

March 2021
SF620A

Subject: Freightliner Cascadia RHD Key Fob - Export Only

Models Affected: Specific Model Year 2020-2021 Freightliner RHD Cascadia vehicles manufactured January 1, 2020, through November 16, 2020.

General Information

Daimler Trucks North America LLC (DTNA), on behalf of its Freightliner Trucks Division, is initiating Field Service Campaign SF620A to modify the vehicles mentioned above.

The Regulatory Compliance Marking (RCM) was not implemented on the Key Fobs shipped to the Australian/New Zealand Market, as required by AS/NZS 4417.1 and 4417.2. The marking indicates component compliance with the requirements imposed or covered by these regulations.

Key Fob replacements for the right hand drive (RHD) Cascadia, properly marked for sale and distribution in Australia and New Zealand will be provided and programmed.

There are approximately 392 vehicles involved.

Additional Repairs

Dealers must complete all outstanding Recall and 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 number SF620, 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 SF620

Campaign Number	Part Description	Part Number	Qty.
SF620A	FOB-TRANSMIT, KEYLESS ENTRY	A66-18573-001	2 ea
	BLANK COMPLETION STICKER	WAR261	1 ea

Table 1

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.

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Labor Allowance

Table 2 - Labor Allowance

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Corrective Action
SF620A	Replace and Reprogram RHD Key Fobs	0.2	996-F090A	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 condition code (**SF620-A**).
- In the Primary Failed Part field, enter **25-SF620-000**.
- 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 **F99-999-005** and the Cause Code is **A1 - Campaign**.
- This Field Service Campaign will **terminate on September 30, 2022**. 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, 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 RHD Key Fob - Export Only

Daimler Trucks North America LLC (DTNA), on behalf of its Freightliner Trucks Division, is initiating Field Service Campaign SF620A to modify specific Model Year 2020-2021 Freightliner right hand drive (RHD) Cascadia vehicles manufactured January 1, 2020, through November 16, 2020.

The Regulatory Compliance Marking (RCM) was not implemented on the Key Fobs shipped to the Australian/New Zealand Market, as required by AS/NZS 4417.1 and 4417.2. The marking indicates component compliance with the requirements imposed or covered by these regulations.

Key Fob replacements for the RHD Cascadia, properly marked for sale and distribution in Australia and New Zealand will be provided and programmed.

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/Contact-Us/. Scroll down to "Locate a Dealer," and select the appropriate brand. The campaign will take approximately one half hour and will be performed at no charge to you.

This Field Service Campaign will **terminate on September 30, 2022**. 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 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, if you have any questions or need additional information.

WARRANTY CAMPAIGNS DEPARTMENT

Enclosure

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Work Instructions

Subject: Freightliner Cascadia RHD Key Fob - Export Only

Models Affected: Specific Model Year 2020-2021 Freightliner RHD Cascadia vehicles manufactured January 1, 2020, through November 16, 2020.

Key Fob Pairing

1. Check the base label (Form WAR259) for a completion sticker for SF620 (Form WAR260) indicating this work has been done. The base label is usually located on the passenger-side door, about 12 inches (30 cm) below the door latch. If a sticker is present for SF620, no work is needed. If there is no sticker, proceed with the next step.

IMPORTANT: The Key fob ID is not physically present anywhere on the Key fob, only on the packaging. The ID must be annotated in PartsPro® for future pairing on additional vehicles, or if pairing must be performed again in the event of a DCMD-RKE replacement. For instructions, refer to heading **Key Fob ID Annotation in PartsPro** below.

2. Park the vehicle, apply the parking brakes, and shut down the engine. Chock the tires.
3. Connect the vehicle to DiagnosticLink and select "DCMD Keyfob Pairing" from the "Actions" dropdown menu. See **Fig. 1**.

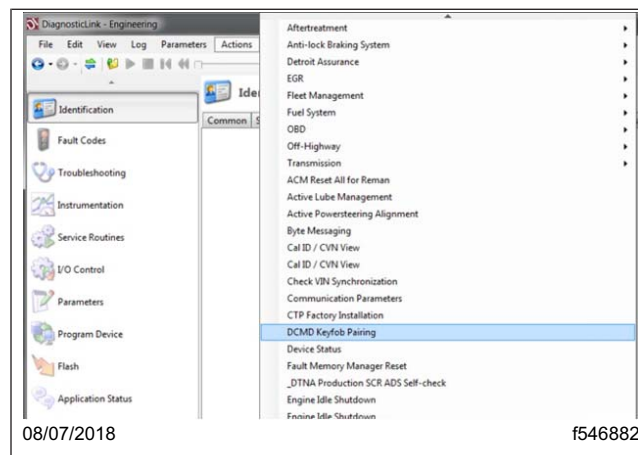


Fig. 1, DCMD Keyfob Pairing Routine

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- On the "DCMD Keyfob Pairing" panel, enter the 8-digit alphanumeric key fob ID from the packaging, located under the QR code. See [Fig. 2](#). Press the "Write Values" button to record the IDs.

