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SF657A

## Subject: Freightliner and Western Star CTP Software Update

**Models Affected: Specific model years 2019-2022 Freightliner and Western Star 47X and 49X vehicles manufactured July 11, 2019, through March 9, 2022.**

### General Information

Daimler Truck North America LLC (DTNA), on behalf of its Freightliner Trucks Division, and wholly owned subsidiary, Western Star Truck Sales, Inc., is initiating Field Service Campaign SF657A to modify the vehicles mentioned above.

Common Telematics Platform (CTP) does not communicate with the back-end and is therefore unable to provide connected services.

The CTP software will be updated to correct communication error.

There are approximately 5,393 vehicles involved in this campaign.

### 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

If our records show your dealership has ordered any vehicle(s) involved in campaign number SF657, a list of the customers and vehicle identification numbers will be available on DTNACconnect.

### Removed Parts

Export distributors, there is no parts to be removed.

### Labor Allowance

**Table 1** - Labor Allowance

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Corrective Action
SF657A	Update CTP common telematics platform	1.4	996-F132A	12-Repair Recall/Campaign

**Table 1**

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**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 (**SF657-A**).
- In the Primary Failed Part field, enter **25-SF657-000**.
- 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 December 16, 2022**. 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.

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.

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## Copy of Notice to Owners

### Subject: Freightliner and Western Star CTP Software Update

Daimler Truck North America LLC (DTNA), on behalf of its Freightliner Trucks Division, and wholly owned subsidiary, Western Star Truck Sales, Inc., is initiating Field Service Campaign SF657A to modify specific model years 2019-2022 Freightliner and Western Star 47X and 49X vehicles manufactured July 11, 2019, through March 9, 2022.

Common Telematics Platform (CTP) does not communicate with the back-end and is therefore unable to provide connected services.

The CTP software will be updated to correct communication error.

Please contact an authorized DTNA dealer to arrange to have the campaign performed. The campaign will take approximately one hour and will be performed at no charge to you. To locate an authorized dealer, search online at <https://northamerica.daimlertruck.com/contact-us/>. Scroll down to "Locate a Dealer," and select the appropriate brand.

This Field Service Campaign will **terminate December 16, 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, DTNA will not pay for any damage caused by failure to properly maintain your vehicle. DTNA 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@Daimlertruck.com](mailto:DTNA.Warranty.Campaigns@Daimlertruck.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 and Western Star CTP Software Update

**Models Affected:** Specific model years 2019-2022 Freightliner and Western Star 47X and 49X vehicles manufactured July 11, 2019, through March 9, 2022.

#### NOTE:

- The configuration file only has to be downloaded once; this file can be used to update multiple vehicles using the same USB drive.
- A dealer provided USB drive with a storage capacity of 1 to 32 GB is required to complete the CTP software update. See [Fig. 1](#).
- A dealer provided mini USB adapter is also required to complete the CTP software update. See [Fig. 2](#).

The USB Adapter must be On-the-Go (OTG) protocol compliant. Non-OTG compliant adapters may result in failure of the CTP software update.



