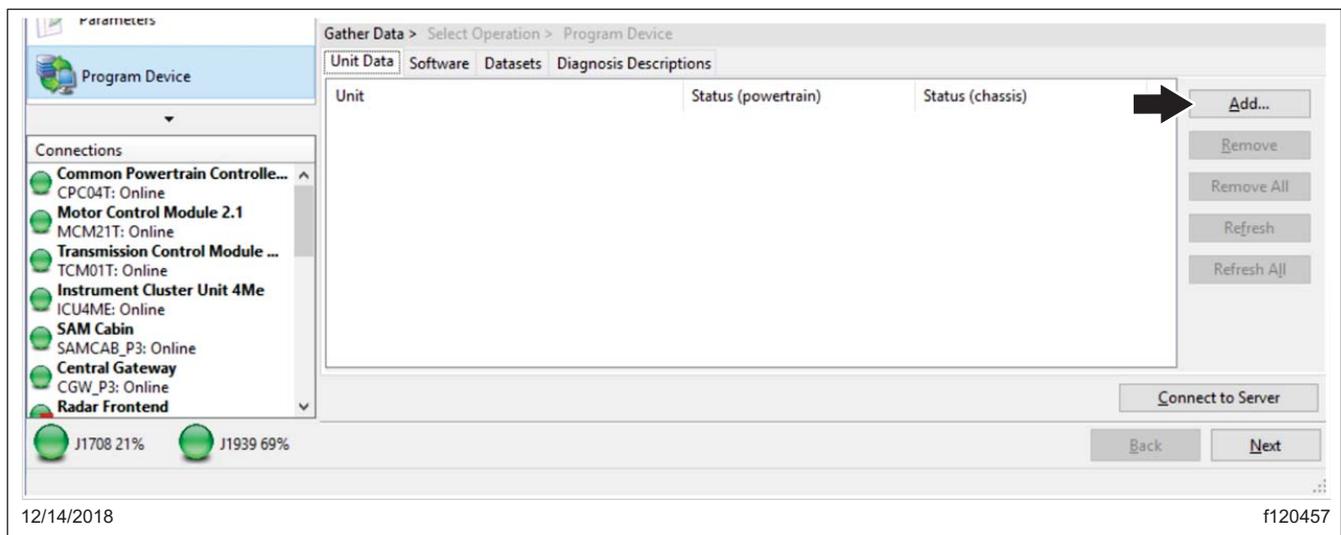
Fig. 5, Adding the VIN to Download Updated Server Data

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8. Make sure the correct VIN and hardware is populated, then click OK. See **Fig. 6**.
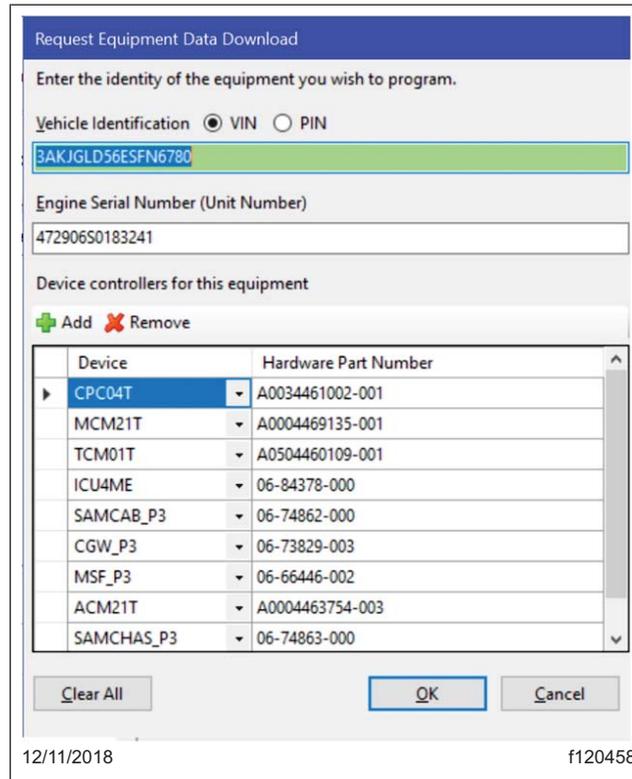
Fig. 6, Verifying Correct VIN Hardware

