

September 2021
FL896A
NHTSA #21V-547 (School Bus)

Subject: FCCC Bendix Intellipark Software Update

Models Affected: Specific Model Year 2021 to 2022 Freightliner Custom Chassis B2 school bus chassis (Thomas Built Buses C2 and C2e Saf-T-Liner) manufactured November 27, 2019, through May 27, 2021, and equipped with a Bendix Intellipark System.

General Information

Daimler Trucks North America LLC (DTNA), on behalf of its wholly owned subsidiary, Freightliner Custom Chassis Corporation, has decided that a defect which relates to motor vehicle safety exists on the vehicles mentioned above.

On certain vehicles, the parking brake activation switch may fail to set the park brake when requested, increasing the risk of potential unintended movement of the bus leading to the risk of an injury and/or crash.

The Dash Electronic Control Unit (DECU) software parameter will be updated. Repairs will be performed by Daimler Trucks North America authorized service facilities

There are approximately 255 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.

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 parts are required for the software parameter update.

If our records show your dealership has ordered any vehicle(s) involved in campaign number FL896, a list of the customers and vehicle identification numbers will be available on DTNAConnect. 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
FL896A	Update DECU Park Brake Controller Parameter	0.3	996-R080A	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 (**FL896-A**).
- In the Primary Failed Part Number field, enter **25-FL896-000**.
- 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, 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.

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Copy of Notice to Owners

Subject: FCCC Bendix Intellipark Software Update

For the Notice to U.S. Customers: This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. This is to inform you that your vehicle may contain a defect that could affect the safety of a person.

Daimler Trucks North America LLC (DTNA), on behalf of its wholly owned subsidiary, Freightliner Custom Chassis Corporation (FCCC), has decided that a defect which relates to motor vehicle safety exists on specific Model Year 2021-2022 FCCC B2 school bus chassis (Thomas Built Buses C2 and C2e Saf-T-Liner) manufactured November 27, 2019, through May 27, 2021, and equipped with a Bendix Intellipark System.

On certain vehicles, the parking brake activation switch may fail to set the park brake when requested, increasing the risk of potential unintended movement of the bus leading to an injury and/or crash.

The Dash Electronic Control Unit (DECU) software parameter will be updated. Repairs will be performed by Daimler Trucks North America authorized service facilities.

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 Daimler-TrucksNorthAmerica.com/contact-us/. Scroll down to "Locate a Dealer," and select the appropriate brand. The Recall will take approximately one half hour and will be performed at no charge to you. You may also confirm your vehicle's involvement in this recall at this URL: <https://dtna-dlrinfo.prd.freightliner.com:48518/VinLookup/vin-module/getVinLookupPage>.

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. **For the Notice to U.S. Customers:** 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>. **For the Notice to Canadian Customers:** If you wish to submit a complaint about this recall, you can contact Transport Canada road safety, 80 rue Noel, Gatineau, Quebec J8Z 0A1 or call (800) 333-0510.

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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Bendix Intellipark™ Update Tool Download and Installation

1. Inspect the base label (Form WAR259) for a campaign completion sticker for FL896 (Form WAR260). If a sticker is present for FL896, no work is needed. If there is no sticker, proceed with the steps below.
2. On the laptop, go to DTNACONNECT, and select the menu bar at the upper right-hand corner. See [Fig. 1](#).