Fig. 1, USB Flash Drive



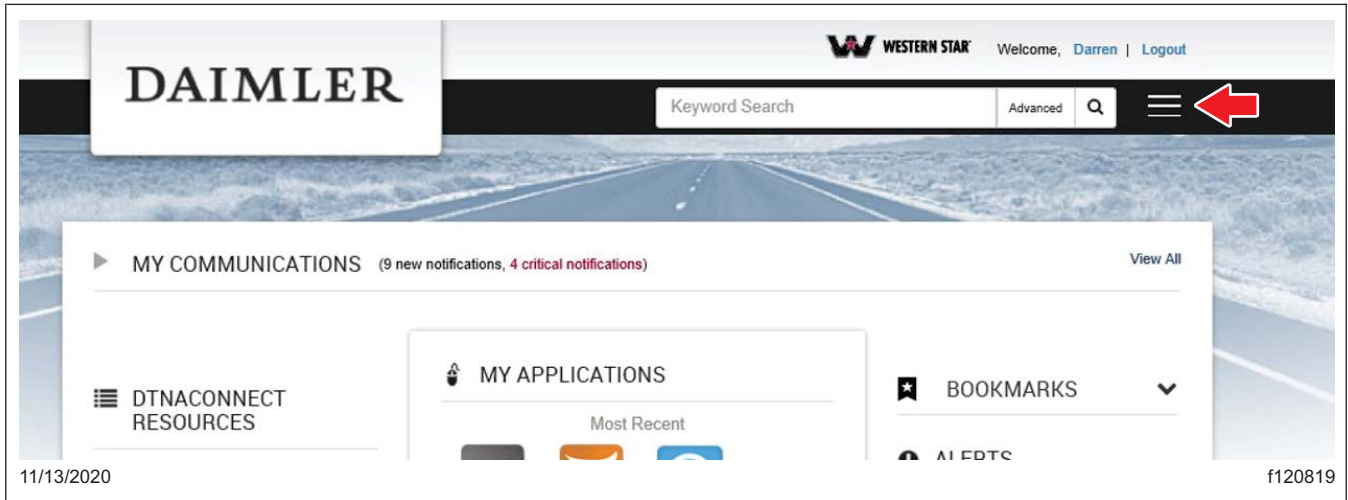
Fig. 2, USB A Female to Mini USB B 5-Pin Male Adapter Cable

## Software Download

1. Check the base label (Form WAR259) for a completion sticker for SF657 (Form WAR261) indicating this work has been done. The base label is usually located on the passenger door about 12 inches (30 cm) below the door latch. If a sticker is present, no work is needed. If there is no sticker, proceed with the next step.
2. On the laptop, create a new folder and name it 'SF657 USB Stick Flashing.' Make a note of the folder's location.

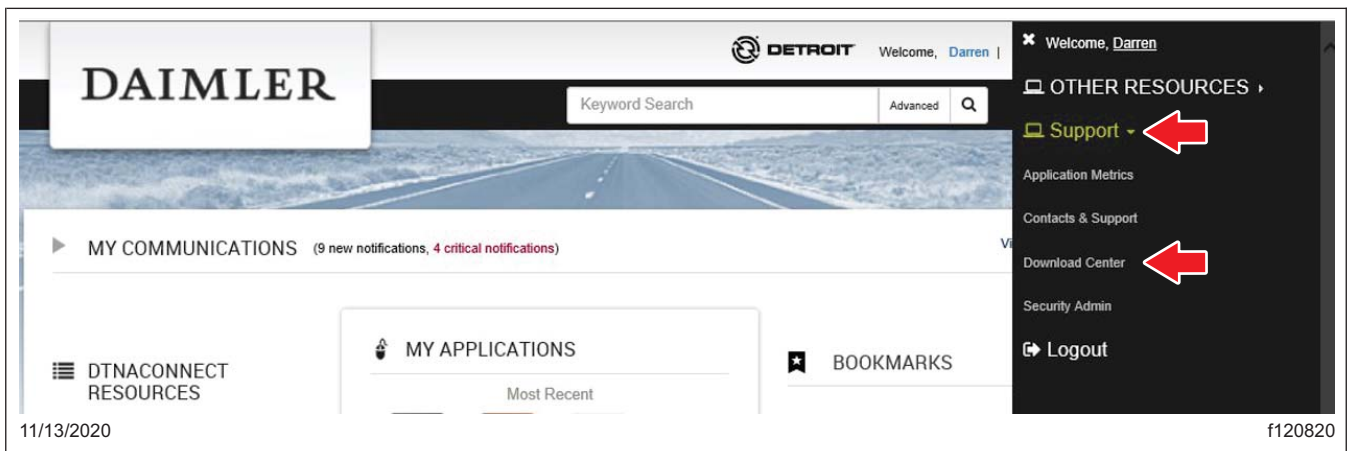
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- On the laptop, go to DTNA Connect, then select the three menu bars at the upper right-hand corner of the web page. See [Fig. 3](#).