9. There should be a request pending status for the VIN. Click "connect to server" to download the updated unit data. See **Fig. 7**. The server will provide any new software available on the server as well as updated parameter sets for the new software, adjusted for the parameter set that was just uploaded from the vehicle.
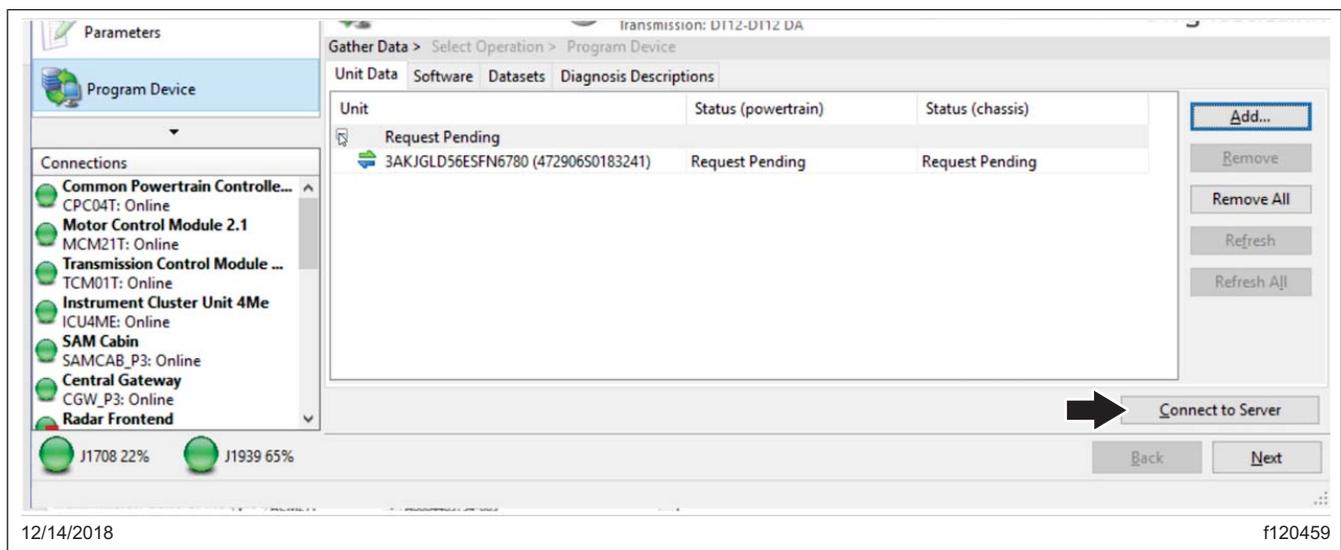
Fig. 7, Downloading Updated Unit Data

