

Subject: New Cascadia CTP Not Communicating: Requires Reset

Make: Freightliner

Model: New Cascadia

Model Year Affected: 2018 through 2020

Build Date Range: Selected Vehicles Built Between March 20, 2018 to February 4, 2020

Our records indicate that you are the owner of certain vehicles; therefore, DTNA has decided to share the following documentation with you.

Please see the attached communication in this email. We hope you find this information helpful.

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Work Instructions

1. Park the vehicle, shut down the engine, and apply the parking brakes. Chock the tires.

NOTE: When trying to connect to the CTP01T electronic control unit (ECU), vehicles with Cummins engines could encounter some challenges if third-party telematics have been added to the vehicle. Because third-party telematics can communicate using source address (SA) 74, which is the same SA the CTP01T ECU uses, a conflict can occur which results in the CTP01T not roll calling. If the vehicle is equipped with a Cummins engine, go to step 2. If not, then continue to **step 8**.

-----NOTICE-----

DiagnosticLink 8.12 or newer, as well as a reliable internet connection, are required to complete this procedure. The procedure cannot be performed offline. The loss of an internet connection may result in failure of the CTP01T activation.

2. From the laptop or device, open DiagnosticLink®. Make sure that DiagnosticLink is set to 'enable automatic connection of SAE standard J1708 and J1939 devices.' See **Fig. 1**.

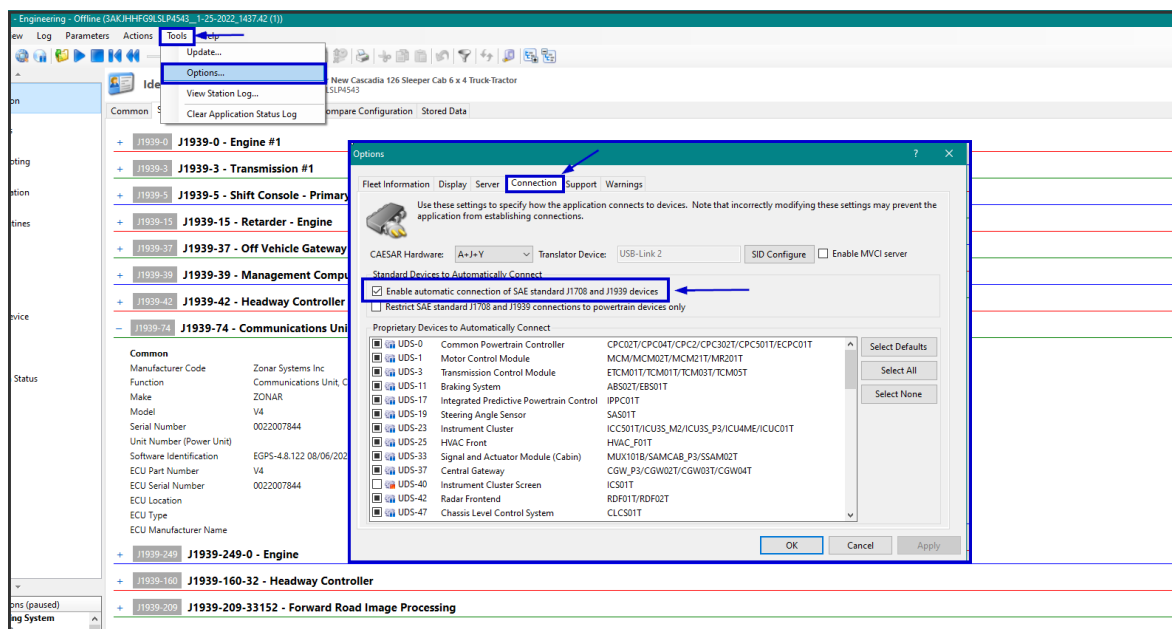


Fig. 1, Enabling J1708 and J1939 Device Automatic Connection

3. Connect to the vehicle, and select the 'Standards' tab from the 'Identification' icon, as shown in **Fig 2**. Note which added device shows under SA 74. In this example, a Zonar unit was added. If no device is roll calling under SA 74 then go to **step 8**. If a device is showing under SA 74, go to **step 4**.

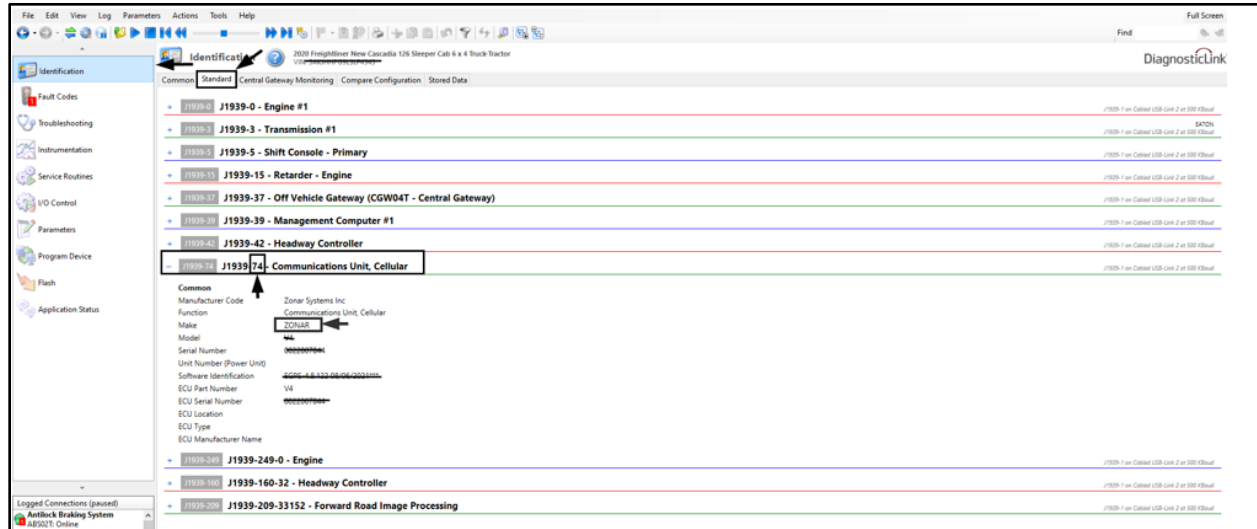


Fig. 2, 'Standards' Tab Monitoring SA 74

4. In many cases, 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 on SA 74 listed on the 'Standards' tab, 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. This eliminates any conflicts with the CTP01T ECU, thus allowing CTP01T to roll call on the common tab. The options below are provided to help disable customer added third-party telematics, so that the CTP01T can be properly accessed.

