

November 2020
SF576A-I
FIFTH 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.

Certain vehicles built with DTNA's proprietary Common Telematics Platform (CTP), and Truck Data Center (TDC) are not communicating or have outdated software that cannot be updated and, therefore, are unable to benefit from over-the-air software updates.

The CTP module and, when needed, the antennas 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 2,800 vehicles involved.

REVISION: The work instructions have been updated to add steps in the work instruction to take a screenshot of the DiagnosticLink window to keep on file, and put a mark through the label of the old CTP to prevent reinstalling the old CTP.

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, C, F	DTNA HARDWARE-CTP,4G,CUST	66-13928-001	1 ea
	ANTENNA-GSM/GNSS,INTR MT,4G	66-03942-002	1 ea
SF576D, G	DTNA HARDWARE-CTP,4G,CUST	66-13928-001	1 ea
SF576E	ANTENNA-GSM/GNSS,INTR MT,4G	66-03942-002	1 ea
SF576H	DTNA HARDWARE-CTP,4G,CUST	66-13928-001	1 ea
	ANTENNA-GSM/GNSS,INTR MT,4G	66-03942-002	1 ea
	ANTENNA-CABLE,WIFI/BT,INT	A66-12157-000	1 ea
SF576I	ECU,CTP2019,PROD	A66-13933-001	1 ea
SF576A-I	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, D, G, I	Replace, update, and initialize CTP module	1.0	996-F024A	12-Repair Recall/Campaign
SF576B, C, F	Replace, update, and initialize CTP module and GSM/GPS Antenna	1.9	996-F024B	12-Repair Recall/Campaign
SF576E	Update GSM/GPS antenna	1.2	996-F024C	12-Repair Recall/Campaign
SF576H	Replace, update, and initialize CTP module, and install GSM/GPS antenna and WIFI/BT antenna	2.0	996-F024D	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, SF576-B, etc.**).
- 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.
- Per the work instructions a screenshot of the DiagnosticLink window after initializing the CTP is required to keep on file.
- 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 December 31, 2021**. 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.

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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.

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Copy of Notice to Owners - SF576A-D, F, G, H, I Subject: Freightliner Cascadia CTP/TDC Update

Daimler Trucks North America LLC (DTNA), on behalf of its Freightliner Trucks Division, is initiating Field Service Campaign SF576A-H to modify Specific Freightliner Cascadia vehicles manufactured January 18, 2018,, through April 17, 2018., and equipped with DTNA proprietary Common Telematics Platform (CTP), and Truck Data Center (TDC).

Certain vehicles built with DTNA's proprietary CTP, and TDC are not communicating or have outdated software that cannot be updated and, therefore, are unable to benefit from over-the-air software updates.

The CTP module and, when needed, antennas 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 December 31, 2021**. 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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Copy of Notice to Owners - SF576E

Subject: Freightliner Cascadia CTP/TDC Update

Daimler Trucks North America LLC (DTNA), on behalf of its Freightliner Trucks Division, is initiating Field Service Campaign SF576A-H to modify Specific Freightliner Cascadia vehicles manufactured January 18, 2018, through April 17, 2018, and equipped with DTNA proprietary Common Telematics Platform (CTP), and Truck Data Center (TDC).

Certain vehicles built with DTNA's proprietary CTP, and 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 installed in your vehicle as part of campaign 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 29, 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: The work instructions have been updated to add steps in the work instruction to take a screenshot of the DiagnosticLink window to keep on file, and put a mark through the label of the old CTP to prevent reinstalling the old CTP.

General Information

Population	Procedures
SF576A SF576D SF576G SF576I	• CTP Replacement and initialization
SF576B SF576C SF576F	• CTP Replacement and initialization • 3G GSM/GPS Antenna Replacement
SF576E	• 3G GSM/GPS Antenna Replacement only; page 11
SF576H	• CTP Replacement and initialization • 3G GSM/GPS Antenna Replacement • WiFi Antenna Installation

CTP Replacement and Initialization

NOTICE

DiagnosticLink 8.12sp2sp2 or newer, is **required** to complete this procedure, as well as a reliable internet connection. The procedure cannot be performed offline. The loss of internet connection may result in failure of the CTP activation.

