

October 2022

FL942AB

NHTSA #22V-439 (Non-School Bus)

NHTSA #22V-438 (School Bus)

Transport Canada #2022-340 (Non-School Bus)

Transport Canada #2022-326 (School Bus)

Subject: FCCC and TBB ECM Software Update

Models Affected: Specific model years 2019-2023 FCCC S2G chassis and TBB Saf-T-Liner C2 buses manufactured March 7, 2019, through March 18, 2022, and equipped with LPG engines.

General Information

Daimler Truck North America LLC (DTNA), on behalf of its wholly owned subsidiaries Freightliner Custom Chassis Corporation and Thomas Built Buses, has decided that a defect that relates to motor vehicle safety exists on the vehicles mentioned above.

On certain vehicles, while in motion, the engine control module (ECM) may set a code 629/12, causing the engine to randomly shut off without warning. An unintended shut down without warning and without the ability to restart the engine may result in an increased risk of a crash or could result in the transfer of passengers to alternate transportation in an uncontrolled traffic environment, increasing the risk of injury.

Vehicles will receive an ECM software update to resolve this issue. Repairs will be performed by Daimler Truck North America authorized service facilities.

There are approximately 730 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

To update and complete this recall, you must have PSI powerlink software from Noregon. You can purchase the software from <https://www.noregon.com/product/psi-powerlink-diagnostic-software/>. Technicians should have a credit card available for purchasing. You will be emailed the licence key within 3 to 24 hours after purchasing. Most dealers should have this PSI powerlink software; if you do not, one download per dealership. Noregon customer service phone number is (855) 889-5776.

If our records show your dealership has ordered any vehicle(s) involved in campaign number FL942, a list of the customers and vehicle identification numbers will be available on the DTNA Portal. Please refer to this list when ordering parts for this recall.

Campaign Number	Part Description	Part Number	Qty.
FL942ABA	PSI PowerLink Diagnostic Software	83282	1 per dealership
	BLANK COMPLETION STICKER	WAR260	1 ea

Table 1

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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
FL942AB	ECM Software Update	0.6	996-R158A	12-Repair Recall/Campaign

Table 1

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 (e.g. **FL942-A** or **FL942-B**).
- In the Primary Failed Part Number field, enter **25-FL942-000**.
- In the Parts field, enter the appropriate part number(s) as shown in the Replacement Parts Table. To update and complete this recall, you must have PSI powerlink software from Noregon. You can purchase the software from <https://www.noregon.com/product/psi-powerlink-diagnostic-software/>. Technicians should have a credit card available for purchasing. You will be emailed the licence key within 3 to 24 hours after purchasing. **Most dealers should have this PSI powerlink software; if you do not, one download per dealership. Noregon customer service phone number is (855) 889-5776.**
- 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 0.4 hours for RVs or 0.3 hours for all other vehicles.
- 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.

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- 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 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.

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Copy of Notice to Owners

Subject: FCCC and TBB ECM 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. **For the Notice to Canadian Customers:** This notice is sent to you in accordance with the requirements of the 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 Truck North America LLC (DTNA), on behalf of its wholly owned subsidiaries Freightliner Custom Chassis Corporation (FCCC) and Thomas Built Buses (TBB), has decided that a defect that relates to motor vehicle safety exists on specific model years 2019-2023 FCCC S2G chassis and TBB Saf-T-Liner C2 buses manufactured March 7, 2019, through March 18, 2022, and equipped with LPG engines.

On certain S2G and Saf-T-Liner C2 vehicles, while in motion, the engine control module (ECM) may set a code 629/12, causing the engine to randomly shut off without warning. An unintended shut down without warning and without the ability to restart the engine may result in an increased risk of a crash or could result in the transfer of passengers to alternate transportation in an uncontrolled traffic environment, increasing the risk of injury.

Vehicles will receive an ECM software update to resolve this issue. Repairs will be performed by Daimler Truck North America authorized service facilities.

This is the second notice regarding this recall. The final recall repair is now available. Please contact an authorized Daimler Truck North America dealer to arrange to have the Recall performed. The Recall will take approximately one hour and will be performed at no charge to you. To locate an authorized dealer, search online at <https://northamerica.daimlertruck.com/contact-us/>. Scroll down to "Locate a Dealer," and select the appropriate brand. 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 in the postage-paid envelope 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@daimlertruck.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.nhtsa.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 Truck 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 Truck North America LLC dealer.

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

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Work Instructions

Subject: FCCC and TBB ECM Software Update

Models Affected: Specific model years 2019-2023 FCCC S2G chassis and TBB Saf-T-Liner C2 buses manufactured March 7, 2019, through March 18, 2022, and equipped with LPG engines.

