

IMPORTANT CAMPAIGN INFORMATION

ATTENTION: Dealer Principal, Warranty Manager, Service Manager, Parts Manager
Freightliner Dealers – U.S. and Canada
Western Star and Sterling Dealers – U.S. and Canada
FCCC Dealers – U.S. and Canada
Direct Warranty Customers – U.S. and Canada
Export Distributors

Daimler Trucks North America LLC

WARRANTY CAMPAIGNS DEPARTMENT

P.O. Box 4090 800-547-0712
Portland, Oregon 97208-4090

If you have questions about this Letter, please submit your inquiry on the Web using the [WSC Link on DTNAConnect](#)

REF #: ICI21-033

Effective: 11/03/2021

Release: 11/12/2021

SUBJECT: SF637 – Campaign on Hold

This letter is to inform you that campaign SF637, FCCC Viper Low Voltage Display, will be on hold as of today Friday, 11/12/2021.

The attached owner letter was mailed 11/02/2021 and the campaign will be released once the work instructions have been updated.

If you have questions or need further information, contact the Warranty Campaigns Department by submitting an inquiry through the WSC Link on DTNAConnect.

The information contained in this letter supercedes and supplements any related policies and procedures in any previously released bulletins, the Warranty Manual, and/or previously released letters. Failure to read or distribute this letter will not exempt addressees from compliance with the information contained herein.

Daimler Trucks North America LLC

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P.O. Box 4090
Portland, OR 97208-4090
800.547.0712 Phone

November 2021

SF637

Subject: FCCC Viper Low Voltage Display

Daimler Trucks North America LLC (DTNA), on behalf of its wholly owned subsidiary, Freightliner Custom Chassis Corporation, is initiating Field Service Campaign SF637A to modify specific model year 2021 Freightliner Custom Chassis manufactured September 17, 2019 through April 7, 2021.

In a low voltage condition, the IP display may not come on when turning on ignition leaving drivers without a functioning instrument panel. This would only occur at startup and the instrument panel would function again if the key is cycled with normal voltage.

The software will be updated to resolve the issue.

Please contact an authorized Daimler Trucks North America dealer to arrange to have the campaign performed and to ensure that parts are available at the dealership. To locate an authorized dealer, search online at Daimler-TrucksNorthAmerica.com/Contact-us. Scroll down to "Locate a Dealer" and select the appropriate brand. The campaign will take approximately one hour, and will be performed at no charge to you.

This Field Service Campaign will **terminate on November 30, 2022**. 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 Trucks North America LLC will not pay for any damage caused by failure to properly maintain your vehicle. Daimler Trucks 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 7:00 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, if you have any questions or need additional information.

WARRANTY CAMPAIGNS DEPARTMENT

Enclosure