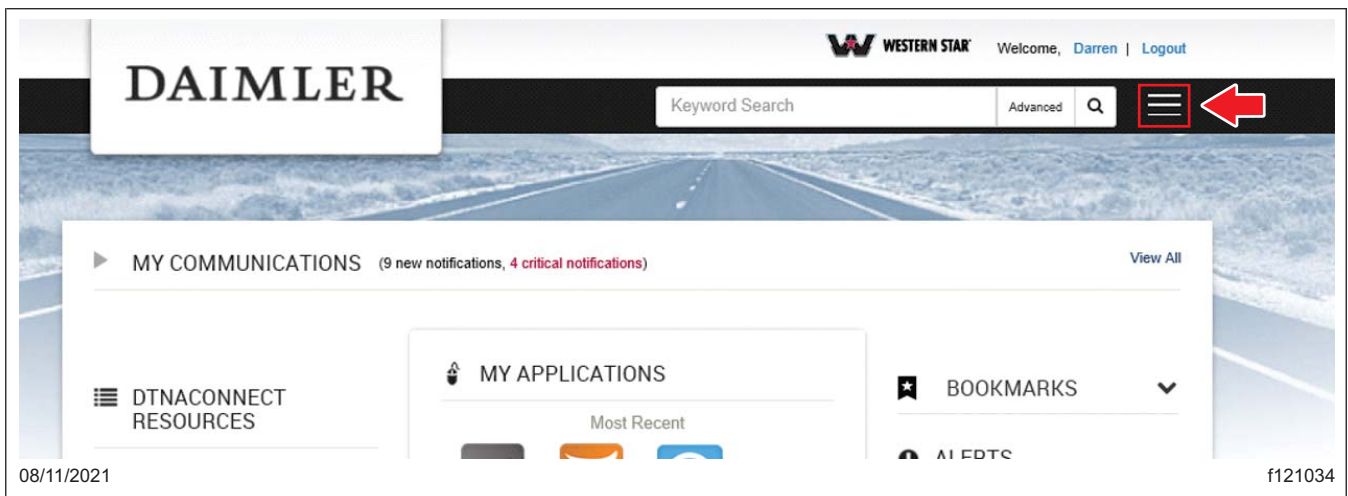


Fig. 1, Selecting the Menu Bar

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

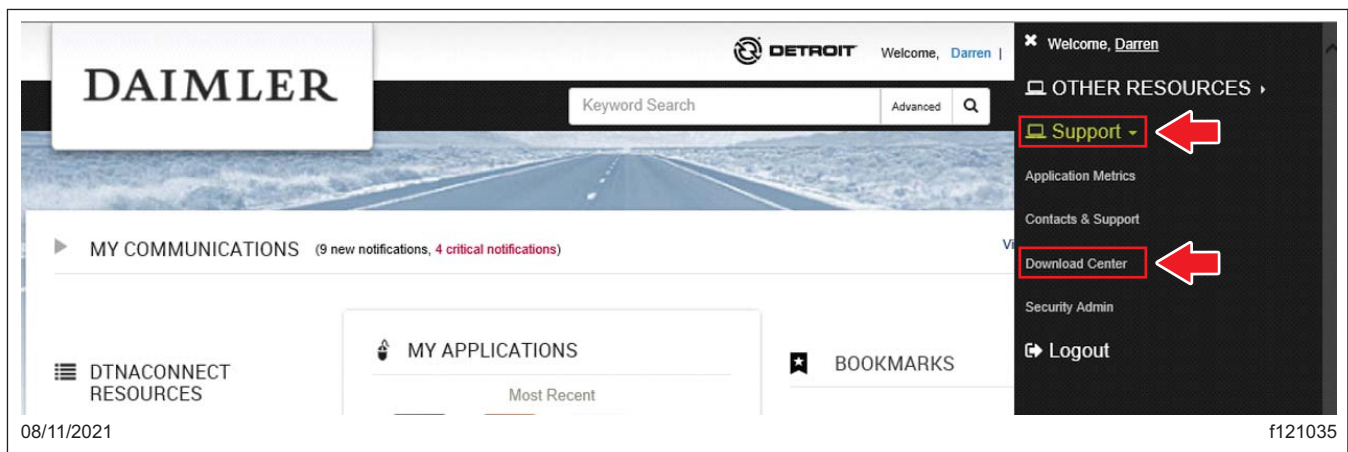


Fig. 2, Link to Download Center

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4. Scroll down to the 'FL896 Bendix Intellipark Software,' then select '+' symbol. See [Fig. 3](#). Select the 'FL896 Update Files' link, then save the zip file.



Fig. 3, FL896 Bendix Intellipark Software Container

5. Once the zip file download is complete, open and extract the file.

IMPORTANT:

- Administrative rights may be required to perform this operation. Contact the local system administrator for assistance.
 - Allow the systems default location for installation of the application.
6. In the extracted folder, run the 'Setup.exe.' file to install the Bendix Intellipark Update Tool. See [Fig. 4](#).

