

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 #: ICI20-010

Effective: 03/14/20

Release: 03/13/20

SUBJECT: SF576 – Campaign Suspended

This letter is to inform you that campaign SF576, Freightliner Cascadia cTP/TDC Update, will be suspended on Friday, 3/13/20. On that date will see SF576 marked as “Suspended” in OWL.

It has been determined that a change in the procedure is necessary. A second Important Campaign Information letter will be posted when the changes have been made and the campaign is reactivated.

Last Repair Date for SF576 Repairs: Friday, 3/13/20

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.

February 2019
SF576A-E
Second 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: Campaign group 'E' has been added to this campaign, as well as updated work instructions for group 'E'.

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
SF576E	ANTENNA-GSM/GNSS,INTR MT,4G	66-03942-002	1 ea
SF576A,B,E	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
SF576E	Update GPS/GSM Antenna	1.5	996-F024C	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 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. 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 DTNACconnect.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.

February 2019
SF576AB

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

July 2019
SF576E

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 SF576E 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.

A new antenna will be installed on the updated cTP module from SF576A. Software levels on the cTP module will be verified and updated as required, and parameters will be 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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Work Instructions

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: Campaign group 'E' has been added to this campaign, as well as updated work instructions for group 'E'.

General Information

Population	Description	Page Number
SF576AB	cTP/TDC Update	Page 5
SF576E	Antenna Installation for 4G cTP	Page 7

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](#).

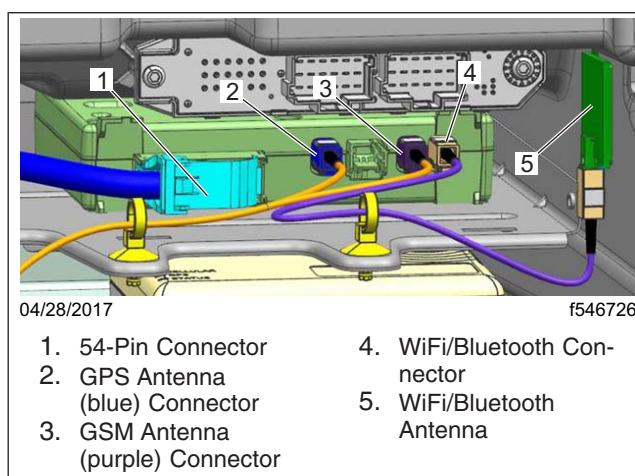


Fig. 1, Common Telematics Platform ECU

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.

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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.

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. Click on "Parameters" then select the "Initialize Truck Data Center" tab. Run the initialization procedure by clicking on the "Initialize" button. See [Fig. 2](#).