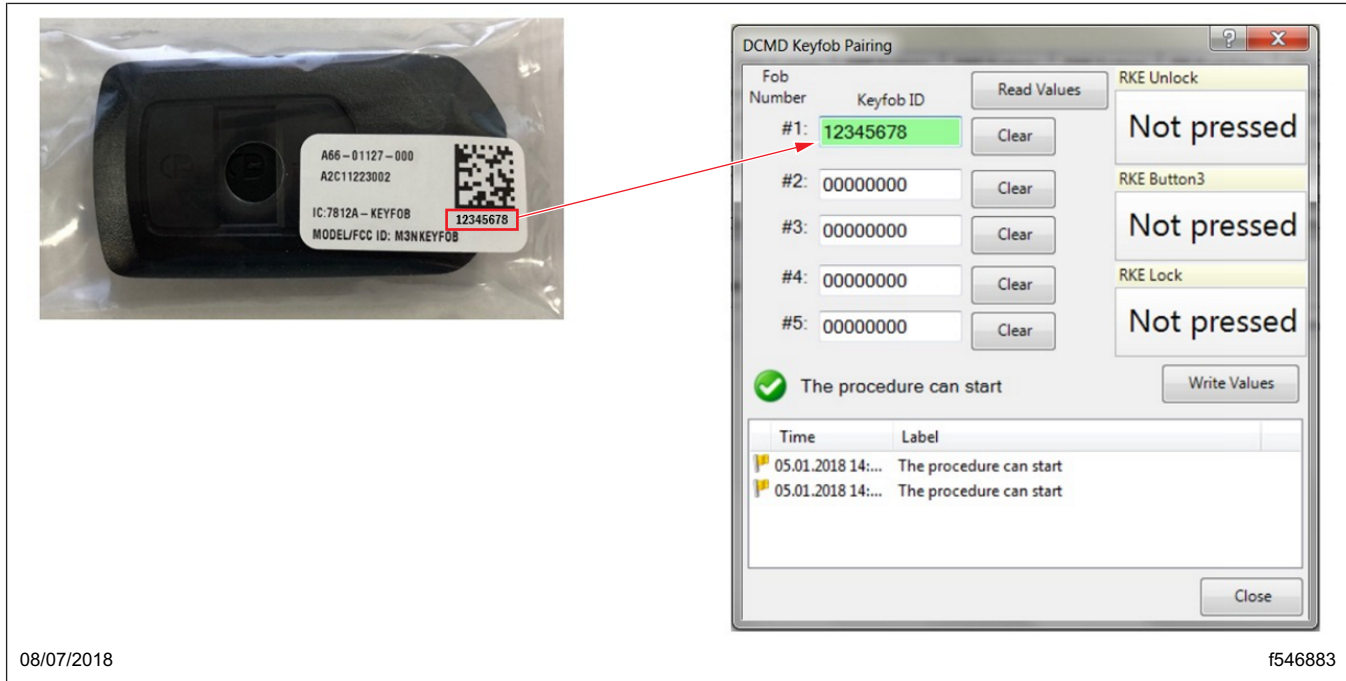


Fig. 2, Entering the Key Fob ID in DiagnosticLink

- Confirm that the key fobs are paired by pressing each button on the fob and observing the functionality on the DiagnosticLink panel.

Key Fob ID Annotation in PartsPro

- Open PartsPro, enter the vehicle serial number, then click on "GO". See [Fig. 3](#).

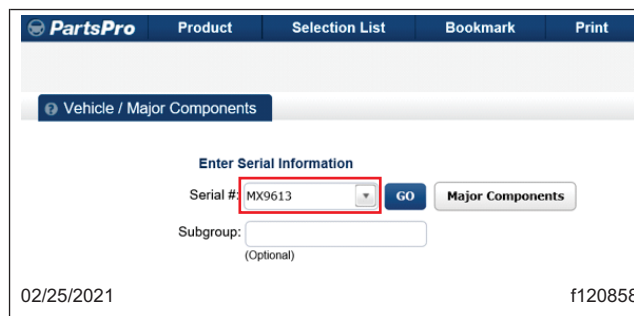


Fig. 3, Entering Vehicle Serial Number in PartsPro

- Click on the "Add Annotation" button. See [Fig. 4](#).

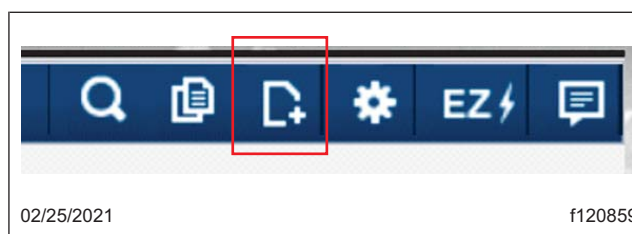


Fig. 4, "Add Annotation" Button

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3. In the “Add Private / Site / Global Annotations” window, select “Site” option, and enter the key fob ID in the “Enter Note” text box. Enter the required contact information, and click on “OK”. See [Fig. 5](#).

The screenshot shows a software window titled "Add Private / Site / Global Annotations". At the top, there are three radio buttons: "Private", "Site", and "Global". The "Site" radio button is selected and highlighted with a red rectangular box. Below the radio buttons, there is a checked option "Associate Annotation to Serial Number: MX9613". A large text input field is labeled "Enter Note (max length 4050)". Below this is a section titled "Contact Info" containing several input fields: "First Name", "Last Name", "Phone Number", "Business Name", "Dept. Name", and "Email Address". At the bottom of the window, there are "OK" and "Cancel" buttons. The bottom left corner displays the date "02/25/2021" and the bottom right corner displays the code "f120860".

Fig. 5, “Add Private / Site / Global Annotations” Window

4. Clean a spot on the base label (Form WAR259). Write the recall number, SF620, on a completion sticker (Form WAR260), and attach it to the base label to indicate this recall has been completed.