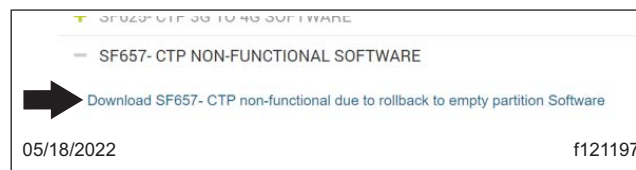
**Fig. 3, DTNA Connect Home Screen**

- Select 'Support,' and then select 'Download Center.' See [Fig. 4](#).



**Fig. 4, Selecting Download Center**

- Scroll down to 'SF657- CTP NON-FUNCTIONAL SOFTWARE' then select the '+' symbol. Select 'Download SF657- CTP non-functional due to rollback to empty partition Software.' See [Fig. 5](#).

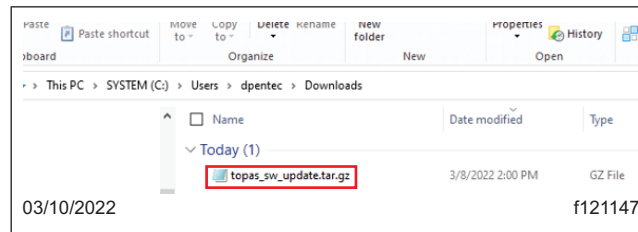


**Fig. 5, Download SF657- CTP Non-Functional Software Link**

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NOTE: Depending on the operating system and/or the browser, the laptop may either ask you to select a location to save, or automatically save the file in the 'Downloads' folder.

6. A download box will appear in the upper right corner of the browser window. Once the download is complete, open the 'Downloads' folder and verify the downloaded file name is 'topas\_sw\_update.tar.gz.' See [Fig. 6](#).



**Fig. 6, Downloaded Software**

**IMPORTANT:** Multiple software downloads on the same laptop may result in the file name being changed due to duplicate copies. Make sure only the file with the original name 'topas\_sw\_update.tar.gz' is used for this procedure.

NOTE: If the file extension '.gz' is not showing, in the menu bar, go to 'View,' then make sure the checkbox next to 'File name extensions' is checked.

7. Move the downloaded file 'topas\_sw\_update.tar.gz' to folder 'SF657 USB Stick Flashing' that was created in step 2.
8. Insert a USB drive into a USB port of the laptop.

**IMPORTANT:** The USB drive must have 1 to 32 GB of storage space. It is recommended to format the USB drive before using it for this software update; this will result in the contents (if any) of the USB drive to be permanently erased.

9. Format the USB drive as follows.
  - 9.1 Right click on the USB drive in the laptop, then select 'Format.'
  - 9.2 In the 'File system' drop down menu, select 'FAT32 (Default).'
  - 9.3 In the 'Format USB Drive' window that appears, select 'Start.'
  - 9.4 In the warning message window that appears, select 'OK.'
  - 9.5 Once the formatting is complete, a 'Format Complete' message window will appear. Select 'OK,' then close the 'Format USB Drive' window.
10. Copy the downloaded file 'topas\_sw\_update.tar.gz' to the USB flash drive.
  - 10.1 Verify that the name of the file copied to the USB flash drive matches 'topas\_sw\_update.tar.gz.'
  - 10.2 Right click on the USB drive, then select 'Eject.'
  - 10.3 Remove the USB flash drive from the laptop.
  - 10.4 Insert the USB flash drive into the laptop again.
  - 10.5 Navigate to the USB drive and again verify that the name of the file copied to the USB flash drive matches 'topas\_sw\_update.tar.gz.' Make sure no other file is present on the USB flash drive.
  - 10.6 Take a screenshot of the contents of the USB flash drive file and save it.
  - 10.7 Right click on the USB drive, then select 'Eject.'
  - 10.8 Remove the USB flash drive from the laptop.

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- Write the campaign number, SF657, on a blank label, and attach it to the USB drive, as shown in [Fig. 7](#). This USB drive can be used to update multiple vehicles as noted at the beginning of the work instructions.



**Fig. 7, USB Flash Drive Labeled SF657**

## CTP01T Software Update

- Park the vehicle on a level surface, shut down the engine, and set the parking brake. Chock the tires.
- Make sure the ignition key and battery cut-off switch (if equipped) are in the ON position.

