Daimler Truck North America LLC

Field Service Campaign

October 2020
SF611DE
2ND REVISED NOTICE

Subject: Cascadia CTP Reset

Models Affected: Specific Freightliner Cascadia vehicles manufactured January 16, 2017, through March 27, 2020, and equipped with DTNA CTP proprietary telematics.

General Information

Daimler Truck North America LLC (DTNA), on behalf of its Freightliner Trucks Division, is initiating Field Service Campaign SF611 to modify the vehicles mentioned above.

Certain vehicles equipped with DTNA's proprietary Common Telematics Platform (CTP) are not communicating; therefore they are unable to benefit from over-the-air software updates.

The CTP will be reset and some will also be initialized.

There are approximately 861 vehicles involved in this revision.

2ND REVISION: The work instructions have been updated to include procedures to disconnect third party telematics on vehicles with Cummins engines, and the procedure to verify the CTP software version/level has been updated. The SRT's have been revised. Complete SF611DE even if SF611AB was already performed.

1ST REVISION: The work instructions have been updated to include an inspection procedure, and an SRT has been added to reflect the inspection.

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

No parts are needed for this repair.

If our records show your dealership has ordered any vehicle(s) involved in campaign number SF611, a list of the customers and vehicle identification numbers will be available on DTNAConnect.

Removed Parts

U.S. and Canadian Dealers, please follow Warranty Failed Parts Tracking shipping instructions for the disposition of all removed parts.

Labor Allowance

Table 1 - Labor Allowance

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Corrective Action
SF611D	Reset CTP	0.8	996-F078D	12-Repair Recall/Campaign
SF611E	Reset and Initialize CTP	1.2	996-F078E	12-Repair Recall/Campaign
SF611DE	Inspect CTP Software	0.3	996-F078C	06-Inspect

Table 1

IMPORTANT: When the campaign has been completed, locate or attach a base completion label (Form WAR259) in the appropriate location on the vehicle, and attach a gray completion sticker (Form WAR261). This sticker is for SF611DE, and it must be attached even if there is already a sticker present for SF611AB.

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 group code (**SF611-D or E**).
- In the Primary Failed Part field, enter **25-SF611-000**.
- In the Parts section, there should be no entry since no parts are required for this campaign.
- In the Labor section, enter the appropriate SRT from the Labor Allowance Table. Administrative time will be included automatically as SRT 939-6010A 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 July 15, 2022**. Dealers will be notified of any changes to the termination date via an Important Campaign Information letter posted on DTNAConnect.com.

IMPORTANT: SF611DE vs SF611AB

- Proceed with SF611DE even if a completion sticker exists for SF611AB. If a completion sticker already exists specifically for groups D or E, then this campaign is already complete, and no further work is necessary.
- Proceed with SF611DE even if a claim is present for SF611AB. If a claim is already present in OWL specifically for groups D or E, then this campaign is already complete, and no further work is necessary.

All claims must be submitted within 30 days of the repair. 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.

For questions, U.S. and Canadian dealers, contact the Warranty Campaigns Department via Web inquiry at DTNAConnect.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.

Copy of Original Notice to Owners (Oct 2020)

Subject: Cascadia CTP Reset

Daimler Trucks North America LLC (DTNA), on behalf of its Freightliner Trucks Division, is initiating Field Service Campaign SF611 to modify specific Freightliner Cascadia vehicles equipped with DTNA's proprietary Common Telematics Platform (CTP) and manufactured January 16, 2017, through March 27, 2020.

Certain vehicles equipped with DTNA's CTP are not communicating and, therefore, are unable to benefit from over-the-air software updates.

The CTP will be reset and some will also be initialized.

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 hour and will be performed at no charge to you.

This Field Service Campaign will **terminate on July 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 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

Work Instructions

Subject: Cascadia CTP Reset

Models Affected: Specific Freightliner Cascadia vehicles manufactured January 16, 2017, through March, 27, 2020, and equipped with DTNA CTP proprietary telematics.

2ND REVISION: The work instructions have been updated to include procedures to disconnect third party telematics on vehicles with Cummins engines, and the procedure to verify the CTP software version/level has been updated. The SRT's have been revised. Complete SF611DE even if SF611AB was already performed.

1ST REVISION: The work instructions have been updated to include an inspection procedure. An SRT has been added to reflect the inspection.

Reset and Initialize the CTP

IMPORTANT: SF611DE must be performed even if there is a completion sticker for SF611AB. If there is a completion sticker specifically for groups D or E, then this campaign is already complete, and no work is needed.

1. Inspect the base label (Form WAR259) for a campaign completion sticker for SF611DE (Form WAR261). If a sticker is present for campaign SF611DE, no work is needed. If there is no sticker, proceed with the steps below.

NOTICE

DiagnosticLink® 8.15SP1, 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: When trying to connect to the CTP01T on vehicles equipped with Cummins engines, there is a possibility of encountering challenges if third-party telematics have been added. Since third-party telematics can communicate using source address (SA) 74, which is the same SA that the CTP01T uses, a conflict can occur resulting in the CTP01T not roll calling. The CTP01T must roll call on DiagnosticLink in order to complete SF611DE.

2. Check if the vehicle is equipped with a Cummins engine.

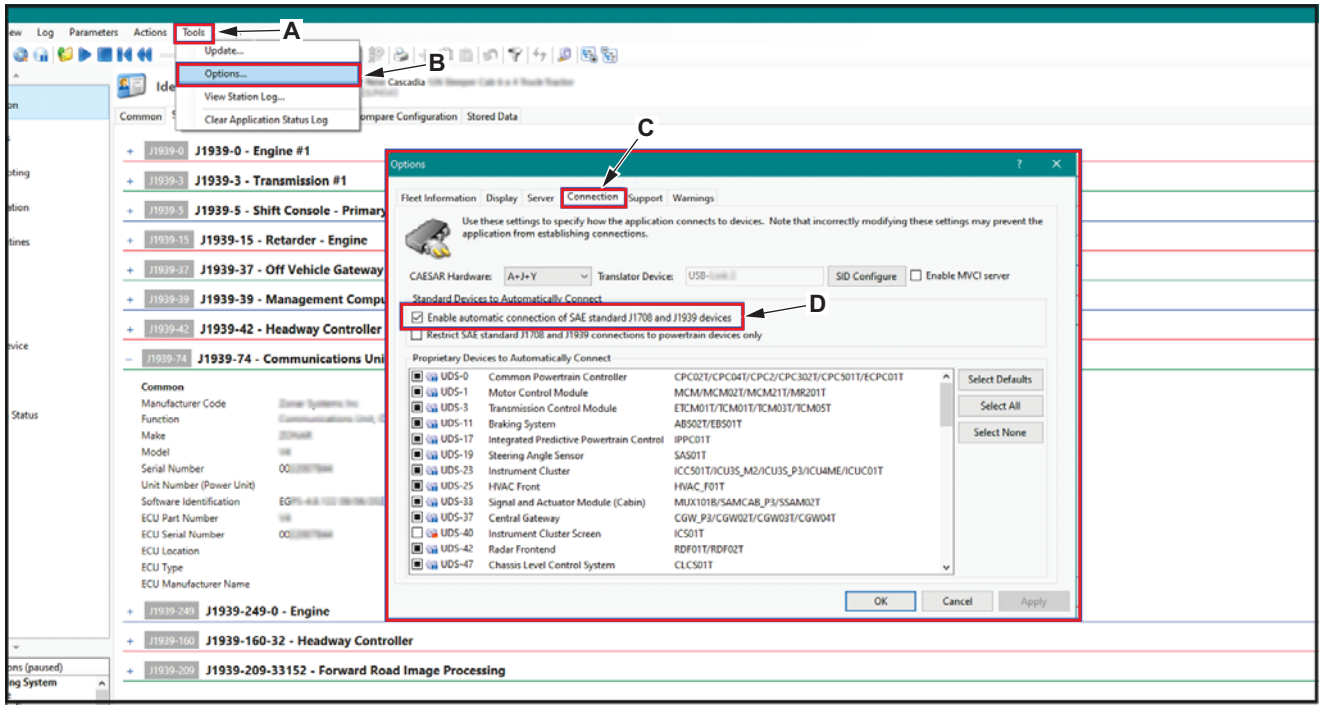
   Is the vehicle equipped with a Cummins engine?

