

November 2019
SF590A

Subject: Freightliner Cascadia Automatic Traction Control

Models Affected: Specific Freightliner Cascadia model vehicles, manufactured January 1, 2018, through August 25, 2019, equipped with Cummins engines and Automatic Traction Control (ATC).

General Information

Daimler Trucks North America LLC, on behalf of its Freightliner Trucks Division, is initiating Field Service Campaign SF590A to modify the vehicles mentioned above.

Automatic Traction Control (ATC) is inoperable and requires updated software.

The Bosch Central Gateway (CGW) will be updated with new software.

There are approximately 5,362 vehicles involved.

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

No replacement parts are required.

If our records show your dealership has ordered any vehicle(s) involved in campaign SF590, a list of the customers and vehicle identification numbers will be available on DTNACconnect.

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
SF590A	Update CGW software.	0.5	996-F055A	12-Repair Recall/Campaign
	Update software for each additional module.	0.2	996-F055B	12-Repair Recall/Campaign

Table 1

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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 labor 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 (**SF590-A**).
- In the Primary Failed Part field, enter **25-SF590-000**.
- No parts are required for this repair. It is a software update.
- 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 **F99-999-005** and the Cause Code is **A1 - Campaign**.
- This Field Service Campaign will **terminate on November 30, 2020**. Dealers will be notified of any changes to the termination date via an Important Campaign Information Letter posted on DTNACconnect.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.

For questions, U.S. and Canadian dealers, contact the Warranty Campaigns Department via Web inquiry at DTNACconnect.com / WSC, or the Customer Assistance Center at (800) 385-4357, 6 a.m. to 3:30 p.m. Pacific Time, Monday through Friday. Export distributors submit a Web inquiry or contact your International Service Manager.

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Copy of Notice to Owners

Subject: Freightliner Cascadia Automatic Traction Control

Daimler Trucks North America LLC (DTNA), on behalf of its Freightliner trucks division, is initiating Field Service Campaign SF590A to modify specific Model Year 2019-2020 Freightliner Cascadia model vehicles, manufactured January 1, 2018, through August 25, 2019, equipped with Cummins engines and Automatic Traction Control (ATC).

Automatic Traction Control (ATC) is inoperable and requires updated software.

The Bosch Central Gateway (CGW) will be updated with new software.

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 to Daimler-TrucksNorthAmerica.com. Scroll down to "CONTACT," 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, 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, 7 a.m. to 4 p.m. Pacific Time, Monday through Friday, e-mail address DTNA.Warranty.Campaigns@Daimler.com, or the Customer Assistance Center at (800) 385-4357, 6 a.m. to 3:30 p.m. Pacific Time, Monday through Friday.

WARRANTY CAMPAIGNS DEPARTMENT

Enclosure

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Work Instructions

Subject: Central Gateway Programming

Models Affected: Specific Freightliner Cascadia model vehicles, manufactured January 1, 2018, through August 25, 2019, equipped with Cummins engines and Automatic Traction Control (ATC).

Work Instructions

1. Inspect the base label (Form WAR259) for a campaign completion sticker for SF590 (Form WAR261). If a sticker is present for campaign SF590, no work is needed. If there is no sticker, proceed with the steps below.
2. Park the vehicle, apply the parking brakes, and shut down the engine. Chock the tires.
3. Connect the vehicle to DiagnosticLink. Make sure that DiagnosticLink is updated to the latest version, 8.10, or newer. To update DiagnosticLink, select "Update" from the dropdown menu under "Tools." See [Fig. 1](#).