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.

IMPORTANT: For vehicles in **SF576E**, *do not* replace the CTP. Continue to the procedure "3G GSM/GPS Antenna Replacement" on page 11 of this campaign.

3. For vehicles in SF576A through SF576D, and SF576F through SF576I, replace the CTP by continuing with step 3.1.
 - 3.1 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.
 - 3.2 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.

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- 3.3 Disconnect the connectors from the CTP ECU. See [Fig. 1](#).

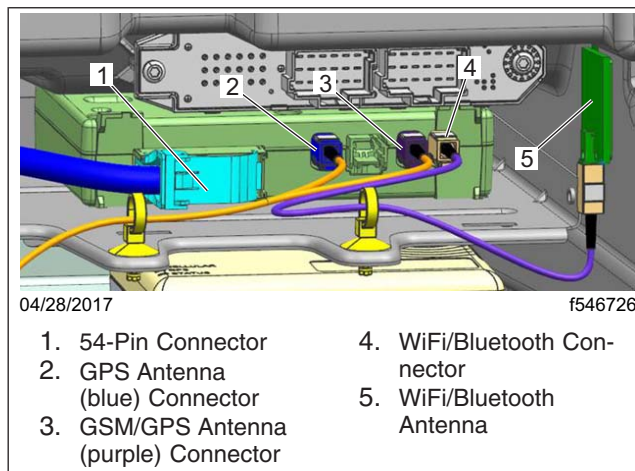


Fig. 1, Common Telematics Platform ECU

- 3.4 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.
- 3.5 Remove the CTP ECU from the vehicle.
- 3.6 After the removal of the ECU, mark an "X" on the CTP label to identify it as old.
- 3.7 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.
- 3.8 Connect the GPS and GSM connectors to the CTP ECU.
- 3.9 Connect the 54-Pin connector.

NOTICE

DiagnosticLink 8.12sp2 or newer, is required to complete this procedure, as well as a reliable internet connection. The procedure cannot be performed offline. The loss of internet connection may result in failure of the CTP activation.

IMPORTANT: This procedure is **not complete** until the **successful activation** of the CTP has been confirmed through DiagnosticLink 8.12sp2. The execution of all the steps, in the correct sequence, is critical to a successful CTP replacement and activation.

4. Connect the vehicle to DiagnosticLink 8.12sp2, or later.
5. Allow all automatic connections to complete.
6. Right-click in the Connections window, and select Close Connections. If any failed controller connections remain, shown with a red indicator, right-click and select "Clear All Connection Errors."
7. In DiagnosticLink, click File > Connect and then, one at the time, select the following controllers to manually connect to them.
 - ICUC01T
 - CGW04T
 - CTP01T

IMPORTANT: Any other controllers, other than the three listed above, connected to DiagnosticLink may cause the initialization process to fail.

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8. Wait until all three controllers are fully connected and the connection indicators turn green. See **Fig. 2**.