   YES → Go to the next step.

   NO → Go to step 10.

3. Park the vehicle, shut down the engine, and apply the parking brakes. Chock the tires.
4. Open DiagnosticLink prior to connecting to the vehicle.

5. In the menu bar, select ‘Tools,’ then select ‘Options.’ In the Options window that appears, go to the ‘Connection’ tab. Make sure the checkbox next to ‘Enable automatic connection of SAE standard J1708 and J1939 devices’ is checked, as shown in **Fig. 1**.



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A. Select ‘Tools.’
B. Select ‘Options.’
C. Go to the ‘Connection’ tab.
D. Make sure the checkbox next to ‘Enable automatic connection of SAE standard J1708 and J1939 devices’ is checked.

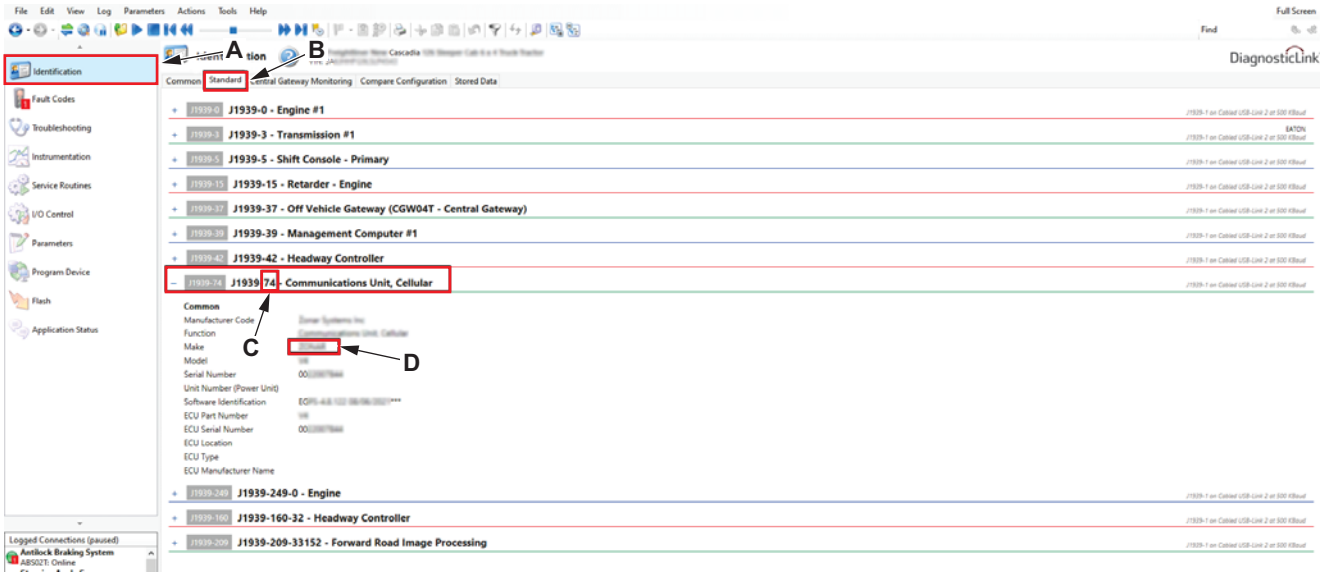
Fig. 1, DiagnosticLink Options Window

6. Connect DiagnosticLink to the vehicle. Go to 'Identification,' then select the 'Standard' tab. Expand the 'J1939-74- Communications Unit, Cellular' item from the list that appears. Make a note of the added device that is visible. See **Fig. 2**.

   Does an added device roll call under the SA 74?

   YES → Go to the next step.

   NO → Go to step 11.



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A. Go to the 'Identification' tab.
B. Select 'Standard.'
C. Expand the 'J1939-74- Communications Unit, Cellular' item.
D. Make a note of the added device that appears.

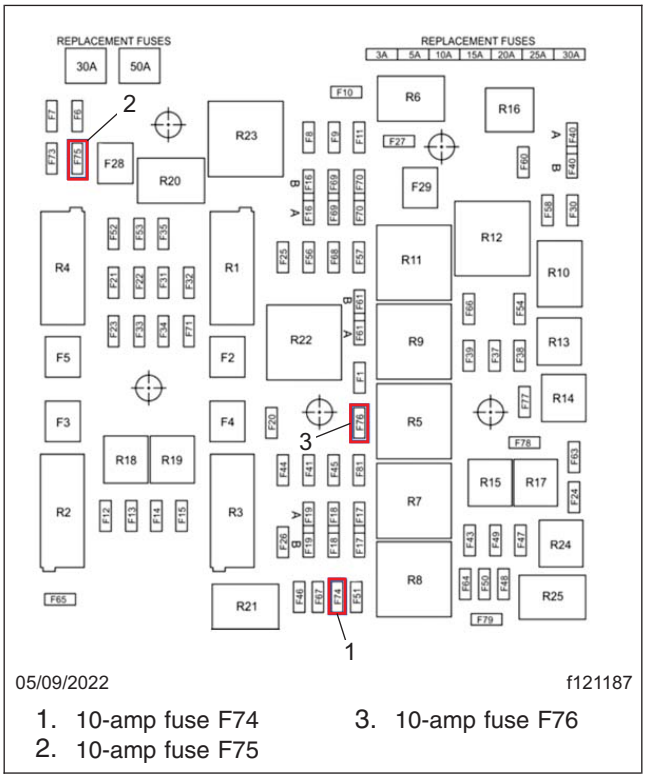
Fig. 2, Checking if any Added Device Roll Calls Under the Source Address 74

IMPORTANT: In many cases, especially on vehicles equipped with Cummins engines, third-party telematics can use prewire options supplied with the vehicle. Isolating the third-party telematics can be achieved by monitoring the device roll calling under SA 74 listed under the 'Standard' tab, as shown in **Fig. 2**, while trying to disable it.

Once the device communication or power supply is disabled, the device will no longer roll call, eliminating all conflicts with the CTP01T, thus allowing the CTP01T to roll call on the DiagnosticLink logged connections panel.