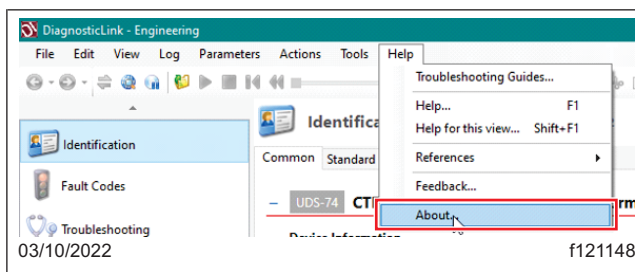
**IMPORTANT:** Do not turn the ignition or the battery cut-off switch OFF until the software installation is complete. The vehicle batteries should maintain 12.4 volts or higher during the CTP software update. If needed, a battery charger should be connected.

- Connect the Nexiq USBLINK™ 2 box to the diagnostic connector on the vehicle.
- Connect the Nexiq USBLINK 2 box to the laptop.
- Open DiagnosticLink®.

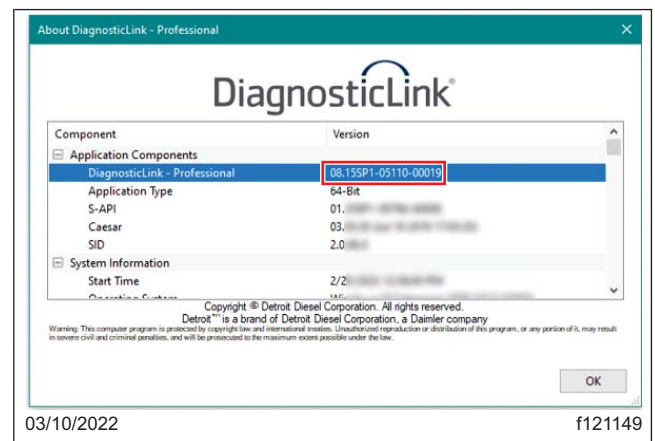
**IMPORTANT:** Make sure that DiagnosticLink is updated to the latest version (8.15 SP1 at the time of publication, or newer) before programming the vehicle. To verify, go to 'Help,' then select 'About.' See [Fig. 8](#) and [Fig. 9](#).

To reduce the possibility of disruption during programming, make sure DiagnosticLink is connected to CTP01T only.

- If other modules are already connected in the 'Connections' window, select 'Close Connections' to remove all connected devices.



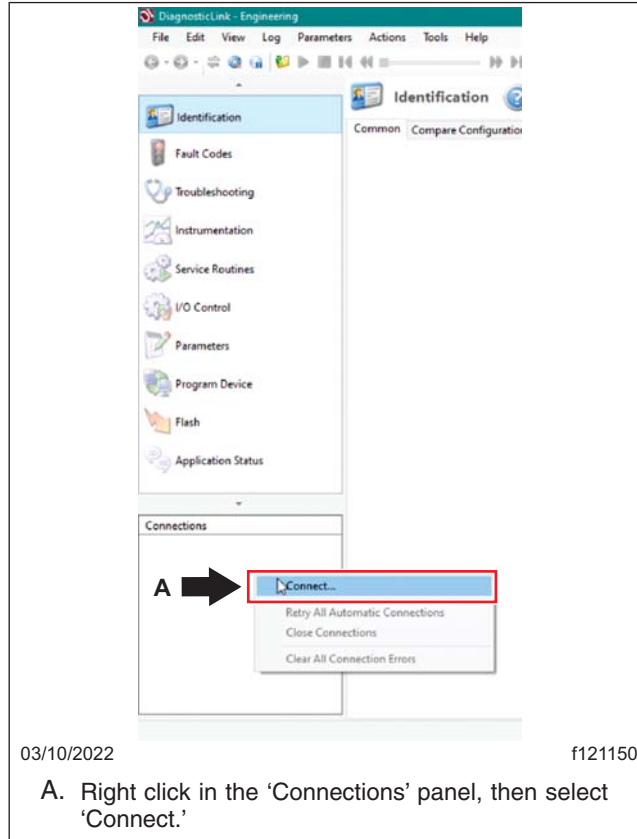
**Fig. 8, Opening the About DiagnosticLink Professional Window**



**Fig. 9, DiagnosticLink Application Version**

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7. In the 'Connections' panel, right click, and select 'Connect.' See [Fig. 10](#).