4a. If customers are powering the third-party telematics using wiring provided in module 6TS - TELEMATICS SYSTEM - WIRING, then disabling the component can be achieved by accessing the VPDM and pulling the 10 amp fuse F74 that supplies ignition power, along with pulling the 10 amp fuses F75 and F76 that supply battery power. See **Fig. 3**.

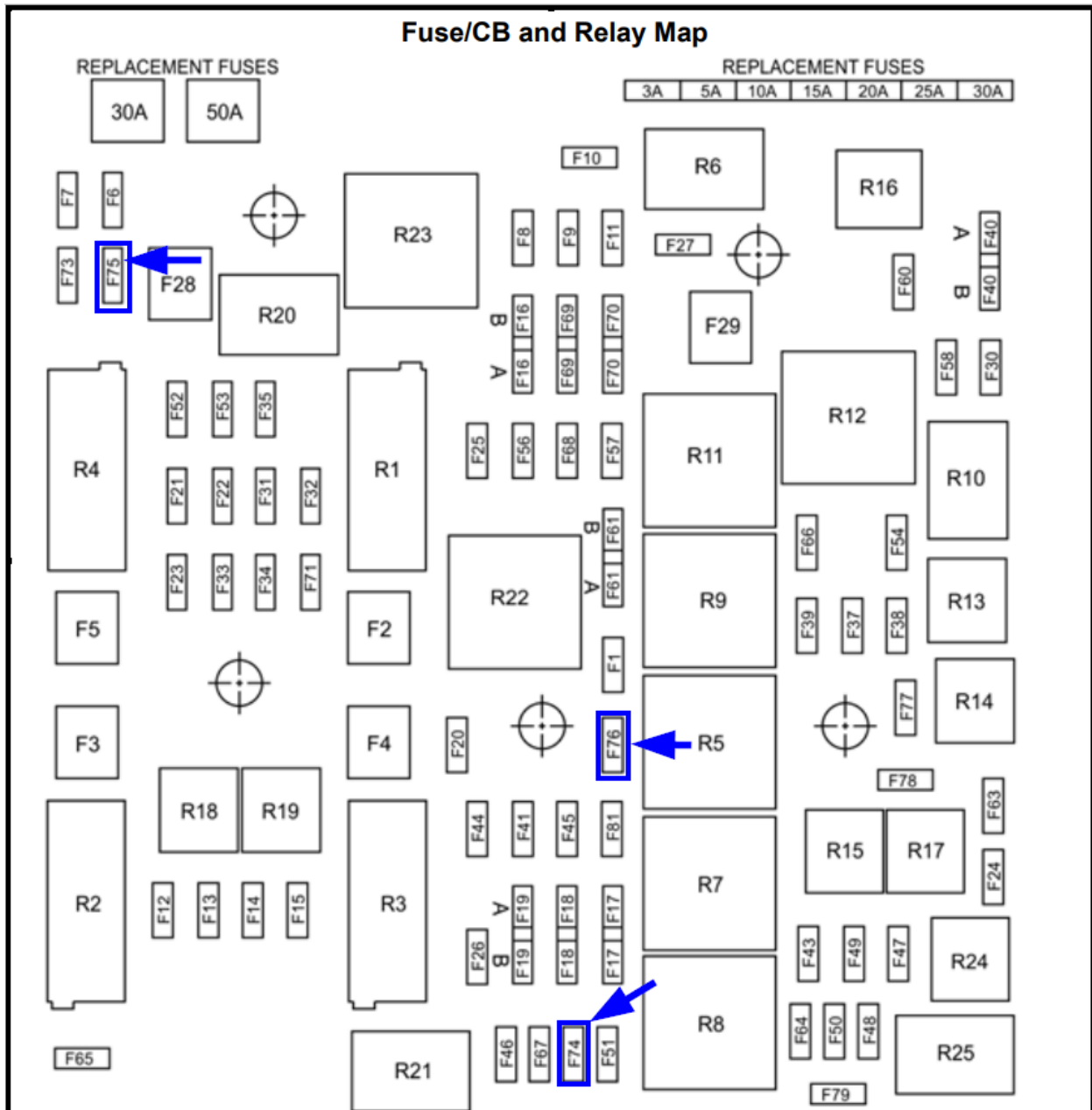


Fig. 3, VPDM Fuse Locations for Module 6TS - Telematics

- 4b.** If customers are powering the third-party telematics using wiring provided in module 786 -POSITIONING & LOCATION SYSTEMS, then disabling the component can be achieved by accessing the VPDM and pulling the 5 amp fuse F41 that supplies ignition power, and pulling the 10 amp fuse F17(a) which would supply battery power. See [Fig. 4](#).