7. Disable the customer-added third-party telematics as follows.

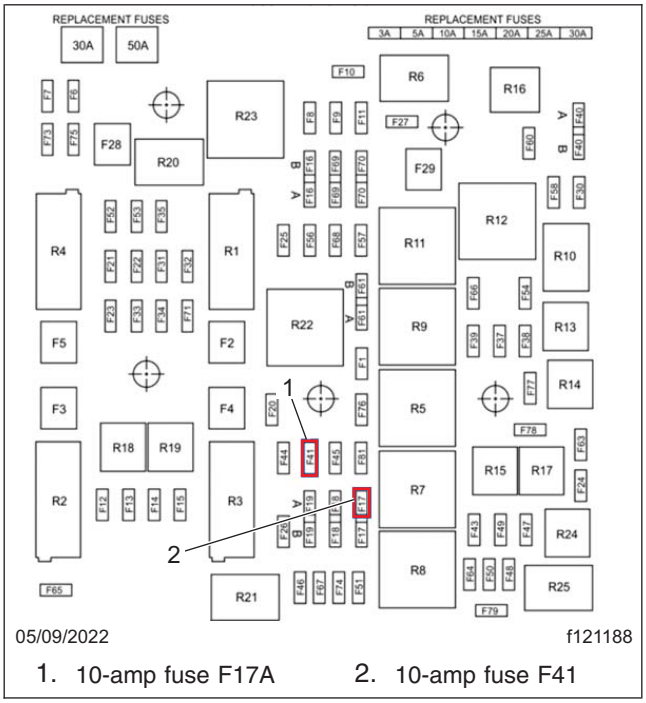
   7.1 To disable the third-party telematics that is powered using the wiring provided in module 6TS - TELEMATICS SYSTEM - WIRING, remove the 10-amp fuse F74 that supplies ignition power, and the 10-amp fuses F75 and F76 that supply battery power from the vehicle power distribution module (VPDM). See **Fig. 3**.



1. 10-amp fuse F74
2. 10-amp fuse F75
3. 10-amp fuse F76

Fig. 3, Location of Fuses F74, F75 and F76

7.2 To disable the third-party telematics that is powered using the wiring provided in module 786 - POSITIONING & LOCATING SYSTEMS, remove the 5-amp fuse F41 that supplies ignition power, and the 10-amp fuse F17A that supplies battery power from the VPDM. See **Fig. 4**.



1. 10-amp fuse F17A
2. 10-amp fuse F41

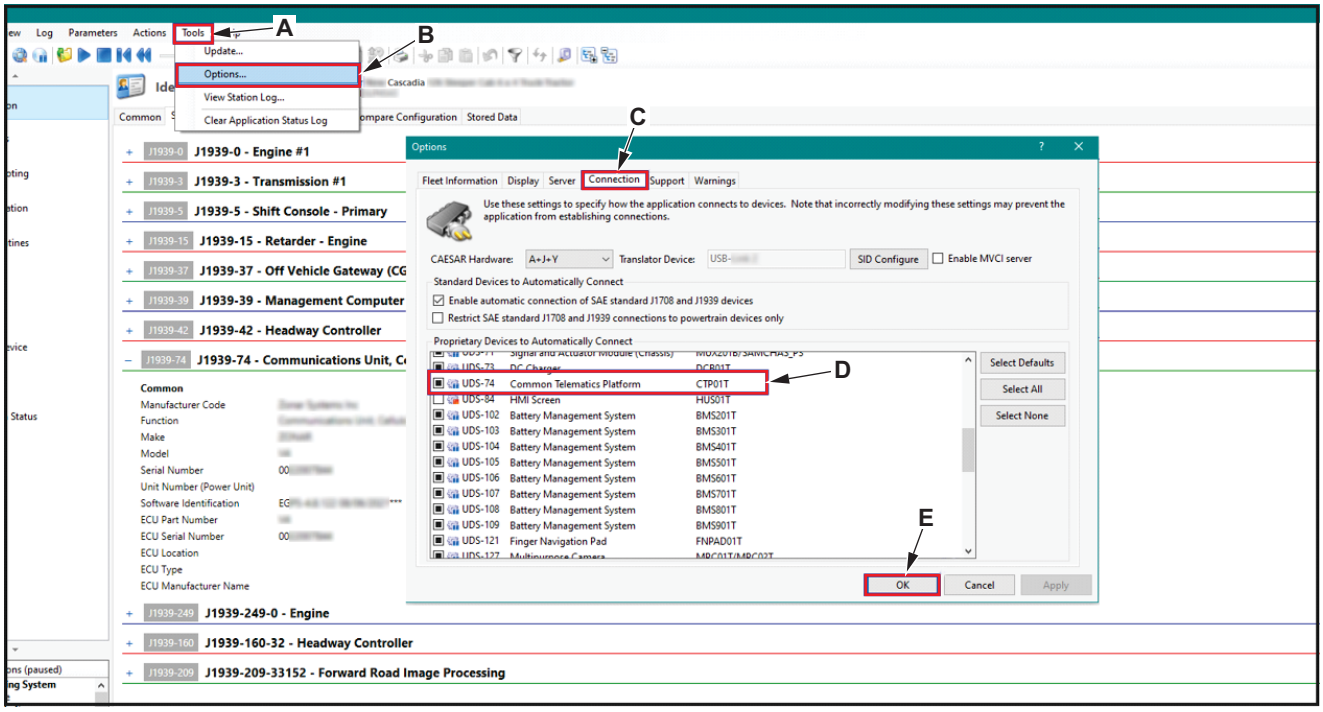
Fig. 4, Location of Fuses F17A and F41

7.3 If the device is still roll calling while monitoring the ‘Standard’ tab, listed under SA 74, even after removing the fuses mentioned in substep 7.1 or 7.2, then it is possible that the third-party telematics is using an undetermined power source.

Since devices can be mounted in many different locations, it is recommended to consult the customer to determine where the third-party telematics is installed. Once the device is located, disconnect the power and ground supplies to disable the unit.

8. Once the third-party telematics is disabled and is no longer roll calling under the ‘Standard’ tab, connection to CTP01T can be established.

   To connect to the CTP, go to ‘Tools’ in the menu bar, then select ‘Options.’ In the Options window that appears, go to the ‘Connection’ tab. Make sure CTP01T is selected under ‘Proprietary Devices to Automatically Connect,’ as shown in **Fig. 5**.



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A. Select ‘Tools.’
B. Select ‘Options.’
C. Go to the ‘Connection’ tab.
D. Make sure CTP01T is selected in the list of devices that can connect automatically.
E. Select ‘OK.’

Fig. 5, List of Proprietary Devices That can Connect Automatically

9. Ensure the CTP01T appears green in the ‘Logged Connections’ panel to validate the CTP connection, as shown in **Fig. 6**.

   Has the connection to CTP01T been validated?

   YES → Close the connection and close DiagnosticLink. Go to the next step.

   NO → Contact the Detroit Connect Operations Support team via email at DetroitConnect@daimlertruck.com, or call 1-855-253-0420, then select option 2.