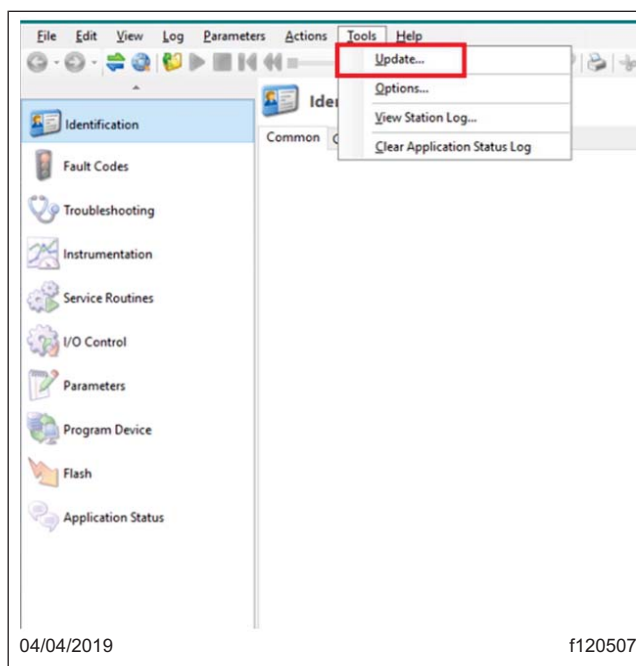


Fig. 1, Updating DiagnosticLink to the Latest Version

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

4. Select "Program Device." If there are any items in the section "Request Pending," they should be removed. To remove them, select the "Request Pending" list item, then press the "Remove All" button. See [Fig. 2](#).