**Fig. 10, Establishing Manual Connection**

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- In the 'Manual Connection' window that appears, select 'CTP01T,' then select the 'Connect' button. See [Fig. 11](#). Wait until the CTP01T connection turns green, as shown in [Fig. 12](#).

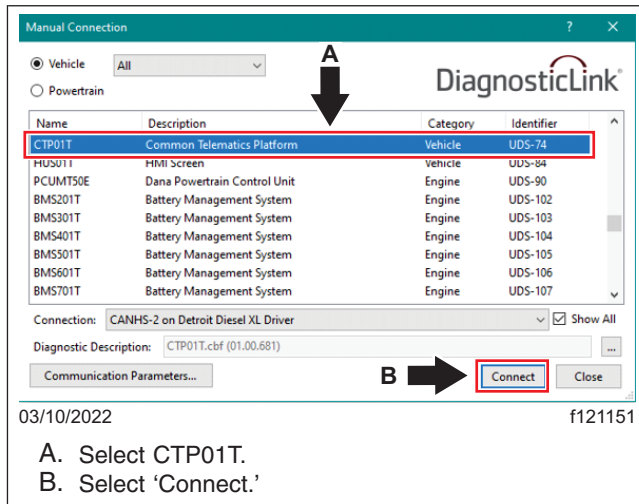


Fig. 11, Manual Connection Window

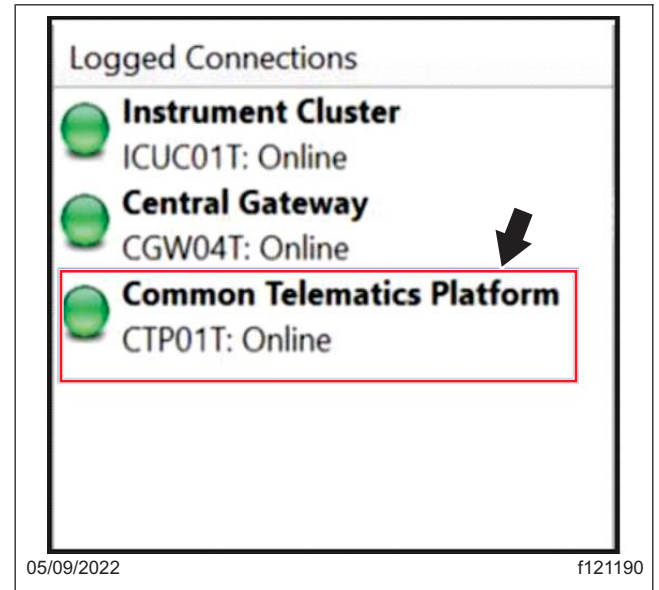


Fig. 12, CTP01T Connected

- Go to 'Action,' 'Telematics,' then select 'CTP USB Stick Flashing.' See [Fig. 13](#).

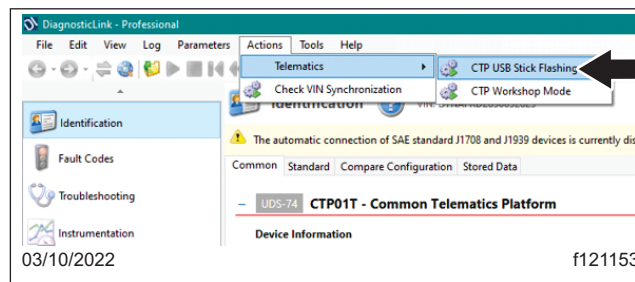
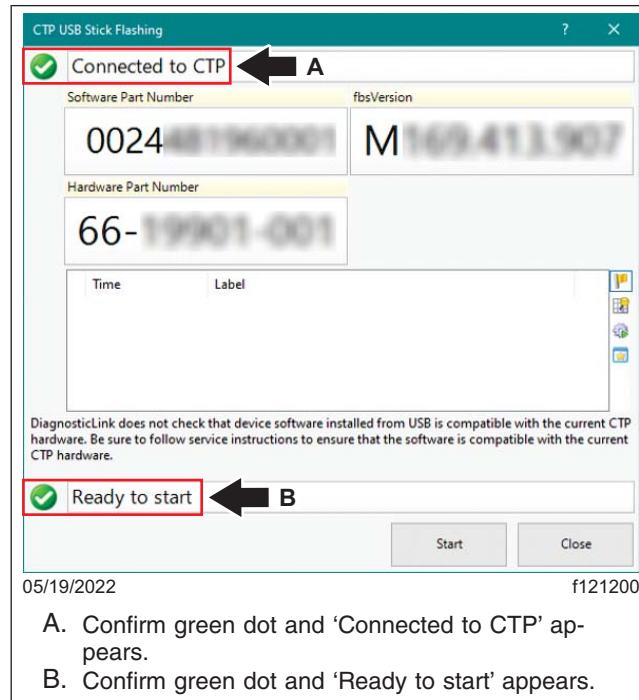