NOTE: PSI PowerLink Diagnostic Software from Noregon is required to perform this recall. The software can be purchased from <https://www.noregon.com/product/psi-powerlink-diagnostic-software/>. Technicians should have a credit card available for purchasing. You will be emailed the licence key within 3 to 24. **Most dealers should have this PSI powerlink software; if you do not, one download per dealership. Noregon customer service phone number is (855) 889-5776.**

1. Inspect the base label (Form WAR259) for a campaign completion sticker for FL942 (Form WAR260). If a sticker is present for FL942, no work is needed. If there is no sticker, proceed with the steps below.
2. Park the vehicle on a level surface, shut down the engine, and set the parking brake. Chock the tires.
3. Connect the Nexiq USBLink™ 2 box to the 9-pin connector of the vehicle. See **Fig. 1**.



Fig. 1, Connecting the Nexiq USBLink 2 Box to the 9-Pin Connector of the Vehicle

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4. Connect the Nexiq USBLink 2 box to the laptop.
5. Turn the ignition key to the ON position.
6. On the laptop, open the PSI PowerLink Diagnostic software. See [Fig. 2](#).
7. Select 'Connect.' See [Fig. 2](#).



Fig. 2, PSI PowerLink Diagnostic Software Home Screen

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8. Verify the vehicle identification number (VIN) that appears is correct. See [Fig. 3](#).
9. Wait until the 'Programming & Commanded Tests' tab becomes active. Select 'Programming & Commanded Tests,' from the drop-down menu, then select 'Calibration.' See [Fig. 3](#).

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A. Verify the VIN that appears is correct.

B. Select 'Programming & Commanded Tests.'

Fig. 3, Verifying the VIN

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10. Verify that the current calibration and the updated calibration appear as '38300059-1' and '38300105-3' respectively. See [Fig. 4](#).
11. Select the 'Program' tab. See [Fig. 4](#).

The screenshot shows the PSI PowerLink 2022 v2.1 software interface. The main window displays vehicle information for a 2018 Freightliner vehicle, including VIN, Manufacturer, Model, Series, and Model Year. A 'PowerLink Programmer' dialog box is open, showing the following information:

- Component Info:**
 - VIN: 4U... (partially obscured)
 - Software Version: 66.70.1007
 - Calibration ID: 38300059-1 (Annotated with A)
 - Calibration Verification Number: 2100000000
- Calibrations:**

Date	Calibration ID	Description
10/12/2022	38300105-3 (Annotated with B)	
- Buttons:** 'Browse for file ...' and 'Program' (Annotated with C).

Below the dialog box, the vehicle's status is displayed, including '10999 hrs', '00 mpg', and 'Odometer 456548 mi'. On the right, there are gauges for 'Engine Oil Level', 'Coolant Level', and 'Battery Potential'.

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A. Verify the current calibration.
B. Verify the updated calibration.
C. Select the 'Program' tab.

Fig. 4, Verifying the Updated Calibration

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12. A window appears, instructing to cycle power to complete the calibration process. Follow the instructions, then select 'OK.' See [Fig. 5](#).