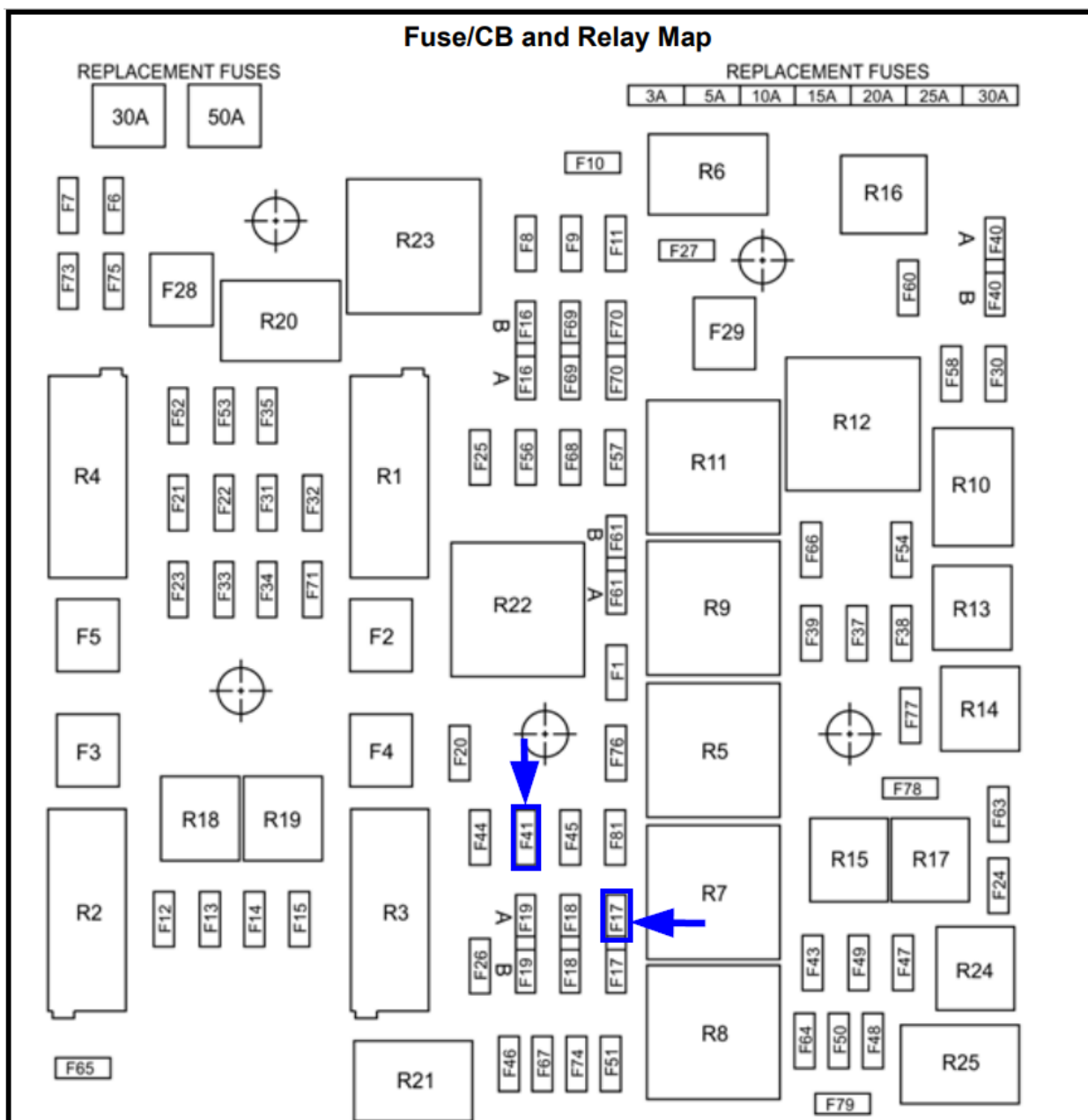


Fig. 4, VPDM Fuse Locations for Module 786 - Positioning and Location Systems

- 4c. Devices mount in many different locations. If the device is still roll calling while monitoring the 'Standards' tab for source address 74, it is recommended to consult with the owner or fleet coordinator of the vehicle to determine where the third-party telematics are installed. Once the device is located, unplugging power and ground supplies will disable the unit, eliminating its ability to roll call.
5. Once the third-party telematics is disabled and is no longer displaying in the 'Standards' tab, connection to the CTP should be possible. To connect to the CTP, make sure the CTP is selected for 'automatically connect.' See [Fig 5](#).

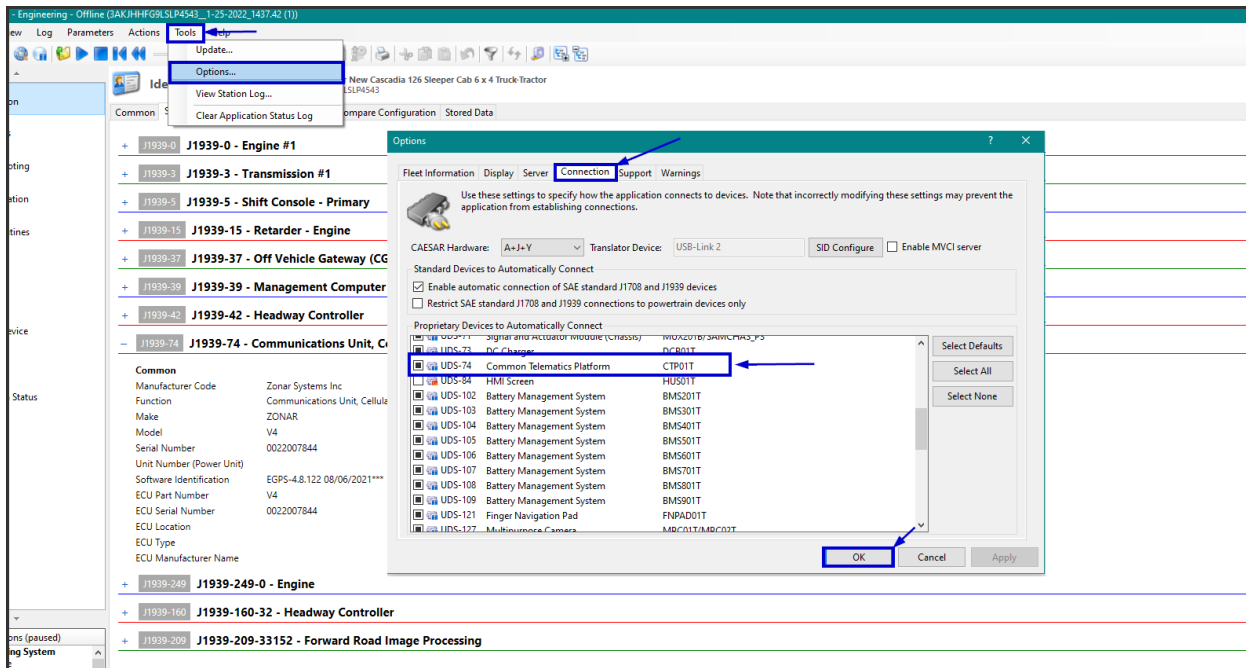


Fig. 5, Validating/Enabling CTP Automatically Connects

6. Validation that the CTP has connected can be confirmed by monitoring the Logged Connections in the lower left corner of the DiagnosticLink screen under Logged Connections **Fig. 6**, to see if the CTP shows a green dot. If no connection is made to the CTP01T then 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.' Manually connect to the CTP01T by clicking File > Connect and selecting the CTP01T.

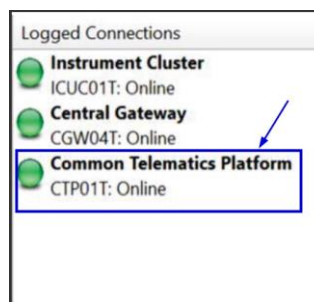


Figure 6 CTP Logged Connections

7. Once connection to the CTP01T has been validated, close the connection and close DiagnosticLink. Go to **step 8**. If there is no connection to the CTP01T, close DiagnosticLink and disconnect from the vehicle. Reconnect to the vehicle, and reopen DiagnosticLink. Check again to see if the CTP01T has connected. If the CTP01T connects, close the connection and close DiagnosticLink. Go to **step 8**. If there is still no connection to the CTP01T, it cannot be validated. Contact DetroitConnect@daimlertruck.com or call (855) 253-0420 and select option 2.