Fig. 13, Opening CTP USB Stick Flashing Window

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10. In the 'CTP USB Stick Flashing' window that appears, verify that a green dot appears beside 'Connected to CTP' on the top, a green dot appears beside 'Ready to start' at the bottom. See [Fig. 14](#).



**Fig. 14, CTP USB Stick Flashing Window**

- If the green dot beside 'Connected to CTP' on the top, and the green dot beside 'Ready to start' at the bottom do not appear, disconnect the CTP01T, close and restart DiagnosticLink program. Repeat steps 5 through 10. If the issue still persists after a second attempt, call Detroit Connect support at 855-253-0420, or email [detroitconnect@daimlertruck.com](mailto:detroitconnect@daimlertruck.com).

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**IMPORTANT:** The file name of the software copied in the USB drive must be 'topas\_sw\_update.tar.gz' in order for DiagnosticLink to recognize the file for a successful CTP software update.

**NOTE:** The USB Adapter must be On-the-Go (OTG) protocol compliant. Non-OTG compliant adapters may result in failure of the CTP software update.

11. Remove the electronics bay cover and the passenger-side lower dash cover. For instructions, see **Group 60** of the applicable workshop manual.

## NOTICE

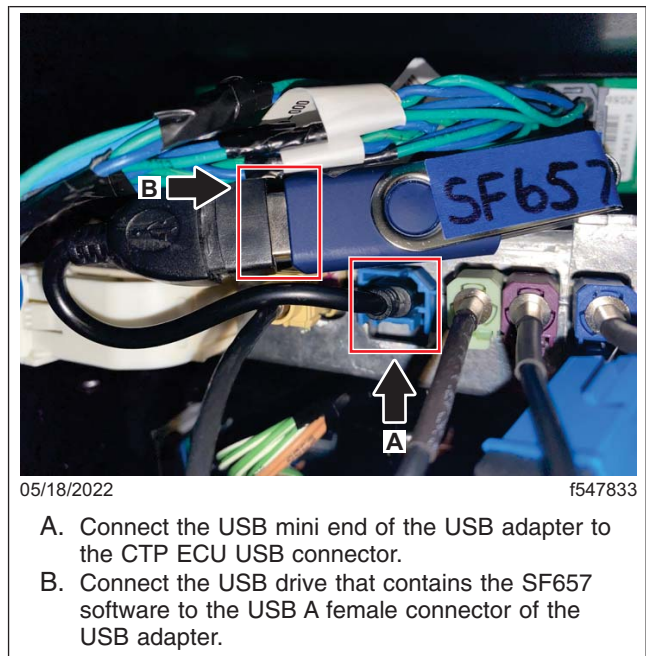
**Make sure that the cab floor is clear of debris and tools. If the VPDM is lowered on to debris, especially metal objects, it could permanently damage the VPDM.**

**IMPORTANT:** The VPDM is positioned on the mounting tabs to assist with retaining the VPDM in position while mounting fasteners are removed. Care should be taken so the VPDM does not fall to the floor after all four mounting fasteners have been removed.