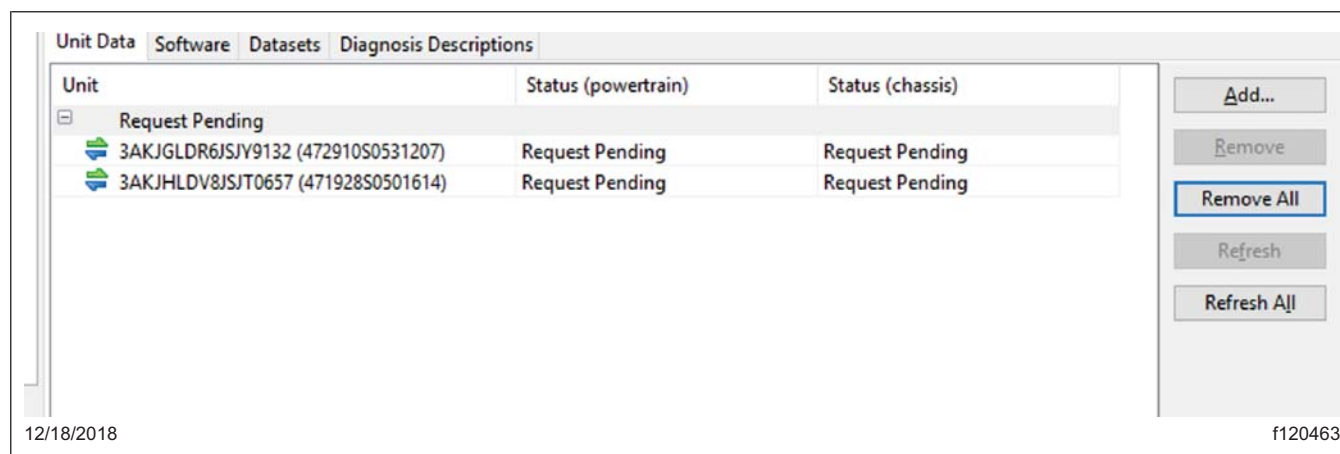


Fig. 2, Removing Pending Requests

5. Once all controllers are connected, read the vehicle parameters. See [Fig. 3](#).

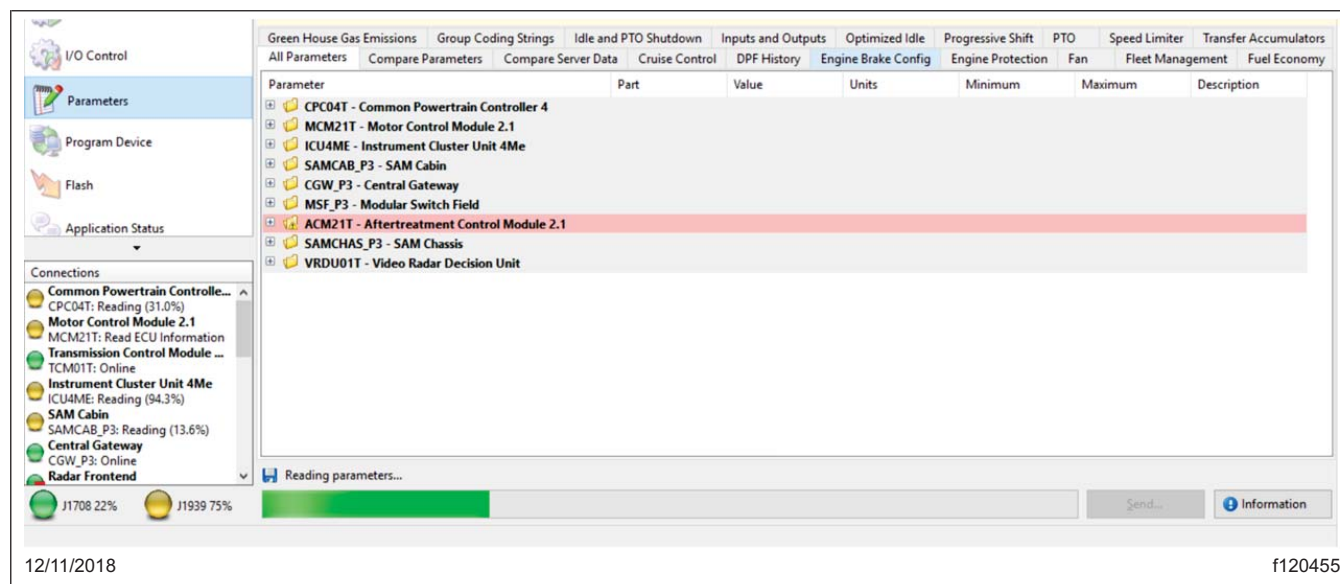


Fig. 3, Reading Vehicle Parameters on DiagnosticLink

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- Select the "Program Device" tab and click "Connect to Server" to upload vehicle parameters to the server. See [Fig. 4](#).

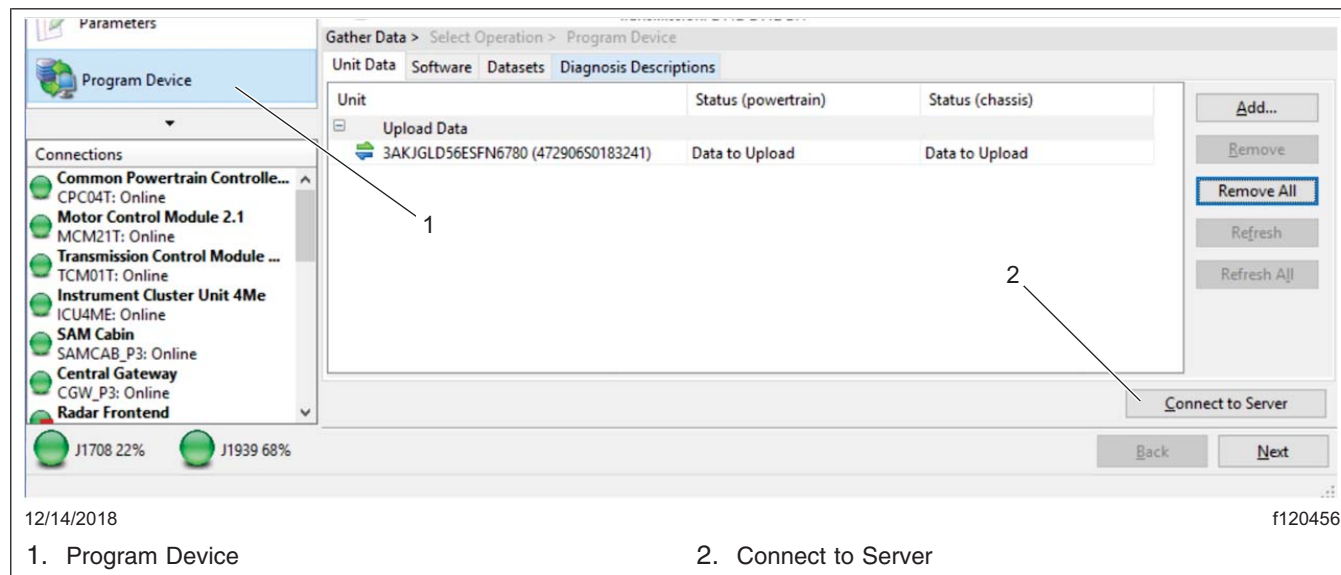


Fig. 4, Uploading Vehicle Parameters

- Click "Add" to add a download request for the vehicle. See [Fig. 5](#).