-----NOTICE-----

DiagnosticLink 8.12 or newer, as well as a reliable internet connection, are required to complete this procedure. The procedure cannot be performed offline. The loss of an internet connection may result in failure of the CTP01T activation.

8. Connect the vehicle to DiagnosticLink 8.12, or newer.

9. Verify the CTP01T software level.

10. 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.'

11. Manually connect to the CTP01T by clicking File > Connect and selecting the CTP01T.

12. Wait until the CTP01T is fully connected and the connection indicators turn green.

12a. If no connection is made with the CTP01T, close out of DiagnosticLink. Reopen DiagnosticLink, and try reconnecting to the CTP01T.

12b. If no connection to the CTP01T can be made, contact DetroitConnect@daimlertruck.com, or call (855) 253-0420 and select option 2.

13. Navigate to the 'Identification' icon under the 'Common' tab and locate 'CTP01T Device Information;' review the software version. See **Fig. 7**.

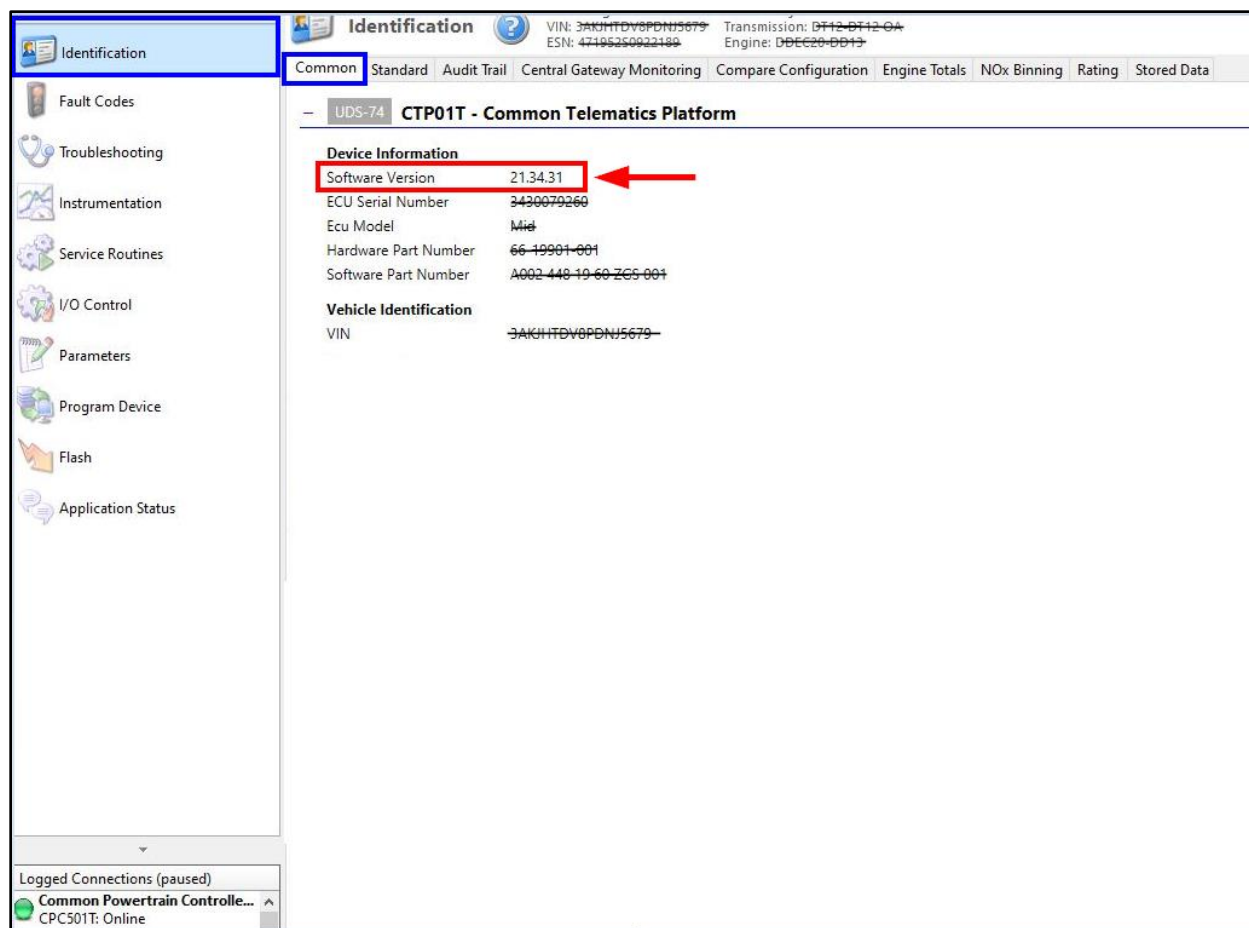


Fig. 7, CTP Software Level in Red Box

14. If the software version is 21.34.31 or later, then no additional repair is needed, go to **step 33**. If the Software version is **not** 21.34.31 or later, go to **step 15**.

15. Using DiagnosticLink version 8.12 or newer, access the troubleshooting tab and select 'Symptom.' Click the Next button, located on the bottom right side of the screen. See [Fig. 8](#).

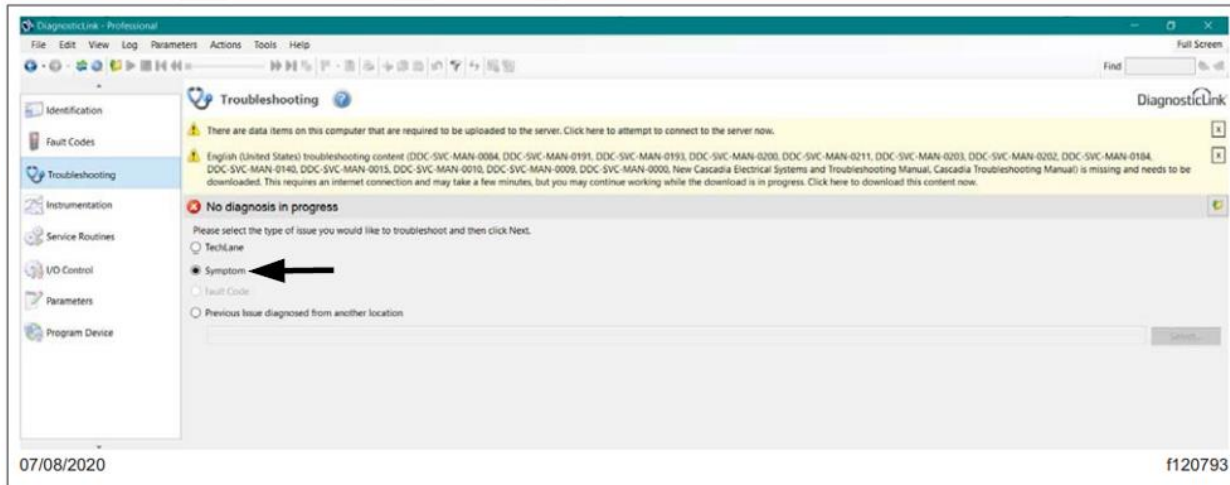


Fig. 8, Selecting the Troubleshooting Tab

16. 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.