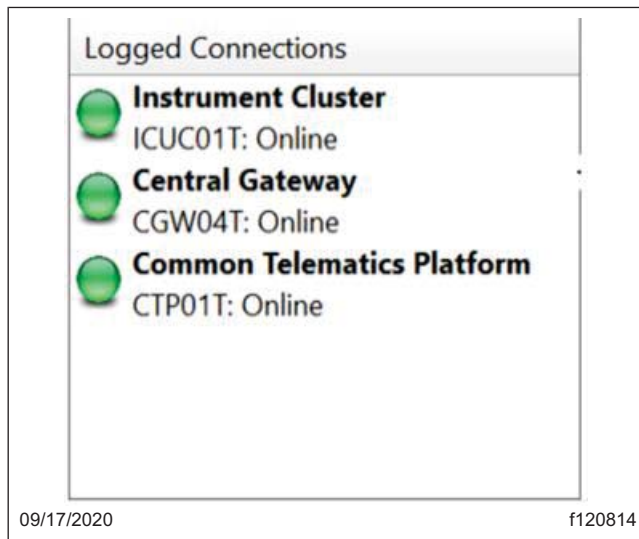


Fig. 2, DiagnosticLink Connections Panel

9. Navigate to "Parameters", allow the parameters to be read, then select the "Initialize CTP" tab. See **Fig. 3**.

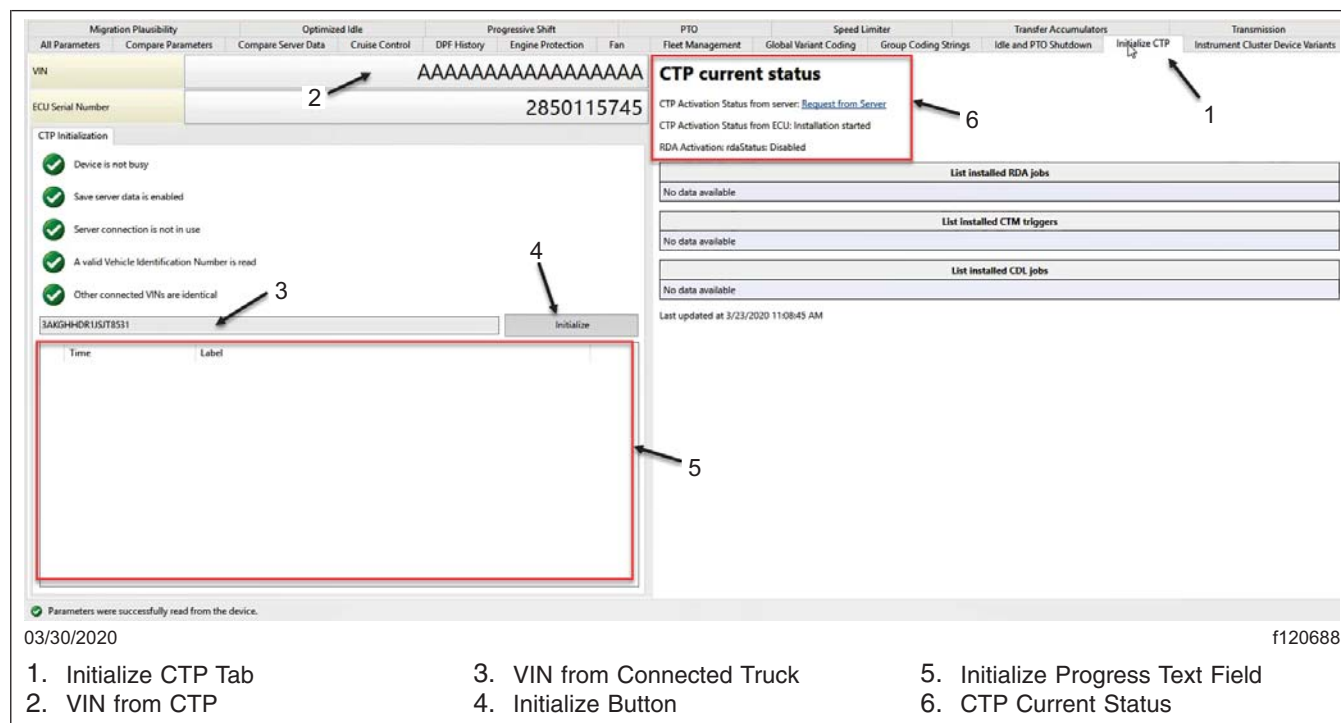


Fig. 3, Initialize Truck Data Center Panel

10. Verify the VIN from CTP reads the default AAAAAAAAAAAAAAAAAAAAA or the VIN from the connected vehicle. Otherwise, remove the CTP and install a new CTP.
11. Run the initialization procedure by clicking on the "Initialize" button.