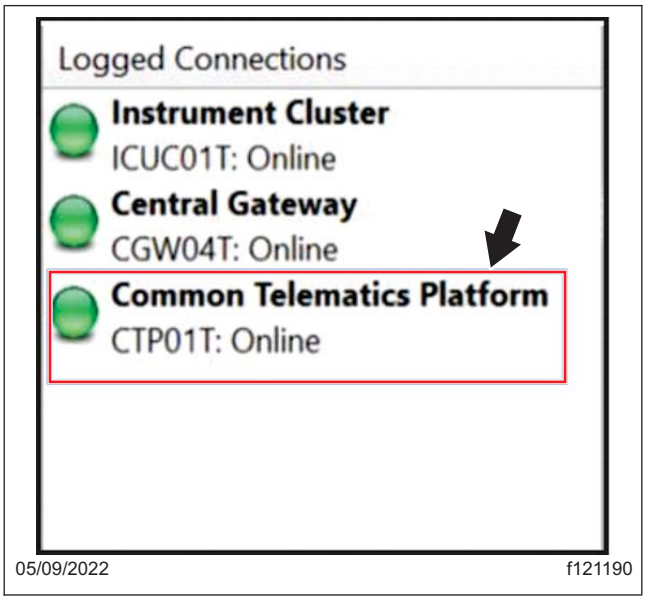

Fig. 6, CTP01T Connected

10. Connect the vehicle to DiagnosticLink.
11. Verify the CTP software level as follows.
    - 11.1 Right-click in the Connections panel, then select ‘Close Connections.’ If any failed controller connections remain, shown with a red indicator, right-click and select ‘Clear All Connection Errors.’
    - 11.2 In DiagnosticLink, go to ‘File,’ ‘Connect,’ then select ‘CTP01T’ to manually connect to the CTP01T.
    - 11.3 Wait until the CTP01T is fully connected and the connection indicator turns green, as shown in **Fig. 6**.
      - If no connection is made with the CTP01T, close DiagnosticLink, then open DiagnosticLink again. Try to manually connect to the CTP01T as mentioned in substep 11.2.
      - If there is still no connection made with the CTP01T, contact the Detroit Connect Operations Support team via email at DetroitConnect@daimlertruck.com, or call 1-855-253-0420, then select option 2.

11.4 Go to the ‘Identification’ tab, then select ‘CTP01T,’ ‘Device Information’ and review the software version. See **Fig. 7**.

Is the software version 21.34.31, or newer?

YES → No additional repair is needed. Go to step 27.

NO → Go to the next step.

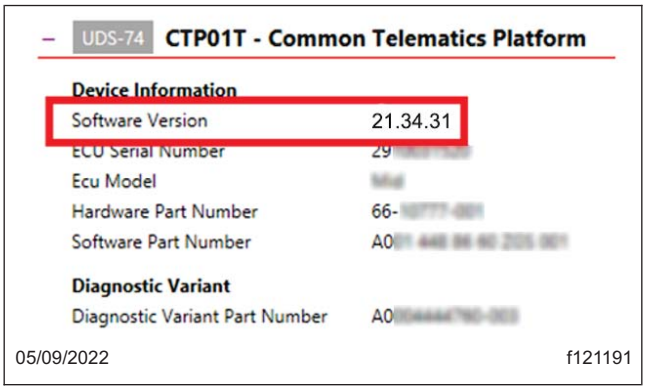

Fig. 7, CTP Software Level

12. Using DiagnosticLink, go to the ‘Troubleshooting’ tab, then select ‘Symptom.’ Click the Next button, located on the bottom right side of the screen. See **Fig. 8**.

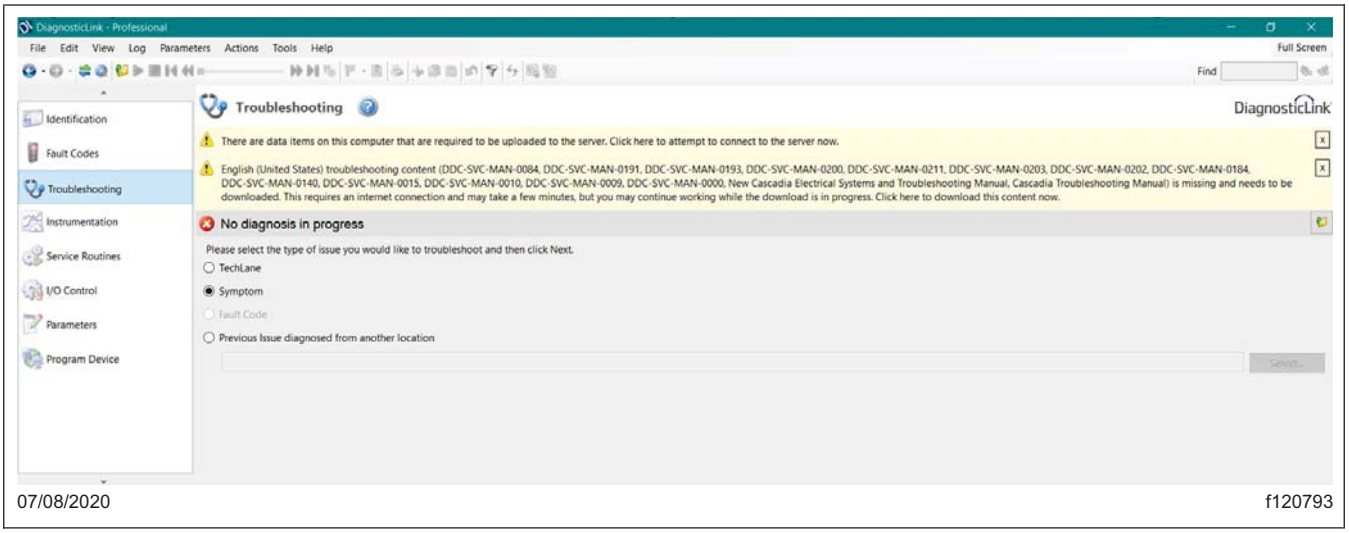

Fig. 8, Selecting the Troubleshooting Tab

13. From the vehicle selection options, select the applicable New Cascadia model. If DiagnosticLink has already connected to the vehicle, only one option will be available. There is no need to pick any other options from this screen. See **Fig. 9** and **Fig. 10**. Click the 'Next' button to continue.