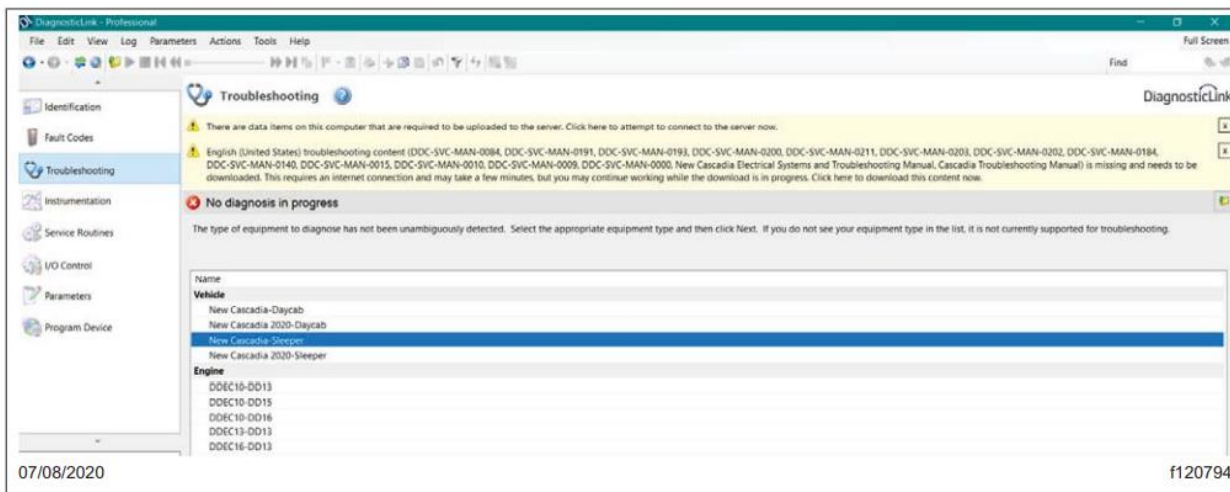


Fig. 9, Selecting the Applicable New Cascadia Model

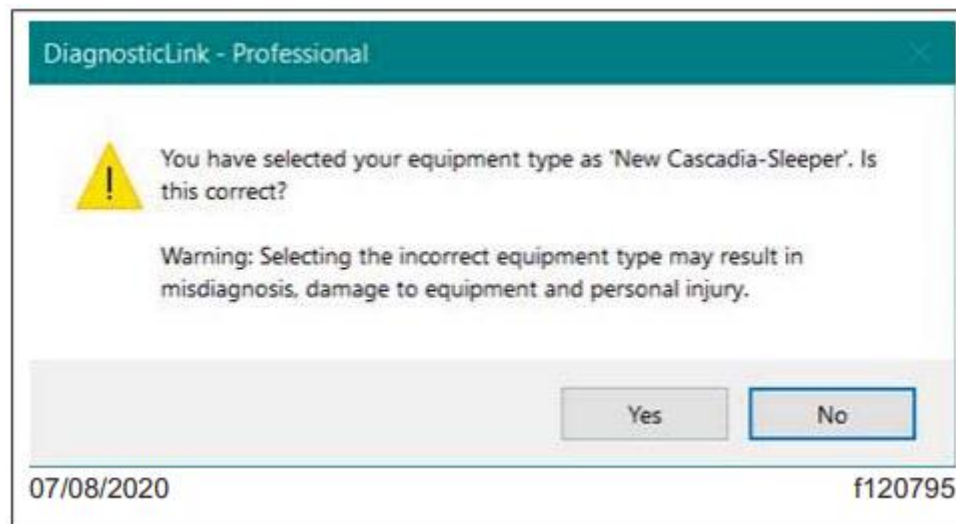


Fig. 10, Verifying Vehicle Selection

17. Select 'Telematics,' then click the 'Next' button to continue.

18. Select the 'CTP not communicating over the air.' Click the Next button to launch the 'Advanced Diagnostic' guided procedure.

NOTE: 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.

19. Follow the guided procedure and, at the end, click 'Finish' until the final report is created, and the screen returns to the 'Troubleshooting' method-selection screen.

20. Review the report pages, a copy should be saved for your records, click 'Finish' to return to the 'Troubleshooting' screen, and complete the reset of the procedure. See [Fig. 11](#), [Fig. 12](#), and [Fig. 13](#).

The screenshot shows the DiagnosticLink Professional interface. The title bar reads 'DiagnosticLink - Professional'. The menu bar includes File, Edit, View, Log, Parameters, Actions, Tools, and Help. The toolbar contains various icons for navigation and actions. The left sidebar has a tree view with 'Identification' selected, and sub-items like Fault Codes, Troubleshooting, Instrumentation, Service Routines, I/O Control, Parameters, and Program Device. The main window displays a 'Troubleshooting Report for CTP not communicating over the air' dated Thursday, June 11, 2020. The report is organized into sections: Job Information, Procedure, and Stage 1. The Job Information section lists details such as Engine Serial Number (47291090549957), VIN (3AKJHHR2K5ZZ3715), Odometer (3409.5 miles), and Address. The Procedure section includes Stage 1 with a 'Displayed text' field containing instructions for connecting DiagnosticLink to the vehicle and selecting CTP01T in the Connections window. The bottom of the window shows a date of 07/08/2020 and a reference number f120804.