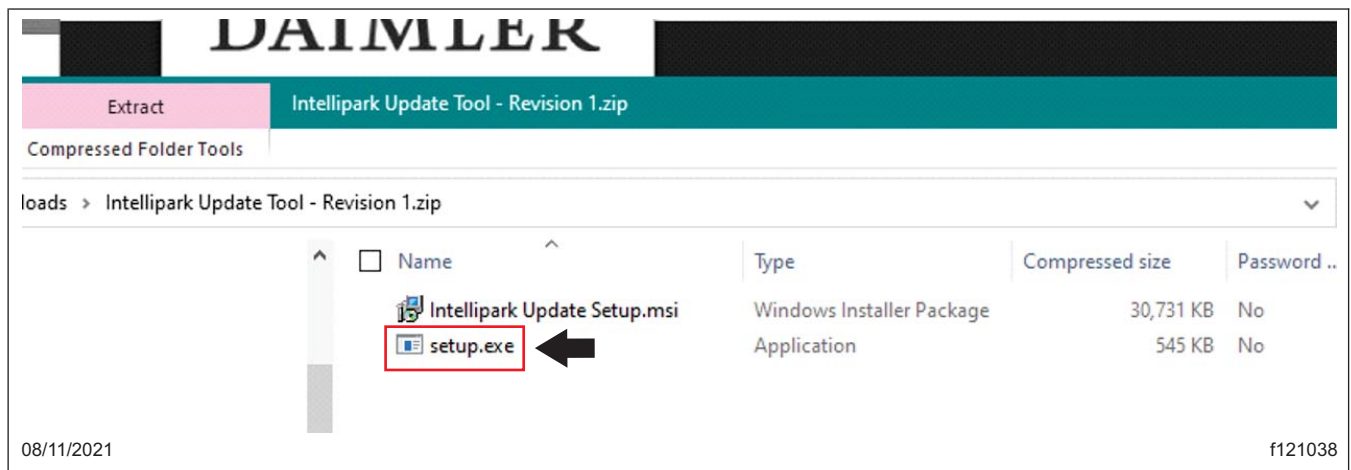


Fig. 4, Bendix Intellipark Update Setup File

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Bendix Intellipark Update

1. Park the vehicle on a level surface, shut down the engine, and set the parking brake. Chock the tires.
2. Connect the vehicle to the computer using an RP1210B compliant adaptor.
3. Turn the ignition key to the ON position, but make sure the engine is OFF.
4. Open the Bendix Intellipark update tool. A window will open with a message 'Ensure the key is ON and the engine is OFF.' Select 'OK.' See [Fig. 5](#).

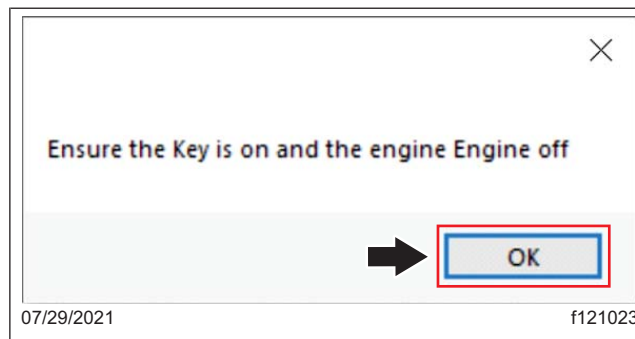


Fig. 5, Selecting OK Message Window

5. In the Bendix Intellipark update application window, go to 'Settings,' then select the RP1210 device used for communicating with the laptop. Select 'J1939:Baud=Auto' from the dropdown list, then select 'Save.' See [Fig. 6](#) and [Fig. 7](#).