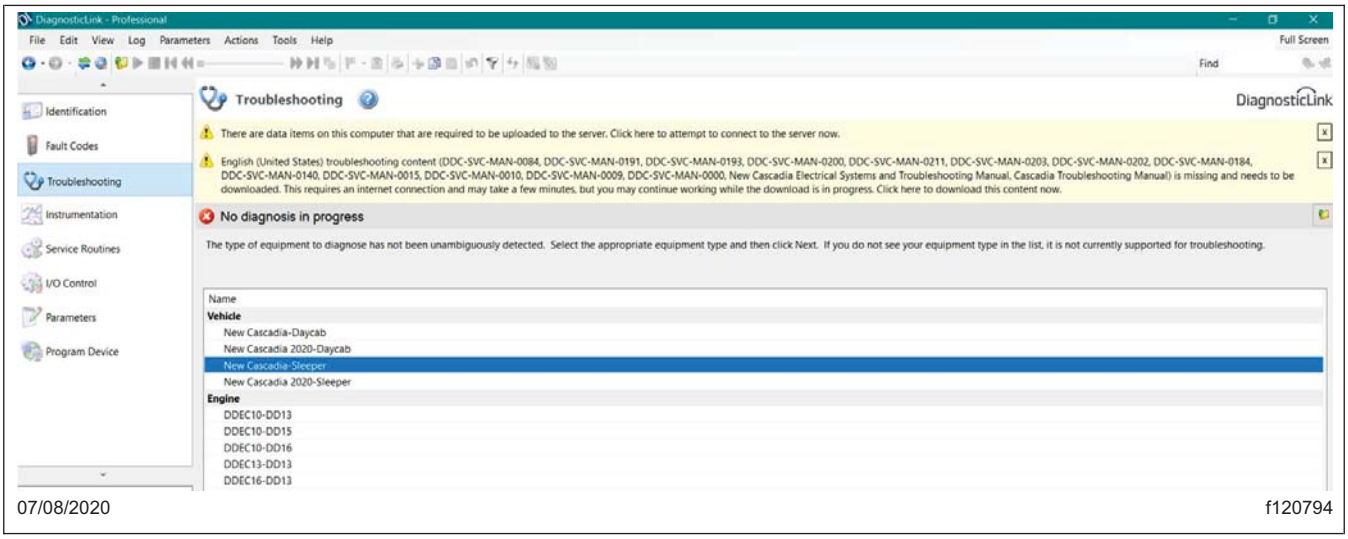

Fig. 9, Selecting the Applicable New Cascadia Model

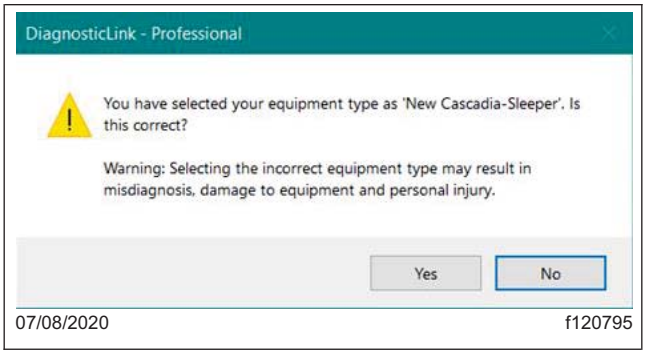

Fig. 10, Verifying Vehicle Selection

14. Select 'Telematics,' then click the 'Next' button to continue.
15. Select the 'CTP not communicating over the air.' Click the 'Next' button to launch the 'Advanced Diagnostic' guided procedure.

IMPORTANT: It is critical to read and follow the instructions in the guided steps. When prompted, make sure the CTP is the only controller connected to DiagnosticLink. Any other controller connected during this process, including J1939 or J1708, may cause the process to fail.

16. Follow the guided procedure and, at the end, select ‘Finish’ until the final report is created and the screen returns to the Troubleshooting method selection screen.

    16.1 Review the report pages, a copy should be saved for the records, click ‘Finish’ to return to the Troubleshooting screen and complete the reset procedure. See **Fig. 11**, **Fig. 12**, and **Fig. 13**.

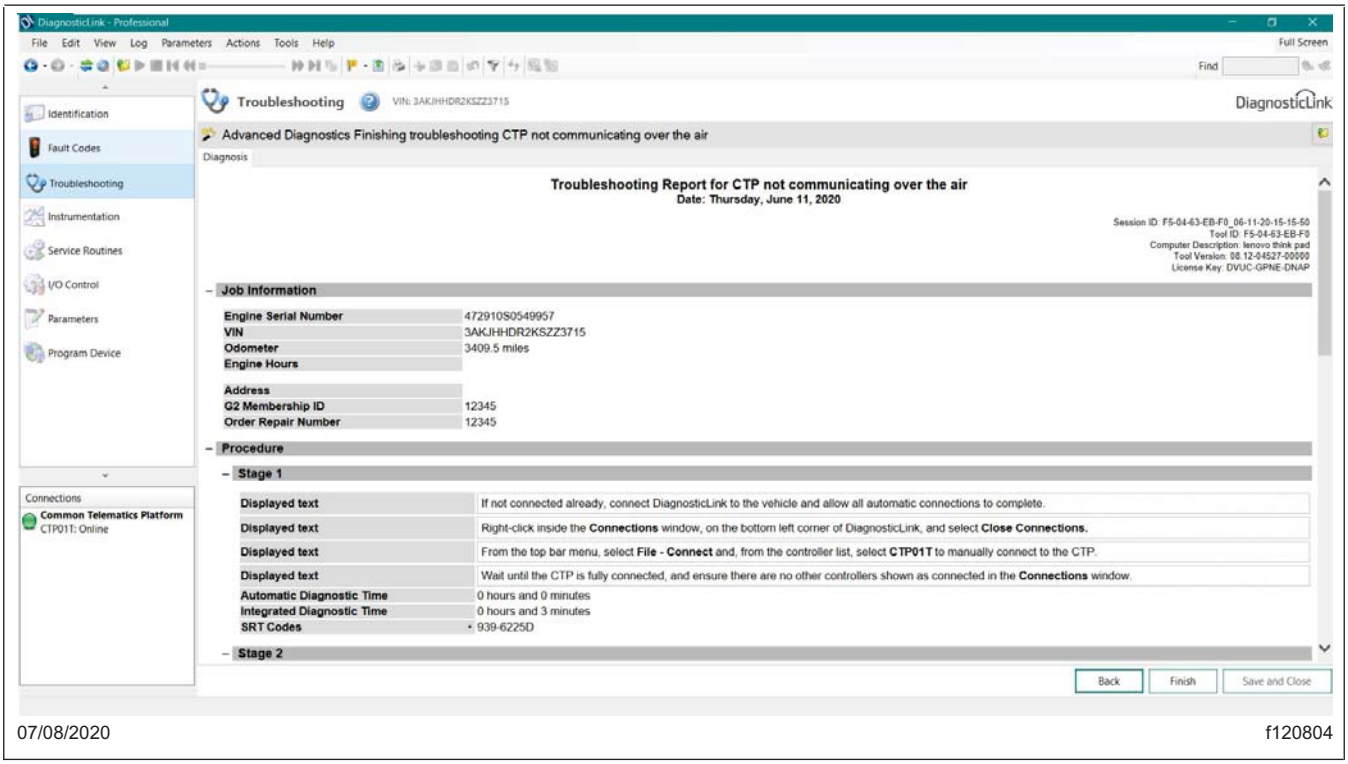

Fig. 11, Troubleshooting Report, Page 1

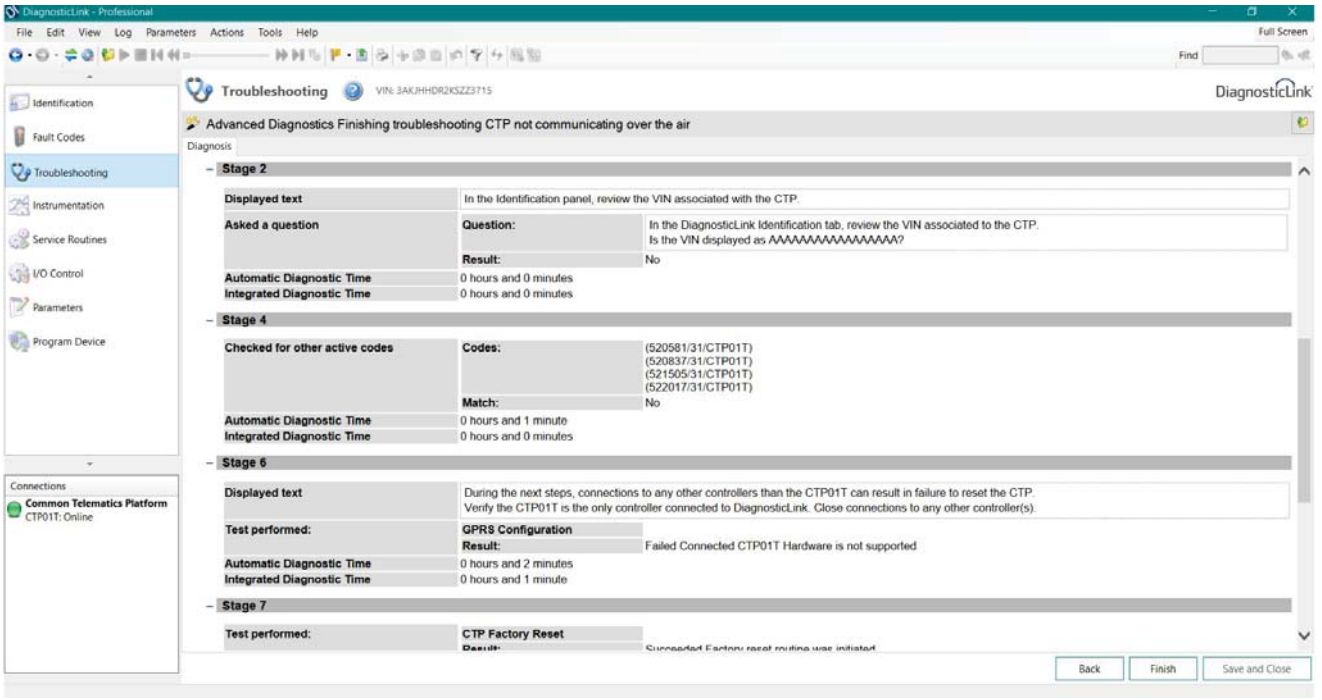

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Fig. 12, Troubleshooting Report, Page 2