12. Remove the four VPDM mounting fasteners, then gently lower the VPDM on to the cab floor. See **Fig. 15**.
13. Locate the CTP on the upper shelf in the electronics bay. Using a USB mini to USB A adapter, connect the USB drive containing the SF657 software to the CTP at the large blue USB mini connector. See **Fig. 16**. Some vehicles may already have a harness connected at the large blue CTP connector, which must be disconnected for this procedure. Make sure the USB adapter and the USB stick are completely inserted.



**Fig. 15, Lowering the VPDM to the Cab Floor**



**Fig. 16, USB Drive Connected to the CTP**

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IMPORTANT: In order to minimize the possibility of disruptions during the CTP flashing procedure:

- The USB flash drive and the mini USB adapter must remain fully connected to the CTP.
- Vehicle power and ignition should remain ON.
- Vehicle batteries should maintain 12.4 volts or higher, or a battery charger should be connected.
- Laptop must not be unplugged from the vehicle.
- Laptop must not be allowed to go to sleep.
- Laptop must not be used for any purpose other than flashing the CTP.

14. After the USB drive and adapter are connected to the CTP, select the 'Start' button in the 'CTP USB Stick Flashing' window to begin the flashing process. Make a note of the time when the flashing process starts.

NOTE: The flashing process is automated and requires no interaction with the panel throughout the process. The CTP will shut down and go offline before installing the update. The message 'Waiting for CTP to Reset' will now appear and remain at the bottom of the 'CTP USB Stick Flashing' window while the CTP is offline for approximately 30 minutes until the new software is installed and activated. The message 'Flashing Complete' may also appear at the bottom of the 'CTP USB Stick Flashing' window. See [Fig. 17](#) and [Fig. 18](#).

15. Approximately 30 minutes after starting the CTP USB stick flashing process, or after the 'Flashing Complete' message is displayed, close the 'CTP USB Stick Flashing' window, then connect the DiagnosticLink to CTP01T. See steps 6 through 8.

If the CTP01T does not connect, the software update may still be in progress and may not respond. Wait for an additional 10 minutes between attempting to connect with CTP01T. If CTP01T still does not connect to DiagnosticLink even after 50 minutes from the start time noted in step 14, call Detroit Connect support at 855-253-0420, or email [detroitconnect@daimlertruck.com](mailto:detroitconnect@daimlertruck.com).