10. Once the data has been downloaded, click "Next." See **Fig. 8**.

12/14/2018   f120460
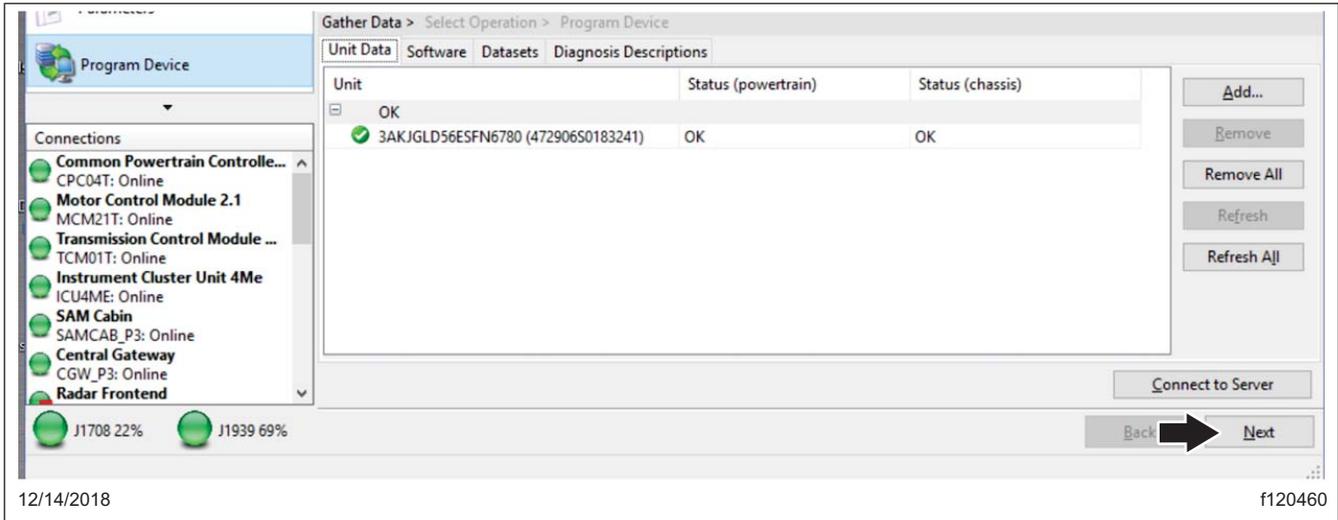
Fig. 8, Clicking Next

NOTE: "Latest" is the last service record (may be older software) and "Newest" is the most up to date software available for the installed hardware. Both will have parameter sets that have been updated relative to the upload from the vehicle.

11. Select the CPC controller to program, select the VIN, and select "Latest." Click "Next." See **Fig. 9**.

12/14/2018   f120461

1.	Device to Program	2.	Vehicle Identification Number (VIN)	3.	Settings
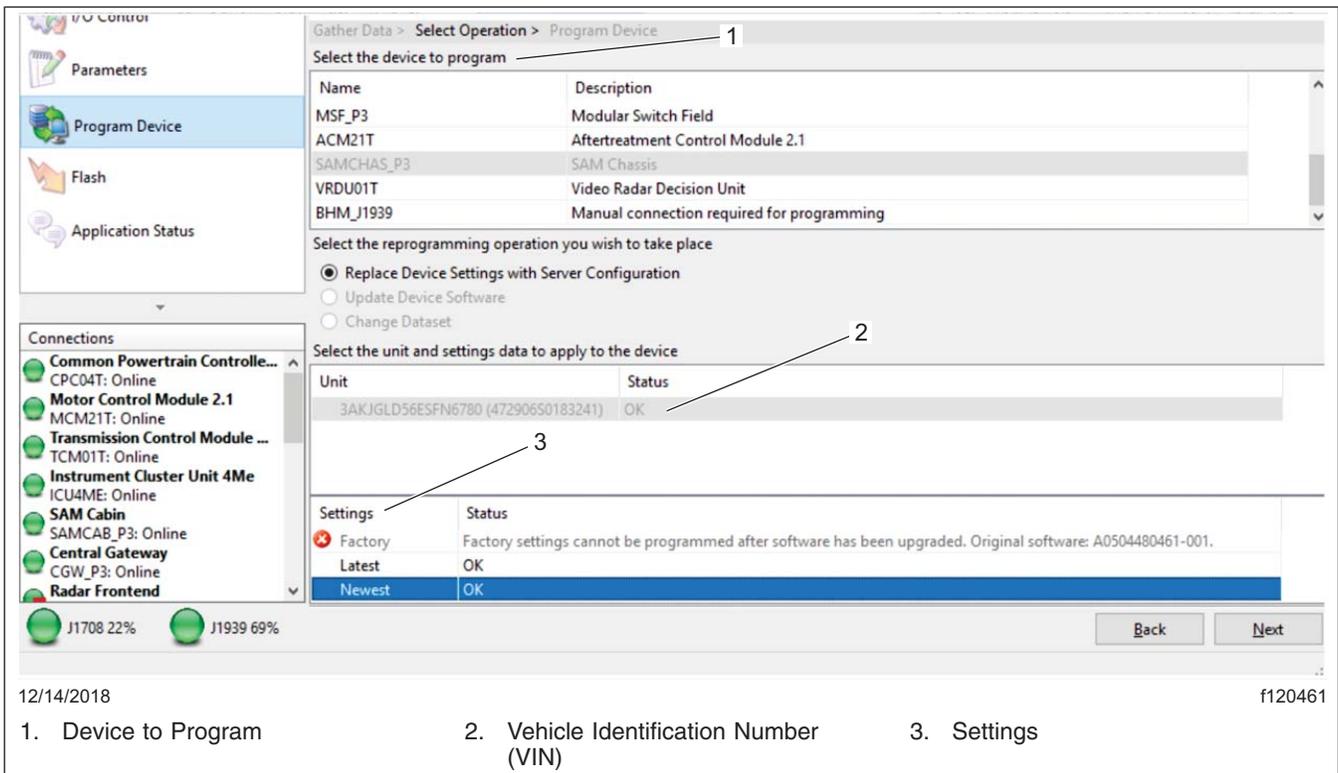
Fig. 9, Selecting "Latest" or "Newest" Software