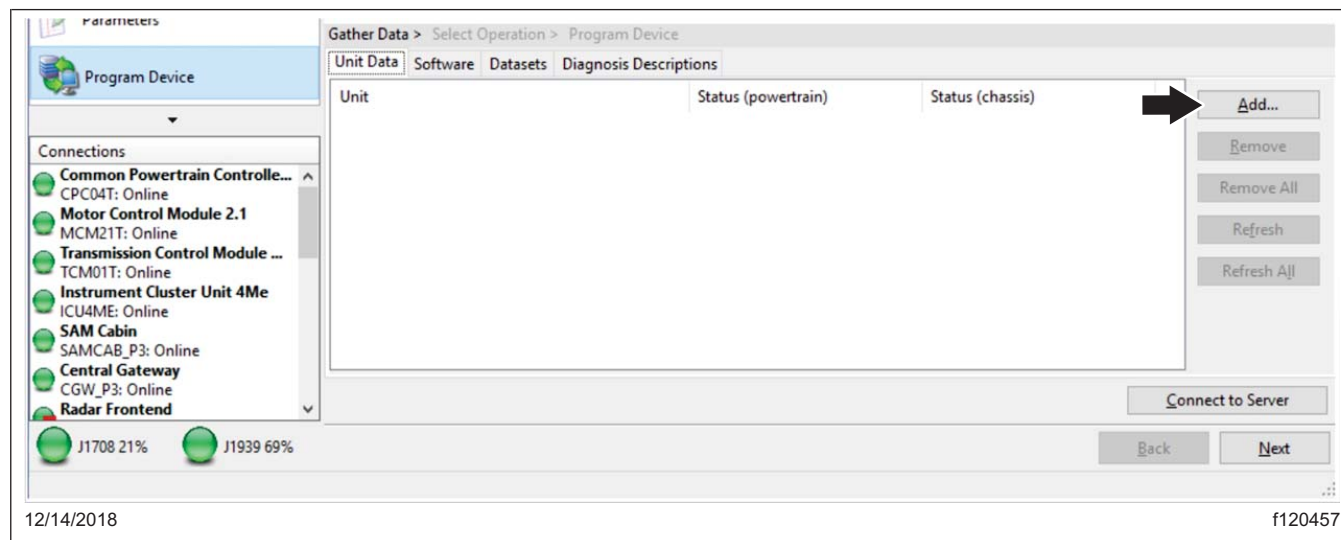


Fig. 5, Adding the VIN to Download Updated Server Data

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- Make sure the correct VIN and hardware is populated, then click OK. See [Fig. 6](#).

Request Equipment Data Download

Enter the identity of the equipment you wish to program.

Vehicle Identification ☒ VIN ☐ PIN

3AKJGLD56ESFN6780

Engine Serial Number (Unit Number)

472906S0183241

Device controllers for this equipment

+ Add - Remove

Device	Hardware Part Number
CPC04T	A0034461002-001
MCM21T	A0004469135-001
TCM01T	A0504460109-001
ICU4ME	06-84378-000
SAMCAB_P3	06-74862-000
CGW_P3	06-73829-003
MSF_P3	06-66446-002
ACM21T	A0004463754-003
SAMCHAS_P3	06-74863-000

Clear All OK Cancel

12/11/2018 f120458

Fig. 6, Verifying Correct VIN Hardware

- 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.

