

# SS 1034682 Updated Common Telematics Platform (CTP) Installation and Activation Procedure

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## Applicable Vehicles:

P4 New Cascadia vehicles.

## Symptoms:

Some new CTPs being installed in the field have failed to activate and do not communicate with Detroit Connect back end.

## Issue:

The activation of the CTP requires that the VIN and CTP serial number pair is transmitted from DiagnosticLink to the Detroit Connect registration server. When using the old procedure, there may be some factors that may prevent that VIN and CTP Serial Number pairing data from uploading to the server.

## Solution:

Please follow the updated attached procedure when installing and activating new replacement CTPs. Please note, following every step, in the order listed in the procedure, is critical to a successful activation of the CTP. This procedure will likely be changed once an improved CTP Initialize routine panel is released in the 8.12 version release of DiagnosticLink.

## Installation

**NOTE: This procedure is not complete until the successful activation of the CTP has been confirmed through DiagnosticLink. The execution of all the steps, in the correct sequence, is critical to a successful CTP replacement and activation.**

**Vehicle must be located in an area with cellular signal coverage. It is recommended to move the vehicle in an outside open area to improve the cellular signal reception.**

1. 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 instructed to do so, later in the procedure. Connecting the antennas will start the registration process to early and result in delays in the registration process or registration failure.**

2. Connect the 54-Pin connector to the CTP ECU.

NOTE: DiagnosticLink connection to internet is required for the remaining steps in this procedure. The loss of internet connection may result in failure of the CTP activation.

3. Open DiagnosticLink and connect to the vehicle.
4. In DiagnosticLink, click File > Connect and then select the CTP01T to manually connect to the CTP. Allow the CTP to fully connect, approximately 30 seconds, until the connection indicator for the Common Telematics Platform turns green. See Fig.2.

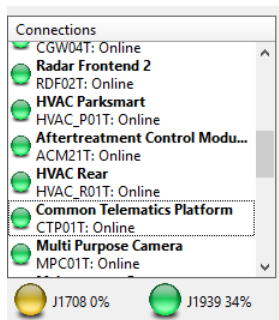
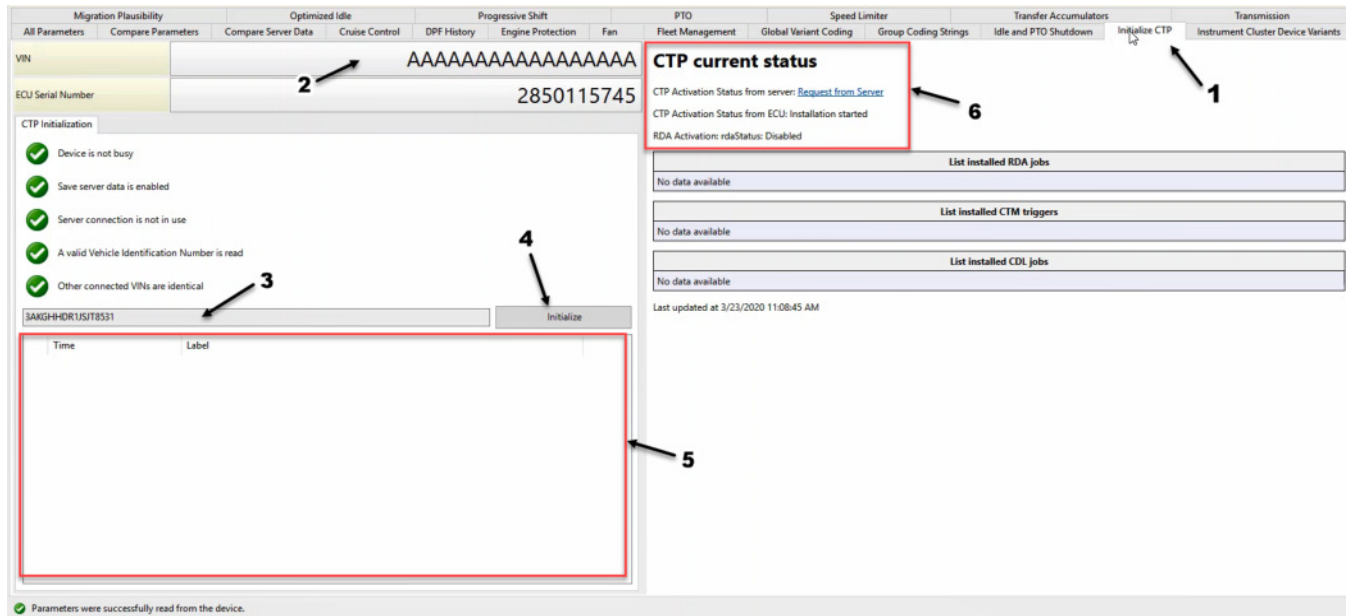


