

February 2019
SF576AB
Revised Notice

Subject: Freightliner Cascadia cTP/TDC Update

Models Affected: Specific Freightliner Cascadia vehicles manufactured January 18, 2017, through April 17, 2018, and equipped with DTNA cTP/TDC proprietary telematics.

General Information

Daimler Trucks North America LLC (DTNA), on behalf of its Freightliner Trucks Division, is initiating Field Service Campaign SF576 to modify the vehicles mentioned above.

Specific Cascadia vehicles built with DTNA's proprietary Common Telematics Platform (cTP), and Truck Data Center (TDC) are not communicating and, therefore, are unable to benefit from over-the-air software updates.

The cTP module and, when needed, the antenna will be replaced. Software levels on cTP module will be verified and updated as required, and parameters set to support new features.

There are approximately 2,529 vehicles involved.

REVISION: The work instructions pertaining to DiagnosticLink have been updated to provide clarity and additional instruction.

Additional Repairs

Dealers must complete all outstanding 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

Replacement parts are now available and can be obtained by ordering the part number(s) listed below from your facing Parts Distribution Center.

If our records show your dealership has ordered any vehicle(s) involved in campaign SF576, a list of the customers and vehicle identification numbers will be available on DTNAConnect. Please refer to this list when ordering parts for this campaign.

Table 1 - Replacement Parts for SF576

Campaign Number	Part Description	Part Number	Qty.
SF576A	HARDWARE-DTNA,CTP,MID,CUST	66-05466-001	1 ea
SF576B	DTNA HARDWARE-CTP,4G,CUST	66-13928-001	1 ea
	ANTENNA-GSM/GNSS,INTR MT,4G	66-03942-002	1 ea
SF576AB	BLANK COMPLETION STICKER	WAR261	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 2 - Labor Allowance

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Corrective Action
SF576A	Replace and update cTP Module	0.8	996-F024A	12-Repair Recall/Campaign
SF576B	Replace, and update cTP Module and GPS/GSM Antenna	1.7	996-F024B	12-Repair Recall/Campaign

Table 2

IMPORTANT: When the campaign has been completed, locate the base completion label in the appropriate location on the vehicle, and attach the gray completion sticker provided in the field service kit (Form WAR261). 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 field service kit is not required or there is no completion sticker in the kit, write the campaign 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 **Field Service Campaign**.
- In the Campaign field, enter the campaign number and appropriate group (**SF576-A or SF576-B**).
- In the Primary Failed Part field, enter **25-SF576-000**.
- In the Parts section, enter the appropriate part number(s) as shown in the Replacement Parts Table.
- In the Labor section, 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 **036-009-001** and the Cause Code is **A1 - Campaign**.
- This Field Service Campaign will **terminate on February 28, 2020**. Dealers will be notified of any changes to the termination date via Important Campaign Information Letter posted on DTNACONNECT.com.

IMPORTANT: OWL must be viewed prior to beginning work to ensure the vehicle is involved and the campaign has not previously been completed. Also, check for a completion sticker before beginning work.

All claims must be submitted within 30 days of the repair and within 30 days of the termination date of the campaign. U.S. and Canadian Dealers: All excess inventory to be returned to the PDC following the conclusion of the campaign must be returned in resaleable condition to the Memphis PDC within 90 days from the termination date. Please submit a PAR to request return to the Memphis PDC. (Canadian dealers should return the kits to their facing PDC.) Export Distributors: Excess inventory is not returnable.

For questions, 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.

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Copy of Notice to Owners

Subject: Freightliner Cascadia cTP/TDC Update

Daimler Trucks North America LLC (DTNA), on behalf of its Freightliner Trucks Division, is initiating Field Service Campaign SF576AB to modify specific Freightliner Cascadia vehicles equipped with DTNA proprietary Common Telematics Platform (cTP), and Truck Data Center (TDC), and manufactured January 18, 2018, through April 17, 2018.

Specific Cascadia vehicles built with DTNA's proprietary Common Telematics Platform (cTP), and Truck Data Center (TDC) are not communicating and, therefore, are unable to benefit from Over-The-Air software updates.

The cTP module and, when needed, the antenna will be replaced. Software levels on cTP module will be verified and updated as required, and parameters set to support new features.