Parameters

Program Device

Connections

- Common Powertrain Controlle...
- CPC04T: Online
- Motor Control Module 2.1
- MCM21T: Online
- Transmission Control Module ...
- TCM01T: Online
- Instrument Cluster Unit 4Me
- ICU4ME: Online
- SAM Cabin
- SAMCAB_P3: Online
- Central Gateway
- CGW_P3: Online
- Radar Frontend

J1708 22% J1939 65%

Transmission: DT12-DT12 DA

Gather Data > Select Operation > Program Device

Unit Data Software Datasets Diagnosis Descriptions

Unit	Status (powertrain)	Status (chassis)
Request Pending		
3AKJGLD56ESFN6780 (472906S0183241)	Request Pending	Request Pending

Add... Remove Remove All Refresh Refresh All

Connect to Server Back Next

12/14/2018 f120459

Fig. 7, Downloading Updated Unit Data

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10. Once the data has been downloaded, click "Next." See [Fig. 8](#).

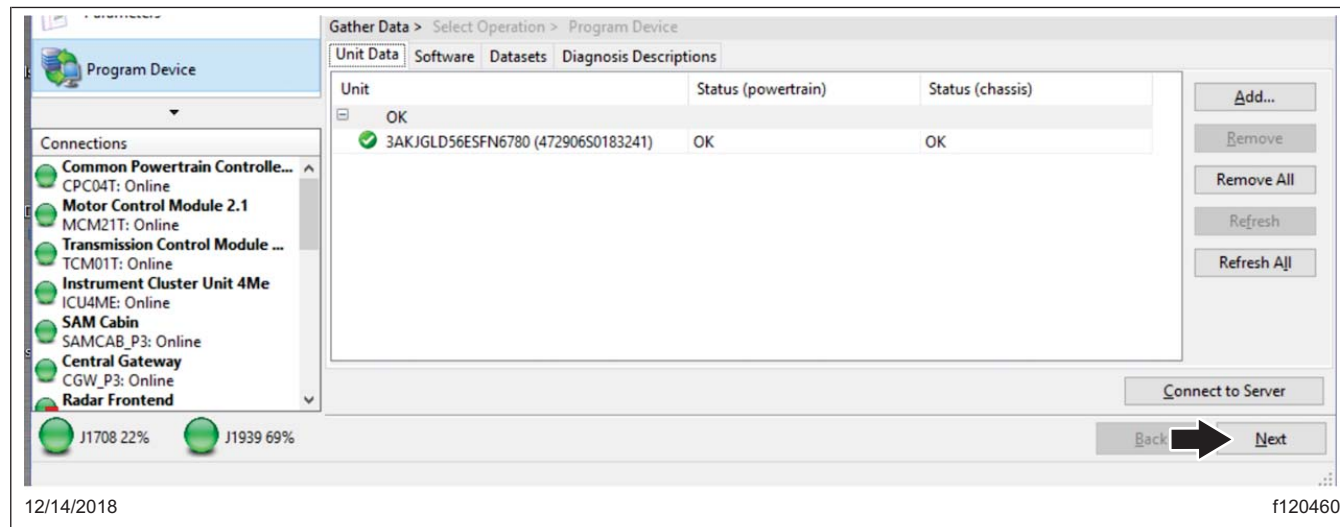


Fig. 8, Clicking Next

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. If the last service record is the most up-to-date software available, no "Newest" record will be provided.

11. Update the CGW04T software version.

11.1 Select CGW04T.

11.2 Select the VIN, and then select "Newest."

11.3 Click "Next."

11.4 If "Newest" is not available, go to the "Identification" tab and verify that the CGW04T software part number is A000 448 58 27 ZGS 002. See [Fig. 9](#). If the software part number is correct, go to step 17. If the software part number is not correct, submit a WSC ticket for further instruction.