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12. If prompted, enter user name and password to connect DiagnosticLink to the server.
13. Wait until the Initialization procedure finishes and the last line in the Initialize progress text field reads: "VIN written to device and the required data was sent to the server".
14. Monitor in the CTP Current Status area of the panel, located in the upper right-hand side, the CTP Activation Status from ECU. Within one to 10 minutes, the status message should change until it reads: Activation OK.
15. Within no more than 10 minutes from the end of the initialization procedure, does the CTP Activation Status from the ECU read "Active OK"?
YES → Go to the next step.
NO → Contact the Detroit Connect Operations Support team via email DetroitConnect@daimler.com, or by calling (855) 253-0420 option 2.
16. With the initialize CTP panel still open, click the full screen button located on the top right side of the DiagnosticLink window. See [Fig. 4](#).

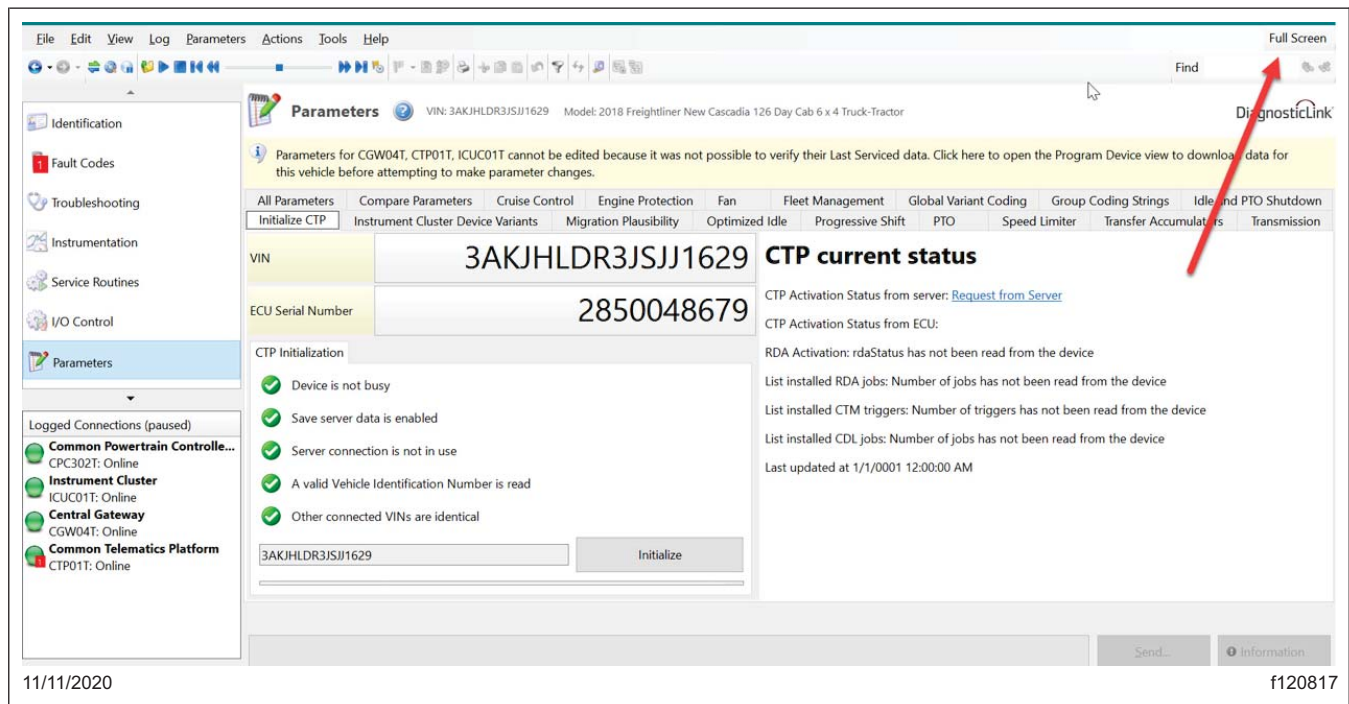


Fig. 4, CTP Activation Status

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17. Take a screenshot of the DiagnosticLink window, and make sure the VIN and the last line in the dialog box “VIN written to device and required data was sent to the server” are visible in the capture, as shown in

Fig. 5.