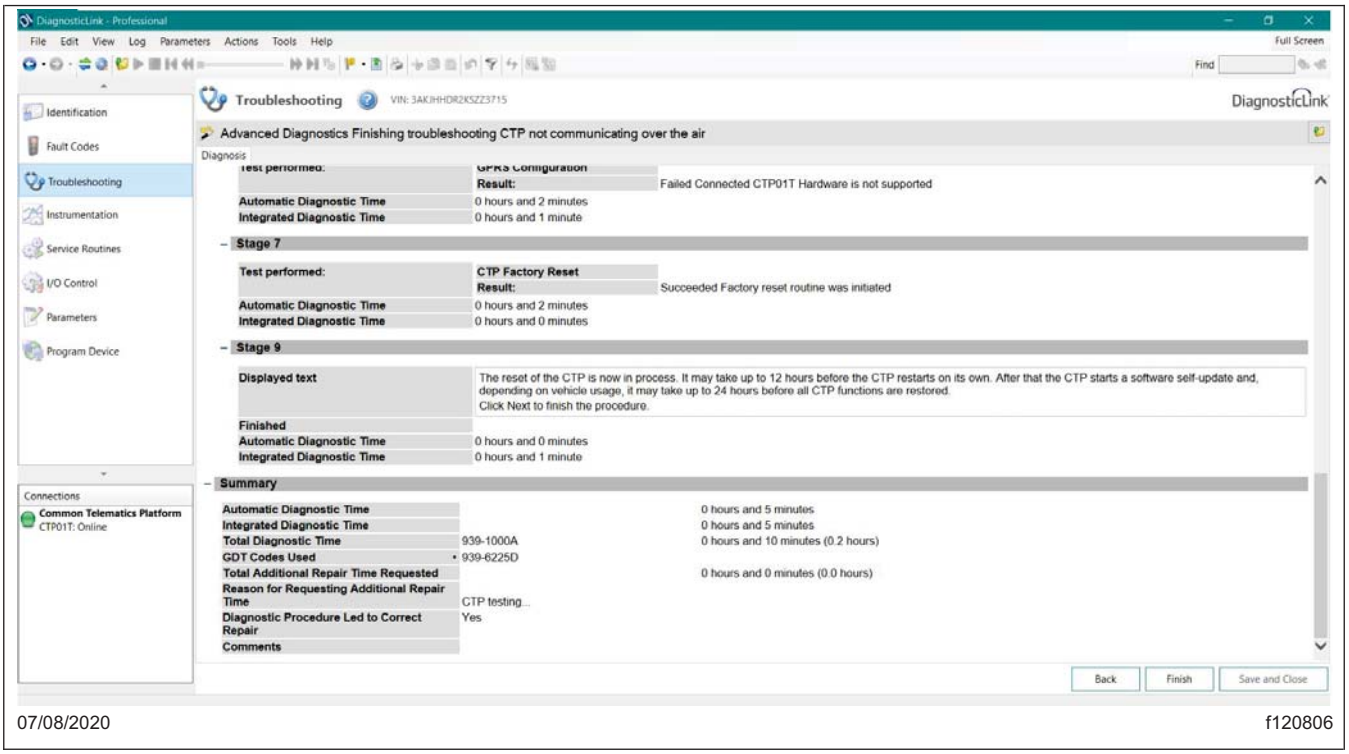

Fig. 13, Troubleshooting Report, Page 3

17. For vehicles in SF611D, disconnect the vehicle from DiagnosticLink. Install any fuses or connections removed in step 7, then go to step 28.

    For vehicles in SF611E, do not disconnect DiagnosticLink. Wait five minutes, then continue with the next step.

18. Right-click in the Connections panel, then select ‘Close Connections.’ If any failed controller connections remain, shown with a red indicator, right-click and select ‘Clear All Connection Errors.’

19. In DiagnosticLink, select ‘File,’ ‘Connect,’ and then, one at a 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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20. Wait until all three controllers are fully connected and the connection indicators turn green, as shown in **Fig. 14**

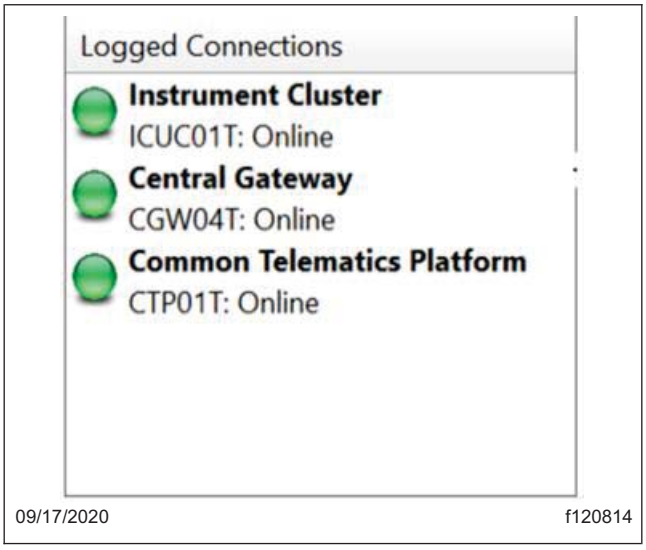
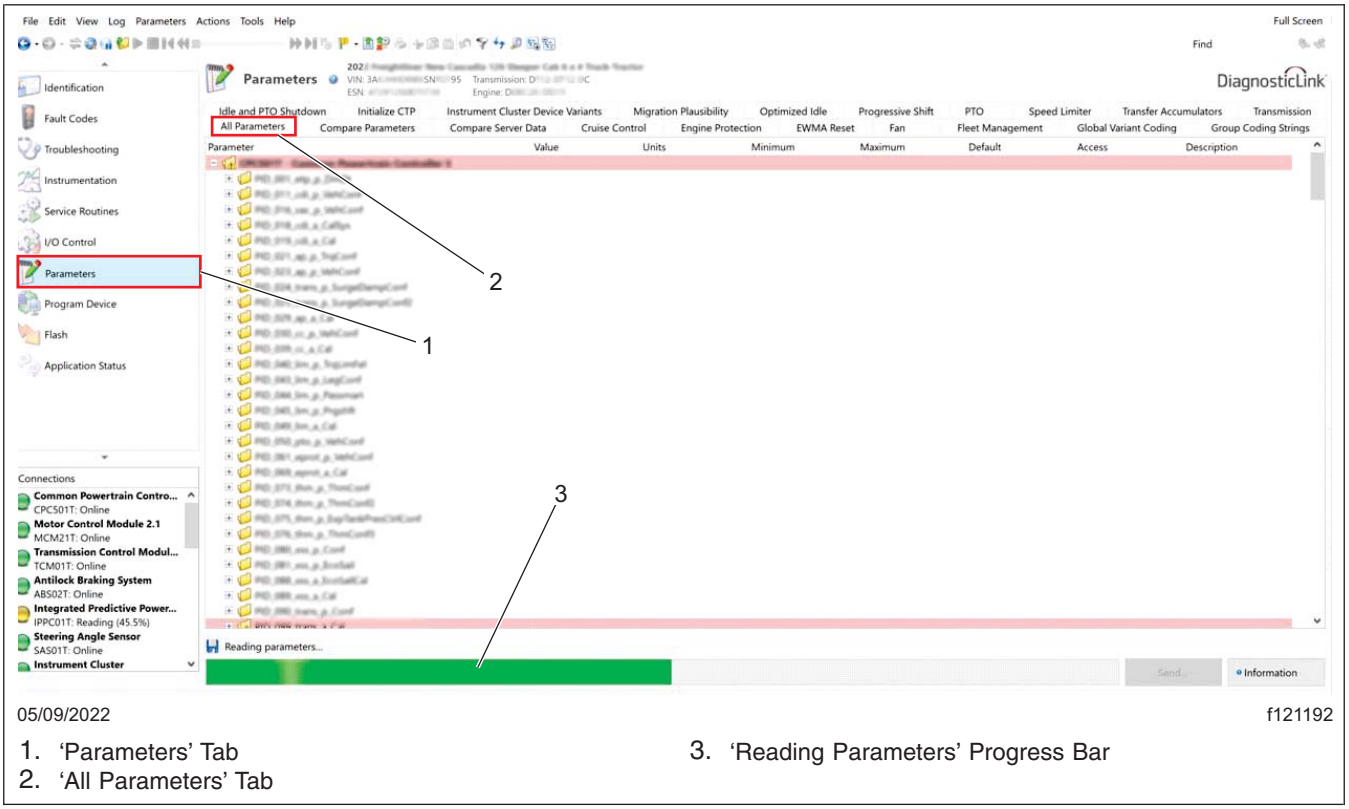