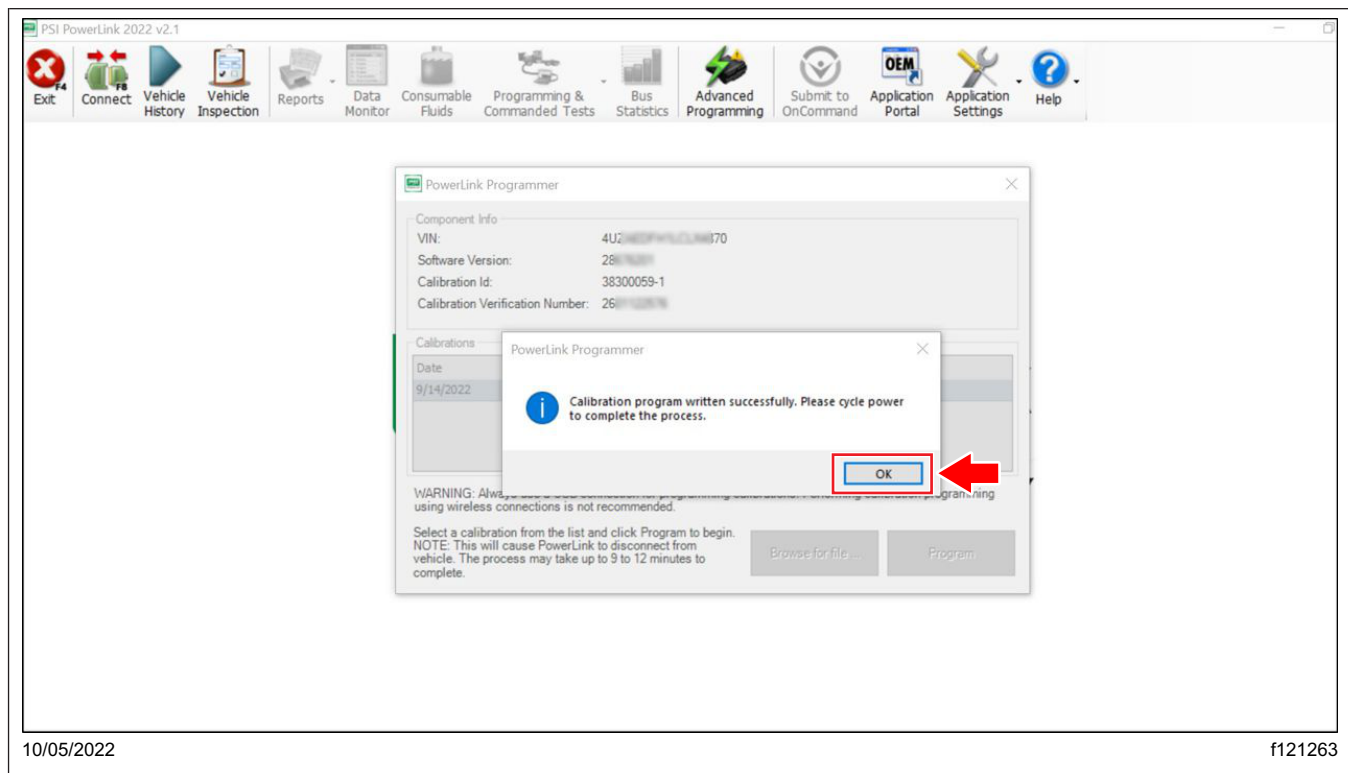


Fig. 5, Finishing the Calibration Process

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Note: Repeat steps 6 through 10 to verify that the calibration is successful. Ensure calibration ID is displayed as '38300105-3.' See [Fig. 6](#). If the software download is not successful, repeat steps 6-12.

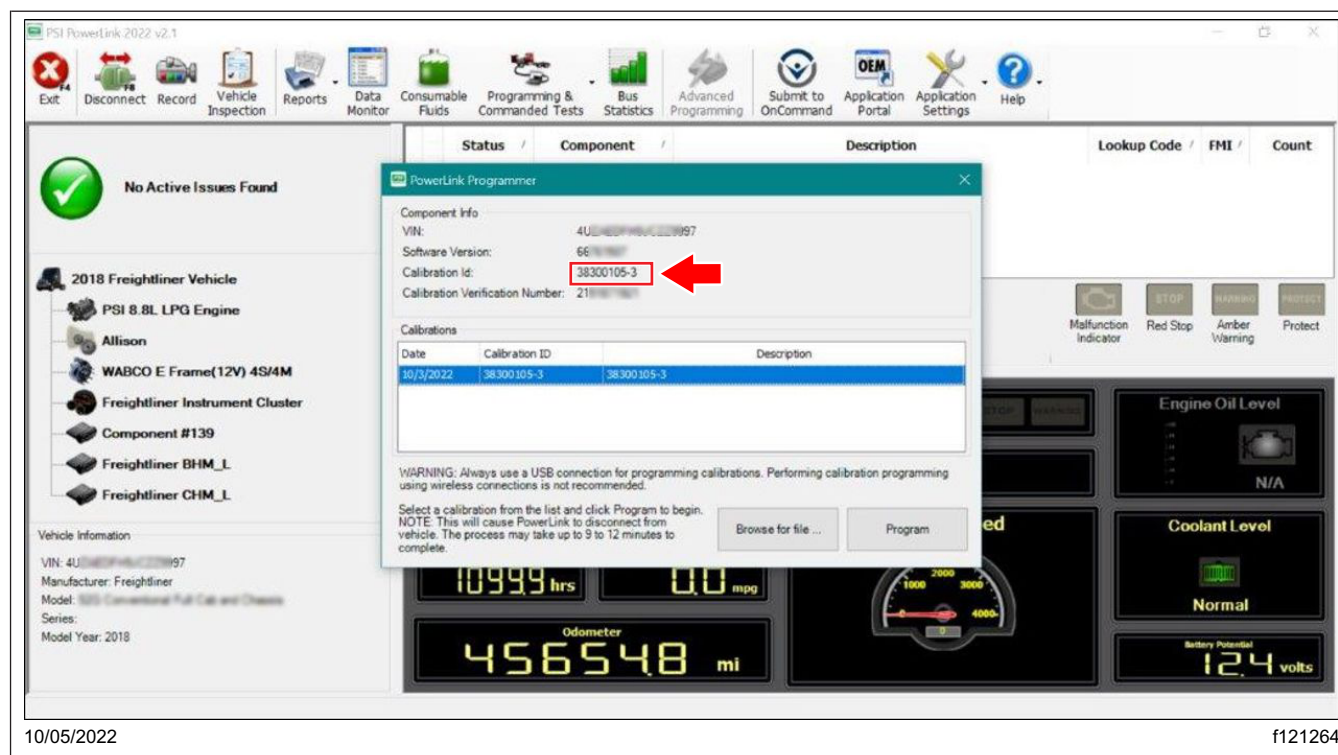


Fig. 6, Verifying the Calibration Process is Complete

- Clean a spot on the base label (Form WAR259) and attach a campaign completion sticker for FL942 (Form WAR260), indicating this work has been completed.