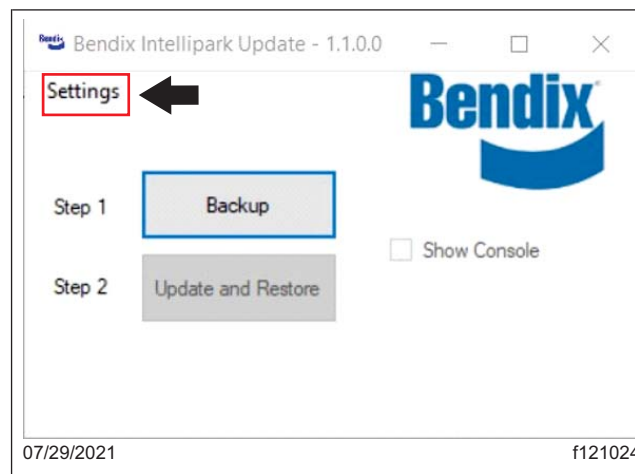


Fig. 6, Selecting Settings

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ID	DLL	Vendor	Description	Info
1	NXULNK32	NEXIQ TECHNOLOGIES	USB-LINK	USBLINK (USB-LINK)
2	NXULNK32	NEXIQ TECHNOLOGIES	BLUETOOTH USB-LINK	BTUSBLINK (BLUETOOTH USB-LINK)
146	NXULNK32	NEXIQ TECHNOLOGIES	USB-LINK ATEC-160 BAUD	USBLINK (USB-LINK ATEC-160 BAUD)
246	NXULNK32	NEXIQ TECHNOLOGIES	BT USB-LINK ATEC-160 BAUD	BTUSBLINK (BT USB-LINK ATEC-160 BAUD)
1	UDIF32	KNORR-BREMSE	PLC/J1708 ADAPTER.COM1	UDIF PLC/J1708 ADAPTER (PLC/J1708 ADAP
2	UDIF32	KNORR-BREMSE	PLC/J1708 ADAPTER.COM2	UDIF PLC/J1708 ADAPTER (PLC/J1708 ADAP
1	NULN2R32	NEXIQ TECHNOLOGIES	USB-LINK 2	USBLINK (USB-LINK 2)
2	NULN2R32	NEXIQ TECHNOLOGIES	BLUETOOTH USB-LINK 2	BTUSBLINK (BLUETOOTH USB-LINK 2)
3	NULN2R32	NEXIQ TECHNOLOGIES	WIFI USB-LINK 2	WIFIUSBLINK (WIFI USB-LINK 2)

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A. Select the RP1210 device.
B. Select 'J1939:Baud=Auto.'
C. After selecting correct settings, select 'Save.'

Fig. 7, Selecting and Saving Settings

6. Once the correct settings are saved, select 'Backup.' See [Fig. 8](#).

If the selected settings are correct, the message 'Backup Complete. Perform Step 2' will be displayed. See [Fig. 9](#). Go to the next step.

If the selected settings are incorrect, the message 'RP1210 Error – ClientConnect Failed: 275' will be displayed. See [Fig. 10](#). Verify the correct device settings, then repeat steps 5 and 6.

Bendix Intellipark Update - 1.0.0.0

Settings

Step 1 **Backup**

Step 2 Update and Restore

Show Console

Backup Complete. Perform Step 2

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Fig. 8, Selecting Backup

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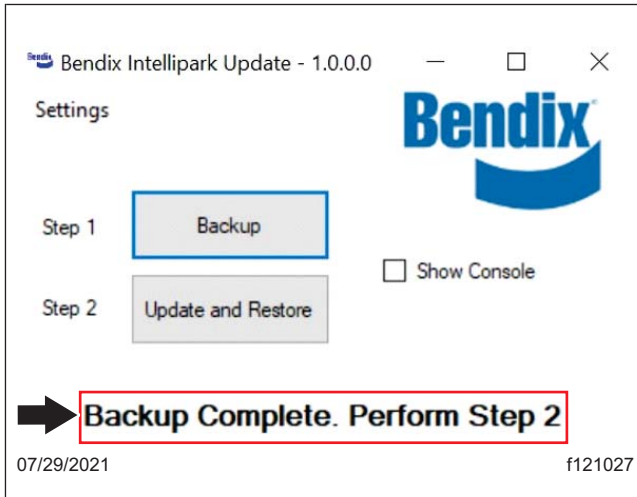


Fig. 9, Successful Backup Message

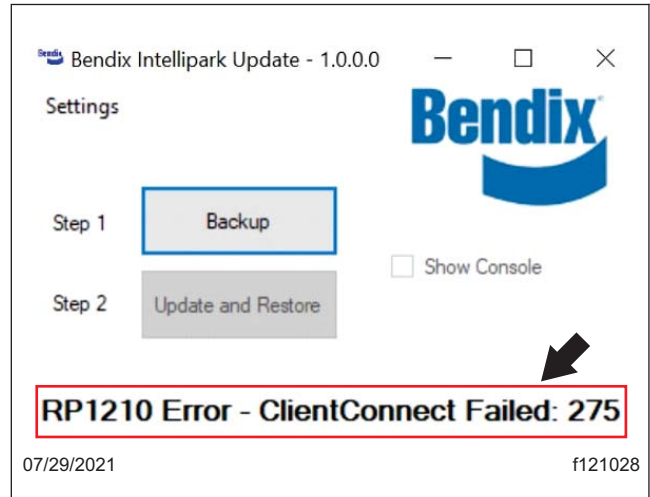


Fig. 10, Unsuccessful Backup Message

7. If the vehicle identification (VIN) is not detected automatically, a window will appear requesting to enter the VIN. Enter the VIN, then select 'OK.' See Fig. 11.