Fig. 14, DiagnosticLink Connections Panel

21. Go to the ‘Parameters’ tab, then select ‘All Parameters,’ as shown in **Fig. 15**.

    DiagnosticLink will read the parameters of the connected ECUs. Wait until the ‘Reading parameters’ bar indicates this process is complete.

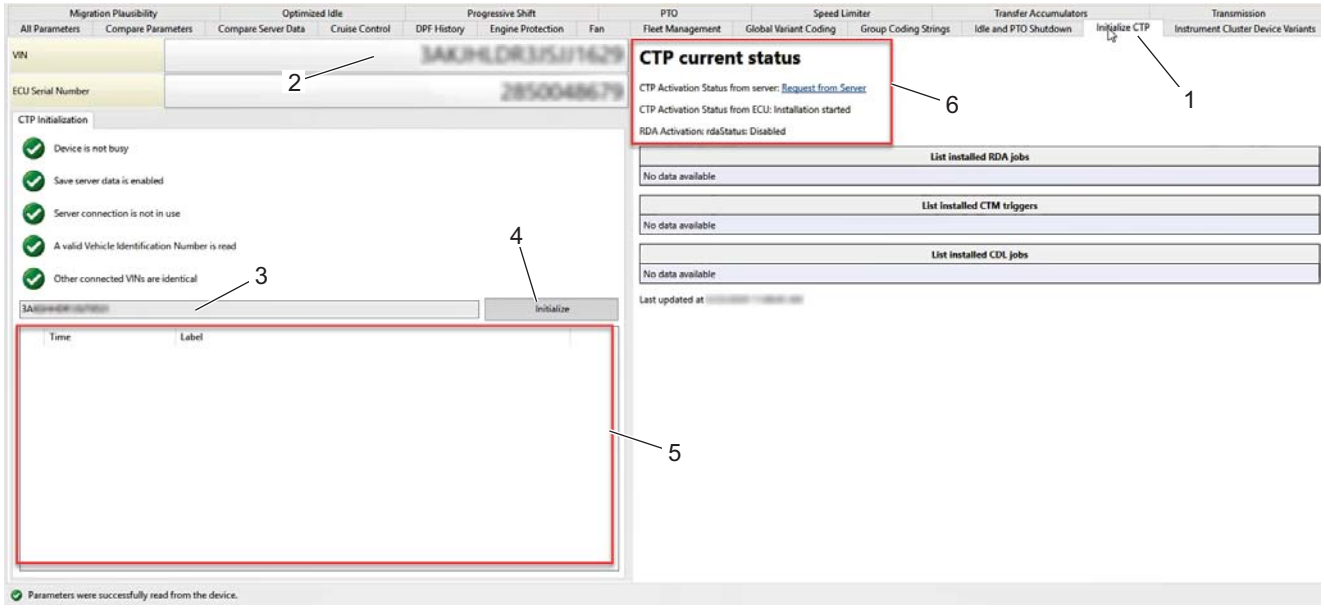


1. ‘Parameters’ Tab
2. ‘All Parameters’ Tab
3. ‘Reading Parameters’ Progress Bar

Fig. 15, Reading ECU Parameters

22. Verify the VIN from CTP reads the default ‘AAAAAAAAAAAAAAAA’ or the exact VIN from the connected vehicle. If the VIN from CTP does not default to ‘AAAAAAAAAAAAAAAA’ or exactly match the VIN, the CTP initialization will fail and the CTP may need to be replaced in order to complete SF611.

    If the VIN from CTP does not default to ‘AAAAAAAAAAAAAAAA’ or exactly match the VIN, a WSC ticket should be submitted for further direction. See **Fig. 16**, Item 2.



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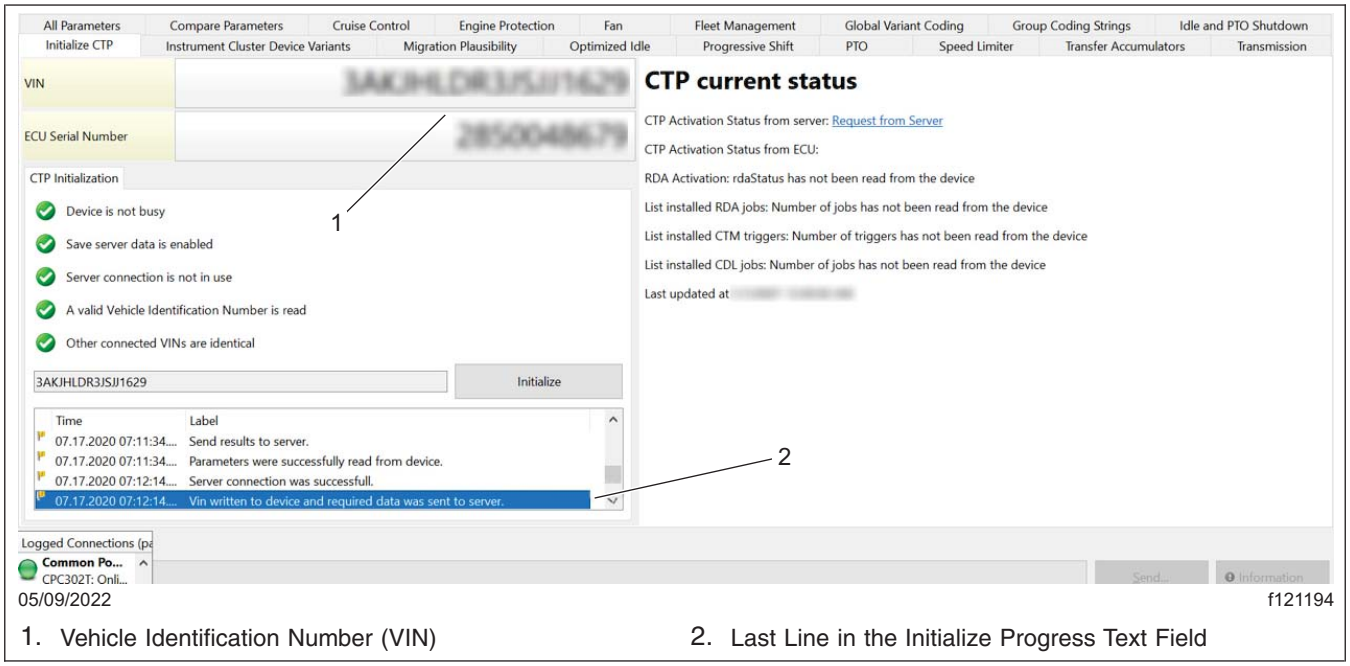
1. Initialize CTP Tab
2. VIN from CTP
3. 3. VIN from Connected Vehicle
4. Initialize Button
5. Initialize Progress Text Field
6. CTP Current Status