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The screenshot shows the 'Identification' tab in the diagnostic software. The left sidebar lists various vehicle components, including 'Common Powertrain Controller', 'Motor Control Module 2.1', 'Transmission Control Module', 'Antilock Braking System', 'Steering Angle Sensor', 'Instrument Cluster', and 'HVAC Front'. The 'HVAC Front' module is selected, and its details are displayed in the main area. The details include 'Device Configuration' (Software Mode: Running in Application), 'Device Information' (Model: midline, Software Version: 19.22.2, Diagnostic Version: 9, ECU Serial Number: 30303030313032303039, Hardware Part Number: 06-93361-002, Software Part Number: A000 448 58 27 ZGS 002), 'Diagnostic Variant' (Diagnostic Variant Part Number: A0004443327-006), and 'Vehicle Identification' (VIN: 1FUJHTFW5LLHB9636). The bottom status bar shows the date '10/10/2019' and the user 'f120595'.

Fig. 9, Checking the Software Version

12. Review and verify the VIN and hardware part number. Click "Start" to program the CGW04T. The software will be flashed, and the new parameter set will be written to the controller on the vehicle.
13. When programming is complete, the page will display, "The device was successfully programmed." Press "Finish"

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IMPORTANT: After programming is complete, the following message may appear in DiagnosticLink: "The connected vehicle contains 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 17.