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12. Review and verify the VIN and hardware part number. Click "Start" to program the controller. The software will be flashed and the new parameter set will be written to the controller on the vehicle. See **Fig. 10**.

12/14/2018   f120462
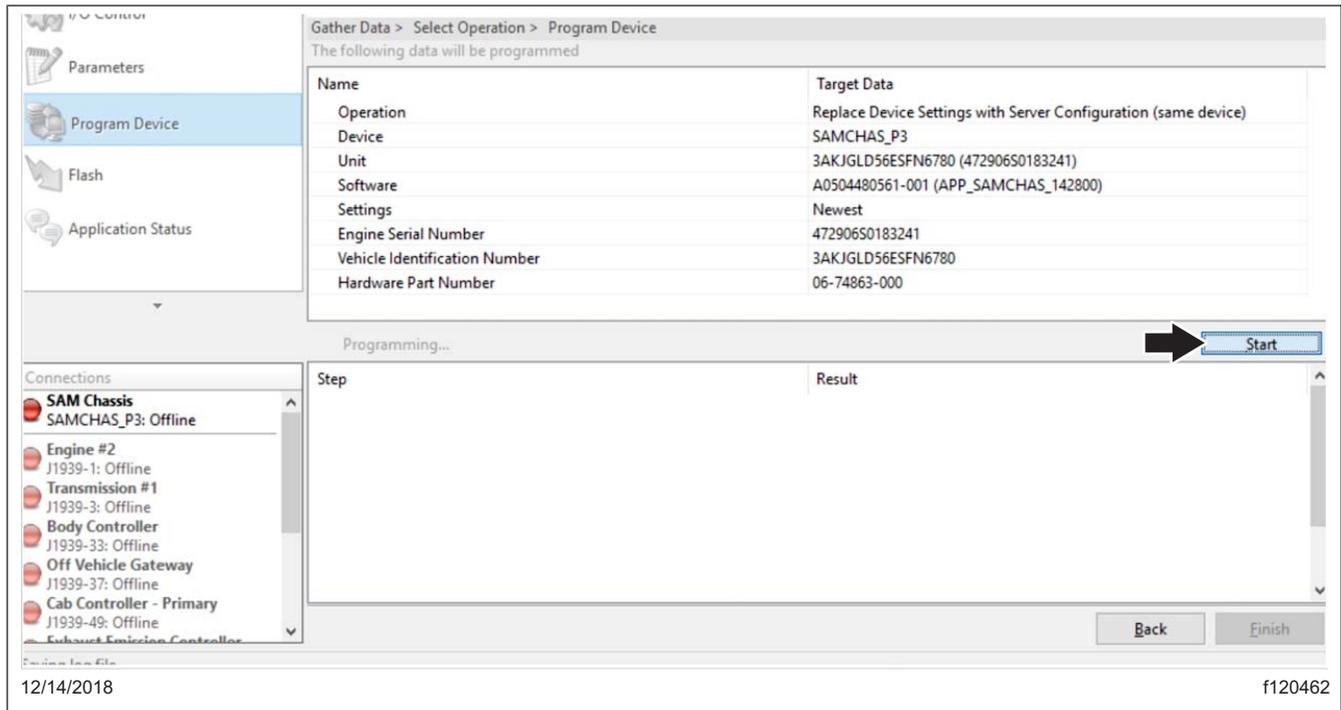
Fig. 10, Programming the Controller

IMPORTANT: After programming is complete, the following message may appear in DiagnosticLink: "The connected vehicle contains powertrain and Chassis devices with incompatible software versions, you will need to update these control devices using Program Device. Click here for more information." If this message is shown, continue with the next step. Otherwise, go to step 15.