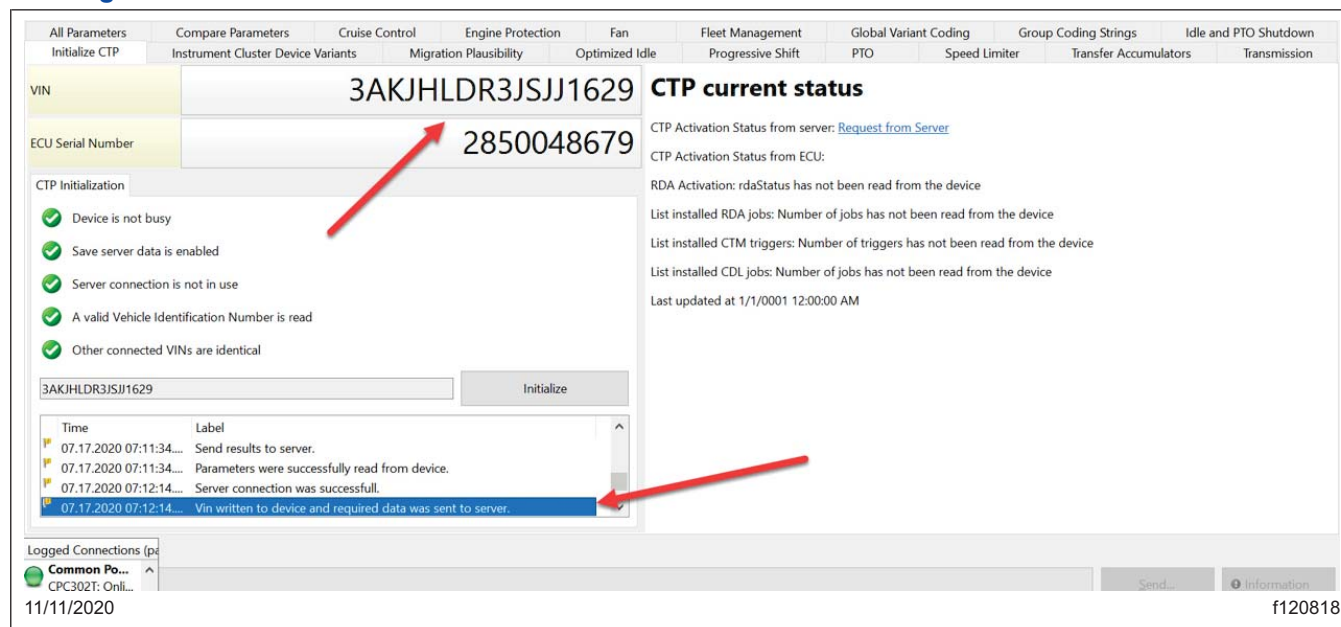


Fig. 5, Screenshot of DiagnosticLink

18. Click the full screen button to return to normal view.
19. If the vehicle is in **SF576A**, **SF576D**, **SF576G**, or **SF576I** the 4G GSM/GPS antenna **does not** need to be replaced. Go to **step 18**. If the vehicle is in **SF576B**, **SF576C**, **SF576F**, or **SF576H**, replace the 3G GSM/GPS antenna with the 4G GSM/GPS antenna supplied in the kit by continuing to **step 16.1**.
- 19.1 Remove the electronics bay cover, the passenger-side lower dash cover, and the top dash cover. Refer to **Section 60.06** in the *New Cascadia Workshop Manual* for instructions.
- 19.2 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.