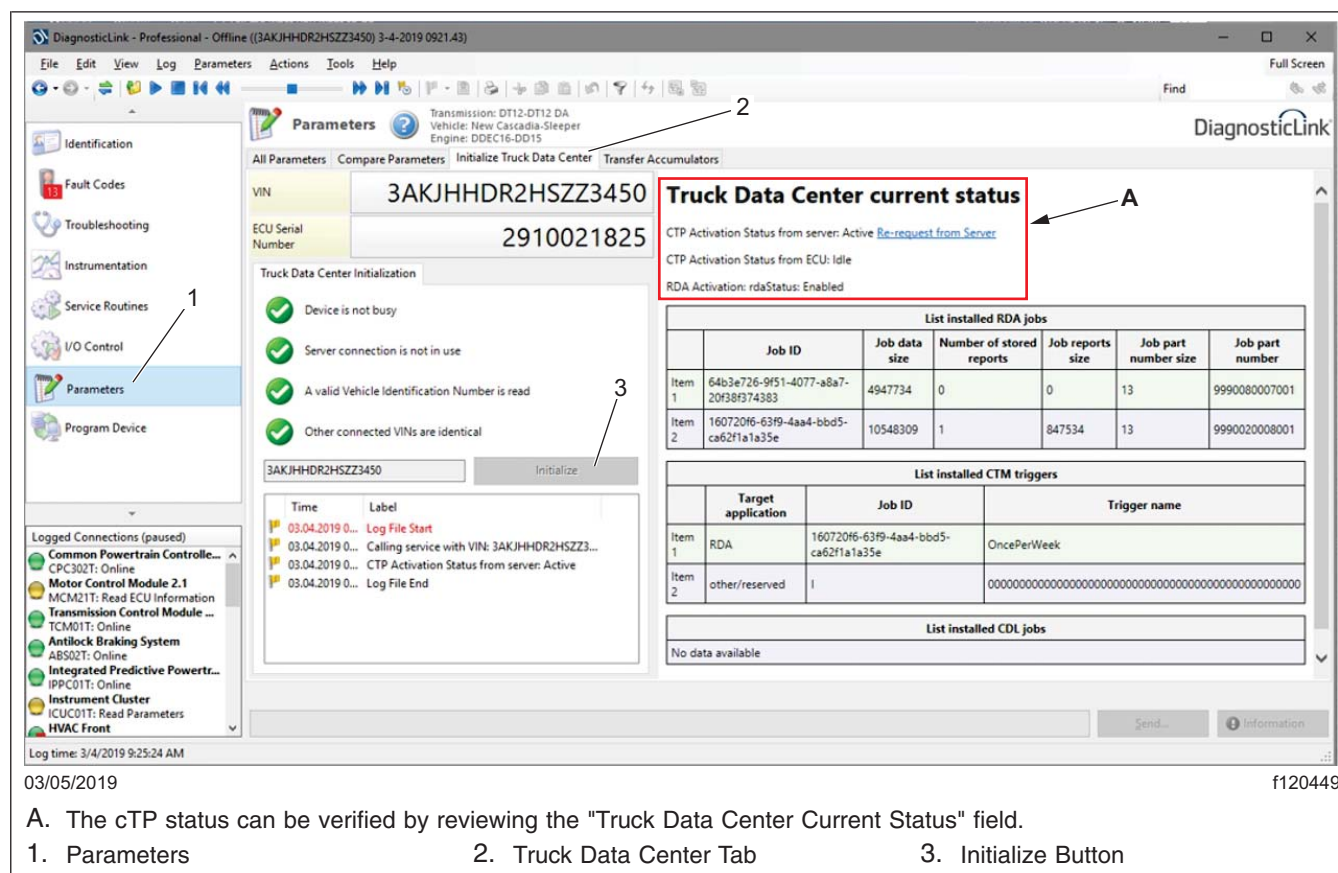


Fig. 2, Initialize Truck Data Center Panel

13. Wait 15 minutes, with ignition switch on and vehicle connected to DiagnosticLink, to allow the new cTP information to be processed on the servers.
14. Confirm the active status of the cTP by requesting the status in the upper right-hand section of the panel.
15. Install the VPDM. Refer to Section 54.08, Subject 100 in the *New Cascadia Workshop Manual* for instructions.

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16. Install the dash panels. Refer to Section 60.06 in the *New Cascadia Workshop Manual* for instructions.
17. Disconnect DiagnosticLink and the Vehicle Communication Interface (VCI) from the 9-pin diagnostic connector.
18. Clean a spot on the base label (Form WAR259) and attach a campaign completion sticker for SF576A (Form WAR261) to indicate the work has been completed.

Antenna Installation for 4G cTP

NOTE: Before beginning this procedure, open the coverage information screen in OWL to check if this procedure has already been completed.

1. Remove the electronics bay cover, the passenger-side lower dash cover, and the top dash cover. Refer to [Section 60.06](#) in this manual for instructions.
2. Remove the vehicle power distribution module (VPDM) from the front of the electronics bay. Refer to [Section 54.08, Subject 100](#) for instructions.
3. Disconnect the GPS and GSM antenna connectors from the cTP. See [Fig. 1](#).
4. Remove any tie straps that secure the antenna wire to the electronics bay harnesses. See [Fig. 3](#).

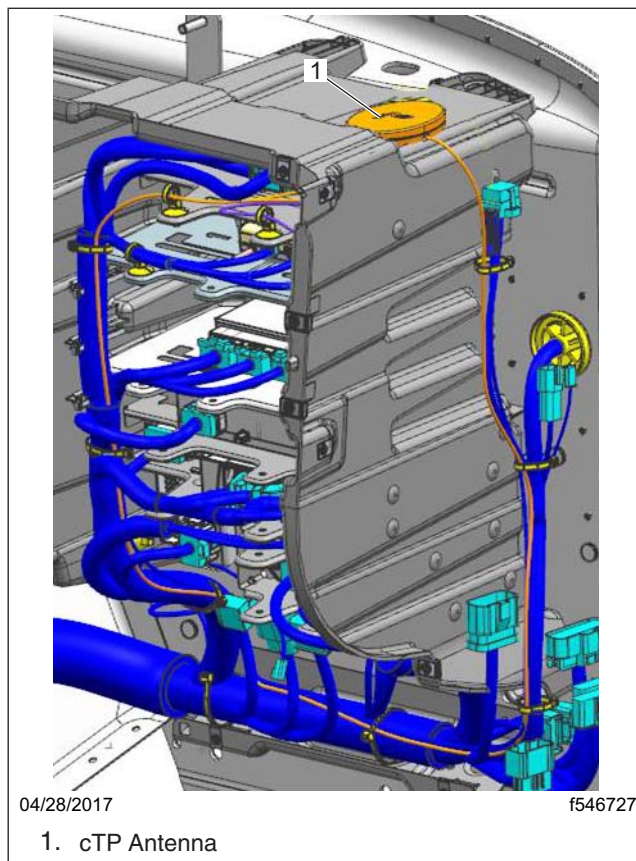


Fig. 3, Electronics Bay

5. Remove the GPS/GSM antenna from the top of the electronics bay.
6. Attach the GPS/GSM antenna to the top of the electronics bay using the adhesive on antenna.

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7. Route the antenna wire to the cTP and connect the GPS/GSM antenna connectors to the cTP.
8. Secure the antenna wire as necessary to the electronics bay harnesses with tie straps.
9. Install the VPDM. Refer to [Section 54.08, Subject 100](#) for instructions.
10. Install the electronics bay cover, the passenger-side lower dash cover, and the top dash cover. Refer to [Section 60.06](#) in this manual for instructions.
11. Connect the vehicle to DiagnosticLink. Click on "Parameters" then select the "Initialize Truck Data Center" tab. Run the initialization procedure by clicking on the "Initialize" button.
12. Wait up to 15 minutes, with ignition switch on and vehicle connected to DiagnosticLink, to allow the new cTP information to be processed on the servers.
13. Confirm the active status of the cTP by requesting the status in the upper right-hand section of the panel.
14. Disconnect DiagnosticLink and the Vehicle Communication Interface (VCI) from the 9-pin diagnostic connector.
15. Clean a spot on the base label (Form WAR259) and attach a campaign completion sticker for SF576B (Form WAR261) to indicate the work has been completed.