13. Click on the banner message. See **Fig. 11**.

03/06/2019   f120490
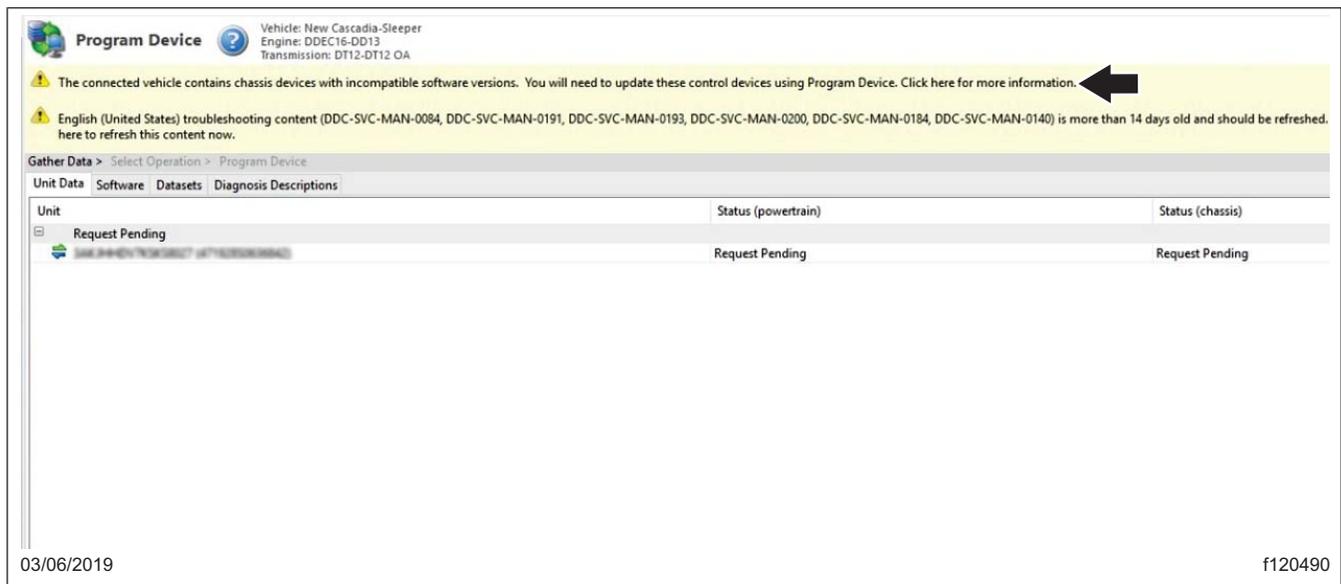
Fig. 11, Clicking on the Banner Message

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14. Print or take a screen shot of the incompatible ECUs. See **Fig. 12**.

Fig. 12, Printing the List of Incompatible ECUs

15. Program all devices listed as incompatible from the previous step.

IMPORTANT: After a programming, some fault codes may become active and some ECUs may not auto connect. Cycling the ignition may clear the faults and reconnect the ECUs.

16. Cycle the ignition 3 times, waiting 30 seconds between key off and key on.

17. Connect DiagnosticLink, turn the key to the ON position. Clear inactive faults, and troubleshoot any active faults.

18. Disconnect vehicle from DiagnosticLink.

19. With ignition on, verify that the ICU3S display correctly shows the selected gear when 'N,' 'D,' or 'R' is selected using right stalk switch to change gear position.

20. Clean a spot on the base label (Form WAR259), write the recall number, FL808, on a red completion sticker (Form WAR260), and attach it to the base label.