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19.3 Remove any tie straps that secure the antenna wire to the electronics bay harnesses. See [Fig. 6](#).

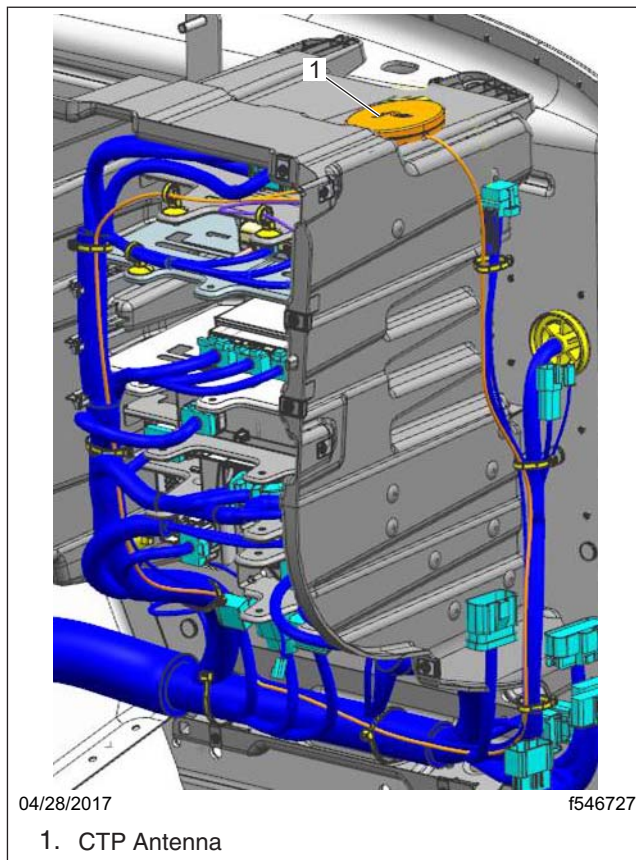


Fig. 6, Electronics Bay

- 19.4 Remove the 3G GSM/GPS antenna from the top of the electronics bay.
- 19.5 Attach the new 4G GSM/GPS antenna to the top of the electronics bay using the adhesive on antenna.
- 19.6 Route the antenna wire to the CTP and connect the GSM/GPS antenna connectors to the CTP.
- 19.7 Secure the antenna wire as necessary to the electronics bay harnesses with tie straps.
- 19.8 For vehicles in population **SF576H**, continue with **step 17** to install the Wifi antenna. For vehicles in **SF576B**, **SF576C**, and **SF576F**, go to **step 19**.
- 20. For vehicles is in population **SF576H only**, install the WiFi antenna by continuing to **step 17.1**.
 - 20.1 Inspect that the area is clean where WiFi antenna will be installed. Clean as needed using Isopropyl alcohol. See [Fig. 1](#).

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- 20.2 Position the WiFi antenna to the right-hand inside of electronics bay, .5-inch (12-mm) from the top of the bay, and 2 inches (52-mm) to the left of the mounting nut. Use the adhesive backing on the antenna to secure it to the wall of the electronics bay. See [Fig. 7](#).