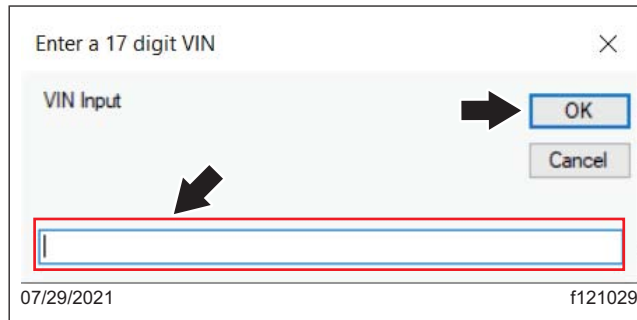


Fig. 11, VIN Input Window

8. If the DECU is already updated, the message 'Software Update Already Performed' will be displayed. See Fig. 12. No further work is required. Go to step 12.

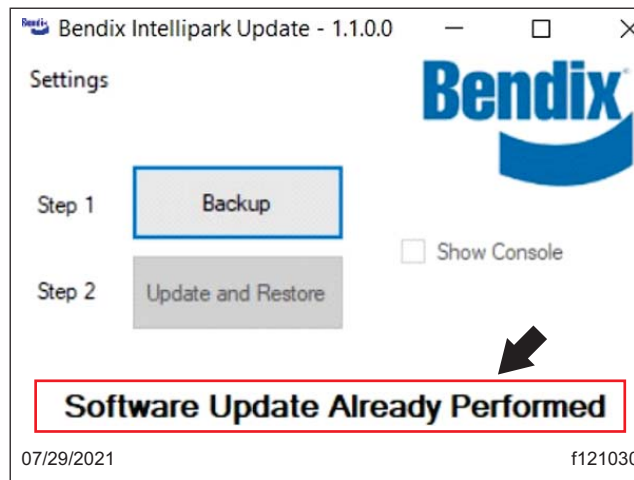


Fig. 12, Message Displayed if Software Update was Already Performed

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IMPORTANT: This update is applicable only for Intellipark software installed prior to July 14, 2021.

- If the Intellipark system installed in the vehicle is not compatible with this update, the message 'Software Version Not Applicable' will be displayed. Go to step 12.
- If neither of the conditions from steps 8 and 9 exist, select 'Update and Restore.' See [Fig. 13](#).

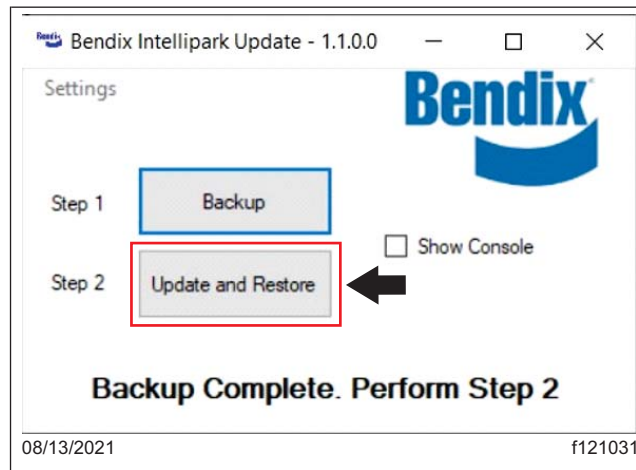


Fig. 13, Selecting Update and Restore

IMPORTANT: Do not disconnect the laptop from the vehicle until the update is complete.

- Once the update is complete, the message 'Flash Complete' will be displayed. The laptop can be now disconnected from the vehicle. See [Fig. 14](#).

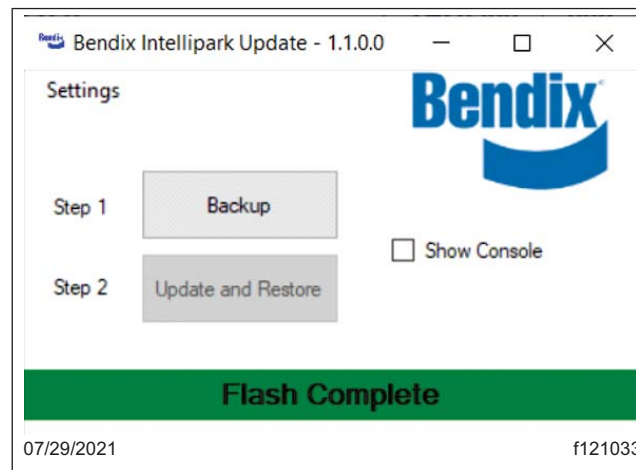


Fig. 14, Flash Complete Message Displayed

NOTE: A data log will be saved in the laptop's local drive (C:\Users\Public\Public Documents\Bendix\Bendix_Intellipark_Update) for reference. For questions regarding this update, call 1-800-247-2725.

- Clean a spot on the base label (Form WAR259) and attach a campaign completion sticker for FL896 (Form WAR260), indicating this work has been completed.