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, go online to www.Daimler-TrucksNorthAmerica.com. On the menu tab, select "Contact," scroll down to "Find a Dealer," and select the appropriate brand. The campaign will take approximately one to two hours, depending on the work needed, and will be performed at no charge to you.

This Field Service Campaign will **terminate on February 28, 2020**. 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, after normal business hours, if you have any questions or need additional information.

WARRANTY CAMPAIGNS DEPARTMENT

Enclosure

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Subject: Freightliner Cascadia cTP/TDC Update

Models Affected: Specific Freightliner Cascadia vehicles manufactured January 18, 2017, through April 17, 2018, and equipped with DTNA cTP/TDC proprietary telematics.

REVISION: The work instructions pertaining to DiagnosticLink have been updated to provide clarity and additional instruction

cTP/TDC Update

1. Inspect the base label (Form WAR259) for a campaign completion sticker for SF576 (Form WAR261). If a sticker is present for campaign SF576, no work is needed. If there is no sticker, proceed with the steps below.
2. Park the vehicle, shut down the engine, and apply the parking brakes. Chock the tires.
3. Remove the electronics bay cover and the passenger-side lower dash cover. Refer to Section 60.06 in the *New Cascadia Workshop Manual* for instructions.
4. Remove the vehicle power distribution module (VPDM) from the front of the electronics bay. Refer to Section 54.08, Subject 100 in the *New Cascadia Workshop Manual* for instructions.
5. Disconnect the connectors from the cTP ECU. See [Fig. 1](#).

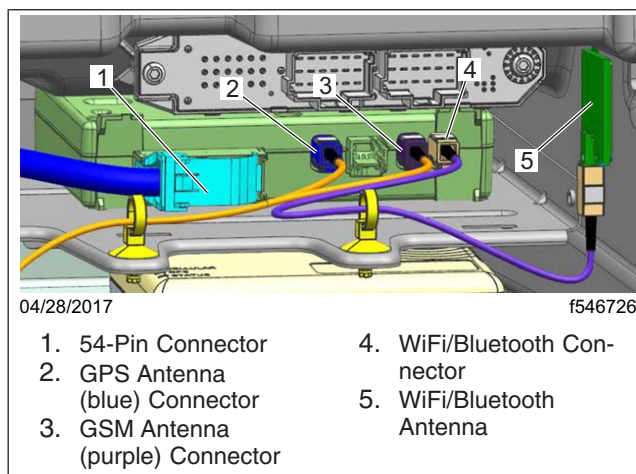


Fig. 1, Common Telematics Platform ECU

6. Press the cTP ECU firmly towards the back of the electronics bay to release the ECU from the forward mounting slots, then lift the ECU.
7. Remove the cTP ECU from the vehicle.
8. Position the new cTP ECU in the electronics bay, then press the ECU firmly towards the back of the shelf. Lower the front of the ECU on to the surface of the shelf and adjust its position horizontally until the tabs on the ECU are fully seated in the mounting slots.

NOTE: Do not connect the GPS and GSM antennas until step 9 is completed.

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9. Connect the 54-Pin connector to the cTP ECU.
10. If the vehicle serial number is in SF576B, replace the 3G GSM antenna with the 4G GSM antenna supplied in the kit. Refer to Section 54.02, Subject 110 in the *New Cascadia Workshop Manual* for instructions on replacing the GSM antennae.

If the vehicle is in SF576A, the antenna does not need to be replaced.

11. Connect the GPS and GSM connectors to the cTP ECU.
12. Connect the vehicle to DiagnosticLink. Open the manual connection window under the File menu, then connect to the cTP by selecting it from the list. See [Fig. 2](#) and [Fig. 3](#).