DiagnosticLink - Professional

File Edit View Log Parameters Actions Tools Help

Full Screen

Find

DiagnosticLink

Troubleshooting VIN: 3AKJHHR2K5ZZ3715

Advanced Diagnostics Finishing troubleshooting CTP not communicating over the air

Diagnosis

Troubleshooting Report for CTP not communicating over the air
Date: Thursday, June 11, 2020

Session ID: F5-04-03-EB-F3_06-11-20-15-16-00
Tool ID: F5-04-03-EB-F3
Computer Description: lenovo think pad
Tool Version: 98.12.04527-00000
License Key: DVUC-GPNE-DNAP

Job Information

Engine Serial Number: 47291090549957
VIN: 3AKJHHR2K5ZZ3715
Odometer: 3409.5 miles
Engine Hours:
Address:
G2 Membership ID: 12345
Order Repair Number: 12345

Procedure

Stage 1

Displayed text: If not connected already, connect DiagnosticLink to the vehicle and allow all automatic connections to complete.
Displayed text: Right-click inside the Connections window, on the bottom left corner of DiagnosticLink, and select Close Connections.
Displayed text: From the top bar menu, select File - Connect and, from the controller list, select CTP01T to manually connect to the CTP.
Displayed text: Wait until the CTP is fully connected, and ensure there are no other controllers shown as connected in the Connections window.
Automatic Diagnostic Time: 0 hours and 0 minutes
Integrated Diagnostic Time: 0 hours and 3 minutes
SRT Codes: 939-62250

Stage 2

Back Finish Save and Close

07/08/2020 f120804

Fig. 11, Troubleshooting Report, Page 1

The screenshot shows the continuation of the DiagnosticLink Professional interface. The title bar and menu bar are the same as in Figure 11. The left sidebar is also the same. The main window displays the 'Stage 2' section of the troubleshooting report. It includes a 'Displayed text' field with instructions for reviewing the VIN in the Identification panel. The 'Asked a question' section contains a question about the VIN displayed as AAAAAAAAAAAAAA? and a result of 'No'. The 'Stage 4' section includes a 'Checked for other active codes' section with a list of codes (520581/31/CTP01T, 520837/31/CTP01T, 521505/31/CTP01T, 522017/31/CTP01T) and a match result of 'No'. The 'Stage 6' section includes a 'Test performed' section for GPRS Configuration, which failed with the message 'Failed Connected CTP01T Hardware is not supported'. The 'Stage 7' section includes a 'Test performed' section for CTP Factory Reset, which was initiated. The bottom of the window shows a date of 07/08/2020 and a reference number f120805.

DiagnosticLink - Professional

File Edit View Log Parameters Actions Tools Help

Full Screen

Find

DiagnosticLink

Troubleshooting VIN: 3AKJHHR2K5ZZ3715

Advanced Diagnostics Finishing troubleshooting CTP not communicating over the air

Diagnosis

Stage 2

Displayed text: In the Identification panel, review the VIN associated with the CTP.

Asked a question

Question: In the DiagnosticLink Identification tab, review the VIN associated to the CTP. Is the VIN displayed as AAAAAAAAAAAAAA?
Result: No

Automatic Diagnostic Time: 0 hours and 0 minutes
Integrated Diagnostic Time: 0 hours and 0 minutes

Stage 4

Checked for other active codes

Codes: (520581/31/CTP01T)
(520837/31/CTP01T)
(521505/31/CTP01T)
(522017/31/CTP01T)
Match: No

Automatic Diagnostic Time: 0 hours and 1 minute
Integrated Diagnostic Time: 0 hours and 0 minutes

Stage 6

Displayed text: During the next steps, connections to any other controllers than the CTP01T can result in failure to reset the CTP. Verify the CTP01T is the only controller connected to DiagnosticLink. Close connections to any other controller(s).

Test performed: GPRS Configuration
Result: Failed Connected CTP01T Hardware is not supported

Automatic Diagnostic Time: 0 hours and 2 minutes
Integrated Diagnostic Time: 0 hours and 1 minute

Stage 7

Test performed: CTP Factory Reset
Result: Connected Factory reset routine was initiated.

Back Finish Save and Close

07/08/2020 f120805

Fig. 12, Troubleshooting Report, Page 2

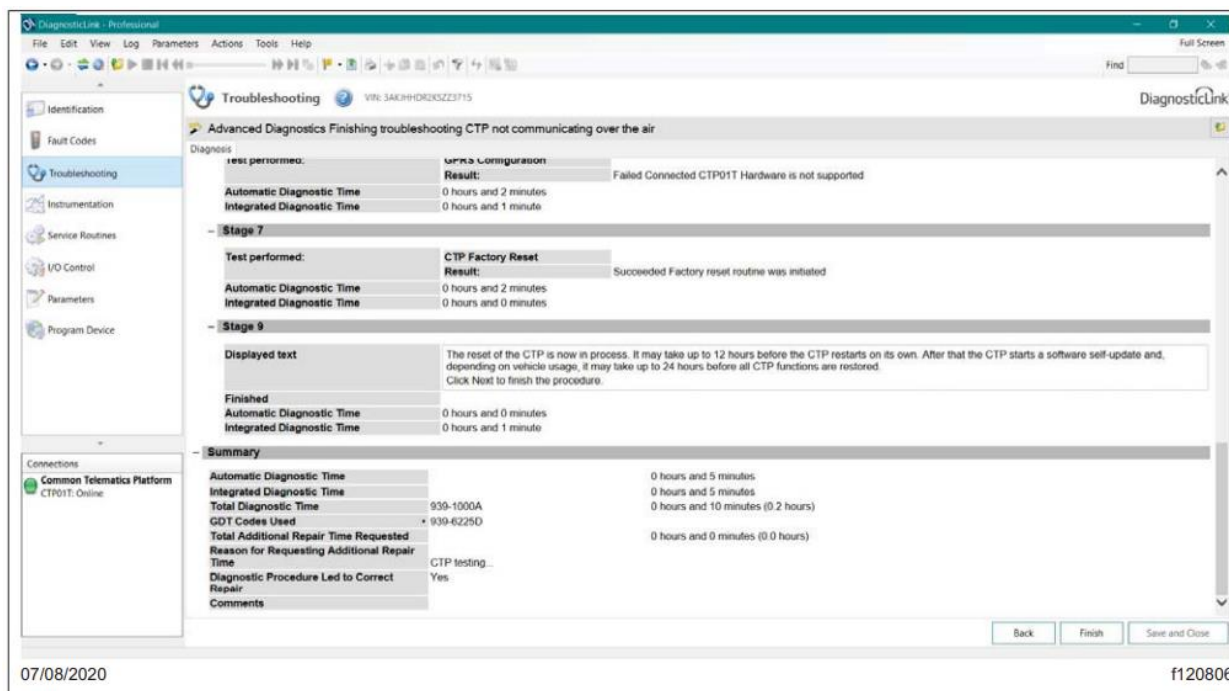


Fig. 13, Troubleshooting Report, Page 3

21. For vehicles in Group 1 on the attached list, disconnect the vehicle from DiagnosticLink, reinstall any pulled fused or removed connections performed in **steps 4a, 4b, or 4c**, and go to **step 33**. For vehicles in Group 2 on the attached list, do not disconnect DiagnosticLink. Wait five minutes and then continue with the next step.