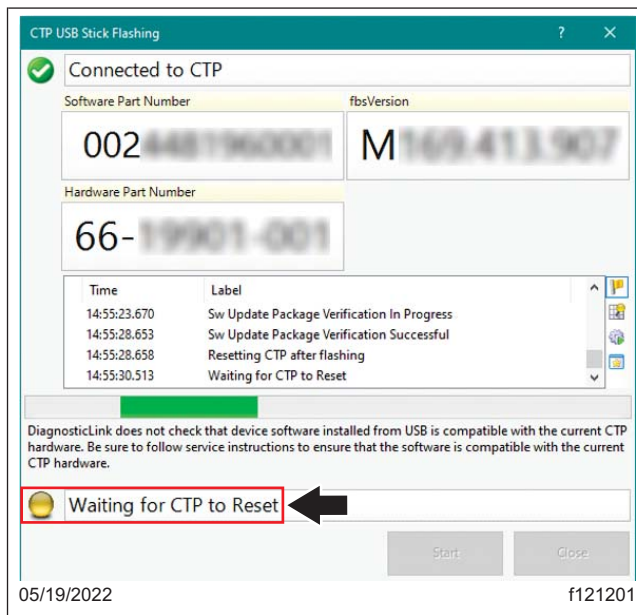


Fig. 17, Waiting for CTP to Reset Status Message

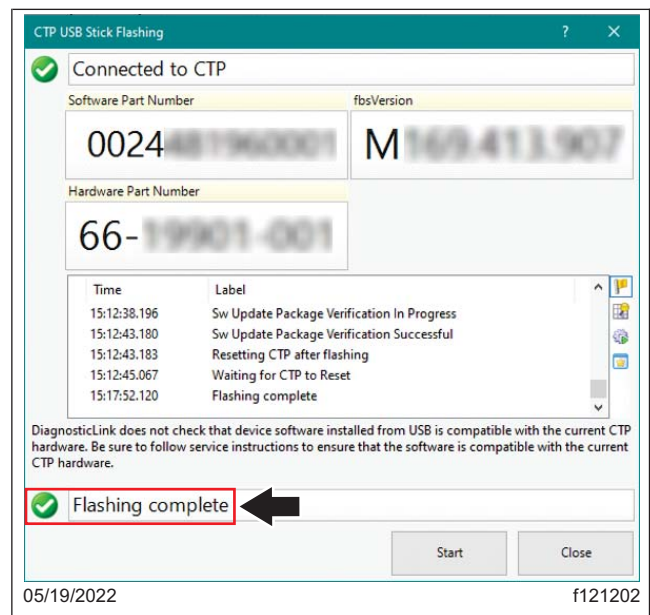
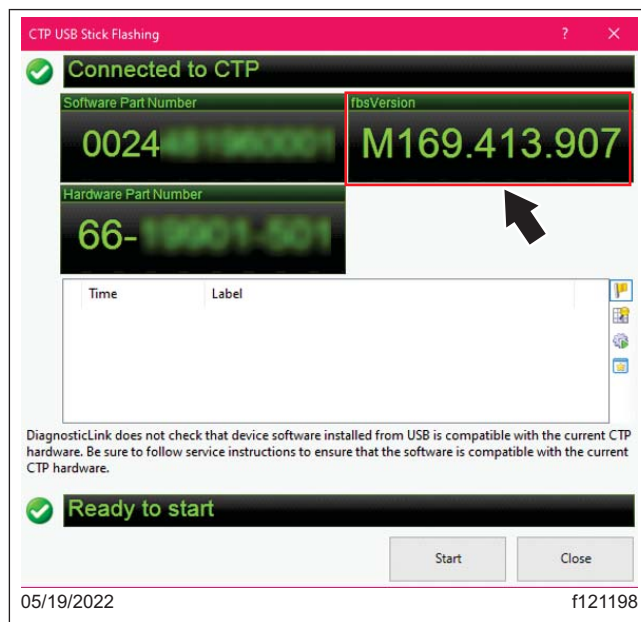


Fig. 18, Flashing Complete Status Message

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- Once the CTP01T connection turns green in the 'Connections' window, go to 'Actions,' 'Telematics', then select 'CTP USB Stick Flashing.' Verify the 'fbsVersion' is '169.413.907.' See **Fig. 19**. If the 'fbsVersion' does not match the above version, disconnect the CTP01T and connect again. Then verify the version again.



**Fig. 19, Verifying fbsVersion**

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

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

17.2 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. 20**.

Is 'Activation OK' displayed under 'Value'?

**YES** → The CTP01T software update is successful. Go to step 18.

**NO** → Attempt to establish the network connection again. Follow the substeps 17.3 and 17.4.

The screenshot shows the DiagnosticLink Professional interface. On the left, the 'Instrumentation' tab is selected (1). In the center, the 'Chart' tab is active (2). Within the 'Chart' view, the 'Real Time Data: Real Time Value' checkbox is checked (3). Below the chart, a table displays the status of various CTP01T components. The 'Real Time Data: Real Time Value' row shows 'Activation OK' in the 'Value' column (4).

Description	Device	Value	Unit	Min(Observed)	Max(Observed)	Min	Max
Real Time Data: Real Time Value	CTP01T	Activation OK		10	10		

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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. 20, CTP Software Update Successful**

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- 17.3 Disconnect the DiagnosticLink from the CTP and then wait for 5 minutes before reconnecting.
- 17.4 Wait for an additional 10 minutes for the CTP to reattempt establishing the network connection. If the CTP does not connect to the network even after 10 minutes, call Detroit Connect support at 855-253-0420, or email [detroitconnect@daimlertruck.com](mailto:detroitconnect@daimlertruck.com).
18. Using the four mounting fasteners, install the VPDM.
19. Install the passenger-side lower dash cover and the electronics bay cover. For instructions, see **Group 60** of the applicable workshop manual.
20. Clean a spot on the base label (Form WAR259), write the campaign number SF657 on a blank gray completion sticker (Form WAR261), and attach it to the base label, indicating this work has been completed.