Fig. 2, CTP Connection Indicator

5. Navigate to "Parameters", allow the parameters to be read, and then select the "Initialize CTP" tab. See [Fig. 3](#)



1. Initialize CTP Tab
2. VIN From CTP
3. VIN From Connected Truck
4. Initialize Button
5. Initialize Progress Text Field
6. CTP Current Status and Link to Request Server Activation Status

**Fig. 3, Initialize CTP Panel**

6. Verify the VIN from CTP reads the default AAAAAAAAAAAAAAAAAA. If the VIN is different, or it does not match the VIN from the connected truck, remove the CTP and install a new CTP.
7. Run the initialization procedure by clicking on the "Initialize" button.
8. If prompted, enter user name and password to connect DiagnosticLink to the server
9. Wait until the last line in the Initialize progress text field reads: "VIN written to device and the required data was sent to the server", then go to the next step.
10. Within DiagnosticLink, navigate to the Program Device menu, select the Upload Data line, then click the Connect to Server button at bottom of the window. See Fig. 4.

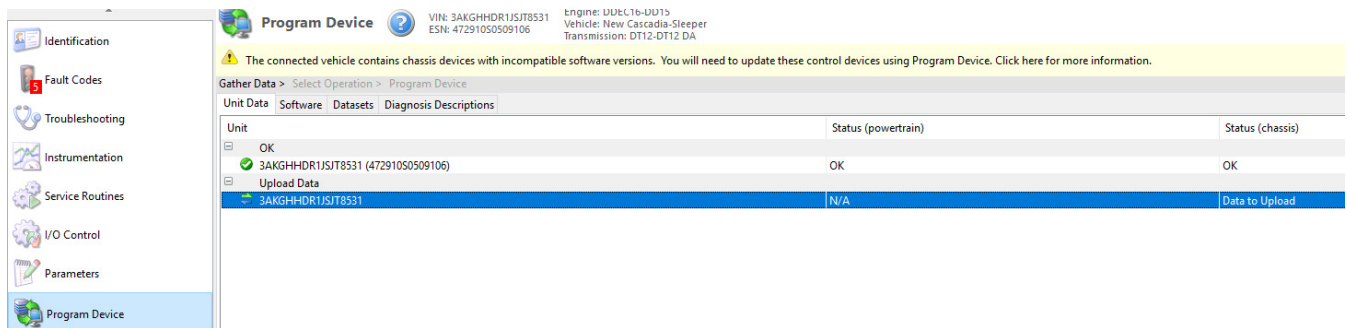


Fig. 4, Upload Data

11. After the upload of data is finished, navigate back to the Parameter menu and the Initialize CTP panel.
12. Connect the GPS and GSM antenna connectors to the CTP ECU.
13. Wait 5 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. Is the CTP Status "Active OK"?
  - a Yes. Go to Step 15.
  - b No. Repeat step 13. If the message doesn't indicate Active OK after 3 consecutive attempts, for a total of 15 minutes, contact the Detroit Connect Operations Support team via email [DetroitConnect@daimler.com](mailto:DetroitConnect@daimler.com)
15. Install the VPDM. Refer to Section 54.08, Subject 100 in the *New Cascadia Workshop Manual* for instructions.
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.