Fig. 16, Initialize Vehicle Data Center Panel

23. Run the initialization procedure by clicking on the ‘Initialize’ button.
24. If prompted, enter user name and password to connect DiagnosticLink to the server.

25. 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,’ as shown in **Fig. 17**.

    Take a screenshot of the DiagnosticLink window and make sure the VIN and the last line in the Initialize Progress Text Field saying ‘VIN written to device and the required data was sent to the server.’ are visible in the capture.



1. Vehicle Identification Number (VIN)
2. Last Line in the Initialize Progress Text Field

Fig. 17, Initialization Successful

26. Verify the CTP is activated and enabled to communicate with the Daimler network.

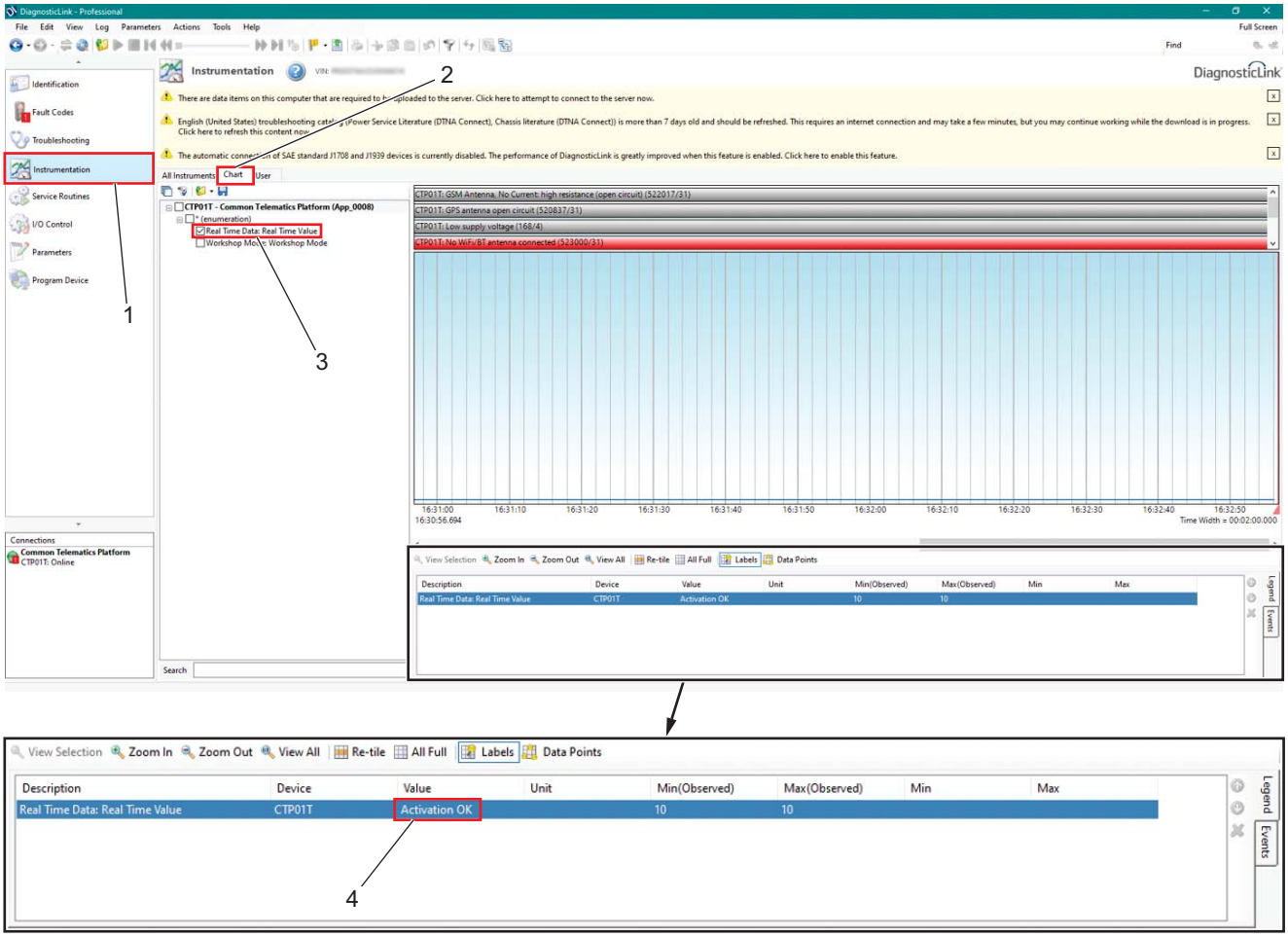
    26.1 Wait for 10 minutes to give the CTP ample time to establish a network connection.

    26.2 Go to ‘Instrumentation,’ ‘Chart,’ then select the ‘Real Time Data: Real Time Value’ checkbox. Verify ‘Activation OK’ is displayed under ‘Value,’ as shown in **Fig. 18**.

    Is ‘Activation OK’ displayed under ‘Value’?

    YES → The CTP01T software update is successful. Go to step 27.

    NO → Attempt to establish the network connection again. Follow substeps 26.3 and 26.4.



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1. 'Instrumentation' Tab
2. 'Chart' Tab
3. 'Real Time Data: Real Time Value' Checkbox
4. 'Activation OK' Displayed Under 'Value'

Fig. 18, CTP Software Update Successful

26.3 Disconnect DiagnosticLink from the CTP, and then wait for 5 minutes before reconnecting.

26.4 Wait for an additional 10 minutes for the CTP to reattempt establishing a network connection. If the CTP does not connect to the network even after 10 minutes, call Detroit Connect support at 1-855-253-0420, or email at DetroitConnect@daimlertruck.com.

27. Disconnect the vehicle from DiagnosticLink, then install any fuses or connections removed in step 7.

28. Clean a spot on the base label (Form WAR259) and attach a campaign completion sticker for SF611DE (Form WAR261) to indicate the work has been completed. Even if a sticker for SF611AB is already present, the SF611DE sticker must also be attached.