14. Click on the banner message. See [Fig. 10](#).

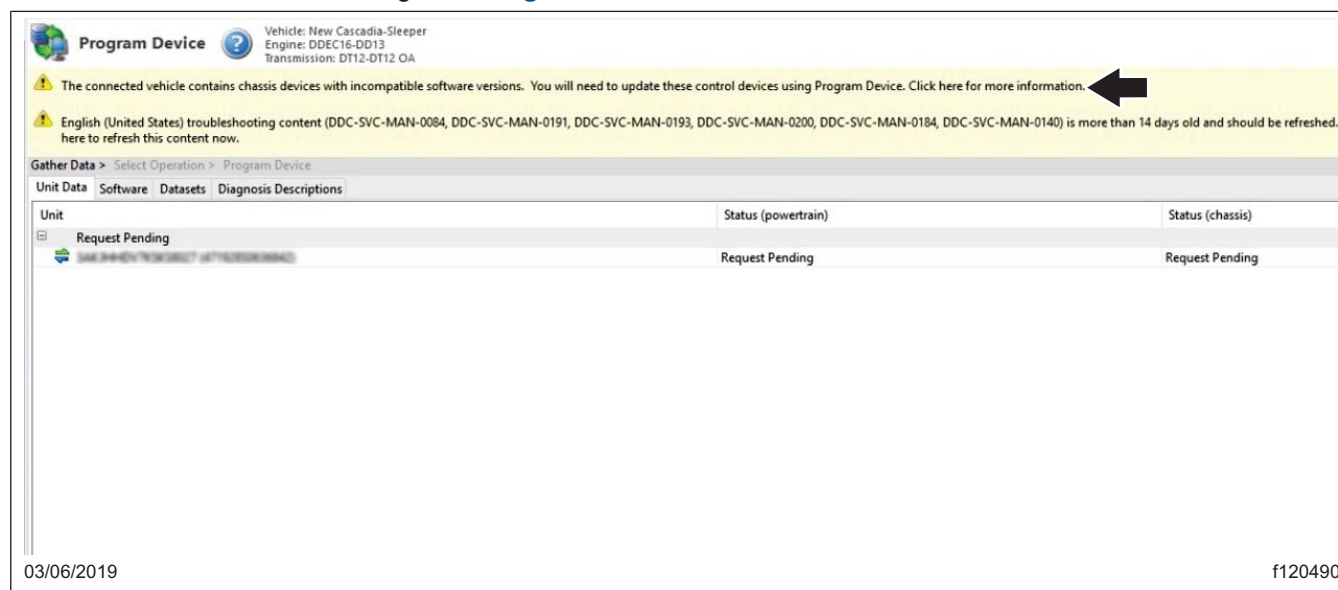


Fig. 10, Clicking on the Banner Message

15. Print or take a screen shot of the incompatible ECUs. See [Fig. 11](#).

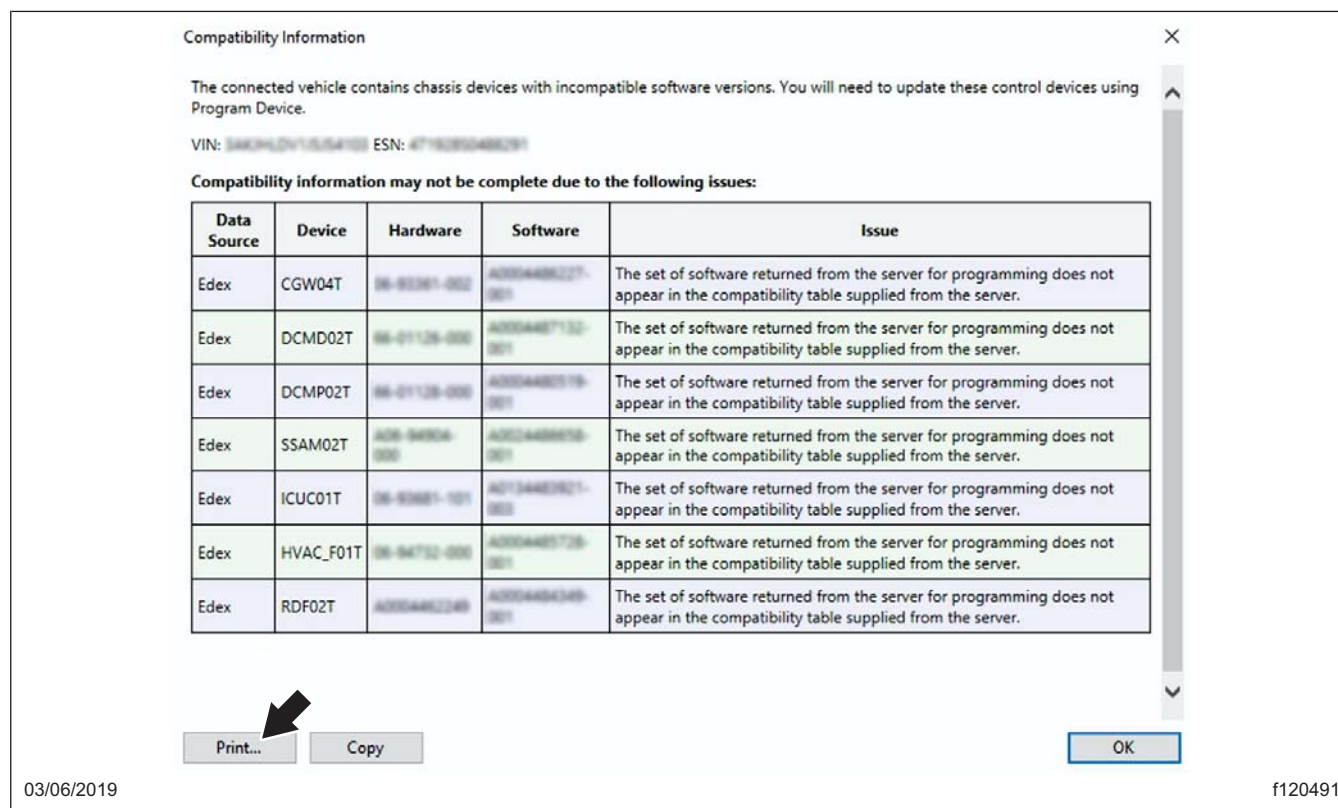


Fig. 11, Printing the List of Incompatible ECUs

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

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

17. Turn the ignition to the OFF position, unplug and restart DiagnosticLink, and wait one minute.

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

NOTE: This action will enable Intelligent Predictive Powertrain Control (IPPC) to start communicating on Roll Call, and eliminate codes for the IPPC not communicating.

19. Turn the key to the ON position and connect the vehicle to DiagnosticLink.

20. Go to "Actions" and select "ICUC Automatic Configuration." Click "Start."

21. Turn the ignition to the OFF position, unplug from the diagnostic port, and start DiagnosticLink. Wait one minute.

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

23. Disconnect vehicle from DiagnosticLink.

24. Clean a spot on the base label (Form WAR259) and attach a campaign completion sticker for SF590 (Form WAR261) indicating this work has been completed.