22. 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.'

23. 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.

24. Wait until all three controllers are fully connected and the connection indicators turn green. See [Fig. 14](#)

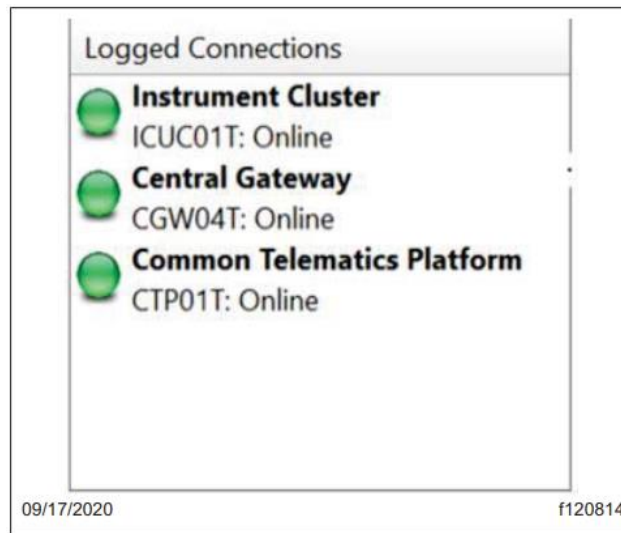


Fig. 14, DiagnosticLink Connections Panel

25. Navigate to 'Parameters,' and allow the parameters to be read. See Fig. 15. Select the 'Initialize CTP' tab. See Fig. 16.

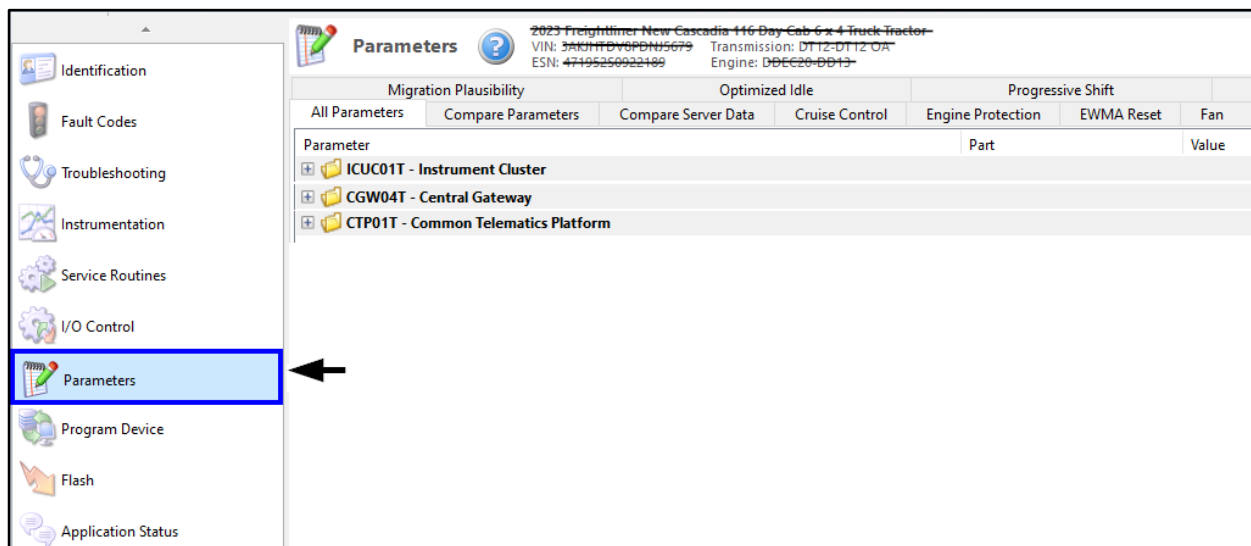


Fig 15 Reading Parameters

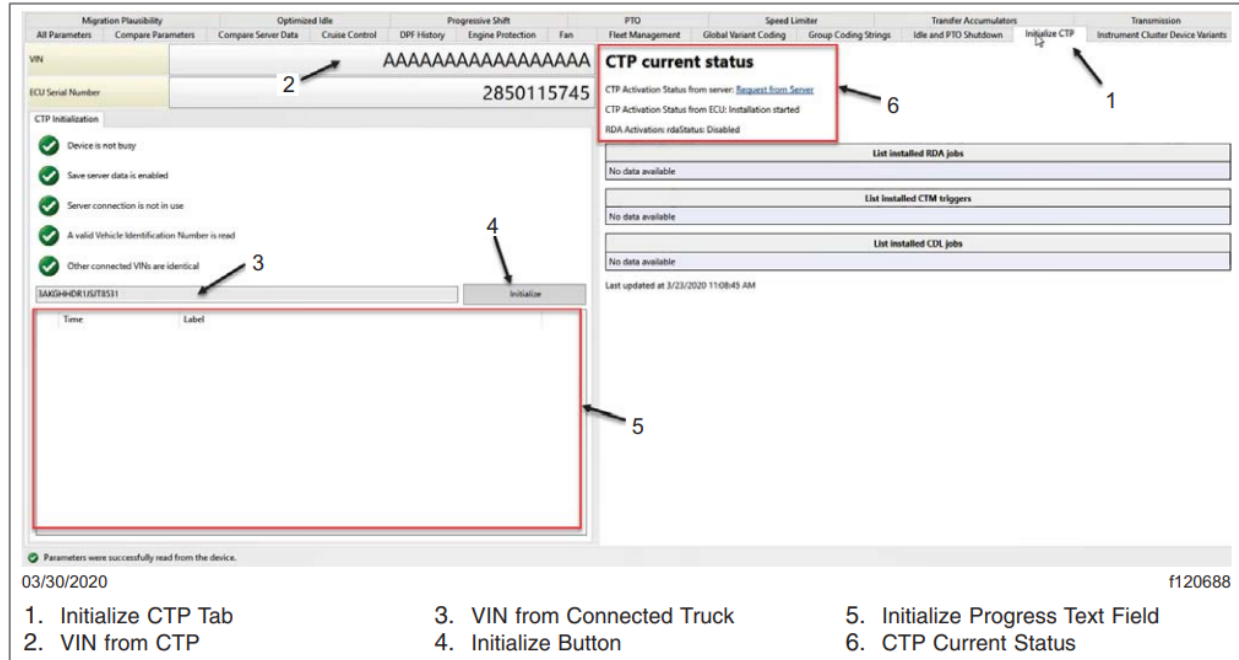


Fig. 16, 'Initialize CTP' Tab

26. Under 'Parameters' icon and 'Initialize CTP' tab, verify the VIN from CTP reads the default AAAAAAAAAAAAAAAAAA or the exact VIN from the connected truck. See Fig. 16. Otherwise, the CTP may need to be replaced with a like part number. The initialization can only occur with a CTP with the exact VIN or default AAAAAAAAAAAAAAAAAA.