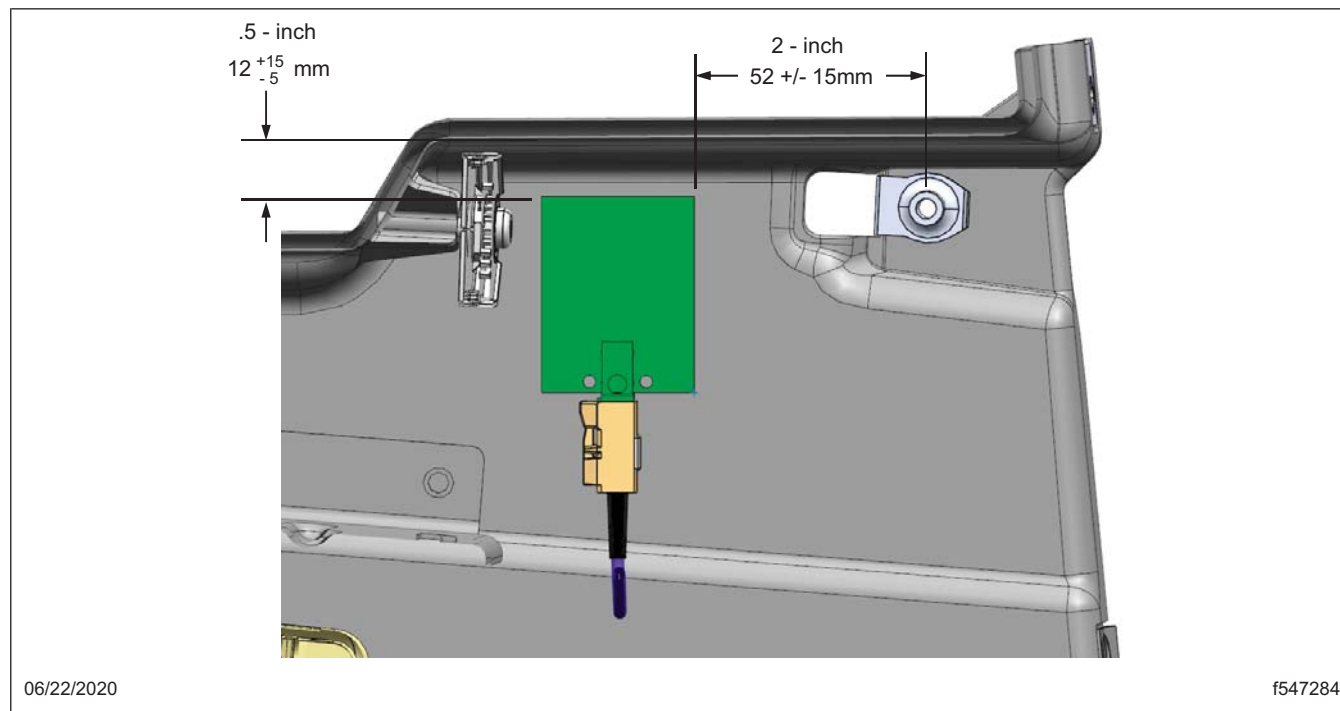


Fig. 7, WiFi Antenna Installation

- 20.3 Connect the antenna cable to the CTP as shown in [Fig. 1](#). Secure antenna cable to the electronics bay bracket using a fir tree tie strap (p/n 23-13481-000).
21. If connected, disconnect DiagnosticLink and the Vehicle Communication Interface (VCI) from the 9-pin diagnostic connector.
 22. Install the VPDM. Refer to [Section 54.08, Subject 100](#) in the *New Cascadia Workshop Manual* for instructions.
 23. Install the electronics bay cover, the passenger-side lower dash cover, and the top dash cover. Refer to [Section 60.06](#) in the *New Cascadia Workshop Manual* for instructions.
 24. 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.

3G GSM/GPS Antenna Replacement, SF576E Only

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

YES → No work is needed.

NO → Go to the next step.

1. Remove the electronics bay cover, the passenger-side lower dash cover, and the top dash cover. Refer to [Section 60.06](#) in the *New Cascadia Workshop Manual* for instructions.

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2. 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.
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. 6](#).
5. Remove the 3G GSM/GPS antenna from the top of the electronics bay.
6. Attach the new 4G GSM/GPS antenna to the top of the electronics bay using the adhesive on antenna.
7. Route the antenna wire to the CTP and connect the GSM/GPS 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](#) in the *New Cascadia Workshop Manual* 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 the *New Cascadia Workshop Manual* manual for instructions.
11. Clean a spot on the base label (Form WAR259) and attach a campaign completion sticker for SF576E (Form WAR261) to indicate the work has been completed.