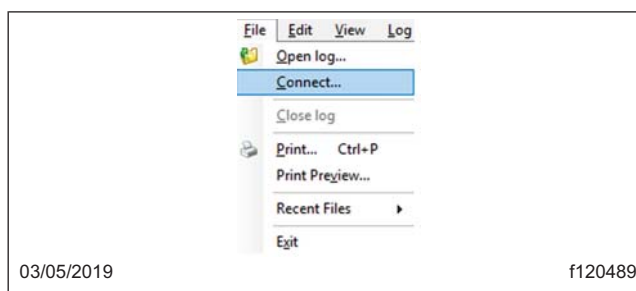


Fig. 2, Selecting Connect from the Drop Down Menu

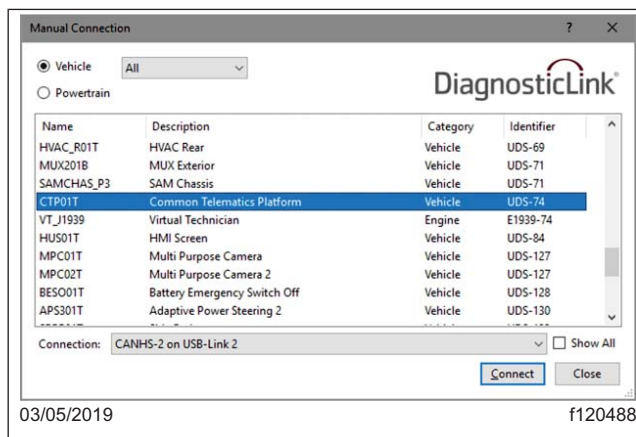


Fig. 3, Selecting the cTP from the ECU List

- [illegible]

Fig. 4. Initialize Truck Data Center Panel

14. Check that all preconditions are met in the panel, as indicated by the green check marks on the left-hand side, as follows:
 - DiagnosticLink has an active internet connection available;
 - no other server activity in DiagnosticLink is taking place (downloading unit data, user login being sent, etc.); and
 - all Vehicle and Powertrain ECUs have the correct VIN recorded.
15. Once all conditions are met, click "Initialize" to send a registration request to the server. The registration process can take 15 minutes or longer during periods of heavy server activity.

NOTE: DiagnosticLink does not need to be connected, and the key does not need to be in the ON position in order for the registration to complete. However, DiagnosticLink is required for activation confirmation.

16. The activation status of the cTP can be determined by requesting the status from the server. Click the link in the upper right-hand section of the panel, or read the activation status on the ECU in the same area of the panel.

NOTE: Remote Diagnostic Application (RDA) activation status is not relevant to the initialization process, and does not need to be listed as "Enabled" for the vehicle to be released back to the customer.

17. If the activation status from the server is not "Active" or the cTP activation status from ECU is not displayed as "Activation OK" or "Installation OK" after allowing for a 15-minute registration period, consult the cTP activation status information in [Table 3](#).

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18. Take a screen shot of the activation status to confirm initialization, or to submit any warranty claims.

NOTE: There is no need to send additional initialization requests through the panel. If the first initialization attempt fails, contact the Help Line for assistance: call 855-253-0420, option 2, or email detroitconnect@daimler.com.

cTP Activation Status Indications	
ECU Activation Status	Description
Idle	The ECU is idle. If the ECU status is "Idle" and the server status is not returned as "Active," call help line (855-253-0420 option 2 or detroitconnect@daimler.com)
Installation Started	Server has recognized the device and registration process has initiated.
Valid VIN	Confirmation of VIN.
GPS Antenna OK	Confirmation of antenna connection.
TP Parameter Set	Parameter check.
GSM OK	If the cTP is stuck in this mode, the unit is attempting to register, but the registration cannot complete. Call the help line (855-253-0420 option 2 or detroitconnect@daimler.com).
Installation Request Sent	cTP Installation request sent
Communication Error	Contact Help Line (855-253-0420 option 2 or detroitconnect@daimler.com)
Installation Error	Contact Help Line (855-253-0420 option 2 or detroitconnect@daimler.com)
Installation OK	Unit is registered and the truck can be released at this point
Activation OK	Unit is registered and attached to an active Detroit Connect account

Table 3, cTP Activation Status Indications

19. Install the VPDM. Refer to Section 54.08, Subject 100 in the *New Cascadia Workshop Manual* for instructions.
20. Install the dash panels. Refer to Section 60.06 in the *New Cascadia Workshop Manual* for instructions.
21. Disconnect DiagnosticLink and the Vehicle Communication Interface (VCI) from the 9-pin diagnostic connector.
22. Clean a spot on the base label (Form WAR259) and attach a campaign completion sticker for SF576 (Form WAR261) to indicate the work has been completed.