27. Run the initialization procedure by clicking on the 'Initialize' button. See reference #4 in Fig. 16.

28. If prompted, enter user name and password to connect DiagnosticLink to the server

29. 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.' See Fig. 17.

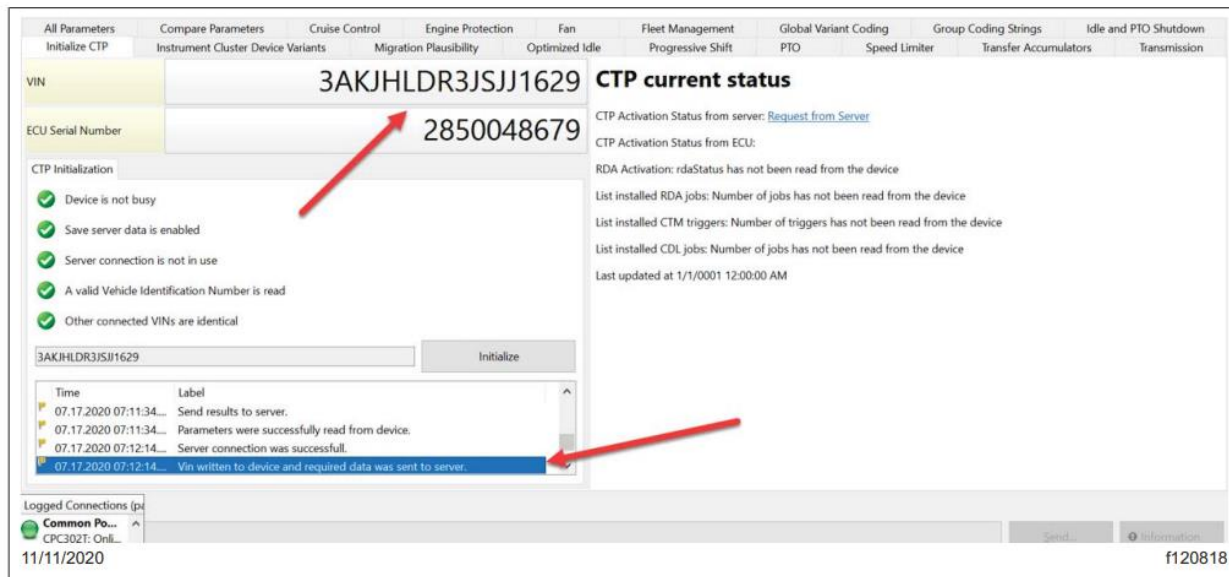


Fig. 17, 'VIN Written to Device and the Required Data was Sent to the Server' Message

30. Within no more than 10 minutes from the end of the initialization procedure, does the CTP show the 'VIN written to device and the required data was sent to the server' message? See Fig. 17.

YES → Take a screenshot of the DiagnosticLink window. Make sure the VIN and the last line in the dialog box 'VIN written to device and the required data was sent to the server' are visible in the capture, as shown in Fig. 17. Go to step 31.

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

31. Navigate to the 'Instrumentation' screen, and select the 'Chart' tab at the top of the page. See Fig. 18.

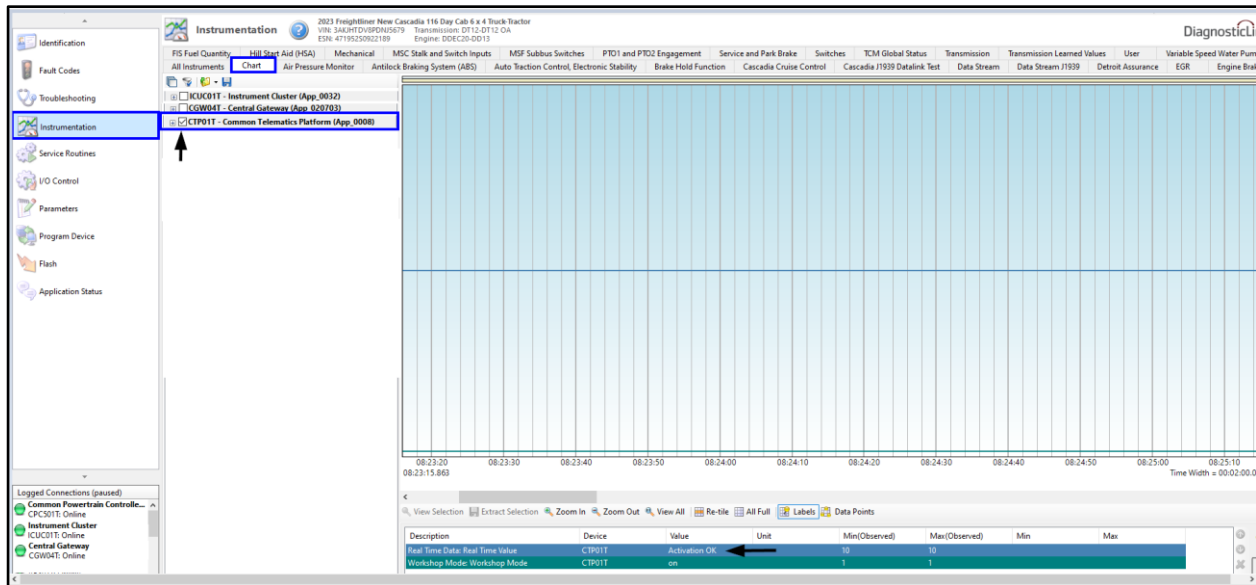


Fig. 18 Chart Tab with CTP Selected Showing Activation OK

32. Take a screenshot of the instrumentation window 'Chart' tab, showing 'Activation OK.' See **Fig. 18**.
33. Disconnect DiagnosticLink and reinstall any pulled fuses or removed connections performed in **steps 4a, 4b or 4c**.